sherif Proquest Enhancement Group

2nd December 2021. 13:00-16:00

Microsoft Teams

Minutes

1   Attendees
- **Sherif member libraries**
  - Adam Edwards – Middlesex University London (Chair)
  - Amanda Quimby - University of Birmingham
  - Gavin Brindley – Coventry University
  - Rachael Scott – University of Reading
  - Sarah Davies – University of Nottingham
  - Wendy Mears – Open University

- **Proquest/ExLibris (tbc)**
  - Jed Gilmore - VP Customer Experience
  - Cristina Blanca-Sancho - Director of Product Management
  - Rebecca Ursell - Director Customer Experience EMEA
  - Scott McCarthy – Director Technology
  - Alexandra Follett – Software Sales Manager, UKI

2   Apologies
  - Michelle Perrott – University of Northampton – Standing down from the group
  - Sarah Lowe - University of Brighton

3   Welcome
  - Masniza Sore – University of Northampton

4   Coutts ebook acquisition (University of Birmingham)
- All have been raised with Coutts previously:

  1) The process seems to have changed whereby we are now receiving individual activation spreadsheets per ebook ordered via Coutts one by one. We used to get a spreadsheet which bulked these together which enabled us to efficiently get the docIDs needed together, rather than 20 individual spreadsheets.

Response ProQuest: This issue has now been resolved.
Confirmed by Amanda Quimby.

  2) Would it be possible to receive a scheduled daily summary document each day listing which ebook titles have got turnaways and how many? We do get individual title turnaway emails as they happen from PQ/EBC, but you can't run a live report on turnaways, it doesn't update for a day or two. We have to sift through hundreds of individual emails to be responsive to turnaways.

Response ProQuest: Rebecca Ursell pointed to two open enhancement requests on the Idea Exchange which can be voted for.
Action: Amanda Quimby

https://ideas.proquest.com/forums/915001-ebook-central/suggestions/41509510-daily-turnaway-email-option

https://ideas.proquest.com/forums/915001-ebook-central/suggestions/36144148-real-time-turn-away-alerts-reports

3) Automatic upgrades in response to ebook turnaways. You can currently set it to trigger an auto-upgrade or additional licence purchase after 1 turnaway. Please could we request if there could be an option to customise this, for example trigger a purchase after 5 turnaways in 24 hours?

Response ProQuest: Rebecca Ursell asked for more clarification on the issue to pass on to the Ebook Central Management Team.

Action: Amanda Quimby / Rebecca Ursell

5   Any other user issues

Performance of Ulrichsweb (Open University)

Wendy Mears reported experiencing performance issues since Ulrichsweb moved to the ProQuest platform.

Response ProQuest: Not aware of any performance issues, advise opening a ticket to investigate further.

Action: Wendy Mears

Duplication of content in Open Access collections in the community zone / Open Access Complete Collection (University of Nottingham)

Sarah Davies reported that some Open Access collections in the community zone were not up to date including the Directory of Open Access Books (DOAB) collection. With the introduction of the Open Access Complete Collection on Ebook Central questions were raised about the level of duplication across other collections and how best to make Open Access content available across ProQuest products to ensure currency and avoid administrative burden.

Alexandra Follett followed up that records are merged in the Central Discovery Index (CDI) so that duplicate records are de-duplicated.

Action: ProQuest – Rebecca Ursell to follow-up with colleagues

6   Matters arising from the minutes of the previous meeting held 17th June 2021

6.1 Primo description in Google (University of Birmingham) – Action Amanda Quimby to open a support case to track configuration of University of Birmingham configuration in Ex Libris Google console

> **Update Amanda Quimby:** Not yet resolved but taken offline as being dealt with by IT Services colleagues

6.2 **Elsevier / Academic Press withdrawals from the Proquest Academic Complete ebook subscription (Open University) -** Action Rebecca Ursell: Investigate the Taylor & Francis instance and revisit the June date for removals. August proposed instead of June.

> **Update Rebecca Ursell:** There does not appear to be a pattern of Taylor & Francis removing large numbers of titles from Academic Complete. Many more titles have been added than removed in the last few years. The date for removals from Academic Complete remains under review but is unlikely to change in the near future as it's a very complex issue.

6.3 Requesting official contract for a new resource, particularly multi-year agreements (University of Birmingham)

> **Update Amanda Quimby**: This has now been resolved.

14 ProQuest and ExLibris updates

Product update slides were presented at the meeting

15 AOB - none

16 Date of next meeting: June 2022 – online