

**Breakout Session Notes:** *Enabling Walk-in Access to E-resources – Where are we now?*

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**Objective:**

- To understand the successes and challenges of enabling walk-in user access to e-resources 2-3 years after the SCONUL, SCURL, and WHELP walk-in user reports.
- To gather information to feed into FAQs to assist those institutions who have concerns about enabling e-resource access.

**References:** Walk-in user reports by SCONUL, SCURL and WHELP.

**Participants:** Two sessions with roughly 22 people per session; roughly 1/3 of the participants in each session offered walk-in user access at their institutions.

**Notes:**

***Who led the implementation? How was the business case made?***

- Senior management public/community engagement agenda
- During Olympics, opportunity to offer service for public
- Library/IT driven
- IT development with offer on free Office
- Conference support required
- Summer visitors
- Library lobbying re: other institutions offering access; clarified concerns about licenses
- Librarian led and defined requirements
- Widening participation and access to University
- Customer requests for access

***Who set it up?***

- IT; completed within weeks
- E-resource staff members with IT support
- Library systems team
- Expertise within Library
- E-resources team with IT and Enquiries team

***How did you set it up?***

- Limited number of dedicated usernames
- Standalone printers – no printing
- IT/Library acceptable user policies once granted username
- Dedicated PCS in cluster or dispersed around Library
- Restricted access to web – portion of what staff/students see

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- Authenticate locally rather through Athens
- Passwords for conference use
- No specific PCS; username determines access; no time limit on use
- Set up – restricted databases; take customer details; keep paper for 12 months; take id
- No time limit on machine use
- Users sign form re: non-commercial use
- Once user logged in, limited support
- Prioritise staff/students
- Staff log in for users
- Time limited
- Small Library so walk-in user are visible
- Computers near service desk
- Shibboleth authentication
- No print outs – put on memory stick
- Kiosk with card dispenser for temp logins
- Do not allow internet access

***Who maintains it?***

- Maintained by IT

***Who uses it? How do you know?***

- SCONUL users
- City centres more use
- Public
- Alumni
- Community agreement
- Those who may embark on PhDs – between courses but want scholarly materials

***How do you know who is using it?***

- Stats – spreadsheet, excel
- Stats – registration forms
- Requests dipped with eduroam
- Light touch promotion
- Id required for access along with signature re: acceptable use

***What challenges did you face when setting it up?***

- Maintenance
- Influencing IT to prioritise work
- Unknown users if kiosk
- Not enough passwords
- No time limit so users hold machines all day

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- Managing expectations about what can be accessed
- Only dedicated PCs, so restricted
- Disabled user asked why scheme is called 'walk in'
- Alumni want off site access (aware that JSTOR will offer limited off site access to Alumni)
- Users taking student desks
- People only want internet
- Id to allow access to resources
- Who you know in IT to get work done

***For those who have not set it up: Why not? Do you plan to offer the service in the future?***

- New to HE – not an institutional priority
- Size – small teams so no capacity to take on work
- Rural specialised – no demand
- Awaiting IT to allow guest access
- How to restrict access so that external users do not get full range of resources
- IT priorities not library
- No IT within Library
- Not library priority – now receiving requests from users, however

***Recommendations:***

- Best practice/guidance
- Evidence of demand – regional
- FAQs – flowcharts of how to set up
- Works/does not work
- How to make IT see it as a priority
- Updated case studies

***Queries:***

- Is this the best use of resources in light of eduroam and availability of cloud services?  
(Noted that some external users would not have access to eduroam)
- Should users be paying for access or should this be a free service (re: those institutions that charge fees for membership)?
- How do you ensure that under 18s are not accessing e-resources in breach of licenses?
- What is the future of public libraries if university libraries are offering e-resources to members of the public?