JIBS/ProQuest User Enhancement Group Minutes
November 18, 2016

Attended and Apologies

Attended – Catherine Robertson (University of Birmingham), Amanda Quimby (University of Birmingham), Adam Edwards (University of Middlesex), Sarah Lowe (University of Brighton), James Allen (University of Salford), Michelle Perrott (University of Northampton), Nicola Walton (Manchester Metropolitan University), Christopher Vernon (University of Warwick), Paul Johnson (University of Reading), Cristina Blanco-Sancho (ProQuest), Scott McCarthy (ProQuest), Linda James-Gilboe (ProQuest), Sophie Panagi (ProQuest), Adam Gardner (Alexander Street Press),

 Apologies - Steve Gray (Open University), Zoe Loveland (ProQuest)

NOTE – JIBS now called is ShERIF! (Shared Electronic Resources Information Forum). The new URL is **http://www.sherif.ac.uk**. This group will now be called the ShERIF/ProQuest User Enhancement Group.

1) *Approval and queries of minutes from last meeting*

- PDA Adobe Digital Editions – No extra info, most people reported their institutions no longer have PC's for public use. Members to email if any new information occurs.

- Platform analytics – ProQuest have investigated and reported back to querying institutions

- RefWorks – previous feedback sent to RefWorks team. New issues raised in agenda.

- Kortext – ProQuest report they have investigated but not clear whether their material can be incorporated or not. Checking.

- Membership – five new members of the group have been recruited, widening the input from institutions

- eBook Central – previous queries completed

2) *New items*

a) *Group*

- *Terms of reference*

  The terms of reference need reviewing to check they are still current. AE to investigate ToR and circulate to group to comment

- *Membership*

  Five new members have joined so group is full currently. We will monitor numbers and interest.

- *Roles within the group*

  CR is now stepping down as Chair and applications will soon be invited. Minute writer to also be circulated within the group.

b) *Merging indexes (Salford)*

Ex Libris is a ProQuest company and the group would like an update on the merging and enhancement of the indexes of Summon and Primo Central. ProQuest report that Primo Central will be expanded to match Summon and within the first half of 2017 both indexes should be very similar. ProQuest are working on a feeding mechanism which will update both indexes at the same time automatically. Eventually the plan is to merge the indexes but that is not a plan for the near future, at least the next couple of years.

c) *Patron analytics – ProQuest eBook Central (Salford)*

This service was only available for EBL but ProQuest intends to roll it out to eBook Central. ProQuest confirmed that even though patron analytics wasn't set up for EBC yet, the data is being gathered in the background, so when it is available it will be available back right to the start of use of the product. Institutions are being contacted with dates advising of the switch from Ebrary. It's a big project with over 700 accounts for ProQuest to migrate. Salford has already migrated and reports that the process was seamless.

d) *House of Commons Parliamentary Papers migration*

HoCPP is now UK Parliamentary Papers and Salford had found that the content doesn't didn't link properly (they are taken to a US server). ProQuest report this is fixed by the migration and redirects in place to cover any bookmarks. ProQuest reported that Congressional material is not currently supported by Primo but ProQuest are working on getting that information from Summon and importing into Primo that way – they will update with a date.

e) *MediaPlus/ Alexander Street Press*

Lots of content has been ingested into the database, and video is available along with approx. 50k images from archives such as Wellcome and Getty. Still some image, audio and music left to ingest, and the platform is up and running successfully. Teachers TV in Education in Video is now also available. All members to check their access to MediaPlus is working as expected and report any problems to mediaplus@alexanderstreet.com.

f) *RefWorks citing in Word (UoB)*

UoB is providing dual running for new users and existing users. UoB report problems with 1) authentication and Write-n-Cite – error messages are appearing when user tries to log in – ProQuest have escalated this to the technical team to investigate. 2) 2016 Word not working with Write-n-Cite – ProQuest are investigating, they suggest trying the Microsoft app which is available for Word 2016, as this removes any Java issues.3) documents are disappearing – ProQuest cannot replicate.

g) **Other** – MDX ask whether Refworks can recognize a business report as a document type. MDX to send an example and ProQuest will investigate.

h) *Summon defaulting to Harvard referencing output (MDX)*

MDX uses Cite Them Right Harvard, can Summon default be changed to this for MDX. ProQuest to investigate.

i) *Summon and Dawson Era (MDX)*

MDX had to amend some record and even though the re-indexing is set to happen twice a week, the updates are not showing. They have raised a call with ProQuest but no resolution as yet. MDX to check EFTP is working with their catalogue, and then to send Linda the helpdesk reference number to follow up.

j) *Text and data mining options (UoB)*

Libraries report they are getting more requests for data and advice for Data Text Mining (DTM) options. ProQuest can deliver content purchased on hard drive to the university, xml of metadata and fulltext, plus images. Bundles can be provided.

ProQuest will work with customers to assess their objectives and determine the best solution.

Not all ProQuest databases are cross-searchable? (Cov)

Queried cross searching with MLA and LION. ProQuest reported that MLA is included within LION so should be cross-searchable. Any queries like this with specific examples to be emailed to ProQuest to investigate.

k) Exporting records from ProQuest to Endnote

This issue may be fixed, will follow up with ProQuest if not

l) Systematic reviews

There is interest in increasing the number of results returned. ProQuest explain that recently they have changed their servers etc and are monitoring. ProQuest notes that things like misuse of wildcards - * after every single word can impact results). ProQuest are happy to advise users on how best to search their databases.

m) Statistics – Academic Complete (Reading)

Report that Academic Complete counts page views instead of accesses to the title or a chapter. This means that the usage looks huge and skews the data. EBL seems to be counting the chapters. SP will investigate and report back – back end is based on EBL and front-end based on Ebrary so ProQuest should be able to change the title count. ProQuest report that - Book Report 2: Number of Successful Section Requests by Month and Title

Section Requests include:

- Page views (browsing under "Read Online")
- Chapter Download
- Copy
- Print to PDF (section, not full Title)

All platforms are different and may not necessarily provide the same triggers for what constitutes a section request. It fits COUNTER's definition of section to include those triggers on our platform. That is why everything that is not a full download is a section request. ProQuest went over this thoroughly with our auditor and verified that that was what was expected per the COUNTER requirements given the design of the EbookCentral platform.

n) ProQuest platform – accessibility

Work is still needed on the content etc, and ProQuest welcome feedback. University of Brighton commented that one difficulty is that there are lots of different versions of different accessibility software, so hard to test and support them all. How do users with accessibility challenges access scanned documents (e.g. archival newspapers)? What would be useful to them so they don't just get something telling them it is an image? EBL should be screen-reader compliant by the first quarter of 2017. Some software available now which can translate an uploaded file into a Word document, an MP3, or braille. Will do chapters, but not a whole book.

3) *ProQuest updates*

a) Alexander Street/MediaPlus

- 145k now available via MediaPlus in the UK. MediaPlus was hosted by Edina but Alexander Street won the contract in May 2016. Ingestion of files started in July and all videos were ingested fifty one days later (six months ahead of schedule). Images and sound to follow.

- Lots of material from ITN, back to 50's but mostly 80's/90's. JISC controls the license and Alexander Street is the provider.

- Pricing is according to JISC banding

- Contains Teachers TV (3,800 files from the Department of Education). This is free to all UK institutions – contact them if you'd like to have it set up.

- Playlists can be created and added to a playlist. UoB asked if clips can be spliced together – Alexander Press to investigate.

- Will be discoverable by Summon and Primo in the future, and then to all discovery services once the metadata has been tweaked and exposed.

b) Platform enhancements are ongoing

– New landing pages have been designed

– Training material is being updated

– More responsive to viewing on mobile devices

– Alexander Street content integration

– Ebook Central integration

– Improvements to Parliamentary Papers Online

- MyResearch – no longer used for authentication

- New image viewer has been created, it is no longer flash based. Works on mobile devices.

- Administrator can create custom publication links – only for publications that appear in the Publications Search. Up to fifteen publications can be linked eg newspapers

- Search engine upgrade has taken place, it was a two year project, it is now hosted in the cloud and is able to cope with larger user demand. Customers should not have noticed anything, and there were only seventeen minutes of downtime throughout the project.

c) Ebook Central integration

- Searchable and EBC results will show in a separate tab on the ProQuest platform

d) APA changes

- Annual reload has occurred, new additions include MESH headings, author ID (ORCID), clinical trial number to be displayed, live link to NHS site displayed, searchable impact statement.

e) Parliamentary Papers UK

- Can now export to RefWorks and Endnote

f) Chadwyck-Healey migrations

- Cecil Papers and Colonial State Papers are scheduled for migration in Dec 2017. Annual Register is scheduled for Feb 2017

- HTTPs for academic platform & PAM (from 2017 Firefox & Chrome will say pages not secure).

New products

Global Breaking Newswires - http://www.proquest.com/products-services/Global-Breaking-Newswires.html

Early European Books 9 – released

Vogue Italia Archive – released

eBooks

Demand-driven acquisition. Here is a link to information about Access-to-Own, a new model.
http://www.proquest.com/blog/pqblog/2015/Introducing-Access-to-Own-Demand-Driven-Ebook-Acquisition-Model.html

Refworks

-   Sophie went to MDX to do a presentation about RefWorks. If other institutions would like this then just contact ProQuest.

-   The next RefWorks upgrade is due Q1 2017

-   Users should go to the Microsoft app store to integrate with ProQuest citation manager. This is available for Windows and for Mac.

-   Advanced search has been added, as well as de-duplication being improved. Deleted items can be recovered within 30 days. The 'last imported' folder will keep material in it for a day, for review. The full view now shows all fields. Interface now available in nine languages.

-   Improvements made to Quick Cite – copy and paste, so no longer compatibility problems with Open Office. It also remembers which system you used previously and opens in that again.

-   Some choices are available for the institution – 1) soft upgrade (user logs onto legacy, and is offered option to migrate to new, and chooses whether to do so), 2) hard upgrade (user logs onto legacy and migration begins immediately), 3) Individual import (user creates new Refworks account, selects import references and moves their references from legacy to new. They can maintain both accounts and do this upgrade multiple times. Legacy is not disappearing any time soon. Institutions can switch off new registrations for legacy – this is recommended. Hard migration only available later, eg Q1 2017.

DONM – April 2017