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This record comprises two presentations delivered as part of the same conference session by Debbie Morris and Mike Ford of Leeds Beckett University and Richard Milne of Robert Gordon University

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**ROBERT GORDON  
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# Enterprise and EBSCO Discovery Service

Implementing resource discovery the SirsiDynix way

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# Robert Gordon University Library

## SCONUL Statistics 2014-15:

- 2 Site Libraries (now 1)
- 34.1 library staff
- 9,845 FTE students
- 565 FTE academic staff
- 220,758 catalogued book stock
- 90,816 catalogued paid for e-books
- 23,317 electronic serial titles purchased



# Robert Gordon University Library

## SCONUL Statistics 2014-15:

- 61,166 unique loans (excluding renewals)
- 1,024,427 full text article downloads
- 3,897,790 e-book accesses (sections/chapters)

# Background

Order for Enterprise & EDS was placed October 2014.

- Library Catalogue (eLibrary)
  - 2,256,292 page views, 229,844 individual sessions during 2014-15
- Ex Libris:
  - SFX journal a-z and link resolver
  - MetaLib+ resource discovery product

# Background

- MetaLib+ did not include catalogue/Symphony data
- eLibrary was not performing well after loading almost 100K e-books
  - Lack of relevancy ranking
  - Lack of facets etc. to narrow searches

# Decision

- BlueCloud Rewards to spend before the end of 2014 – paid for Enterprise
- SirsiDynix / EBSCO strategic partnership announced
  - Integration already available
- EBSCO were already our subscription agent, and one of our biggest database suppliers
  - Potential staff time savings
  - Subscription agent deal already came with Full Text Finder
- EDS cheaper than SFX & MetaLib+
- Order placed with SirsiDynix for Enterprise and EDS, 15<sup>th</sup> October 2014

# Implementation - Enterprise

- Implementation began in January 2015 on Enterprise 4.3
- Standard SirsiDynix implementation
  - Implementation questionnaires
  - End-user & admin training via WebEx
  - 3 SureStart Sessions (1 hour consultant sessions)
- Helps to have CSS & JavaScript skills, but SD will help
- After 2 SureStart sessions, we chose to skip 4.3 and beta-test 4.5:
  - EDS integration improvements - interfiled results
  - New 'Flat' theme



# Enterprise 4.5 Beta Testing

- Started in April 2015, production release in October 2015
  - Missing our intended Summer 2015 implementation window
- Not always easy beta testing a system you haven't gone live with
- But there are benefits too
  - Learned a lot about the system
  - Caught at least one massive showstopper

# Implementation - EDS

- Entirely new to EDS
- Assigned an EBSCO rep based in US
  - Conference calls explaining concepts e.g. SmartLinks and CustomLinks
  - No structured formal training offered by EBSCO as part of implementation, but they will do ad-hoc training on request – so ask!
- EDS Admin quite straightforward, done mostly via EBSCO Admin and some in Enterprise Admin

## Customize EBSCO services <sup>?</sup>

Edit profiles for your library that determine which search options, databases, and collections are available to your patrons.

Choose Profile:  [Profile Maintenance](#)  
Description (Profile ID) - Interface

[View Changes on EBSCO](#)

- Searching
- Databases
- Viewing Results
- Linking
- Delivery Options
- Viewing Publications

General Settings	
Search Modes	<a href="#">Modify</a>
Require uppercase Boolean operators (AND, OR, NOT)	<input type="radio"/> On <input checked="" type="radio"/> Off
Show Did-You-Mean Suggestion	<input checked="" type="radio"/> Yes <input type="radio"/> No
Limiter & Expander Settings	
Limiters	<a href="#">Modify</a>
Local Collections as Limiters	<a href="#">Modify</a>
Expanders	<a href="#">Modify</a>

[View Changes on EBSCO](#)

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[Add New CustomLinks](#) | [SetUp/Maintain CustomLinks](#)

Order	Link Name	Managed By	Category	Remove
<input type="text" value="1"/>	Full Text Finder	EBSCO	Full Text	<input type="button" value="X"/>
<input type="text" value="2"/>	Annual Reviews	EBSCO	Full Text	<input type="button" value="X"/>
<input type="text" value="3"/>	BioMed Central	EBSCO	Full Text	<input type="button" value="X"/>
<input type="text" value="4"/>	EDS - APA - PsycArticles	EBSCO	Full Text	<input type="button" value="X"/>
<input type="text" value="5"/>	EDS - BioOne Online Journals	EBSCO	Full Text	<input type="button" value="X"/>
<input type="text" value="6"/>	EDS - Bridgeman Education Test	EBSCO	Full Text	<input type="button" value="X"/>
<input type="text" value="7"/>	EDS - British Library ETHOS	EBSCO	Full Text	<input type="button" value="X"/>
<input type="text" value="8"/>	EDS - British Standards Online	EBSCO	Full Text	<input type="button" value="X"/>
<input type="text" value="9"/>	EDS - Cochrane Database of Systematic Reviews (Wiley)	EBSCO	Full Text	<input type="button" value="X"/>
<input type="text" value="10"/>	EDS - DOAJ (Search)	EBSCO	Full Text	<input type="button" value="X"/>
<input type="text" value="11"/>	ScienceDirect (all content) - s4885282	EBSCO	Full Text	<input type="button" value="X"/>

# Go-Live Phase 1

- Enterprise with EDS integration went live January 2016, after missing Summer 2015 window
- Retained SFX as the link resolver due to difficulties with EBSCO link resolver (Full Text Finder)
  - Should be possible to use any link resolver with Enterprise/EDS
- Phase 2 to replace SFX with Full Text Finder...

# Implementation – Full Text Finder link resolver

- SFX export file loaded by EBSCO into EBSCO Holdings Management. Some post-export work needed:
  - Some titles not in the correct packages
  - Some holdings start dates incorrect (start dates based on EBSCO supplying the title as our subscription agent)
- OpenURL links from our Talis Aspire reading lists showed we had big problems with Full Text Finder links not working, so kept SFX going
  - But going live with Enterprise/EDS seemed to us to end the project implementation phase
  - Support calls split between SD and EBSCO – no overview

# Implementation – Full Text Finder link resolver

- A lot of work done on Talis Aspire to get Full Text Finder links working
  - Altering Aspire metadata
  - Changing date formats
- Some Full Text Finder links still don't work, particularly some Wiley and Taylor & Francis links
- Still problems with Westlaw and Lexis Nexis linking
- Full Text Finder still not working as Talis Aspire Digitised Content module knowledge base
- Nevertheless we went live with Full Text Finder in June 2016

# Post-Implementation

- Resolve outstanding Full Text Finder linking issues by September 2016
  - Single support contact between SD and EBSCO?
- Still to get end-user feedback, usage statistics
- Library staff user feedback has been positive
  - Particularly Enterprise vs. eLibrary
  - Some changes to facets, fuzzy search factor (0.8)
  - Some tidying up of bib records esp. fixed fields/dates
  - I need to get better at CSS and JavaScript



# Post-Implementation

## Medium to Long Term thoughts:

- Offer native EDS interface?
  - Will SD be working on improved Symphony integration in that direction?
- SD ERM system evaluation – integration with EBSCO
- Will need to monitor the relationship between SD and EBSCO
- EBSCO long term position in market?

# Demo





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