

Sherif Proquest Enhancement Group

29th June 2020. 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
- Michelle Perrott – University of Northampton
- Robert Drinkwater – University of Salford (on behalf of Helen Monagle)
- Sarah Brader – University of Bangor
- Sarah Davies – University of Nottingham (Minutes)
- Wendy Mears – Open University

- **Proquest/ExLibris**

- Cristina Blanca Sancho
- Dahman Soltani
- Jane Burke
- Jed Gilmore
- Lynda James Gilboe
- Martin Buescher
- Rebecca Ursell
- Robert Bley
- Scott McCarthy

2 Apologies

- Sarah Lowe - University of Brighton
- Rachel Scott – University of Reading
- Helen Monagle – University of Salford

3 Welcome

- Sarah Davies - University of Nottingham
- Jed Gilmore (taking over from Lynda James Gilboe who is retiring)

4 KB+ to Community Zone API – University of Bangor

- Ongoing issues with the Jisc KB+ API into the Alma Community Zone. It hasn't worked for the majority of the year despite assurances that it would be set up and working for the 2020 title ingestions.
- Still lengthy delays in the time it takes for KB+ collections to be available to select in the Community Zone. Unfortunately, there are also still serious issues with title anomalies and incorrect metadata too, so we would appreciate some clarity on what is going on with the API. Does it need further development?

- We were hoping the API would be the answer to the longstanding issues we have had with accurate and timely ingestion of Jisc KB+ title lists so it is disappointing that in fact there appears to have been little overall improvement.
- We are still raising numerous salesforce cases to resolve incorrect titles, lack of collections to select, etc.

Response (from Jane Burke, with slides uploaded to the website):

- Acknowledges that this is ongoing task force work but admits some failures in the API.
- Outlined background, work with JISC and where things are now. CZ has multiple purposes. Significant editorial work required to collections to enable linking capabilities & other activity.
- Early 2019, created new workflow to ingest new KB+ collections 2 weeks to 1 month from receipt. Also introduced API running on Ex Libris platform, with intention of bringing new collections into CZ weekly. Includes auto-reporting to Jisc of success & errors.
- Delays caused by covid. Some errors in API have been fixed but more work needed to get automated process working correctly.
- Currently loading collections manually while problems are worked through. Essential that we keep reporting problems.
- Coming soon: Provider Zone. Allows providers to deposit their own collections directly into CZ. This may become a tool for KB+ collections.
- Ex Libris will give Bangor's current cases high priority.

5 Requesting official contract for a new resource, particularly multi-year agreements – University of Birmingham

- University of Birmingham requested official contract documentation for new resources purchased and where a multi-year agreement is agreed.
- At present these are agreed via email correspondence and referring to an existing standard licence agreed.
- ProQuest did agree to creating something formal recently as a bespoke request, but would be interested in why this isn't done as business as usual and if we can request an addendum with purchases to date to add to our existing licence.

Response (from Lynda James Gilboe):

- Original intention was to keep it simple. Understands value of suggestion. Requires some system development. No timeframe yet but will get into development process.
- **Action: Proquest**

6 VAT: What will be charged or zero-rated – University of Birmingham

- What will Proquest charge at standard VAT and what zero-rated?

Response (from Lynda James Gilboe):

- Ebooks, journals, content databases containing exclusively electronic content will be zero-rated.
- But there are exceptions e.g. if contains book reviews, podcasts, videos.
- Product is zero-rated if it contains 80% or more zero-rated content.
- ProQuest has provided University of Birmingham with a list of their subscriptions stating whether they are subject to standard or zero VAT.

7 Proquest eBook and Franchised partners – Middlesex University

- Franchise Partners are other HE providers running Middlesex University programmes, so the same modules using the same reading lists needing the same resources, but the teachers and organisation are a third party.
- Please can there be licencing solution to enable us to enable access to Proquest ebooks?

Response (from Rebecca Ursell):

- Clarification provided around the franchised partners and how students gain controlled access to resources from other providers.
- Issues are licensing and giving access to a portion of subscribed materials to particular users. Coventry has a license extension for ebook central content.
- Rebecca will investigate.
- **Action Rebecca Ursell.**

8 Central Discovery Index – University of Nottingham

- Digital Library Support colleagues have had significant reservations about the timeline for CDI rollout and have been disappointed with the support we've received for testing this new initiative. However, we have already raised this with senior staff at Ex Libris and negotiated delays in roll out for our China and Malaysia campuses.
- Ex Libris are promising fixes in June for a lot of the problems we've raised. Please can we have an update on progress?

Response (from Martin Buescher):

- Have date in August for all campuses. [Known issues](#) in Knowledge Centre. In relation to wider conversation, recommendation from the group to watch the [CDI webinars](#).
- *[Update from DLS post-meeting: Call with Martin to discuss concerns and there's a review meeting on the proposed CDI launch in a couple of weeks. Wait until that meeting rather than go over the same ground here.]*

9 Deduping Academic Complete – University of Nottingham

- Acquisitions and Metadata colleagues wonder about deduping Academic Complete. Acquisitions have to send ProQuest a spreadsheet of our individual e-book purchases (many of them from Ebook Central) for them to be removed from Academic Complete. Can ProQuest dedupe these for us as they are the source for both?
- We have asked this of Proquest in the past and they are unable to dedupe things from the Academic Complete pipe at the moment. The query was escalated.

Response (from Rebecca Ursell):

- Suggested voting to and adding to Idea Exchange "[Exclude Previously Held Titles from MARC Add Files](#)" idea (only had 3 votes).
- Also thinks there are workflows they can help with to make process less cumbersome. Take offline.
- **Action Rebecca Ursell/Sarah Davies**

10 Community Zone updates area – University of Nottingham

- Whenever we access the area, it automatically enters a date range in the box. Often this date is in 1970. Is this a bug that can be fixed?
- Portfolios added to non-auto active package: It would be really useful if there was a 'done' option here, so that we could clear out the ones that we have previously looked at. Could this be added?
- 'Portfolios deleted from non-auto-active package' update task: We've found that a portfolio was still listing in the CZ in the collection it had apparently been deleted from. Clarification on this would be welcome.

Response (from Robert Bley):

- Log this as a bug in Salesforce.
- **Action Sarah Davies**

11 Discrepancy between pagination of print and ebook versions – University of Nottingham

- Several instances of this, a recent example being:
 - ISBN print 9780745646596 (314 pages) *own this but currently inaccessible.*
 - ISBN ebook 9780745680514 (570 pages in Proquest ebook listing) *Our catalogue description is based on print version record. When you go to the book on Ebook Central, numbered 1-570 (also makes the index useless).*
- We understand that Proquest use the files as supplied by publishers. However the advice that the Library gives to students about citing ebooks does not satisfy our academics who want to cite in their own publications.

Response (from Rebecca Ursell):

- Nothing Proquest can do either. Academics will see the same version on the publisher's own websites. Give citation advice that they are different versions.

12 O'Reilly ebooks collection – Open University (Wendy)

- **Limitations of O'Reilly content:**
 - **Content can be removed by the vendor:** It wasn't made clear to us when we took the product that content could be removed from the platform each year. The content is more like that of an aggregated platform and can't be relied upon. Some content is possibly going to be withdrawn and we are not expecting to have access to it reinstated.
 - **Content is not stable:** O'Reilly are telling us to use the platform for key module resources (e.g. ebooks) but it isn't clear that the content will remain for the length of the module. As a university our educators want to use parts of content (videos, chapters, books) in virtual learning environments that link directly with our students learning and fits with how we are teaching them. This means in order to use O'Reilly content we need it to be stable and to link to individual parts of the content.
 - **Inflexible structure:** O'Reilly expect students go into the O'Reilly platform and follow the O'Reilly journey and pathways on particular topics. This is going to restrict our module use of the excellent O'Reilly content in modules as the content can't be used in the way we use many of our other resources. Our academics are not necessarily going to adapt the OU model of teaching to fit with the O'Reilly vision for their platform. We would be interested to know if other institutions have a similar view on this?

- **O'Reilly metadata issues**

- **Updating:** We would like Proquest to work with O'Reilly to make sure O'Reilly update the metadata with ExLibris in a timely way to reflect the content we have access to. If they do have set times when content is added/withdrawn they need to ensure those updates are being communicated to Discovery services in a timely manner so that the metadata in both Alma and the Central Discovery Index (CDI) isn't leading us to dead links, or content that we are not entitled to. For example video content often looks like we have access but only 1 minute of the video plays as it isn't part of our subscription. It therefore leads to a great deal of frustration on the part of our users and increased queries to the Library Helpdesk.
- **Accuracy:** O'Reilly also need to work with Discovery services to ensure the metadata for records is correct (e.g. marked as video) and that they don't have multiple links for a single record in Alma community zone records.

Response (Rebecca Ursell read out responses from O'Reilly):

- Provided an answer but not a solution; not the sort of collection that OU need it to be. Advised to send examples to O'Reilly Support. Proquest interested in seeing extent of the problem. Rebecca taking granularity issue back.
- **Action Rebecca Ursell**

13 Any other user issues

- None.

14 Matters arising from the minutes of the previous meeting held 13th December 2019

- No matters arising: All items were responded to at the meeting or additional information added to the minutes before circulation.

15 ProQuest and ExLibris updates

- Updates were presented. Slides on the website.

16 AOB

- Grateful thanks expressed to Lynda James Gilboe for her support and expert advice at many meetings over many years and for being the person able to take issues back to senior Proquest staff in the USA.
- We wish her a long and happy retirement.
- **Action Linda James Gilboe.**

17 Date of next meeting: December 2020

- Venue to be agreed. Online if the Covid situation is continuing.