SCURL WALK-IN ACCESS PROJECT
Report

**Supporting resource sharing initiatives through the provision
of walk-in access (WIA) to e-resources subscribed to by HE libraries**

Contents

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1   INTRODUCTION

The Scottish Confederation of University and Research Libraries (SCURL) is the principal association of research libraries in Scotland working collaboratively and cross-sectorally.

In the SCURL Strategy and Plan 2012-2014[1], Strategic Priority 2 is to Maximise Access to Physical and Digital Collections. *Our priority will be to seek to eliminate barriers to access to Scotland's research collections, including those to online access to resources. We will develop toolkits which demonstrate best practice and actively encourage libraries to use these.*

The Scottish Confederation of University and Research Libraries received a financial award from the Scottish Library and Information Council (SLIC) Innovation and Development Fund to investigate technical and operational solutions to enable Higher Education institutions (HEIs) to make available to external users those electronic resources for which "walk-in" licences are in place in HE libraries in Scotland. The aim of the walk-in access project is to enhance and increase collaboration between partners, cross-sectorally, and noting the increased provision on content obtained through the Scottish Higher Education Digital Library (SHEDL).

A Task and Finish Group was appointed in January 2011, with the aim of creating a toolkit to support institutions in enabling wider use of e-resources by users who may not currently have access. In addition to the toolkit, a survey of 24 SCURL libraries was conducted in February/March 2012 to establish the current walk-in access provision in Scottish HEIs and this environmental scan, together with background information on licensing and technical solutions in operation, forms the basis of this report.

HE libraries have traditionally enabled access to their print collections by members of other HE and Further Education institutions, to Alumni, as well as to members of the public. Many resources are now moving to e-only publication and an accompanying **Best Practice Toolkit** will give Librarians and IT colleagues guidance on the most appropriate IT solutions to enhance legitimate WIA to their electronic resources for anyone who enters the library building.

There are two comparative projects currently taking place within the HE library sector in the UK and the report will make reference to their initial findings.

The Society of College, National and University Libraries' (SCONUL) Task and Finish Group on Access Issues is continuing the work of WATER (Walk-In Access to E-Resources) Project and has completed an online survey of 70 SCONUL Directors to assess the level of walk-in access provided by HE libraries and identify barriers. The group will also make recommendations on how wider access can be facilitated and follow-up questionnaires have been sent to some libraries to form the basis of case studies.

Wales Higher Education Libraries Forum (WHELF) started its project Walk-In Access to Library Resources in Universities (WALRUS) in April 2012, with a pilot access solution, toolkit and marketing materials available by January 2013.

The major previous piece of work in this area was the HAERVI: HE Access to e-Resources in Visited Institutions Best Practice Guide published in 2007[2]. Its recommendations will form the basis of the analysis of current provision within SCURL libraries.

[1]   http://scurl.ac.uk/documents/SCURLBusinessPlan2012-2014FINALMarch2012.pdf
[1]   HAERVI: HE Access to e-Resources in Visited Institutions. UCISA, 2007.

2. WHY OFFER WALK-IN ACCESS?

"The growth trajectory of online availability has been steady since 2003. There is still some difference between the disciplines, with 96.1% of STM [Science Technology and Medicine] and 86.5% of arts, humanities and social science titles accessible online"[3]

As libraries increasingly move their collections to e-formats, with their associated licence restrictions, groups of users find they are now disadvantaged by this growing shift to electronic only provision and they are unable to access content they could previously consult in hard copy. Walk-in access, where permissible, helps in some way to redress that balance.

Of the 24 libraries surveyed, 10 offered walk-in access (WIA) services, with another 4 working towards this provision and a further 3 keen to do at some point in the future.

There are a number of drivers which are moving libraries in general towards this service, some of which were referred to directly in the responses.

2.1 Political Drivers

The Scottish Government's shared services agenda promote the outcomes of a better educated and skilled population.[4] The Scottish Universities are renowned for research and innovation and, through the collaboration of research pooling, and through a knowledgeable and skilled workforce, will serve to enhance, support and sustain growth in the Scottish economy. The HEI's aim to provide best value for money for the content they procured trom Scottish public funding. Walk In Access will serve as an example to promote best use of the content which will be available to a larger percentage of the population.

The Scottish Government, and supported by the Scottish Funding Council, endeavours to widen participation in education with articulation from FE to HE giving access to knowledge, training, learning and research and supported by the ability to access electronic content through Walk In Access.

The Working Group on Expanding Access to Published Research Findings chaired by Dame Janet Finch published its report5 in June 2012. One of the key actions identified for licensing was "continue to work with representatives of public libraries to implement the proposal to provide walk-in access to the majority of journals in public libraries across the UK, and to ensure that the initiative has the maximum impact".

2.2 Widening Access and Engagement

Universities see this access as an opportunity to attract/raise awareness with potential students and to engage more with school pupils and the local community. Walk-in access provision identifies the institution as engaged with widening participation.

Queen Margaret University has a commitment to work with the local community and walk-in access was seen as a way of improving their access to information and meeting their information needs. At the University of Aberdeen there was demand from the public for services like JSTOR and the service did fit in with objectives to widen access and participation. While at Abertay University *"WIA is not a specific aim, but does fit in with the University's ethos of providing wider access"*.

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[3]   Scholarly Publishing Practice 3 (2008) Press Release. Association of Learned and Professional Society Publishers.
      http://www.alpsp.org/Ebusiness/ProductCatalog/Product.aspx?ID=44
[4]   http://www.scotland.gov.uk/Topics/Government/PublicServiceReform/efficientgovernment/SharedServices/
      Guidanceframework2010#top
[5]   Accessibility, sustainability, excellence: how to expand access to research publications. June 2012.
      http://www.researchinfonet.org/wp-content/uploads/2012/06/Finch-Group-report-FINAL-VERSION.pdf

The National Museums Scotland Library wishes to increase usage from the general public, particularly researchers – to do this it has to offer as wide a range of resources as possible and this includes access to e-resources (within licensing restrictions). At the National Library of Scotland part of the library's remit is "to provide wider access to our collections to the public. As such any visitor can register to join the library and access our licensed resources on site via our main reading room".

2.3   Extending services to existing external users

There are increasing internal university expectations to deliver services to a wider range of users, such as alumni and demand from existing "external users" has been a factor in offering the service.

For the University of Strathclyde the introduction of the service was "*in particular due to demand from Alumni*", both at the service desk on a casual basis but also at "*formal Alumni events arranged at various points in the year and the demand had been energetically voiced during these events to the University Librarian*".

For the University of Edinburgh it was an opportunity "*to enhance access to niche resources for researchers in Special Collections*".

At the University of Dundee there was a consciousness that members of the public (including legal and medical professionals) were getting less information than before and the service should be offered as a resource to the public wherever possible.

The University of Glasgow provide a WIA service "*To satisfy demand for electronic resource access, from our external users – e.g. subscription members and visitors*" but feel "*we do need to deal with our Walk-in access in a better fashion. It needs to be done as part of a bigger access challenge which includes access to e-resources for our non-staff and student users who, as members of the library, should be entitled to access resources*".

At Abertay University they don't currently offer WIA but "*we are aware that the number of externals using the library has dropped and we think that may well be because we have less to offer them as we increase our reliance on e-resources*".

2.4   Collaboration

University libraries have a tradition of collaboration and reciprocal access arrangements and this has been affected by the increasing move towards e-provision.

Research pooling is well established in Scotland with pools for many disciplines such as chemistry, physics, environment, life sciences, and economics. In 2007, the research base in Scotland had 9% of UK population but with 12% research funding. Research pooling offers better opportunities for spin out companies. An aim of the Scottish Universities Physics Alliance is to place Scotland at the forefront of research in Scotland with partners of Edinburgh, Glasgow, Heriot Watt, St Andrews, Strathclyde and the University of West of Scotland.[6]

However, "researchers in the same pool have differential access to the literature if they are in different universities, something that may bring problems"[7].

At Glasgow Caledonian University "*there is also an element of wanting to keep abreast with developments. Although the other local HEIs do not currently offer WIA, we would not want to be left behind if they do, as it could put unfair pressure on our existing reciprocal borrowing agreements*".

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[6]   Cannell, Sheila. Research Pools in Scotland. http://scurl.ac.uk/presentations/scurlresearchpoolsinscotland.pdf
[7]   Swan, Alma. Research report 4: Information access for members of research pools in Scotland. Research Information Network/SCURL, December 2009. p3

The University of Aberdeen Library

2.5   Increasing emphasis on electronic provision

In some cases libraries have responded that WIA is a service that they provide because it is the "right thing to do", particularly as the emphasis for library collections moves towards electronic provision.

The University of Edinburgh aimed *"To try to provide equitable service to Library users and researchers who are not staff or students of the University, but who require access to material for private research and study… There are a number of groups of users now disadvantaged by the growing shift to electronic only provision and this helps to balance that, where it is possible".*

"…in the same way that users can walk-in to a library to consult print material for reference without a library card this type of access should also apply (where licenses allow) to electronic resources. Our service aims to meet an information need – the format of the resource [is] secondary" - Stirling Council Libraries and Archives

"…it is a generally positive service enhancement to offer all round" – University of Strathclyde. While at the University of Aberdeen, walk-in access was *"particularly relevant when more resources were becoming e-only or having their print components stored off site".*

The University of St Andrews does *"get quite a lot of demand – especially from independent researchers, of which there are many in St Andrews. Also, as the only major library in a small town in which many retired or otherwise associated scholars live, we try to operate a policy of providing access to externals, and many of them use the Library for reference, which they can do at no charge. Since there are resources which we know they could be using in electronic form, it offends our service ethos that we can't currently provide access to them".*

2.6   UK Comparisons

Similar findings are to be seen when comparing the SCURL survey with other similar surveys recently carried out. The most common drivers in the SCONUL survey were: service to the wider community; an increasing dependency on e-resources; wider uptake of walk-in access benefits everybody; demand from external users and alumni needed access. Although only one library in the WHELF survey was providing a WIA service, two others did think it was a service they would like to offer.

3.   LICENCES

Unlike their print counterparts, e-resources are not owned outright by the subscribing library; instead they are normally issued with a license to access the content for educational purposes. Licences will outline the usage which the institution can make of the resource and stipulate who can use the content and in which circumstances.

3.1   Definition of a Walk-in User

Some licences may restrict access to content to the institution's members or walk-in access may not be documented in the licence at all. For those that do provide this option, the details of the licence agreement can vary considerably in respect of the clauses relating to walk-in access.

The most common definition is one that that which restricts use to the physical premises of the licensee. It can be found in the latest National Electronic Site Licensing initiative (NESLi2) and Joint Information Systems Committee (JISC) model licences. The NESLi2 licence for 2012 states: "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"[8].

The Guide to the JISC Model Licence also adds the following recommendation under "What is a walk in user?": *It is up to you to decide if you wish to provide walk in access, but please remember that they must comply with the terms and conditions in exactly the same way as all your other users"*[9].

JISC have also created two optional additional model licences to extend access for potential user groups that are not currently provided for in the definition of authorised users to content for educational and commercial use for an extra fee[10].

The Additional Authorised Users Licence Agreement for Educational Purposes extends the definition of authorised users to groups of users studying and teaching in partner organisations but not enrolled in the main UK institution. The Additional Authorised Users Licence Agreement for Commercial Purposes provides the framework for institutions to pay for an upgrade to allow access for small and medium size enterprises (SMEs), funded or affiliated to an institution for the purpose of commercial research and development.

Additional authorised users in this case "means individuals who are affiliated to a Partner Organisation as a member of staff or as a contractor and who are authorised by the Institution to access the Institution's information services whether on-site or off site via Secure Authentication".

In defining authorised users who can access the Licensee's information services via Secure Access, the Chest Licence states "Walk-in users which means any person while they are on the premises of the Licensee who use the Licensed Material for private study or personal interest only" as distinct from **"**Alumni members which means a Walk-in user who is a member of the Licensee's formal alumni association. If shown on the Order, Alumni members are only Authorised Users if the Licensee has purchased the Option for Extended Educational Purposes"[11].

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[8]   Model NESLi2 Licence for 2012 (JOOS) final
[9]   Guide to the Model Licence. JISC Collections
       http://www.jisc-collections.ac.uk/Help-and-information/How-Model-Licences-work/Guide-to-Model-Licence/#walkin
[10]   http://www.jisc-collections.ac.uk/Help-and-information/Guide-for-Library-staff/Additional- Authorised-Users/
[11]   Terms and Conditions for Chest Licence for Online Resources v3.0 June 2011
       http://www.eduserv.org.uk/lns/agreements/online-resources-licence/standard-licence-post-march-2011

Some older versions of the JISC / Nesli2 Model Licence restrict use specifically to Library Premises, rather than the premises of the Licensee.

A small number of licences add additional conditions to the definition of walk-in user as well as being 'on site':

- they must hold a **valid library card**
- they must be a **library patron**
- from **terminals physically located in library**
- Walk-in users to the **library site** are entitled to full access of the journal

In all cases physical presence on site (library or institution) is required. The model licences do allow for the option to provide walk-in access via a wireless network rather than from terminals as long as the user can authenticate securely. This would also apply if they accessed the wireless network on their own equipment, again provided they have to authenticate securely. However, it would be necessary to ensure that when they leave the premises further access could not be obtained in any way. JISC were consulted on how closely any wireless network would need to map onto the physical premises, to see if there would be some tolerance for wireless networks that don't stop right at the door. This was not so clear cut - obviously it is difficult to confine a wireless network as such, but JISC would expect best efforts to be made in this respect.

HAERVI recommended that "Individual institutions should ask for the same walk-in conditions when negotiating contracts directly with publishers and aggregators"[12].

3.2   Interpreting licences

Given the lack of consistency it is understandable that of the 15 SCURL libraries which did not currently offer a WIA service, 10 (59%) cited licences and their interpretation as a barrier to offering the service. Two of the seven libraries offering WIA, also listed this area as a major challenge in offering the service.

Understanding licensing conditions has also been identified as a key issue for potential future activities by the SCURL Legal Issues group at their inaugural meeting in April 2012, with a possible project to do some work on this collectively.

There have however been a number of developments designed to make interpretation easier. The JISC Model Licences (JML) have been drafted by JISC "*to include all of the terms and conditions that an educational institution and its users need in order to make sure that they can get the most out of the online resources they subscribe to. Generally this means that it will be more favourable than any standard commercial licence*"[13].

Model licences are in operation for e-journals (NESLI2), databases, e-books and moving image and sound. These form the starting point of negotiations between JISC Collections and publishers, but licence clauses can contain amendments, so the JISC Collections Guide to the Model Licence recommends that *it is the responsibility of each institution to check the precise wording of the terms and conditions of each licence.*

The Eduserv standard licence post March 2011[14] defines walk-in users as: "***Walk-in users*** *which means any person while they are on the premises of the Licensee who use the Licensed Material for private study or personal interest only*".

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[12]   HAERVI: HE Access to e-Resources in Visited Institutions. UCISA, 2007. Recommendation 3, p8
        Guide to the JISC Model Licence. JISC Collections
[13]   http://www.jisc-collections.ac.uk/Help-and-information/How-Model-Licences-work/Guide-to-Model-Licence/#responsibilities
[14]   http://www.eduserv.org.uk/lns/agreements/online-resources-licence/standard-licence-post-march-2011#definitions

Model licences from JISC and Eduserv Chest have helped to clarify the situation regarding walk-in access users. The HAERVI project estimated that between 50% to 70% of resources licensed by HE institutions are covered by this type of licence[15].

The HAERVI Best Practice Guide listed the walk-in usage permissions for JISC Collections, NESLi2 and Eduserv Chest agreements as at 7 September 2007[16], but that work had not been maintained centrally until the recent work with elcat and Knowledge Base + (see sections 3.3 and 3.4). In recognition of this shortfall HAERVI recommended that "libraries should maintain a corresponding list of walk-in access conditions for licences negotiated directly by them with publishers or aggregators"[17]. It is still incumbent on individual libraries to maintain their own lists of walk-in access enabled resources, leading to duplication amongst institutions. This was certainly the case in SCURL libraries, with licensing information held in hard copy, on databases or spreadsheets, or on a Electronic Resource Management (ERM) system (e.g Millenium at the University of Glasgow).

In some cases the library does not actually have a copy of the licence agreement to refer to in the first place, so it has to seek assistance from subscription agents. Both Queen Margaret University (QMU) and National Museums Scotland (NMS) worked with SWETS in clarifying the position of walk-in access for their e-journals where it was not clear from the SWETS database of journal titles.

3.3   ELCAT

JISC Collections launched a beta version of its licence comparison tool in March 2012[18] to allow its members to view and share licence information in a standard and more consistent way. The Electronic Licence Comparison and Analysis Tool (**elcat**)[19] allows JISC Collections to create and share machine readable licensing information using the NISO standard ONIX-PL developed by EDItEUR. 80 licence expressions are currently on elcat, with more being added over the 10 month beta testing phase. These include NESLI2 licences; JISC Model Licences and JISC e-agreements; major database agreements e.g. World of Science and Oxford University Press; and previous versions of licences/archive agreements.

With elcat is possible to locate and compare licence definitions and terms in a straightforward way (e.g. Authorized User – Walk-in User) and JISC Collections Licence Managers are also annotating licences, adding any variations from the Model Licence, for example External Librarians WIA users separately listed from "Authorised users". Potential requirements already identified for the pilot are to improve discovery by adding a search facility; draw out key terms like Walk-In; and add non-JISC Collections licences.

This image was created by the Digital Imaging Unit, Centre for Research Collections, Edinburgh University Library and is © The University of Edinburgh

Edinburgh University Library

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[15]   HAERVI: HE Access to e-Resources in Visited Institutions. UCISA, 2007. p5
[16]   HAERVI: HE Access to e-Resources in Visited Institutions. UCISA, 2007. Appendix 3 pp31-34
[17]   HAERVI: HE Access to e-Resources in Visited Institutions. UCISA, 2007 p25
[18]   https://www.jisc-collections.ac.uk/News/elcat_launch/
[19]   www.jisc-elcat.com

3.4   Knowledge Base +

JISC Collections are also involved in a project to create a shared services knowledge base for UK academic libraries of accurate and up-to-date resource management information to support the management of e-resources.[20]

This project will build on the work of the SCONUL ERM Requirements Project[21] in identifying the e-resource requirements of UK academic institutions. This project produced a series of Use Case Documentation including one on managing conditions of access.[22]

Building on the generic benefits available from above campus services, this shared service would aim to benefit UK teaching, learning and research by
• Removing the barriers faced by institutions in maintaining the necessary records of the licensing and usage of subscribed scholarly resources
• Maximising the opportunities arising from shared licensing processes and data, whilst enabling institutions to develop local intelligence and service enhancements[23]

Phase 1 of the Knowledge Base + project will run until August 2012 and one deliverable during this period is licence management information including machine readable licences for NESLi2, major JISC Collections and major non-JISC Collections agreements. Facilities are in place for libraries to add records of their institutional licences and entitlements and compare key licence terms.[24] Knowledge Base + will include walk-in access information in the licensing module which will be launched in August 2012. Additional funding has been secured for extending this project beyond August 2012.

3.5   SHEDL Licences

Licences for the Scottish Higher Education Digital Library (SHEDL) resources are being entered into Knowledge Base + in the current phase of work in May/June 2012 and should be available to members of the SHEDL consortium thereafter. The current licences for resources under the SHEDL agreement offer the following walk-in user conditions:

Resource Name	WIU permitted	WIU within institution	WIU Library premises only
American Chemical Society Web Editions	✓	✓	
Berg	✓	✓	
Cambridge University Press Journals	✓	✓	
Oxford University Press (Oxford Journals)	✓	✓	
Springer	✓	✓	
Edinburgh University Press	✓	✓	
Project MUSE	✓	✓	

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[20]   http://www.jisc-collections.ac.uk/KnowledgeBasePlus/

[21]   http://sconulerm.jiscinvolve.org/wp/

[22]   SCONUL ERM Use Case – Managing conditions of access http://sconulerm.jiscinvolve.org/wp/files/2011/05/110111-ERM-Use-Case-Wolverhampton-v1.0.pdf

[23]   Knowledge Base Plus – a shared service for subscription resources Business Solution Documentation May 2011 Authored by David Kay & Owen Stephens on behalf of the SCONUL Shared Services Steering Group p 9
http://sconulerm.jiscinvolve.org/wp/files/2011/06/110531-SCONUL-ERM-SS-Bus-Solution-FINAL.pdf

[24]   Earney, Liam. KB+ at launch and the first year. https://wiki.jisc.ac.uk/pages/viewpage.action?pageId=14063915

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CURRENT PRACTICE IN SCURL LIBRARIES

In February/March 2012, a survey of SCURL libraries was conducted to gauge the current implementation of walk-in services. Of the 24 libraries that responded, 14 libraries did not offer a WIA service (although 4 were working towards this provision), of the remaining 10 there was a great deal of variation in the delivery, access restrictions and the scale of the service. There was no evidence of this service being currently offered in FE libraries (including those which were joint FE and public libraries – FE e-resources required an institutional login for access).

Although the University of Dundee has been offering walk-in access for over 6 years, for the majority of the libraries it is a fairly new service and most have only been offering access for walk-in users during the past 18 months.

4.　　BARRIERS AND CHALLENGES

The 24 libraries surveyed identified a number of barriers that had prevented them from offering a walk-in access service and the challenges that libraries offering the service had encountered. The major areas of concern were technical and licensing, but there were issues regarding security, demand, cost and available resources which have meant that libraries offering the service have done so on a limited scale.

Category	Description	Barriers	Challenges
Technical	Access/Acceptable use	12	8
Licensing	Educational use/permissions	10	5
Technical	Resource	3	
Resources	Staffing	3	2
Demand	Insufficient demand	3	1
Technical	External access/mobile devices	2	
Technical	Expertise	2	1
Resources	Cost	1	
Resources	Priorities	1	1
Security	Supervision	1	
Technical	Printing and downloading		1

Technical and licensing issues were also seen as key barriers/challenges in the SCONUL survey, plus two other factors which were not raised by SCURL members: the lack of workstation capacity and competition between institutions. Staffing resources was the most cited factor in the WHELF survey, followed closely by technical aspects (hardware, software and advice/support).

5.　　REGISTRATION

In most cases walk-in users (WIUs) were required to register with the library to use their walk-in access service. Queen Margaret University and the University of Dundee did not require walk-in users to complete a registration form before accessing resources, requesting instead that they were issued with a visitor pass to access the library (although Dundee did have local variations on access controls in place at sites). Stirling Council Libraries did not require WIUs to register but they did have to produce proof of ID.

In cases where WIA was restricted to existing categories of external members, they were required to complete the registration form for that category, which then permitted them access in line with the length of their membership entitlement. At the University of Strathclyde an additional signed declaration of use form was required for the optional add-on of walk in access to e-resources, which was used to generate an IT account. Both the University of Aberdeen and the University of Glasgow had specific registration forms just for WIUs, with Glasgow requiring WIUs to register for each session to capture information about the resources being accessed and also to log the start and finish times of each session.

5.1　　Proof of Identity

Most libraries asked for some form of visitor identity both photographic ID and proof of address, although three did not make this a requirement. Photographic ID accepted by libraries included passport, driving licence, travel pass, or work pass. For proof of address libraries suggested a recent utility bill. Two libraries would also accept proof of name (e.g. a bank card) together with photo ID.

Glasgow School of Art Library

Depending on the category of user other forms of ID were accepted: student or staff card from their home institution; school ID for senior pupils; library membership card (for Alumni). Libraries that listed SCONUL Access Cards as one of the forms of identification, will also accept SCURL Research Extra Cards as proof of ID.

5.2   Data Retention

Registration forms were retained under the terms of the Data Protection Act 1998 in that personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes. WIA registration forms were normally retained for the same period as any other similar forms and then disposed of securely. There is no clear consensus within libraries regarding how long these are retained, with some holding registration forms for as long as 5 – 6 years. As most libraries have only recently offered a WIA service, they have normally held the forms since the service began.

Where session logs are kept, there is additional guidance in JANET's technical guide on logfiles[25] which suggests up to six months in case of a breach. The National Museums Scotland requires walk-in users to register every 30 days and retains registration forms for six months in line with JANET guidelines. However data retention will depend on the length of time their registration is valid, so the institution may decide to retain logs for longer and at the University of Strathclyde the session logs for WIUs are kept for one year.

5.3   Terms and Conditions

All libraries made their WIUs aware of their terms and conditions for using IT facilities at point of registration, or in the case of Queen Margaret University, at the point of access. In most cases these were general and applied to all categories of user, but QMU and the University of Aberdeen did have its own set of terms and conditions specifically for walk-in access.

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25   Cormack, Andrew. Logfiles. JNT Association, 2010. p8
       http://www.ja.net/documents/publications/technical-guides/logfiles.pdf

6   TECHNICAL SOLUTIONS

The HAERVI Best Practice Guide recommended that HE institutions wishing to improve and streamline the service they offer to HE visitors should seriously consider using Eduroam and Shibboleth, but this has still not been widely adopted across the academic library sector. However it is a strategic priority of the SCURL Plan 2012-2014 (2.2. Seamless Wireless Access).[26]

There a number of different delivery models for WIA across the SCURL libraries, with no single method having priority. The models adopted fall into three categories:

• IP anonymous authentication (incorporating kiosks or locked-down PCs)
• IP authentication with managed access
• Authenticated access using Shibboleth

IP authentication is the most favoured way of providing walk-in access for SCURL libraries, (sometimes in conjunction with some form of managed access) with only one SCURL library currently using Shibboleth to authenticate access to e-resources. Similar findings were reported by SCONUL in their survey, with very few libraries opting for Shibboleth authentication, most preferring dedicated kiosks or IP authentication.

6.1   JANET Network Access

SCURL HE and research libraries on the JANET network have the capability to allow individuals visiting the organisation onto their institutional network, for "purposes associated with the organisation's publicly-funded remit" as outlined in JANET Factsheet 73 Guest and Public Network Access[27]. These "guest" users include "*individuals not formally associated with the organisation but to whom services are being provided under the organisation's remit, such as access to its library*". External library patrons using e-resources for educational use will therefore be considered guest users, whereas general internet access in say a café or area open to the public is considered public access and will require a separate public network from another internet service provider (ISP) to be set up.

How this is achieved and the level of access given to guest users is up to the institution itself, but it has to establish authentication and authorisation systems to ensure that walk-in users can only access the facilities and resources intended for them. JANET suggests "*a facility for creating temporary local accounts may be required.*"

6.2   IP Anonymous Authentication

As this method provides access to resources using a kiosk or locked-down PC, using IP authentication only, it requires no authentication of the user. However the HAERVI Best Practice Guide had recognized that there is a risk that "*institutions relying on IP authentication for visitor access to e-resources are inadvertently making it possible for those visitors to access unintended content. Consequently they should satisfy themselves that this is not the case*"[28] , so excluded e-resources must require an additional login.

Three institutions had this type of system in operation. The University of Edinburgh had dedicated PCs at most of their library sites (13 in total) which provide access to a limited set of resources, based on the walk-in clause in the publisher's licence agreement. Resources available to walk-in access users do not include resources where there is a need to identify the user, only those resources where login is not a

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[26]   SCURL Strategy and Plan 2012-2014. p7
       http://scurl.ac.uk/documents/SCURLBusinessPlan2012-2014FINALMarch2012.pdf
[27]   http://www.ja.net/documents/publications/factsheets/073-guest-and-public-network-access.pdf
[28]   Recommendation 4. HAERVI Best Practice Guide, p25. UCISA, 2007
       http://www.ucisa.ac.uk/en/representation/past_activities/haervi.aspx

requirement. The library is still reviewing a number of issues regarding service delivery, including whether users should be registered with an individual login and whether it should provide the facility to save and print.

At the University of Dundee, WIUs do not authenticate and are restricted to the OPAC terminals and locked-down terminals (kiosks). They cannot access resources which do not permit walk-in users, as they will be prompted to login to that resource. Use of electronic resources is restricted to registered users with authentication used to determine if a user can access anything other than the OPAC. Authentication is controlled by the University's LDAP directory server, with Shibboleth IDP in place for controlling access to e-resources.

Queen Margaret University's walk-in access service runs entirely on thin client terminals. Access for walk-in users is via a separate WIA login option available on all 125 terminals within the secure area of the LRC. Policies are set for these areas. The terminals go to a specific citrix server, so the IE content management system is set to limit sites, e.g. twitter and facebook.

They have a "walled garden" set up with all access apart from to the resources identified closed down. There is no access to email, MS software or the wider internet without a supervisor password. There is a limited toolbar, rather than full screen webpages, designed to contain the user within the walk in access environment. As authentication is anonymous, it is not possible to provide printing facilities (the network printing system requires users to login at the MFD to retrieve printing. Downloading is not permitted. More information on QMU's "walled garden" can be found in the accompanying Walk-in Access Toolkit.

6.3   IP Authentication with Managed Access

This service is still based on IP authentication to a restricted set of resources, but users will be registered and then issued with a login or else the staff will log the user onto the terminal. This is the most common form of delivery for WIA services and has been adopted by five library services.

At the University of Aberdeen, logins are set up on a weekly basis and set to the library walk-in user group. Users are logged on to the terminals by Library staff, WIUs are not given login credentials. The dedicated PCs will automatically log out after one hour, but there is no limit to the number of times they can be used within this period. The main heart of the lock down controls is driven by a system called SteadyState, provided by Microsoft free of charge (*please note: this product is no longer supported by Microsoft*). This amends in-built security policies to restrict access to certain features of the Windows operating system and is applied to all the accounts that are available for the walk-in users. Access to the resources is controlled through a custom written proxy file, which has been designed to allow access to other related sites that are linked to the main sites. This is necessary to allow full functionality of the sites and grant the walk-in user access to the available PDF files. This proxy file can be amended when necessary and only requires Internet Explorer to be closed and re-opened for the changes to take effect. The time restriction feature is done primarily through in-built Windows commands and Scheduler. Scripts have been created to change these settings easily, allowing for any future changes that may need to be made.

A local user account is in place on the dedicated walk-in PC at the University of Glasgow and staff log users onto the PC. The walk-in station is attached to the University library network and provides access to IP based resources. A proxy auto-configuration PAC file is included in the browser configuration to stop users accessing local .gla.ac.uk information (e.g. staff listings), but they can access pages from .lib.gla.ac.uk including the catalogue and information about the library service. Walk-in users can also access the catalogue from any of the thin client quick search terminals, but they will be prompted for their Glasgow Unique Identifier (GUID) and password to access any e-resources.

The National Museums Scotland library uses a commercial software package (AntaMedia Hotspot) to create temporary user accounts which can only be used on the 4 library OPACs. When they first click on an external link from the OPAC, users are prompted to put in their username and password. They are presented

with a confirmation screen before being redirected to their desired website and will also receive a pop-up screen telling them the time remaining on their account. A page has been created for the OPAC listing the resources which allow walk-in access. A blacklist of two sites has been applied to the OPACs by the IT department (including Swetswise, their e-journals portal) to prevent WIUs accessing material that does not allow walk-in access via a link in the catalogue record.

At Stirling Council Libraries walk-in users can use online resources which are authenticated by IP address at any Community Library with a login generated by their PC booking system (iCAM). Those resources which require further authentication such as a library barcode and pin number cannot be accessed automatically by this type of walk-in user. To use resources which require additional login these users would often need to contact a member of staff at which point access could be arranged where this was possible within the license. This type of walk-in access is temporary and can be arranged to give access up to a month. In terms of restrictions public PCs are available for a period of up to two hours a day.

WIUs at the National Library of Scotland are supplied with a library card that allows them entry to the terminals in the reading room that provide access to their licensed collections. Access is generally controlled via IP recognition, with a small number requiring separate login details or individual registration. The library does not currently require customers to login into the library network, or to our licensed digital collections, except for off-site access.

6.4   Authenticated access

Only one library, University of Strathclyde provides authenticated access using Shibboleth to its walk-in users. WIUs are given unique personal institutional accounts (username/ passwords) which send the Affiliate value via the EDPSA (eduperson scoped affiiation) attribute. In most cases services with licences which block WIUs also block affiliates via Shibboleth. Similarly, in most cases, where licences permit WIU, the affiliate value is permitted by the Shibboleth implementation on the service provider side. There can be instances where the service permits WIU access in the licence but affiliates are blocked technically by the service provider's Shibboleth system. Although inconvenient this problem does not lead to inappropriate access, WIUs simply lose access to some services which they should be able to access. WIU affiliate accounts are tied down to the IP address of the WIU PC to prevent use of the account to access WIA services outside the Library building. A fuller account of this service can be found in the accompanying Walk-in Access Toolkit.

6.5   Facilities

There was considerable variation in the number of PCs/terminals made available to walk in access users on sites – from one single kiosk to 121 thin client terminals. Academic libraries provided between 1 and 4 PCs for WIUs, with the average being 4 per site (at the University of Dundee and National Museums Scotland these doubled as OPACs). One dedicated kiosk at the University of Glasgow Library was felt sufficient to meet the demand, as this cannot be used by other staff or students, although library staff have had to occasionally ask users to log off the dedicated PC if somebody had been waiting for a while.

In all cases the smaller numbers of PCs allocated to the service have managed to cope with the demand, but to ensure this two academic libraries have put restrictions on the session times for WIUs. The University of Strathclyde limits sessions to 4 hour slots on its dedicated PC and it is possible to book online with a link from their walk-in user page. The University of Aberdeen, with 4 PCs for WIA services has 1 hour slots – with a maximum of 3 per day (consecutive slots are not allowed unless the PC is free) - with automated logouts at the end of the session (using using in-built Windows commands and Scheduler). Scripts have been created to change these settings easily, allowing for any future changes if demand increases. Visitors to the library can book slots in advance by phone or e-mail if they wish.

At the NLS, WIUs are treated as reference users with a short-term library card and can potentially access any of the 40 PCs available. Stirling Council Libraries also treat WIUs as reference users who can use any of

Research Library
National Museums Scotland, Edinburgh

118 PCs in the Community Libraries across the service. On production of ID, they will be added to their PC booking system (iCAM Workstation Control) which will generate a login number for them and they can then have a PC session for up to 2 hours per day.

Five of the library services also permitted printing for WIA users, for a charge, two also allowed downloading, while one library service permitted downloading only. All libraries restricted access to within staffed hours.

6.7   Monitoring

Given the access restrictions for most WIA terminals the level of monitoring is determined by the risk factor the institution feels is appropriate for the service, from light touch to very robust.

Queen Margaret University have Google Analytics in place on the webpages for the service, but no other monitoring; while the University of Edinburgh doesn't monitor the sites used from the specific WIA machines but could if required. At the University of Glasgow, all traffic from the walk-in station goes through the University cache and is logged. Library staff could request the logs for a particular session from their IT department if they suspected any breaches.

For Stirling Council Libraries the monitoring process for walk-in users is identical to that used for 'full library' members. This is laid out in their Acceptable Use Policy. The relevant points are as follows: Filtering software is in operation. However parents should be aware that this is currently set at acceptable use level for adults; Monitoring of use is in operation and staff are permitted to view computer screens at any time during a session.

At the University of Strathclyde, however, the URLs accessed by WIUs are monitored by the library staff. Browser histories are retained and inspected for each WIU session. They have only had one breach in the past 6 months.

7   PROMOTION

Promotion of walk-in access has generally been low-key in the libraries offering the service.
The University of Dundee does not promote the service at all, while the University of Glasgow[29] and the
University of Edinburgh[30] both mention the service on the library web pages, referring users to the service
desks for more info, and have signage at their dedicated kiosks.

The University of Edinburgh and QMU both have welcome screens for walk-in users at their dedicated kiosks
or when walk-in access is selected at the thin client terminals respectively. Examples of both can be found
in the accompanying toolkit.

Queen Margaret University has produced a promotional leaflet for the service, which was distributed to the
local public libraries and schools. A copy can be found in the accompanying toolkit.

Websites are seen as the main promotional tool and two libraries have created pages for the service to
provide visitors to the library with detailed information. The Walk-in Users Service page[31] from University of
Aberdeen Library is a very good example of bringing together all of the information a WIU would require in
one place. The four sections outlining the service; provide information on how to register and use the
service; list the resources available to WIUs and provide the terms and conditions of use, specifically for
walk-in users.

The University of Strathclyde WIA page (*Walk-in Access to Electronic Library Services*)[32] lists the categories of
membership that are eligible to use the service; information on how to register; an online booking form for
the WIU PC; regulations and legal restrictions; and a list of the services available. As WIA is restricted to
certain categories of external user, the Library membership page also has a link to the WIA page for each
category of member that is eligible to use the service.

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29   http://www.gla.ac.uk/services/library/howtofindinformation/accessinge-resources/accessingejournalsebooksanddatabases/
30   http://www.ed.ac.uk/schools-departments/information-services/services/library-museum-gallery/using-library/accessing
      eresources/eresources-who
31   http://www.abdn.ac.uk/library/facilities/computer/walkin-users-service/
32   http://www.lib.strath.ac.uk/wiu.htm

Top right: Courtesy of UHI NAFC Marine Centre Library
Other images of Stirling University Library by John McPake,
courtesy of Development and External Affairs, University of Stirling

Appendix 1

List of Acronyms

AUL	Aberdeen University Library
AUP	Acceptable Use Policy
EDPSA	EDuPerson Scoped Affiliation
Elcat	Electronic Licence Comparison and Analysis Tool
ERM	Electronic Resource Management
EUL	Edinburgh University Library
FE	Further Education
GUL	Glasgow University Library
HAERVI	HE Access to e-Resources in Visited Institutions
HEI	Higher Education Institutions
IP	Internet Protocol/Identity Provider
ISP	Internet Service Provider
JANET	Joint Academic NETwork
JISC	Joint Information Systems Committee
LDAP	Lightweight Directory Access Protocol
MFD	Multi-functional device
NESLi2	National Electronic Site Licence Initiative
NISO	National Information Standardized Organisation
NLS	National Library of Scotland
NMS	National Museums Scotland
OUP	Oxford University Press
PAC	Proxy Auto-Configuration
PDF	Portable Document Format
QMU	Queen Margaret University
SAML	Security Assertion Markup Language
SCONUL	Society of College, National and University Libraries
SCURL	Scottish Confederation of University and Research Libraries
SHEDL	Scottish Higher Education Digital Library
SLIC	Scottish Library and Information Council
SSO	Single Sign On
STM	Science, Technology and Medicine
WALRUS	Walk-In Access to Library Resources in UniversitieS
WAYF	Where Are You From
WATER	Walk-In Access to E-Resources
WHELF	Wales Higher Education Libraries Forum
WIA	Walk-in access
WIU	Walk-in users

Appendix 2

Contributors

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*New Library,
University of Aberdeen
Photograph:
Ian Cowe Estates*

WALK-IN ACCESS TOOLKIT

Atrium, New Library,
University of Aberdeen

INTRODUCTION

The Scottish Confederation of University and Research Libraries (SCURL) received a financial award from the Scottish Library and Information Council (SLIC) Innovation and Development Fund to produce a toolkit identifying good practice guidelines for libraries (whether converged with IT or not) enabling access to a broader range of electronic resources by a wider audience. Some e-resource licences permit use by "walk-in" users, but there are challenges to facilitating this type of use and the toolkit aims to identify these challenges; how they have been overcome by SCURL institutions and identify any examples of good practice that could be adopted by other libraries. The Walk-in Access (WIA) toolkit will support institutions in enabling wider use of e-resources by users who may not have access. These users would generally be granted access to print resources but in an increasingly electronic environment access to licensed e-resources is problematic and requires managed access.

TOOLKIT STEPS

WALK-IN ACCESS

Walk-in access (WIA) services enable visitors to the library to access electronic resources where licences permit. The actual definition of a walk-in user varies within institutions, but for the purposes of this toolkit we are referring to a library user who is not a registered member of staff, current student or member of the local community (for public libraries).

Walk-in users (WIUs) are normally considered a specific category of "authorised users" within licences and are subject to the same restrictions as other authorised users (e.g. resources can only be accessed for non-commercial use). However, depending on the technical solution the institution has developed to allow WIUs access to the e-resources, there may be further restrictions on their use of the material, particularly their ability to print and/or download content.

Access to e-resources is currently being offered to WIUs (in some form) in 8 SCURL libraries while a further 7 are either developing a service or are keen to consider offering it in the future. One other public library authority surveyed also provided a WIA service.

A survey of SCURL libraries was carried out in February/March 2012 to gather data on the current level and delivery of walk-in access services and the responses have formed the basis of the toolkit. In the survey technical and licensing issues were cited as the main barriers and also the main challenges to providing a WIA service and this toolkit will provide examples of current and best practice in the sector which may give libraries some assistance in finding solutions which best fit their institutional needs.

WALK-IN ACCESS – STEPS FOR LIBRARIES

Identifying actual and potential demand for a walk-in access (WIA) service – Section 1

Identifying resources which permit walk-in access within their licence agreement – Section 2

Shibboleth – Section 3.2

IP Access – Section 3.4

Open Athens – Section 3.5

Finding the best technical solution for your library with the help of your IT Department –Section 3

Be aware of JANET restrictions, network access and user accountability issues – Section 3.3

Providing terminals/computers for your users to access e-resources – Section 4

Registering your walk in users (WIUs) – Section 5

Providing staff support to assist and monitor visitors – Section 6

Promoting your walk-in access service – Section 7

SECTION 1: WHY OFFER WALK-IN ACCESS (WIA)?

There are a number of reasons why libraries are providing walk-in access services. In some cases they may link directly to existing institutional objectives or priorities, beyond those of the library service, which may improve their chances of support in setting up the service (particularly with the IT department). The most common reasons cited by libraries were:

Widening access and engagement with the local community

Queen Margaret University has very close links with the local community in East Lothian and see WIA as one strand of their wider participation strategy. At the University of Aberdeen there was demand from the public for services like JSTOR and the service did fit in with objectives to widen access and participation. The National Museums Scotland wishes to increase usage from the general public, with the library targetting researchers at all levels and to achieve this it has to offer as wide a range of resources as possible, including access to e-resources.

Extending services to existing external users

Demand from alumni for access to e-resources, as informal enquiries at the library desk and also at formal alumni forums, was a key factor in the University of Strathclyde's decision to offer WIA. For the University of Glasgow requests for the service came from retired members of staff.

Although none of the libraries surveyed formally recorded demand from potential WIUs, they were aware of requests for this service. However as this is a service which will require the involvement from other departments, staff on the service desk should have a method of recording enquiries and complaints about accessing e-resources, as an indicator of potential demand.

Increasing emphasis on electronic provision

As a result of this change, the range and quantity of material that is now available for HE library visitors has decreased dramatically and libraries have considered WIA as a way to provide access to more material. *"There are a number of groups of users now disadvantaged by the growing shift to electronic only provision and this helps to balance that, where it is possible"*. – University of Edinburgh.

SECTION 2: IDENTIFYING E-RESOURCES WHICH PERMIT WALK-IN ACCESS WITHIN THEIR LICENCE AGREEMENT

Interpreting licences conditions and ensuring they are not breached is not a straightforward task for library staff as the details of the licence agreement can vary considerably in respect of the clauses relating to walk-in access. Some licences may restrict access to content to the institution's members or walk-in access may not be documented in the licence at all.

However there are some licences that are easily interpreted with standard definitions/permissions for authorised users (which would include walk-in users). JISC Model Licences cover e-journals, databases, e-books and moving image and sound. The NESLi2 licence for e-journals (2012) states: "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"[1].

Eduserv also has clear licence information for Chest Agreements on its website[2].

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[1] JISC Model Licence for 2012 (JOOS) final
[2] http://www.eduserv.org.uk/lns/agreements

The current licences for resources under the SHEDL agreement were negotiated by JISC Collections and offer the following walk-in user conditions:

Resource Name	WIU permitted	WIU within institution	WIU Library premises only
ACS Web Editions	✓	✓	
Berg	✓	✓	
Cambridge University Press Journals	✓	✓	
Oxford University Press (Oxford Journals)	✓	✓	
Springer	✓	✓	
Edinburgh University Press	✓	✓	
Project MUSE	✓	✓	

80 of the current JISC and NESLi2 licences are available to consult on JISC's Electronic Licence Comparison and Analysis Tool (elcat)[3] which was launched in March 2012. With elcat it is possible to locate and compare licence definitions and terms in a straightforward way (e.g. Authorized User > Walk-in User) and JISC Collections Licence Managers are also annotating licences, adding any variations from the Model Licence.

Fig. 1 ELCAT: "Authorised User" definition from the British Standards Online Sub-Licence Agreement, showing variations from the JISC Model Licence.

Extending licence provision

Providing access to WIAs within existing licence provision, has not involved additional licensing costs involved, but there is the option of paying an extra fee to extend the categories of authorised user or their permissions within the licence. This can be negotiated with the publisher directly, or as a standard extension of the model licences.

[3]www.jisc-elcat.com

JISC have created two optional additional model licences to extend access to potential user groups that are not currently provided for in the definition of authorised users.[4] The Additional Authorised Users Licence Agreement for Educational Purposes covers members of partner organisations not enrolled in the main UK institution. The Additional Authorised Users Licence Agreement – Commercial Purposes provides the framework for institutions to pay for an upgrade to allow access for small and medium size enterprises (SMEs), funded or affiliated to an institution for the purpose of commercial research and development.

To extend the access of resources negotiated under Eduserv Chest licences to "Alumni members which means a Walk-in user who is a member of the Licensee's formal alumni association. If shown on the Order, Alumni members are only Authorised Users if the Licensee has purchased the Option for Extended Educational Purposes".[5]

Licensing Information

Libraries should always hold their own licensing information for reference purposes. This could either be on a ERM system (e.g Millenium at the University of Glasgow), on central spreadsheet/database of subscriptions, or even a file of hard copy versions of their licences. The electronic version should include all of the information on walk-in permissions, to make this information easy to locate – the list of WIA resources that staff refer to at the Welcome Desk is generated by running a report on the University of Glasgow's ERM. If there is any accompanying correspondence from the publisher that clarifies or changes licence terms, this should be held with the licence or on the spreadsheet.

Where licences are not readily available, subscription agents may be able to advise on their terms regarding WIA or contact publishers for clarification on your behalf. Both QMU and NMS worked with SWETS to establish WIA conditions for some titles where this was not clear from their database of journal titles.

Be aware that just because one library offers a title on WIA, it does not necessarily apply that this condition is widely available. **Always check your own licences**. It may be that publishers may only allow WIA for "academic institutions"[6], a publisher may have revised a licence because of errors and issued this to the individual library that queried it, or the library may have made a judgement for their institution where WIA use is not clearly specified (e.g."no inappropriate third party use is allowed").

In the case of mergers, licence agreements will have to be renegotiated to reflect these changes. At the University of Edinburgh, JISC assisted with the renegotiation of their licences as a result of their merger with Edinburgh College of Art. Although most licences were amended without additional costs, some publishers did make a charge for this and additional funds had to be found to pay for the renegotiated licences.

WIA collection of resources

Libraries surveyed have started their WIA service with a small collection of titles, some as little as 3 resources, with the aim of expanding in the future. This is a model adopted by the University of Aberdeen (which offers around 20 e-resources); and the University of Edinburgh, which is now planning to add a further 25 titles as part of its expansion of the service.

This small collection of resources could come from a group that have the standard model licences referred to earlier, or alternatively check the WIA conditions in the licences of your major e-resources, particularly if they come from a small group of publishers, as they may have standard conditions across their title range. When setting up their WIA service, Queen Margaret University concentrated on those licences that had straightforward WIA conditions, for example EBSCO, to supplement their JISC MLA and NESLi2 licensed titles.

[4] http://www.jisc-collections.ac.uk/Help-and-information/Guide-for-Library-staff/Additional-Authorised-Users/
[5] Terms and Conditions for Chest Licence for Online Resources v3.0 June 2011
 http://www.eduserv.org.uk/lns/agreements/online-resources-licence/standard-licence-post-march-2011
[6] Zoological Record. Wolters Kluwer Health Ltd Silverplatter access.

It is possible to achieve an extensive list of resources that allow WIA, but it does involve a lot of work locating and interpreting licences. Before implementing their WIA service at Strathclyde University it took one member of staff most of a year to read through every licence they held!

The introduction of an ERM at the University of Glasgow was the catalyst for this work and led to a significant volume of their electronic resources being available for WIUs, but excludes any where the licensing agreement explicitly prohibits walk-in access. *"More detailed and comprehensive examination of licence terms relating to authorised users revealed that the majority of our electronic resources allow access to walk-in users, an area which we had not previously investigated fully and on which we had until that point assumed the opposite to be the case. We have since set up a specified library terminal for walk-in use, with restricted access to those resources which do not yet allow use by walk-ins"*.[7]

SECTION 3: TECHNICAL ISSUES

This section of the toolkit highlights some of the technical aspects to providing walk-in access for members of the public to electronic resources. It focusses on three main technology choices, Shibboleth, IP based access and OpenAthens. It could be argued that federated access as provided by Shibboleth is the future but there are many cases where IP based access is more suitable and quite often the same resource is available via either mode of access. The toolkit will provide an overview of each mode of access with suitable examples of real world data flows and will also root the technologies firmly in the present by finishing with a case study from the Shibboleth and IP access models.

3.1 Security Assertion Markup Language

Security Assertion Markup Language (SAML)[8] is the lingua franca of federated access to electronic resources. At its heart, SAML is a collection of digital buckets into which identity information can be put in order to be sent to electronic resource suppliers, such as EBSCO, JISC Collections and Elsevier as well as resource aggregators such as the Athens Shibboleth Gateway. In order to make use of SAML to obtain access to electronic resources, one must arrange the SAML buckets into some sort of order and send them to the supplier over the internet using what is known as a SAML Profile. A profile is nothing more than how the SAML buckets are ordered and what information they contain. If we choose a SAML profile that the supplier understands then we are able to communicate with the supplier and both ourselves and the supplier will be able to fulfil the other's requests.

The best way to think of this is to use the pack of cards analogy. We wish to engage in a game of cards with a suitable partner (in other words Playing Card Profiles) and there are rules that both our partner and ourselves adhere to them in order to play the game. Therefore, we participate in the Blackjack Profile using the cards as the unit of communication between both parties. This is exactly how SAML Profiles work although the 'cards' are digital and have names such as AuthenticationStatement, Request, Response, AttributeStatement and Attribute among others.

The most widely used SAML Profile in UK education is Shibboleth. In addition, Shibboleth, the application, is 'among the world's most widely deployed federated identity solutions'[9] and 'provides Single Sign-On capabilities and allows sites to make informed authorisation decisions for individual access of protected online resources in a privacy-preserving manner'[10]. What does this mean in practice? The sites in question, as far as walk-in access users are concerned are the electronic resource suppliers, who, given enough information about a user, can decide whether that user is entitled to access a resource, such as an ebook or an online journal for example. It's Shibboleth's job to provide that information. However, Shibboleth is also the name of the software application that provides this profile so it can be a little confusing in that it has

8   Galloway, L. (2006) Innovative's Electronic Resource Management as catalyst for change at Glasgow University Library. The Serials Librarian 51(1):pp. 83-94. http://eprints.gla.ac.uk/3110/
8   http://www.oasis-open.org/committees/tc_home.php?wg_abbrev=security
9   http://shibboleth.net/
10   http://shibboleth.net/

come to mean both the SAML Profile and the brand name that provides the Shibboleth SAML Profile functionality. Shibboleth is a perfectly acceptable way to talk about federated access management as it alsoprovides more advanced SAML Profiles such as Web Browser SSO and Enhanced Client Proxy and sticking to Shibboleth means we don't have to get bogged down in the technicalities of which profile is being discussed.

A couple of diagrams may help illustrate how a SAML Profile relates to the real world so let's compare and contrast the physical act of ordering some boxes from the Very Big Box Co. and gaining access to an eBook if we are a walk-in user. Figure 2 shows the simplified flow of information in the physical world of big boxes.
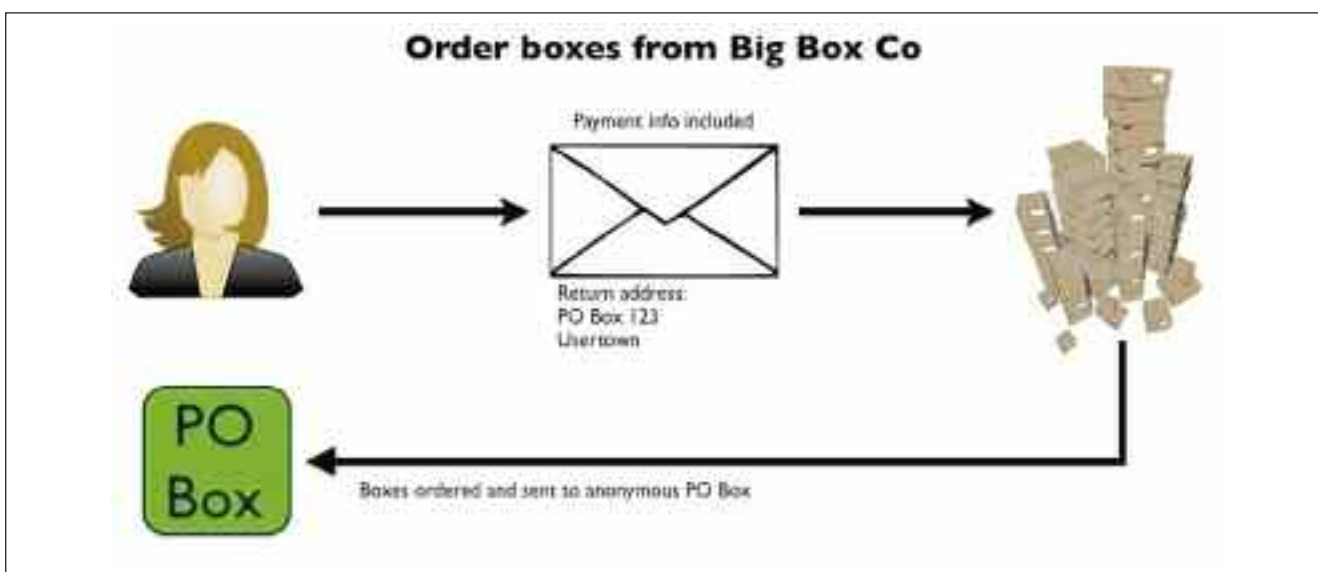
Fig. 2 Physical ordering – information flow

In this scenario the key that unlocks the order is the payment information. Our user pops a cheque in the envelope along with a return address that is a PO Box and the supplier fulfils the order as the payment information is valid. Note how the user is anonymous throughout the transaction. No names are supplied and none are requested or required. The presence of a valid order and correct payment are enough to dispatch the goods to the specified address. So now let's see how this translates to the digital world of electronic resource access using a SAML Profile such as Shibboleth.
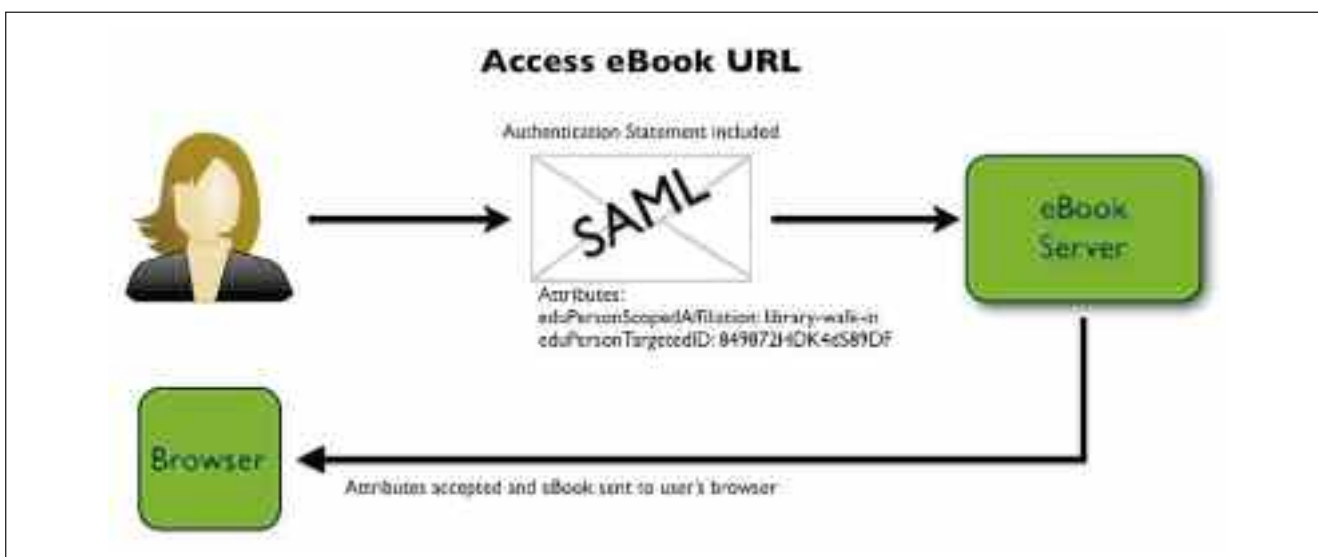
Fig. 3 SAML – information flow

In this scenario the unlocking of the order is a two step process. Our user first sends their e-book order, in this case a URL that provides access to the e-book, to the e-book server, along with a SAML AuthenticationStatement. As we're using a specific SAML Profile that the e-book server understands, the server knows to then ask for information about the user. The user then sends some SAML Attributes to the server describing a little about them, in this case the specific attribute called eduPersonScopedAffiliation with a value of 'library-walk-in' and a more general attribute called eduPersonTargetedID. Whenever our user sends their information to the server, this value will always be the same so it allows the e-book server to provide personalisation services for the user without having to know who the user is. Upon receipt of the user's attributes, the e-book server notices one that states the user is a valid walk-in user and sends the URL of the e-book to the user's browser and the 'order' is complete. Again, the entire process is anonymous.

The digital process described above is greatly simplified as in reality it's not the user sending the information but what is called the Identity Provider. This is an application that resides on an institution's network and allows the user to login on a page it provides. It then transmits a digital version of the login to the e-book server describing how the login was achieved, e.g. be it via password or a more secure type of authentication etc., along with information on how the e-book server should obtain the user's attributes. If the e-book server is satisfied the login is genuine it will ask for the attributes and make a decision based on the values they contain. Thus the SAML Profile is completed and the user gains access to their e-book.

3.2 Shibboleth

As noted earlier, Shibboleth is the most widely used SAML Profile in UK education. In addition, Shibboleth, the application, is 'among the world's most widely deployed federated identity solutions'[11] and 'provides Single Sign-On capabilities and allows sites to make informed authorization decisions for individual access of protected online resources in a privacy-preserving manner'[12]. What does this mean in practice? The sites in question, as far as walk-in access users are concerned are the electronic resource suppliers, who, given enough information about a user, can decide whether that user is entitled to access a resource, such as an e-book or an online journal for example. It's Shibboleth's job to provide that information. The roots of the word Shibboleth are rather violent and ancient, but in this context is regarded as a 'custom …
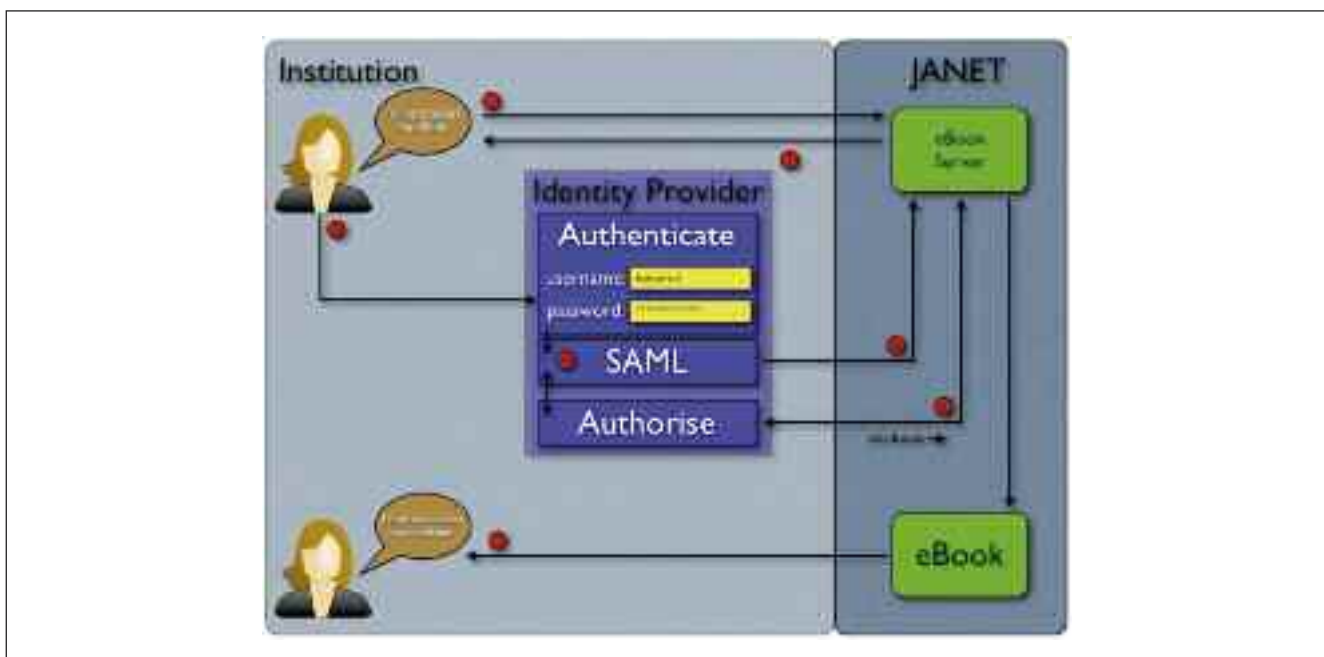
Fig. 4 - Shibboleth

[12] http://shibboleth.net/

distinguishing a particular class or group of people'[13]. For our purposes, the group of people are walk-in access users although Shibboleth covers all users of an institution. Rather than a user having to produce information identifying them as part of that group of people allowed to access a resource, Shibboleth will do that for them. It's at this point a diagram can help explain the flow of information and how privacy is preserved when accessing electronic resources (Fig. 4).

Library and Learning Centre,
University of Dundee

In the following scenario, a member of the public has arrived at the library and would like to access a particular e-book. We'll assume the necessary steps have been taken to register the user in accordance with the various terms and conditions of the participating parties and the user now has access to a PC in the library. A simplifying assumption that we'll also make is the PC displays a list of available resources that are walk-in access compliant and among those resources there is a link to the particular e-book the user requires. We're now ready to see how Shibboleth works.

Step 1
The user opens the browser on the PC and clicks on the eBook link and the browser takes them to the page on the supplier's website. The supplier recognises that access has been made and attempts to find out where the user is coming from.

Step 2
This step makes use of the Discovery Service (DS), sometimes knows as the WAYF (Where Are You From). There are various implementations of the DS at various suppliers but in its simplest form involves the browser displaying a list of institutions who have an affiliation with the supplier and the user choosing the one they are currently at. When the user chooses their institution the DS reports the SSO (Single Sign-On) URL for that institution and the supplier then redirects the browser to that URL. The SSO URL is provided by the institution's Identity Provider, which is a component part of Shibboleth.

Step 3
The user has been redirected to the institution's SSO URL and is presented with a login page. They enter the username and password issued to them by the library staff and login at the Identity Provider. The SSO URL contains extra information that the Identity Provider uses to look up local metadata on the supplier and extract the URL to which it should send SAML information. If the user logs in correctly the Identity Provider will package up the login event as a SAML AuthenticationStatement and send it to the supplier.

[13] http://en.wikipedia.org/wiki/Shibboleth

Step 4

It's here that the SAML packaging occurs. The user's login is transformed to a SAML AuthenticationStatement similar to the following:

```
<Response ResponseID="432534534543">
 <Signature>...</Signature>
  <Assertion>
   <AuthenticationStatement>
    <Subject>
      <NameIdentifier>234980983459789</NameIdentifier>
       <SubjectConfirmation>
       <ConfirmationMethod>urn:oasis:names:tc:SAML:1.0:bearer</ConfirmationMethod>
      </SubjectConfirmation>
     </Subject>
   </AuthenticationStatement>
  </Assertion>
</Response>
```

The above is the SAML Response sent to the supplier (simplified for clarity) describing how the user logged in at the Identity Provider. The Signature element contains a digital signature the supplier uses to verify the Response came from the Identity Provider and wasn't faked by a third party. The Assertion element is a SAML assertion about the user. It contains the AuthenticationStatement which states that the method of confirming who the user was, by means of a password. i.e. the user was the bearer of the password that matched their username as issued by the library staff. The NameIdentifier element is the privacy preserving part of the transaction. The supplier has no idea who the user really is. Instead, the supplier is given a NameIdentifier which they use in subsequent SAML transactions to obtain attributes for the user. The transaction can summarised as:

'I am the Identity Provider for Institution A and I can prove that by my digital signature and the user whom you shall know as 234980983459789 authenticated by my SSO Service using a password, which was verified as current and correct'.

The supplier is then able to act on this transaction Response.

Step 5

The Identity Provider has sent the SAML Response containing the AuthenticationStatement to the supplier. The supplier verifies the digital signature contained in the Response and is now ready to ask for attributes for the user.

Step 6

The supplier sends a SAML AttributeQuery to the Identity Provider and uses the anonymous user information to state which user is to be used.

```
<Request>
 <AttributeQuery>
  <Subject>
    <NameIdentifier> 234980983459789 <NameIdentifier>
  </Subject>
 </AttributeQuery>
</Request>
```

The above is the SAML Request (simplified for clarity) sent to the Identity Provider asking for attributes for the user known to the supplier as 234980983459789. The Identity Provider normally has access to internal institutional systems such as eDirectory, or ActiveDirectory, where traditionally, user information is stored.

Other custom databases can also be involved for finer grained access such as access to JISC FE eBooks but in the general case of walk-in access, we'll assume that ActiveDirectory contains the temporary user account for the user. The Identity Provider 'resolves' 234980983459789 to a valid user who has logged in to the SSO system and queries ActiveDirectory for information about the user, such as their email address, name, group memberships etc. Some suppliers may require certain attributes to be presented before granting access to a resource but in the case of walk-in access users, this should be not required. What is normally required is a way of stating that the user has a type of affiliation with the institution that defines them as a walk-in access user. The method of doing that, as recommended by the UK Access Management Federation, is to issue the eduPersonScopedAffiliation attribute with a value of 'library-walk-in'.

```
<Response>
 <Assertion>
  <Subject>
   <NameIdentifier>234980983459789</NameIdentifier>
    </Subject>
    <Attribute AttributeName="urn:mace:dir:attribute-def:eduPersonScopedAffiliation">
    <AttributeValue Scope="uni.ac.uk">library-walk-in</AttributeValue>
  </Attribute>
 </Assertion>
</Response>
```

The above is the SAML Response sent to the supplier (simplified for clarity) describing the user but preserving privacy. As before, the supplier only knows the user as 234980983459789 and that they authenticated with their institution using a valid password. In addition, the supplier now knows the user is a walk-in access user at the institution known to the supplier as 'uni.ac.uk'.

Step 7
Now that the SAML transactions are complete, the supplier can now state confidently that:

'I have before me a user who is a member of the public who has been granted walk-in user access to the library premises at the institution I know as uni.ac.uk and that the user is physically on the premises. In addition to this, I know that uni.ac.uk has signed up to the User Accountability clause in the UK Federation Rules of Membership. This means if the user abuses my resources I can instruct uni.ac.uk to identify the offending user and to take appropriate action.'

3.3 Network Access and User Accountability
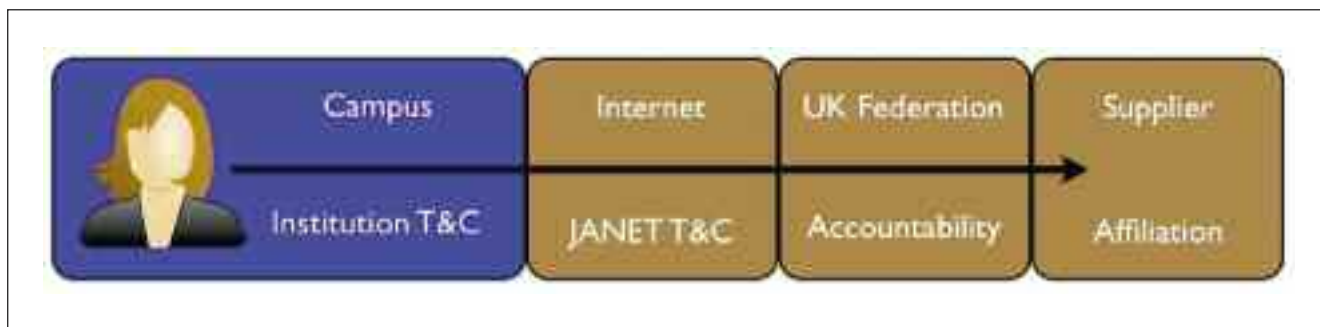
Fig. 5 – Network access and user accountability

If we refer to the above diagram (Fig. 5) we can see that there are various terms and conditions to be met on the user's journey from library PC to supplier's eBook. These are the various steps necessary in order to issue the user with a valid username and password for use on the library premises. Once the user accesses the supplier's website they must do so using the JANET network connection which is subject to its own terms and conditions.

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SCURL HE and research libraries on the JANET network have the capability to allow individuals visiting the organisation onto their institutional network, for 'purposes associated with the organisation's publicly-funded remit' as outlined in JANET Factsheet 73 Guest and Public Network Access[14]. These 'guest' users include *'individuals not formally associated with the organisation but to whom services are being provided under the organisation's remit, such as access to its library'*. External library patrons using e-resources for educational use will therefore be considered guest users, whereas general internet access in say a café or area open to the public is considered public access and will require a separate public network from another internet service provider (ISP) to be set up. How this is achieved and the level of access given to guest users is up to the institution itself but it has to establish authentication and authorisation systems to ensure that walk-in users can only access the facilities and resources intended for them. JANET suggests *'a facility for creating temporary local accounts may be required'*.

In addition to the JANET requirements and recommendations, more often that not, the supplier will be a member of the UK Access Management Federation[15] and the SAML transactions described earlier will be subject to the recommendations and rules of the federation. We've already seen one recommendation in action. There are others but for our walk-in access purposes, we only need to worry about releasing the eduPersonScopedAffiliation[16] attribute with a value of 'library-walk-in'. The rules are a different matter and one that we need to be aware of is User Accountability, which is Section 6 Rules applying to End User Organisations that offer user accountability, in the Rules of membership for the federation [PDF][17].

Some suppliers make their resources available fairly easily to Shibboleth enabled institutions but there are some suppliers who provide sensitive resources which require a more robust authentication mechanism than the password bearer we saw earlier. These aren't our concern here. What are our concern are those suppliers with which the institution has signed up to the federation stating that they provide User Accountability. Some suppliers require institutions to support this feature in order to grant access to their resources and in a nutshell this means that should a supplier detect abuse of a resource, for example multiple pages of an eBook being downloaded in quick succession, suggesting a user is spidering, or downloading content in a way that is not covered by the licensing of the resource, the supplier can request that the institution identify the user and take appropriate steps to remedy the situation. As we saw earlier, all the supplier has to go on is the SAML NameIdentifier which is anonymous. Therefore the institution must have some mechanism in place to 'resolve', for example, 234980983459789 to harrymcd@uni.ac.uk and be able to state that that particular user accessed the supplier on the specified date and at the specified time. This is User Accountability and the rules of membership of the federation state that logs must be kept for between three and six months in order to provide this user resolution ability. How the institution resolves the user is beyond the scope of this document but in general the Identity Provider logs can be used to do this.

So although a member of the public may access resources from the library as a walk-in access user for only an hour or two perhaps, their digital footprint may persist for up to six months at the institution. This has consequences in terms of data protection etc where it is incumbent upon the institution to keep this data safe and to inform the user of any breaches of security that could affect their details as held by the institution.

3.4 IP Access

Whereas in Shibboleth we saw a quite complex digital interaction between an Identity Provider and the supplier, things can be simplified a little by using IP access. The basic concept is quite simple in that a digital 'butler' fetches your resources and delivers them to your electronic table. SAML is not required. All that is required is for suppliers to allow your institution to specify an IP address from which all requests for resources will come. This is the IP address of your proxy, your digital butler. In most cases this will be ezproxy[18] (pronounced ezee-proxy) and a diagram should help illustrate the flow (Fig. 6).

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[14]   http://www.ja.net/documents/publications/factsheets/073-guest-and-public-network-access.pdf
[15]   http://www.ukfederation.org.uk/
[16]   http://middleware.internet2.edu/eduperson/docs/internet2-mace-dir-eduperson-200806.html#eduPersonScopedAffiliation
[17]   http://www.ukfederation.org.uk/library/uploads/Documents/rules-of-membership.pdf
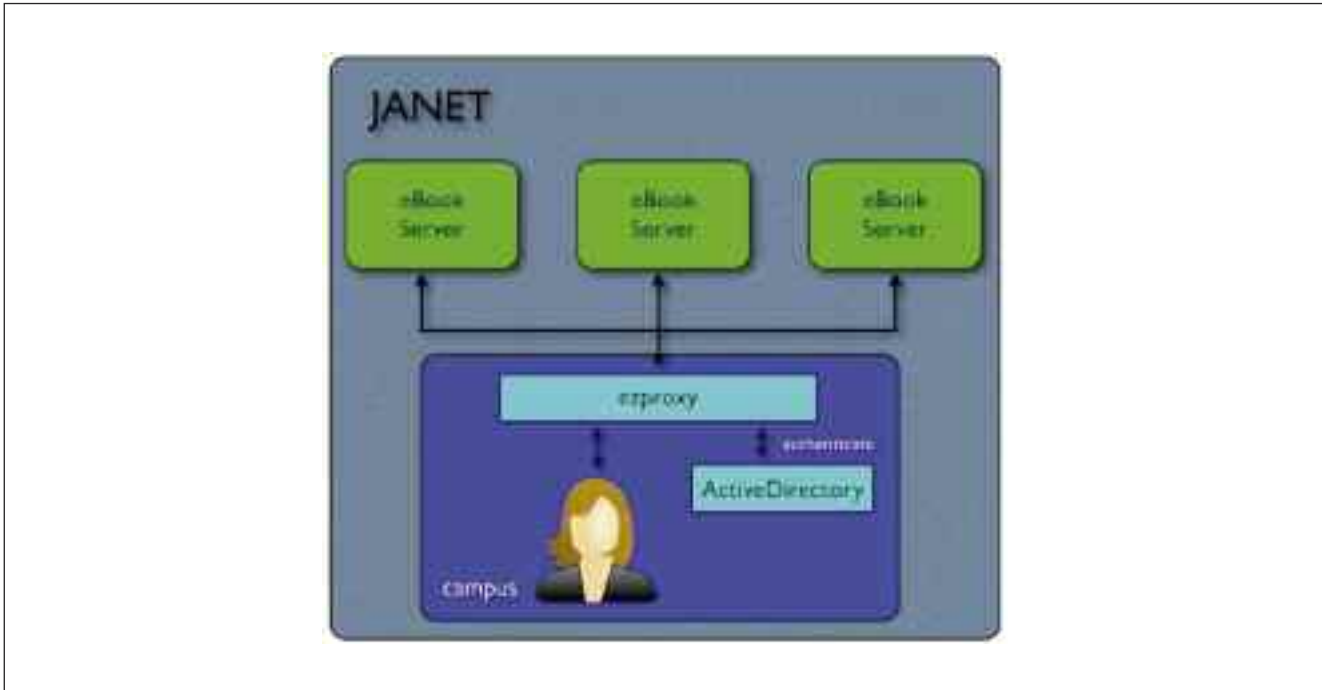[18]   http://www.oclc.org/ezproxy/

Fig. 6 – IP access

In this scenario a walk-in user has gone through the same initial screening as for Shibboleth access, in that they have verified who they are and have been issued with a valid username and password for use on library PCs. What happens next depends whether an institution allows walk-in users access to all IP enabled resources or just a select few. The former is subject to intense license scrutiny to make sure all those resources can be opened to walk-in users while the latter is known as a 'walled garden'. In the latter case, the library staff have determined which resources are safe to offer to walk-in users and a dedicated PC has been set up with links to each resource. However, the links are not direct links. In the case of ezproxy, they are special links supplied by the resource owners that go through the ezproxy installation. So rather than the user accessing the resources directly in the browser, the browser first goes to ezproxy, which then requests the resources on behalf of the user, ezproxy then returns the resources to the user's browser and they are then able to view them as normal.

The reason the proxy can request resources anonymously is down to the contract between the institution and the supplier. The institution states the IP address that the supplier will grant access to resources and only that IP address will be allowed to access the resources. Normally this is a range of IP addresses that covers the institution's entire network so that staff and students can access resources from anywhere on campus. This is not ideal for walk-in users however, who must be restricted to only those resources which allow walk-in access. Therefore, the institution must identify those resources and extend the supplier contract to grant access to the walk-in access proxy IP address. Ideally this should be on a separate network from the main IP address range which means walk-in users will only be granted access to the resources that the walk-in proxy can access.

What becomes clear is more of the onus of ensuring correct access to resources falls on the institution. Whereas in the Shibboleth model the Identity Provider simply states the user is a walk-in access user and the supplier decides whether to grant them access, in this model the institution must take steps to isolate the walk-in users from the main network, otherwise they can access all IP enabled resources. If all resources are walk-in access enabled then this is not a problem but if there are only a few then a separate walk-in user network with its own proxy would be the better method of providing access for these users.

As can be seen from the diagram, there is no involvement with the UK Access Management Federation so no requirement to support User Accountability. However, suppliers may still require users to be authenticated. This can be facilitated by the same system that provides the authentication for the Identity Provider in the

Shibboleth model. The proxy can be integrated with eDirectory or ActiveDirectory, normally using the Lightweight Directory Access Protocol (LDAP). This means a login page will appear whenever a user clicks on a link in the walled garden and provides a degree of security, denying access to users who happen to walk into the library and start using the PC without first registering with the library staff.

In more complicated configurations, ezproxy proxy can release Shibboleth attributes for a user but in practice, it would seem to be better to use each model of access appropriately. Shibboleth for resources that require Shibboleth access and ezproxy for resources that can only be accessed via IP. This is quite common with OPAC systems where Shibboleth is at a disadvantage as its deep linking capability is limited by supplier implementations, leading to shallow links to top level resources in the OPAC. IP access allows access down to much deeper levels of journals for example.

3.5 OpenAthens

OpenAthens[19] is a commercial suite of applications provided by Eduserv[20], who deliver technology solutions to the public sector and covers both ends of the access connection in that they supply Service Provider and Identity Provider software for use by institutions. We won't consider the Service Provider here but rather will concentrate on the Identity Provider, which is an institution's route to Service Provider resources such as eBooks and journals. 'Under the hood', OpenAthens uses a combination of Shibboleth and SAML but whereas working with these raw technologies can be time consuming and complicated at first, OpenAthens provides management infrastructure for managing an institution's users as well as their access to resources and reporting of those access statistics. There are two modes of operation, or implementation, of OpenAthens as an Identity Provider. Managed Directory[21] and Local Authentication[22] that we will now investigate.

Managed Directory (MD)

In this configuration, all user accounts are stored off campus in the OpenAthens Identity Provider infrastructure as provided by Eduserv. This is ideal if an institution does not have an existing user store such as, for example, Active Directory or eDirectory or wishes to keep user accounts for walk-in users separate from their institutional user stores which do exist. A diagram may help to explain the workflow involved with an OpenAthens MD implementation (Fig. 7).
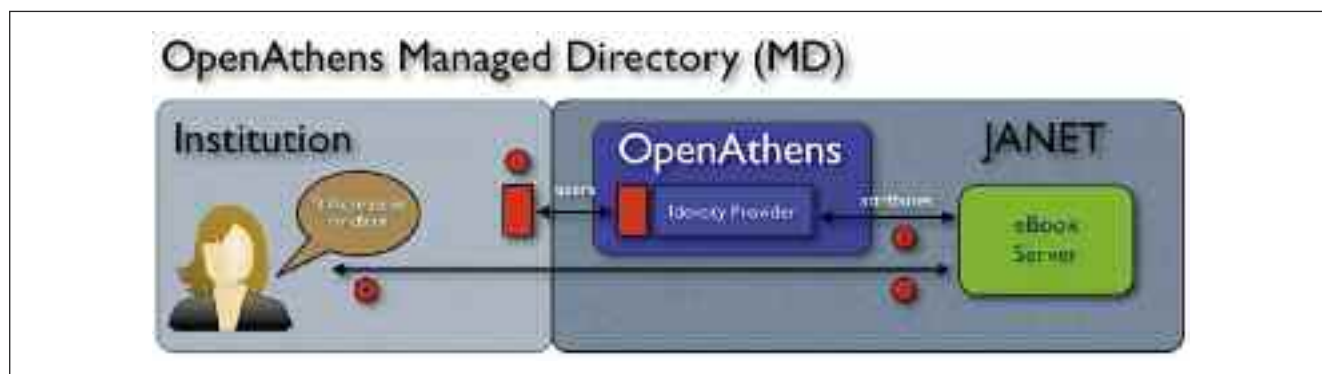
Fig. 7 – OpenAthens Managed Directory

Step 1

The first step to be completed is the population of the OpenAthens user store by the institution. There are a number of ways to do this. Personal Accounts do not require the initial population of the store but instead allow the institution's OpenAthens administrator to create user accounts by hand, using the administration tools provided by OpenAthens. This is ideal for a small number of accounts. For a larger number of accounts, Bulk Upload is a better option. Formatted files of user information can be uploaded to

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[19] http://www.openathens.net/
[20] http://www.eduserv.org.uk/
[21] https://docs.openathens.net/display/public/OAMD/OpenAthens+MD+Documentation+Home
[22] https://docs.openathens.net/display/public/OALA22/How+to+use+the+OpenAthens+LA+documentation

OpenAthens and each new account's email address will receive the relevant access information. Another method is to use Self-registration. This would seem to be an ideal way of allowing walk-in users to create their own user accounts in OpenAthens as the registration page is geographically restricted such as by IP address. So the walk-in users can only register within the library premises in accordance with existing walk-in licensing. However, the resulting user account is not geographically restricted and therefore poses a problem for walk-in licensing. Another potential issue with self-registration is that users can re-register if they forget their username and/or password, effectively leading to duplicate or multiple accounts for the same user. However, there is a way to cater for walk-in users by using OpenAthens Access Accounts. The institution's OpenAthens administrator creates a special account that is geographically restricted by IP address and all walk-in users make use of this account to access walk-in compatible resources. For resources that do not require User Accountability this is ideal but as there is no way to track abuse of resources to individual users, it is not compatible with User Accountability.

Step 2
The user store has been populated and the user may now request access to an eBook by opening the URL in their browser.

Step 3
The eBook Service Provider obtains attributes for the user from the OpenAthens Identity Provider.

Step 4
The Service Provider grants or denies access to the user based on their attributes. Thus the overall flow is similar to Shibboleth.

Local Authentication (LA)
In this configuration the OpenAthens Identity Provider is installed on campus and interacts directly with the institutional user store. Thus a prerequisite of this configuration is the existence of a store such as Active Directory or eDirectory using LDAP or a relational database containing user information. The following diagram summarises the LA configuration (Fig. 8).
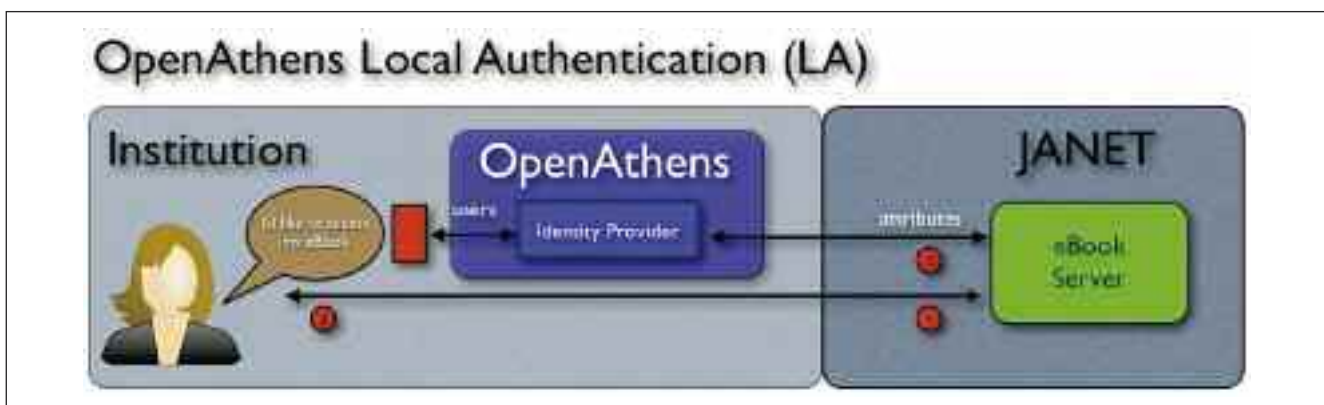
Fig. 8 – OpenAthens local authentication

The steps are identical to the Managed Directory configuration with the omission of the initial population of the user store, as the store already exists at the institution.

Restricting resources to walk-in users via Permission Sets
The basic unit of access to resources in OpenAthens is the Permission Set. This is essentially a container of resources that can be assigned to single, multiple or all users. The initial scoping phase of walk-in access when an institution is assessing which resources have walk-in compatible licenses would be an ideal time to create a walk-in Permission Set. This should contain all resources to which an institution subscribes that allow walk-in access. Once this is complete a walk-in OpenAthens Access Account can be created by the institution's OpenAthens administrator and the walk-in Permission Set added to that account. Thus, all walk-in users will be given the Access Account details and can then be granted access to the walk-in

resources via the Permission Set. As we saw previously, OpenAthens Access Accounts usage can be restricted to the library premises via IP address range. The issue with this implementation is both the cost of the commercial OpenAthens system and the lack of support for User Accountability. If the latter is not an issue for the institution and the former can be reconciled then OpenAthens would seem to provide a fully managed system for walk-in access to resources that are OpenAthens compatible.

3.6 Who needs to be involved?

When embarking on the provision of walk-in access it is important to understand the divisions of labour that occur when designing a process to facilitate access to licensed resources for members of the public.

Front-line library staff will be required to interact with walk-in users and will require training in registering, supporting and monitoring new groups of users. Library staff also have to be aware of licensing restrictions and, as can be seen in the Shibboleth case study, tedious license checking must be performed. However the technical side of things is usually handled by the IT department and it is essential that a good working relationship exists between Library and IT.

As access is seen as the greatest barrier to offering a walk-in access service, they will be key to arriving at a technical solution which best meets the needs of the institution. In the case of providing walk-in access via IP, network experts must be on hand to guide the implementation. Should a separate walk-in network be set up with its concomitant requirement for hardware resource? Or a simplified walled garden with custom proxy files on PCs as can be seen in the Queen Margaret University case study?

It's clear from the walk-in access journey described earlier that there are many aspects of security to deal with that IT should be aware of. If an institution already provides Shibboleth access for affiliated users then rollout to walk-in users is greatly simplified within the constraints mentioned in the case study but what to do if Shibboleth is to be installed for the first time? IT must engage with appropriate channels to bootstrap their knowledge as they will be required to understand the issues around walk-in access and how Shibboleth may or may not be suitable for their institution. JISC provide excellent resources in the Shibboleth domain that IT would be wise to make use of.

There have been instances where the Library and IT departments have different opinions on the service they would like - IP authentication versus authenticated access – and this has prevented a solution being implemented, so close consultation and co-operation is essential. IT need to be willing to understand the issues around licensing restrictions to provide solutions that enforce the requisite licenses for walk-in users and the library has to be aware of the existing technical arrangements in place elsewhere for network authentication, security and identity management issues.

LRC at Queen Margaret University

Shibboleth Case Study: University of Strathclyde

In general, walk-in access provision is limited on campus, quite often limited to one or two PCs in the library. There is a good reason for this in that electronic resource licensing defines a walk-in user as being physically present on the institution's premises. This clearly has resource provisioning implications in that library staff usually have to monitor or 'keep an eye' on what the user is doing on the terminal. Are they attempting to print something? Are they rummaging round the back of the machine trying to insert a USB stick in order to download content and remove it from the premises? These are important licensing issues that require some form of manual overview of what is going on in the world of the walk-in user. The requirement for physical presence on campus can be onerous for the user too. In these days of permanent connection to the internet and fairly reasonable broadband speeds in most areas, it seems positively byzantine that a user must physically enter a specific building in order to gain access to publicly available material. Therein lies the dilemma however. The resources are indeed publicly available but under strict licensing conditions, chief among which is the requirement for physical presence. For this reason WIA to resources will be harder to achieve in rural areas where access to "local" libraries is more problematic than in urban locations.

Shibboleth can and has been used successfully to facilitate walk-in access but Shibboleth, by definition, provides access to resources using federated authentication. You can access resources from anywhere as your Identity Provider does not require you to be on campus. So how does one go about enforcing the current rules of walk-in access?

The University of Strathclyde has admirably tackled this dichotomy in a pragmatic fashion. As noted earlier, a user's journey from library to resource crosses many fields of responsibility, from local access to JANET, to User Accountability etc. and here their journey begins by registering with the university library using standard categories of registration, each with their own pre-existing proof of identity. This is important if the institution has signed up to the User Accountability clause in the UK Federation rules of membership. The user is now wearing the library hat and is entitled to use the PC. Abuse can be detected as the URLs accessed by walk-in users are monitored and the browser histories are retained and inspected for each walk-in user's session. This is pre-emptive screening, rather than relying on a supplier invoking User Accountability if they detect abuse.

The gnarly problem of denying remote access is tackled by issuing a walk-in user with a time limited unique account, in this case of four hours duration. Each account is configured to release the eduPersonScopedAffiliation attribute we saw earlier which identifies the user as a walk-in user. To stop the user making use of their username/password when they get home, the accounts are terminated when each user leaves the building.

There are some problems however. A user could email an accomplice outwith the campus with their username/password but this is explicitly forbidden in the license the user must sign before obtaining the account. User education goes a long way in drawing the lines over which they must not cross. If they do, User Accountability can be used to take the necessary steps should abuse of resources occur. Another problem is to do with the nature of Shibboleth at suppliers. As noted earlier, the Shibboleth application itself is the most widely deployed in UK education but some suppliers have implemented their own flavours of Shibboleth that have idiosyncrasies when interpreting attributes. As we saw, sending the correct affiliate information to a supplier should enable the supplier to make an informed decision on access to a resource. Most honour this affiliate information but some don't. There isn't much the institution can do in this case, other than query the denial of service with the supplier and request that they honour the federation rules of membership for walk-in users.
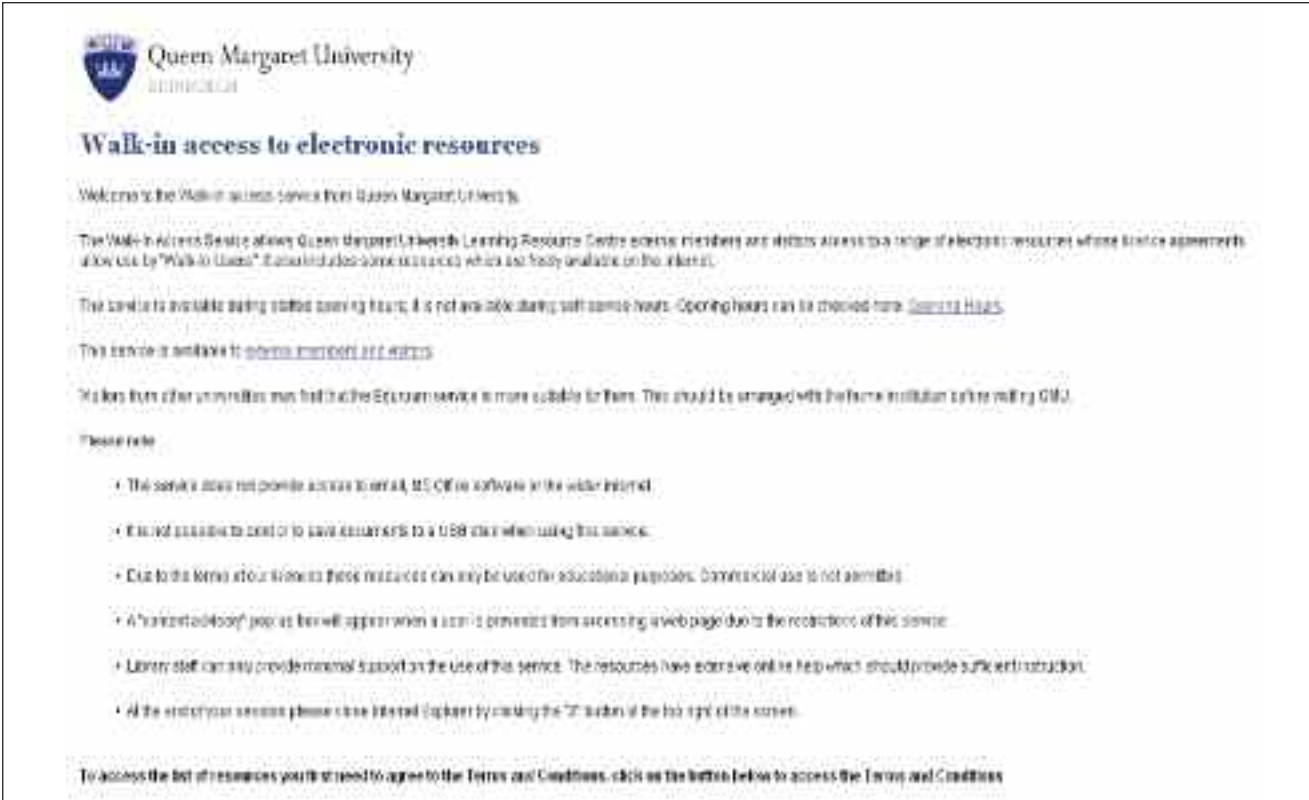
Another issue to do with due diligence involves the institution reading the licenses of all resources they are to make available to walk-in users and testing access using the affiliate attribute. This is very time consuming and may be resource intensive depending on how many resources there are and the timeframe in which they must be made available to walk-in users.

In summary, although Shibboleth can be used successfully for walk-in user access to electronic resources, within proper frameworks and licensing for which technical solutions do exist (affiliate attribute), issues still remain around the definition of a walk-in access user as they need to be physically on campus. The University of Strathclyde have an exemplar process that has pragmatic safeguards that go some way to addressing the issues around denial of remote access for walk-in users.

IP Access Case Study: Queen Margaret University

In the review of IP access we saw there could potentially be a requirement to isolate walk-in users from the main network and that this could be resource intensive but there is a simpler way to do this. Queen Margaret University (QMU) have decided to partition walk-in users using their Citrix[23] system. Citrix basically works as a provider of desktop applications based on policies. The applications a user has access to are governed by the settings in their policy and this in turn is determined by their login account. This takes the network partitioning required to support IP access to walk-in resources to a much higher level than Local Area Network (LAN) partitioning. Rather than the main network being partitioned into several core IP address ranges for the everyday business of staff and students and these ranges being registered with electronic resource suppliers to grant IP based access, while walk-in users have a separate, non overlapping IP range, whose addresses are only registered for walk-in access compatible resources, Citrix allows the partitioning to occur at the policy level. This indirectly allows the partitioning of the users themselves.

QMU have achieved this by defining what is essentially a walk-in user policy that does not require authentication. When a user accesses a Citrix terminal at QMU's Learning Resource Centre (LRC), they are presented with a list of login options, all of which require authentication apart from the last one which is for walk-in users. When they choose this option on the landing screen they are presented with an overview of the service, illustrated below (Fig. 9):

Fig. 9 Queen Margaret University Walk-in access to electronic resources

[23] http://www.citrix.com/lang/English/home.asp

and are then prompted to accept the walk-in access terms and conditions:

Fig. 10 Queen Margaret University Terms and conditions: Walk-in access to electronic resources

Once past these guards, they are free to browse walk-in access compatible resources whose licenses have been verified suitable for such access by the library team. Wider internet access or indeed access to any other resources is strictly controlled by the Citrix policy that is invoked by the user when they choose the unauthenticated walk-in user option on the terminal's main screen. Their policy also forbids access to core applications such Microsoft Office applications and email while also limiting the sites Internet Explorer can access. This is important for barring access to the OPAC as it is most likely to offer full IP based access to all institutional resources.

Thus they are kept within the 'walled garden' created by the due diligence of the library and IT teams working in partnership to both verify the licenses and create and rollout the Citrix policy. This synergy between the major players cannot be over emphasised and in this case illustrates the quality of access both in terms of reliability and security that can be achieved.

As the browser functionality and user interface is strictly controlled by the policy, the library team have provided an element of navigation by grouping walk-in resources to useful categories, namely Business, Health, Social Sciences and Arts and General Interest. The resources within each category have been verified as walk-in access compatible at the license level and also include various freely available online resources. Thus the lack of OPAC access is mitigated by this navigational element that helps guide walk-in users around the various resources on offer.

Although the LRC access is unauthenticated, walk-in users must first past muster with the main campus reception in order to obtain a visitor swipe pass to enter the LRC. In addition to this, walk-in users are only granted admittance to the LRC when it is staffed.

SECTION 4: PROVISION OF TERMINALS/COMPUTERS TO ACCESS E-RESOURCES

The number of PCs dedicated to WIUs is determined in part by the technical solution adopted and also by the categories of users groups who can use the service.

In general academic libraries currently offering this service have generally opted to make it available from a small number of dedicated PCs - between 1 and 4 - on each site. As this figure has managed to cope with the demand in the libraries surveyed, even when the service has been promoted, it would seem to be a reasonable starting point for the service. This number could rise slightly if the WIA PCs also doubled up as OPACs.

Two HE libraries have set time limits on sessions to ensure that WIUs get equitable access to e-resources. The University of Strathclyde, limits sessions to 4 hour slots, while the University of Aberdeen allows 1 hour slots, up to a maximum of 3 non-consecutive slots per day (unless the PC is free). Users are automatically logged out at the end of the session, using in-built Windows commands and Scheduler to do this.

If time restrictions have been introduced, the library has to allow WIUs the option to book in advance via a dedicated phone number or e-mail address. At the University of Strathclyde they have an online booking option via a link from the walk-in user page (see Fig. 11).

At Stirling Council Libraries, WIUs have a status of reference users and can access any of 118 PCs in the Community Libraries across the service, some in dedicated learning suites. On production of ID, they will be added to their PC booking system (iCAM Workstation Control) which will generate a login number for them and they can then have a PC session for up to 2 hours per day. These PCs can also access the internet.

The "walled garden" approach adopted by Queen Margaret University allows them to roll out policies to terminals to different locations of the LRC as required – they currently have 121 terminals potentially available for WIUs in two areas of the building. (See IP access case study).

Dedicated PCs/kiosks should be close to the service desk, with staff nearby to register, login and assist walk-in users and also supervise them to reduce the instances of inappropriate use. The University of Aberdeen has 2 WIA PCs near the Information Centre and the University of Glasgow's dedicated PC is near to the Welcome Desk at the main entrance, in both cases this is where users register for the service; and at the University of Dundee the kiosks are close to the Help Area in the Main Library.

Fig. 11 University of Strathclyde Walk in User Access – booking form

Printing and downloading facilities

In most libraries a lot of the functionality has been stripped away from WIA PCs. Printing was available in just over half of the libraries offering WIA (5 yes, 4 no). It was not possible with anonymous authentication at QMU as users have to login at the multi-function device to release print jobs.

Downloading was even more restricted only one-third of the libraries (3) allowed this – the remainder had deactivated the USB ports.

In Dundee's mix of kiosks and OPACs, each operate differently (kiosks permit downloading to a USB memory stick, while OPACs permit neither downloading nor printing).

Monitoring of users

Provided the technical restrictions are already in place to prevent WIUs accessing resources they are not permitted to under the terms of the licence, then monitoring requirements and procedures for a walk-in access service should be the same as for other PCs in the library. Effectively this means that the service is self-policing, once the users are aware of and have signed the terms and conditions of use, although the position of terminals close to a service desk also gives another layer of monitoring.

Given the access restrictions for most WIA terminals the level of monitoring is determined by the risk factor the institution feels is appropriate for the service, from light touch to very robust.

Queen Margaret University have Google Analytics in place on the webpages for the service, but no other monitoring; while the University of Edinburgh doesn't monitor the sites used from the specific WIA machines but could if required. At the University of Glasgow, all traffic from the walk-in station goes through the University cache and is logged. Library staff could request the logs for a particular session from their IT department if they suspected any breaches.

For Stirling Council Libraries the monitoring process for walk-in users is identical to that used for 'full library' members. This is laid out in their Acceptable Use Policy. Monitoring of use is in operation and staff are permitted to view computer screens at any time during a session.

At the University of Strathclyde, however, monitoring is more systematic - the URLs accessed by WIUs are monitored by the library staff. Browser histories are retained and inspected for each WIU session.

SECTION 5: REGISTRATION

The Guide to the JISC Model Licence[24] has the following recommendation *"It is up to you to decide if you wish to provide walk in access, but please remember that they must comply with the terms and conditions in exactly the same way as all your other users"*.

Registration Forms

Unless your library is adopting a form of anonymous authentication, WIUs are normally asked to register to access e-resources. As registration procedures for external users are already established in most libraries, any registration requirements for WIUs should fit within existing procedures wherever possible. In some cases this may consist of a visitor pass for the day, or there may be a more formal system in place.

In cases where WIUs are not treated as a separate user group of external user, rather that the service is made available to existing categories of user, they will register as normal.

The National Library of Scotland provide WIA to researchers who do not qualify automatically as registered users, but they have to complete an application form for a short-term library card. Registration forms are available online[25].

The University of Edinburgh asks WIUs to complete a registration form for a reference card. They can also complete the registration form online[26].

The University of Strathclyde only offers this service to specific categories of external user, listed on their Walk in User Access to Electronic Library Services page[27], who will already have completed a registration form for library membership. For the optional add-on facility of walk-in access, they are required to complete a declaration of use form which is generated when the library sets up a new user on the IT user database. This is retained as proof of registration for WIA.

The University of Aberdeen has a specific form just for WIA (see Appendix 1). The University of Glasgow also has a registration form for WIUs and requests that they complete a form for each session. This allows the library to capture additional information about the resources being accessed and also to log the start and finish times of each session (see Appendix 1a)

In all cases registration forms and any associated documentation **must** make reference to the institution's IT acceptable use policy and other terms and conditions, with a signature that the user has acknowledged and agreed to abide by them.

Proof of ID

In line with the registration processes for other external members, WIUs are normally required to present some form of identification. Of the 8 libraries that registered WIUs, 6 required both photographic ID and proof of address.

Photographic ID accepted by libraries included passport, driving licence, travel pass, or work pass. For proof of address libraries suggested a recent utility bill. Two would also accept proof of name (e.g. a bank card) together with photo ID.

Depending on the category of user other forms of ID were requested: student or staff card from their home institution; SCONUL Access Card; school ID for senior pupils; library membership card (for Alumni). Libraries that listed SCONUL Access Cards as one of the forms of identification, will also accept SCURL Research Extra Cards as proof of ID.

[24]   http://www.jisc-collections.ac.uk/Help-and-information/How-Model-Licences-work/Guide-to-Model-Licence/#walkin
[25]   http://www.nls.uk/using-the-library/library-cards/short-term-card.
[26]   http://libraryselfreg.is.ed.ac.uk/requests/new   [27] http://www.lib.strath.ac.uk/wiu.htm

Data Retention

Registration forms are normally retained in line with Data Protection Act 1998. The Act does not outline specific minimum or maximum periods for retention of personal data, rather that the personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes. WIA registration forms should be retained for the same period as any other similar forms and then disposed of securely. There is no clear consensus within libraries regarding how long these are retained. This can currently be as long as 5 – 6 years. As most libraries have not offered a WIA service for this length of time, they have normally held the forms since the service began.

Session logs should be maintained for up to six months for WIUs to comply with the Data Protection Act, following the guidance in JANET's technical guide on logfiles[28]. However that will depend on the length of time their registration is valid, so the institution may decide to retain logs for longer, in line with its policy for other registered users. At the University of Strathclyde the session logs for WIUs are kept for one year.

Terms and conditions

These should always be available for WIUs to refer to when they register. They can be the same as for all users in the institution – links to the relevant institutional policies can be found on the University of Strathclyde[29] WIA page. However they may be specifically drawn up for WIUs.

This is the case at the University of Aberdeen[30] WIA pages. At Queen Margaret University, WIUs must accept specific terms and conditions on-screen before they can get access to the e-resources (see Fig 9). The terms of use for the University of Edinburgh's visitor kiosk are shown below (Fig. 12).

Fig. 12 University of Edinburgh Terms of use of the visitor kiosk service.

28   Cormack, Andrew. Logfiles. The JNT Association, 2010. p8 http://www.ja.net/documents/publications/technical-guides/logfiles.pdf
29   http://www.lib.strath.ac.uk/wiu.htm
30   http://www.abdn.ac.uk/library/facilities/computer/walkin-users-service/

SECTION 6: PROVIDE STAFF SUPPORT TO ASSIST AND MONITOR VISITORS

As walk-in users may not be familiar with the library there has to be one single point of contact to deal with visitors to the library seeking access to e-resources. This was a recommendation in the HAERVI report and has been adopted by all libraries offering WIA. This contact point will deal with all aspects of the service: registration, making them aware of the resources available, arranging logins or logging users in. The point of contact should be referred to in any relevant promotional material, so that WIUs know where to report for assistance.

At the University of Strathclyde, visitors are requested to report to the Level 3 Enquiry Desk. Staff will discuss the services that people want before issuing them with WIU account and advise them not to use any service which isn't on the database list or where WIA is specifically forbidden. At the end of their session they also report back to the desk to complete a registration/declaration of use form to generate their WIA login and to notify the staff that they have finished.

At the University of Glasgow, staff on the Welcome Desk, located at the main entrance, have access to a list of resources that allow WIA (see Appendix 3) which they will check if they are asked about accessing a particular resource. Staff may also log-in to the resource at the desk to double-check that access is via IP (particularly if the visitor is travelling some distance to come to the library). They then register WIUs and log them onto the WIA PC. Visitors also report to the desk at the end of their session and staff log out of the PC.

As users do require some level of support, access times for walk-in users should be restricted to staffed service hours. Most libraries offer this level of access, although the University of Aberdeen has slots available up one hour before the library closes and remind WIUS that *"library staff are only able to provide minimal support at quiet times. No support will be available during busy times"*.

Training

The training requirements for staff involved in front-line services for walk-in access have been minimal across the SCURL libraries. Staff at all libraries had to be aware of registration procedures and logging on to WIA PCs and be able to advise users on the resources available. At Stirling Libraries and the National Museums Scotland Library they also had to know how to create accounts using iCAM and Antamedia Hotspot so that WIUs could access the PCs. Staff at the University of Strathclyde had the greatest number of tasks, as they had to register users on the IT database to generate a declaration of use form and an institutional Shibboleth account and also check the session logs for every WIU.

Statistics

which include details of time logged on and time logged off. Other libraries have the registration forms, but have not yet collated statistics.

QMU could monitor the number of clicks for the WIA option on the landing page, but this might not be accurate as it could include students choosing the wrong option in error.

SECTION 7: PROMOTION

For libraries offering WIA as either a new or an expanded service, promotion – both internal and external - is vital. Below are examples of good practice, using different methods to give key information to the walk-in user.

Internal Signage

The University of Glasgow has a sign next to their dedicated WIA PC succinctly explaining how users access the service and what they can do. (Appendix 2)

Welcome Screens

In addition to their signs at the dedicated kiosks, the University of Edinburgh also has a welcome screen (see Fig. 13). QMU's welcome screen is very comprehensive, explaining what the service is, who can use it and restrictions to the service. It can be found in the earlier IP access case study.

Fig. 13 University of Edinburgh Library's Visitor Kiosk welcome screen

Leaflets

Queen Margaret University launched their WIA service in April 2012 and has produced a promotional leaflet for the service, which was distributed to the local public libraries and schools. (See Appendix 4).

Web pages

With so much potential information to impart to visitors, many libraries have used their website as the main promotional tool. As this information is for visitors to the library - who may not be regular users of the library pages - WIA information should be straightforward to locate. Any internal links should point to the WIA information from pages dealing with joining the library/membership; visiting the library; and accessing e-resources.

Some libraries have chosen to make reference to the service, before referring users to the service desk for more information. The University of Glasgow mentions its walk-in PC under "Accessing e journals, e books and databases"[31]; while the University of Edinburgh has a short paragraph on walk-in access within the page "Who can access e-resources?"[32] (shown opposite).

[31] http://www.gla.ac.uk/services/library/howtofindinformation/accessinge-resources/accessingejournalsebooksanddatabases/
[32] http://www.ed.ac.uk/schools-departments/information-services/services/library-museum-gallery/using-library/
accessing-eresources/eresources-who

University of Edinburgh staff and students have access to e-resources. However, some licensing arrangements restrict the access we can provide to other Library users.

Walk in access
Some publishers do permit "walk in" access to their resources, provided the material is only used for private study and research. Where this is the case we have set up access at designated machines, or kiosks, within library premises, and these can be used by any registered user of the Library.

Ask at library helpdesks about the location of the kiosk machines within each library.

The Walk-in Users Service page[33] from University of Aberdeen Library is a very good example of bringing together all of the information a WIU would require in one place, with links from *Who can use the Library and Museums* and also *Information for Visitors > E-resources*. There are four sections within it:
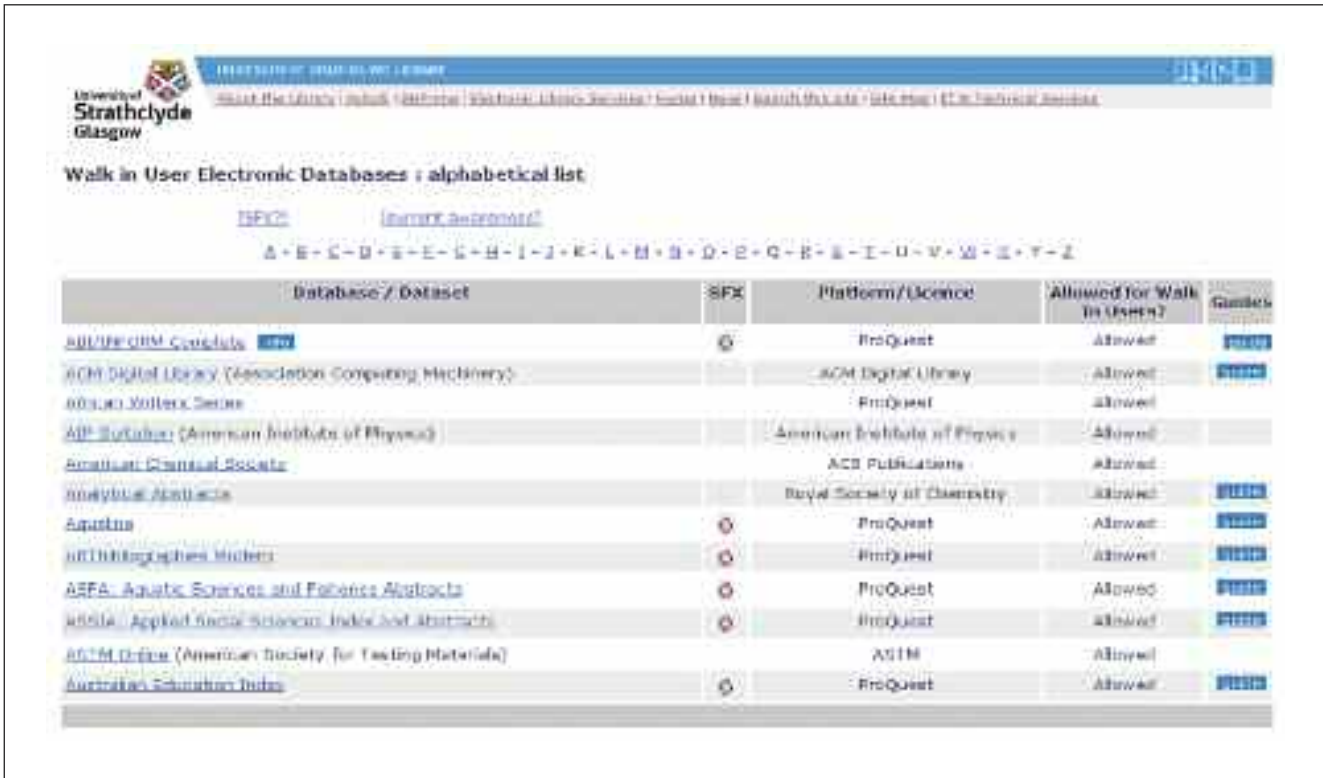
- What is this (see Fig. 14 below) – an outline of the service
- How to use it – registration, booking a slot and using the service (where the PCs are located, capabilities and levels of support available)
- What is available – a listing of the databases and e-journal collections that are available by broad subject area
- Terms and Conditions – specifically for WIUs including conditions of use, personal data and monitoring.

Fig. 14 - University of Aberdeen Library Walk-in Users Service: what is this

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[33]   http://www.abdn.ac.uk/library/facilities/computer/walkin-users-service/

The University of Strathclyde WIA page (*Walk-in Access to Electronic Library Services*)[34] is another very good example, listing the categories of membership that are eligible to use the service; information on how to register; an online booking form for the WIU PC; regulations and legal restrictions; and a list of the services available. The figure below is a list of those which WIA is permitted, with links to further information and online guides to the resource. The Library membership page also has a link to the WIA page for each category of member that can use the service.

Fig. 15 - University of Strathclyde Walk in User Electronic Databases

34   http://www.lib.strath.ac.uk/wiu.htm

The Andersonian Library, University of Strathclyde

The Andersonian Library, University of Strathclyde

WALK-IN USERS SERVICE

UNIVERSITY OF ABERDEEN

Registration form

Part 1: to be completed by the applicant. PRINT CLEARLY

Full name: ....

Address: ....

....

....

Postcode: .... e-mail: ....

Home tel: .... Mobile: ....

Part 2: to be completed by member of L&HC staff

Identification provided for registration (photo ID and address)

Passport	☐	Driving licence	☐
Travel pass	☐	Work pass	☐

Univ. Of Aberdeen external borrower card ☐

SCONUL access card & home institution ID card ☐

School ID ☐

Recent utility Bill (last 3 months) ☐

Recent bank, building society or credit card (last 3 months) ☐

Sentry access Pass no. ....

Checked verified by: ....

Glasgow University Library

UNIVERSITY
of
GLASGOW

Library Walk-In PC

- Welcome desk staff must log in the walk-in PC for users. Do not give the log in details to the user. The log in details are:

  Username:
  Password:

- Please ask at the Welcome desk if you wish to use this PC. It is **not a CSCE workstation**, and does not accept Glasgow University staff or student log in details.

- All users must complete a registration form before using this PC. Registrations forms can be found in the filing cabinet at the Welcome Desk. Copies of the University's Regulations and Code of Conduct for the Use of Information Technology Facilities, Acceptable Use of IT Facilities and the Computer Misuse Act are available for reference from the Enquiry Service desk.

- This PC provides access to some e-resources through the Library's web pages.

- Access to the Library's online resources is for personal research only: these sites should not be used for commercial research purposes.

- Please note that certain subscribed sites expressly forbid walk-in access under their licence agreements, and should not be accessed by walk-in users. A list of these sites is available from the Welcome desk.

- Printing or saving work is not possible.

- Please let the Welcome desk staff know when you are finished working so that they can log off the PC.

APPENDIX 2

University of Glasgow | Library

Registration for use of Library Walk-In Computing Facilities

Please use block capitals to complete this form

Name:

Address:

Email :

Status (Tick as appropriate):
      Staff/Student of another university   ☐
      GUL member (not GU staff/student) ☐
      Visitor   ☐
      Other (please specify) …………………………………….

Which Internet resources will you be using:
      GUL databases   ☐   Open access ejournals   ☐
      GUL ejournals   ☐   Academic websites☐
      Email   ☐   Library catalogues   ☐

      Other (please specify) …………………………………….

Have you used this service before?   Yes/No

Visitor Agreement:
I certify that I will make use of the above facilities in a responsible manner. I agree to abide by the *Regulations for Use of the University Computers and the Data Network* (available from the Computing Service) and the *JANET Acceptable Use Policy*.

Signature: Date:

****

Staff use only:
Personal ID seen: Student/staff card – Institution …………………….

               GUL membership card type ………………………

               Other (please specify) …………………………

Time logged on: Time logged out: Staff name:

GUL 238.05 (White)
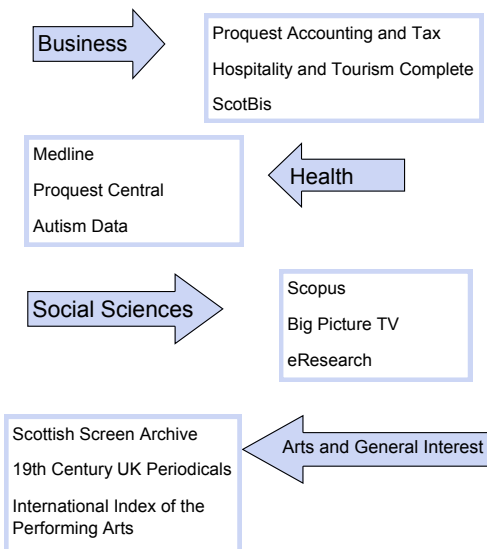
APPENDIX 3

Appendix 3   **University of Glasgow WIA Resources**

RESOURCE
18th Century House of Commons Parliamentary Papers
19th Century British Library Newspapers
19th Century British Library Newspapers, Part II
19th Century British Pamphlets
19th Century House of Commons Parliamentary Papers
19th Century UK Periodicals: Series 1 - New Readerships
20th Century House of Commons Parliamentary Papers
Ab Imperio
Accessible Archives (trial)
ACLS Humanities E-book (formerly ACLS History E-book Project)
ACM Digital Library
ACS Journals - SHEDL
ACS Publications Opt In
Acta sanctorum
Akadémiai Kiadó
Allgemeines Kunstlerlexikon (World Biographical Dictionary of Artists)
Allied and Complementary Medicine (AMED) (Ovid)
Amadeus
America: History & Life (EBSCOhost)
American Academy of Periodontology
American Civil War Letters and Diaries (Alexander Street Press)
American College of Veterinary Pathologists
American Economic Association Web
American Geophysical Union
American Heart Association Journals
American Institute of Aeronautics and Astronautics
American Institute of Physics
American Mathematical Society Journals
American Physical Society Journals
American Statistical Association Publications
American Veterinary Medical Association
Annotated Bibliography for English Studies Online (ABES)
Annotated Bibliography of English Studies (ABES)
Annual Bibliography of English Language and Literature (ABELL) (LION)
Annual Reviews Electronic Back Volume Collection
Annual Reviews - NESLi2
Anthropology Plus (OCLC FirstSearch)
ARTbibliographies Modern (CSA)
ARTstor
ASCD Publications
ASCE Online Journals
ASM Journals Online
ASME Transactions Journals (Archives)
ASME Transactions Journals (Current)
ASSIA: Applied Social Sciences Index and Abstracts (CSA)
Atla Religion Database (Ebscohost)
ATLA Religion (OCLC FirstSearch)
Australian Education Index (DIALOG)
Australian Education Index (Proquest)

APPENDIX 4

Examples of what is available

Business →

Proquest Accounting and Tax

Hospitality and Tourism Complete

ScotBis

Medline

Proquest Central

Autism Data

← Health

Social Sciences →

Scopus

Big Picture TV

eResearch

Scottish Screen Archive

19th Century UK Periodicals

International Index of the Performing Arts

← Arts and General Interest

**For more information email LRCHelp@qmu.ac.uk
or visit http://www.qmu.ac.uk/lb/walk_in.htm**

Queen Margaret University

Learning Services

Walk-in Access
to electronic resources

The Walk-in Access Service allows visitors to Queen Margaret University to access a range of our electronic resources whose licence agreements allow use by 'Walk-in users'. It also includes some resources which are freely available on the internet.

Visitors from other universities may still find that the Eduroam service is more suitable for them. This should be arranged with their home institution before visiting Queen Margaret University.

Some facts about 'Walk-in Access'

This service is free to use and is separate to our standard External Member scheme which only covers print resources.

All visitors will need to register at the main Security reception desk on entering the building to receive a visitor card which will allow them access through the speed gates and into the Learning Resource Centre.

The Service is only available during staffed opening hours:

Term Time: Mon-Fri 9.00am till 9.00pm
            Sat-Sun 9.00am till 5.00pm

Vacation: Mon-Fri 9.00am till 7.00pm

There will be no facility for printing or saving from any of the resources.

There will be no access to the wider internet or to email.

These resources are strictly for educational purposes only and not for commercial use.

This service is designed to be used with minimal support from Library staff.

Jem and Alistair "Walk-In"
Photograph: Alun Hughes, of UHI