360 Core (Client Center, E-Journal Portal): Release Notes and Status Updates

- **Product:** 360 Core Client Center

Where can I find release notes and status updates for 360 Core, the E-Journal Portal, and Client Center?

May 12, 2021

360/Intota Holdings API (currently in early testing)

- Added pagination for the full holdings request in order to speed up the response

360 Client Center

Based on feedback from the ProQuest User Experience group, we added changes to the 360 Client Center to ensure compatibility with VPAT Level A standards, including:

- Insufficient labels on Ex Libris logo, e-Catalog search controls, and various labels on Data Management area, Knowledge Base Notifications area, and Overlap Analysis area.

- Some group controls not defined as group controls in the Data Management, Overlap Analysis, and Management Reports areas.

- Headings are not using semantic markup in the Data Summary areas.

- Edit list functionality on Overlap Analysis page is not editable with keyboard only.

- Skip links not available.

- Pages have generic titles.

- Focus order: On Data Management page, filtering databases causes focus to reset to the top of the screen.

- Link text for 3 link types are ambiguous: Change current library link, Download report links, Database details links.

- Document lacks language attribute.

- Errors could be more clearly explained on Database Management page.

**Resolved Issues:**

- Incorrect values shown in Data Management page for inherited databases.

- 360 Resource Manager : Title-Level Status Alerts not being sent.

- Provider Details page: Databases list : friendly error when From Consortium status is selected.
• Library-Specific Holdings: End Dates with non-numeric data changing back to Start Date.

### 360 Counter and Intota Assessment

**COUNTER r5 Resolved Issues:**

- Platforms using Cloudflare solutions blocked the SUSHI harvester.
- Loosened validation of the (mandatory) Publisher field for all providers.
- Investigated and resolved upload/harvest/process errors for reports from more than 20 providers.

**360 MARC Updates (currently in early testing)**

- Completed infrastructure to generate & deliver MARC records for video holdings.
- Metadata librarians developed an RDA-compliant default template that may be further customized by the library.

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**February 3, 2021**

### 360 Client Center and Intota:

We have added a new feature to Overlap Analysis that will allow you to separate the results of the comparison by format type: **Books**, **Titles**, **Videos**, or **All**. This will make it easier to view “like” titles across collections with mixed format types. There are two different ways to use this option:

1. Select the desired format type before running the analysis.
   - **360 Client Center:**
     - ![Overlap Analysis: Comparison List](image)

2. Select the desired format after running the analysis. This will re-execute the report without forcing you to start the whole process over.
   - **360 Client Center:**
     - ![Overlap Analysis: Comparison List](image)
Intota:

360 E-Journal Portal 2.0:

Based on feedback from the ProQuest User Experience group, we added changes to the EJP to ensure compatibility with VPAT Level A standards, including:

- Logo, radio buttons, and some search controls are missing labels.
- Browse by letter and pagination group lacks sufficient labeling.
- Top navigation and search/filtering option cannot be skipped.
- Specific page titles are not provided. The titles are always E-Resources.
- Focus order can be improved on "Search (by DOI)" form and within "Refine results group" area.
- Purpose of result records links need more context.
- Search controls for DOI and PubMed ID search do not have accessible names.
- Document lacks language attribute.
- Error message fields are not always semantically marked as invalid.
- Open/closed states are not communicated for several widgets.

360 Link 2.0:

Based on feedback from the ProQuest User Experience group, we added changes to 360 Link 2.0 to ensure compatibility with VPAT Level A standards, including:

- Labels were missing for multiple controls: close button in sidebar, export radio buttons, and others (detailed in VPAT)
- Some required form fields were not semantically marked as required.
- The Close button in the sidebar was not keyboard-accessible.
- Some links needed additional context to make purpose clear.
- Website lacked language attribute.
• Error identification:
  ◦ Email form error message was displayed visually but invalid fields were not semantically marked as invalid.
  ◦ Error message was not announced to the user.
  ◦ Request via Interlibrary loan form had no error validation (for example, email).
  ◦ Report a problem has no error validation (for example, email).

• Open/closed state of various forms were not communicated to assistive technologies.

360 Client Center:

We corrected an error in the interface that prevented users from seeing (and clicking) the Show Errors link when an ODSE file was rejected for having errors.

360 Counter and Intota Assessment:

Investigated and (when feasible) built in workarounds for data formatting in r5 reports from Alexander Street Press, EBSCO, Sage, Rittenhouse, Thiemes, CSIRO, and many more.

December 2, 2020

360 Core (Client Center) and Intota:

• Early release of the new 360 API
• New, more easily identifiable Chat links
• WAM proxy URL rewriting
• Overlap Analysis: add **Database Name Contains** as search criteria when adding a database to the comparison list
• Add indication of database selectability without having to change status from **Not Tracked**
• Support for M/D/YYYY format
• New language translations
• Fixed: User logged out when a duplicate holding is subscribed (360 Core)
• Fixed: Unable to view > 50 funds in the window when adding payments (Intota)
• Fixed: Overlap Analysis summary counts now include ebook numbers (Intota)
• Fixed: Unable to edit subscription status on holding details page (Intota)

360 Link:

• DOI Enrichment incorrectly extracts identifier from citation element
• Use genre from original OpenURL instead of the one Crossref provides
• Updated linkers

E-Journal Portal:
• Update http link to Ulrichsweb search to https for all clients

• Database level notes not appearing for ebooks

**360 Resource Manager - Fixes:**

• Displayed error when notes were attached to video holdings

• Renewal checklist not saving

• Displayed In boxes unticked when using a custom status

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### August 5, 2020

#### 360 Link:

• A new linker for ScienceDirect is being deployed to resolve issues with page, author, and issue parameters.

#### 360 Core (Client Center) and Intota:

The Database Details page has been enriched with the following date stamps to show when the database was last updated in 360 Knowledgebase:

• **Last Full Update** – indicates that we loaded a complete titles list for the database.

• **Last Partial Update** – indicates that we processed a change to at least one of the titles in the database.

These dates will indicate the currency of the data in the 360 Knowledgebase based on the providers’ contribution schedule.

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### 360 Core Example

#### Code M71

- **Last Full Update**: 05/31/2018
- **Last Partial Update**: 04/17/2020

<table>
<thead>
<tr>
<th>Collection</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Provider</strong></td>
</tr>
<tr>
<td><strong>Titles</strong></td>
</tr>
<tr>
<td><strong>Status</strong></td>
</tr>
<tr>
<td><strong>Summon</strong></td>
</tr>
</tbody>
</table>

**Display In:**

- 360 Core
- 360 Link

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#### AIP Complete (M71)

- American Institute of Physics
- Consortial Titles

37 titles (9 books, 8 journals, 0 videos)

**Status**: Subscribed

**Discoverable**: 360 Link, 360 Core

- **Last Full Update**: 05/31/2018
- **Last Partial Update**: 04/17/2020
FAQ

1. **Why do I see only one date, not two dates?**

   If either date is empty/blank, the field will not appear on the page. It may be the case that the 360 Knowledgebase team never received a full titles list from the provider, resulting in the **Last Full Update** date not appearing. Similarly, if the provider hasn’t submitted any content changes, the **Last Partial Update** date will not appear in the interface.

2. **Why hasn't the database been updated recently?**

   Each provider submits content changes to the 360 Knowledgebase according to a schedule of their choosing, e.g. monthly, quarterly, or irregularly. The 360 Knowledgebase team performs data loads as content is submitted.

3. **How can I tell what was changed in the last partial update?**

   Any change to the metadata since the last update counts as a partial update—whether the addition of an identifier or even a spelling correction. Given the scale of metadata that the team manages, it is not possible to report every change involved in an update.

June 10, 2020

360 Link:

- Refinements to the IEDL lookup logic to improve linking accuracy.
- For OpenAthens Redirector libraries, updated the EBSCOhost linker to use two new parameters for article links: Authentication Type and Customer ID.
- For OpenAthens Redirector libraries, updated the ProQuest linker to use a new parameter for article links: Account ID.
- Updated the service to use the Gale LocID for IEDL article links (previously it was only available for OpenURL article links).
- Added OCLC number as a linking parameter to OpenURL 1.0 links.
- Fixed an article linking issue that caused an &lt;i&gt; tag to fail in some cases.

360 MARC Updates & Data on Demand:

- Technical infrastructure improvements.
- Improved error handling for faster generation and delivery of records.
- Direct links in 360 MARC now use the same proxy and encoding settings as the E-Journal Portal for accurate linking.
- DoD report now includes "Video" to correctly identify the resource content type.

360 Core Client Center & Intota:

- Added new article linking parameters to the database details pages for EBSCOhost and ProQuest databases.

  **Client Center:**
Intota:

Ulrichsweb:

- Updated the Syndetics URL to use HTTPS so that images always display correctly in Chrome.

May 13, 2020

360 and Intota Services:

Live chat link with Support! – The **Contact Us** link in both Client Center and Intota will navigate you to a new landing page. The landing page will offer the option to open a case via the Support Portal or open a chat session with a Support team member, if one is available.
Chat is available from 9:00 – 17:00 Pacific time zone and may be used for questions regarding Summon and the 360 and Intota services. Please use the Support Portal for issues about CDI, 360 KB/Content, and Ulrichsweb.

**Fixes:**

- The URLs for ebooks in Ebook Central databases (codes AABBV and BBABE) have been updated from http to https
- Resource Renewals Checklist Report has been modified based on feedback that not all renewals data appeared in the report

**360 Counter and Intota:**

- New SUSHI harvester for COUNTER r5 TR, DR, and PR reports. The harvester will collect reports monthly when configured on the DRS form for an r5-compliant vendor:

```plaintext
Fields in bold indicate required information for usage statistics to be harvested as required to save this form.

DRS Provider Name: BioOne ✔ Counter 5 Compliant
Admin Note:

Custom URL: https://sushi5.scholarlyiq.com/counter/r5

Test SUSHI Settings

Required SUSHI Credentials:

- Requestor ID: 495e8068-a058-881-0000-4a0324b06
- Requestor Email:
- Customer ID: 495e8068-a058-881-0000-4a0324b06
- User Name:
- API Key:
- Customer Name:
- Password:

Add a Library Note:

Reports Available:

<table>
<thead>
<tr>
<th></th>
<th>TR</th>
<th>TR_B1</th>
<th>TR_B2</th>
<th>TR_B3</th>
<th>TR_J1</th>
<th>TR_J2</th>
<th>TR_J3</th>
<th>TR_J4</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
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</tbody>
</table>

**Client Center view:**

<table>
<thead>
<tr>
<th></th>
<th>TR_J2S</th>
<th>BioOne</th>
<th>Multiple Publishers</th>
<th>01/2019</th>
<th>26/04/2020 05:32:00</th>
<th>Auto-Harvested</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>TR_J2K</td>
<td>BioOne</td>
<td>Multiple Publishers</td>
<td>01/2019</td>
<td>26/04/2020 05:32:00</td>
<td>Auto-Harvested</td>
</tr>
<tr>
<td></td>
<td>TR_J2V</td>
<td>BioOne</td>
<td>Multiple Publishers</td>
<td>01/2019</td>
<td>26/04/2020 05:32:00</td>
<td>Auto-Harvested</td>
</tr>
</tbody>
</table>
```
Intota view:

### COUNTER Reports

<table>
<thead>
<tr>
<th>Platform</th>
<th>Measure</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>USA Publishing</td>
<td>Total_Journals/Requests</td>
<td>807</td>
<td>910</td>
<td>971</td>
<td>1036</td>
<td>1071</td>
<td>838</td>
<td>769</td>
<td>1065</td>
<td>749</td>
<td>816</td>
<td>982</td>
<td>851</td>
<td>11546</td>
</tr>
<tr>
<td>USA Publishing</td>
<td>Unique_Journals/Requests</td>
<td>934</td>
<td>857</td>
<td>808</td>
<td>765</td>
<td>890</td>
<td>844</td>
<td>756</td>
<td>511</td>
<td>755</td>
<td>811</td>
<td>659</td>
<td>832</td>
<td>10232</td>
</tr>
<tr>
<td>USA Publishing</td>
<td>Searches/Platform</td>
<td>33</td>
<td>31</td>
<td>41</td>
<td>66</td>
<td>72</td>
<td>27</td>
<td>18</td>
<td>33</td>
<td>1067</td>
<td>22</td>
<td>1085</td>
<td>22</td>
<td>3550</td>
</tr>
<tr>
<td>USA Publishing</td>
<td>Unique_Journals/Knowledgebases</td>
<td>11.86</td>
<td>1.772</td>
<td>1.467</td>
<td>1.994</td>
<td>1.969</td>
<td>1.583</td>
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<tr>
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<td>1.330</td>
<td>1.216</td>
<td>1.050</td>
<td>1.027</td>
<td>1.289</td>
<td>1.185</td>
<td>1.309</td>
<td>1.443</td>
<td>1.324</td>
<td>14.468</td>
</tr>
</tbody>
</table>

- Manual upload of database (DR) and platform (PR) reports and display in the summary pages

**Fixes:**

- Enhanced date handling to support two- and four-digit years.
- Resolved issue with processing .TSV files.
- Improved COUNTER r5 error messages and accounted for titles longer than 256 characters.

### 360 Core Client Center:

New 360 Core permission for accessing the Summon usage statistics OBI platform without having to go through the Summon Admin Console.

#### Amy Pembie

<table>
<thead>
<tr>
<th>Business Intelligence Tools</th>
<th>Statistics Tools View</th>
</tr>
</thead>
<tbody>
<tr>
<td>360 Usage Statistics</td>
<td>360 Link Customization View/Edit</td>
</tr>
<tr>
<td>Overlap Analysis</td>
<td>Data Management View</td>
</tr>
<tr>
<td>Data On Demand</td>
<td>Data On Demand View/Edit</td>
</tr>
<tr>
<td>Management Reports</td>
<td>Date Format View/Edit</td>
</tr>
<tr>
<td>Intota Assessment</td>
<td>E-Journal Portal Customization View/Edit</td>
</tr>
</tbody>
</table>

**February 19, 2020**

### 360 Link:

- New parameters have been added to the Database Details pages for ProQuest and EBSCOhost databases. This is the first phase in improving linking to those platforms. It was developed specifically for libraries using OpenAthens Redirector but will be applicable for all proxy services. The new parameters can be added and saved in 360 Core/Client Center and Intota, but they will not impact linking until the 2020 May Q2 release.

ProQuest will have a new Account ID parameter:
EBSCOhost will have new Authentication Type and Customer ID parameters:

- ProQuest databases are added to the Global Exclude list for the Sidebar due to cookie handling changes to search.proquest.com in anticipation of the Google Chrome (80) release.
- Resolved issue where <i> tag was breaking the article link (reported for PubMed articles).
- Resolved 503 Error for libraries with User Authentication enabled with IP as the method.
- Resolved failure to load links in MS Edge for libraries with User Authentication enabled with IP as the method.
- Updated the list of databases that are indexed in Crossref to ensure that the Crossref link displays on the results page.
- Removed the empty text box displayed on the Citation Linker form.
- Updated LINKERs for ScienceDirect.

360 Counter and Intota:

- Fixed an issue with the manual COUNTER r5 validation so that blank lines are ignored.
- There are now DRS forms for both manual and SUSHI credentials for COUNTER r5-compliant vendors. Ex Libris staff will maintain the list of r5-compliant vendors including default URLs and supported report types.

**DRS manual forms:**

Ex Libris, a ProQuest Company
DRS SUSHI forms:
• An early Q2 deployment (outside of the published release schedule) will feature the new SUSHI harvesting framework. This JSON harvester has been built from scratch in accordance with the COUNTER r5 standard and will perform monthly harvests, with full validation.

Reports based on the new r5 standard will be available in Intota Assessment mid-2020.
360 Core/Client Center and Intota

- The Authentication Type drop-down menu now includes “Redirector” as an option for OpenAthens libraries
- Fixed the issue causing the Title Coverage checkbox to be grayed out on the Database Details page
- The Resource Renewal Report and Resource Administrative Information reports will no longer include databases that are Not Tracked.

December 11-12, 2019

This release includes the following enhancements and fixes.

360 Link:

- New LINKER for American Physical Society, LexisNexis NYU Review of Law
- Display No Results page for Factiva, 19th Century Collections Online links without title-level URLs
- Crossref: button will not appear when no holdings are returned
- Crossref: button will not appear when the database does not exist in Crossref and no holdings are returned
- Crossref: the first DOI found will be returned, rather than the last

360 Core Client Center:

- Data on Demand report now has content type Video
- HTML-formatted public notes correctly uploaded via ODSE
- Automatically populate Display In checkboxes on status change
- Retain 360 Search Display In value

E-Journal Portal:

- Add daily refresh date stamp to EJP 2.0
- Restore Peer-Reviewed limiter
- Remove “add your help text here” from display

Intota:

- Provider Details page displays (harmless) error
- Prevent non-numeric data from being entered into some License fields
- Allow creation of new LSH without SQL error message

360 Counter and Intota:

- Ability to manually upload TR, TR_J1, TR_J2, TR_J3, TR_J4, TR_B1, TR_B2, and TR_B3 reports
- Full validation of the TR reports for compliance with the new standard
- Full processing and storage of TR report statistics
- New DRS forms for population as providers confirm r5 compliance

Due to the complexity of the COUNTER r5 implementation, it will be released in stages between now and early 2020. The TR usage statistics will not be available immediately in Intota Assessment; however, uploaded COUNTER r5 reports will remain in a pending status until we roll out the Intota Assessment piece in early 2020. Any TR statistics that have been uploaded to that point will be then accessible in the Intota Assessment application. Please also note that there are no changes to the COUNTER r3 or r4 functionality, and reports that adhere to either standard will continue to be supported for backwards compatibility.

We elected to implement the suite of TR reports first because they replace the current journal (JR) and book (BR) reports, which are the most heavily used by our clients. More details can be found at the Project COUNTER site, and we will provide more details on our implementation of the new TR metrics as the reports are released.

What will you see in 360 Client Center and Intota?

- The upload process for COUNTER r5 reports is exactly the same as for r3 and r4 reports. See instructions for Intota and 360 Client Center.
- You can view the pending reports on the following pages:
  - 360 Client Center Home > 360 Counter page:
  - Intota Home > Reports > COUNTER Reports page:

August 1, 2019

This release includes the following enhancements and fixes.

360 Core Client Center:

- Fixed the issue that prevented the Output Coverage Date(s) field from displaying custom coverage dates.
- Titles with the content type “Video” will now be included in Data on Demand reports.
- Ampersands in custom URLs will no longer be translated to &amp when uploaded in title lists.
- Streamlined the database configuration process to allow customizations as soon as you change the status, without first having to save and then re-edit the database. All the configuration options appear immediately after selecting a
“tracked” status:

- Errors encountered by the Cost Data Upload process will be displayed in the pop-up window.
- The SUSHI summary view “to” date now defaults to today’s date.
- Streamlined the database configuration process to allow customizations as soon as you change the status, without first having to save and then re-edit the database. All the configuration options in the “About” section appear immediately after selecting a “tracked” status:
360 Services and Intota:

- Resolved the issue causing some databases to show a blank status in the Tracked Resources report.
- Resolved the issue that failed to add the proxy prefix to URLs in the Tracked Resources report.
- Renewal Alerts are now being consistently generated.
- “Video” is now a content type that can be added to Library Specific Holdings databases:

May 15-16, 2019

For more details on the enhancements described below, you may want to review our release overview.

Enhancements:

- 360 Core Client Center and Intota now include a new permission that allows only authorized users to view the personal information of accounts in the View Changes/View Recent updates audit trail. This allows the library to protect personal information from being viewed by everyone while allowing managers and so forth to identify staff members that may need to revert a change.

On the following pages, setting this permission to None means the account user will see the placeholders Library User or Ex Libris Staff in View Changes. Setting the permission to View or View/Edit means the account will see
360 Core Client Center and Intota have a new Management Report for streaming videos, and video holdings has been added as a data point to the Database Details report. The new report is named “Tracked Videos” and is located in the menu with the other “Tracked” reports.

All 360 Core Client Center users will have expanded access to the following Management Reports, not just 360 Resource Manager or Intota libraries:

- Database Details
- KB Updates – Added
- KB Updates – Removed
- Public Notes
- Tracked eBooks
- Tracked eJournals
- Tracked Resources
- Tracked Videos
Fixes Highlights:

• E-Journal Portal
  ◦ Restore Peer-Reviewed limiter
  ◦ Custom text entries not displaying correctly
  ◦ Disable a cross-site scripting vulnerability
  ◦ User Authentication Referring URL option not working correctly
  ◦ Administration Console does not display for some library profiles

• 360 Link
  ◦ American Physical Society article-level linker
  ◦ Credo chapter-level linker
  ◦ GeoScienceWorld article-level linker
  ◦ Prevent circular linking by database
  ◦ Accurately reflect 6-month embargo for PMID
  ◦ Subscript numbers affect article title display

• 360 Core Client Center / Intota
  ◦ Title upload email notifications are not working
  ◦ 360 Web Service yields error for unexpected data
  ◦ Global Status Alerts not delivered via email
  ◦ Remove unnecessary CR/LFs and Tabs from some Management Reports
  ◦ Protect ODSE & Cost Data Upload processing from getting hung up on bad data
  ◦ 360 Counter Summary Report not loading for some library profiles
  ◦ Resource Renewal Checklist does not show current subscription information
  ◦ Export of large Overlap Analysis results sometimes fails

February 27-28, 2019

Enhancements:

The February 2019 release introduces support for streaming videos, an increasingly popular content format for libraries. Streaming videos can now be managed in conjunction with journals and books in both 360 Core Client Center and Intota.

With this release, 360 and Intota clients can search for, view, customize, attach e-resource management assets to, and discover streaming video titles from Alexander Street Press and SAGE Publications.

For further details and answers to common questions, please see this FAQ.

For a brief overview of the streaming videos support feature set, please see this document.
Fixes:

- E-Journal Portal:
  - The **Title contains all words** option does not work when:
    - the title begins with an **A**.
    - the title contains the word **science**.
  - The Ulrichsweb link yields the **We don’t have enough information** message instead of displaying the journal information in Ulrichsweb.
  - Improved the user experience when an EJP URL is missing the security hash.
  - Removed duplicate title results.

- 360 Link:
  - Linkers:
    - LexisNexis Academic
    - HeinOnline International
    - Factiva
  - Display the journal level URL—not an OpenURL—in the sidebar when the user hovers over the Browse Journal (or similar) link.
  - Have the Browse Journal link open the journal in a new tab when the Sidebar Exclude Option workaround is enabled.
  - CrossRef Options links were resolving to the **We do not have enough information** error after 2018 Q3 security updates.
  - CrossRef lookup with DOI yielding the **An error has occurred** message.
  - French interface citation email form does not include the user name.

- Admin Consoles:
  - Library profile codes that contain punctuation could not load 360 Link 2.0 or EJP 2.0 tabs

- 360 Core Client Center, 360 Resource Manager, and Intota:
  - New Management Reports: Public Notes.
  - Allow users with view-only permissions to Data Management access to the Overlap Analysis tool [Intota].
  - Include the **Renewal Cost Note** field in the Resource Renewal Management Report.
  - Unable to turn on auto-holdings management for some libraries.
  - Update link to Intota Assessment with new URL.
November 8, 2018

Enhancements:

- Streamlined the Intota e-cat search results list to remove duplicate titles
- Increased the file size limit for LMH database title uploads to 65MB
- Implemented new infrastructure to support the ingestion and management of video format titles in 360 Core Client Center and Intota (to be rolled out in the February 2019 release)
- To support privacy regulations, the View Changes feature in 360 Core Client Center and Intota will no longer display the name of the person that made the change. Instead, “Library User” or “Ex Libris Staff” will be displayed.

Fixes:

- Intota issue that prevented the full list of contact names from displaying in the pop-up
- Intota issue that prevented the COUNTER details page from loading
- Intota issue that sporadically caused some users to see a “Sorry you do not have permission to perform the requested operation” error after logging in
- The display of “garbled” characters in some journal titles in Intota Assessment
- 360 Core Client Center issue that prevented the user from adding a database to the Overlap Analysis comparison list
- 360 Core Client Center issue that prevented the display of the update date for “Ebook Central Perpetual and DDA”
- An issue that caused URL Preview links on the Provider Details page to fail because the URLs were created with the 'target=' attribute as part of the 'href' attribute
- 360 Core Client Center issue that resulted in an error when selecting [ODSE] View Upload Status > Unmatched Titles
- 360 Core Client Center issue that omitted the Provider column from an e-cat database search if custom database names were present
- Added the link to the ProQuest privacy policy in 360 Core Client Center, E-Journal Portal, and 360 Link
- “System out of memory” error when viewing the details of an LMH database

August 1, 2018

For more details on the enhancements described below, you may want to review our release overview.

360 Link:

Support both IP authentication and SSO, requiring login only if the URL is not “trusted”

- New & updated linkers:
  - Journals@Ovid
  - American Physical Society Journals
  - MIT
• WISO

• Active EJP 2.0-branded Terms of Use for 360 Link 2.0
• Update “oaDOI” to “Unpaywall”
• Remove phishing & cross-site scripting security vulnerabilities
• New & updated language translations (French, Japanese, Italian, Danish)
• Ill authentication type proxy output URL will adopt http/https protocol of the target
• Validate for, and support, HTML entity &amp in OpenURL queries
• &DOI as an OpenURL parameter should be case-insensitive

E-Journal Portal:

• Display Ulrichsweb data points (EJP 2.0)
• Display edition (EJP 2.0)
• Public notes will properly render HTML
• Add missing accessibility tags
• Add custom text for use with screen readers
• Correct insecure endpoint for full HTTPS support
• Changes to the database list display in EJP 2.0 preview
• Translation refinements

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May 10-11, 2018

For more details on the enhancements described below, you may want to review our release overview.

Enhancements:

• Overlap Analysis for books
  ◦ Currently only ejournals are eligible for overlap comparison.
  ◦ Now ebook holdings will be included in cross-database overlap comparison.
  ◦ Ebook-only or mixed content databases can be analyzed.
  ◦ The overlap results allow you to drill down into the database details of where each ebook title is held.

• New database search criteria
  ◦ Experienced, daily users of 360 Core and Intota want streamlined e-cat searching for common tasks.
  ◦ Now staff users can search for databases by a known DBID, for example “RNT” rather than “Nature Journals Online”
Staff users can also search for databases by the custom name that the library has applied, for example “CancerNet” instead of “Cancer.gov Website.”

- New results list management options
  - The size of today’s e-resource collections requires new methods to navigate results list besides pagination.
  - From the Provider Details page, the list of Databases can be filtered by one or more statuses.
  - The default display is “Subscribed”
  - Any combination of statuses can be applied to create the desired set.
  - From the Data Management page, the list of databases can be filtered by one of three options:
    - Database name (begins with)
    - Provider [name]
    - [Database] Status is

- 360 Core Updated Interface
  - Align with Ex Libris branding
  - Updated links to the Knowledge Center and Support Portal
  - Refinement of left-hand panes

**Technology and Infrastructure:**

- Increase the speed of the daily cache refresh
  
  Please note this will not be enabled immediately. The code changes will be deliberately rolled out to production beginning in June so that we can do benchmarking and coordinate the necessary teams.

- Phase 1 of a two-phase project to speed up e-catalog searching will be delivered.
  
  Phase 2 roll-out is TBD, but will occur prior to the Q4 release.

- Enhancements to Content team’s internal tools to streamline content ingestion, metadata enrichment, and distribution (to the KB)

**Product Improvements and Fixes:**

- Management
  - GDPR privacy safeguards for all 360 Core and Intota clients
    - Review & complete gap analysis of all products to ensure compliance
    - Confirm complete deletion of user account personal information
  - Updated translations (8 languages) for new features
  - Include identifiers in the Tracked Ejournal report for non-normalized titles
- Unusually long titles (256+ characters) will now reliably display in search results
- Restore Access Filter on Manage Titles page for auto-managed DDA collections (Intota)
- Renewal Detail show for all databases (Intota)

- 360 Link and E-Journal Portal
  - Linker news
    - New LexisNexis Nexis Uni linker
    - Update to LexisNexis Academic
    - Update to IEEE IEL
  - Implemented support for SAML 2.0
  - Removed Scholar Profile features due to platform retirement
  - Changes in the E-Journal Portal database list now display in preview
  - Linking issues resolved:
    - Conflict between rft.jtitle and rft.pub in same OpenURL
    - Use article DOI instead of article citation DOI

- 360 Counter/Intota Assessment
  - Citation Refiner searches will appear in 360 Usage Statistics
  - Resolved SUSHI test errors for ProQuest Ebooks
  - Resolved inaccurate platform mismatch errors

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**February 8, 2018**

We released the following enhancements to 360 Core, E-Journal Portal, and Client Center:

- Public notes will now display in the EJP 2.0 interface.
- Clicking the Source link on the Terms of Use page will display the terms rather than an error.
- When configured to do so, relative dates (e.g. "Current calendar year") will display calendar dates (e.g. 2/7/2018).
- 1- and 2-character CJK “Title Begins With” searches will return results.
- URLs with the special character tilde will resolve correctly.
- All header sizes in the interface are a consistent size.

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**December 6, 2017**

We released the following enhancements to 360 Core, E-Journal Portal, and Client Center:

- KnowledgeBase notifications will now open in a new tab, rather than navigating the user out of 360 Core.
• Title lists can be downloaded from databases even if the status of the database is “Not Tracked.”

• The e-catalog search string will be retained even if the search type filter is subsequently changed.

• Clients may now configure the use of HTTPS at all times for EJP 2.0 and 360 Link 2.0.

• Clients may now configure the base URL of Google Scholar to use HTTPS.

• Custom Text added in the 'EJP 2.0' section of Administration Console > E-Journal Portal > Custom Text is now accurately reflected in the E-Journal Portal 2.0 after the cache refresh.

• When activating EJP 2.0 branding for "Terms of Use" pages, coverage dates from the correct database are displayed.

• E-Journal Portal 2.0 will now load correctly in Firefox and Chrome when accessed from a proxied link.

• Amended the Syndetics URL for retrieving images in order to support HTTPS.

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**September 14, 2017**

We released the following enhancements to the E-Journal Portal/AtoZ list:

• **User Toggle to Remove Alternate Titles** – For libraries that enable alternate titles in search results, some users can be confused by results returned and/or by the alphabetization of results. Users now have the option to toggle on/off the display of alternate titles. (Previously, the display of alternate titles could be set only at the admin level.)

• **Updated Branding and Responsive Design for Terms of Use pages** – For customers who use Intota or Resource Manager terms of use pages in conjunction with the E-journal Portal or 360 Link, the Terms of Use pages can now use the same branding as the E-journal Portal 2.0. (This option needs to be enabled in the Admin console.) Once enabled, The Terms of Use page will be responsive.

• **Performance Improvements for Common Search Types** – We have done some refactoring to improve response times for some of the most popular (and often slower) search types for the EJP. We expect certain types of searches to return results faster but note that this is part of a series of ongoing performance-related improvements for the EJP which will continue throughout the rest of the year. (Results may vary and might be difficult to quantify – more details to be provided post-release.

For more details, see [Ex Libris - 360 Core and 360 Link - Release - September 2017](#).

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**June 14, 2017**

We released the following enhancements to the Client Center, 360 Services:

• The Data Request Form will now accept the special characters * @ - _ + . / as input for text fields like Requestor ID, password, etc.

• The provider code will now appear in the Database Details report.

• 360 Link users can now edit the base URL of the link resolver.

• Help links on the DRS pages are now updated.
February 3, 2017

We released the following enhancement to the E-Journal Portal:

- Improved handling of stop words in “Title contains” searches – results will now display all matches including those with stop words in the title.

December 16, 2016

We released the following enhancement to the new E-Journal Portal/AtoZ list (EJP 2.0):

- Open Access and Peer Review filtering: You can now provide users with the ability to sort search results by Peer Review or Open Access titles. See Additional Options section in E-Journal Portal Administration Console -- 2.0 Results Page Options.

October 28, 2016

We released the following fixes and enhancements to the new E-Journal Portal/AtoZ list (EJP 2.0):

- Browser tab can now be customized with library name. See Browser Title section of EJP 2.0 Branding Options.
- E-Journal Portal now has the ability to follow a library’s preferred database order as set in 360 Link. See Results Navigation and Style section of 2.0 Results Page Options.
- Multiple fixes to enable all varieties of legacy E-Journal Portal search boxes and links to work properly with E-Journal Portal 2.0.

September 16, 2016

We released the following fixes and enhancements to the new E-Journal Portal/AtoZ list (EJP 2.0):

- New ability to add PubMed and DOI search boxes via the Admin Console.
  - See PMID and DOI Search Box section of Search Page Options
- Allow separate links to pages for scoped Journals-only or Books-only searching.
- The ordering of the Database List can now be controlled via the admin console.
  - See Database List section of Search Page Options
- New DOI/PubMed ID search option set up via admin console
  - See PMID and DOI Search Box section of Search Page Options
- Mobile UI clean-up (properly sized search box in relation to search button)
- Top level subject categories are now highlighted when selected so that it is more clear which category has been selected
- Cursor is now highlighted in the search box on page load so users do not need to click in the search box before typing
- Custom text added for all items that were previously missing translations (such as next/previous)
- Ability to translate text for Open Access/Peer Review indicators (note this slightly changes the appearance of the OA/Peer Review from the previous release)
- Ability to add HTML in all custom text
July 29, 2016

We released a newly redesigned E-Journal Portal interface with a new "E-Journal Portal 2.0" tab in the administration console to activate and administer the new features and functionality:

- New modern and intuitive user interface and results layout
  - Mobile Friendly - Responsive Design
- Autocomplete type-ahead functionality
- Cover images from Syndetics
- Search Inside Publication feature - Summon scoped search box ( Summon subscription required). See Summon Integration section of Results Page Options for details.
- Integrated Ulrich's Journal History and Details (Ulrichsweb subscription required)
- Open Access & Peer Review indicators
- Expanded browsing navigation for Subjects and Databases
- Additional branding and customization options including options to reference an external javascript file and separate branding for mobile
- New Integrated Journal and ebook Search options.
- More intuitive page navigation for large results sets.

To start with an overview of the enhanced interface (including Frequently Asked Questions) see Overview of Enhancements Available with E-Journal Portal 2.0.

Use the links below to jump to details about the administrative pages on the new E-Journal Portal 2.0 tab in the admin console:

- E-Journal Portal 2.0 Activation and Configuration
- Branding Options
- Search Page Options
- Results Page Options
- Mobile Settings

December 4, 2015

We released the following enhancement to the E-Journal Portal:

- The user interface will now support Danish and Catalan languages.

September 25, 2015

Libraries using 360 Consortium Edition for top-down sharing of resources to member libraries:

Full compatibility now exists with Intota's Interlibrary Shared Resources so that the libraries in a 360 Consortium Edition setup can consist of some libraries using the Client Center and some libraries using Intota.

Ex Libris, a ProQuest Company
June 26, 2015

360 Usage Statistics for analyzing library collection use through ProQuest discovery tools are now available for all libraries exclusively on the Intota Assessment platform. Previously, reports were available on both the new platform as well as the legacy platform.

- To learn more about the new Intota Assessment reporting interface in relation to 360 usage reports, visit the Training Webinars page and click 360 Management Services. Upcoming sessions of New 360 Usage Statistics on Intota Assessment Platform are listed, along with a recorded training session that is available at the bottom of the page.
- Read about running the reports on the new Intota Assessment platform: 360 Usage Statistics.

May 29, 2015

The 360 Usage Statistics report Click-Through by Provider and Database is now available on the Intota Assessment platform. It was not included in the below May 1 release.

May 1, 2015

360 Usage Statistics are now available for all libraries on the Intota Assessment platform. Dual access on both Intota Assessment and the legacy PivotLink platform continue until the summer. The transition to the Intota Assessment platform provides a single, robust platform on which to analyze and assess product and collection usage.

November 24, 2014

Status Update:

We are reaching out today to acknowledge the Client Center performance issues that many of you have been experiencing. We’ve heard - loud and clear - that system response times are unacceptable, and we share your interest in getting to the bottom of these issues as quickly as possible.

As a result of your feedback, we have assigned a team within our Engineering organization to investigate and address the underlying issues impacting slow response times in Client Center. Latency issues of this nature often require a multi-pronged approach to achieve full resolution, so as we continue our analysis, we’ll provide additional details about our plans and a timeline for fixes.

Use the Follow Me (currently not available) feature at the top of this article to receive an email notification when updates are made. As always, you can contact our Technical Support personnel for assistance. The Contact Us menu at the top of the Support Center provides online and phone contact information.

Thank you for your patience as we work to resolve this issue, and for being a ProQuest customer.
December 6, 2013
The following enhancement is now available in the Client Center:

- **New Knowledgebase Notifications Page**: Keep your knowledgebase up-to-date and streamline your workflow by staying informed of and responding to changes by using a new Client Center Knowledgebase Notifications page.

September 30, 2013
All **Management Reports** are now available. The earlier unavailability of these reports has been resolved.

May 3, 2013
We have made fixes to small issues that you, our clients, have told us about. However, 360 Resource Manager has gotten a new feature you can read about here.

March 30, 2013
The following enhancements are now available in the Client Center:

- Improved functionality to **Overlap Analysis** for collection assessment and comprehensive views of your library's entire collection
- New **downloadable report** with details on all databases in your library's Client Center profile
- New navigation and filtering options in **databases' title lists** make it easier to find the resources you want, and the ability to more quickly find and work with specific resources
- Swedish translations for the E-Journal Portal
- More fixes and performance enhancements in response to client reports to improve your experience and return-on-investment of 360 Core

We also released new features and fixes to **360 Resource Manager**, **360 Counter**, **360 Link**, and **Ulrichsweb**.

Feb. 1, 2013
The following enhancements were released:

- **Overlap Analysis** can facilitate more than 300 databases.
- Other minor fixes to the service.

Dec. 21, 2012
We upgraded our usage-statistics module, which is used by **360 Usage Statistics** and **360 Counter Consolidated Reports**. You will experience faster response times and can take advantage of an improved user interface, which make it easier to
organize, add, and remove data points to create the custom reports you want.

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**Dec. 1, 2012**

The following Client Center enhancements were released:

- The e-Catalog now supports searches in 360 KB for titles, databases and providers that "contain" the keyword you’re searching for (in addition to "begins with" one or more words).
- Holding Details pages (also known as Title Details) now have links to jump directly to the other holdings in the database.
- The E-Journal Portal now supports HAN proxy.
- And many fixes to issues that you, our clients, have told us about!

There were also significant enhancements to 360 Resource Manager, 360 Counter, and 360 Link.

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**Sep. 21, 2012**

The following enhancements were released to all clients:

- You can select a new authentication type -- HAN (Hidden Automatic Navigator) -- to affect a working authentication in Summon.
- New options for displaying dates in the Client Center, based on your preferred date format (for example, YYYY/MM/DD or DD/MM/YYYY)
- Ongoing bug fixes, performance enhancements and small changes to Database Management pages to enable better workflow.

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**July 21, 2012**

Several improvements to the Client Center -- as well as other Serials Solutions services -- were released on July 21, 2012:

- User-interface and workflow enhancements, such as Serials Solutions database ID codes and provider ID codes.
- Enhancements to the Offline Date and Status Editor (ODSE), including better e-book record-matching (with URLs) and a report showing which titles fail to upload.

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**May 18, 2012**

Our technology partner, PivotLink, has enhanced the user interface for the 360 Usage Statistics pages, which are used for creating reports and conducting analysis; some optimization of reporting speed; new reports.
March 13, 2012
Our technology partner, PivotLink, has improved the Enhanced View of PivotLink, which is an optional way of viewing 360 Usage Statistics (and 360 Counter Consolidated Reports). See this document (in the section called "Enhanced View") for information on how to use this optional interface, which was first made available in September 2011.

March 2, 2012
The Client Center upgrade is complete. There is now a log-in connection between the Client Center and the Support Center, which was lost in a system upgrade in early February. In other words, once you log in to the Client Center, if you click on any link that takes you to the Support Center, you don't have to log in a second time.

Jan. 27, 2012
Several improvements to the Client Center -- as well as other Serials Solutions services -- were released on Jan. 27, 2012:

- The Offline Date and Status Editor (ODSE) allows you to quickly update the title status or custom date information for your library. This tool has been upgraded to make it easier for you to edit and work with large batches of title and holdings information, and to more efficiently implement and maintain your collection information in the Serials Solutions Client Center for the purposes of making all of your subscribed services work.
- Improvements to your ability to open files and reports in Excel format that make your use of Serials Solutions tools and information more efficient.

Dec. 3, 2011
Many improvements to Serials Solutions services were released on Dec. 2, 2011, especially for Ulrichsweb and 360 Resource Manager.

Oct. 28, 2011
New enhancements and fixes to various Serials Solutions services, especially 360 Counter, were released on Oct. 28.

Sept. 17, 2011
Many enhancements and maintenance improvements were released to Serials Solutions’ services on Sept. 16.

July 15, 2011
The following new functionality was released to the Client Center and E-Journal Portal during our upgrade on July 15, 2011:

- Client Center is available in five additional languages: Czech, Finnish, Norwegian, Polish, and Welsh. These
languages were added to the existing languages offered: Spanish (Spain), Spanish (Mexico), French, German, Italian, Dutch, Turkish, Korean, Chinese (Simplified), Chinese (Traditional), Japanese.

- **Customizing MeSH and General Subject-Browse Labels:** If your library subscribes to e-books as part of your 360 Core service, and if you currently use the tabbed-view search page, you can customize these subject browse labels for each tab (All resources, E-Journals and E-Books) on the E-Journal Portal. Note that if you have previously customized the label, the customized label will display on your E-Journal tab and your other tabs will display the new default labels. All labels can, of course, be customized further via the Custom Text page.

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**May 8, 2011**

The following new features and functionality were released to 360 Core, the Client Center, and your library's E-Journal Portal during our upgrade on **May 6, 2011**:  

- **Customizing database lists in the 360 Core E-Journal Portal:** You can configure a list of databases for each tab (All resources, E-Journals and E-Books) on the E-Journal Portal. E-book add-on subscription is required.
- **Sorting e-book search results in the 360 Core E-Journal Portal:** Patrons can sort e-book search results by date. E-book add-on subscription is required.
- **Client Center Home page layout change:** A reorganization of the Client Center consolidates management and reporting tools and services into "Management" and "Business Intelligence" sections.
- **New "Format" field in Library-Specific Holdings:** Libraries can specify, via the Client Center, whether a library-specific holding is print or electronic, to differentiate print from full-text availability within search results.
- **MeSH subject headings update:** MeSH subject headings now reflect the 2011 dataset.
- **Turkish localization of the Client Center:** Clients can view the Client Center in Turkish, along with nine other languages.

We also added text to email notifications and specific Client Center pages where you download reports or receive report notifications, to inform and remind you of appropriate use of the data contained in the reports. [Read the FAQ here](#).

There were also changes to Ulrichsweb, User Authentication, 360 Access Control, and User Authentication.

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- **Date Created:** 9-Feb-2014
- **Last Edited Date:** 3-Feb-2017
- **Old Article Number:** 7027