What are the latest updates to 360 Link?

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: Select Databases](image)

   - Intota:

   ![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: Results](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
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.

360 Core Example

```
Code M71

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

Collection
- Provider: American Institute of Physics
- Titles: 37
- Status: Subscribed
- Summon: 80% View coverage

Display In:
- 360 Core
- 360 Link
```

Intota Example

```
AIP Complete (M71)

http://www.scitation.org/
American Institute of Physics
Consortial Titles
37 titles (0 books, 8 journals, 0 videos)

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

Resource Type
- Database
- Status: Subscribed
- Discoverable: 360 Link, 360 Core
```

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.

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**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 `<i>` 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:**

Ex Libris, a ProQuest Company
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:

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

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

  **Custom URL:** https://sushi.scholarlyiq.com/counter/r5

  **Test SUSHI Settings**

  **Required SUSHI Credentials:**
  - **Requestor ID:** a59e735c-a2d6-4aaa-b06e
  - **Requestor Email:**
  - **Customer ID:** 49E58068-A058-E811-800
  - **User Name:**
  - **Password:**
  - **API Key:**

  **Add a Library Note:**

  **Reports Available:**

  - **TR** ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔
  - **TR_B1** ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔
  - **TR_B2** ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔
  - **TR_B3** ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔
  - **TR_J1** ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔
  - **TR_J2** ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔
  - **TR_J3** ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔
  - **TR_J4** ✔ ✔ ✔ ✔ ✔ ✔ ✔ ✔

  **Client Center view:**

  [Client Center view image]
Intota view:

**COUNTER Reports**

- 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.

**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:**
DRS SUSHI forms:

<table>
<thead>
<tr>
<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>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Fields in bold indicate required information for usage statistics to be harvested and are required to save this form.

**DRS Provider Name:** JSTOR

**Custom URL:** [https://www.jstor.org/librarians/admin/](https://www.jstor.org/librarians/admin/)

Please note: Unless otherwise specified, UN/PW required for all vendors

**User Name:**

**Password:**

Add a Library Note:

**Reports Available:**
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:

  ![Status, Report, Data, Vendor, Publisher](image)

  ◦ Intota Home > Reports > COUNTER Reports page:

  ![Select, Status, Report, Vendor, Publisher](image)

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:

![Database Configuration Interface]

**Intota:**

- 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:

- Resolved the issue that prevented titles with only a Location Note from appearing in the Public Notes Report.
- When uploading titles though ODSE, HTML tag in Public Notes is translated correctly.

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.
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

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
    • https://knowledge.exlibrisgroup.com/Cross_Product/Security/GDPR
  ◦ 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

______________________________

February 8, 2018

We released the following updates to 360 Link:

• The title in the generated URL will no longer be truncated at 255 characters.
• There is a new ScienceDirect linker for HTTPS support.
• If only one search result is returned in the XML API, an IEDL will be invoked (if available).

• Journal articles will now be formatted correctly for the Export Citation feature.

• Japanese author names will now be formatted correctly for the Export Citation feature.

December 6, 2017

We released the following update to 360 Link:

• Configure the use of HTTPS for Link 2.0 by checking Force HTTPS At All Times in Library Settings (Client Center and Intota).

September 14, 2017

We released the following updates to 360 Link:

• Eliminated Blank pages with Sidebar and HTTPS Proxy Use – 360 Link Sidebar users whose libraries also employ HTTPS base URLs and HTTPS in their Proxy would previously see a blank screen to the left of the Sidebar (rather than content loading) due to browsers blocking “mixed encryption” when trying to link to providers that don’t yet support HTTPS pages. Now instead of a blank window, users will see a message with the option to "Click this link to open the selected resource in a new window/tab." This message is customizable by the library.

• Ability to Override Link Preferences to non-HTTPS providers in favor of providers that are HTTPS compliant – For libraries that use an HTTPS proxy, attempting to link to an HTTP page will result in the behavior described above. In the event that 360 Link has links to the same content from more than one provider (one which might be HTTPS compliant and one that isn’t), the library can enable 360 Link to override the library’s default database ordering to automatically link to the first provider that is HTTPS compliant even if that provider is ranked lower on the library’s priority list than a non-HTTPS compliant provider. This override will result in the full text content from the HTTPS provider displaying within the Sidebar frame environment as expected, rather than directing users to click a link to open the non-HTTPS compliant content in a new window/tab.

• Multiple Fixes for DOI and CrossRef Related Issues – This release addresses several CrossRef and DOI related issues reported by customers causing errors due to pulling wrong dates from CrossRef or having incorrect DOIs that prevented successful links.

For more details, see Ex Libris - 360 Core and 360 Link - Release - September 2017.

June 16, 2017

We released the following updates to 360 Link:

• 360 Link integration with open access look-up services - there is a new option to integrate the 360 Link "no results page" with either oaDOI service from ImpactStory or the Open Access Button from openaccessbutton.org. These features allow users to retrieve an open access version of desired articles that are not found in the library’s collection. See 360 Link: Open Access Lookup Service Integration for details. The feature can be activated in the "Enable Open Access Lookup Services" section of the Link 2.0 Activation and Configuration page.

• Fixed errors caused by certain Unicode characters

• Libraries can now directly edit the base URL for 360 Link via the admin console which is useful for those that are changing form HTTP to an HTTPS base URL.
April 19, 2017

We released the following updates to 360 Link:

- 360 Link "report a problem" and "ILL" forms - there is a new option to set preferences for how patron emails are reflected when sent from the built-in "report a problem" and "ILL" forms. The option assists those institutions with a firewall that prevents third party systems like 360 Link from sending emails with a "From" email address that includes the institution's domain. See the Report a Problem and Display ILL Form sections of Link 2.0 Activation and Configuration.

- Linker (target linking syntax) improvements:
  - See the linker release schedule for a link to a spreadsheet with the latest linkers updated and released.

February 3, 2017

We released the following updates to 360 Link:

- Improved handling of print vs. online publication dates coming from CrossRef metadata – results will now match library holdings on print date so that end-users do not get false positives for full text holdings availability when linking to some content.

- Resolved 360 Link API inconsistencies between the native user interface and API results – end users for libraries using the API will get the same results as those using the native 360 Link search interface.

- 360 Link Sidebar exclude administration improvements – adding Database codes for the Sidebar exclude list in the admin console is no longer case sensitive.

- Linker (target linking syntax) improvements:
  - See the linker release schedule for a link to a spreadsheet with the latest linkers updated and released.

October 28, 2016

We released the following updates to 360 Link:

- Linker (target linking syntax) improvements including highlights such as:
  - ScienceDirect linking updated to OpenURL version 1.0.
  - EBSCO OpenURL linking set to require Volume, Issue and Year for best results per EBSCO.
  - Cambridge Core linking updated for platform migration. Note that 360 Link is linking only via DOI at this time; we are working with the provider so that metadata linking is also supported.

- Fixed bug where HTML was showing up in citation information on the single results page when Scholar Universe profiles are enabled (360 Link with Index-Enhanced Direct Linking (IEDL) only).

September 16, 2016

We released the following updates to 360 Link with Index-Enhanced Direct Linking (IEDL):

- New Sidebar Exclude Options page in the Link 2.0 Admin Console provides administrative tools for locally (and
globe) managing problem resources from providers whose content does not display well within the Sidebar Helper Frame environment and users would benefit from the 360 Link Frame environment displaying a "Click here to view this resource in a new tab/window" message.

- The admin page provides 1) a Global Exclude List which is managed by our Support Team; resources are added when they are confirmed problematic; and 2) a Locally Configurable List which enables libraries to add any resource they wish without having to contact and rely on us to set up the configuration.

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June 18, 2016

We released the following updates to 360 Link with Index-Enhanced Direct Linking (IEDL) and legacy 360 Link:

- Linker (target linking syntax) improvements including highlights such as:
  - Target Linking Syntaxes ("Linkers") updated for platform changes to EdITLib (Education & Information Technology Library), databases Elsevier - ICM, Elsevier - Poland, and New England Journal of Medicine (Massachusetts Medical Society).
  - New Linkers created for American Academy of Family Physicians Journals and SAE Technical Papers.

For a complete list of available Linkers see [Available Target Linking-Syntaxes ("Linkers")](#). List is updated Quarterly.

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April 30, 2016

We released the following enhancements and bug fixes to 360 Link with Index-Enhanced Direct Linking (IEDL) and legacy 360 Link:

- The option is now available to fully encode URLs that are sent to the library's proxy server. This functionality may be of interest to libraries using a proxy server other than a third-party proxy like EZProxy, III, HAN, etcetera.
  - For more information see [Client Center: Library Settings](#) or [Intota: Library Settings](#).

- Updated our PubMed LinkOut setup with the National Library of Medicine to ensure service stability in the years ahead. Back-end updates only; you do not need to make any changes to your profile.

- Secure HTTPS title and article links will now be generated if a III (Innovative Interfaces) proxy with a secure HTTPS domain is listed in [Library Settings](#) within a library's Client Center or Intota profile.

- Linker (target linking syntax) improvements including highlights such as:
  - Fixes:
    - Article linking to ACM Digital Library is now working.
    - Improved linking reliability to Oxford University Press.

For a complete list of available Linkers see [Available Target Linking-Syntaxes ("Linkers")](#).

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March 19, 2016

We released the following enhancements and bug fixes to 360 Link with Index-Enhanced Direct Linking (IEDL) and legacy 360 Link:
360 Link:

- Minor fixes including:
  - The language selection drop down list now displays the appropriate native language for all available languages.
  - For CJK (Chinese/Japanese/Korean) language items on the E-journal Portal, all characters are properly encoded when clicking through to the citation linker form.
  - 360 Link with IEDL only: Sidebar Helper Frame collapse and expand icons should now display correctly in IE11 (Internet Explorer).

- Linker (target linking syntax) improvements including highlights such as:
  - Fixes:
    - BMJ Journals from BMJ Publishing Group (Database Code RMJ)
    - Maney Publishing databases that have migrated to Taylor & Francis
  - New Linkers:
    - Sage Premier 2016 from SAGE Publications (Database Code AAMPI)
    - Wiley Database Model 2016 from Wiley-Blackwell (Database Code LITHE)
    - ScienceDirect Freedom Collection 2016 from Elsevier (Database Code BLXMC)

For a complete list of new Linkers added this past quarter, see the New tab within the spreadsheet available in Available Target Linking-Syntaxes ("Linkers").

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**December 4, 2015**

We released the following enhancements and bug fixes to 360 Link with Index-Enhanced Direct Linking (IEDL) and legacy 360 Link:

- The user interface will now support Danish and Catalan languages.
- When looking up a PMID (PubMed ID) via the Citation Linker form, an article’s Start as well as End Page will now display in 360 Link when both Start/End pages are available from PubMed.

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**September 25, 2015**

We released the following enhancements to 360 Link with Index-Enhanced Direct Linking (IEDL):

- **Altmetrics**: A library can choose to display article level metrics to 360 Link users with citation badges from altmetric.com. Altmetric badges display information about an article’s scholarly impact as expressed through online, social media and news mentions.
  - See Syndetic Solutions, Ulrich’s and Altmetrics Activation section of Administration Console – Link 2.0 Activation and Configuration
- **Right to Left language support** for the Sidebar Helper Frame and the Results Pages. This includes proper mobile and tablet display for Arabic, Hebrew and Farsi.
- Ability to add an ILL (Interlibrary Loan) link to the Citation Linker form:
July 24, 2015

We released the following enhancements to 360 Link with Index-Enhanced Direct Linking (IEDL):

- An Ulrichsweb and Syndetic Solutions integration to provide journal details to the Sidebar Helper frame and Non-sidebar results pages for mutual customers.
  - Ulrich's information includes peer review and open access status, journal descriptions, publication details and more.
  - Syndetics integration displays cover images for more than 14,000 journal covers and millions of books.
- A new Citation Linker Form provides easier access to full text for those who know a citation or need to correct citation metadata.
- Additional preview functionality for Custom Links that makes it easier for libraries to customize the interface and configure their own custom links.
- CrossRef look up integration offers users a way to conveniently search for a DOI link to content in the event other 360 Links fail.
- Customizable Database level All Title Notes (one type of Public Note) now display on the 360 Link Sidebar and results pages.

June 12, 2015

We released the following enhancements to 360 Link with Index-Enhanced Direct Linking (IEDL):

- IEDL linking is now available for 360 Link XML API clients.
- Public Notes display on both the Sidebar and full Results Page. Previously title-level notes were not displaying.
- Sidebar Helper Frame’s auto-collapse feature
  - Once it has collapsed, the sidebar will now remain open when a user opens and interacts with it. User can choose to close the sidebar. Previously the sidebar collapsed after every time a user clicked on an item in the sidebar.
- Custom Links:
  - New ability to add HTML Class identifier tags makes it easier to identify custom links for libraries who wish to use custom javascript or provide custom styling to specific links.

May 1, 2015

We released the following enhancements to 360 Link with Index-Enhanced Direct Linking (IEDL):

- New option to use new Custom Links on the Sidebar Helper Frame.
- New link on the Sidebar Helper Frame to open the target content’s URL in a new tab.
• See Advanced Settings section of Administration Console -- Sidebar Branding Options

• "Additional Options" link on Sidebar Helper Frame will now go to the new 360 Link results pages.
• Optional Interlibrary Loan form can now display on full Results Page. Previously the form provided by 360 Link could only display on the No-Results Page.
  ◦ See Display ILL Form section of Administration Console -- Link 2.0 Activation and Configuration

• "From" email address in an email notification will now show as the end user if they have entered an email address when using a 360 Link form to:
  ◦ Submit an ILL request
  ◦ Report a problem

March 20, 2015

We released the following enhancements to 360 Link with Index-Enhanced Direct Linking (IEDL):

• Option to use an all new user interface with -
  ◦ Choice of a Sidebar Helper Frame or full results menu
  ◦ Integrated Index-Enhanced Direct Linking
  ◦ Client configurable custom links
  ◦ Mobile-friendly responsive design

January 23, 2015

We released the following enhancements to 360 Link with Index-Enhanced Direct Linking (IEDL):

• Create customizable on-screen help messages to guide users when only journal-level links are available.
  ◦ See Content section within 360 Link: The Results Page.

• Leverage customizable text highlighting the Try a different Source drop-down menu.
  ◦ Use the Custom Text page in the administration console to customize 360 Link text and labels.

• Guide users to open resources that may not work well with frames, such as the Sidebar Helper frame, by excluding them or providing customizable links to open them in a new window or tab.

October 17, 2014

We released the following enhancements to 360 Link:

• Ability in the administration console to enter a custom alternative text value for the Sidebar header logo. The text value can be read by screen readers.

• Screen Readers will see a statement that says: "This is the 360 Link Sidebar Helper frame - use this to find other links to this content or links to additional library resources."
• Users will see resource level (database level) links on the Sidebar Helper frame when there are no journal or article level links available.

The above enhancements apply to 360 Link with Index-Enhanced Direct Linking (IEDL), see this overview about the enhanced version of 360 Link.

July 25, 2014

Libraries are now able to activate and take advantage of Index Enhanced Direct Linking (IEDL) and a new Sidebar Helper frame. These improvements will provide the most reliable access to full text, enable libraries to maintain a seamless presence in the researcher’s workflow and promote additional resources.

• See this overview about the enhanced version of 360 Link.

September 27, 2013

We released the following enhancement to 360 Link:

• Enhanced support for Get It Now from Copyright Clearance Center - subscribers will be able to use database code (OR~) in the Client Center, to select which resources will display the Copyright Clearance Center’s Get It Now link on the 360 Link results page.

In addition, there are enhancements to other Serials Solutions services.

March 30, 2013

We released the following enhancements to 360 Link:

• Swedish translations
• More fixes and performance enhancements in response to client reports to improve your experience and return-on-investment of 360 Link.

We also released new features and fixes to the Client Center, 360 Resource Manager, 360 Counter, and Ulrichsweb.

Coming Jan. 22, 2013

Our usage-statistics module, which is used by 360 Counter Consolidated Reports and 360 Usage Statistics, will be unavailable on Jan. 22, 2013, from 5:30 to 10:30 p.m. PST (convert to your time zone).

Our technology partner, PivotLink, will be performing routine maintenance on the system during that time.

Patron usage of your 360 services will continue to be counted, and any usage reports you upload through the 360 Counter interface will be loaded, but you won’t be able to access the PivotLink reports interface until the maintenance has been completed.
Jan. 17, 2013

We recently discovered that our usage-statistics system for reporting 360 Link referring sources stopped sending statistics on Nov. 8, 2012.

On Jan. 10, 2013, we fixed the usage-statistics system, and it has resumed reporting referring sources.

Update

On Jan. 16, the system completely recovered those statistics that were logged between Nov. 8 and Jan. 10, and all the statistics are now available in the reporting system (hosted by our technology partner, PivotLink).

What This Means for Your Library

Any referring source usage-statistics reports you generated between Nov. 8 and Jan. 16 using the reporting system are incomplete.

Now that all data has been recovered, we suggest you re-run your library's referring-source reports for 2012, to ensure you have complete data.

Dec. 1, 2012

The following 360 Link enhancements were released:

• The 1-Click tool now links to the e-book if a link to a chapter within the e-book is unavailable.
• 360 Link now supports HAN proxy.
• And many fixes to issues that you, our clients, have told us about!

There were also significant enhancements to the Client Center, 360 Resource Manager, and 360 Counter.

Sep. 21, 2012

We added new reports in the 360 Usage Statistics feature that list which referring sources sent requests to your 360 Link service, and how many times they sent referrals. At this time, we only have data available from May 2012 through the present, but soon we will have data for January 2012 through the present.

March 23, 2012

We have made a change so that 360 Link will leave the author field blank when the link resolver does not receive author information from the referring source. Thank you for helping us identify instances where the link resolver was instead using the journal's authority author information from our 360 KB knowledgebase.
Dec. 3, 2011

As part of our overall release, we enabled some capabilities in 360 Link that allow CrossRef enrichment for queries coming from the Summon service.

Sept. 16, 2011

The following new features and enhancements were released to 360 Link on Sep. 16, 2011:

- **Set Database Display Order**: An enhanced ability to order your database display preferences is now available, with a new "click and drag" interface.
- **CrossRef Options**: CrossRef options used on your 360 Link results page are definable within the 360 Link Administration Console.
- **E-book Chapter-Level Links**: 360 Link now has many more links to chapters in those e-book platforms that support chapter-level syntax.

July 15, 2011

In addition to small system improvements, there is one patron-facing labeling change that was released to 360 Link during our upgrade on July 15, 2011:

- If your library has CrossRef linking turned on and a DOI is available in the citation, the existing wording ("CrossRef offers the following full-text link") was changed to "Try doi.org for full-text". This change in default text represents a more accurate explanation, in that the DOI is being queried against doi.org, not against crossref.org.

**NOTE**: If you have previously customized the text, your customized wording will not display. You can customize the new default wording via the Custom Text page.

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