# Day 2 Management of electronic resources

# Unit 2.3: Managing user access

*Exercise 2.3.1.2 Managing user access*

Issue 2 - Access to a computer

**Work in:** Groups of 4-5

**Time:** 20 minutes

**Please be prepared to report back to the plenary session after discussion**

## Instructions

**In your small group** read through the quotes and suggested questions—these should be used to help start discussion.

Try to develop your ideas into a list of possible strategies that might improve the way people can save electronic information resources. The ‘report back’ form could be used as an aid to focus your ideas, ready to present to the rest of the groups.

## Quotes from librarians and users

"We make do with the computers we had obviously, because we can’t to go out and spend millions."

"…when we had one reference area we had five or six computers, not online, mainly abstracts and indexes, not full text journals. We’ve only recently we moved into this new structure, so, that's when we had more access, and we keep an eye on the students as they like to use Facebook and email not library resources."

"We're living in a very developed part of the country but, there are still people here who don't have the basic things of life never mind access to computers and things like that."

"…employing more IT people and rolling out the IT equipment, we've rolled out about between five and six hundred new computers in the last two and a half years, getting that number of computers out is a logistically quite important,"

"[Students] find some way of, even if you put signs warning not to use email and Facebook. It’s tricky, but we do try and throw them off, because we don't have enough computers up here…It’s the fact that they're wasting time for academic research for somebody else."

"We have to go to the faculty and tell them 'Actually you can access the library from your desk' see, but some, for example the Humanities Faculty, have old computers and no internet access, so they couldn't access the libraries from their offices"

## Context

What levels of access do library users and staff currently have to computers? Are improvements to this provision needed?

What resources do you have available to improve access (e.g. a computer lab, skilled IT staff, time)?

What constraints are there on your ability to improve access to computers?

How can you manage these constraints?

Do the different groups of people involved (e.g. library staff, academics, researchers, students, others) have different levels of access? Give details.

What support, if any, would the different groups need?

What further information could you gather to inform your decisions?

What strategies could you develop to help improve access to computers within your institution?

What would the implications of implementing these strategies be for library staff and management (e.g. more expense/time/training required)?

## Report back

Summary of problem

Constraints

Resources available or needed

Strategies to improve the situation

Actions (Who should do it? When would it need to be achieved by?)