



WATER: Walk in Access to E-Resources

Providing visitor access to e-resources: guidelines and advice

April 2013

SCONUL / M25 Consortium of Academic Libraries

JISC

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Acknowledgements

First and foremost, particular thanks are due to Jisc for the significant funding provided for the WATER project.

Members of the SCONUL Task & Finish Group on Access Issues who worked on the WATER project with support from the M25 Consortium of Academic Libraries.

- Matthew Brooke, Associate Director (Academic and User Services), Library, Royal Holloway, University of London (representing the M25 Consortium of Academic Libraries)
- Liz Jolly, Director, Library and Information Services, Teesside University
- Mary Nixon, formerly Librarian, Goldsmiths, University of London (representing the M25 Consortium of Academic Libraries)
- Philip Payne, formerly Director of Library and Media Services, Birkbeck, University of London
- Helen Workman, Director of Learning Resources & University Librarian, Oxford Brookes University

We would particularly like to thank the contributors of the case studies and their institutions: University of Aberdeen, University of Bath, Birkbeck, Cardiff Metropolitan University, Cardiff University, Loughborough University, University of West of England, Strathclyde University and Trinity College Dublin.

The key contacts were:

- Emma Adamson, Head of Library Division, Library & Information Services, Cardiff Metropolitan University
- Geoff Cole, Community Engagement & Schools Support Librarian, University of the West of England
- Ian Collins, UWE Partnerships Librarian, University of the West of England
- Matt Cunningham, Customer Services Manager, Loughborough University Library
- Tim Fletcher, Library Technology Innovation Manager, Birkbeck, University of London
- Ross Hayworth, Serials & E-Resources Manager, University of Aberdeen
- Arlene Healy, Sub Librarian, Trinity College Dublin
- Nicholas Joint, Andersonian Library, University of Strathclyde
- Kate Robinson, University Librarian, University of Bath
- Vicky Stallard, Assistant Librarian, Cardiff University.

These guidelines have benefitted enormously from the feedback received at the WATER community events in London and York. We would like to thank all those who attended the events and the Bloomsbury Colleges, the Northern Collaboration, and the M25 Consortium of Academic Libraries for their assistance in organising them. We would like to particularly acknowledge the contribution of the presenters at these events:

- Bronwen Blatchford and Alison Harding, University of Wales and WHELP
- Geoff Cole, University of the West of England
- Ian Collins, University of the West of England
- Liam Earney and Anna Vernon, Jisc Collections
- John Gallagher, Enterprise Architect, City University
- Mark Glancy , National Museums of Scotland and SCURL
- Kay Grieves, University of Sunderland.

We would like to thank colleagues from SCURL, especially Jill Evans, and from WHELP, especially Sue Mace, for their assistance.

We would like to thank David Kay and Helen Harrop of Sero for their work on the survey of users of access schemes which informed the WATER project.

Particular thanks go to Liam Earney of Jisc Collections for his advice on licensing and to Sally Curry for her assistance in preparing the guidelines and for supporting the WATER community events.

Foreword

Sara Marsh, Chair of SCONUL

I am delighted to introduce these guidelines, compiled by Philip Payne, Matthew Brooke, and Sally Curry. I am also delighted to express sincere thanks to Jisc without whose funding this project would not have been possible.

University libraries have long recognised the importance of legitimate public access to research resources. The majority offer reference access to print materials for bona fide visitors, while the SCONUL Access scheme enables reciprocal borrowing for key groups of users. As collections have moved increasingly from print to digital however, an unintended side effect has been to reduce the ease with which non-members can access library resources. Following changes to the terms of many e-resource licences, particularly those negotiated by Jisc Collections, walk-in access for authorised users to a significant range of material is now legal. However, at the time of writing, only about half of university libraries are providing visitor access to electronic collections.

The WATER project aimed to assess the current state of HE library services for walk-in users, and make recommendations about how SCONUL member libraries might implement licence terms. Demand in many cases is not huge, and a simple solution will meet most needs. The report suggests that implementation can be achieved at the basic level with just 1.5 person days of staff time.

As Chair of SCONUL I warmly welcome the findings of the project and in particular the helpful case studies provided by contributors. I should like to encourage all our members to read the guidelines and share them with your colleagues. If you are already among those libraries offering walk-in access to e-resources, thank you and congratulations. If you are not, please do work with your teams to remove the remaining barriers in your service, following the examples suggested in the guidelines. SCONUL as an organisation is committed to enabling walk-in access where licences allow, ensuring that our own users and the wider research public have access to research resources in both print and electronic form.

Sara Marsh
Chair of SCONUL
April 2013

1. Introduction

- 1.1 The WATER (Walk-in Access To E-Resources) project has been undertaken by SCONUL in association with the M25 Consortium of Academic Libraries to promote wider uptake of visitor access to e-resources across the sector. A survey of Library Directors was conducted as part of the project and this found that about half of member libraries currently offer visitor access to e-resources¹. SCONUL encourages all HE libraries to provide some level of visitor access to their e-resources as widespread provision of visitor access amongst HE libraries would extend the considerable success of the SCONUL Access scheme to e-resources.
- 1.2 These guidelines to the provision of walk-in/visitor access are based upon best practice in the sector and demonstrate ways in which walk-in access to e-resources can be implemented. The key messages are that:
 - visitor access to many e-resources can be provided under existing licensing agreements
 - complex technical solutions are not necessary to deliver a basic level of provision, and
 - some libraries have implemented visitor access with less than 1.5 days of staff time.
- 1.3 The provision of visitor access to e-resources has never been more important. The move towards greater dependence on electronic resources has led libraries to reduce the size of their print collections. Consequently, with no access to e-resources, visitors have a substantially reduced range of information sources available to them. Ultimately, the solution to the provision of wider access to electronic publications may lie in open access and national licensing initiatives. In the meantime however, provision of walk-in access is a pragmatic and achievable response to an immediate need.
- 1.4 Libraries are seeking to open up their collections to those who are not currently students or staff for a wide variety of reasons. For some, there is the recognition of their contribution to research. For others, it relates to developing links with the wider community or supporting institutional widening participation initiatives. Libraries also want to extend access to those who have an association with their institutions (such as visiting researchers, research collaborators, placement supervisors, alumni and others) as well as prospective students (such as school pupils undertaking projects or PhD students preparing research dissertation proposals).
- 1.5 In the WATER survey, two-thirds (66%) of those providing walk-in access cited increasing dependency on e-resources as the main driver for introducing the service. Other major reasons were: provision of a service to the wider community (69%): walk-in access benefits everybody (56%): demands from external users (47%): and alumni access needs (38%). These responses highlight the growing pressure to provide visitor access to e-resources and that failure to do so erodes the value of existing access arrangements that libraries have in place for those who are neither students nor staff.

¹ Fair share: challenges and opportunities for shared access: report of the SCONUL Task and Finish Group on Access Issues. SCONUL, April 2012

“I envisage a not-too-distant crisis point in which so little of the information we provide can be made readily available to non-members of the institution that we could no longer claim to offer any kind of service beyond our core users. There is a sad irony that all the advantages of increased availability brought by digital materials for our core audience might be coupled with much diminished general access to high quality academic information - that surely is a retrograde step academic libraries ought to try to work against.”
(SCONUL Library Director).

- 1.6 The WATER student survey highlighted an increasing expectation amongst students using access agreements that they will be able to access e-resources alongside print resources when visiting other libraries. Part of this need is met by students accessing their own institution’s e-resources through Eduroam. However, this is not a substitute for *extending* the range of e-resources available through the provision of managed walk-in access to e-resources, nor does it meet the needs of researchers who may not be affiliated to a higher education institution.
- 1.7 The focus of these guidelines is upon the implementation of a small scale approach to walk-in access which can be introduced relatively easily. Libraries will need to consider whether there are benefits in linking the introduction of walk-in access with institution-wide access management initiatives. However, it is doubtful whether the levels of take-up of visitor access to e-resources will be sufficient on their own to justify these wider access management approaches.
- 1.8 The guidelines also focus on how the necessary infrastructure for the provision of access to e-resources can be put into place. Some institutions may wish to pursue a wider agenda of providing access to IT facilities as well. This wider provision of access to IT facilities has been shown by some libraries to require more intensive user support issues than the provision of access to e-resources.

2. Presenting the case for visitor access to e-resources

- 2.1 Although senior library staff usually appreciate the value of providing visitor access to e-resources, the case will need to be made within their institutions. This is particularly so where the implementation of visitor access requires endorsement within the institution or needs the assistance of colleagues in other departments. The reasons for introducing the service will also need to be clearly explained to other members of staff as they will be responsible for supporting users of the service. Advocacy needs to be considered within the context of competing priorities and presenting the case for implementing a service which may not be perceived immediately as benefitting the institution or its students.
- 2.2 The following checklist of potential benefits may help with advocacy within one's institution:
- Alignment with the institution's strategic aims, including partnerships and collaboration, community engagement, raising aspiration and widening participation agendas through:
 - facilitating access for members of the local community
 - building links with local schools and colleges
 - supporting partner organisations.
 - Providing access to e-resources for students and staff associated with, but not members of the University, including:
 - SCONUL Access visitors (with reciprocal benefits to the institution's students)
 - emeritus and visiting staff
 - associated NHS users.
 - Support for researchers through:
 - supporting collaborative research involving different organisations and sectors
 - enabling prospective research students to prepare a research proposal/ case prior to applying to the institution
 - making research outputs as widely available as possible.
 - Supporting graduates and alumni
 - contributing to university employability agendas by enabling post graduation access to resources
 - enabling institutional supporters to access university resources.

- Benefits for the library through:
 - raising the profile of the library (and therefore the institution) within the broader community
 - highlighting the library's commitment to 'opening' access
 - saving in library staff time for those involved in instruction/enquiries from visitors.

2.3 In presenting the case, it will be important to emphasise the benefits to the institution and to highlight the measures that will be taken by the library to ensure appropriate use of the service.

3. Guidance for the implementation of visitor access

3.1 Using the guidelines

- 3.1.1 The guidelines that follow are intended as guidance for those who will have responsibility for implementing walk-in access to e-resources. This section covers the main areas of concern that are expressed around this service and provides simple guidance on the questions that arise around licences, technical implementation and identity management issues.
- 3.1.2 Inevitably, giving general guidance will not cover all eventualities in all institutions and Section 4 provides more specific information on these areas from the nine case studies provided by institutions that have already implemented visitor access. These give details of technical solutions applied at each institution, how they have managed identity checks and carried out licence checking.
- 3.1.3 The guidelines demonstrate that a straightforward implementation of visitor access to e-resources can be carried out within a short timescale, and that doing so is likely to improve *ad hoc* or informal arrangements that may be in place already, leading to improved network security and identity management of visitors wishing to access e-resources.

3.2 Licensing

- 3.2.1 One of the major perceived obstacles to the implementation of visitor access is licensing. The perception is that, for visitor or walk-in access, this is an area of considerable complexity with multiple differences in the permissions provided for within licences.
- Whilst there is no doubt that there are licensing issues with some e-resources, the inclusion of walk-in access in Jisc and NESLi2 licences makes this far less of an impediment than it once was.
 - The launch of Jisc Collections' Knowledge Base+ (<http://www.kbplus.ac.uk/kbplus/>) should further assist libraries in checking and identifying whether particular licences include walk-in access.
 - Most publishers are not concerned about visitor access to e-resources so long as the institution providing access is satisfied that the visitor has some relationship or registration with the institution and is not making commercial use of the resources.

Please note: visitors should be made aware of acceptable use policies in just the same way as members of one's own institution.

- 3.2.2 As all Jisc Collections and NESLi2 licences permit visitor access, when implementing visitor access, access to these can be enabled immediately.

- 3.2.3 Licences for particularly commercially valuable content, such as law and business databases, are most likely to have clauses which deny visitor access and such licences should be checked carefully before visitor access is enabled.
- 3.2.4 Licence terms can be checked through Knowledge Base+. If a licence does not make any reference to visitor access then this can be queried with the publisher and the wording from the Jisc Collections licence offered to them (a) for their agreement or refusal, and (b) if the publisher agrees, for inclusion in the next iteration of their licence.

The relevant Jisc Collections wording is:

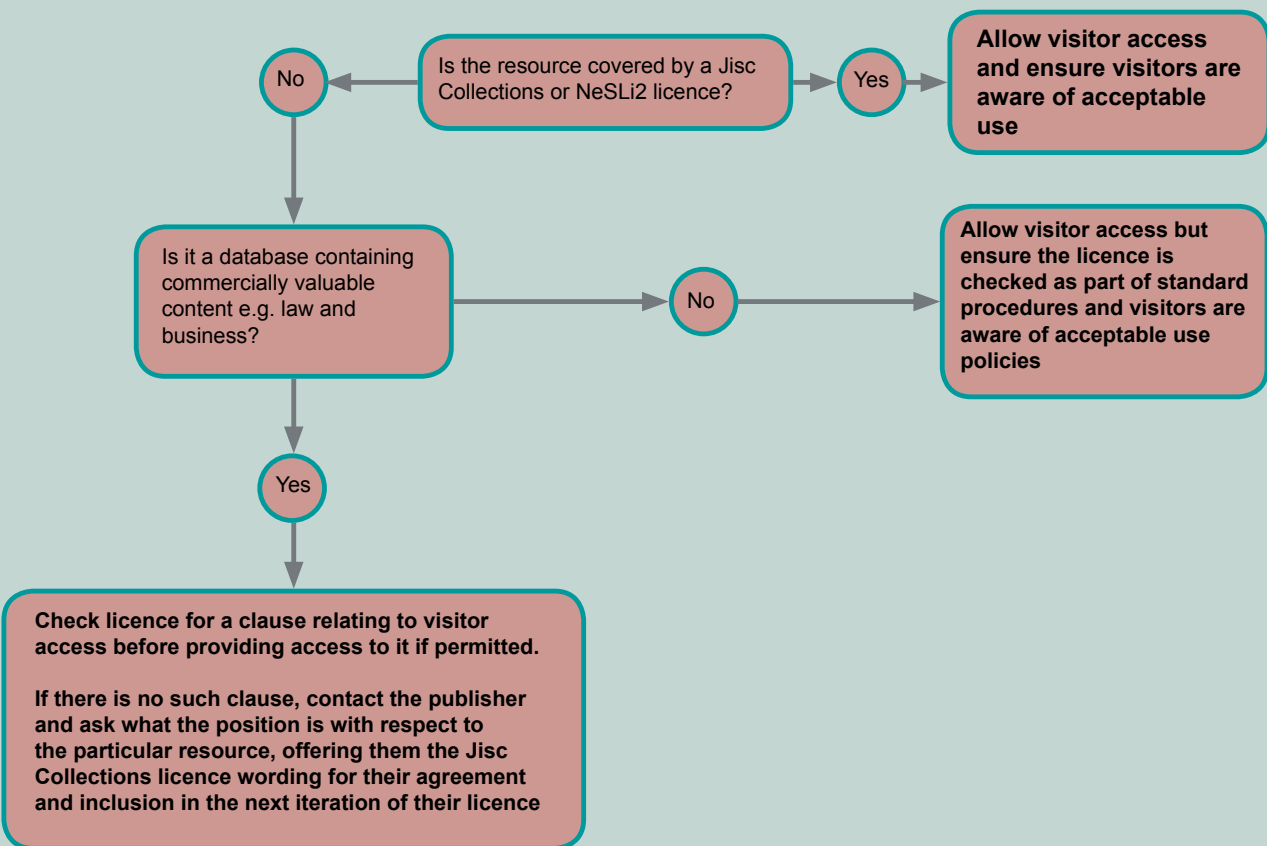
“Walk-In Users are persons who are allowed by an Authorised Institution to access its information services from computer terminals or otherwise within the physical premises of an Authorised Institution. For the avoidance of doubt, Walk-In Users may be given access to the Licensed Material by any wireless Secure Network. Walk-In Users are not allowed off-site access to the Licensed Material.”

The model licences can be found at <http://www.Jisc-collections.ac.uk/Help-and-information/How-Model-Licences-work/>

Liam Earney, Jisc Collections provided the following advice:

- 1 Publishers' main concerns with regard to walk-in access to e-journals, databases and e-books are:
 - unauthorised use by anonymous individuals leading to misuse of the resource and a library with no means of preventing/punishing the misuse
 - losing sales due to members of other academic institutions, public libraries, commercial organisations etc making use of e-resources from one academic institution, allowing other organisations to either cancel or avoid taking out a subscription to the resource.
2. In my experience all of the large publishers/suppliers permit walk-in access - certainly Elsevier, Wiley, T&F, Springer, OUP, CUP, RSC, IoP, ProQuest, EBSCO, Cengage all allow it.

Recommended SCONUL workflow for licence checking and switch on access to resources:



3.3 Technical issues

3.3.1 Approaches to providing visitor access

The WATER survey demonstrated that participating libraries had adopted a broad range of approaches to the implementation of walk-in access to e-resources. About half (52%) had provided a dedicated kiosk or other locked down computer or terminal. Other approaches included IP authentication (32%), use of barcode or token for logging on (13%), temporary individual or group Athens usernames for visitors (10%), and use of Shibboleth (10%). The choice of the appropriate approach will be influenced by the scale of visitor access to be managed, policies and preferences of IT Departments and cost implications. Some libraries found that implementation could be achieved from within their existing staffing establishment while others were dependent on their IT Departments. Some libraries may wish to link to broader institutional identity management programmes to improve efficiency and 'reach' of any scheme and further reduce costs. The experiences of some of the case studies presented in this document indicate that a simple scheme could be implemented with less than 1.5 days effort to set up and bring the service into use.

3.3.2 Provision of terminals in the library

Experience from the case studies and from others who have implemented walk-in access indicate that usage, at least initially, is likely to be low so a simple form

of provision of access is all that is needed for many libraries. Examples given by the case studies are most commonly based on a single dedicated PC with access to a particular set of resources or a PC that can be switched from member to visitor access or access via catalogue terminals positioned around the Library. Dedicated terminals might be located close to staff areas to provide an additional level of confidence about acceptable use and to ensure support is readily available. The duration of use may also be time limited to ensure that all visitors can obtain reasonable access to the service.

3.3.3 Identity management issues

- Who qualifies as a “walk-in user”? All those who an institution would normally consider to be a ‘legitimate’ visitor can be given walk-in access, excluding only those who are under 18 and access for commercial use.
- What is needed for registration? This requires provision of a set of terms and conditions of use to be read and signed by all prospective users. This may be linked to the JANET Acceptable Use Policy. For an example, see Cardiff Metropolitan University’s registration documentation: <http://www3.uwic.ac.uk/english/lis/join/walkin/pages/home.aspx>.
- What form of identity is appropriate? Most case study libraries require photographic ID and address verification. Details are recorded and retained alongside the allocated username/login and time of use.

3.3.4 Provision of access to the Network

Information from JANET indicates that this should not be a barrier. JANET fact sheet 73 explicitly states that access can be extended to ‘individuals not formally associated with the organisation but to whom services are being provided under the organisation’s missions, such as access to its library or similar resources’ <https://community.ja.net/library/janet-policies/guest-and-public-network-access>.

3.3.5 Limiting access to permitted locations only

Most institutions currently providing walk-in access have created guest accounts with limited access to online resources, linking the time a specific computer was in use to the record of who was using it at the time. ‘Disposable’ passwords which expire at the end of a defined period (eg at the end of the day of registration) have also been used.

Resources can be made available by:

- grouping those available for walk-in users so that they are accessible from the designated terminals whilst the remainder are placed in a group which can only be accessed by members of the university when they are logged in
- setting up the walk-in user network to ensure that accounts work only on the dedicated machines and open using a browser and a publicly available web page (outside the institution’s intranet) which contains the list of e-resources available for walk-in access.

Further details on technical and other issues can be found in the case studies below.

4. Case Studies: How institutions have implemented visitor access to e-resources

4.1 University of Aberdeen

Staff involvement: walk-in access was implemented by IT staff from our Directorate of Information Technology following a series of meetings with library staff to explain the licences issues and outline the kind of solution that was required.

Hardware: stand-alone dedicated PCs (currently 4).

Location: near main service points and staffed offices.

Security/granularity of access to content: the selected terminals operate through a custom written proxy file that only allows access to specified URLs, with wildcards included in the file as necessary.

- Users are logged on to the dedicated PCs by library staff.
- Guest accounts which would not normally allow access to licenced resources are used.
- Users are logged on to dedicated PCs by library staff using guest accounts which would not normally allow access to licenced resources. These terminals operate through a custom written proxy file that only allows access to specified resources.
- Users are given access to the service for (bookable) one hour slots and the PCs automatically log out after that period.

Identity management:

Who: the walk-in user service is available to anyone who is not currently a registered student or employee of the University. This can be a member of the public, a teacher or senior pupil from a local school, or an honorary or ex-member of University staff who has no University network access. The Library reserves the right to refuse any applications.

How: users visit the University Library to register to use the Service. As part of the registration process they are asked to read and sign the terms and conditions and complete a short registration form. Membership is renewable on an annual basis. The registration process takes only about 10 minutes. Users may also need an access pass to enable them to enter and leave the University Library. This is created for them and is also renewable.

Users must bring form(s) of identity with photographic proof and address. The following are acceptable forms of identification:

- University of Aberdeen Library external borrowers card
- photo driving licence, travel pass, work pass
- passport

- SCONUL Access Card & Home Institution card (HE/FE)
- recent utility bill (last 3 months)
- school ID for senior pupils who cannot produce proof of address.

University of Aberdeen Walk-in Users Service:

<http://www.abdn.ac.uk/library/facilities/computer/walkin-users-service/>

4.2. University of Bath

Staff involvement: the Systems Librarian configured the Open Kiosk browser extension and EZproxy, and a UNIX systems administrator in our Computing Services Department installed Firefox, Open Kiosk, and the Adobe Reader and Flash Player browser plugins on the UNIX servers.

Hardware: 20 dedicated catalogue terminals

The advantages of using the existing catalogue terminals were that no funding was required for additional hardware or software; there are no PCs dedicated for visitors which our own students cannot use; and it ensures that there are sufficient terminals available to students visiting in groups from local schools.

The terminals are Sun Ray thin client terminals which view an X-windows session running Firefox on a UNIX server. The session is locked down so that the user cannot run any application other than Firefox. Firefox itself is locked down using the Open Kiosk extension which limits the sites that can be accessed using a URL filter list. (The Opera browser also is also suitable as it has a kiosk mode built in, but it is no longer supported on the particular operating system in use here, Solaris.) The URL filter list is used to limit access to the Symphony library catalogue, SFX OpenURL link resolver and the library's EZproxy servers.

Location: positioned around the Library.

Security/granularity of access to content: we allow all library visitors to use walk in access to our e-resources, where licences allow.

Access to the e-resources is controlled using EZproxy, which allows resources to be placed in groups. One group of resources can be accessed from the catalogue terminals and login is automatic and determined by IP address. All other resources are placed in a group which can only be accessed by members of the University when they are logged in (usually from off-campus.) Visitors to the Library are able to obtain a wireless network connection on their own devices by logging in via Eduroam, but the device is allocated an IP address which is outside of the main campus network IP address range, so they are not able to access e-resources by IP address authentication.

Identity management:

Who: access to the Library qualifies them for access to the resources. Along with the staff and students of the University, our access regulations allow students from any HE institution to enter the Library at any time on production of a library card.

We allow all visitors to use the library during weekends and our vacations. Those under the age of 16 must be accompanied by someone over this age.

How: we do not require users to register to use walk-in access; however, we do not offer walk-in access to any resources which require such a process. Consequently, we do not use identity management or network accounts.

Additional comment: these groups do not visit during university semesters, so there is no problem of the catalogue terminals being unavailable to our students.

University of Bath Information for Visitors:
<http://www.bath.ac.uk/library/users/visitors.html>

4.3 Birkbeck, University of London

Staff involvement: the Library Systems Team was involved in the installation of software and configuration of the PC. IT Services were advised of our plans and we checked that they were happy with what we were doing. Copies of the appropriate regulations are available by the PC. The E-services Team and other staff were involved in providing information about which resources could be made available.

Hardware: single standalone networked PC.

Location: beside the Help Desk, so it is in sight.

Security/granularity of access to content: access controlled using Time Limit Manager from Fortes Grand. This locks the PC unless a code is entered, and codes are deleted after use. The PC auto logs in with a local account. Use is restricted to one hour, but can be extended. Users sign a form agreeing to abide by college and JANET computing regulations. The PC has minimal software loaded and no access to printers. We block access to those resources where restrictions apply by using the HOSTS file on the PC. It is fairly crude but effective. No other granularity of access is applied, so users get access to all other resources.

Identity management:

Who: all legitimate visitors are permitted to use the walk-in PC.

How: users fill in a form at the Help Desk. This records who they are and we ask for photo-ID. The forms are kept in order to have a statistical record of use and also in case we later discover that the PC has been used inappropriately. Library staff check the details and we also advise users to get the time that they finish on the PC recorded on the form.

Birkbeck User information for Visitors:
<http://www.bbk.ac.uk/lib/about/userinfo/visitors>

4.4 Cardiff Metropolitan University

Staff involvement:

- Technical Support Analyst – setting up of blocking of particular restricted sites
- Systems and Communications Services Manager – consultation especially regarding e-communication policy and allocation of work to Technical Support Analyst
- User Support Service Section Manager – consultation and setting up of network accounts
- Head of Library Services – overall coordination of implementation
- Information Advisor (E-services) – licence checking, registration form creation, assessment of access issues
- Information Advisor – design and creation of external web pages
- Information Advisors – location of dedicated PCs and costing of IT kit required (this was subsequently deemed not necessary)
- Central Services Librarian – allocation of work to Information Advisor (E-Services).

Hardware: existing Web Station PCs have been configured for dual use (i.e. existing Web Station or walk-in use). They are thin client PCs providing a limited set of applications and internet access. They are designed primarily for quick access use by students.

Location: the Web Stations are located in the Learning Centres near Library Help Desks so support is available nearby, however, the Stations will not be directly supervised.

Security/granularity of access to content: the walk-in user accounts are managed by library staff at the main Learning Centre Help Desk but can be created by any member of library staff. Those staff are also responsible for ensuring that users complete the registration form on their initial visit and sign in on each subsequent visit, including checking the ID provided.

The walk-in user network accounts only work on the Web Station machines and are designed to open, using Internet Explorer (IE), a publicly available web page (outside our intranet) which contains the list of e-resources available for walk-in access. The use of a personal laptop/mobile device to access this page is possible using wifi access on campus. Discussions with local IT staff have confirmed that the wifi service is not available beyond the boundaries of the University.

Identity management:

Who: to ensure access is *only* to the selected e-resources an Internet Explorer blocking policy is tied to the “walkin1” user accounts. The policy is set to prohibit access to certain web sites. IP authentication will enable access to all other e-resources listed. The list of restricted web sites is maintained by the Information Advisor (E-Services).

How: no specific identity management system, e.g. Shibboleth or Athens, is used

to manage access for walk-in users. Instead, our IT department have created network accounts called “walkin1”, “walkin2” etc. These are provided for one day to the person requiring walk-in access. The accounts are created on receipt of the registration form. Each account has a “disposable password” which is reset after each use.

Cardiff Metropolitan University Registration documentation:
<http://www3.uwic.ac.uk/english/lis/join/walkin/pages/home.aspx>

4.5 Cardiff University

Staff involvement: Key staff involved in implementing the solution:

- Senior Web Engineer (Server and Database team) – the key member of staff in the technical implementation of the service. After attending the project meeting and agreeing to timescales, he set up the first version of the Firefox session. He copied the session to a few test smartcards for the project group to test on the DOPACs. The group reported problems (unable to access much of the content, unable to open PDFs, keyboards ceasing to work mid-session) and the session was amended. A fix was applied for the keyboard problem and a Firefox bookmark to the webPrint service was added.
- Electronic Journals Assistant (Library Systems team) – designed and implemented the Walk-In Access Kiosk session pages and the publicly available webpage on the Cardiff University website.
- University Library Service staff from the project group – tested the service in the library setting, reported issues to the technical lead, provided the text for the webpages/session pages/procedural documents for staff plus training for library staff in how to manage the service.

Hardware: Cardiff University uses Sun Ray 2 virtual clients to provide walk-in access. We already use the Sun Ray clients as our dumb catalogue terminals (DOPACs) in all our library sites and have set up a bespoke Firefox session on a server which is enabled using the chipped Sun Ray smartcard. The server uses Firefox version 3 with a plugin (this is what is currently being used for the DOPAC sessions). Adobe reader version 10 is used in the session and opens in-browser to display PDFs.

Location: In library sites on-campus.

Security/granularity of access to content: the walk-in access smartcards will only work in the Sun Ray terminals. If the cards are removed from the campus, the ID number in the chip can be revoked. Therefore access is limited to restricted premises due to the nature of our implementation of the service.

Identity management:

Who: the walk-in access service at Cardiff University is available to any person

2 <http://www.cf.ac.uk/insrv/libraries/visiting/walkinaccess/welcome.html>

who is not a staff or student member of the University for example: any associate member of Cardiff University (e.g. SCONUL Access members, NHS staff, alumni library members, visiting staff/researchers), plus members of the public.

How: all users are required to complete a paper registration form when they use the service for the first time. The user must show an accepted form of ID (listed on the publicly available webpages²) before completing the registration form, and supply full contact details. Terms of use of the service are printed on the back of the registration form and the user must sign to confirm they have read and understood the Terms of Use and the Information Services Regulations and agree to abide by them. Information Services Regulations are available online³ and in printed format at the point of registration. A member of library staff is present during the registration process to check proof of ID and ensure the Terms of Use have been read and signed. Users are then provided with a chipped SunRay smartcard⁴ which is inserted into the slot on the Sun Ray 2 virtual client terminal.

Cardiff University Walk-in Access to Electronic Resources:
<http://www.cf.ac.uk/insrv/libraries/visiting/walkinaccess/welcome.html>

4.6 Loughborough University

Staff involvement: a small group of library staff (the Customer Services Manager, Support Services Manager, the Head of Academic Services and the Systems Team Manager) implemented the walk-in user scheme at the Library – each looking at the aspects within their remit e.g. the Customer Services Manager is in charge of the desks and so looked at the procedural elements of the scheme.

Hardware: any of the networked lab PCs within the Library building. Whilst theoretically, it is possible to use their own laptop, this is something we inform walk-in users is not possible as library staff are there to support our equipment, not that of external users.

Location: the walk-in user scheme provides access to any of the networked lab PCs within the Library building.

Security/granularity of access to content: not identified.

Identity management:

Who: anyone who comes into the building can make use of the walk-in user scheme providing they accept the provisions stated in the walk-in user scheme application form:

- that they are 18 years old (or above)
- that they agree to abide by the University's acceptable use policy
- that they are aware that any print credits paid for are un-refundable if not used
- that the password expires at midnight on the day of issue.

³ <http://www.cf.ac.uk/insrv/aboutus/regulations/index.html>

⁴ http://www.smartcardfocus.com/shop/ilp/id~295/Sun_Ray_Card/p/index.shtml

They also need to provide some form of official photo ID to confirm their identity e.g. passport, driver's licence or staff/student ID card and fill out their name and address details on the form. The only people we would not provide access to are those who are under 18 (although, on our website, we confirm the right to remove the service at any time).

How: The Customer Services Team allocates an active directory password to the walk-in user for one of these accounts, but is not linked to our Athens password generator and so will give access to the University's internet, printing and Microsoft Office applications but not allow them to access resources protected by Athens authentication. At midnight each day any accounts that have been used have their AD password automatically set to a random string of characters.

Loughborough University Information for visitors includes details of how to access e-resources: <http://www.lboro.ac.uk/services/library/for/visitors/>

4.7 University of the West of England

Staff involvement: colleagues from the Library IT team and the University's ITS team were heavily involved in the implementation of walk-in access.

Hardware: we have a supervised dual-use PC which can switch between walk-in use mode and networked student mode. This means that the PC is not out-of-bounds to our own students when it is not being used by walk-in users. A single network account has been created at each of the campuses where walk-in access is permitted.

Location: two of our five campuses have these supervised stand-alone PCs.

Security/granularity of access to content: walk-in users must come to the help desk to complete an Acceptable Use Policy form and be given the network log in details. The password to this account is changed between users. This prevents the walk-in user from using the network account details to access resources from outside library premises.

In terms of managing access to permitted resources, our Library IT and ITS teams have developed a user profile for the accounts which puts them into a 'kiosk' mode i.e. no access to other applications and resources not covered by the licences agreement.

Identity management:

Who: all members of the public aged 18 and over are allowed to use our online resources under this service. 16 and 17 year olds are permitted if they are affiliated with an educational institution – applications from such individuals need to be countersigned by a parent or teacher.

Use by alumni and commercial interests is not permitted. Access to Microsoft Office

(e.g. Word, Excel) is not permitted due to their licences.

How: users are required to complete an application form and sign our Acceptable Use Policy which was designed to ensure the obligations of the resource licence agreements are met, as well as ensure that users are aware of what is expected of them and to manage expectations of what the service can offer.

University of the West of England Guest Access to databases:

<http://www1.uwe.ac.uk/library/visitingthelibrary/notbasedatuwe/membersofthepublic/guestaccesstodatabases.aspx>

4.8. University of Strathclyde

Staff involvement: a range of IT staff were involved in setting up WIU: the Head of Infrastructure, the University Network Manager, and three Infrastructure Analysts/Developers.

Hardware: we offer a supervised stand-alone WIU networked PC with degraded functionality (no word processing or any other software other than a browser and PDF reader); the WIU accounts only work at this PC's IP address, nowhere else.

Location: information not provided.

Security/granularity of access to content: we limit access to permitted locations specified by the licence by limiting the WIU account to work only at the IP address of the one work WIU station, which limits the 'geographical' use of the account. We delete the WIU account when the WIU session is finished (i.e. when the user leaves the work station). The WIU account is limited to four hours so even if not manually deleted, the account self-deletes very quickly.

The Shibboleth identity management system is used to manage access for walk-in users as it manages access to the specific selected resources. Walk-in users are given institutional accounts which map on to the 'affiliate' value in the eduperson scoped affiliation (EDPSA) attribute.

It is best to check this locally to see how this works, but in the majority (though not all) of cases an institutional account with an 'affiliate' attribute value is blocked by the external provider's Shibboleth system when walk-in use is not allowed in the licence. The affiliate attribute value in Shibboleth exists to manage 'peripheral' entitlements to network access, so it is an obvious way to manage 'peripheral' walk-in users.

Identity management:

Who: the University of Strathclyde offers access to electronic services strictly within physical premises of the library building as an optional facility for certain categories of library members:

- University of Strathclyde and Jordanhill graduates (alumni)
- graduates of UK universities who pay a membership fee
- SCONUL card holders (SCONUL academic staff, SCONUL research and taught

postgraduates, SCONUL part-time students, and SCONUL distance learning and placement students)

- University of Glasgow postgraduates and academic staff and Members of University Court
- life-long learning students on credit-bearing courses
- members of the Royal Scottish Geographical Society or Scottish Mountaineering Club.

With the exception of the alumni, in order to acquire walk-in user access, all users must already have, or be eligible to, and willing to take out one of the above categories of membership. However, alumni who wish to have walk-in access, but do not wish to take out full membership as graduate members, are eligible for a short-term visitor's pass with walk-in access. No other holders of a visitor's pass are eligible for walk-in access.

How: to register someone for walk-in access, library staff must check that the requester qualifies for an appropriate category of library membership, in which case they then can register for a walk-in user institutional account (username and password) by using the IT service network membership database (library staff have access to this for this specific purpose).

University of Strathclyde walk-in user access to electronic services:
<http://www.strath.ac.uk/library/usingthelibrary/libraryusers/wiuaccess/>

4.9 Trinity College Dublin

Staff involvement: information not provided.

Hardware: once in the Reading Rooms, a limited set of PC workstations are available for visiting readers, from which they can access e-resources. These visiting reader workstations are “permanently” connected to the network using a general library login and password, kept private to library staff. The login and password only work on the visiting reader workstations.

Logging on to the College network from all other locations in College requires a College username and network login password and registered members of College, (i.e. staff and students) use separate library workstations which require these College usernames and network login passwords.

Location: a limited set of PC workstations in the Reading Rooms.

Security/granularity of access to content: for visiting readers using their own equipment, Eduroam is available – where the readers connect using their home institution credentials – such connections do not give access to TCD's e-resource subscriptions.

The Library has no control over network access – this is controlled centrally by our Information Systems Services [Computer Centre] – and is maintained by way

of an Active Directory server, that holds the credentials of Trinity's community and for a very limited number of other authorised usernames such as those used for the Library's visiting readers on specified workstations. The Library is seeking the facility to populate a second Active Director-type server from its LMS records, and hopes to implement this in the coming 12 months.

Logs are maintained by Information Systems Services of all activity on all College workstations and they are accessed in the case of technical or other incidents.

Identity management:

Who: we provide walk-in access to e-resources to those groups of readers to whom we grant physical access to the Library Reading Rooms, i.e. visiting readers. Visiting readers are admitted to use the Library's collections (without borrowing rights) for study and research, provided they belong to one of the categories below or can demonstrate that the Library is a library of "last resort" for their material.

Visiting Reader Categories:

- Trinity College Dublin graduates
- staff and postgraduates from ALCID member libraries (Academic Libraries Co-operating In Ireland)
- staff and postgraduates from other universities (both local and international)
- undergraduates from other universities (during vacation time).

How: all visiting readers must register with TCD, with the following details collected: name; local and permanent address; email; Institutional affiliation; Purpose of visit and, for Trinity Graduates, their year of graduation.

For short visits (less than a week), readers are issued with a simple paper laissez-passer bearing the visitor's name and signature. All other visiting readers are registered in the Library Management System and issued with a plastic ID-type card printed with a unique barcode number that (with a password) allows requesting of closed access books through the online catalogue. It is planned that from September 2012, *all* visiting readers will be registered in the LMS and issued with an ID card.

Trinity College Dublin Computing information for Visiting Readers:
<http://www.tcd.ie/Library/using-library/computing.php>

Additional sources of information on walk-in access

Fair share: challenges and opportunities for shared access: report of the SCONUL Task and Finish Group on Access Issues. SCONUL, April 2012

JANET Acceptable Use Policy: <https://community.ja.net/library/acceptable-use-policy>

JANET Fact Sheet 73:

<https://community.ja.net/library/janet-policies/guest-and-public-network-access>

Jisc Collections' Knowledge Base+ : <http://www.kbplus.ac.uk/kbplus/>

Jisc Collections' Model Licence: <http://www.Jisc-collections.ac.uk/Help-and-information/How-Model-Licences-work/>

Jisc's Electronic Licence Comparison and Analysis Tool, Elcat:

<http://www.Jisc-elcat.com>

SCURL Walk-In Access Project Report 2012: <http://scurl.ac.uk/wp-content/uploads/2013/02/SCURLWalkInAccessFinalReport4website.pdf>

South Western Regional Library Service (SWRLS) project on walk-in access:

http://www.swrls.org.uk/Online_Resources/Walk-in-Access_for_Electronic_Resources

A presentation on their findings is also available here: Click on the UWE - Walk in Access to E-Resources link

http://www.swrls.org.uk/SWRLS_Activities/SWRLS_Grant_Scheme

Walk-in access information on library websites

Aberdeen Walk-in Users Service: <http://www.abdn.ac.uk/library/facilities/computer/walkin-users-service/>

Bath Information for Visitors: <http://www.bath.ac.uk/library/users/visitors.html>

Birkbeck User information for Visitors:
<http://www.bbk.ac.uk/lib/about/userinfo/visitors>

Cardiff Metropolitan University Registration documentation:
<http://www3.uwic.ac.uk/english/lis/join/walkin/pages/home.aspx>

Cardiff University Walk-in Access to Electronic Resources:
<http://www.cf.ac.uk/insrv/libraries/visiting/walkinaccess/welcome.html>

Loughborough University Information for visitors includes details of how to access e-resources: <http://www.lboro.ac.uk/services/library/for/visitors/>

University of the West of England Guest Access to databases:
<http://www1.uwe.ac.uk/library/visitingthelibrary/notbasedatuwe/membersofthepublic/guestaccesstodatabases.aspx>

University of Strathclyde Walk in User Access to Electronic Services:
<http://www.strath.ac.uk/library/usingthelibrary/libraryusers/wiuaccess/>

Other universities offering walk-in access include:

University of Exeter Eligibility:
<http://as.exeter.ac.uk/library/resources/e-resources/eligibility/>

University College Falmouth Walk-In Users: <http://library.falmouth.ac.uk/651/using-the-library/information-for/walkin-users/article.asp>

University of Glasgow Member and visitor access:
<http://www.gla.ac.uk/services/library/howtofindinformation/accessinge-resources/accessingejournalsebooksanddatabases/>

Plymouth University Further Information, Public Access and School visits:
<http://www1.plymouth.ac.uk/library/Pages/Further-information-.aspx>