sherif Proquest Enhancement Group

23rd June 2022 13:00-16:00

Microsoft Teams

Agenda

1   Attendees
- **Sherif member libraries**
  - Adam Edwards – Middlesex University London (Chair)
  - Rachel Scott – University of Reading
  - Sarah Lowe - University of Brighton
  - Wendy Mears – Open University
  - Mas Sore – University of Northampton
  - For agenda items:
    - Kerri Daymond – University of Plymouth
    - Nicola Tricker – University of Plymouth
    - Kevin Bentley – University of Plymouth
    - Lisa Lympany – Bangor 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
  - Gavin Brindley – Coventry University
  - Sarah Davies – University of Nottingham
  - Amanda Quimby - University of Birmingham

3   Issues from member libraries

3.1   Leganto issues (University of Plymouth: Kerri Daymond, Nicola Tricker, Kevin Bentley)

3.1.1   Academic staff can't 'complete' an individual record; doesn't appear on reading list
- For a reading list to be fully visible to students, the reading list as a whole has to be set to 'Complete' status. Academic staff can do this themselves.
- Each *individual item* on the list has also to be set to 'Complete' status to enable it to be seen by students.
- Academics can no longer do this themselves as the option was removed some time ago. This means that they have to let us know and we have to do it for them. Academics see this as a real annoyance and there are problems because many don't realise they have to do this (despite training and online guidance).
- Students can't see all the items on the list and therefore don't use them (bringing down the usage stats), or they decide that the lists are rubbish and don't use them (ditto).

- Ex Libris/Proquest's response to this was that they hadn't actually removed this option for academics, they had never had that option in the first place, but this isn't the case as we had academics contacting us asking why they couldn't do it anymore.
- This has been an issue for probably over a year now.

3.1.2 'Guest' status not SSO when linking though to list from DLE

- Students link through to their reading list from a reading list 'block' on their module page on the DLE (Moodle). We have SSO set up so that providing students log into the DLE to access their resources, it should take them straight through without extra logins.
- However, although the SSO has been enabled for Leganto, it doesn't work. Students clicking through to their reading list still need to log in, but understandably, they don't realise this (we show them during inductions, teaching etc.), and then find that they can't access the items on the list.
- If they let us (or the academic) know there is a problem, they can be told, but the majority of them don't bother and don't bother accessing the list again.
- This has been a longstanding issue for probably two years now and we have got nowhere – Ex Libris blame OCLC, OCLC blame Ex Libris, and ultimately nothing gets resolved.

- These may seem like minor issues, but they aren't because they colour staff and students' view of Leganto when they have a negative experience. We hear of academics and students not bothering with Leganto as it is seen as ineffective and not delivering. These two issues, resolved, could make a huge difference.

3.2 Time is taken to get titles lists and item level linking for new collections (University of Brighton: Sarah Lowe)

- Over the past few years, I have noticed a degradation in support across the board when it comes to requesting collection level changes through the Support Center.
- We have a Customer Success Manager for Summon but nothing for 360 Services. Without correct title lists and item level linking, we fail to deliver a good experience for our users.
- Requesting new collections to be added and getting item level linking for those collections feels like such a fight. Where we are feeling this most is the national agreements that are negotiated through Jisc. An example from this year:
- The new **Elsevier Read and Publish Agreement** that covers 2022-2024 is a big deal in UK Higher Education communities. As soon as the agreement was released and the title list made publicly available we opened a case with Ex Libris. The relevant case (06321972) was opened on 24th March 2022.
- To date, this collection is still not available for us to subscribe to in the Client Center. The only option we have is the old list which reflects the collection as it was in 2021. As you move further into any year and more content gets published, the more links break as our holdings are not correct or closed where they should be.
- We have titles included in our discovery systems that are no longer in the collection and our users are getting sent to the wrong place. Example: *Journal of Interactive Marketing* - no longer published by Elsevier and should not be included in our discovery systems but because we are using an old list, users trying to link to 2022

content are getting errors. This is just one example of what will be hundreds of changes to titles that occur in any given year.

- We are also not representing any new titles that have been added to the collection in 2022. Once we do eventually have an updated title list we will then have to put in a request for item level linking which is more delay in getting our discovery systems to reflect our content correctly and get our users to that content.
- Other examples from this year:
    - BMJ Read and Publish 2022. Case 06317433 opened 21/03/2022
    - Royal Society of Chemistry Read and Publish 2022-2024. Case 06360636 opened 29/04/2022
- Some examples of upcoming agreements for 2023:
    - There will be a new title list for BMJ in 2023 and we are already nearly half way through 2022 and still using a 2021 list.
    - SAGE Read and Publish has a new agreement due in 2023.
- It feels like the response we are getting is reactive rather than proactive and that advocates for the UK HE community don't exist in the company. Ex Libris need to ensure they are working proactively to get title lists ingested in a timely manner.

3.3 E-book records: Failure to update the e-portfolio (Bangor University: Lisa Lympany)

- Bangor has the following problem that we would like to get resolved (Case number is 05306065.)
- When our import profiles are loading e-book records, the e-portfolio is not being updated. Before this year, the e-portfolio was always updated. This issue has been outstanding since the beginning of the year, and no reason has been provided, other than a bug has been fixed on their end leading to e-portfolios not being activated *outside* of the CZ collection.
- Here is there explanation from January 2022:

    … I received a clarification from the product manager and the development teams. According to their explanation, a bug existed for several years and made it possible to update the standalone portfolios using profiles, defined as Electronic Collection in their "Update Inventory" tab. At some stage, that bug was fixed. It was done indirectly by fixing or developing other functionality. Therefore, we have no additional details to provide about the change. The result of the fix was that when attempting to update standalone portfolio using a profile with Electronic Collection definition, the job report displays the error "portfolios skipped (profile not allowing)".

- From reading JISCMail, this is an issue for other institutions as well. It now involves manually processes when new orders have come through.

4   Any other user issues

5   Matters arising from the minutes of the previous meeting held 2nd December 2021

- 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**

- 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   ProQuest and ExLibris updates

7   AOB

8   Date of next meeting: December 2022 – online

8.1   University of Coventry issues (Gavin Brindley) – postponed from June 2022

8.1.1   Duplication of Open Access titles in Alma collections
- Same titles appearing in multiple collections
  - Making reporting difficult
  - Very messy for end users conducting title level searches
  - Not addressed by CDI (apart from article search for end users)
  - Examples below:

Electronic Titles (1 - 2 of 2)   Constructing Muslims in France : discourse, public identity, and the politics of citizenship /   Push Selected to MDE   Save and Filter Query

☐ Select All   Sort by : Rank ▾   Secondary Sort by : Rank ▾   **0 rows selected**   Expand ▾   ⎆   ⚙

1 ☐ 🏠 **Constructing Muslims in France : discourse, public identity, and the politics of citizenship / Jennifer Fredette.**   Edit Record   Order   ⋯
Book By Fredette, Jennifer. (Philadelphia : Temple University Press, 2014)   **Language:** English   **MMS ID:**
Subject: Muslims–France–Ethnic identity. Muslims–France–Social   **ISBN:** 9781439910306 (e-book)   996315620102011
conditions. France–Ethnic relations. and others   **Record number:**
Creation Date: 23/06/2014 16:53:41 BST   (UkCvUL)996315620102011
Modification Date: 31/03/2020 18:32:59 BST

        ● Electronic (1)   Other details

Interface Name	Collection Name	Service Type	Availability	Portfolio
OAPEN Free	Knowledge Unlatched eBook Collection (Knowledge Unlatched Open Access ebooks 2013 pilot collection.)	Full Text	● Active	View

Portfolio List

2 ☐ 👥 **Constructing Muslims in France : discourse, public identity, and the politics of citizenship / Jennifer Fredette.**   Edit Record   Order   ⋯
Book By Fredette, Jennifer, (Philadelphia, Pennsylvania : Temple University   **Language:** English   🔓 Open Access
Press, 2014)   **ISBN:** 9781439910306 and others **MMS ID:**
Subject: Muslims–France–Social conditions. Muslims–France–Ethnic   **Record number:** (CKB)2550000001184821   996511619202011
identity. France–Ethnic relations. and others   ⌄
Creation Date: 01/02/2014 19:02:27 GMT
Modification Date: 30/12/2021 01:32:04 GMT

    ⌄   ● Electronic (3)   Other details

Interface Name	Collection Name	Service Type	Availability	Portfolio
JSTOR	JSTOR (JSTOR Books Open Access)	Full Text	● Active	View
BiblioLabs	Open Research Library (Open Access)	Full Text	● Active	View
DOAB Directory of Open Access Books	DOAB Directory of Open Access Books	Full Text	● Active	View

Portfolio List

TOP

SEND TO

DETAILS

VIEW IT

WHERE IS IT?

TAGS

Authentication notes:

Open Access
Public notes:
Access to complete titles or selected chapters
(full text availability is subject to change)

Full text available at: **JSTOR** ↗

    Authentication notes:

Open Access
Public notes:
JSTOR Accessibility Policies

Full text available at: **Knowledge Unlatched eBook Collection** ↗   SHOW LICENSE ⌄

    Authentication notes:

Open Access

Full text available at: **Open Research Library (Open Access)** ↗

    Authentication notes:

Open Access

- Another example: We have currently got seven active portfolios pointing at this title.
  - Electronic Iran: the cultural politics of an online evolution / Niki Akhavan.

8.1.2   Ebook Central

- eBook Central books do not render well onto **mobile phones**. Example:
  https://locate.coventry.ac.uk/permalink/f/gr8698/COV_ALMA51100558630002011

- I am informed by members of our accessibility team that **Adobe Digital Editions**, the software used for controlling DRM for downloading eBooks from eBook Central, does not comply with accessibility criteria.

8.1.3 Alexander Street press not supporting WAYFless linking and the very poor use we get from ASP resources

- Here is the test from a call where we tried to sort matters with OpenAthens support:
    - The authentication methods for Alexanderstreet are ; IP, RefrerrinUrl, Barcode, Shibboleth, Athens, However this is not WAYFLess,
    - https://support.proquest.com/s/article/ProQuest-Authentication-Authentication-Support-by-Platform?language=en_US
    - I checked your account and you appear to be setup with OpenAthens/Shibboleth
    - The Alexander Street Video Online Shibboleth urls should look like this for your account :
    - https://shibboleth-sp.prod.proquest.com/Shibboleth.sso/DS?SAMLDS=1&target=https://shibboleth-sp.prod.proquest.com/ASTREET/LAZR/PROD&entityID=https://coventry.ac.uk/idp
    - Testing the link it does call up your login portal,
    - As I mention in my email below OpenAthens inform us that in order for the proxy to work as a proxy SAML details will have to be removed from ASP because OpenAthens will always default to SAML if it is available.
    - I was hoping that something like:
    - https://proxy.openathens.net/login?qurl=https://www.aspresolver.com/aspresolver.asp?SHON;3933509
    - might work, but can see now that aspresolver is not a recognised OpenAthens resource and therefore as we run in restrictive mode is giving a forbidden message.
    - Am hoping we might be able to progress something to help resolve this from the ASP side?

8.1.4 Open Access article linking

- DOAJ Directory of Open Access Journals - Not for CDI Discovery as you would expect has no CDI, but:
    - Article content from DOAJ is appearing in Primo article results list, where are these coming from?
    - Some articles that are indexed in the Primo article search on DOAJ are only linking at journal title level.