Licence subscriptions manager

1. What is licence subscriptions manager?

Licence subscriptions manager is our new online ordering service for digital content agreements licensed through our Jisc Collections service and a range of Jisc products such as E-books for FE, Historical Texts, and JUSP. It enables users to:

- Identify digital content, Jisc’s digital resources, products and services that support teaching, learning and research in their institutions
- Subscribe to products and services and then manage those subscriptions in one central place

Licence subscriptions manager replaces the functional (catalogue, purchase and ‘My account’) elements of the current Jisc Collections website.

2. Why has Jisc developed this new service?

A root and branch review of the catalogue and online ordering function of the Jisc Collections website, which included a series of focus group meetings with service users, identified a number of areas where improvements were necessary. We required more adaptability to accommodate the increased complexity and variety of licensing and business models for digital content that we negotiate and a more robust infrastructure to enable us to integrate with other Jisc systems (finance, CRM) and our other library support services such as Knowledge Base+.

Internally, we wanted more data automation and improved reporting to support and inform future negotiations. The development also forms part of our Transforming Library Support Services programme, one aim of which is to provide a coherent service offer with a consistent look and feel. The new site will have the same look and feel as other Jisc services, including the recently launched Library hub services.

3. Will the Jisc Collections website close?

No. All the other information that’s currently on the Jisc Collections website about the licence and negotiation service we provide the sector, such as information on how we undertake negotiations, the model licence, our collections management development policy and our requirements for transformative open access agreements will stay where it is.

4. Why is Jisc separating the catalogue and online ordering functions out from the other information on the negotiations and licensing available on the Jisc Collections website?

Jisc offers a diverse and growing suite of licensing and negotiation services, meaning that licence subscription manager will not be uniquely associated with Jisc Collections licensed agreements; it already includes a range of other services and products from Jisc such as TNE licensing, e-books for FE, Historical Texts, Journal Archives and JUSP. In future developments, we will be adding the Chest licensed content and software agreements.

5. What will happen to my institution’s account details and information?

All of your account and subscription information will be migrated across to licence subscriptions manager. When the new service is launched all your information will be available there.
6. **Will access to my account be affected?**

   Yes. In order to ensure that all your account and subscription data is available in the new site, we need to have a change freeze period for up to three days, during which time you won’t be able to access your information on the current or new site. This will ensure that we are transferring a full and update record of your account.

7. **What are the timescales for the changes?**

   We will be launching licence subscriptions manager in September. A final date has yet to be set, but we will give two weeks’ notice for the date at which point access to the catalogue and my account areas will be disabled. The new service will be launched immediately after that.

8. **Do we need to do anything?**

   Please ensure that the personnel details in the My Account area are up to date for your institution. The Account owner should check this as per our previous requests issued before 1st July 2019.

   **Note:** We cannot accept generic/team email addresses for user accounts for contractual licensing reasons. They can be used for the address book however. If you require any help with this process, please contact our helpdesk.

9. **What support and guidance will be available when licence subscriptions manager is launched?**

   We will provide a guide and FAQs to support the use of the service but we hope that you will find the new service easy to use. All the current, as well as some new, functionality is there and using the site should be a more intuitive experience throughout.

10. **Will these changes affect other Jisc services that we use/subscribe to?**

    You will need to use licence subscriptions manager to sign-up to our other optional services such as Jisc Historical texts and Journal archives, JUSP and e-books for FE in the same way that you use the current website. Otherwise, there will be no impact on other services.

11. **Is licence subscriptions manager part of the core subscription for Jisc members?**

    Yes, licence subscriptions manager will be included within the core subscription for Jisc members.