Sherif User Group AGM 25th February 2019
AGENDA

1. Welcome from the chair
2. Chair's report
3. User Groups and Liaison Activity
4. Treasurer's report
5. AOB

Minutes

1. **Welcome from the chair**
   Elizabeth McHugh welcomed everyone to the 2019 AGM and thank you for attending.

2. **The Chair's Report:**

Review of 2018

This is our third year hosting this event at CILIP Headquarters and we are delighted that they agreed to host us again. Comments on the choice and locations of our workshops and AGM are always welcomed and you can do this on the evaluation sheets that you should find on your chairs.

This year, 2018 / 19, is my fourth and final year as Chair, the 2nd full 12 month period between AGMs under the sherif name, along with the new logo. We are now, I hope, recognised by our sherif name and logo.

Business models for continued access to eResources remain topics of discussion across the sector and, increasingly (if anecdotal Freedom of Information Requests are to be believed) from outside the sector. Resource discoverability and access methods continue to be challenging in some areas. Plan S – the topic of our workshop today – has given and will give sector negotiators plenty of discussion points with content providers, librarians and researchers. These, and other factors not limited to our own sector, mean we are working more closely with our scholarly communications colleagues to ensure research is made available to end users in efficient and effective methods.

sherif functions because of our members and the sherif committee. I thank the committee, consisting of members from across England and Northern Ireland, (with myself from Scotland we are just missing someone from Wales!) for their support throughout the year. I would not be able to do my role as chair without the invaluable commitment from committee and the roles they all play on it. The committee members, with the much appreciated support of their institutions, give their time to organise events like this, plus taking part in the other ongoing work of sherif.

3. User Groups and Liaison activity

Our enhancement and liaison groups including EBSCO, Edina, JISC Content Collections Content Strategy Group, Ovid and Scopus continue to take forward user feedback and have discussions around user needs. All of these groups, mentioned above or not, are a partnership between the sherif members who participate in them the suppliers and committees. I thank all participants for their continued commitment to work together to improve resources for our end users.

Following on from my 2018 Chair's report, where I noted that the Scopus Enhancement Group was due to re-start, I am pleased to say a meeting took place in June 2019 and there has been a further one on the 19th February. I am the current chair of the group and it is a pleasure to receive queries and concerns from sherif members after the three year hiatus that started in 2015. It is good to be working with Elsevier again to facilitate dialogue on the improvement of this resource.

The BSOL Enhancement Group has a new chair as of 2019 – Sarah Taylor. Sarah took over from Fiona Bowtell, who stood down at the end of 2018. After a gap of 22 months (due to the chair's ill health) the CIS enhancement group met in December 2018.

If anyone is interested in taking part in one of these groups, please see a committee member. It is a great way to feedback your users comments directly to the supplier. We use the sherif Users and LIS-E-RESOURCES JISC Mail lists to ask for comments ahead of meetings.

Committee members continue to take a seat on the Edina Management Board and the JISC Content Collections Strategy Group. We maintain our independent role and presence on these influential committees.

Full details of the groups and minutes from all of the groups and meetings are on our web site: http://www.sherif.ac.uk/
(For Enhancement group reports please see Appendix 1, pg. 5)

We welcome suggestions for new groups. You do not have to be a committee member to take part in an enhancement group.

Workshops
sherif holds two events a year. Last year the programmes were:

What does your eResources data really tell you?

The resultant theme of the day was that data analysis and statistics are used in a myriad of ways to help librarians to understand patron behaviour – in an ethical manner of course - not just a 'cost per use basis', which is what many library services are familiar with. Including a quote from Doctor Who about the power of libraries, delegates were treated to insights on how using eResources statistics can assist them in understanding why our patrons use the resources and the library services in the manner in which they do. Delegates were given ideas on how libraries can use these results to improve the patron experience across many aspects of the library service, not just eResource access and provision.

Save the time of the (e)reader: easier access for all?

The role of metadata in an eResources world was the theme of this event, held in the 'old' JISC offices in Brettenham House a few days before JISC officially moved to their new offices in Fetter Lane. Metadata acts as a function to improve the patron experience across many aspects of library services, including the library catalogue, lecture capture and reading lists. However, there is always room for improvement: in the role that metadata can improve resource discoverability, with the benefits that has for the patron experience of library services as a whole, and in how the lack of accurate metadata can have financial implications for both libraries and publishers (to mention only two). Delegates were asked to come up with a 'wish list' of improvements that need to be made in these areas, and the results can be found on the event page on the sherif website.

The events were well attended and sherif view this part our activity as vital. sherif will continue to offer workshop places as part of the annual academic institution subscription for sherif. The costs of a sherif subscription and attendance at events, in comparison to other memberships and events, remain a very competitive price.

The sherif committee welcomes suggestions for topics for future workshops. Suggestions can be fed direct to the committee for consideration via the contact details on the sherif website.

Committee Meetings
The sherif committee has met three times since the last AGM: March at the Open University Library, September at the University of Middlesex and November at the JISC Offices in London.

Minutes from all meetings, including the groups, are on our website.

Committee personnel

Elaine Mulholland seeks election as Chair.
Adam Edwards seeks election as Vice-Chair.
Jane Cooke seeks re-election as secretary
Treasurer: vacant

Fiona Bowtell stepped down from the committee due to early retirement and Yvonne Cotton left because of work commitments. Klara Finnimore returned from maternity leave and we welcomed three new committee members: Kerry Hadaway, Brett Moodie and Sarah Taylor. Elizabeth McHugh is stepping down at this AGM from the committee, but will retain her role as Chair of the Scopus Enhancement Group.

If anyone is interested in joining the committee when a vacancy arises please speak to one of the committee members today or send an email to the committee.

sherif: shared electronic information resources forum

The sherif User Group is one of the major means of feedback for end-users of the UK's

networked resources. It is the voice of the users speaking to the suppliers without any undue influence from the suppliers. The remit of sherif extends to electronic content of interest to HE and FE institutions available either via JISC's Information Environment (IE), or delivered independently by other sources.

sherif prize
sherif offers an annual prize to a library school dissertation in the area of library information systems, bibliographic databases or other electronic technologies and how such resources or technologies are being developed or exploited.

This year (2019) the prize is awarded to Morgan Bowstead Wilkinson. Morgan did her Masters at UCL and produced a well written dissertation investigating the adoption of linked open data in library, archive and museum contexts, focussing particularly on bibliographic data and how the SPARQL based queries interact with it.
For future submissions:

As a reminder, the prize is £300, the prize winners give a short presentation of their work at the sherif AGM and a copy of the dissertation is posted on the sherif website.

Projects must meet a list of criteria and library schools are invited to nominate projects which fulfil the criteria. Previous winners are on our website:
http://www.sherif.ac.uk/prize.html

Elizabeth McHugh, February 2019

4. Treasurer's Report

Adam Robinson explained that the three year subscription offer could distort the income and to bear this in mind when reviewing the accounts. Adam Edwards reported an increase in membership from 110 to 120 members. The membership fee supports the events being value for money. Paypal was introduced last year and has been a popular method of payment for both events and membership. However, there is some complexity in the fee structure that has to be reported on and is available in the account figures. Finances are healthy and can be seen in the Treasurer's summary report. (See appendix 2, pg. 10)

5. AOB

The Chair asked for a vote to retain the committee members in their current positions and to promote the vacant committee place and asked members if anyone would like to join then please send an email to chair or other committee member.

Appendix 1

Reports from Enhancement Groups:

British Standards Online S

Fiona Bowtell of the Open University (and sherif Committee member) chaired the two meetings of this group that were held in 2018. The minutes of those meetings are on the sherif website. At the end of 2018 Fiona, who was retiring from the Open University, handed over the chair of the group to Sarah Taylor of Salford University.
Sarah writes:

The June meeting of the BSOL Enhancement Group looked at future developments, theme that was continued in the December meeting. With 136 universities worldwide now subscribing to BSOL, a major focus for 2019 will be ease of access for users, with the primary goal being to implement UKAMF access. In the June meeting, members of the group commented that they were disappointed that rate at which the Expert Commentaries are being produces has slowed, as these are a very useful resource. A further development noted at the June meeting was guided discovery of content, where users will be directed to content that may be of interest to them based on their previous searching. The December meeting brought news of developments users can expect to see in 2019 and beyond further to the UKAMF access developments. Of particular note is the development of visible track changes: it is expected that by 2020, all high-demand standards will show tracked changes. The December meeting also introduced the Knowledge Labs team, a group looking at development from the point of view of the customer.

CIS – the Construction Information Service

Emma Delaney of UWE is the chair of this group.

After a gap of 22 months (due to the Chair's ill health), the group reconvened in December 2018. In order to ensure wider representation, 'guest' members from HE institutions were invited to participate alongside standing members. It was agreed this was a useful way to engage more widely with the HE community and give CIS a good range of views on their product. We have also agreed to run one virtual, and one face to face meeting a year from now on. The main topic of discussion continues to be requesting better integration of the service within library discovery systems, and improving the entry portal to be more accessible and robust. The group has offered to assist CIS's ongoing investigations into the former matter, and to be a pilot if they are able to progress. Since IHS merged with Markit, the latter aspect is expected to be picked up as part of their rolling brand refresh. For CIS, it is a good opportunity to share product developments and to gain support and feedback for their discussions with publishers regarding better content and reasonable copyright restrictions.

EBSCO

The Group met twice in 2018.

EBSCO Product Management (PM) staff (who are based in the US) have continued to join us via webex during part of our meetings, and the issues raised by sherif members are now

shared with them directly.

The group logs agenda items, enhancement suggestions and issues in Google Sheets in order to track progress, spot recurring issues and themes, and provides feedback to libraries who have raised issues. The group is interested to know how the other groups handle this, and whether they get support from the publisher/supplier in doing so.

Group members are to be given access to EBSCO's new CRM portal in February, meaning that libraries should be able to view their own issues and enhancement requests for the first time.

Sarah Thompson, University of York, chair
31st January 2019

ISI Web of Science Enhancement Group – WoSEC

John Taylor, of the Defence Science and Technology Laboratory, is the sherif representative on this group and writes the following:

The Web of Science Enhancement Committee (WoSEC) usually meets twice year in April and November, the two meetings reported on were held on April 24th 2018 and January 22nd 2019

Clarivate Analytics (CA) have acquired new services (Kopernio, Publons) and are understandably keen to push these at WoSEC meetings. CA are also undertaking substantial changes to both Web of Science and EndNote and are actively seeking user engagement to push on the development of these products. With this in mind it is important that sherif maintains a place on the committee and also that the sherif wish list is maintained as an item on the meeting agenda.

April 24th 2018 meeting

Web of Science
User feedback
A query had been raised by the University of Bath regarding the decapitalisation of records in Web of Science, regular users will be aware that this is largely an issue with older citations, Clarivate are aware of the issue but are not currently treating this as a high priority issue.

It has also been noted that there issues with access to new users accounts, this problem is being caused as CA now use an email verification system – previously user email addresses required no authentication.

Potential enhancements
Probably the most interesting EndNote development will be changes to the Times Cited field, this was one of four proposals aired at the meeting – the others being:

•Direct citation report - the ability to generate a Citation Report will be included, in the first instance this is likely to be limited to records from Web of Science and MEDLINE.
•A manuscript matching process, this matches your manuscript to a potential source of

publication. This seems like it might be popular for new authors or authors who are perhaps looking for new titles to publish in.
•Related records generator – this would take you to and download records related to a selected record.

The Times Cited proposal was clearly the most popular at the meeting and is something we have raised with Clarivate Analytics. As the Times Cited field is the most volatile field in any citation it makes sense to be able to update it regularly in EndNote. The question was asked whether or not we would prefer the field to be updated in the background i.e. each time the EndNote library or as a manual button press – overall the preference was for the latter and this is something I think we'd be more comfortable with.

Publons

Publons is a Web of Science service seeking to give greater recognition to peer reviewers and researchers. Web of Science are keen for peer-reviewers to suggest enhancements to this new service. Publons can be used to provide review metrics for researchers and the tool can be used to pull in publication citations. The tool will then provide qualitative and quantitative visualisations of numbers of citations e.g. h-index etc. The tool also allows researchers to update their own metrics as publication information can be uploaded from EndNote or Mendeley.

Kopernio

Kopernio is a new Web of Science tool providing one-click access to full text reports where the institution has a subscription with the relevant publisher. The tool is available as a browser extension and can be used outside of the Web of Science platform. The tool should be usable both on and off campus, on campus users will be authenticated by IP. Further integration with Web of Science is planned for the second half of this year.

Ovid Enhancement Group

Delyth Morris, from Cardiff University, is the chair of the group. The group met in March 2018 and the minutes are on the sherif website. Further to that, Delyth writes:

The group met in March 2018. We discussed Ovid updates, including the main features they launched last year as a result of user feedback; an edit search option, adding notes, date range performance improvement, feedback link. They also updated on the features currently under development. A meeting will be arranged for 2019 and feedback and questions will be requested from the mailing list.

Proquest

Adam Edwards, of the University of Middlesex, is chair of this group. Adam writes:

Sherif Proquest Enhancement Group annual report:

Two meetings were held in 2018. The two stand out items from our meetings were these:
- Safari ebooks: The move to the new O'Reilly platform has caused huge issues for subscribing libraries with very difficult access and poor support from the company

whose product is sold via Proquest as a third party. These concerns were taken back to the USA by Lynda James Gilboe (who files over for every meeting with us) leading to a webinar with affected libraries led by the Proquest product manager and then a direct conversation between Proquest and the CEO of O'Reilly to raise the problems which are being urgently fixed. This was the stand out issue of the year showing how the sherif group was able to cut through the normal processes to get rapid action for members, supported by the Proquest team.

- Concerns about accessibility of Proquest eBook Central texts, which came to the Enhancement Group via the Library Champions for Disability group (http://librarychampionsfordisabilityaccess.blogspot.com/). This resulted in an immediate change to information displayed to product users to make clear on what devices different options work and referral on to the technical team of other issues. It shows the value of networking between different library groups.

The meetings dealt with many member concerns as can be seen from the minutes http://www.sherif.ac.uk/proquest.html but also are used as a sounding board by Proquest when they introduce new enhancements, for example the change of Literature Online to the Proquest interface. What makes the group work is the acceptance of sherif members as informed critical friends and the enthusiastic willingness of the Proquest team to take on the issues raised and find solutions to them.

Adam Edwards
Chair
Sherif Proquest Enhancement Group

(NB: Minutes of the meetings are on the sherif website, along with a link to meetings of the RefWorks User Group)

Scopus Enhancement Group

Elizabeth McHugh, of the University of the Highlands and Islands, is chair of this group. Elizabeth writes:

Two meetings of this group have been held since the last sherif AGM – June 2018 and the 19th February 2019.

The meeting in June was the first in three years and was attended by former members of the committee, along with new participants and Elsevier staff members who could advise on the product.

Elsevier described what had been happening to the development of Scopus since 2015. The Scopus update and roadmap as set out by Elsevier included anonymised usage statistics on Scopus members and the amount of content held in the resource. It was pointed out that in comparison with Compendex Scopus does not include theses, dissertations and standards because of their content policy. Elsevier pointed out the Scopus HQ program, which is looking to improve the quality of legacy and incoming data, along with the work Elsevier is doing to provide more information on the journals included in Scopus and to provide more information on Funding Data. The discovery of open access articles is an area that Elsevier is developing and seeks to improve on. Elsevier considered key achievements to include the

introduction of User dashboards which give access to institutions support cases and discussed how they are looking to increase the export limits between Scopus and SciVal, as well as making these exports easier.   The questions and feedback raised by sherif members were discussed and will be fed back to the appropriate Elsevier staff for investigation.

Elizabeth McHugh, chair, 17th February 2019.

Appendix 2

Treasurer's Summary Report 2017-18

Summary of Income and Expenditure 1ˢᵗ November 2017 - 31ˢᵗ October 2018

	2017-18 £	2017-18 £	2016-17 £	2016-17 £	Change %
Balance at start of year		22,376.84		21,888.37	2.2%
Income					
Membership fees (by BACS) - no charges	8,979.00		8,838.80		60.5%
Membership fees (by PayPal) - fees charged	5,207.00				
Workshop fees (non-members; extra places) - no charges	368.00		1,378.40		-73.3%
Workshop fees (non-members; extra places) via Paypal - fees charged)	420.00				
Account Interest	57.25		11.03		419.0%
PayPal charges refunds	34.77				
Other (refund of payment in error)	62.04		0.01		
Total income		15,128.06		10,228.24	47.9%
Subtotal		37,504.90		32,116.61	16.8%
Expenditure					
Committee expenses	3,739.36		3,407.47		9.7%
Website expenses	0.00		234.00		-100.0%
Stationery costs (incl leaflet updating)	0.00		0.00		
Workshop expenses (incl venue hire, speaker expenses)	5,526.98		5,317.21		3.9%
Administrator expenses (Finance, Workshop + Auditor fee)	683.55		708.60		-3.5%
Student Prize (incl. travel for winner to AGM)	300.00		0.00		
Bank charges	72.38		72.49		-0.2%
PayPal refunds of incorrect payments	1,005.00				
PayPal fees (net)	200.93				
Other expenditure (refunds)	121.00				
Total expenditure		11,649.20		9,739.77	19.6%
Accumulated Income less Expenditure		**25,855.70**		**22,376.84**	15.5%

	£
Reserve account starting balance	21,610.50
Current account starting balance	766.34
	22,376.84
Reserve account final balance	25,618.59
Current account final balance	237.11
	25,855.70

Membership numbers (at 31/10/18)

	2017-18		2016-17		Change %
HE & RCs:	114		104		9.6%
Of which paying for 3 years:		15		23	
FE:	6		6		0.0%
Total	**120**		**110**		**9.1%**