Introduction

This release of License Manager expands its language support for the Trial License Survey feature. We are pleased to add support for nine additional languages to help meet the needs of your library’s users.

License Manager continues its strong support for the COUNTER 5 usage statistics standard through the availability of more report types. Reports offered this release include:

- DR_D1 – Database Search and Item Usage
- TR_J2 – Journal Access Denied
- TR_B2 – Book Access Denied

Recommended actions

For this release, we recommend that you review the following checklists and complete the relevant tasks so that you can adjust your policies and workflows and train your staff. These checklists identify updates that we have determined as significant for most institutions. We encourage you to review all of the items in the release notes to determine whether there are other items that might require additional action or follow up by your institution.

Administrative actions

These items require immediate action or decisions.

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Follow-up actions

In an effort to keep your staff informed of new features and changes, you may also want to consider these items.
Consider adding additional languages for your Trial License Surveys.

New features and enhancements

Added Language Support for Trial License Surveys

License Manager now enables you to quickly and easily add support for 9 additional languages to the trial license surveys featured on your library’s website. With this new feature, your library can now change the default language of the Trial License Survey as well as support the varying language needs of library users taking the Trial License Survey.

The following 9 languages are now supported by the Trial License Survey: Spanish, Italian, French, German, Dutch, Japanese, Korean, (traditional) Chinese or (simplified) Chinese.

Enabling Additional Languages

To take full advantage of the added language support you will need to make sure that you have at least one active trial license and have already setup the Trial License Survey widget. Instructions for how to set up the Trial License Survey widget can be found here: https://help.oclc.org/Library_Management/WorldShare_License_Manager/Release_notes_and_known_issues/2019_release_notes/090WorldShare_License_Manager_release_notes_May_2019

Once both steps have been completed, you will be able to add and customize supported languages.

1. Locate the added Language tab located in the Trial Licenses portion of License Manager

Once you have your Trial License Survey configured, you will now see a Languages tab. This is where you will configure the languages you would like your library to support.
2. Add an additional language

Once you located the Languages tab, you can add another language by clicking the green button in the Actions column.

3. Configuring your new language

Once you add a new language to your survey, you will need to ensure it is configured properly. Since License Manager enables you to input your own roles and ratings labels using free text fields, you will need to provide any translations you
might need for those categories.

4. **Change your default language**

Changing your default language for your Trial License Survey is simple and can be done with the click of a button. In addition to having the Trial License Survey appear on your library’s web page in the selected default language, if you have email notifications enabled for your surveys, the recipient for those emails will receive them in the default language of the survey.
5. Copy the new survey code

In order to ensure that the languages will be available to your library’s users, we recommend you copy the survey code and paste it into the web page domains registered once you have setup and saved the languages you want supported. All you need to do to copy the survey code is click the ‘Trial License Actions’ Button and select ‘Copy Survey Code’. The ‘Trial License Actions’ button will not be activated until you have saved your work.

The survey appears to your library’s users translated to the default language and gives them an option to select another language if one or more are configured. The survey will continue to list all collections, collection links, and public notes associated with active trial licenses in the language that they were initially recorded in.
Additional COUNTER 5 Reports Available for Harvesting

With License Manager, we continue to build on the adoption of COUNTER 5 across libraries. Statistics gathered from COUNTER-compliant vendors help to inform your decision making as you select and maintain your library’s e-resources. To date, License Manager accepts all COUNTER 4 reports from 122 vendors and select COUNTER 5 reports for 93 vendors.

With this release, we are happy to announce License Manager offers both automatic and manual harvesting of 3 additional types of COUNTER 5 reports. In addition to the TR_J1, TR_B1 and PR_P1 previously released, the following reports are now available for harvesting:

- TR_J2 – Journal Access Denied
- TR_B2 – Book Access Denied
- DR_D1 – Database Search and Item Usage

Since COUNTER 5 is being deployed by many vendors, you may find it useful to visit COUNTER.org for a full description of the changes. License Manager will continue to update the list of COUNTER 5 supported vendor connections to ensure that your library has access to your usage statistics.
COUNTER 4 and 5 Crosswalk

As we continue to increase the number of supported reports and vendors for COUNTER 5, it is important to remember COUNTER 4 and 5 are distinct standards. The data is collated differently, and some caution should be used when comparing these numbers. COUNTER.org has published compatibility guidance on their website, and with this release License Manager can combine “Database” results in a license’s history as illustrated in the following crosswalk:

Note: not all metric types translate between the two standards.
Bug fixes

- An improvement to the Trial License Survey widget now offers enhanced filtering and sorting to the list of trial licenses and license survey responses. You can now sort the trial licenses list by the Response field and filter the trial license list on date range. You can also sort the license responses table by rating, role and date, and filter the license responses table on date range.

- An improvement to the Trial License Survey widget will now indicate to you if there are no Trial Licenses available to evaluate by displaying the message, there are no trial databases for review at this time. This message is displayed in the default language of the survey. Previously, if there were no active licenses the survey widget would cease to load.

- An improvement to the harvest history page will now allow you to filter by multiple vendors. This enables you to more easily view report coverage across multiple vendors and COUNTER types. Previously, you could only filter harvest history by one vendor at a time.

Known issues

- When using the Trial License survey with Internet Explorer, the survey will only work for the default language selected for the survey. If you attempt to change the language away from the default the survey will disappear. Chrome and Firefox are unaffected by this issue.

Post release sessions

To help you become familiar with the new features, enhancements and improvements included in this release, there are [number of update sessions] update sessions scheduled. Please note the session time zones when registering. The sessions will be recorded and archived for future viewing on the OCLC Community Center. Please register, even if you are unable to attend, to receive a link to the recorded session.

WorldShare Management Services release update session

Date: Monday, October 21st
Time: 11:30am EDT (UTC -4)
Registration: Register Now

Support website(s)

Support information for this product and related products can be found at:

- WorldShare License Manager
- Contact OCLC Support
- OCLC Community Center
- Browser compatibility chart