What EDINA Does:
A Community Report
This booklet sets out what EDINA does as part of the ‘JISC Family’ in our role as the UK national data centre based at the University of Edinburgh. We develop and deliver world-class online services that are geared to enhancing the productivity of research, learning and teaching in the UK’s universities, research institutions, colleges and in the workplace.

This means delivering services and expertise that both save time and money and also make the imagined possible. Our ‘consumers and customers’ are researchers, students and their teachers, as well as support staff who work within the organisations in our sector to succeed in their mission of increasing outcome and impact within limited budgets.

This is a showcase for our project activities as well our services. It is intended as an informative read, to complement your visit to our website, edina.ac.uk, which has been refreshed with a new design for 2012/13.

Over 150 universities and 120 colleges within the UK make use of one or more of our services, with such flagship services as Digimap, SUNCAT and JISC Mediation. Key to this success is collaboration with librarians and academic support staff as well as colleagues in other parts of the JISC Family. This is our opportunity to say a public ‘thank you’ to them for their valuable support and feedback.

Many of our services follow Open Access principles, others are free at the point of use given the right credentials. All have high quality documentation and many have helpful case studies. Essential middleware services include the UK Access Management Federation that EDINA operates together with JISC Collections, the value enhancing geo-enabling tools, and interoperability facilities for the UK’s digital library. These can appear invisible to the end-user as they work effectively and silently as part of the JISC digital infrastructure we help to build and maintain.

Not so obvious to the casual observer is the depth and breadth of the expertise that lies behind the services we deliver and the products of our research and development project activity, often working with researchers in the UK and internationally. These include innovations that help ensure continuity of access as well as digital preservation of key scholarly resources, such as the Keepers Registry, and now the UK RepositoryNet+ initiative and its service components for use by institutional repositories. We also report on one of our longest-serving facilities for the Economic and Social Research Council (UKBORDERS), our engagement with international research infrastructure and on the contribution being made by Digimap for Schools as an example of our support for education more widely.

The uptake and usage of EDINA services has grown considerably since 1995/96, when we began our part in the role played by JISC, leveraging value for the wider UK academic community from both the infrastructure and our colleagues in Information Services at the University of Edinburgh and our interworking with our sister organisation Mimas - a national data centre based at the University of Manchester - and with innovation centres, such as the Digital Curation centre and UKOLN.

Peter Burnhill
Director
About EDINA

EDINA is the Joint Information Systems Committee (JISC) national academic data centre based at the University of Edinburgh. We also have an office in Cheshire with three additional staff.

Our main focus is the delivery of online services to staff and students in UK universities and colleges. We also undertake a range of research projects to inform service developments and directions. This Community Report, our Annual Review and Strategy and Business Development Plans can be found at: edina.ac.uk/about/docs.html

The structure of the Community Report reflects the home page of the EDINA website which had a new design applied in September 2012

Uptake of EDINA Online Services

EDINA hosts over 20 national services; these are listed on the home page of our website (shown below). Around 270 institutions are licensed to use at least one EDINA service, a market coverage of over 85% of universities and about 30% of colleges within the UK. The total number of institutional licences for EDINA services is currently almost 850; of which just over 470 subscriptions are managed by JISC Collections covering the suite of Digimap Collection services and the JISC MediaHub service. UKBORDERS, a free service requiring individuals to register, is funded by the Economic and Social Research Council (ESRC) as part of its Census Programme. For a small number of services, such as Land Life Leisure, the Statistical Accounts of Scotland and agcensus, EDINA collects the subscriptions for what are JISC-Approved rather than JISC-Funded services. All of our online services are ‘free at the point of use’, given the right credentials.

EDINA also hosts services that are openly available, including:

- the GoGeo portal, the place to discover geospatial information
- SUNCAT, the national union catalogue of serials
- OpenDepot.org, a key deposit facility for researchers worldwide without an institutional repository
Vision

To be recognised as integral to advances in the quality and productivity of research and education in the UK and beyond.

Mission Statement

We develop and deliver shared services and infrastructure for research and education that are innovative, high quality and cost-effective, based upon knowledge and expertise gained through research and development.

EDINA is the UK national academic data centre at the University of Edinburgh, designated by JISC to support the activities of universities, colleges and research institutes across the UK. EDINA develops and delivers a range of online data services and contributes significantly to the development of the UK academic digital infrastructure. EDINA also supports knowledge exchange and ICT capacity building, nationally and internationally.

Strategy & Business Development


From its base in a world-class university, EDINA provides shared online content and infrastructure services, which are based upon its knowledge and understanding of the application of ICT to the requirements of its community. EDINA is both of and for the community. These services, with their continued focus on quality and productivity, are enablers for cost cutting and efficiency. As a trusted JISC service provider, EDINA will continue to deliver the strategic purposes of JISC in supporting the sector, providing shared services that enable institutions working within tight funding constraints to reduce their costs.

Operational Priorities

The following are priority areas for activity in line with JISC strategic objectives:

- Ensuring ease and continuity of access to the resources needed for scholarly activity, including:
  - Continued development, delivery and enhancement of content and machine-to-machine services
  - Contributing to UK Discovery
  - Social networking
  - Data sharing and long-term access
  - Mobile internet
- Initiating and managing infrastructure for research outcomes, including:
  - UK RepositoryNet+ for research literature and related materials
  - Leadership in the creation and improvement of the UK Spatial Data Infrastructure (SDI), with the UK Location Council, and towards an academic SDI in Europe
  - ‘Geo-enabling’ services across the JISC digital infrastructure
  - Assisting UK universities to understand their obligations and opportunities under the EU INSPIRE regulations
  - Support for the UK Access Management Federation for Education and Research, with authoritative middleware, providing technical support and tools for members, including schools
  - Consolidating and improving upon existing collaborations, and building new partnerships
Reference & Multimedia Services

JISC MediaHub

Launched in August 2011, JISC MediaHub provides a single point of access to three major multimedia archives licensed by JISC Collections, enabling cross-searching and exploration of over 500,000 items of TV news, documentary films, still images and classical music from the following archives:

**Digital Images for Education**

The result of a significant procurement during 2009-10, this archive comprises over 56,000 images and 600 hours of film selected by the education community to capture world, UK and local events during the last 25 years. Sources include the AP Archive, Getty Images, ITN, Design Council Archives, Imperial War Museum, Royal Geographical Society, and PYMCA. The ITN and AP news footage is a valuable complement to the ITN collections that were in NewsFilm OnLine.

**NewsFilm Online**

Suitable for all academic levels, NewsFilm Online content is relevant to many subject areas, including arts and culture, conflicts, crime and justice, disasters, education, environment, health, labour, lifestyle, money, politics, religion and faith, science, society, sports and weather.

Users at subscribing institutions can download over 50,000 copyright-cleared, segmented video encodings and 24,000 programme scripts, all supported by extensive background documentation. Over 3,000 hours of digitised news stories from the ITN/Reuters archives, comprising some 60,000 stories. The sources include the complete Gaumont and Paramount newsreels, from 1910 and 1934 respectively. Previously unbroadcast and unseen material, such as rushes and programme scripts, are also included.

**Explore Newsfilm**, a new section that helps users discover news footage within JISC MediaHub, was released in August 2012. All searches in JISC MediaHub can also now be filtered for ‘newsfilm’.

**Film & Sound Online**

Over 2,000 items, comprising multiple collections of digitised film and sound, including Imperial War Museum film footage, and scientific content from the Wellcome Library and the Biochemical Society. The archive also includes over 50 hours of classical music recording, from the Culverhouse collection.

**Externally Hosted Collections**

JISC MediaHub also enables users to search and link out to external media collections such as the Open Video Project, Wellcome Images, ADS, ARKive and the First World War Poetry Archive.

A full list of media collections is available at jiscmediahub.ac.uk/about

JISC MediaHub is being developed continuously. Recent new features include **Explore by Place** which allows users to view digital resources within the service by location and an **Embeddable Search Box**. JISC MediaHub currently has 186 subscribing institutions.

jiscmediahub.ac.uk
www.jiscecollections.ac.uk

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**SALSER**

Established in 1994 as one of the first web-based union catalogues of serials and as an initiative of the Scottish Confederation of University and Research Libraries (SCURL), SALSER includes up-to-date coverage of journals available at Scottish universities, the municipal research libraries of Edinburgh and Glasgow, a number of smaller Scottish research libraries and the National Library of Scotland. SALSER also provides links to local OPACs and information on opening hours, visitor access and borrowing requirements.

Records contributed by Scottish libraries to SUNCAT (see overleaf) are also loaded into SALSER.

A redesigned service interface was introduced in September 2011.

edina.ac.uk/salser

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Images taken from JISC MediaHub

© PYMCA

© JISC Collections

© AFP/Getty Images
SUNCAT

As the UK national catalogue of serials, SUNCAT is both the key online resource for locating serials in UK research libraries and a source of high quality records to help libraries upgrade local catalogues (OPACs).

At the time of publication, SUNCAT holds information on the serials held in 87 of the largest research and university libraries in the UK and in Ireland.

These include the three national libraries and a growing number of smaller libraries with specialist collections. The intention is to achieve comprehensive coverage of UK universities and important research collections. SUNCAT receives regular updates for the ISSN Register, the Conser database and from the contributing libraries, and acquires monthly updates for the Directory of Open Access Journals.

Funded by JISC, and developed in partnership with Ex Libris, the success of SUNCAT depends upon collaborative effort by the contributing libraries, with attention having had to be paid to the variable quality of serials data in local OPACs.

Linking to tables of contents of journals and henceforth to full text continues to be provided through the Zetoc service and it is planned to extend the coverage of journals by including data from additional services later in the academic year.

The downloading service, which allows staff in Contributing Libraries to obtain bibliographic records for use in local OPACs, now provides access to records from Conser, ISSN Register, DOAJ and 17 Contributing Libraries, including all the UK legal deposit libraries, other major research libraries in the UK, as well as a selection of specialist libraries.

As part of the DiscoverEDINA project, work has been ongoing to reach agreement with Contributing Libraries for the release of open metadata later in the academic year (see page 14).

The value of the SUNCAT service to its users continues to be shown from comments received in the EDINA annual survey of services, and case studies published on the web site show how the service is employed by three different organisations.

www.suncat.ac.uk

Land Life Leisure

Land Life Leisure provides a weekly index of current practice and developments in temperate agriculture and many rural topics – conservation, estate management, forestry, horticulture, organic husbandry, rural planning, recreation, tourism, and environmental issues.

The database originated from the academic and research community, mainly Aberystwyth University. The current contributing indexers are Coleg Sir Gâr, Bicton, Harper Adams, Pershore, Myerscough, and the Royal Agricultural Colleges.

The content continues to expand, and the archive back to 1990 now exceeds 400,000 entries. Twenty-five university, college and non-academic organisations continue to access the service.

edina.ac.uk/landlifeleisure

OpenDepot.org

The OpenDepot.org service supports researchers worldwide who wish to make their work available on an Open Access basis. They do so either by being re-directed to their institutional repository by the Repository Junction Broker (RJ Broker) discovery tool (see page 13), or by direct deposit into OpenDepot, which is valuable for authors who do not have access to local repository services in which to deposit their papers, articles, and book chapters (e-prints).

The Depot was originally commissioned by JISC to support its RepositoryNet Initiative with the objective of ensuring that there was a national Open Access repository during the interim period while all universities set up their own institutional repository. That project funding ended but consultations within the Open Access movement indicated that there was a comparable need on a global stage.

OpenDepot.org is OAI-compliant, allowing e-prints to be harvested by search engines and other repositories, giving them instant global visibility.

opendepot.org
**Statistical Accounts of Scotland**

The Statistical Accounts of Scotland is arguably the best source of contemporary comment on Britain’s experience of the agricultural and industrial revolutions. It has both a free service and a value-added service, accessible by institutional or individual subscription.

The value-added service has advanced searching, a transcript of the text, and a number of additional texts that lend historical context (such as a transcription of the questions asked of ministers by Sir John Sinclair), digitised images and an annotated transcript of the manuscripts for three parishes, Sir John Sinclair’s Specimens of Statistical Reports and Analysis of the Statistical Account of Scotland published in 1793 and 1826 respectively, and the 1801 census return for the parish of Stow.

Recently, a list of the location of maps within both the First and Second Accounts and a brief guide to key information sources on parish boundaries in Scotland were made available.

[edina.ac.uk/stat-acc-scot](http://edina.ac.uk/stat-acc-scot)

**Services developed for other organisations**

**Tobar an Dualchais**

The Tobar an Dualchais/Kist o’ Riches website was formally launched in December 2010. The website is a result of a multi-million-pound Heritage Lottery-funded collaborative project which was set up to preserve, digitise, catalogue and make available online several thousand hours of Gaelic and Scots recordings from the archives of BBC Scotland, the National Trust for Scotland and the School of Scottish Studies at the University of Edinburgh.

The service contains a wealth of material such as folklore, songs, music, history, poetry, traditions, stories and other information. The material has been collected from all over Scotland and beyond from the 1930s onwards and will ensure that Scotland’s rich oral heritage is safeguarded and made widely available for educational and personal use for future generations.

EDINA and the University of Edinburgh Information Services department contributed cataloguing and production control, and a cataloguing application for the web-based input of metadata. EDINA developed and hosts the website.

[www.tobarandualchais.co.uk](http://www.tobarandualchais.co.uk)

**Carmichael Watson**

The Carmichael Watson collection is a major Scottish folklore website resulting from a project funded by the Arts and Humanities Research Council. The project digitised the papers of the pioneering folklorist Alexander Carmichael (1832-1912), and is the foremost collection of its kind in the country: a treasure-chest of stories, songs, customs, and beliefs from the Gaelic-speaking areas of Scotland.

Through cataloguing, indexing, transcribing, translating, digitisation, and conservation, the project aimed to open up and make accessible this important collection to the academic and broader community. EDINA designed and developed the website to showcase the papers and related materials, in liaison with the Centre for Research Collections at the University of Edinburgh.

[www.carmichaelwatson.lib.ed.ac.uk/cwatson/](http://www.carmichaelwatson.lib.ed.ac.uk/cwatson/)

**Reference & Multimedia Services**

[© The National Gallery of Scotland](http://www.nationalgallery.org.uk)
Map & Data Services

Digimap Collections
The Digimap Collections are an essential part of the UK education and research landscape. They have significance across many disciplines as key reference resources. Available through JISC Collections, the Digimap Collections include maps and map data of various types available on a subscription basis.

Originally, Digimap provided online access to national mapping from Ordnance Survey; this Collection celebrated 12 years of service in January 2012. In April 2005, a second Collection, Historic Digimap, was created to provide access to earlier Ordnance Survey maps from Landmark Information Group.

Two further Collections have since been launched. In January 2007 mapping from the British Geological Survey (BGS) was made available as Geology Digimap and in January 2008 Digimap was further extended to include marine and coastal zone mapping provided through Marine Digimap.

This academic year has seen the addition of new functions to mapping applications within Digimap, building on the harmonisation work of the previous year. In particular the addition of measurement and annotation tools to all Roam services has been a welcome enhancement. It is now possible to annotate maps online and to save and print those annotations. This enables the markup of maps with key research elements such as the locations and boundaries of study areas and appropriate labels.

A total of 146 universities and colleges are subscribed to the Digimap Collections for 2012/13, with a total of over 230,000 registered users during the past 12 years. During academic year 2010/11, the conservative total value for all products downloaded or printed from all Digimap collections was £24.8 million.

digimap.edina.ac.uk/

Digimap Ordnance Survey Collection
The Digimap Ordnance Survey Collection includes digital map data and high quality cartographic products based on selected Ordnance Survey map products, with full coverage of Great Britain for all of those datasets. Using a variety of different applications, users can choose their own scale, control the feature content of their maps, add labels, points, shaded areas and other annotations to maps online, print maps up to AO in size and download spatial data for use in GIS and CAD desktop applications.

The use of Digimap’s Ordnance Survey Collection continues to rise, year on year. In 2011-2012 there was a peak of over 55,000 active users, accessing the service over 317,000 times throughout the year. Digimap Roam has continued to provide a huge number of maps to the users along with Digimap Carto. Seven million screen maps were viewed in this period, a 7% increase on the previous year. Users downloaded over 650,000 km$^2$ of OS MasterMap Topography Layer data, 14 million km$^2$ of OS Integrated Transport Network (ITN) data, and over 858,000 data files from other OS data products. This last figure is over a 100% increase on the previous year. The number of requests made for data has dropped since the introduction of the new Data Download service as it allows users to take all the data they need in a single request, regardless of data product.

There are currently 147 institutions subscribing to the Digimap Ordnance Survey Collection.

Historic Digimap
Historic Digimap provides access to digital images of historical Ordnance Survey paper maps of Great Britain for the period 1843 to 1996, digitised by Landmark Information Group. Users can view maps online, save them for printing and download map images for use in Geographical Information Systems (GIS).

There are currently 78 institutions subscribing to Historic Digimap and during 2011/12 there were more than 80,000 sessions. The introduction of Ancient Roam and Historic Download has meant a significant increase in the amount of data that users are viewing and downloading. Over 5 million maps were viewed and more than 570,000 files were downloaded, both significant increases on the previous year.
Maps & Data Services

Geology Digimap

Geology Digimap delivers geological maps and data created by the British Geological Survey (BGS). Users are able to view maps through a web browser, click on the map to get information on the rock units and save maps for printing. There is also a download service where users can take the geological map data to use in their own Geographical Information Systems. The service currently contains the DiGMapGB-50, DiGMapGB-250, DiGMapGB-250 Offshore and DiGMapGB-625 datasets which contain not only information about the rock type but also superficial deposits, faults and, in the largest scale product, many other features such as artificial ground and mineral veins. There are also textual descriptions of the rocks provided by the Lexicon of Named Rock Units.

Geology Roam, with an enhanced backdrop of Ordnance Survey mapping, was launched in June 2010 and offers photographs of geological features taken from the JIDI Image Collections. The photographs are associated with particular rock types and are mapped as clickable ‘hotspots’ within the mapping interface. With the introduction of annotation and measurement tools maps can be augmented with labels, points, symbols and shaded areas, which can also be printed. Geology Roam has produced nearly a million maps so far.

There are currently 52 subscribing institutions to Geology Digimap. The number of sessions rose to over 30,000 in 2011-2012 from a peak of over 24,000 active users. Geology Roam has produced close to 1,000,000 screen maps in this period, a 47% increase on the previous year.

Marine Digimap

Marine Digimap provides access to hydrographic maps and data from SeaZone Solutions. Two data products are available:

- Hydrospatial, a vector dataset providing information in topic layers, ranging from bathymetry and elevation, to climate and oceanography
- Charted Raster product, which are scanned images of Admiralty Charts produced originally by the UK Hydrographic Office

Users are able to view maps through their web browser, save them locally for printing and download the marine and coastal data for use in GIS software. It is important to note that the chart data is not current and therefore should not be used for navigation.

The new Marine Roam interface, which offers the Hydrospatial data, provides a convenient and simple means of viewing this complex dataset. So far it has produced almost 60,000 screen maps in the past year.

There are 19 institutions subscribing to Marine Digimap with a total of over 21,000 registered users, of which over 6,600 are currently active; this service has appeal beyond those studying marine and the coastal environment.

Digimap for Schools

Launched in August 2010, Digimap for Schools is an online mapping service for use by teachers and pupils in schools throughout the United Kingdom. The new service is a collaborative venture with Ordnance Survey and JISC Collections for Schools.

Based upon the existing Roam framework available through Digimap’s Ordnance Survey Collection, Digimap for Schools offers easy access to a range of current Ordnance Survey maps, including the most detailed mapping available for Great Britain – OS MasterMap – as well as digital versions of Ordnance Survey’s famous paper maps, the Landranger and Explorer series. This is the first time that schools have had easy access to national coverage of these datasets.

In January 2012, a series of almost 70 learning resources were created by prominent Geography curriculum experts covering all stages of the primary and secondary curricula. Available for free to download from the Digimap for Schools and TES Teaching Resources webpages, the resources provide excellent lesson ideas for teachers to consider how to use Digimap for Schools for innovative teaching in the classroom. Proving a popular addition, the resources have been downloaded over 3,700 from TES since April 2012.

Digimap for Schools is a subscription service, with 765 schools currently subscribed.

digimapforschools.edina.ac.uk
agcensus

The agcensus service provides online access to grid-square Agricultural Census and Survey data for England, Scotland and Wales. The data ranges from 1969 to present and provides realistic estimates of what was produced, how much was produced and where it was produced. Users can visualise or download data for use in software packages, such as GIS and spreadsheets. A recent addition is the ability to download data in the Open Geospatial Consortium Standard Keyhole Markup Language (KML) format. This allows registered users to visualise the distribution of chosen census variables using open geo-browsers.

During 2011/12, the 2010 small area data for England, Scotland and Wales was brought into service. Currently the service has 20 subscriptions.

edina.ac.uk/agcensus

GoGeo

The GoGeo portal enables users to discover geospatial information and services for education and research and is a core component of the UK academic spatial data infrastructure.

GoGeo enables users to find data, geospatial services and resources, learn about geospatial metadata and access tools to create and publish standards-compliant geospatial metadata.

GoGeo searches across many national geospatial catalogues. Search functionality includes keywords, map-based searching and place-name searching (through the use of Unlock Places). Users can find other related resources such as books, training courses, learning materials, news, events, organisations, journals and software.

GoGeo also hosts Geodoc, an online geospatial metadata creation tool. Geodoc enables creators of geospatial data to document them using a variety of standards-compliant schemas.

Together, GoGeo and Geodoc ensure the UK HE sector can engage with the UK Location Programme and the INSPIRE Directive at the EU level. Indeed, with the increasing number of European member state geoportals available for GoGeo to harvest from, the UK academic sector is able to use GoGeo to discover the existence of a far greater number of geospatial datasets throughout Europe.

www.gogeo.ac.uk

ShareGeo Digimap and ShareGeo Open

ShareGeo Digimap allows users to share and re-use derived geospatial datasets within the Digimap service under the JISC Collections licensing arrangements. It allows data sharing to take place that would otherwise not be possible due to restrictions on re-use of licensed data.

In April 2010 a suite of core geospatial data products belonging to the Ordnance Survey were made available under new OS OpenData Licence Terms and Conditions. The terms and conditions of the OS OpenData Licence are conducive to the sharing and re-use of derived data products in open repositories. JISC’s funding of ShareGeo Open is a timely addition to the UK academic Spatial Data Infrastructure, enabling UK researchers, students and lecturers creating geospatial data to deposit their research and operational data in a repository that will be open to all to search and download.

In the last year there have been over 12,000 data downloads of the 183 datasets in ShareGeo Open.

www.sharegeo.ac.uk

UKBORDERS

The new ESRC UK Data Service-Census Support Service was established on August 1st 2012. The UKBORDERS service, previously a separate data unit within the ESRC Census programme, will now be rebadged in a phased process and become fully integrated within the new Census Support Service.

UKBORDERS offers access to more than 400 digital boundary datasets for past and present geographic areas as well as associated geographic lookup tables and access to a library of current and historic postcode directories. They relate principally, though not exclusively, to census geographies from 1971-2001.

Additionally, the EDINA User Support team have created a suite of learning objects for UKBORDERS, which have been deposited in JorumOpen. Together these materials cover aspects of UK geography that users may come across when working with data from UKBORDERS and the wider ESRC census programme. Eight user-supplied Case Studies are now available within the service.

A new Thematic Mapper application was launched in 2012 which allows users to create custom choropleth maps using their own data.

UKBORDERS was accessed by nearly 3,700 users from 142 institutions with nearly 28,000 sessions during 2011/12.

edina.ac.uk/ukborders
Mobile EDINA

EDINA has multiple activities underway to help us understand the consequences of an ever-changing technological environment for our customers. Reaping the benefits of the shift to mobile platforms is a high priority and over the last year we have developed multiple clients for iPhone and Android handsets, combining our existing services with the opportunities afforded by internet-equipped, GPS-enabled smartphones.

The JISC MediaHub app allows users to search and browse over 500,000 images, videos and audio files. Searches can be based on the user’s location to find items in the local area. These may include newsfilm covering local events over the last 100 years, museum artefacts or archaeological remains in the area, and historic and recent photographs of local landscapes, people and architecture. The SUNCAT app allows users to find copies of journals and discover the nearest library to their current location.

The two geospatial apps concentrate on enabling students to use Ordnance Survey mapping on their handsets, allowing students to download maps for use in field trips where signal coverage might be poor. Users will be able to geo-annotate using a variety of digital media and have these annotations stored and made accessible.

During the development process we have also created an Application Programming Interface (API) of generic use that allows developers to lodge with EDINA a list of resources with known locations. Subsequent calls to the interface can then parse the user’s current location and return the nearest resources - it is anticipated that this will be useful in multiple scenarios as well as in the apps we have developed.

We are currently in the process of preparing the mobile enhancements for release as part of our operational services in the next few months.
**Middleware & Infrastructure Services**

**UK Access Management Federation**

Federated access management lets staff and students at universities, colleges and schools (identity providers) use their local login accounts to access on-line resources and services provided by publishers and data providers (service providers). This Single-Sign-On architecture simplifies the technical implementation of content licensing for publishers and educational institutions. The UK Access Management Federation for Education and Research (UK federation) facilitates federated access management in the UK and is operated by EDINA and JISC Collections. The UK federation is a trust network: service providers can trust the identity providers to authenticate a user and the identity providers know to whom they are releasing users’ personal information. The UK federation manages and publishes metadata that allows the identity providers (Universities and Colleges) to connect securely to service providers (publishers and data providers).

The UK federation had its origin in the SDSS federation developed at EDINA from April 2004 to March 2007. It is now the largest academic federation in the world and is still growing with more than 900 member organisations over 1,400 registered entities (Identity providers and Service providers). The UK federation support team at EDINA manages the metadata that underpins it and supplies technical support to its members. The UK federation at EDINA hosts the Central Discovery Service which links the on-line publisher or data provider to the end-user’s institution. There are more than 500,000 HE and FE logins each month using the Central Discovery Service. Most of the identity and service providers in the UK federation use Shibboleth software provided by the Shibboleth Consortium, which was set up by EDINA and SWITCH, the Swiss academic network in 2011.

More recently, the UK federation has been investigating inter-federation with other access federations internationally. There has been a successful pilot with the Irish federation Edugate and the UK federation will soon be releasing production metadata containing UK and Irish entities. Inter-federation significantly increases the services available to staff and students at educational institutions and the potential customer base of registered publishers and data providers.

[www.ukfederation.org.uk](http://www.ukfederation.org.uk)
[edina.ac.uk/projects/UKFedTechSupport.html](http://edina.ac.uk/projects/UKFedTechSupport.html)

**Unlock**

In terms of the JISC Information Environment, Unlock is a shared terminology service that can underpin geographic searching and geo-referencing for other services. Unlock can help with data and resource linking and improve the metadata describing scholarly work.

Unlock is a gazetteer and geo-referencing infrastructure service that provides two sets of web services:

Unlock Places is a ‘gazetteer cross-search’, comparing different sources of geographic data for information about place-names. The service searches across several different gazetteers, providing world-wide coverage but also includes Ordnance Survey Data products for more detailed UK information.

Unlock Text is a ‘geo-parsing’ service, using text mining techniques to extract place-names from resources (text or metadata) to allow collections to be searched by location.

[unlock.edina.ac.uk](http://unlock.edina.ac.uk)

**Digimap OpenStream**

Launched in October 2010, Digimap OpenStream now has over 2,600 registered users. OpenStream enables users of desktop GIS to have the most current up-to-date Ordnance Survey data streamed live to their desktop without the need of storing and managing the data. For those creating web mash-ups the service delivers up-to-date mapping in a fast, interoperable manner.

EDINA aims to provide the latest version of OS OpenData via the OpenStream service. This means that datasets may be updated part way through an academic year.

[openstream.edina.ac.uk](http://openstream.edina.ac.uk)

**OpenURL Router**

This facility is generally invisible to end users, operating as ‘middleware’ that helps online service providers locate the appropriate copy of the full text of a journal article for its users. The OpenURL is a form of query used to send requests from one service to another using bibliographic references and the institutional affiliation of the user. Typically, institutional libraries make use of commercial OpenURL resolvers; the OpenURL Router operates a central registry of these and forwards requests onto the appropriate OpenURL resolver service.

The OpenURL Router showed continuing high levels of use over 2011/12, with 105 institutions registered.

[openurl.ac.uk/doc](http://openurl.ac.uk/doc)
Repositories & Preservation

The Keepers Registry

The Keepers Registry (Beta Release) is the online record of global stewardship by organisations (keepers) which have taken on responsibility for ensuring long-term continuity of access to international scholarship. The organisations are: the British Library, CLOCKSS Archive, e-Depot – Koninklijke Bibliotheek (National Library of the Netherlands), Global LOCKSS Network, HathiTrust, Portico and the National Science Library, Chinese Academy of Sciences. Data from two more keepers is scheduled to be added in 2012.

Each of the participating keepers has provided a description of their approach to ingest and digital preservation, as well as information on access conditions to the journal content they hold. For the volumes it is ingesting, the keepers provide metadata, which is normalised and checked against the ISSN Register to produce a record of which journal titles each is preserving, together with a statement of the extent of the journal content that is held.

The Keepers Registry Beta service supersedes the Piloting an E-journal Preservation Registry Service Beta service project (see page 15).

thekeepers.org

The UK LOCKSS Alliance

Lots Of Copies Keep Stuff Safe (LOCKSS) is an international initiative to ensure libraries remain central to the process of scholarly information management.

EDINA supports the UK LOCKSS Alliance by providing technical support to members and coordinating the development of the operation as a self-governing cooperative organisation. Maintenance funding comes from its 15 members, and a grant from JISC covers development and community engagement.

The LOCKSS software integrates with library link resolver systems and archived content is discovered through a library’s OPAC. Following integration libraries can offer uninterrupted access to ceased or cancelled subscription content that is securely archived in their LOCKSS box, meaning students and researchers can readily access content that otherwise they would not be able to. Providing access to content gives institutions confidence in the LOCKSS approach, resulting in greater confidence to dispose of low-use print and consider more seriously the cancellation of low-use subscriptions.

The goal of the UK LOCKSS Alliance is to build capacity and collaborative action to ensure continuing access to scholarly work that universities regard as important and at risk. This includes taking advantage of what is done nationally and internationally, and the UK LOCKSS Alliance collaborates with a variety of UK policy and strategy organisations to achieve this. Fifteen universities currently subscribe to the service.

edina.ac.uk/lockss

CLOCKSS

As more and more content moves online, there is a concern that this digital material may not always be available. Controlled LOCKSS (CLOCKSS) is an international digital preservation scheme for scholarly publications, initially for journal articles, that has been built by and is being supported by a partnership between the library community and some of the world’s largest scholarly publishers, who account for over 60% of digital journal content.

EDINA provides a support role for the initiative taken by the University of Edinburgh as one of seven founding libraries in CLOCKSS. Edinburgh is one of the 12 steward libraries in a global network of Archive Nodes. Together with Stanford University Libraries, EDINA acts as a designated Open Access host for “orphaned” journal content when a trigger event is confirmed by the CLOCKSS Boards. To date six sets of content have been released, to test the readiness of the CLOCKSS system and to make journal articles available under Open Access that might otherwise have been lost to global scholarship.

edina.ac.uk/projects/clockss_summary.html
UK RepositoryNet+

UK RepositoryNet+ (RepNet) aims to establish a socio-technical infrastructure and curation service to sustain universities in the Open Access agenda and support improvement in research information management, specifically providing managers of institutional repositories with shared services.

RepNet Wave 1 components comprise a set of well-established organisations and services in the repository domain such as EDINA Repository Junction Broker/Organisation and Repository Identification (RJB/ORI) deposit tool, Mimas IRUS-UK usage reporting feature and CRC-University of Nottingham RoMEO and JULIET Open Access policy directories.

A round of consultations is under way for the final selection of the RepNet Wave 2 components, which will feature new functionalities for improving efficiency in working procedures across the UK repository network. These could possibly include guidance on institutional payment mechanisms for supporting the transition towards an Open Access publishing model, in line with the recommendations of the Finch Report on Expanding Access to Published Research Findings released earlier in July 2012 and backed shortly afterwards by the UK Government and funders.

RepNet aims to establish links with international projects and initiatives working on the enhancement of repository networks. The project has identified potential synergies and opportunities for collaboration with stakeholders such as the OpenAIRE European Project or the Confederation of Open Access Repositories (COAR) with the aim to ensure international compatibility of proposed solutions to common issues.

Organisation and Repository Identification (ORI) and the Repository Junction Broker (RJ Broker)

JISC is funding EDINA to participate in the UK Repository Net+ infrastructure project. UK Repository Net+ is a socio-technical infrastructure supporting the deposit, curation and exposure of Open Access research literature. EDINA’s contribution to UK Repository Net+ is based on the Open Access Repository Junction (OA-RJ) project outcomes. Two independent tools will be developed as two separate projects from the ‘discovery’ and ‘delivery’ functionality of the OA-RJ.

The Organisation and Repository Identification (ORI) project will design a standalone middleware tool for identifying academic organisations and their associated repositories. This tool will harvest data from several authoritative sources in order to provide information on over 23,000 organisations and 3,000 repositories worldwide. APIs will be provided to query the content of the ORI tool.

The Repository Junction Broker (RJ Broker) project will deliver a standalone middleware tool for handling the deposit of research articles to multiple repositories. This will offer an effective solution to authors and publishers wishing to deposit open access publications in relevant subject and institutional repositories. The RJ Broker will parse the metadata of an article to determine the appropriate target repositories and transfer the publication to the registered repositories. It is intended to minimise efforts on behalf of potential depositors, and thereby maximise distribution and exposure of research outputs.

The RJ Broker project has been funded until March 2013 as part of the Wave 1 development of UK Repository Net+ while the ORI project was awarded six months funding until September 2012.

ukreponetplus.blogs.edina.ac.uk

edina.ac.uk/projects/ORI_summary.html
edina.ac.uk/projects/RJB_summary.html
DiscoverEDINA project

This project has three strands of activity that address a number of key areas identified by the JISC Resource Discovery Taskforce and the Discovery programme, specifically: services that support the creation and enhancement of metadata, enhancements to existing aggregations, and services that support more effective reuse of metadata. EDINA fully supports the Resource Discovery Taskforce vision, being already a signatory to the Discovery Open Metadata Principles, and having contributed to phase 1 of the Discovery programme through release of OpenURL activity data (and provided an example of how the data might be used, see page 15).

SUNCAT: exploring open metadata

The vision articulated by UK Discovery has emphasised the importance of metadata being open, reliable, sustainable and suitable for reuse. The scale, nature and comprehensiveness of the SUNCAT metadata, covering as it does the serials records of many major research libraries in the UK and Ireland, means that it is a priceless resource and potentially of great value for reuse.

Work has been carried out in the SUNCAT: exploring open metadata project to explore the issues of making the data open, both a technical and legal challenge. Many of the records provided to SUNCAT have not been provided by the staff in the contributing libraries, but rather acquired from third parties who can and do claim some degree of ownership over the records. Accordingly it has been necessary to ask the librarians to sign agreements with EDINA for the release of their data. It is planned to implement an API to allow access to the data. The first outcomes of this work will be made available in 2012.

Geo-Tagging of Resources - Tagger

Tagger aims to address a number of the key problem areas identified by the Resource Discovery Taskforce and the Discovery programme. Tagger has concentrated on the development of a web service, based on open source software, to extract metadata from and embed new metadata in multimedia content, with a particular focus on geo-tagging of resources.

Tagger will also provide a wealth of additional metadata about the uploaded resource which can in itself be used for richer discovery purposes e.g. camera make/model information, encoding, compression info (which can be important in determining if specific software can handle the resource).

JISC MediaHub: enhancing metadata

This activity will develop a crowd sourcing feature for use within JISC MediaHub, which contains around 130,000 images, videos and audio clips licensed by JISC Collections, plus records of another 600,000 harvested from other providers. A large proportion of these records contain important information related to people, places and dates. Although some of these have been well catalogued, all too often the information exists but only in descriptive plain text.

Initially the focus will be on location elements identified using the EDINA Unlock service for text processing (see page 11). The location elements will be incorporated into the existing record display pages, and users will be asked to confirm or to reject each location element. The crowd sourcing feature will store metadata contributed by users, then make it searchable and available openly as part of the existing metadata aggregation. This improved metadata will also be fed back to the owners of the collection content.

edina.ac.uk/projects/ukdiscovery_summary.html discoveredina.blogs.edina.ac.uk
Reference & Multimedia Projects

Will’s World: Walking through Shakespeare

As part of Discovery 2012, JISC asked EDINA to develop an aggregation of online sources leading to digital resources relating to the life, times and work of William Shakespeare. The aim of the project is to create a registry of open APIs and related content that can be exposed to developers who will, in turn, create new and imaginative applications with the data and demonstrate the value of aggregated metadata. With the World Shakespeare Festival, London 2012 Festival and Culture Olympiad, 2012 proves to be a very good year for Shakespeare. New interpretations, productions, exhibits and commentaries are being produced that are not only of great quality but often readily available online. Will’s World has been able to draw from these new materials along with the wealth of other established Shakespeare resources to harvest content for its registry. However, the challenges lie in tackling the aggregation of many different formats of metadata in order to provide one common schema that is information rich and yet easy to use.

To mark Shakespeare’s anniversary, Will’s World also contributed data around the text of Macbeth to the Culture Hack Scotland event that took place in Glasgow at the end of April. Three teams used our data and created very different and imaginative applications, one of them winning the most playful hack and overall Grand Prize winner for their parlour game Shakey App. This highlighted the extensive possibilities and potential for creative use of Shakespeare data and metadata. The project finishes at the end of September 2012 when the Shakespeare Registry will be made openly available.

PEPRS Phase 2 is a JISC funded project which runs from August 2010 to September 2012. The project built upon the work of PEPRS Phase 1, which created a working demonstrator to establish the form of a registry service for preservation information about e-journals and was based on known user requirements. The ISSN IC (International Standard Serial Number, International Centre) in Paris is EDINA’s partner in the project and has made available the ISSN Register. The Register is the definitive source of information for the identification of all serials published worldwide and includes well over 70,000 electronic serials. A Beta service, based on the original demonstrator, was launched in April 2011. This Beta service was re-launched in early October 2011 as the Keepers Registry (see page 12). The PEPRS project activity continues to provide enhancements to this service.

Phase 2 of the PECAN project built on work carried out jointly by EDINA and JISC Collections. This work identified the need to develop a shared service to record each higher education institution’s archival access to journal titles. Central to supplying this need is an ‘Entitlement Registry’ providing an authoritative record of access entitlement, increasingly important when institutions cancel journal deals as a result of budget pressures and when titles move from one publisher to another. For Phase 2 EDINA was awarded short-term funding to take the first step towards developing a potential service for use by higher education institutions and publishers alike by implementing a prototype demonstrator of the software needed to store, manage and access the entitlement information. Phase 2 of the project runs from May to September 2012.

Following successful previous efforts, JISC funded this third phase of the Using OpenURL Activity Data project to take forward some of the recommendations identified in the Phase 2 final report. This phase aimed to further increase the quantity of OpenURL Router activity data available as an aggregation and maintain access to it; and to support third parties, in particular the UK HE community, in using the data to develop their own innovative services. In particular, an application to showcase one possible use of the aggregated data was built from the prototype demonstrator designed in Phase 2. This ‘Recommender’ application filters the data aggregation to produce a set of relevant suggestions for journals, based on user activity data.
recommendations of alternative materials based on a request.
The Data Aggregation and Recommender application are now available on the project website, derived from OpenURL Router Data under an open data licence.

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edina.ac.uk/projects/Using_OpenURL_Activity_data_summary.html
openurl.ac.uk/doc/data/data.html
demos.openurl.ac.uk/recommender
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Knowledge Base+

Knowledge Base+ (KB+) is a project led by JISC Collections developing a shared community service. It aims to improve the quality, accuracy, coverage and availability of data for the management, selection, licensing, negotiation, review and access of electronic resources for UK HE. HEFCE provided funding for the project which has resulted from the work initiated by SCONUL to identify the e-resource management requirements of UK academic institutions. Phase 1 ran from August 2011 – August 2012. EDINA is part of the project team developing the shared service, and is also providing the supporting infrastructure. The initial service was launched in September 2012.

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edina.ac.uk/projects/knowledgebase_summary.html
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Maps & Data Projects

AddressingHistory

The six month JISC-funded AddressingHistory project Phase 1, which finished in September 2010, was led by the EDINA in partnership with the National Library of Scotland. It created an online crowdsourcing tool and API which enables a broad spectrum of users (particularly local and family historians, and genealogists) to combine data from digitised historical Scottish Post Office Directories (POD) for Edinburgh (1785, 1865, 1905 in the first instance), with contemporaneous historical maps. The technologies deployed are scalable for the full collection of 670 Post Office Directories currently in the public domain covering the whole of Scotland.

Phase 2, started in February 2011, sought to develop functionality to resonate with JISC’s vision to build sustainable and durable deliverables and to compliment phase 1 by broadening both geographic and temporal coverage. As such additional content for Edinburgh as well as Glasgow and Aberdeen (1881 and 1891 - to coincide with census years) were added in September 2012. Work also included the re-evaluation and enhancement of the parsing tool, the refinement of the geoparsing process, and addition of an Augmented Reality Application for a variety of mobile platforms covering Edinburgh content.

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edina.ac.uk/projects/addressinghistory_summary.html
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Scottish Spatial Data Infrastructure

EDINA continues their partnership with Scottish Government to manage and host their discovery metadata service, a key component of the Scottish Spatial Data Infrastructure. The discovery service ensures the Scottish Government’s obligations under the INSPIRE regulations for public bodies to produce, maintain and manage metadata about their geospatial resources are met. The discovery service also delivers a standards-compliant end point for UK Location to harvest Scottish Government metadata records for inclusion within data.gov and onwards to the European INSPIRE geoportal.

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edina.ac.uk/projects/scottishsdi_summary.html
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CartoGrammar

The primary aim of this short project, funded under the ESRC’s Digital Social Research agenda, is to offer a production-strength generic service and associated toolset for the benefit of a wider social-science audience. Building upon an earlier ESRC demonstrator project and focussing on the cartogram production aspect of that work, EDINA will create an open web service and supporting website ‘galleria’ and tools that will allow social scientists to create, share and reuse custom, bespoke cartograms.

A cartogram is a transformed map visualisation of data where the transformation is usually based around some thematic mapping variable e.g. population or share of electoral vote. The geometry or spatial configuration of the map is distorted in order to convey the information of this alternate variable.

The project will showcase user generated datasets in a way that is engaging and permits onward sharing, reuse and remix of original and derived data.

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edina.ac.uk/projects/cartogrammar_summary.html
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CartoGrammar runs to September 2012.
Citizen Observatory Web (COBWEB)

EDINA has multiple activities underway to help us understand the consequences of an ever changing technological environment for our customers. Reaping the benefits of the shift to mobile platforms is a high priority and in 2011 EDINA built a consortium and put a proposal into the EU’s Framework Seven Programme. The result is the 4 year EDINA led COBWEB (Citizen Observatory Web) project. Currently completing grant negotiation, the project is scheduled to start in Nov 2012.

COBWEB is a large project which brings together expertise from 13 partners and 5 countries. It aims to create a testbed environment which will enable citizens living with UNESCO designated Biosphere Reserves to collect environmental data using mobile devices. Information of use for policy making will be generated by quality controlling the crowdsourced data and aggregation with Spatial Data Infrastructure (SDI) type reference data from public authorities. In the process we aim to build up our expertise in these new and developing technologies and understand how crowdsourcing/citizen science techniques combined with SDI may bring benefit to our customers.

Trading Consequences

EDINA is partnering with the University of Edinburgh's Language Technology Group, the University of St Andrews, and York University, Canada (Robarts Centre for Canadian Studies) on the Trading Consequences project – a multi-institutional, international collaboration between environmental historians in Canada and computer scientists in the UK to use text-mining software to explore thousands of pages of historical documents related to trade in the British Empire during the 19th century.

Trading Consequences will seek to define the extent of commodity trading during the growth of the Empire, and its impact on the economy and environment, between 1800 and 1914. Although the research will have a global scope, it will particularly emphasise the role of Canadian natural resources in the network of commodity flows.

The data for the study will be a large body of digitised documents from which information will be extracted to transform unstructured text into a structured resource, allowing historians to discover new patterns and explore new hypotheses, through both structured query and a variety of visualisation tools.

Using the techniques honed in the project, historians will gain invaluable experience in how vast amounts of data can be used to answer significant economic and environmental questions related to the past. The Canadian test case will act as a well-developed prototype that will provide a model for historians interested in other regions.

The project is funded under the Digging into Data Challenge: www.diggingintodata.org

CloudWorkbench

Phase 1 of the CloudWorkbench Project (CWBP) is a project funded internally within EDINA. The aim of the project is to build capacity, experience and facility within EDINA to exploit Cloud based technology stacks for the purposes of service delivery, economic long term sustainability and compatibility with emerging UK and global digital infrastructures.

The project will offer Digimap users a personal workbench where they can easily access all their Digimap data alongside a range of geospatial software tools in their own persistent personal cloud space that's already pre-configured and authenticated.

Cloud technologies have the potential to be strategically important for future hardware and compute provisioning for the operation of our services. It is important therefore that EDINA has experience in using and deploying Cloud based services that it manages and develops.

The project is at the user requirement definition stage at present and it is planned that the project will run to completion in May 2014. Its outcome will inform the strategic direction that EDINA should adopt with regard to Cloud technologies and will conclude with recommendations as to the merit of subsequent Phases of work and their respective cost-benefits.

http://www.diggingintodata.org
Online Visual Dashboard

The Online Visual Dashboard (OVD) project is being funded internally within EDINA. It is aimed at giving EDINA the capacity to produce a customer focused service assessment capacity. It is intended that the OVD will be trialled initially with the Digimap for Schools service. It is expected that there will be a wide range of users for this service, including institutional service managers, school budget holders, EDINA service managers, and JISC Collections.

For institutional service managers the OVD will provide answers to frequently asked questions, such as: How many printed maps did my institution create between September and December 2012? ;What has been the value of the data downloaded this financial year? ; and Has this been value for money?

EDINA Service Managers will have access to improved business intelligence, the ability to be more targeted with marketing and better access to usage and performance statistics to assist with service planning and the management of usage peaks.

It is planned that the project will run to completion in May 2014

[link to OVD project summary]

Research Data MANTRA

Increasingly, research funders are requiring good data management practice for the research they fund. Data management skills enable researchers to better organise, document, store and secure data thus making research more reproducible, and preserving it for future use. The Research Data MANTRA course is an open, online training course which provides instruction in good practice in research data management. The course was developed for postgraduate students and early career researchers or for anyone interested in learning more about research data management. It was developed at EDINA and the Data Library, University of Edinburgh, by a team of data librarians and an e-learning specialist, funded by the JISC Managing Research Data Programme.

All the content is licensed by a Creative Commons attribution licence. There are eight interactive learning units with pictures, video clips and quizzes, as well as four data handling practical exercises with open datasets for use in R, SPSS, NVivo and ArcGIS.

[link to MANTRA course]

PhoneBooth

PhoneBooth is a short collaborative project with the London School of Economics (LSE) Digital Library to build a smartphone app for delivery of the Charles Booth Online Archive, held by the LSE.

Charles Booth’s Enquiry into London Life and Labour (1886-1902) was the first attempt to undertake a systematic survey of living and working conditions in a single city and provides a unique insight into the lives of Londoners during the period. The archive of the survey includes interviews with Londoners from all walks of life, eye-witness descriptions of the city street-by-street recorded in police notebooks, and the colour coded Maps, Descriptive of London Poverty, Booth’s assessment of the social condition of each London street.

The Charles Booth Online Archive currently provides access to the maps and selected notebooks, which continue to attract a large and diverse audience, demonstrating its enduring appeal and assists in embedding the historic resource in a range of contexts, including HE/FE teaching, historical and geographic research, and local and personal history; in 2010, the online archive attracted over 83,000 visitors.

The PhoneBooth project will enhance the current online delivery by enabling content to be delivered directly to the location to which it refers. ‘Mobilisation’ will enhance the utility of the digital content for the audience of the online archive, and its use will be piloted in a teaching course that already makes use of the Booth maps and notebooks. The mobilisation of library content will also serve as a model and technical basis for the further development of digital library services at LSE, and EDINA will provide specific geospatial expertise and knowledge transfer to the project.

[link to PhoneBooth project summary]
Outreach & Support

EDINA’s services are in use around the clock with an annual target for JISC of 99% availability. Credit for the high level of availability is shared with the University of Edinburgh’s Information Services, particularly the Infrastructure Group who manage EDINA hardware and networking. This underlines the leverage gained for the UK academic community of placing national data centres in well-founded IT environments.

All EDINA services have a range of supporting documentation including online help, animated demonstrations and user guides. Subscribing universities and colleges are encouraged to reuse our material for their own local services.

Help

The EDINA Helpdesk is the first port of call for all enquiries about EDINA services and projects, for both end-users and their support staff. Queries by email or telephone are handled promptly by the helpdesk staff, with onward referral to experts inside and outside EDINA as needed. All queries are classified, logged and then used to update and extend the online FAQs; they are a vital part of our user feedback for future developments.

We receive positive feedback on our quarterly newsletter Newsline, a print and online bulletin to assist academic support staff and others with an interest in our services to keep abreast of developments.

Training

Workshops covering many of our services, aimed at ‘training the trainers’, are run throughout the country during the year. Additionally a programme of short online training sessions, using web conferencing software, has been introduced. These sessions allow EDINA’s User Support team to have more frequent interaction with site representatives across the UK than is possible with face-to-face training alone.

We welcome invitations to hold our workshops at other events, especially those organised by other JISC-sponsored organisations; this gives us more opportunities to consult and to promote services offered by others, in the same way that others promote EDINA services as quality resources.

The collaboration with the JISC Regional Support Centres continues and now includes joint workshops. We also collaborate with the HE Academy, and we are keen to extend this to other support networks.

EDINA Impact videos

A series of videos describing the details and benefits of six EDINA services (SUNCAT, UK LOCKSS Alliance, The Statistical Accounts of Scotland, Digimap OS, GoGeo and Unlock) are available at edina.ac.uk/impact
Engaging with Users
Social media has become an increasingly important part of EDINA communications. Our Social Media Officer contributes to the social media element of service and project development and outreach, and has recently published EDINA's Social Media Guidelines. In addition to our online presence, we also get out and about and listen to our users and their support staff. The JIBS User Group is also used as an established forum for consultation with those who represent end-users of the services we offer.
edina.ac.uk/news/news_socialmedia.html
edina.ac.uk/about/social_media/social_media_guidelines.html
To continue to engage successfully, we need your feedback, so please do not hesitate to get in touch via edina@ed.ac.uk or by using the feedback facility on our website.

Reflecting on User Feedback
For the past two years EDINA has undertaken user satisfaction surveys for our JISC funded services. A broad range of disciplines were represented in the responses and the survey showed that our services are used by undergraduates, postgraduates and staff, including information professionals for both learning and research purposes. The overwhelming majority of users found our services easy to use, saved them time or enabled them to do what would otherwise have proved impossible.

As part of the push for quality improvement, we also opted to examine in more detail what negative feedback we could find. The exercise was very useful and informed service development.

The analysis of 7,500 responses to the 2011/12 user satisfaction survey will contribute to the current JISC Portfolio Review of EDINA services and the analyses from both years are presented on the EDINA impact page.
edina.ac.uk/impact

What our users said
JISC MediaHub: ‘Easy access to the images I needed for my essay – amazingly quick!’
‘Sourcing video, images and sound is time consuming and expensive in general.’

Digimap: ‘Simple to use, very straightforward. The level of information provided with each map is brilliant. The service saves hours and hours of time that can be spent much better elsewhere.’
‘I recommend it on a weekly basis to students, colleagues and others. OS maps are the best in the world and having access to such a wide range of their products is an incredible boost to research and teaching.’

OpenURL Router: ‘This service saves so much time, I hope it continues to be funded.’
GoGeo and GeoDoc: ‘[I value the] ability to find relevant information from a single database.’
Unlock: ‘Almost all archaeological data has a geospatial component and Unlock Places/Text literally allows us to unlock this information from legacy data.’
SUNCAT: ‘It’s the first point of call when searching for journal holdings to ensure the details are correct, along with finding a potential supplier.’
‘If not for SUNCAT I would spend a lot of my time trying to locate material.’