Minutes of JIBS CIS User Enhancement Group

8th May 2014

Present: Frances Hyde - *Chair* – Subject Librarian, Sheffield Hallam University (FH)
Ian Johns - IHS Director – Strategic Relationship Management (IJ)
Keith Deverill – IHS CIS Senior Product Manager (KD)
Keith Wilson - NBS (RIBAE) Technical Information Director (KW)
Michael Smith – NBS (MS)
Emma Delaney - *Minutes* – Faculty Librarian, UWE Bristol (ED)

Apologies: Rachel Pownall, Ruth Wilkinson, Shazia Arif, Davina Omar (DO)

		ACTION
1	**WELCOME and MINUTE TAKER**	
	ED agreed to take the minutes.	
2	Shazia has submitted her resignation from the group. FH will advertise for a further 2 members from the academic community.	**FH**
3	**MINUTES**	
	Minutes of the meeting of 1st August 2013 were agreed.	

4   **MATTERS ARISING**

4.1   *01/08/13 Item 3: Harvard Referencing*

MS noted that adding citations in Harvard format shouldn't be too difficult to implement in the product database, but that it doesn't appear to be on the roadmap for 2014.

The group acknowledged lack of standardisation in Harvard style but felt it would still be useful to have a citation to help students understand what the item is.

Endnote – there has been some progress on implementing an export link, but this has not yet been done. It should be noted that the two academic organisations represented both use RefWorks, and not EndNote.

4.2   *01/08/13 Item 4: Resource Discovery Networks*

KW & KD visited Sheffield Hallam University (SHU) to look at Summon.   They are happy to have keywords used to get CIS raised under the database recommender. It was noted that of our two academic representatives University of the West of England (UWE) have switched the database recommender function off as they felt it gave unhelpful suggestions, but SHU are keeping it on since upgrading to Summon 2.0, to see if it is better than before. However, if it is not, it will be switched off before the next semester (Sept 2014).

5   **Persistent URLS and Visit to SHU.**

CIS have decided persistent URLs are the way forward and feel they have the accession number that they can base it on.   Currently, Weekly Update emails link to an individual document and then ask the person to log in. This wouldn't work with UK Federation authentication system, so they are looking at modifying the log in page in some way to get around this issue.

In general, persistent URLs can be used to link to specific items from online reading lists and web pages, and libraries may wish to catalogue some specific texts that are otherwise hard to find, e.g. The Metric Handbook, Building Regs.

It was agreed that it may be better if CIS create a list of the persistent URLS for core materials and key document sets so that all users can make use of these.

CIS

Frances to draft an email for JISC, for the group to comment on, prior to sending out to the JISC group users. Will ask users what the key document sets are that people want to provide a priority listing.

FH

KW mentioned that Cardiff University are using a new system for linking materials together in the architecture and construction area. Part of a bid being funded by the technology strategy area. There may be further information in 'Made' magazine.

6   CIS and OHSIS Updates

6.1   CIS

The new agreement with JISC is about to be signed, providing a 1 year deal with a 3.5% increase, and a 3 year deal with 2%/2.5%/3% increases.

Will be running an event with JISC to showcase a new global Knowledge Collections product, with similarities to Knovel. This will include McGraw Hill and Wiley content plus others, in discipline specific collections. Very new and in its infancy.

CIS annual survey

Changes were made following the results of last year's survey, including search engine improvements. e.g. it was hard to find a specific item, or to find a specific BS by number.

FR & ED were asked if there was any value in delivering abstract information but not being able to obtain the full text. i.e. CIS containing bibliographic information in order to give a searcher a result, even if the full text is not carried by CIS. FR & ED felt that this would dilute the full text nature of the resource, and a null result would be better, or user education that the search engine is looking within the content, and not just at the title and abstract.   It was acknowledged that commercial and academic audiences might want different things, so recognition that our needs come lower down the list, but we did not feel this would add value.

It was suggested that CIS should take a look at the messages on the search results screen and enable these to indicate what the results are showing. E.g. "We don't have the document you're looking for, but here are some other interesting things"

CIS are also looking at improving the subject drop down menu, introducing a persistent crumb trail to help people see where they have come from and other layout improvements.

A surge in the need for BIM content is recognised and CIS are planning to provide a BIM specific page, gathering together the new books and documents that have been published recently.

Some more results from the most recent User Survey. 2/3rds of respondent expected to use BIM before the 2016 government deadline. Post 2016, the full modelling and collaboration will be required. BIM is much more than CAD and they are now starting to see some case studies coming through. CIRIA and BS are publishing on this.

KW is trying to commission appropriately qualified authors to create content on BIM. This has been a challenge. Looking at creating more guidance/situational reports on this, similar to MS's Eurocode guides. Looking at having these as sponsored articles, which may be similar to the NBS+ documents which cover general specification requirements but ties it to a manufacturers product.

Customer comments include wanting examples from all of the manufacturers not just one. FR & ED felt we would be happy with this as long as the sponsorship is really clear. The group was assured they would not be marketing fluff, but would have good content also.

Melanie Thompson is an example (Get Sust http://www.get-sust.com/) of a partnership and writing style they would like to emulate.

It would be case study type of content. e.g Kong lifts who have developed an extra strong cable that can lift lifts higher.

Used a Wordle to help analyse key outcomes and trends: Internet / technical / library / books / information / web / regulation / standards / government reports / Google / CIBSE

Advanced search function came out as the top request, but Sustainability didn't come out so high, perhaps indicating it is more mainstreamed.

Facilities most valued: full text copy, advanced search, instant downloads, abstracts

Most benefit: ease of use and not wasting time.

Historical data that has been retired: 59% saw a value in this. Relates to jobs that go on for years.

Uses for information: Standards, for reference, assessment, compliance, design, understanding, going back over things.

Future topics: BIM, facilities management, construction law, quantum claims, sustainability, urban modelling, electrics. Now have a small solicitor/barrister led team looking at construction law.

People don't like: Not having certain documents available, throwing up unrelated content (result of how the search engine works), logging out every 20 minutes (concurrent user models).

A new Technical Article giving a run down on the full list of the new building regs has been added. There are separate Scottish and Welsh documents also. The new RIBA guide to the building regs is already available.

The International Levee Handbook now available for civil engineers. This is considered peerless in its fields and a standard for environmentalist and civil engineers, containing everything you need to know about floods and water, and

was part of the critical information as used for the Dawlish railway line replacement.

6.2   OHSIS

Still planning to put it on the Standards platform but will need to put the Athens/UK Federation capability on it before it can happen.

7   News from HE

FH noted that a number of University libraries, including her own, are undergoing restructures and that some have less emphasis on subject librarians.   This situation will have to be monitored to look at the impact on User Groups such as this, where librarian subject knowledge was needed.

8   Copyright Abuse

IJ reported that one of the publishers on CIS claims to have evidence of copyright abuse, with their content being widely ripped off by the academic sector. Clearly, this causes concern that it gives the whole academic sector a bad reputation and publishers may require DRM or other restrictions which would reduce the user experience for all.

The group discussed what we could do to show publishers that we are educating lecturers about what they can and can't do and what they tell students about copyright.

FH and ED supported encouraging the publisher to take action where they had evidence, or at least to threaten action if the abuse did not stop.   This kind of action can be used to back up the messages librarians already give to staff and   ED
students and encourages better compliance.

ED also suggested that she could provide a case study of the things we do to educate our lecturers and students, for CIS to pass on to concerned publishers.

 ED and FH confirmed that student accounts are disabled fairly soon after the student finishes their course or leaves.

 Some CIS documents have DRM. Noted that users haven't given feedback indicating this isn't a problem.

IJ was also interested in whether Universities purchase print as well as access the copy on CIS? FH and ED responded that the embargo period doesn't make a huge impact on purchasing decisions, and that sometimes we would buy the print prior to the online version becoming available, but most often we would wait. Sometimes print is purchased before we know whether it will be on CIS, or because demand is high and visibility is low.

9   Additional Content

DO had asked a couple of content questions:

1.   Does all CIRIA content get added?

     Yes. There was a time when each item had to be requested, so some older content will not be on there.

     CIS contains almost all everything from their publishers, if it is in the scope of the service.   i.e. relevant to the construction industry. e.g. Propane gas

canisters for canal boats would be out of scope.

2. Usage statistics – what is the definition of Sessions and Image Views?

Session - someone has logged on, and may look at a number of documents during their session.

Image views - full text downloads. These figures can be given as a monthly total.   Email your IHS account manager and ask for them to be given monthly.

ED followed up on a question that had been emailed recently, requesting new content:

BIFM – yes, this is in scope, but they don't have much content.   CIS don't have an agreement with them and so far, UWE are the only requesters. Not much content and no demand = no action at this time.

10   **Preparing a report for JIBS mail group**

FH is required to add some notes to the JIBS website. Agreed to place these minutes there, but if there is any content CIS do not wish to be public, to let FH or ED know ASAP.   **ALL**

FH would also like to send a short report to the JISC mailing group and will write a single paragraph outlining the discussions.   **FH**

11   **AOB**
No issues were raised

12   **Date of next meeting**: November 2014   **FH**