MINUTES OF THE JIBS EBSCO ENHANCEMENT MEETING, 30 NOVEMBER 2015, UNIVERSITY OF BIRMINGHAM LIBRARY.

Present:
Sue Stevens, University of Birmingham
Ann Siswell, Bath Spa University (Secretary)
Sarah Thompson, University of York (Chair)
Wendy Evans, University of St Mark & St John
Emma Hollinshead, Aston University
Liam Sullivan, Edge Hill University

Steve Giannoni, EBSCO Information Services

1. **Apologies for absence**
   Nikki Green (Eduserv), Sarah Robbins (Liverpool John Moores University), Barbara Gallagher (University of Greenwich), Julie Cleverley (Leeds Beckett University), Julie Neenan (Cardiff Metropolitan University).

2. **Membership update**
   A new member from the University of Liverpool, Elizabeth Gillespie, will attend the next meeting. Ann Siswell announced that she would be standing down from the Group and the role of Secretary.

3. **Minutes of the last meeting, 15 June 2015**
   Item 3, 4(c): this still appears to be a problem with many customers although EBSCO have indicated that it is a feature not a mistake. Members commented on the difficulty of finding enhancement details to add their names.

   Item 3, 5(e): this issue regarding the customer portal was still not resolved and SG said that he would chase it up.

   SG Update: The service portal is still in Beta and we are working with customers to review its suitability moving forward. If a customer wishes to explore the use of this portal, they should contact Andrea Davies to discuss their interest in this service.

   Item 4(a): SG reported that Abid Bashir has now been taken on in the UK as a replacement for Peter Landry. This is an improvement on the situation where support was based in the US.   He added that, in order to deal with problems that they are unable to replicate, Support needs to establish whether it is a general error or one that affects only a few customers. Often, it is found that the problem lies in the individual configuration.

   The auto-complete difficulty can be resolved by turning it off in the configuration but then the searcher does not receive any suggestions. This being the case, an institution needs to decide which configuration best suits their users. After a query from WE, SG confirmed that it was not possible to have auto-complete without it triggering the search.

Item 4(b): In response to members indicating they had not received the promised paper, SG reported that he is having ongoing problems with his email which appears not to be receiving or sending as it should. He will circulate the document again.

SG Update: Can you please advise what this relates to? I'm at a loss in recalling the discussion. **Action: ST to follow this up.**

Item 4(e): SG outlined the basis whereby EBSCO prioritised enhancements to their systems, commenting that they have a number of advisory boards around the world and regionally who contribute and this issue was something that the EBSCO staff wished to discuss during the afternoon's Webex session.

4. **Future direction of the Group**
   The Chair introduced the item and SG also wanted to ask whether the Group thought it was achieving what it wanted to achieve through the discussions members held with EBSCO. They already have a user research group that contacts customers to discover their needs and the question was how the Group could contribute to this as part of a long-term partnership. Effectively, what more could the Group do other than bring up queries and problems from UK university customers to ensure enhancements and developments were relevant to the British HE community?

   SG queried whether there was something that other JIBS Groups were doing that this Group could replicate. The Chair asked the opinions of the Group. After a query from SG, the Chair commented that the Group did not see what the other Enhancement Groups discussed or actioned other than their minutes as the Group did not have a member on the main JIBS committee. AS suggested that JIBS could be asked how the Groups could interact so that best practice was shared more widely. EH felt there was a lot of information available from EBSCO but that much of it was not appropriately targeted.

   SG Update: It would be good if Emma fed back to me what she would like us to respond to as part of our working with JIBS if what we do now doesn't meet her expectations.

   SG tried to illustrate how responses to issues and problems worked. For example, a customer sees a problem at the user interface and reports it: however, the problem is not in the interface but in the back end and this information does not necessarily filter through to the customer so they are not fully apprised of the situation. SG felt it was important that Groups like this one were in contact with the right people who could take action or take things forward. This is the reason why three of EBSCO's product managers, Nancy King, Emily Goodhue Jill Power, based in the US, have agreed to join the meeting later.   WE commented that, with two meetings a year, it was sometimes difficult to keep on top of things, resulting in the same issues coming up time after time when EBSCO may not consider any adjustments need to be made.

   The Chair submitted that, if a suggestion was made by the Group that became an enhancement request, the Group should be able to track it and see what progress was

being made. SG indicated that enhancement requests were made daily by customers so it could be difficult to have a completely clear understanding of what was awaiting attention as similar requests could be worded quite differently. SG put forward a proposal that the Group could suggest a number of enhancement requests then circulate them and ask whether other universities wished to add their names to them. LS added that library management systems often had voting systems for enhancements. SS commented succinctly that communication with customers on this topic needed to be improved as the process was not at all clear to them.

5. **Webex meeting with Nancy King, Emily Goodhue and Jill Power**
   After greetings, the Chair asked if this might be a way UK customers could feed into the road map or enhancements generally and they were in agreement, saying they would be happy to meet this way regularly if appropriate.

   First, Nancy and Jill demonstrated some enhancements to EBSCOhost. Nancy reported that they want to transfer EBSCOhost to a new platform architecture in the next 18 months, one which would be modern, mobile and flexible and as responsive on mobile devices as it is on the desktop. They may also consider market-specific versions of the interface, e.g. public library, university, school, etc.

   They reported that research amongst students indicated that course work was being done around midnight as a peak time and could be anywhere (e.g. in a coffee shop, on the sofa, in the library) but, clearly, they do not have any assistance at such times so it was mostly self-service searching. Their process was 'worry' then 'pre-search Google' (to get an overview of their topic, find search terms, etc.) then 'pre-search Wikipedia' and finally do 'serious' research, using library resources.

   The changes planned are related to how researchers are working, e.g. on tablets, so EBSCO want it to look more modern, to work as well as it does on a desktop and to meet users' expectations.   A new platform will enable them to update and improve it more quickly in a similar way to that in which Google operates.

   SG asked how EBSCO could involve the customer more effectively.   Nancy checked that currently the enhancement process was being used. She commented that one idea they had been discussing was an enhancement "portal" that customers could see and vote on. She also indicated that they would be happy to communicate like this with other groups as well. The Group supported this and commented that any suggestions made could contribute to the new platform.

   EH and LS asked about having better faceting of journals, academic journals, magazines, etc. in order to be able to put them all in one group as students, particularly undergraduates, did not discriminate in this way. SG asked about the use of folders in EBSCOhost and the US-based staff agreed that it was rather archaic and needed attention, asking what citation formats were used and how students were encouraged to use the folders. Members indicated that RefWorks, EndNote, Zotero, PaperPile and Mendeley were all in use in the HE community and one member requested export to Excel. This last is apparently in hand and should be available in May 2016. The Chair commented that

researchers, particularly those doing systematic reviews, often had high expectations of what databases should be able to do for them: both ends of the search spectrum needed to be taken into account.

EH queried why students had to sign on separately to their folders rather than with their institutional credentials, through Shibboleth, etc. Nancy responded that some corporate customers were using single sign-on although more details would need to be gathered in order to discuss how other markets might want to be using SSO in the future.

They then wanted to get an idea of what training did members give to their students in using databases and how much was delivered through the VLE.

They asked what confused students when using EBSCO products. The Chair raised the issue of the auto-complete instantly triggering the search which has been raised a number of times. SS explained in more detail what the confusion was among students and SG commented that often undergraduates did not mind the immediate search whereas a researcher using the Advanced Search would prefer it not to happen while they entered a string of search terms. The Chair also mentioned the inability to edit searches rather than enter all the terms again. The US staff asked about filters and how useful searchers found them: following several comments on the usefulness of filters, they asked if it would be more useful to have help hints, suggesting what a searcher could filter on. EH stressed that this needed to be flexible as institutions' needs would differ. SG also mentioned that the 'Author' facet was missing and had been requested by customers on a number of occasions.

EH asked about distinguishing print books from e-books as there were many institutions using EDS as their catalogue and students needed to be able to distinguish between what they could find on the shelves and when they needed a device to access a book. The Chair raised a comment from another university that e-books within databases were not intuitive in their functionality as they were treated as if they were journals, causing confusion. It was agreed that SG would gather examples of this issue to investigate.

SG Update: eBooks within EBSCO databases are delivered by Chapter (or section) which means that they behave in the search results just like a journal article, especially in the way the content is listed in the publication's 'issue tree'. This is different to how eBooks on EBSCOhost (titles purchased by the library) behave as the entire eBook is delivered, not chapters or sections.

There were then several quick questions about teaching students to use Google Scholar, the usefulness of integration of the EBSCO databases into plagiarism checkers, and AA standards being adopted for accessibility. EBSCOhost and EDS have just been audited and there are a number of improvements that could be made which have been added to the road map: they will send them to SG and he will share them with the Group.

SG Update: More details about accessibility can be found using the following links
http://support.epnet.com/knowledge_base/detail.php?id=998 &
https://www.ebscohost.com/government/full-508-accessibility

The Group agreed that the session had been very useful. Following this, the Group discussed seeing what was in the road map that was not currently confidential to enhance libraries' case for continued support of EBSCO products. The Chair commented that in order for customers to keep putting suggestions, etc. forward, they needed to feel that they were getting something back. EH suggested giving EBSCO a schedule for replying to the issues brought to the meeting so that customers felt it was worth contributing.