# Day 2 Management of electronic resources

# Unit 2.3: Managing user access

*Exercise 2.3.1.5 Managing user access*

*Issue 5 – Authentication and access to material.*

**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

"At the moment the licenses that we're signing for electronic resources limit use to staff and students…some of the databases do have that very strict line about who can use it and some are very flexible and walk-in users of the library are allowed to use the things. But how, you know the librarians out there, how do they know if someone should use the material and how they are using or abusing it?"

"I'm using journals, Law journals. So because of the IP address I cannot access them from here, I have to go to the Law library, and that's the only place I can access them."

"…usually I use EBSCO myself as it recognises my institution. And then the other ones which need the password, those ones I go to the permanent staff, like the librarians."

"We subscribe to their resource, but you click on a link and it goes straight to a page that requires a password and a user ID and stuff like that. But I prefer Emerald because permission is already there, they know where you're coming from."

"…you can sign up for off campus library use, which is then going to be IP authenticated. With our set up on campus, we all go through a proxy server so the computer at the other end is looking at our proxy server's IP and not the individual computers IPs. So, I can log on from home or from an internet café and use resources the same as if I was in the library”

## Context

In what ways do library users and staff get authentication to access material at the moment?

Is there a need to improve the way in which authentication of users is done?

What resources are available to help (e.g. information/support from publishers, IT staff)?

What constraints there are on your ability to do this (examples of the sort of constraints that may apply are given in section 3)?

How can you manage these constraints?

Do different groups of people (e.g., library staff, academics, researchers, students, others) have different needs with regard to authentication? Give details.

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

What further information could we gather to support our decisions?

What strategies could we use to improve access and authentication management within our institution?

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

## 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?)