sherif Proquest Enhancement Group

2nd Dec 2022 13:00 – 16:00 UTC

Microsoft Teams

Agenda

1 Attendees
- **Sherif member libraries**
    - Wendy Mears – Open University (Chair)
    - Rachael Scott – University of Reading
    - Sarah Lowe - University of Brighton
    - Mas Sore – University of Northampton
    - Matt Hunt – University of Birmingham
    - Gavin Brindley - Coventry University
    - Elie Vicente Tsarouhis – SOAS, University of London
    - Sarah Davies – University of Nottingham (Minutes)

- **Proquest/ExLibris (tbc)**
    - Jed Gilmore - VP Customer Care – Academia & Government
    - Cristina Blanca-Sancho - Director of Product Management
    - Stuart Beach – Director of Product & Platform Management
    - Scott McCarthy – Director Technology
    - Vivien Antwi – Director, Provider Relations
    - Martin Buescher – Director, Customer Care
    - Marta Estruch – Sr. Manager, Customer Education

2 Welcomes and thanks
Welcome to Matt Hunt, University of Birmingham covering Amanda Quimby's maternity leave and Elie Vicente Tsarouhis, SOAS, University of London.
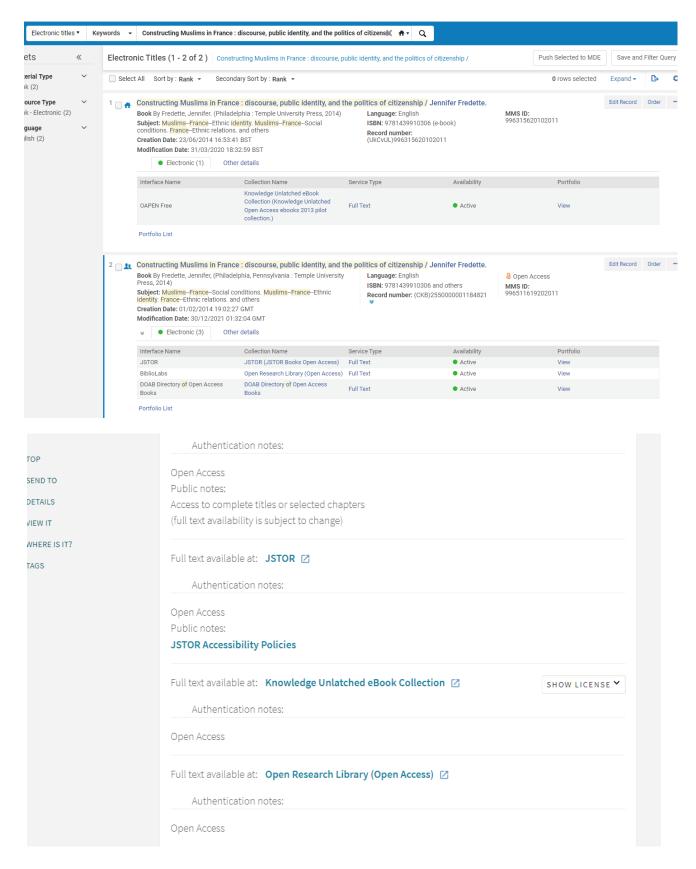
The incoming Chair, Wendy Mears, expressed the Group's thanks to Adam Edwards for his dedicated long service not just to the sherif Proquest Enhancement Group but to other sherif Groups. The Group wish him well for his retirement.

3 Issues from member libraries

3.1 Coventry University issues (Gavin Brindley) postponed from June 2022

3.1.1 Duplication of Open Access titles in Alma collections
- Same titles appearing in multiple collections
    - Making reporting difficult
    - Very messy for end users conducting title level searches
    - Not addressed by CDI (apart from article search for end users)
    - Examples below:

- Another example: We have currently got seven active portfolios pointing at this title.
  - Electronic Iran: the cultural politics of an online evolution / Niki Akhavan.

Response Proquest: Vivien Antwi. There are so many sources from so many suppliers who supply to multiple content providers. Proquest also have a responsibility to their suppliers who want to know

how their content is performing; suppliers would not be open to having just one source. In terms of simplifying for reporting purposes, there may be possibilities within Analytics.

Action Coventry: Raise a case and send to Martin Buescher.

3.1.2   Ebook Central

- eBook Central books do not render well onto **mobile phones**. Example: https://locate.coventry.ac.uk/permalink/f/gr8698/COV_ALMA51100558630002011

    - I am informed by members of our accessibility team that **Adobe Digital Editions**, the software used for controlling DRM for downloading eBooks from eBook Central, does not comply with accessibility criteria.

Response Proquest: Stuart Beach. Adobe Digital Editions is a third-party tool. Would like to learn more about specific issues with this software. Other, more accessible tools are available. However, these have not been tested thoroughly. Willingness to recommend other options alongside Adobe.
Action Coventry: Raise a case providing specific examples.

3.1.3   Alexander Street press not supporting WAYFless linking and the very poor use we get from ASP resources

- Here is the test from a call where we tried to sort matters with OpenAthens support:
    - The authentication methods for Alexanderstreet are ; IP, RefrerrinUrl, Barcode, Shibboleth, Athens, However this is not WAYFLess,
    - https://support.proquest.com/s/article/ProQuest-Authentication-Authentication-Support-by-Platform?language=en_US
    - I checked your account and you appear to be setup with OpenAthens/Shibboleth
    - The Alexander Street Video Online Shibboleth urls should look like this for your account :
    - https://shibboleth-sp.prod.proquest.com/Shibboleth.sso/DS?SAMLDS=1&target=https://shibboleth-sp.prod.proquest.com/ASTREET/LAZR/PROD&entityID=https://coventry.ac.uk/idp
    - Testing the link it does call up your login portal,
    - As I mention in my email below OpenAthens inform us that in order for the proxy to work as a proxy SAML details will have to be removed from ASP because OpenAthens will always default to SAML if it is available.
    - I was hoping that something like:
    - https://proxy.openathens.net/login?qurl=https://www.aspresolver.com/aspresolver.asp?SHON;3933509
    - might work, but can see now that aspresolver is not a recognised OpenAthens resource and therefore as we run in restrictive mode is giving a forbidden message.
    - Am hoping we might be able to progress something to help resolve this from the ASP side?

Response and Action Proquest: Cristina Blanca-Sancho. Gavin clarified that the issue relates to video content across two platforms, in one case where the content is no longer for sale. Discoverability and smooth linking.
Action Coventry: Rachael Scott may have a work around and will contact Gavin.

3.1.4   Open Access article linking

- DOAJ Directory of Open Access Journals - Not for CDI Discovery as you would expect has no CDI, but:
  - Article content from DOAJ is appearing in Primo article results list, where are these coming from?
  - Some articles that are indexed in the Primo article search on DOAJ are only linking at journal title level.

Response Coventry: No longer wish to raise this item.

3.2   Open University issue (Wendy Mears)

Considering the havoc caused by Wiley's recent withdrawal of a number of aggregated titles from Ebook Central platform, and their immediate licence change to etextbook supply models, we wondered whether ProQuest had any reflections to share, lessons learned, or any new approaches they might be considering regarding future licensing arrangements or the timing of withdrawals from their aggregated services.

Response Proquest: Stuart Beach. Caused Proquest consternation internally too. Wish to minimise disruption for customers whilst managing supplier relationships. Need to walk the line balancing their role as both an aggregator and a supplier to libraries. Currently working with Wiley to see if there are titles which they can make available for longer than next June.

Response Open University – obtained faithful assurance from Wiley that they will not remove further titles available through aggregators.

Response Group: Recognised the inherent danger in the ebook subscription model that publishers can withdraw content. Community has made Wiley very aware of lack of commercial faith. Jed Gilmore recommended buying the ebook on a different model if it is on a reading list and accessed via an Academic Complete subscription. Indeed, some sherif member libraries already take this approach due to the fluidity of the market.

3.3   University of Nottingham issue (Sarah Davies)

This relates to case number 06446720.

We bought a package of ebooks in July called the IEEE Wiley Data and Cybersecurity package.

There was no collection in the Community Zone. Acquisitions contacted the supplier and they said that they had supplied the metadata to ExLibris already. My colleague opened a case with ExLibris in August, she thinks, to try and get this package loaded into the CZ. They never replied and she had to chase them several times. She finally got a reply in October and they said that they would load the package in April 2023!!!!

We will have had the package for nearly a year at that point and have paid thousands of pounds for a package that our students cannot access. My colleague says that she finds it very poor customer service that it took ExLibris so long to even reply to her, and that they haven't already loaded this data despite having it for months already, even though they know that customers are waiting for it.

Response Proquest: Vivien Antwi looked at the case. Package will be available from Sunday 4 Dec. (After the meeting, Nottingham confirmed they have downloaded the package).

4   Any other user issues

Mas Sore, University of Northampton: a time out message for ebook Central appears in scenarios when it shouldn't. Rachael Scott confirmed the University of Reading experienced this sporadically over several years; refreshing the page gets you to the content.

Action Northampton: Raise a case providing examples so that Proquest can confirm whether this is a defect, expected behaviour or something that can be tweaked in the configuration.

Mas Sore, University of Northampton: Default parameter for Proquest database search fields is 'everywhere'. Is it possible to change this to 'everywhere except full text'?

Response Proquest: Cristina Blanca-Sancho. This is an option in Proquest Admin module but it's at platform level rather than database level.

Action Northampton: Experiment in the Admin module.

5   Matters arising from the minutes of the previous meeting held 2nd June 2022

5.1   Leganto issues University of Plymouth.

5.1.1. Academic staff can't complete an individual record; doesn't appear on reading list.
Action ProQuest Dolav Ben-Artzi: To send relevant documentation.
Action Plymouth: to review configuration settings.

5.1.2 Guest' status not SSO when linking though to list from DLE
Action Plymouth: To pursue ticket and re-consider passive mode. Plymouth to let Dolav BenArtzi know if ticket gets stalled again.

Response Proquest: As no-one from Plymouth was at the meeting, Martin Buescher confirmed these issues should have been addressed with these Support Cases: 5.1.1 #05439996 and 5.1.2 #06520264. Both cases are now closed. Plymouth to notify Proquest if there are remaining issues.

5.2   Item level linking delays for new collections (University of Brighton: Sarah Lowe)
Action ProQuest Rael Elstein: To raise ticket with development team to investigate whether the KB+ / Alma API update could trigger the creation of the collection in 360 KB and re-assess the 360 KB technical capabilities relating to the KB+ API.
Action ProQuest Rael Elstein: To follow-up with linking team to see if work on collection title lists and article level linking can be aligned more closely.
Action Sarah Lowe: To send Rael Elstein more examples of problems with article level linking.
Action Any member library: Reach out to Sian Blake to help clarify and resolve issues around Summon or 360.

Response University of Brighton: Confirmed issue is not resolved. Takes months and months for a 2022 collection to become available and then it doesn't have article level linking. Gave example of the RSC 2022 collection becoming available in December 2022.
Response Proquest: Vivien Antwi. Need to look at internal workflows for ingesting a collection. Proquest release the collection and follow on with article level linking at a later date. Issue arises if there's a new parser that they have to test it before release. Two different teams working at collection

level and article level. Appreciates the frustration and will review workflows within/across the 2 teams and also with their suppliers.

5.3   E-book records: Failure to update the e-portfolio (Bangor University: Lisa Lympany)

Response ProQuest: Now that the bug which existed for many years has been fixed, we can review University of Bangor's internal workflow to help make the process less manual.

Action Lisa Lympany: To send existing workflow to Alex Follett.

Action ProQuest Alex Follett: To review University of Bangor's internal workflow and arrange a review meeting with business analysts.

No-one from Bangor was at the meeting.

6   ProQuest and ExLibris updates

7   AOB

Matt Hunt, University of Birmingham. Endnote problem, compatibility with Alma and Primo.

Response ProQuest: Jed Gilmore. More work going on in that area. Now that EndNote, Primo and Alma teams are part of the same company they have been instructed to work more closely to improve compatibility, though not to disadvantage other competitor products!

Group wanted it to be noted that engagement with etextbooks is through necessity not through choice; libraries do not like this model.

8   Date of next meeting: June 2023 – online