

---

Subject: Citations library RIS format issues with languages other than English  
Posted by [Sarah B](#) on Mon, 25 Jan 2016 18:06:15 GMT

[View Forum Message](#) <> [Reply to Message](#)

---

I'm using the downloadable DHS citations which are absolutely wonderful -- thanks for making this tool available.

I'm using Zotero standalone on a Mac, and when I import the library in .RIS format, non-English characters are not read correctly, shown in this screenshot. Is there a known way to resolve this issue?

Thanks!

---

### File Attachments

1) [CiyVirb - Imgur.png](#), downloaded 1156 times

---

---

Subject: Re: Citations library RIS format issues with languages other than English  
Posted by [Erica-DHS](#) on Wed, 27 Jan 2016 18:49:32 GMT

[View Forum Message](#) <> [Reply to Message](#)

---

Dear user, we are investigating the issue and will get back to you as soon as possible. This particular issue may require outside assistance as we do not have access to Zotero on Macs for testing, so we thank you in advance for your patience.

---

---

Subject: Re: Citations library RIS format issues with languages other than English  
Posted by [Erica-DHS](#) on Fri, 05 Feb 2016 17:31:18 GMT

[View Forum Message](#) <> [Reply to Message](#)

---

Hi Again,

We've done some exploring and may have a solution: Try changing the "import character encoding" to 'Western'. The default is "auto" which doesn't work for some reason. See image:

Let us know if this works!

Erica

---

### File Attachments

1) [Zotero options.png](#), downloaded 1004 times

---

---

Subject: Re: Citations library RIS format issues with languages other than English  
Posted by [Sarah B](#) on Mon, 08 Feb 2016 18:25:42 GMT

Fantastic, that works perfectly. Thank you!

For clarity, in case other users have this issue: you must set your import preferences in Zotero \*before\* attempting to import the .ris file.

---