JIBS EBSCO Meeting, University of Birmingham

Wednesday 18ᵗʰ May 2016

Present:

Steven Bull, University of Birmingham

Emma Hollinshead, Aston University

Helen Buchanan, Imperial College

Julie Cleverley, Leeds Beckett University

Nikki Green, Eduserv

Sarah Robbins, Liverpool John Moores University (Secretary)

Cathryn Peppard, University of Greenwich

Jeff Woods, University of Liverpool

Kerry Hadaway, University of Southampton

Liam Sullivan, Edge Hill University

Sarah Thompson, University of York (Chair)

Steve Giannoni, EBSCO Information Services

Richard Bramwell, EBSCO Information Services

1. **Apologies for absence**

   Wendy Evans (University of St Mark & St John), Beverley Delaney (Open University)

2. **Introductions and welcome to new members**
   a) A warm welcome to new members attending for the first time today. Geraldine O Beirn will join us for the WebEx.
   b) JIBS are to be rebranded as SERIF (Shared Electronic Resources Information Forum and this group will continue to feed into SERIF. SG queried the remit of the group and it was confirmed that it is concerned with EBSCO Publishing (i.e. Databases, EDS and other products) and not the subscription side of the business. That is not to say that subscription issues cannot be raised if they are pertinent.
   c) Sarah Robbins volunteered to take on the role of secretary following Ann Siswell's departure at the last meeting. The group extends their thanks to Ann for her work within the group.

3. **Minutes of the last meeting, 30 November 2016**

The minutes of the last meeting have still not been agreed with EBSCO. ST and SG will liaise as a matter of urgency to approve the November minutes for publication on the JIBS website.

Post meeting note: SG sent these to ST / SR on 25 May

Item 3, 5(e): SG reported that a beta test case portal is available if institutions want access. Contact to be made with Andrea Davis. EH reported that Aston have requested access but it has not yet been set up. JW reported that they used to have access, but their login was no longer working

Item 3, 4(b): ST to clarify what paper is being referred to so this can be progressed.

Post meeting note: the paper referred to by SG was about failings in link resolvers, mentioned by SG in response to Huddersfield's issue in the June 2015 meeting about instances of broken links to EBSCO content from Summon:

Digging into the Data: Exposing the Causes of Resolver Failure
https://journals.ala.org/ltr/article/view/4561/5368

Item 5: SG clarified that e-books from databases within EDS/EBSCO are delivered in chapters – where this is the case, these will appear in BR2 stats. If however e-books are purchased from EBSCO (eBooks on EBSCOhost), the books are delivered as a single e-book and are therefore reported in BR1 stats only.

4. JIBS users' issues

SG has shared the issues and enhancements raised in advance of the meeting with product managers in order to help formalise enhancement requests and get "buy-in" internally from EBSCO product support.

SG reported that EBSCO are currently coming to an end of testing single-sign (to aid access to personal folders, download eBooks etc) on but a deployment date has yet to be agreed. It will not be in the June release.

The enhancement request to add "Standards" as a Source Type has been sent to product development, but no feedback has been received yet.

A longer discussion took place surrounding the issue of differences between the EBSCO Knowledgebase and KB+. There was an acknowledgement that KB+ isn't always accurate and that there is a wider issue globally to standardise this information.

The issues at Leeds Beckett have been escalated with Andrea Davies from EBSCO who will work with JC and RB to resolve the issues. JC wanted to acknowledge how helpful their EBSCO contact had been in resolving some issues with EDS and their catalogue feeds.

5. EBSCO Update- Webex meeting with Nancy King, Marc Keepper, and Tracey Paine

First Nancy talked the group through some research EBSCO have been undertaking with college and research students to understand what they want from the EBSCO interface. Nancy was also keen to solicit the group's feedback to see if there were any commonalities.

The ability to export references in Excel format was due in May but has been delayed. It is on the Roadmap, but not currently scheduled.

Marc Keepper next introduced us to some planned EDS developments. Link to Marc's presentation.

We were shown:

- Having the opac via EDS
- Using RTAC(?) for print
- Login via EDS to set and delete holds, view My Checkouts, fines, holds

This would look the same regardless of which LMS an institution uses. The EBSCOHost folder will show what books a user has out.

It is driven by patron empowerment, giving choice, simplified logins, simplified linking (including proxy).

There would be support for SSO (SAML, Shibboleth), OAUTH2 (in process), Persistent Personal Identifier/token

Patron Empowerment functions are available via APIs. There have been recent upgrades to the publication finder API. More information (for EDS customers) can be found at edswiki.EBSCOhost.com/publicationfinderapireferenceguide

Finally, Tracey Paine demoed Flipster, which is a platform with 1000 magazine titles, a digital magazine offering with "casual reading" content. See https://vimeo.com/124840516 and https://flipster.ebsco.com/category-detail/category/business for further information.

It is possible to read on online and off-line via tablets and mobile devices. Back issues of titles available as well as a front file. A widget is available to promote access on a library's website. It is not possible to like from EDS/EBSCOhost currently, but this is in development. It is possible to print, but not to highlight or do a citation. Research type activity would need to be done in a PDF viewer. It is felt that it promotes recreational reading and improves PR for the library. Pleasure reading is thought to improve comprehension of more difficult texts.

As a group we asked if EBSCO could work with smaller publishers to overcome the single named user/username & password issues – we may be more inclined to look at Flipster if it contains such titles. We agreed to coordinate a list of problematic titles and send them to Steve G.

Action: ST to create a Google doc for everyone to contribute to

It was felt that in the UK, the marketplace for this product would be predominantly FE, but it is more HE in the US. EBSCO are currently targeting lots of titles/publishers. Many titles have a 100 or 500 simultaneous user limit.

6. Any other Business

A new version of EDS is on the roadmap for 2017/18 – it will be the last thing to be done.

BD from the OU had sent a question via the chair, asking about the involvement of libraries in beta testing. Product management want to spend more time engaging with JIBS and other groups and schedule things through the year to facilitate this.

Fulltext finder has taught EBSCO a lot about how to release new products. They will be adopting a SAFe policy moving forward.

EBSCO is developing an OpenSource LMS with other organisations using API development. Code is currently being written. Last Quarter of 2017 is the expected release date. It could be hosted by the organisation or externally by EBSCO, Ex Libris, LMS vendors etc.

Action: SG to send presentations from today to ST

Follow up engagement in 3 months via WebEx.