

sherif Proquest Enhancement Group

Notes and actions from meeting held 5th December 2017 at the University of Birmingham Library

Attendees

- Adam Edwards – Middlesex University London (chair)
- Amanda Quimby - University of Birmingham
- Cristina Blanca Sancho - Proquest
- James Allen – University of Salford
- Lynda James Gilboe - Proquest
- Nicola Walton – Manchester Metropolitan University
- Robert Bley – Ex Libris
- Wendy Mears – Open University (for Steve Gray)
- Scott McCarthy - Proquest
- Sophie Panagi - Proquest
- Zoe Loveland - Proquest

1 Apologies

- Gavin Brindley – Coventry University
- Michelle Perrott – University of Northampton
- Rachel Scott – University of Reading
- Sarah Lowe - University of Brighton
- Steve Gray – Open University (Wendy Mears attending in his place)

2 Minutes from the previous meeting held 27th April 2017

- Approved.

3 Matters arising from the minutes of the previous meeting held 27th April 2017

- 4: Systematic reviews: Birmingham submitted an example but there has been no outcome from ProQuest .
 - ProQuest currently investigating potential for increasing volume that can be imported. Considering asking users. Previous suggested figure = 10,000.
 - **ACTION Adam to verify query with York and pass on further details to ProQuest.**
 - **ACTION Birmingham to send outstanding query to Cristina**
- 5: Citation counts: Referred back to Plymouth.
 - No response received from Plymouth
- 6: EBook Central time out issues: Issues referred to Proquest by members and outcomes?
 - Increasing workloads on system. Changes made, should have been solved.
 - Some issues could relate to new O'Reilly platform. New content cannot be replicated by EBook Central. Can request a trial if interested and keep old platform concurrently

4 RefWorks User Day, 1st December 2017

- RefWorks moving from ProQuest to Ex Libris from January 2018
 - Support and development to Ex Libris

- Access to support centre/knowledgebase
- Part of the monthly release cycle
- Integration between RefWorks and Primo/Summon
- Link with reading list and discovery layer
- Still working on parity with Legacy RefWorks
- Jisc agreement continuing/not affected
- Legacy continuing until at least 2020

5 Re-running a search strategy using ASSIA (University of York)

- Significant change in results between 2016 and 2017 for a set search
 - Changes to the way searches are processed to avoid duplication. This may have caused the problem.
 - An enhancement to enable a search anywhere except in full text is being developed.
 - **ACTION Cristina to check and respond directly**

6 Anywhere – except full text in Advanced Search (University of Edinburgh)

- Some "hidden" full text is sometimes used for a search
 - See above, 5.

7 MyiLibrary migration – when? (University of Birmingham, Manchester Metropolitan University)

- Delays due to getting all publishers on board
- All institutions have now been contacted to:
 - Stop ordering from old platform and buy any new stock from EBook Central (NB: Mylibrary is still available as a purchasing option but will disappear).
 - Run last invoices
 - Switch off
 - Mylibrary books will remain on mylibrary platform until stage 2
- Further contact in early 2018
 - Books will move to EBook Central account in early 2018
 - Information re: Marc records/redirects will be sent.
 - Can choose a date – e.g. could delay until end of June if concerned about impact of platform change on those taking exams
 - Individual user bookshelves will not migrate (but very few users have bookshelves in mylibrary)

8 Alexander Street Press DDA video discoverability (University of Birmingham)

- Birmingham University found that there is no available target for the videos.
- **ACTION Birmingham to raise a case so that a solution can be found. Might be able to move into SFX – contact member of team and let Robert know details of the case**
- **ACTION Cristina also recommended Marc Edit to help with this and will provide Marc Edit FAQs with the minutes**

9 Accessibility on Ebook Central (University of Birmingham)

- Word trail not enabled in EBook Central when using Claro Reader
 - Need to switch to an accessibility account with ProQuest, as Claro doesn't pick this up automatically. There is a support article about this. Should solve the problem.

10 Missing articles in ProQuest databases (University of Birmingham)

- Response from the team:
 - This does sometimes happen. They are working to resolve it via a number of strategies. Improvements expected next year
 - There is a team behind the scenes who constantly chase missing items.
 - Team provide short term solutions: troubleshooting and providing pdfs of articles.
 - Can occur when because a publication has been suspended.
- **ACTION A public note option might help. This suggestion has been taken back from the meeting by Cristina. (?)**

11 Summon references: Authors v editors (City University)

- Direct exports – issue with distinguishing between authors and editors
 - Could be a metadata issue OR could be a mapping issue
 - Needs further investigation to diagnose
 - **ACTION Adam to speak to City University to get further examples**
- If it is a content issue:
 - Proquest content – can fix.
 - Another vendor - can't fix.
 - RefWorks issue - fix will apply across all vendors

12 Any other user issues

- Manchester Metropolitan – Some inconsistencies with EBook Central BR1 and BR2 reports. Salford also confirmed noticing similar inconsistencies with the figures.
 - Could be that user looks at a section, but do not need to download the entire book. There has also been a change of interface and this may have affected the triggers
 - **ACTION Requires some examples to diagnose. Manchester Met to contact Sophie with further details.**
- Open University – Issues with Primo finding certain databases, such as ProQuest Historical Newspapers
 - Primo doesn't support Historical Newspapers but a project has recently started to index these, due to be finished sometime next year
 - Adam suggested Best Bets (Summon) as an alternative for hidden databases. Primo has a similar feature.
- Open University - Issues with differences in DRM/on and off campus.
 - Chapters are now DRM free in a move towards improving this.

13 Proquest updates

- Customer Analytics Services
 - Usage based options

- Evaluation/impact/decisions; Citation data in research; Use across disciplines
 - Alexander street Admin portal
 - Additional stats: usage/how used/when shared/added to playlist/embedded in VLE/citations/ratings
 - More evidence and analysis of engagement with stats beyond counter stats
 - Presented via visual dashboard – may be used with other platforms in future.
 - Institutional profile based options
 - Areas of research funding/support for new programmes
 - Match reading lists/overlap with other packages/benchmarking against peers/holdings analysis – any gaps?
 - EBook use profiling/
 - Assessment for moving from print to electronic for books and journals.
 - Takes 3-4 weeks - Can come out and talk to you about findings
- RefWorks Day summary – above under agenda item. Slides will be included with minutes
- Dark archive
 - Ongoing ProQuest project – Should ProQuest a) go out of business and b) go into liquidation, would still have access to any perpetual access content.
- Some search related changes on the Proquest platform
 - Removed full text filter/remove scholarly and kept peer review filter/improved institutional branding/image accessibility tool.
 - Save as pdf now on document pages/title of doc.pdf – easier to find in downloads.
 - Clinical queries search enhancement for Medline.
 - Option to collapse advanced search options/new quick filters
- Alexander Street piloting – 3 minute thesis videos
- Chadwyk-Healy migration ongoing
- New releases – on Proquest Website and slides with minutes
- Feedback requested on Citation styles in Proquest:
 - How should ProQuest update citation styles for users who have customised list?
 - Most popular response was to add only those items that the user already has customised and not to remove the old version

14 Any other business

- None

15 Date of next meeting

- June 2018 after the RefWorks User Day (18th June 2018); Date to be agreed by Doodle Poll.
- Venue: Proquest office in London