EBSCO Apps & Cloud Services - Frequently Asked Questions

One of the key differentiators of the EBSCO Discovery Service (EDS) platform is the ability to customize the interface through the use of apps (formerly called widgets). Apps can appear on the user interface in the Result List, Detailed Record, or Bottom Branding areas. In addition, the apps could appear in the form of special CustomLinks (links that allow users to go from a record in EDS to almost any other resource to which the library has access), RTAC Real Time Availability Check enhancements, browser plugins, API modules, and even some ILS integration tools. There are a wide variety of apps to further enhance and customize your EDS interface and functionality.

What is EBSCO Apps & Cloud Services?
The EBSCO app store is called EBSCO Apps & Cloud Services. Apps & Cloud Services is an online catalog of apps that customers can visit to browse and request additional information. Arranged by category and keyword-searchable, apps available through Apps & Cloud Services will enhance the EDS, or even the EBSCOhost, experience.

As a part of Apps & Cloud Services, EBSCO has introduced a new Cloud Services package for libraries that prefer to have EBSCO manage their apps. Available to libraries for a low annual subscription fee, Cloud Services include consultation and custom development, as well as implementation and hosting of apps in the EBSCO cloud. In addition, ongoing support, maintenance and enhancements are provided by EBSCO's Customer Support team. With Cloud Services, all apps are fully multi-tenant so libraries automatically receive updates to their apps hosted by EBSCO.

To begin browsing our app catalog, visit https://cloud.ebsco.com/.

Is there a charge for apps?

- Almost all apps are free when a customer subscribes to EBSCO’s Cloud Services and uses EBSCO implementation services to install the app.
- Select apps are considered premium (i.e. Curriculum Builder) and are available for an additional fee to customers who subscribe to EBSCO’s Cloud Services.

Note, we are not selling or altering third-party code. EBSCO Apps & Cloud Services interfaces with, but does not commercialize or alter third-party applications. We strive to abide by all license agreements with which apps interface.

I always find apps using the EDS Wiki. Can I still do that?
In August 2016 the Apps area of the Wiki was removed to review code that sometimes interfered with EDS. Currently we are evaluating all code we make available to verify its compatibility and plan to make a new code sharing space available in the future. In the meantime we are asking all customers to submit requests via the EBSCO App Store so that we can better understand and track our customers' needs and verify that add-on functionality does not interrupt your core services. Our goal is to ensure that all of your EDS customizations are supported.

Is there a limit to the number of apps that a customer can get?
No. Customers can choose as many apps as they like, though in practical terms customers choose between 5-10 apps, depending on their needs.
How can I get the most value out of my Apps?

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For customers choosing to install or manage apps using local resources, they can request the code for apps in EBSCO Apps & Cloud Services.

Can I use apps in my EBSCOhost Research Databases interface?

While some apps are suited only for EDS, EBSCO does offer many that can be utilized in conjunction with your research databases via EBSCOhost. You can submit a request via EBSCO Apps & Cloud Services for additional information.