Sherif Proquest Enhancement Group

27th April 2017. 10:00 for 10:30 start. 15:00 finish.

5th Floor, 3 Dorset Rise, London, EC4Y 8EN

Agenda

Attendees

Adam Edwards	Middlesex University London (Chair)
Amanda Quimby	University of Birmingham
Cristina Blanca-Sancho	Proquest
Elizabeth Simpson	University of Roehampton
Gavin Brindley	Coventry University
James Allen	University of Salford (Minutes)
Linda James-Gilboe	Proquest
Michelle Perrott	University of Northampton
Nicola Watson	Manchester Metropolitan University
Rachel Scott	University of Reading
Sarah Lowe	University of Brighton
Sophie Panagi	Proquest

1   Apologies
- Chris Vernon, University of Warwick
- Catherine Robertson, University of Birmingham

2   Minutes from the previous meeting held 18th November 2016.
Approved.

3   New RefWorks (Birmingham)
- Various issues has been raised at the recent Refworks user-day
- **Action: Cristina to circulate notes from the Refworks day to this group**
- The specific Refworks group will continue to tackle details of Refworks issues, and the Sherif EG used to escalate and report back as necessary. Specific issues included:
    - Shibboleth issues when using Write N Cite in Word – further investigation is required by PQ
    - Alumni – authentication method after they leave is to be determined
    - On a Mac RW Citation Manager is recommended
    - No users will be cut off during move from Legacy to New Refworks

4   Use of ASSIA and Social Services Abstracts for systematic reviews (York)
- Time out messages when combining large sets and downloading all results may be due to inefficient search syntax – PQ will work with individuals to review and improve efficiency
- PQ also considering more signage on the site
- PQ want to consider the users/cases experiencing these issues, and to understand requirements – eg. What fields are required in a download

- In discussion agreed that the abstract is definitely required as this can be used to determine if a result is pertinent to the research
- **Action: Adam to contact list/s asking for examples to report back to PQ**

5 PQ databases and citation counts (Plymouth)
- PQ report that 'Cited by' already exists in most databases
- **Action: Adam to refer back a question for Plymouth – Are there specific databases which they are asking about, and what precisely would they like to see, eg. More visibility of the number of citations or the ability to click through to citations?**
- Discussed prospect of developing an arts & humanities citation linking database. As this would be a significant investment, and the subject areas introducing complexity, PQ would be interested in gathering more opinion and use-cases.

6 Ebook Central (East Anglia & Northampton)
- Option for limiting the results just to "books owned by our Library" is now a filter on the left of the screen.
- Time out issues still occurring at Reading and Northampton – when already signed into Shibboleth, time out occurs during link from Summon to Ebook Central**.**
- **Action: Adam to ask the libraries asked to pass specific examples to PQ to allow further investigation.**
- **Action: PQ to contact Safari re: obtaining rights for content on Ebook Central**
- DDA on EBook Central – no automatic shut-off in place, which can lead to an overspend. PQ are working to resolve as a high priority. Please feedback directly to Linda if there are similar experiences elsewhere.

7 A&I v Full text (Birmingham)
- The 'subscription wheel' is being used as an internal tool to identify options.
- Customers have been contacted about any significant changes in subscriptions, and any changes required to links, link resolvers etc.
- Customers encouraged to discuss options with their account managers.

8 Usage data (Salford)
- Sushi for Ebook Central: Now available for EBC and main PQ platform
- Counter R5: aim to be ready by end of 2018, in advance of the deadline in early 2019
- Cristina and Sarah to liaise re: formatting of reports and Excel which was discussed.

9 Primo: records quality (Northampton)
- Report regarding data quality in Ex Libris Primo Central being inconsistent, and leading to incorrect data being harvested by other systems, such as Aspire reading lists.
- Further information and examples required on this.
- **Action: In the first instance customers are asked to report to Ex Libris and cc in their PQ contact.**

- As with Refworks, the specific Ex Libris, Primo and Summon user groups will discuss detail of these products, and the Sherif group used for feedback and escalation

10 Any other user issues

- Account management structure explained. Each account manager is supported by two specialists: One for ebooks and one for historical collections (including Alexander Street Press and digitisation).
- Mechanism for reporting technical issues clarified:
  - Email to support@proquest.com for ProQuest databases
  - Email ebooksupport@proquest.com for Ebook Central
  - Email Refworks.support@proquest.com for RefWorks and Pivot
  - Worldwide free-phone number: 00800 4997 4111
  - Online chat from the PQ website:
    http://support.proquest.com/apex/liveagentpage?l=en_US

11 Proquest updates

Invoicing portal

- Due July/August 2017
- Will include all Proquest invoices, from all platforms.
- Able to sort, filter, reprint, view PDFs, raise queries etc.
- Will also include deposit account management, with hourly updates.

Ebook Central

- Usage statistics now available via SUSHI
- Widget
- Accessibility – statement and video
- Patron Analytics now available. When activated, after the first trigger data will be back-dated to EBC launch.

OASIS

- Shortly able to purchase ebooks directly for 12 publishers (eight now; four due in Q2 2017).
- New interface being gradually rolled out.

MyiLibrary migration to Ebook Central

- Holdings are due to move to the EBC platform in July-August. PQ will be contacting customers with key dates, and to discuss DDA programmes.
- Communication will include information regarding re-directs and URLs.
- PQ asked to verify that all content on mil is available in EBC.

PQ platform updates.

- On all platforms apart from Chadwyck-Healy ones, customers can now use https: URLs. From the summer there will be redirects in place for this.
- Full text dissertations are now available via Google Scholar, for content later than 2007. Records include links to PQ. Without signing in, or without subscribed access, users will see a 24-page preview.
- Integration with Google Classroom and Google Drive.

Updated Alexander Street Press admin site

- See video https://www.youtube.com/watch?v=YOG7wvBViK0

JISC Digital Archival Collections Group Purchasing Pilot

- PQ discussed a single sign on project, on which they would like customer input. Adam to contact the Sherif list for volunteers.

12 Any other business

Next meeting to be arranged after the November Refworks meeting.