

sherif Proquest Enhancement Group

Notes and actions from meeting held 28th June 2018 at ProQuest London offices

Attendees

- Adam Edwards – Middlesex University London (chair)
- Cristina Blanca Sancho - ProQuest
- James Allen – University of Salford
- Lynda James Gilboe - ProQuest
- Nicola Walton – Manchester Metropolitan University
- Robert Bley – Ex Libris (until 11:30)
- Wendy Mears – Open University (note taker)
- Scott McCarthy - ProQuest
- Sophie Panagi – ProQuest
- Gavin Brindley – Coventry University
- Rachel Scott – University of Reading
- Sarah Lowe - University of Brighton

1 Apologies

- Michelle Perrott – University of Northampton
- Amanda Quimby - University of Birmingham

2 Minutes from the previous meeting held 5th December 2017

- Approved.

3 ExLibris Alma and Primo (Middlesex University)

- Primo and Summon data: When is this being brought together?
 - Content is now 90% aligned: 10% outstanding is from smaller providers, and being progressed on a per request basis.
- Are there plans for closer integration of Primo and RefWorks, not least so Primo could use *Cite them Right Harvard* for our students? Harvard reference is displayed in Summon but not Primo. Is it available? Is it possible to modify the version?
 - **ACTION ProQuest will check and update**
- When will Primo VE achieve parity of function with the legacy version?
 - By end 2018 all Classic Primo functionality will be available in Primo VE
 - Database recommender should already be available in Primo VE
 - **ACTION Robert Bley will check and update**

4 Proquest: “Include duplicate documents” option in the advanced search (Salford University)

1. The ‘information’ i button doesn’t work.
2. The option is hidden away and difficult to find.
3. When this is unticked, the display of the number of results found is inconsistent

- For example, a command line search for *ab(nurse OR nurses OR nursing) AND ab(pre-registr* OR undergraduate* OR student*) AND ab(mentor* OR supervis* OR tutor*) AND ab("patient safety") AND la.exact("English") AND pd(>20080101)*
 - A student reports 'I keep getting 34 results on BNI, then when I try to see them it says 28 but only displays 22.'
 - Said student was rightfully confused – she needed to show the search and results in an assignment, and the inconsistent numbers made it look wrong.
4. Noted discussion last time on duplication and how this happens, one from A&I database, one from Full Text. Is there a plan for how to display this on the Proquest site?
- Cristina replied: deduplication explained – the system dedupes the page you are working on so the search result numbers decrease as you progress through list. This is confusing and ProQuest decided to disable this by default; it can be reset at Account level within the Admin module; users with individual accounts can set their own preferences.
 - Worth noting that user stats show the DROP RATE from Advanced Search pages is huge; so ProQuest have tried to declutter Adv Search screens. Adv Search is really only for librarians – users do not use the functionality.
 - **ACTION – Cristina to share this information more widely within the user community**

5 Proquest working with CORE (Science and Technology Facilities Council Daresbury)

- Jisc blog post about Proquest working with CORE to include it in their discovery products to facilitate access to Open Access resources:
<https://scholarlycommunications.jiscinvolve.org/wp/2017/12/14/enhancing-library-discovery-services-with-core-content/>
- Is there an update on this?
 - **ACTION – Cristina will update on this: Robert Bley will update offline**

6 Factiva authentication (Cranfield University)

- Significant issues with off-site access to Factiva (subscribed to via ProQuest) which they weren't able to resolve via the supplier or ProQuest (ProQuest Support team were very conscientious).
- Resolved by moving to EZProxy authentication for this resource. This seemed to be the only option available and wouldn't help institutions which don't have EZProxy available.
- Could it be suggested that a future enhancement to Factiva would be to improve their off-site access?
 - Sophie replied: she fed back remote access problems to Factiva; problem is specific to Factiva, in their hands to resolve. Factiva product aimed at corporate market – they are slow to implement improvements required by HE users. Noted that increasing numbers of corporate users are moving to single sign on.

7 Ebook central (Manchester Metropolitan University)

- Marc records need manually editing as they contain more than 1xISBN (unlike other suppliers). Is it possible to provide a record with only the Ebook Central ebook identifier?
- Talis Aspire bookmarking issues with DDA MARC records sent by ProQuest: The records sent contain two 001 fields. There should only be one 001 field as a unique identifier. If we export the MARC records for the same titles from LibCentral they are fine. This issue seems to be only with the ones sent by PQ.
- Aggregator changes announcements: A member of staff is looking into how to/whether to have aggregator changes announcements, but has discovered that, unlike other titles, *ProQuest: Title list* – is not a list of changes. ProQuest do not seem to provide changes in a list; they do blog posts and I

think you can request lists if you want the information. Wants to check that this is the case and we are not missing anything.

- Sophie replied: this is an OASIS issue, not a ProQuest issue. Coutts have changed their configuration files and the problem is now resolved.

8 RefWorks User Day, 18th June 2018

- Any issues from the day relevant to the meeting.
 - Adam updated. New RefWorks will achieve functionality parity with old Refworks by end 2018. So 2019 will see lots more customers moving across to new Refworks.

Gavin Brindley raised urgent issue of Open Athens authentication issues – customised configuration fix file is repeatedly corrupted by text editor.

ACTION – Lynda will chase and urgent Coventry fix from Refworks colleagues.

Noted that UK Federation needs to offer old and new Refworks as separate services.

9 No other issues raised.

10 Matters arising from the minutes of the previous meeting held 5th December 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**
 - **Jun 18 Update –** Adam verified with York – not sure whether York updated ProQuest
 - **Jun 18 Update –** Birmingham yet to provide outstanding query
 - **Jun 18 Update -** Scott is pretty sure that results display now increased to 10,000 so the issue should now be resolved. More improvement planned to support systematic review.
- 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**
 - **Jun 18 Update -** now resolved.
- 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**
 - **Jun 18 Update –** ProQuest are working on a fix that should be ready ???
- 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**
 - **Jun 18 Update** – City still to provide examples – this is still a live issue; a fix depends upon publishers changing their content.
- 12. 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.**
 - **Jun 18 Update** – now resolved.

11 Proquest updates; on Alma, Leganto, and new Esploro research management system. Updates on platforms (e.g. PAC database – Publicly Available Content - to surface more freely available content).

Noted that Support Centre updates provide up to date notifications of collections changes

ACTION: Sophie to share link to support centre details to Wendy for adding to minutes.

ACTIONS: Scott M will identify how CASA authentication works with Google Scholar to assure user libraries their subscription access remains traceable, and feedback to user group.

ProQuest will contact Open University to discuss functionality changes of EEBO when upgrading Chadwyck-Healey interface.

12 Any other business

MLA exclusive deal with Ebsco announced.

ACTION Member libraries encouraged to discuss access issues with MLA.

13 Date of next meeting

- December 2018 after the RefWorks User Day; Date to be agreed by Doodle Poll.
- Venue: Library able to host?