DRAFT MINUTES OF THE JIBS EBSCO ENHANCEMENT MEETING, 18 NOVEMBER 2013, UNIVERSITY OF BIRMINGHAM LIBRARY.

Present:
Sarah Beech, University of Exeter
Julie Cleverley, Leeds Metropolitan University
Richard Crossland, EBSCO Information Services
Wendy Evans, University of St Mark & St John
Steve Giannoni, EBSCO Information Services
Nikki Green, Eduserv
Emma Hollinshead, Aston University
Julie Neenan, Cardiff University
Sarah Robbins, Liverpool John Moores University
Ann Siswell, Bath Spa University (Secretary)
Sue Stevens, University of Birmingham
Liam Sullivan, Edge Hill University
Sarah Thompson, University of York (Chair)

1. **Apologies for absence**
   - Irene Barranco Garcia, University of Greenwich

2. **Membership update**
   - The Chair welcomed everyone to the meeting, especially those new to the group.

3. **Minutes of the last meeting, 10 June 2013**
   - **Item 3(i):** SG announced that a meeting would be held at the University of Liverpool for EDS users in July 2014.
   - **Item 4(i):** Ex Libris have been provided with the information they need to connect with the E-Journals Database but are not prepared to do so until the end of life of EJS has been announced.   SG suggested that libraries having difficulties with SFX and EJD link direct to the publishers. The Chair will contact Canterbury Christ Church with this information.
   - **Item 4(x):** a list of the HBR articles has been requested twice by York but they have not yet received anything.
   - The Chair asked if there was any appetite for a JISCmail discussion list for the group but there did not seem to be.

4. **JIBS Users' issues**
   i. **Increased propensity of missing articles and/or issues within EBSCOhost databases (Cardiff)**
   - Regarding the issues raised by Cardiff, there was a feeling that they had been sold the databases on certain title lists then some of those titles and issues were not available or not being loaded promptly. They also felt that the responses they received from customer service were standard ones that were unhelpful in resolving the problem.
   - SG stated that this was a multi-faceted problem and that EBSCO have a robust editorial system although they are dealing with millions of articles per customer.

Across all the various products, there does not seem to be a general issue with how EBSCO are handling content.

- SG gave a recent example of a recent update of CINAHL which resulted in none of the full-text being available, which their engineers then rectified.
- However, SG also felt that Cardiff had exposed some weaknesses in the customer support system.
- RC had some particular responses to the issues raised by Cardiff but felt it was more helpful to discuss the general issues and timescales involved in resolving them. He explained that, if an article was found to be missing, it was quite a complex job to get it added or re-instated. If it was an electronic file from the publisher, EBSCO can make a claim from them up to three times; if it is a print journal, scanned internally and an article missed, then the article has to be sourced in print through, for instance, JETS or direct from the publisher. If there are restrictions in place from the publishers concerning certain articles or issues, it can also be complex to restore content.
- SG added that content was received on a variety of timescales, weekly or monthly or longer, then it must wait for a rebuild of the database and often these matters may not be reflected back to the customer who is just aware that they have made a support call and little seems to be happening.
- SG also commented that there has never been dedicated UK support so support activities have often been in conflict with other responsibilities. It is hoped that from January 2014 they will have dedicated support staff, including technical, which will improve the service.
- The challenges have come from the merger of the EBSCO interests in July and they are still going through the effects of that as the merger cascades down. Only recently have they been able to merge customer databases so there is just one instance of a customer record, no matter what or how many services they took. It is still intended to have a CRM system in the future that will allow customers to see the progress of cases raised.
- JN still felt that the information given in EBSCOhost (e.g. 19XX to present) when issues had not been loaded for two years was crucial and should be reflecting the actual situation. SG indicated that information to update knowledge bases is sent out monthly but this was obviously a case that needed investigation and that more transparency around procedures was needed while issues were resolved. With Paul Harwood's appointment earlier in the year, it was hoped that communication systems would improve.
- EH also commented on her staff not feeling any confidence in problems being resolved or, when issues were raised, they were sometimes assigned to an SI and then they disappeared completely. Others felt that, overall, they were receiving a good response to queries and problems.
- The volume of discovery customers has changed the landscape, including trials, of which there are currently 45 to 50 ongoing, and EBSCO in the UK are depending on support from American colleagues when they would be better off with local support.
- SG wondered what routes people were taking to get their issues to customer services but that this might not be a subject to discuss immediately. Indeed, it was clear that the route to support was very mixed – some were going via the

generic email, some were contacting their representative, some were contacting Peter Landry directly. SG felt it was important to be supporting people in the right way and the challenge was to understand where the bottlenecks occurred: for instance, why two people who had gone down the same route got different outcomes.

ii. Logout button for e-books (Exeter)
- RC reported that this is still an open request. If a user exits a browser, they do not exit the book which has to wait for the user session to expire before resetting.
- No update yet as to when this will be released. The enhancement request number will be shared with the group.

iii. Problem reported with CINAHL (UWE)
- SG reported that this was a technical problem, caused by a rebuild of CINAHL which has now been rectified. EBSCO apologised for the difficulties caused.

iv. Participation in KB+ (Aston)
- SG reported that EBSCO had been participating in KB+ for some time now. It is used like an intermediary or a check to confirm what the community has entitlement to through the various agreements.
- LS commented that he had been somewhat disappointed in KB+ and that it had not included information that he would have thought they should have, such as items for which there were JISC Collections agreements.
- NG agreed that it was extremely difficult to keep up with title lists which could be out of date the day after an agreement was concluded and publishers frequently withdraw titles or replace one title with several others.

v. Sharing of metadata with ProQuest and Ex Libris (continued from previous meetings)
- The Chair asked if there was any more information to share on this topic.
- SG and GS have been meeting with libraries using different discovery tools to test why they hold the position they do on this matter.
- There has been no formal communication with ProQuest or Serials Solutions.
- A recent meeting had been held with a representative of Ex Libris and there does seem to have been a basic misunderstanding on their part of what EBSCO does with its services and content and that it is not a publisher itself. As a discovery vendor, EBSCO does not want to get into LMS territory and would prefer to develop appropriate partnerships.
- There does seem to be a possibility of a way forward for the two companies, for example, for EDS content to be available through Primo, which is not available at the moment. This was not considered possible with ProQuest at the moment.

5. EBSCO update
- SG reported that, while it was desirable to share the new structure chart, it was likely to be a short time yet before it could be communicated to the group.
- In terms of systems and services update, EBSCO now own the BEI which has been available through JISC Collections with ERIC and AEI for some years. SG had been

negotiating with BEI to make it accessible on the EBSCOhost platform until the University of Leeds indicated that it may be for sale. BEI is now on EBSCOhost and will be made available to current customers in tandem with the ProQuest platform: it will also appear in the EDS index. EBSCO are now in negotiation with AEI to try to maintain the consistency of the service to which the community has been accustomed. The BEI covers 200 journals of which EBSCO has access to around 120 titles. There are also the current EBSCO Education resources so consideration may be given to developing a BEI with Full Text.

- Additional product developments for 2014 include a full text music product, "international" versions of ASP, etc. with foreign language journals, and the creation of different content from previously digitised antiquarian information which will be available to purchase outright.

- EBSCO are also working with BiblioLabs so that libraries can showcase their own collections, as the BL are in the process of doing, or so that they can purchase Biblioboard Library and its content to use. BiblioBoard Library is available for subscription through JISC Collections. There will be an event on 29 November to launch the service officially.

6. Any other business

- NG announced that APA is in process of being renewed and the tender will be out later this week.
- EH raised matter of the positioning of the guest login on the updated EDS which is causing some issues for their users.
- LS asked about improving the searching of individual publications. SG said this will be possible through EDS but can be done already through the A to Z list of publications in a database.
- LS asked about help with advanced searching. SG indicated there was a link at the bottom of each page to the Support Site which contained this kind of assistance.

7. Date of next meeting

- To be decided