JIBS-EBSCO Enhancement Group Meeting, 24/05/2011 at University of Birmingham

Present: Barbara Gallagher, University of Greenwich
Bronwen Stone, University of Wales, Newport
Caroline Gale, University of Exeter
Gareth Smith, EBSCO Information Services
Maureen Richardson, Edge Hill University
Sarah Thompson, University of York (Chair)
Steve Bull, University of Birmingham (Minutes)
Steve Giannoni, Ebsco Information Services
Tania Gibson, Ebsco Information Services
Wendy Evans, University College Plymouth St Mark & St John

1. Apologies

Ann Siswell, University of Bath Spa
Nikki Green, Eduserv
Sarah Robbins, Liverpool John Moores

2. Membership Update

Ann Siswell has agreed to take over as secretary. Steve Bull will take notes of today's meeting in her absence.

3. Minutes of the last meeting (29th June 2010)

The minutes of the last meeting were confirmed as a true record.

Actions / Updates from the meeting are as follows:

4(i) *Enhancement Group Forum:* GS reported that the old forum is no longer available and a new one is being introduced – GS to communicate by e-mail until the new forum is up and running.

4(ii) *RSIM and RILM: questions raised by Cambridge University*: GS reported that this had been resolved.

4(iii) *Sharing resources between Plymouth and other non UK institutions*: to be discussed under item 4(vi): UCP Marjon: Collaborative partnership arrangements.

4(iv) *Harvard Referencing:* GS reported that the Harvard referencing style is now available as an option in the 'Cite' tools menu. GS pointed out that this style exists as a result of the JIBS EBSCO Enhancement Group and thanked the group for supporting this.

5 (i) *York: IBSS usage stats:* IBSS is no longer on the EBSCO platform and so this is no longer an issue.

5(ii) *Leeds: CINAHL searching:* 'Problems with Proximity searching: "search engine on EBSCOhost is unable to cope with the kind of search syntax which is used in Healthcare not just by researchers but even by level 3 undergraduates"'. SG reported that this is still searching as it was last year and that an update on this is still being waited for. Action from

MR to e-mail JIBS users to get a list of sites who wanted this enhancement was agreed to be carried forward.
Actions:
- EBSCO to provide an update when available.
- MR to email JIBS users to get a list of sites who wanted this enhancement.

5(iii) *Birmingham: JAWS*: See also item 5(iv) on page 3.

Action:
- EBSCO to provide an update when available.

5(v) *Open University: Browser Problem:* GS reported that this had been resolved – no problems with Google Chrome etc.

6 *Access by staff at partner colleges who teach / support our students:* NG sent a spreadsheet to MR and GS which shows the agreements for Eduserv and who is considered an "Authorised user". GS requested that this could be resent and MR agreed to do this. The item is to be discussed further under 4(vi).

Action:
- MR to resend the spreadsheet from NG to GS.

7 *Netlibrary:* NetLibrary is not included in the Swetswise eBook catalogue and GS confirmed it won't be: unlikely that either Swets or EBSCO would countenance it. SG felt an eBook catalogue provided by an independent organisation (e.g. JISC) was required.

GS confirmed that all NetLibrary titles would be available when migration to the EBSCOhost platform had taken place. MR raised the issue about access to NetLibrary titles (approx 7,500) purchased by the Nowal Consortium (of 13 North of England institutions) and those purchased by Edge Hill University (approx 1,000) post migration to the EBSCOhost platform. The current model allows one user at a time, across the 13 institution Nowal consortium, to access a given title. MR is concerned about how this will work post-migration.

MR reported that Eduserv has produced a tool to search whether an eBook is available. This tool can be found at: http://ebookfinder.labs.eduserv.org.uk.

GS not seen the list of 40 core titles.

Actions:
- MR / ST to raise the issue of an independent organisation (e.g. JISC) providing an eBook catalogue at forthcoming JISC Collections roadshows.
- EBSCO to investigate the Nowal Consortium / NetLibrary access issues.
- NG to send GS the list of 40 core titles.

4. JIBS User issues

(i)   University of Wales Institute: Incorrect date indexing

"Example of incorrect date indexing of content and EBSCO's response that it can't be corrected because they do not fix errors in acquired datasets".

This is where a database has been acquired by EBSCO from elsewhere and where some of the metadata within that database (e.g. the date of publication for an article) is incorrect. Incorrect metadata causes problems for link resolvers which in turn prevents users discovering content.

GS apologised on EBSCO's behalf for the incorrect statement that had previously been provided about this issue and confirmed that correcting any incorrect metadata on acquired databases was important and in such instances EBSCO action is required. In such instances EBSCO need to contact Head Office to request that they approach the core source provider and ensure that they correct the data.

Action:
- GS to ask Head Office to contact the core source for this database and to ask them to correct the data – GS to provide an update when available.

(ii) *University of Exeter: Direct link to catalogue from a database*

"Would like a direct link to their catalogue from a database".

Since the OCLC and EBSCO partnership agreement in 2009, EBSCO have been able to provide databases of content providers such as Modern Languages Association (MLA) on the EBSCOhost interface. The issue is that the records in the EBSCO results list don't provide a direct link to institutional library catalogues. EBSCO do provide an indirect link to institutional catalogues via WebBridge, but Exeter have concerns that WebBridge is not 100% reliable. CG asked if a direct link to the catalogue could be made which would be accurate (and what other hosting platforms previously provided). SG wondered if predefined links already existed that could be utilised.

Action:
- EBSCO to investigate this issue of direct linking.

(iii) *University of Kent Canterbury: Keyword search*

"Would like a keyword search similar to the Topic search in WoK".

GS confirmed that a keyword search was already available in EBSCO databases. He felt that this was a training issue on how the keyword field works and agreed to ask Richard Crookes (EBSCO Trainer) to contact the enquirer directly.

Action:
- GS to ask Richard Crookes to contact the colleague at UoK who raised this issue.

(iv) *Open University: EBSCO Discovery Services and accessibility*

"EBSCO Discovery service and accessibility".

The Open University has written a useful document on this topic which GS has forwarded onto Head Office. When they hear back from Head Office, GS and TG will discuss with the OU directly. Fiona (from the OU) will report back to JIBS.

Actions:
- GS and TG to contact Open University about this when they hear back from HO.
- Results of this discussion to be reported back to the JIBS EBSCO Enhancement Group.

(v)   University of Bath: Supply of metadata to other resource discovery providers

"Supply of metadata to other resource discovery providers" (such as Prmio, ExLibris, ProQuest etc).

This is a huge challenge to address and lots of questions are raised. From EBSCO's perspective (and indeed that of other resource discovery providers) it is difficult for different providers to share metadata. This is because each provider has invested a lot of time, effort and significant money into producing the metadata to add value to their content. Providing this metadata free of charge to other providers is an issue as they would be able to enhance their content without any cost implication.

From a user perspective ST pointed out that if EBSCO products were not indexed properly by competing discovery services then the EBSCO products may be underused and thus subscriptions to individual EBSCO databases cancelled. SG reported that, even with the current lack of sharing of metadata between providers, many institutions which have a discovery tool have seen an increase in usage of EBSCO A&I databases.

GS felt that companies such as EBSCO were unlikely to share metadata at present, but higher level conversations with other resource discovery providers are taking place on this topic.

Issues about federated connectors were discussed: cases were identified where servers sometimes can't cope where lots of traffic from an institution is coming in through a single federated connector. In some cases offending IP addresses have been turned off by the publisher. There is also an issue where some providers won't allow EBSCO to federate to them; other providers won't allow connectors to be built by EBSCO. EBSCO have federated connectors to lots of resources and it was noted that most things on JISC, Eduserv and Nesli are federated. EBSCO can look to build connectors for individual resources which institutions request. However connectors which are required by many institutions would be created and not charged to individual institutions. EBSCO have a spreadsheet of key academic content which connectors need to be available for. In total, EBSCO have approx 6,000 connectors available.

BS reported that the resolver to Emerald on the EBSCO Federated Service (EFS) only returned 30 results for each search. GS explained that the service is set up like this due to speed issues (i.e. the time taken to get the results and order them by relevancy would be too great if many more results were returned). If only wanting to search one database it was recommended that the native interface (Emerald in this case) was searched rather than the EFS. This is not an issue with the EBSCO Discovery Service (EDS) which has all of the metadata from the different providers on the EDS platform and thus doesn't need to federate to the platforms of other publishers.

Actions:
- GS agreed to share the Head Office list of connectors that have been built.
- GS to keep group up to date on this topic.

(vi)   UCP Marjon: Collaborative partnership arrangements

"Access to e-resources for students in collaborative partnership arrangements".

WE elaborated that UK institutions are increasingly keen on collaborative partnerships and didn't always fully appreciate the difficulties that their libraries face in providing access to electronic content. There are issues over terminology relating to users as well as who should (and shouldn't) be granted access to licensed content.

Different libraries and different publishers classify students and staff differently: i.e. no standard definition exists for what an "authorised user" etc is. EBSCO consensus is that students who are registered with, and gaining a degree from, an institution, regardless of location, should be given access to EBSCO resources. "Validated users" are those who are registered to other institutions but are awarded a degree by the institution that has access to EBSCO product(s). In this case, these students shouldn't be granted access.

GS added that this is a complex situation and is further complicated in the case of EBSCO as they are an aggregator. Access to partner institutions in this instance depends on the views of individual publishers. It is difficult for EBSCO to monitor / update what all of their different publishers request and so regrettably have to offer an 'all or nothing' approach to making their content available to collaborative partnerships.

GS feels this issue is important and one which EBSCO needs to address and resolve as many UK institutions are entering into partnerships with overseas institutions. GS has a conference call scheduled with EBSCO's legal team to discuss this. Following this meeting he hopes to be able to give a better outline of what EBSCO can/can't offer.

The idea of standardising the terminology used between publishers, aggregators, libraries etc was discussed. If this could be agreed on content providers could then perhaps make concessions and extra charges as appropriate to meet the reality of the situation regarding collaborative partnerships. There was a feeling that EBSCO should go back to individual publishers and renegotiate this issue as it was one relevant to many subscribers.

Some work has been done on defining different user groups. Examples were given of Middlesex University who have a useful matrix on their Collaborative Provision section of their website of what different groups of users can access. The University of Greenwich have done something similar with a traffic light system. SCONUL have also done some investigation on this and Eduserv make it clear who can / can't access different resources.

Actions:
- MR to circulate the spreadsheet produced by SCONUL on collaborative provision.
- GS to update the group following his conference call with EBSCO's legal team.

(vii) University of Birmingham: Searching criteria

SB enquired if a "Suggest Search Terms" check box could be made available on CINAHL Plus as is currently available on CINAHL and whether such "Suggest Search Terms" boxes could be checked by default. Answer: both can be set up in EBSCOAdmin.

SB also asked if it was possible to automatically clear a search field once the search had been executed a displayed a list of results. This is possible and can be turned on via EBSCOhost if required.

Action:
- TG to turn on "Suggest Search Terms" check box in CINAHL Plus at UoB (SB to confirm if this should be checked by default for this particular database).

6. EBSCO Updates

(i) eBooks and audio books (TG)

- Approximately a year since EBSCO took over NetLibrary. Encouraged by positive comments (e.g. a large amount of content available, customised content etc.), but also some negative comments which EBSCO are beginning to address (e.g. restricted use of models, interface issues, confusing order of results, poor admin interface etc.).

- All NetLibrary content to be integrated into EBSCOhost and users will experience the same EBSCO functionality as for other EBSCO products. Full integration by July 2011 – all MARC records will be automatically redirected permanently.

- The eBook viewer makes reading easy and it is possible to search within the book's content as well as write notes (which can be printed / saved to a folder). The printable page limit is given at the top of the book and is set to 60 pages by default (this changes if a publisher doesn't want users to print that many).

- Content has grown: now 300,000 titles on the platform. The quantity of material is increasing (at least 5,000 titles per month are being added) and the quality is also improving (i.e. listening to the market regarding titles to make available / publishers to work with).

- Currently make 17,000 audio books available, both fiction and non-fiction. Looking to build on this.

- Audio books can be downloaded. EBSCO have put a lot of effort into making this an easy process. The download period can be changed on the Admin interface.

- Online access to eBooks via EBSCO is the default. Libraries can provide the download option for their users but require an annual EBSCO license to do this.

- Only a set number of concurrent users can download the book at any one time (hence why it is important to set the download time appropriately). There was a question about how many concurrent users were allowed to view the book on screen. SG / GS to investigate.

- Currently there is the option for a single user purchase. During 2011 further pricing options will become available: 3 concurrent user purchase, unlimited user purchase, subscription, lease, enhanced Patron Driven Acquisition (PDA). PDA is where books are made available and if they are not used there is no charge. If trigger conditions are met then the book will be purchased. This can be number of downloads, time a user is

in the book etc. Institutions can either pay a deposit which will allow books to be purchased when the trigger criteria are met or they can pay monthly for these purchases.

- Can easily upgrade from one license type to another:
  - Cost of 3 user license = 1.5x the cost of a 1 user license
  - Cost of unlimited user license = 2.0x the cost of a 1 user license.

- EBSCO eBooks are compatible with Sony, Nook, HP, Samsung, Toshiba, iPad, iPhone, Android etc (more at: http://support.ebscohost.com/netlibrary).

- Same Admin interface for the NetLibrary eBooks and audiobooks as for other EBSCO products. Can generate a variety of usage reports including: eBook full text views, number of checkouts, number of downloads etc.

- EBSCO are making available "Subject sets" (pre-packaged set of titles in a subject area). EBSCO can help customise a collection. Institutions can send EBSCO reading lists and they will tell institutions which eBooks are available (and when new editions are available) and costs etc.

- New EBSCOhost Collection Manager will be launched in September enabling users to search for individual titles, browse by subject etc. Details on different access models for each title will be given.

- EBSCO are offering a free generic eBook trial until July (can set up the trial via the "New Features" link in EBSCOAdmin).

- EBSCO will redirect to all NetLibrary titles in perpetuity.

Action:
- GS asked group to let EBSCO know if there any publishers that they would like EBSCO to talk to about making their books available as eBooks.
- GS/SG to clarify how many concurrent users could view the eBooks on screen.

Comment:
- MR recommended ST's excellent paper on eBooks:
  - Sharp, S. and Thompson, S. (2010) 'Just in case' vs. 'Just in time': e-Book purchasing models. **Serials**, 23(3): 201-206.

(ii) EBSCOhost Mobile and New iPhone App (SG)

- EBSCOhost Mobile and the new iPhone app have arrived. More information at: www.ebscohost.com/academic/mobile-access.

- The new mobile doesn't currently work with all EBSCO databases or the EBSCO Discovery Service. EBSCO working to make available on some other mobile devices that it doesn't currently work with.

(iii) Discovery Developments (SG)

- The EBSCO Discovery Service (EDS) is a discovery index that consists of centrally harvested content / metadata (such as that from Emerald, WoS etc) that is all located on one platform and therefore removes the need for federated searching.

- SG demonstrated the EDS for a number of different institutions, showing new functionality and how different institutions had chosen to customise / brand their interfaces (individual branding (rather than publisher) is something that is totally flexible and can be done with EBSCO A&I databases as well as the EDS).

- A link to the library catalogue can be shown in the EDS (a feature not available in individual A&I). Issue currently with the EDS service being able to show books on loan from some library catalogues in 'real time'.
- Lots of widgets / options that can be turned on: e.g. direct access to full text of eBook embedded into results list (opens up the book in the native platform), live chat, Google Books (allowing users to see the Google Books entry for particular books). EBSCO writing code for EDS widgets. Coming soon a widget to reserve print books via the EBSCO platform.

- Composite records feature for books will be available soon. This works where there are lots of different editions of a book and perhaps some different media (e.g. DVD). The feature will allow users to see all similar types of content in the same place rather than multiple lists.

- EDS can support 40 different languages and allows searches using foreign language alphabet / characters.

- 300 libraries currently subscribing to or implementing the EDS.

- The app for the EDS should be available in coming months.

- Limiters: Can refine results from a search by Content Provider – can also see numerically how many results have been found for different sources
    - CG requested whether it would be possible to have the option of a single JSTOR limiter (rather than a multitude of different JSTOR limiters).

7. AOB

TG raised awareness that Business Source Alumni and Academic Source Alumni were available products that subscribers to Business Source and Academic Source could subscribe to. Content is similar, but these packages have licenses that specifically permit alumni access.

8. Next Meeting

Agreed this would be scheduled one Monday during November 2011.

SAB 01/06/2011