# JIBS-EBSCO Enhancement Group Meeting, 22 May 2012 at the University of Birmingham Library

**Present**:
Steve Bull, University of Birmingham
Wendy Evans, University College Plymouth St Mark and St John
Barbara Gallagher, University of Greenwich
Afzal Hasan, University of Exeter
Maureen Richardson, Edge Hill University
Ann Siswell, Bath Spa University (Secretary)
Sarah Thompson, University of York (Chair)
Tania Gibson, EBSCO Information Services
Gareth Smith, EBSCO Information Services

1. **Apologies for absence**
   Sarah Vincent (Cardiff Metropolitan University), Nikki Green (Eduserv), Sarah Robbins (Liverpool John Moores University)

2. **Membership update**
   Liam Sullivan will be replacing MR after her retirement in summer.  Sarah Vincent is leaving Cardiff Metropolitan where she was covering for Julie Neenan: it is hoped that Julie will be able to attend future meetings.  Tania Gibson is changing roles within EBSCO and will be working with the schools sector in future.

3. **Minutes of last meeting (28 November 2011) and matters arising**
   i. **Matters arising item 4(i):** this issue, which concerns metadata, is now being addressed although the problem itself is outstanding.  GS indicated that some content was being reloaded as the metadata was incorrect and this meant that linking did not function properly: this is a worldwide problem and being investigated urgently with a view to it not happening again.
   ii. **Matters arising item 4(ii):** direct linking should be possible and EBSCO will take this up directly with Exeter who raised the issue.
   iii. **Matters arising item 4(iv):** GS indicated that the EDS meeting was a one-off that had been requested by the Open University.  EBSCO are looking to set up a worldwide advisory group for EDS and people will be invited to Boston mid-2013.   MR asked whether EDS issues could be raised at this meeting and GS was in agreement that they could.  Regarding the accessibility of the interface of EDS, GS said that it was the same as EBSCOhost and met all the relevant standards and this seemed to be a problem particular to the Open University.  They and EBSCO are also looking at mobile solutions.
   iv. **Matters arising item 6(i):** MR indicated that there were still issues with e-books, particularly since students cannot log out of an individual e-book easily and then it seems to take a long time, sometimes up to an

hour, to release the e-book for use by another user.  Collection Manager has not helped with this since Edge Hill has two accesses to many e-books, those owned by themselves and those owned by the NOWAL consortium.  There is also a problem with the number of turnaways which is giving rise to student complaints.  MR felt that an exit button would solve a lot of these problems as long as it worked and released the e-book immediately.  There were also pricing issues that MR would take up with GS outside the meeting.

**Action**: GS will take up the issue with Head Office

v. **Item 4, partnerships:** this is on the agenda.

vi. **Item 4, adding items to folders:** a pop-up window seems to be the preferred option to warn users that they are not logged into their personal folders and this is being taken forward.

vii. **Item 4, 50 record limit:** the person who could explain this fully has been unavailable so this is still outstanding.  GS is sure that the enhancement is being investigated.

**Action**: GS will speak to Seoud Bemath and report back

viii. **Item 5:** ST will add EDS to the list of services dealt with by the Group when the next meeting notice is issued.

ix. **Item 5:** EDI issues were raised but this is still outstanding: MR explained the situation briefly again.

**Action**: GS will look into this, including invoices for databases, similar to journals invoices from EBSCO subscription services.
**Action**: GS will report back with an update

x. **Item 5:** Regarding MARC records being out of synch with the e-book availability, GS assured MR that this was being fixed.

## 4.  JIBS users' issues

i. **Access to e-resources for collaborative partnerships and partner institution staff (UCP Marjon, Edge Hill):** GS indicated that this was increasingly becoming a service-wide issue for all providers.  JISC Collections are working on a model and questionnaire that can cope with validation v franchised, national v international, etc. so that they can ascertain what sort of institution a partner is and whether they will be permitted to access resources.  If this is in place in time and is acceptable, GS indicated that EBSCO will use the JISC Collections model, which he has had sight of, with the institutions concerned from September.

GS felt that the time-frame was now quite short and building towards issue in September 2012 when it would be ideal if major providers (e.g.

Eduserv, JISC Collections, EBSCO, ProQuest, etc.) could have a standard approach.

MR remained keen to have access enabled for teachers in partner institutions while WE was concerned about differing student access in the same modules. GS suggested that members of the Group wait until they see the JISC Collections or EBSCO questionnaire and how it will work.

MR clarified that each partner and each database would be dealt with separately, EBSCO-owned services could be bundled together whereas, for instance, APA (where EBSCO only hosts the service) would need to be dealt with separately. The logistics of how this will work will need to be examined carefully as MR commented that all EBSCO services started their URL in the same way whatever they were. WE also foresaw problems with Shibboleth authentication unless the licensing was absolutely clear. GS felt that the logins would need to be different for differently entitled groups but these could be behind institutional logins and so still transparent to users.

ii. **Content being removed; missing issues taking a long time to be resolved (Open):** this also caused problems with their link resolver as it could not be updated in a timely fashion. GS said that negotiations with publishers frequently "went to the wire" and these decisions were therefore necessarily made at short notice and several months' notice was not always possible.

ST asked if there were an improved way of communicating these changes to users and GS said that they were looking at their internal systems, which were not fully automatic, with a view to improving them. AS also raised the issue of updating providers of link resolvers, such as SFX, so that users were not misled. ST indicated that Ex Libris now did weekly updates and GS undertook to look into this and getting updates to Ex Libris more quickly. MR asked if it was possible to get a deduplicated list of journals to which they were entitled. GS will look into it and report back.

> **Action**: GS will take up missing content with Open directly
> **Action**: GS will look into providing Ex Libris with more frequent updates
> **Action**: GS will look into provision of deduplicated journal lists

iii. **Request for more support information for ATLA religion database (Kings College London):** GS expressed some surprise at this query as there are three support videos already available. TG mentioned that

EBSCO can always do a WebEx session which can then be made available generally.

**Action**: GS will take up with KCL directly.

iv. **Saved searches and search history (UWE):** a saved search does duplicate when it is run again and is the subject of an enhancement request.

v. **Indexing of EBSCO databases in other discovery systems (lis-e-resources thread, "E-resources indexed in Primo and declining usage stats", 9 May):** GS said that EBSCO's proprietary content that they created was their property and they do have reciprocal agreements with some providers but not Ex Libris.  The coverage of journals and services in discovery tools remains a vexed issue for the community.

5. **EBSCO updates**
   - GS indicated that the integration with Wilson has proceeded well and is almost complete.
   - GS gave a presentation comparing EDS and other discovery solutions, particularly with regard to A&I databases.
   - TG demonstrated the Collection Manager system for e-books which has been completely revamped and made easier to use.  MR asked if EBSCO were aware of how many publishers allowed unlimited access rather than 1 or 3 users but GS and TG were unsure although they were continuing to work with publishers to improve the situation.  ST clarified that, if a single user e-book were purchased, it was possible to upgrade this to multiple or unlimited users.  Patron driven acquisition is also available as is leasing for a limited time.  MR queried whether a sterling price would be made available and TG confirmed that this enhancement was coming.  The printing default is currently 60 pages per e-book per session.  The loan period is also controllable by the individual library.  MR reiterated the need to be able to "keep back", for example, one copy of a three-copy purchase so that there was always a copy available for users to consult.
   - GS gave a presentation on the archive databases that EBSCO have available as one-off purchases.  They are talking to JISC Collections about an agreement.

6. **Any other business**
   - AH raised the issue of promoting e-journals more.  Other members of the Group made suggestions including: holding a roadshow outside the library, within other departments, etc.; demonstrating a relevant database or e-books and how they save time, money, help achieve better grades, etc.; having bowls of sweets or a raffle alongside the

promotion; it was also mentioned that suppliers are sometimes able to give small free gifts, such as pens.

7. **Date of next meeting:** to be arranged.