

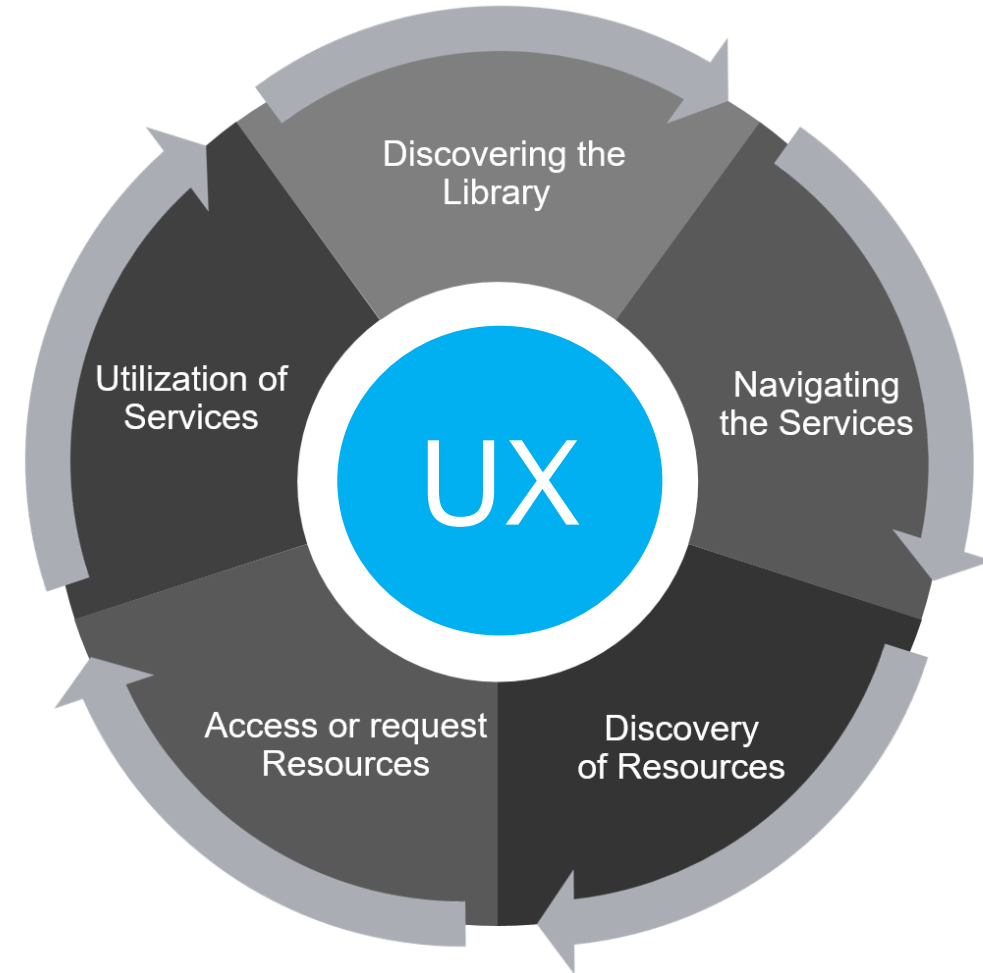
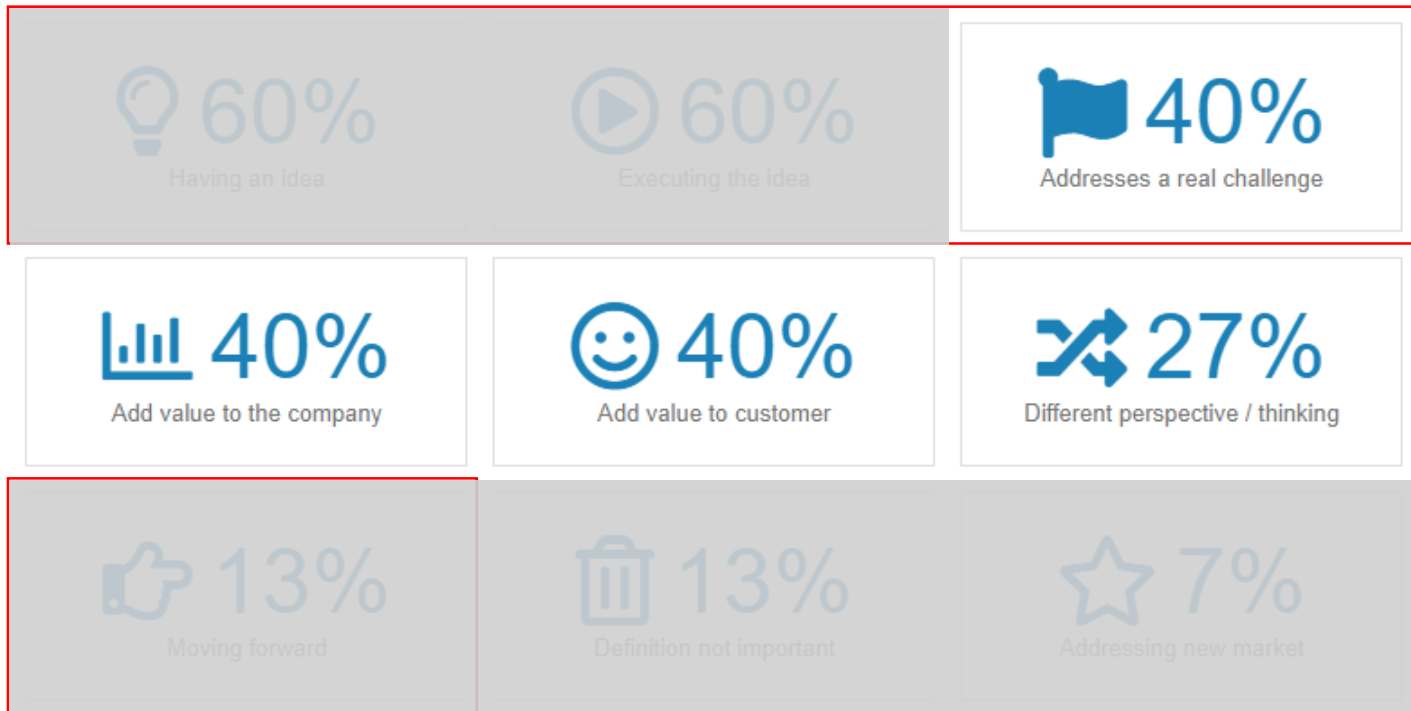
Renovate Your Library Services for Best User Experiences

Jeremy Chou 周韻

Sales Director of Taiwan, Hong Kong and Macau

EBSCO

What is Innovation?



Fail!lab

technology, libraries and the future!

The Ugly Truth About Library Websites

Posted on May 20, 2013 by mryanhess

<https://faillab.wordpress.com/2013/05/20/the-ugly-truth-about-library-websites/>



***The world's ugliest websites are not library websites.
But we're not far behind.***

M Ryan Hess

- Digital Initiatives Manager at the Palo Alto City Library
- Digital Services Coordinator at DePaul University Library

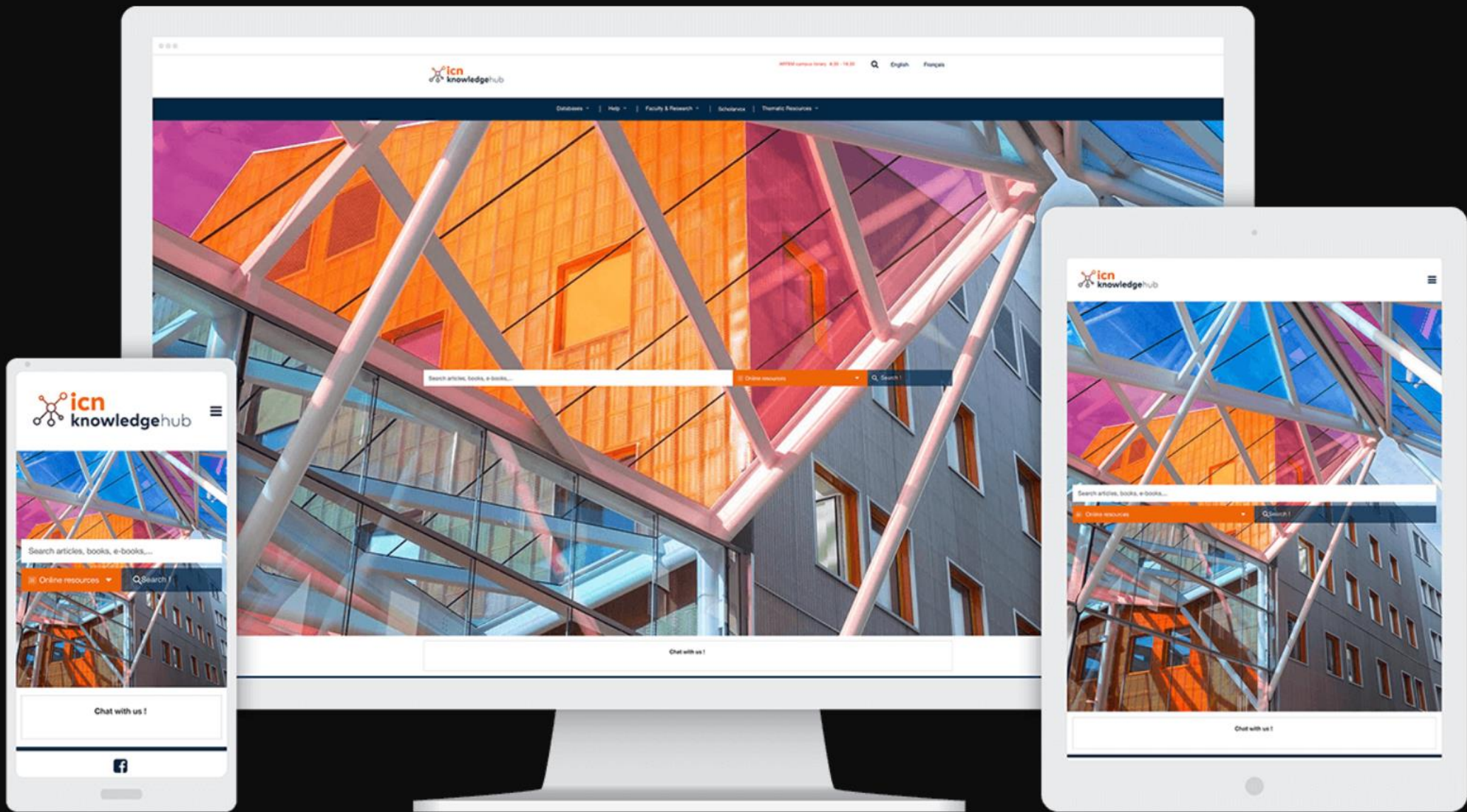
Build a New Library Portal Website?



Stacks Receives Platinum in 2018 Modern Library Awards

- The First Complete CMS Built Specially for the Libraries.
- Accessible library website platform that works on any screen size (RWD)
- A complete package with seamless, turnkey integrations
- Easy-to-use administrator interface with plug-and-play Discovery Service & ILS integration







Search the catalog...

Catalog

Search

Home Visit Contact Attend Borrow Research Help Avalon History Center

Summer Ticket Status as of August 10 - [Click Here](#)

How can we innovate at the Avalon Library?



Four featured resource boxes: "eBooks & Audiobooks" with OverDrive logo, "Movies, TV, Music, eBooks & Comics" with hoopla logo, "Featured App" with freegal logo, and "Featured Resource" with NewsBank logo.

Upcoming Events

- Tech Workshop Instagram
Fri, August 29th - 10:00 AM
- Video Games
Fri, August 29th - 10:00 AM
- Kids' Genealogy: Building Your Family Tree
Sat, August 28th - 10:00 AM
- Learn to Play Bridge
Mon, August 25th - 9:30 AM
- SRP MONDAY FUNDAY: Behind the Scenes at the Museum
Mon, August 25th - 10:00 AM

Facebook

A Facebook post for the "MONDAY FUNDAY" event, featuring a graphic with the text "MONDAY FUNDAY Monday, August 13 at 10am" and a photo of a building.

News

- Get Free Homework Help With Tutor.com
Aug 9th 2018
- Best New Books: Week of 8/1/2018
Aug 7th 2018
- Best New Books: Week of 7/31/2018
Jul 31st 2018
- Book Review: "The Cabin at the End of the World" by Paul Tremblay
Jul 27th 2018
- Tech Tips: Don't Miss A Facebook Post!
Jul 26th 2018



Search the catalog...

Catalog

Search

Events

My Account

Summer Ticket Status as of August 10 - [Click Here](#)

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Search the catalog...

Catalog

Search

Events

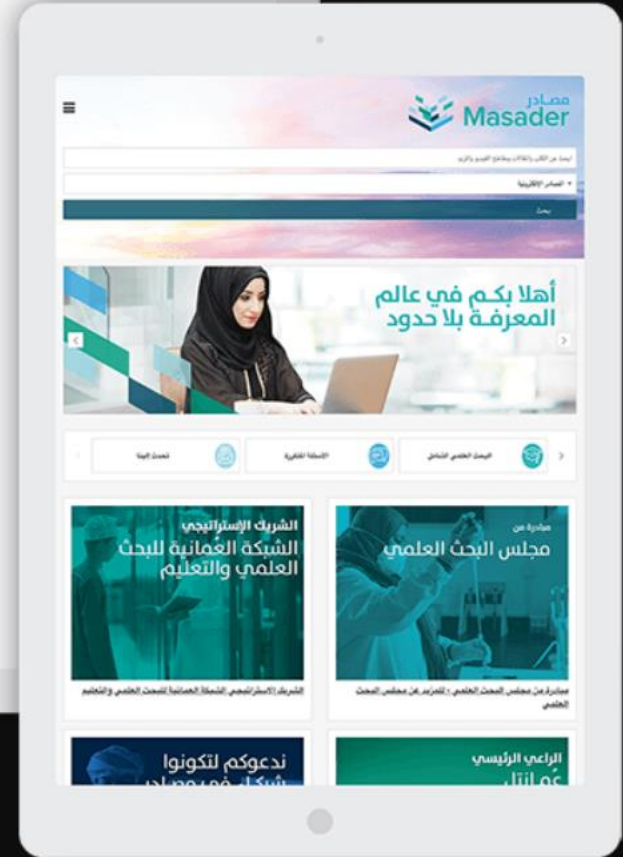
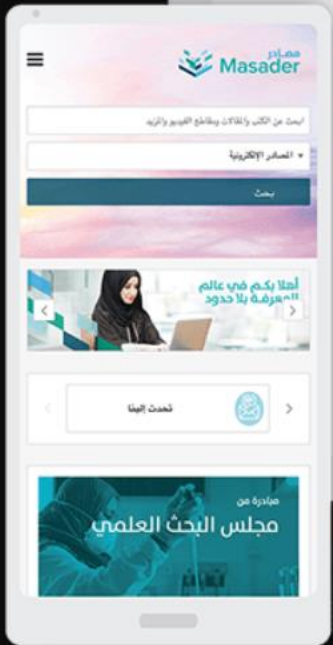
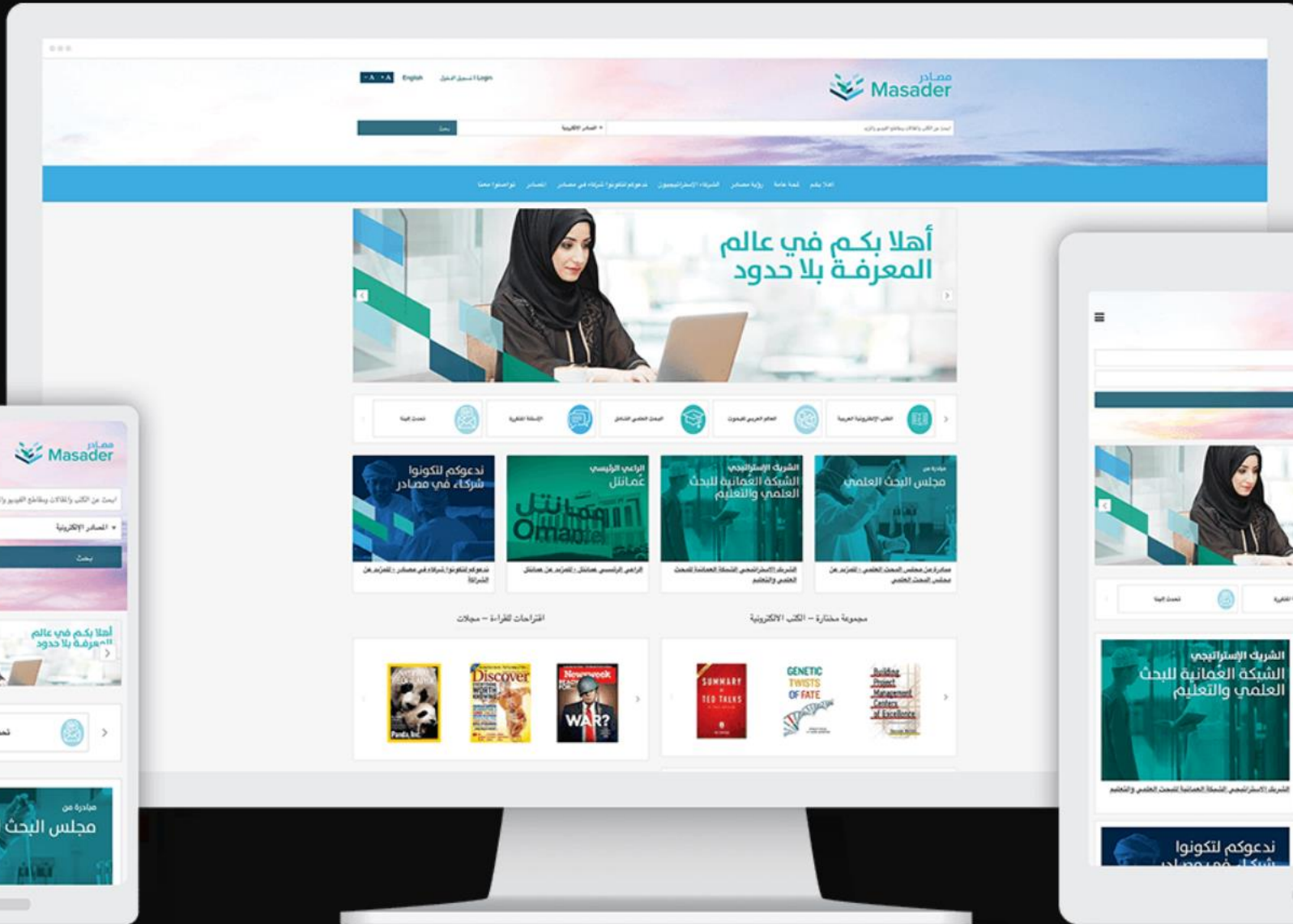
My Account

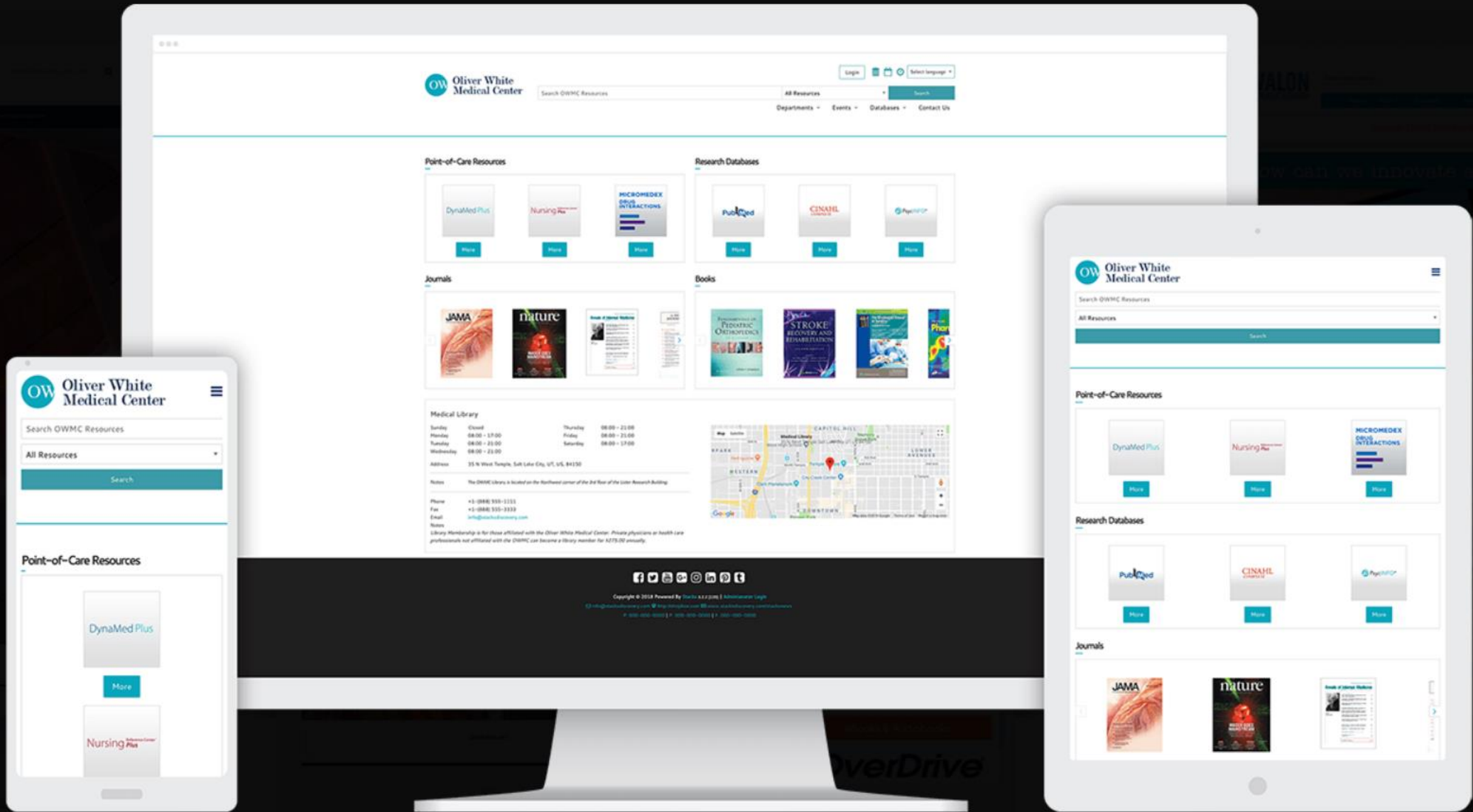
Summer Ticket Status as of August 10 - [Click Here](#)

How can we innovate at the Avalon Library?



Featured resource box: "eBooks & Audiobooks" with OverDrive logo.





Find books, articles, and more...

Search

Catalog

Journals

Citation Linker

Databases



Using the Library

- ▶ Library Guides
- ▶ Reference Services
- ▶ Computers and Software
- ▶ Off-Campus Access
- ▶ Renew Books
- ▶ TechLab
- ▶ Open Access Policy
- ▶ For Faculty

Quick Links

- Web of Science
- Dimensions
- 1s 1findr
- PubMed
- SciFinder
- MathSciNet
- GeoRef
- IEEE Xplore
- WorldCat
- Oxford English Dictionary



How do I...?



Printing / Scanning



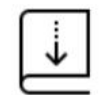
Course Reserves



Room Reservations



Library Classes



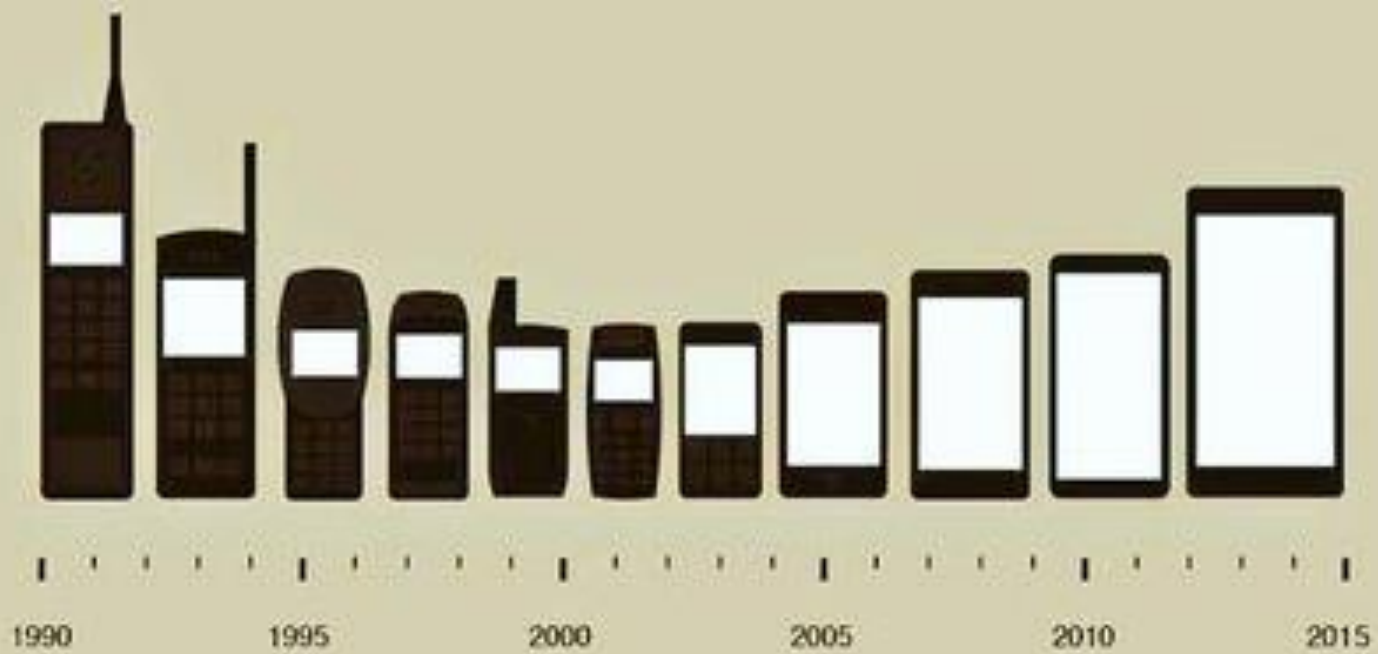
Suggest a Book for Purchase



DocuServe



Campus Delivery





2018 top trends in academic libraries

Publisher and vendor landscape:

In an effort to streamline access to licensed content and reduce or eliminate the need for users to resort to tools like SciHub and ResearchGate (threatened with a lawsuit), publishers, librarians, and other stakeholders have been collaborating on RA21.

<https://crln.acrl.org/index.php/crlnews/article/view/17001/18750>

RA21

**RA21: RESOURCE ACCESS FOR THE 21ST
CENTURY**

Improving Access to Scholarly Resources, from Anywhere, on Any Device

RA21 POSITION STATEMENT ON ACCESS BROKERS

- Industry Standards
- Federated Identity Management
- Security Risk
- Anonymous
- Not to track user behavior across publisher sites.

<https://ra21.org/index.php/what-is-ra21/ra21-position-statement-on-access-brokers/>



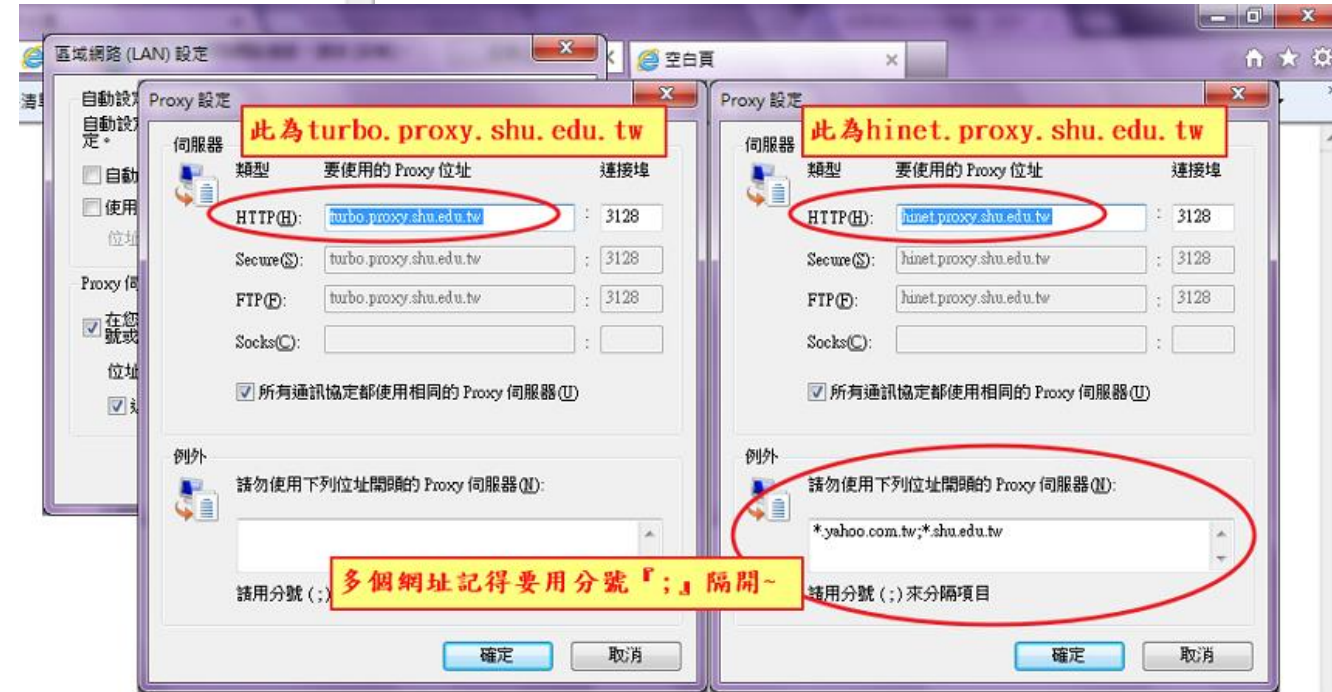
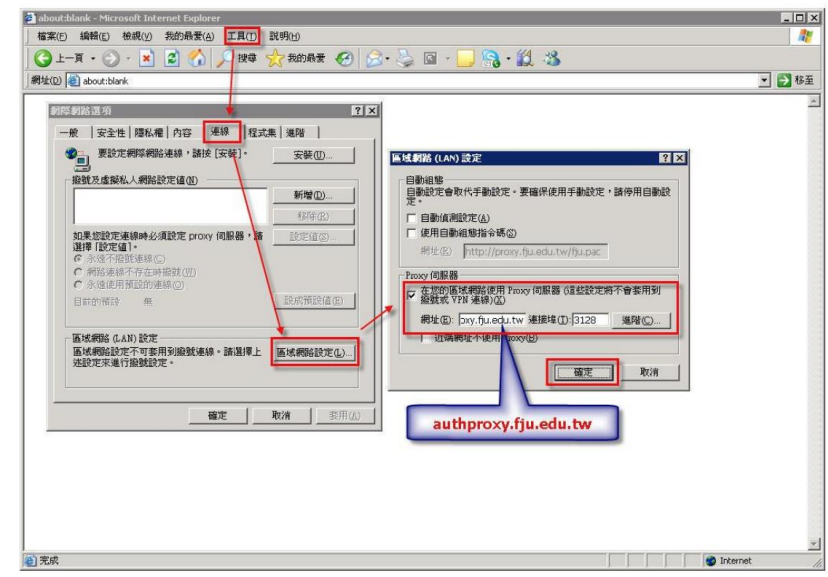
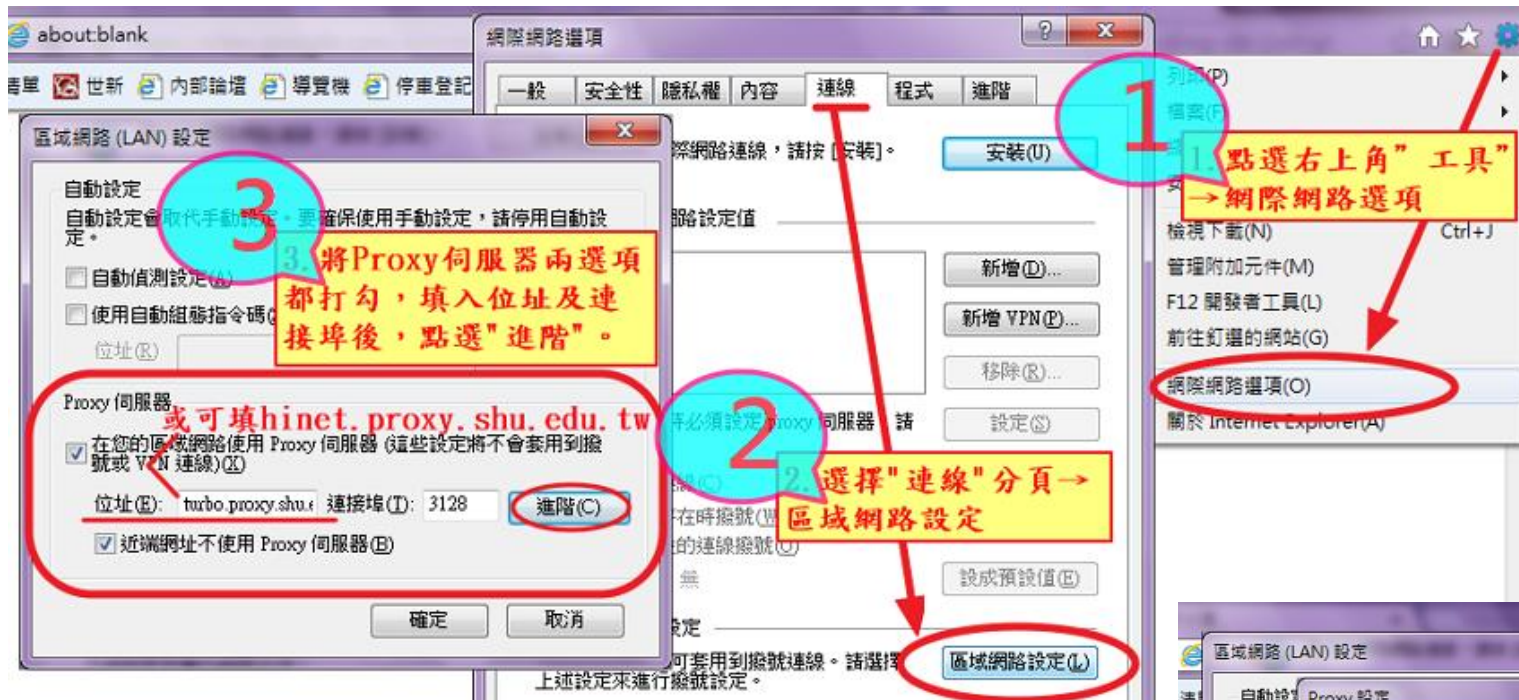
RA 21

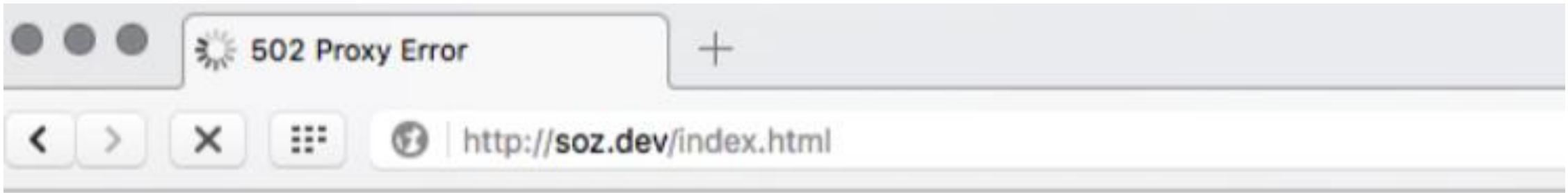
Guiding Principles

- Seamless
- Evolving
- Any location
- Any device
- Balance security and usability



Can IP/Proxy authentication meet today's requirements?





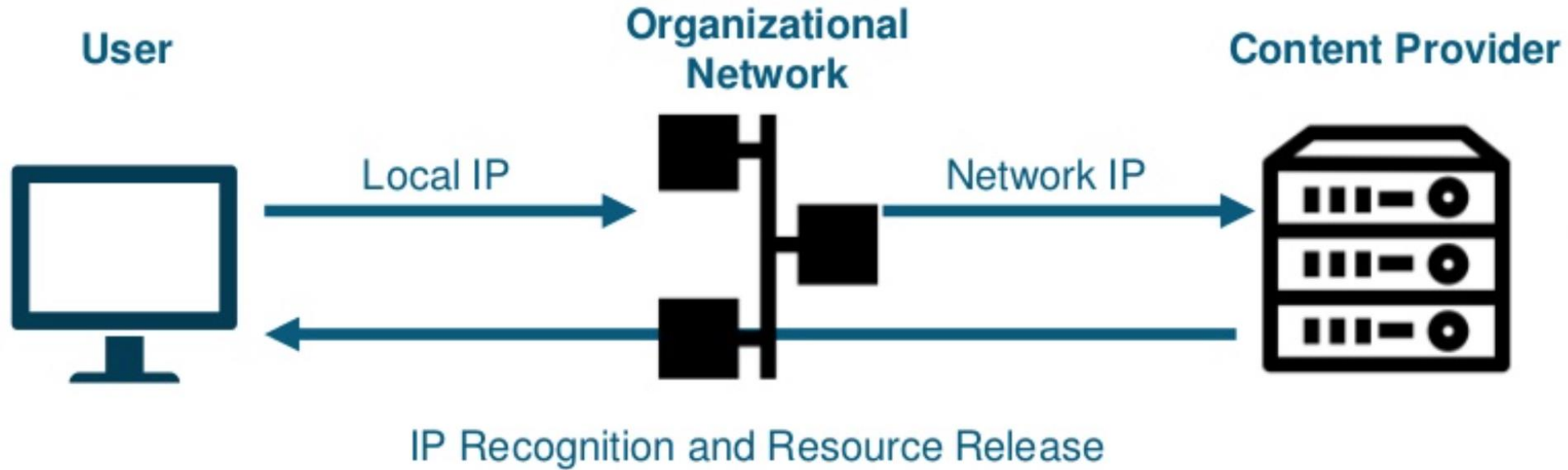
Proxy Error

The proxy server received an invalid response from an upstream server.
The proxy server could not handle the request *GET /index.html*.

Reason: Error reading from remote server

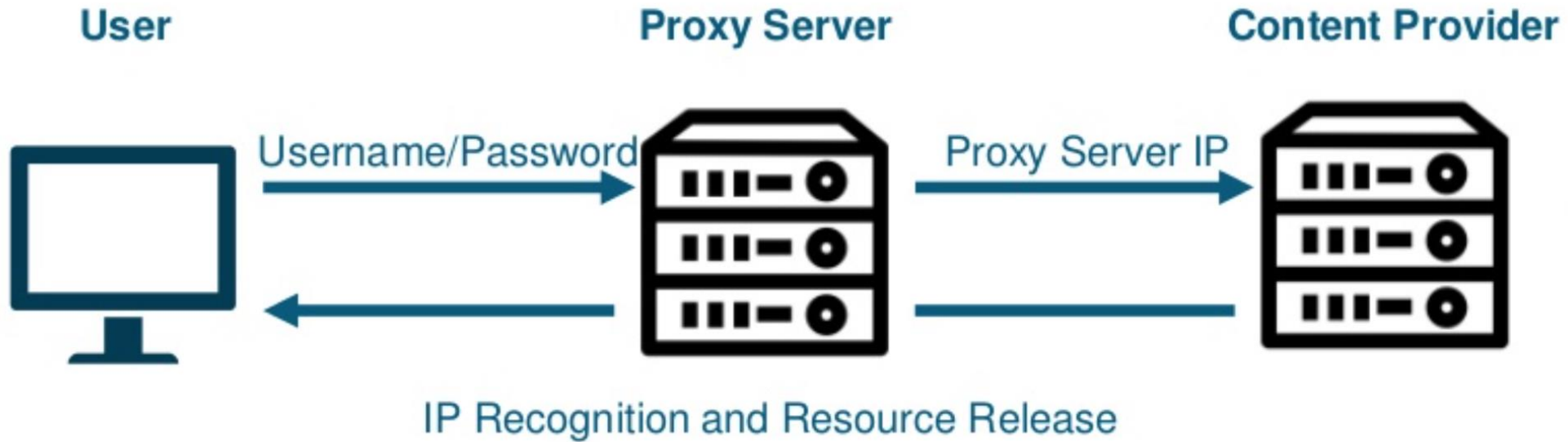
1990's

IP Authentication



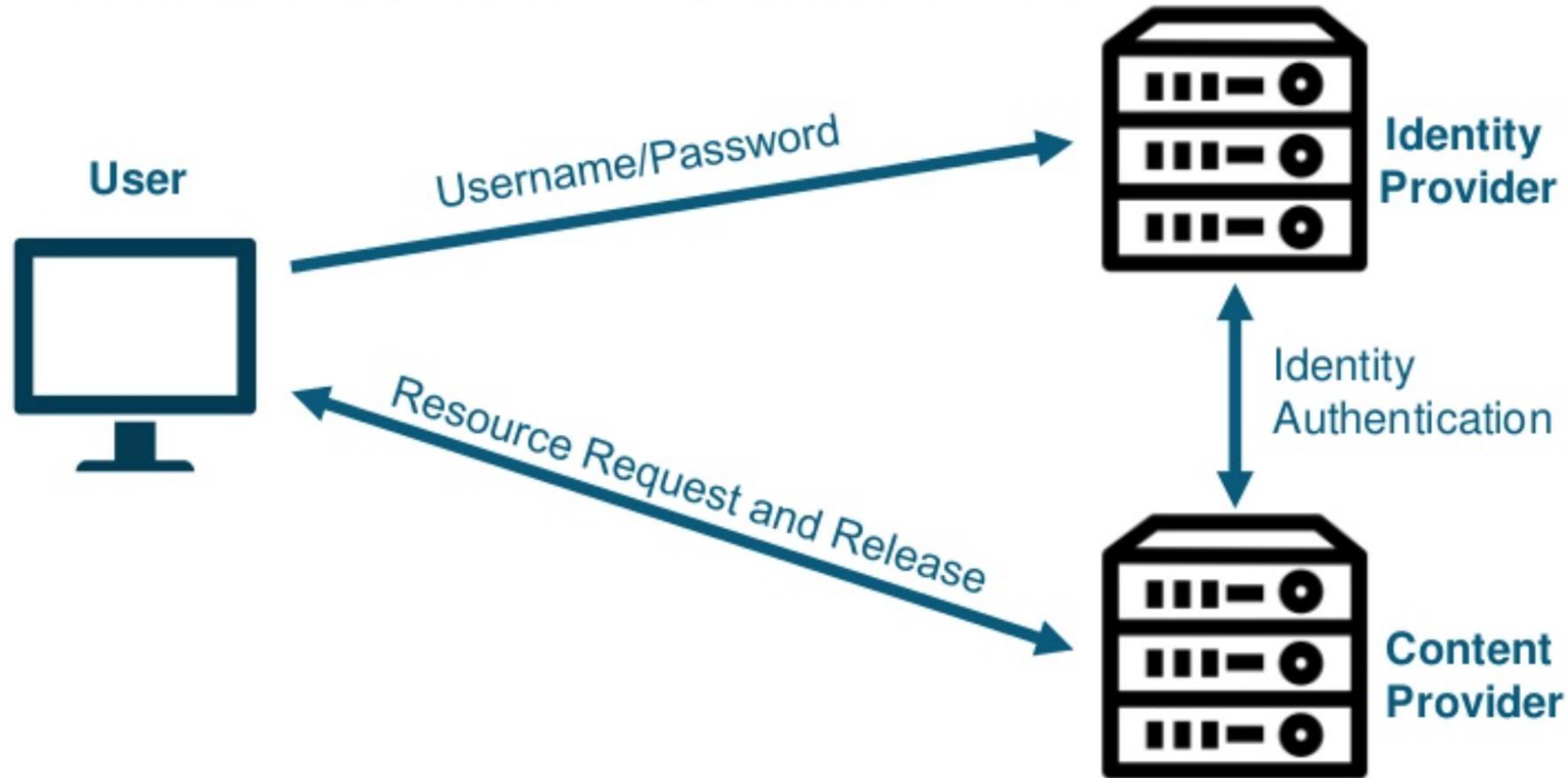
2000's

Proxy Authentication

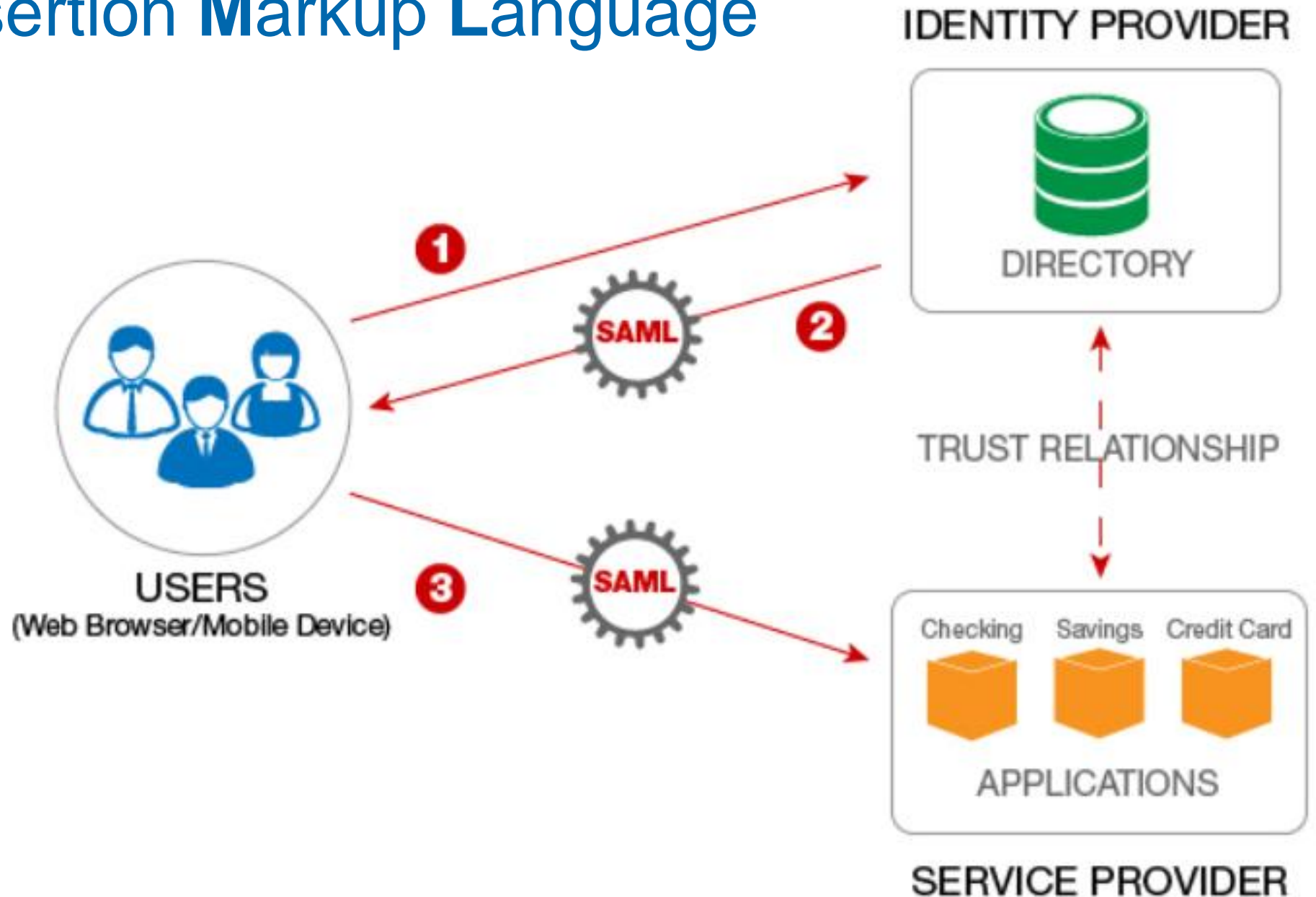


2008 onwards

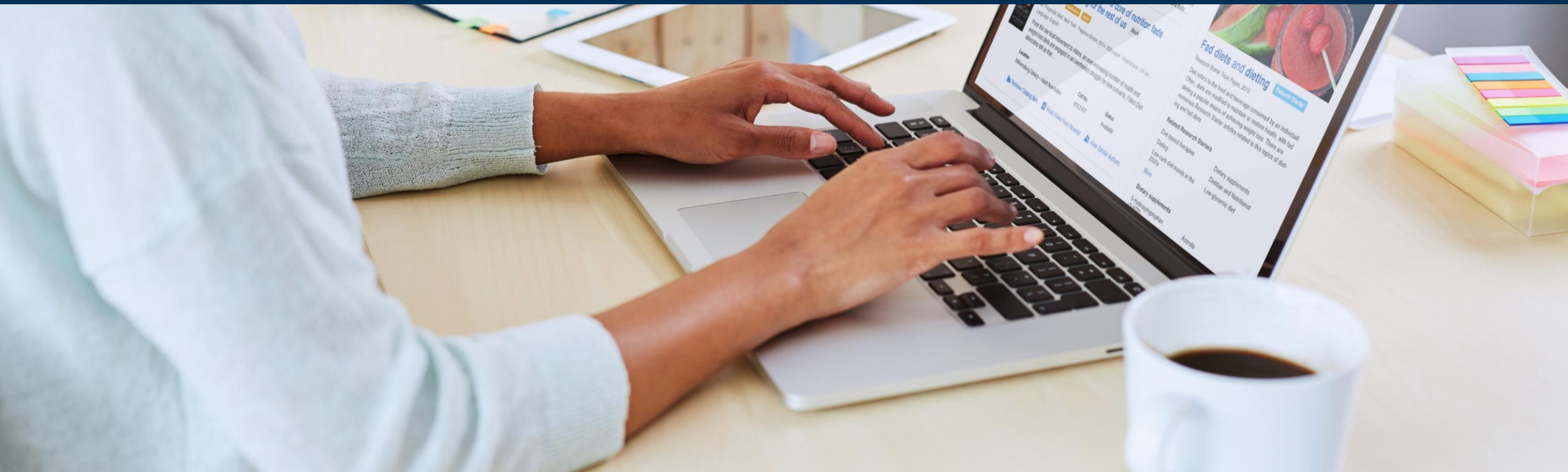
SAML Authentication



Security Assertion Markup Language



Empowering Libraries & Researchers with 21st Century Authentication Solutions





UNIVERSITY OF
BATH

Jisc



What makes OpenAthens different from IP/proxy?

- Uses latest SAML 2.0 security protocol (end to end encryption)
- Provides a Federation framework (InCommon, OpenAthens)
- Works across all devices and locations
- Supports user personalization
- Collects detailed usage statistics
- Always fully hosted
- Designed by librarians for librarians

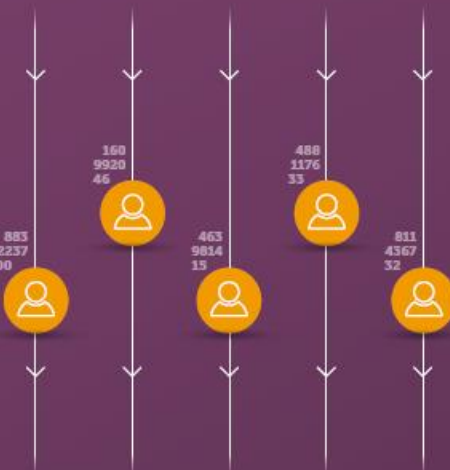


Simple set up – complete SaaS



SAML Handshake

Secure – End User / Publisher / Library



Two Way Transparency / Individual Stats

Publisher



Global Standard In Authentication

Simplicity for the library

Technical set up – in-house development



IP Recognition

Insecure / Open To Spoofing



No Individual Details / Anonymous

Publisher



Legacy Technology / Work Around

Complexity for the library






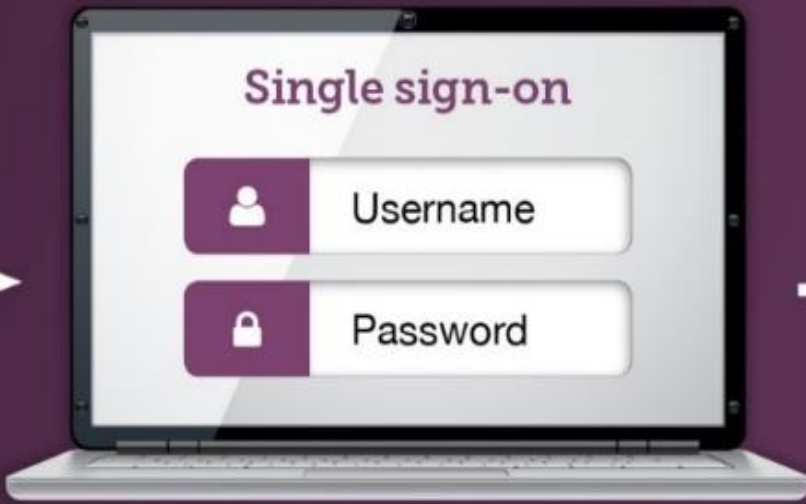
Removing barriers to knowledge

The end-user only needs to remember **one username and password**, opening up access to all available e-resources

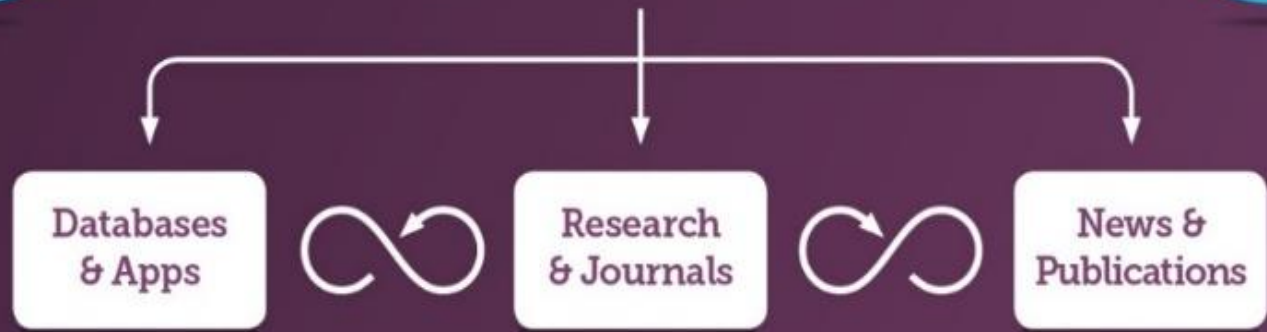
Connecting people to information



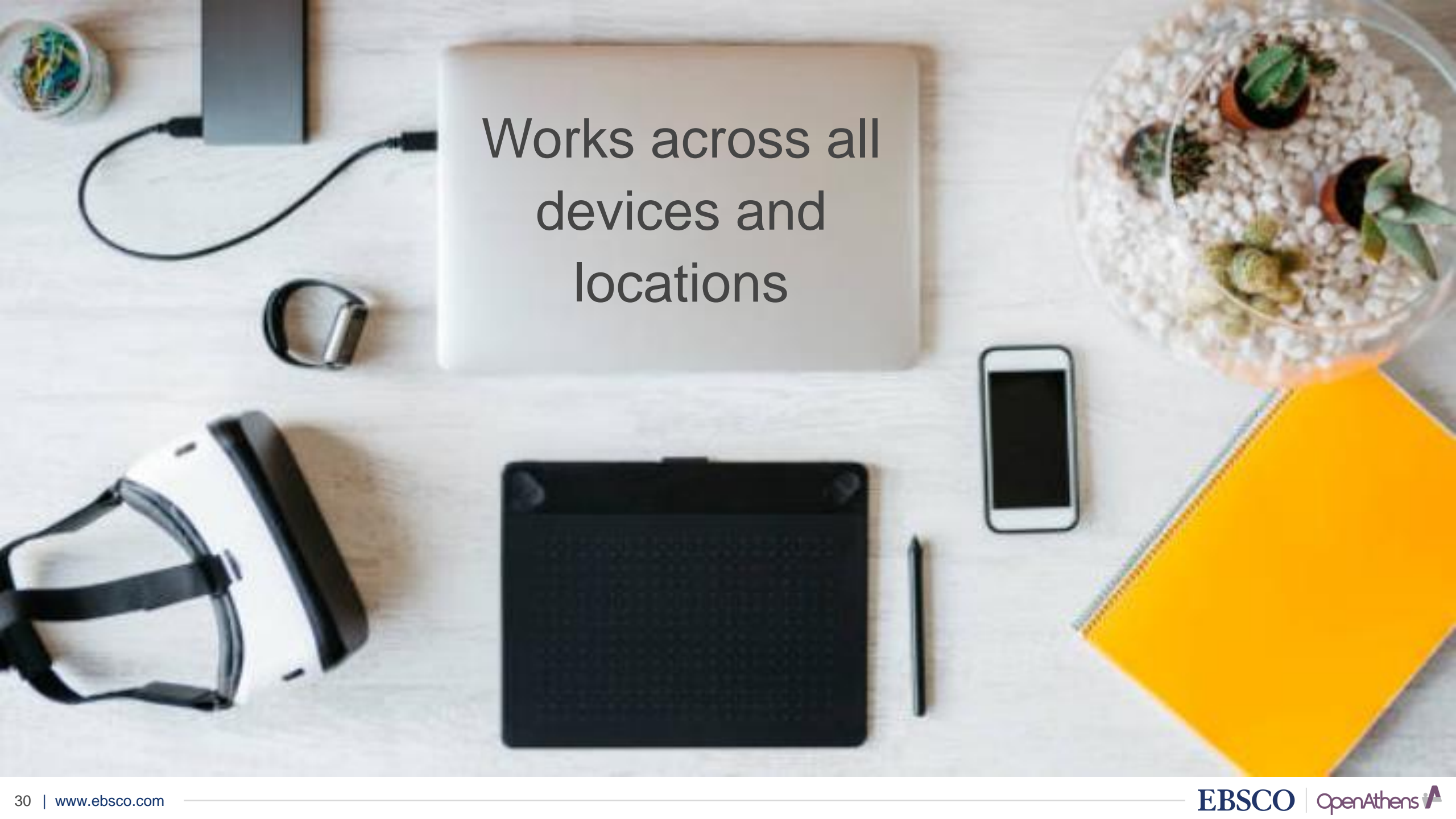
The journey of discovery can start anytime and anywhere!



The library can track each resource the end-user chooses to visit



No need to sign in again as the end-user moves from resource to resource



Works across all
devices and
locations

Integrates with organization's own systems...



- SAML
- Active Directory (ADFS or LDAP)
- Portals
- Learning Management Systems
- Google G Suite Global Directory
- ILS: Symphony and Koha, etc
- Student Information Systems
- APIs

NO NEW USERNAMES OR PASSWORDS

GDPR



**Data Protection
Officer (DPO)**



Compliance



25 May 2018



Data Breaches



Personal Data

Military-Grade Security with SAML

Your patrons' data remains private, even while providing a modern, personalized user experience.

What Can the Data Tell Us?

KSU's Efforts to Build a Library Data "Cube"

Michael Luther, Assessment Librarian, Kennesaw State
RACL Spring Meeting – April 8, 2016

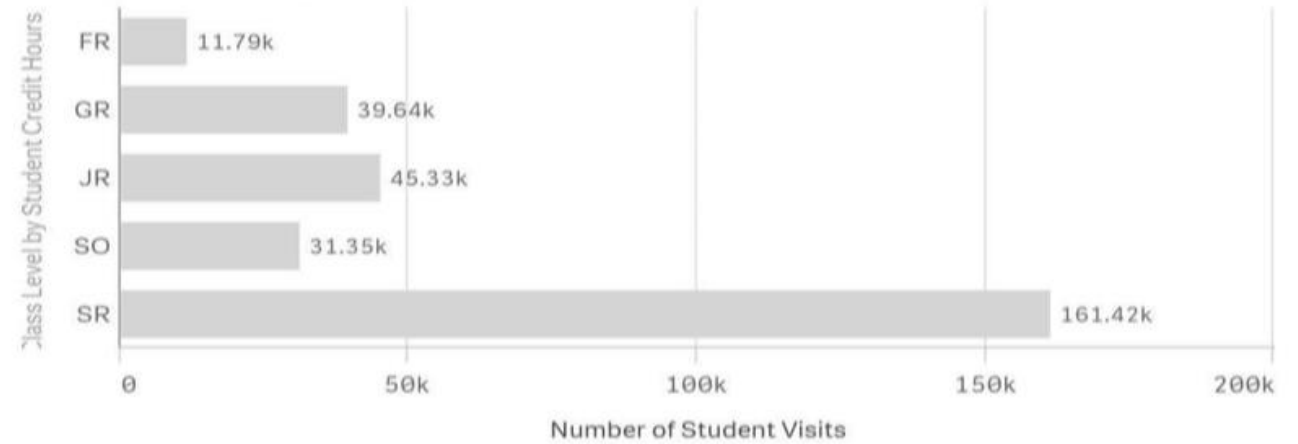




LIBRARY USAGE by STUDENT LEVEL

Class Level by Credit Hour	Student Visits
Totals	289535
FR	11792
GR	39644
JR	45332
SO	31347
SR	161420

LIBRARY USAGE by STUDENT LEVEL

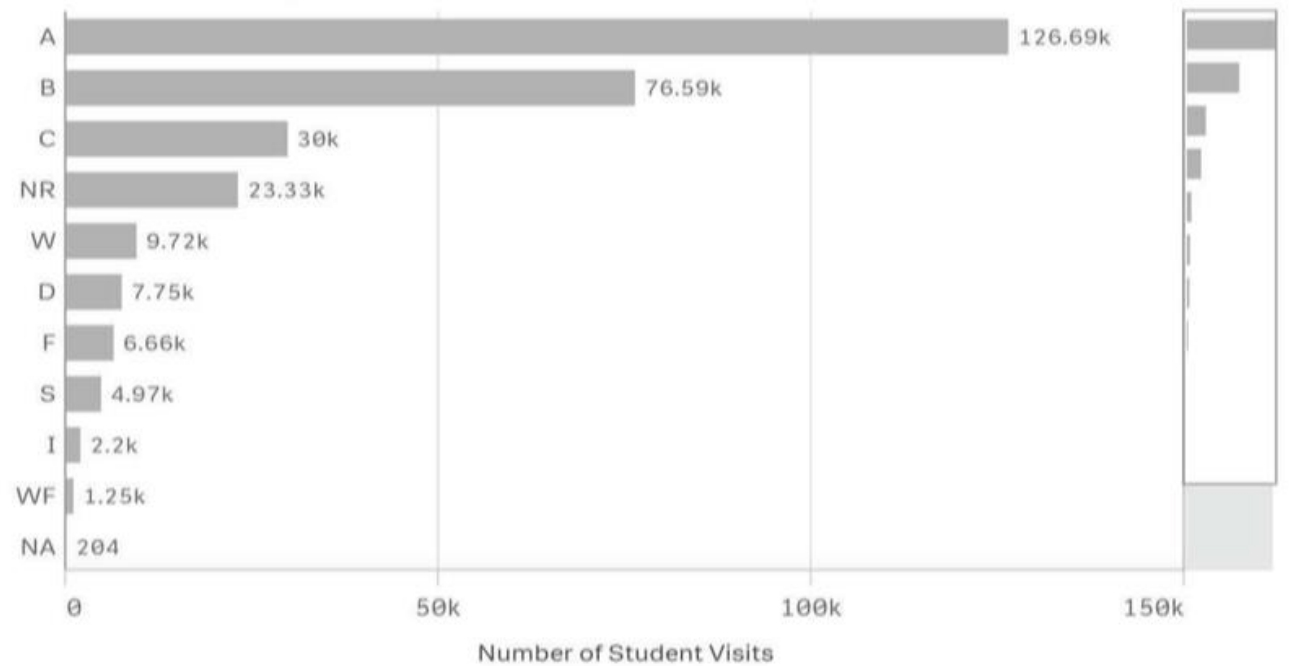


Data Source: Office Enterprise Information Management and Institutional Research

GRADE EARNED by USAGE

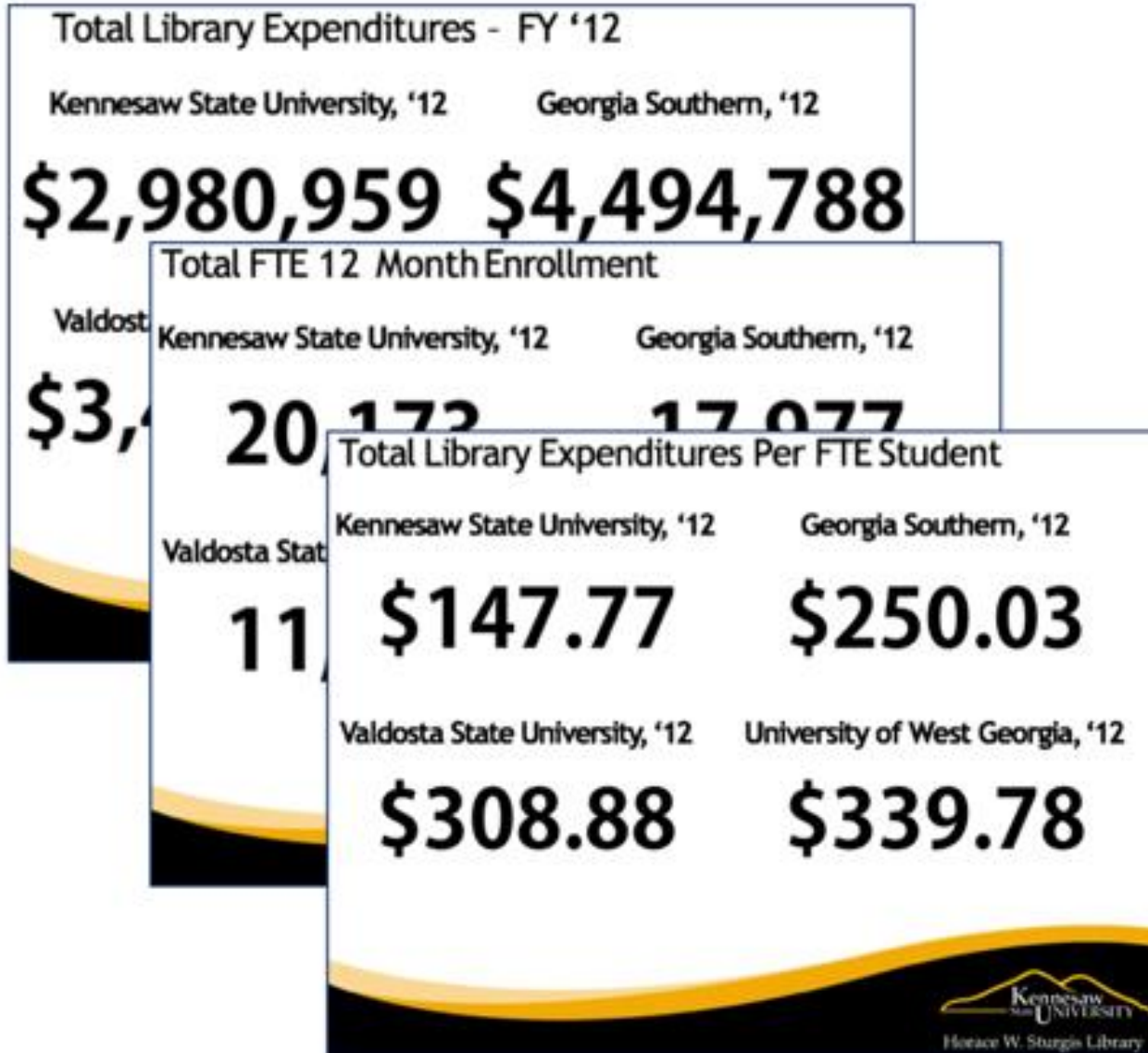
Grade Earned	Student Visits
A	126688
B	76589
C	29996
D	7746
F	6656
I	2197
NA	204
NR	23331
S	4973
U	104
V	74
W	9722
WF	1255

GRADE EARNED by USAGE



Data Source: Office Enterprise Information Management and Institutional Research

Building a narrative



Transforming Collections

- User groups disagree about quality of collections
- Electronic resources appear to be favored over print
- Area of greatest weakness (among grads and faculty)



General Uses

- Being used to highlight needs and document evidence.
- Communicating with the Development and President's office.
- Departments are using mini reports as a learning tool and to inform decision making.



Accounts ▾

Resources ▾

Statistics ▾








Preferences ▾

Management ▾

athensdemo > Dashboard

 Your organisation name here Expired

6

  New account	1316  Accounts	302  Resources
 Security	 Downloads	 My account

Summary for the last thirty days

▲ 139 ▼ 256
Accounts▲ 7 ▼ 2
Users joined/left-
Resource allocation5483
User logins-
Resources renamed-
Resources changed

Most popular resources this week

Best Practice

784

BMJ

294

NICE Evidence Journals and Databases

198

Ovid Online

132


Royal Marsden Manual Online

98

Recent activity for this organisation



1-2 of 2

 Password was changed
Today at 09:36 Email address changed
Today at 09:36

Admin Dashboard

Accounts ▾

Resources ▾

Statistics ▾

Preferences ▾

Management ▾

ebgzzz > acoe2

Catalogue

Permission sets

Redirector link generator



Add...

 Acad Curr Dir Nursing

2 45

 Adjunct Faculty

106 45

 Administration

8 45

 B.S. in Healthcare Administration

1 45

 Certificate in Adult Education and Corporate Training

1 45

 Certificate in Advanced Graduate Study

1 45

 Certificate in Bilingual Education

1 45

 Certificate in Content Area Instruction

1 45

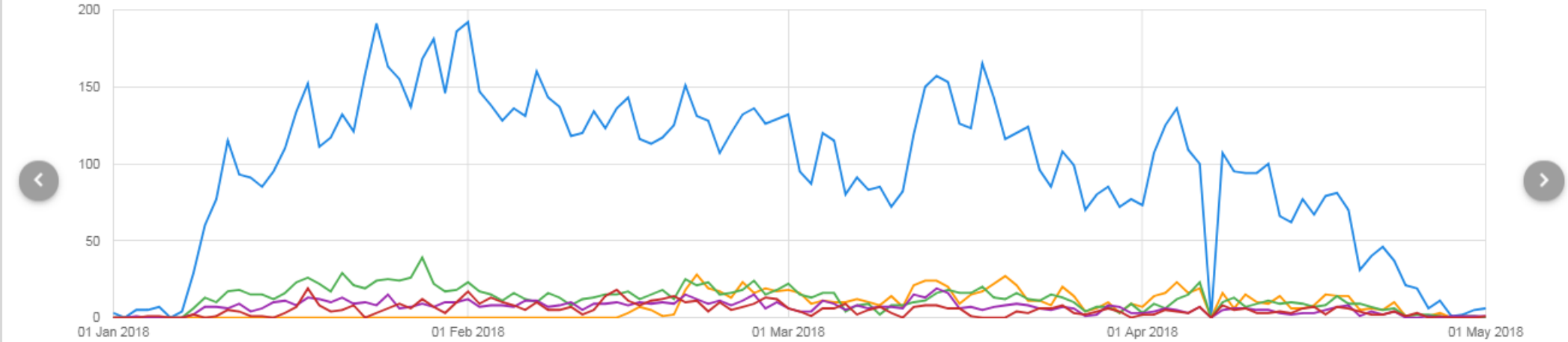
 Certificate in English as a Second Language and Bilingual Education

1 45

Customizable Permission Sets for Resource Allocation and Viewing Usage

- Dashboard
- Data explorer
- Account totals
- Account status
- Account lifecycle
- ▼ Resource access
 - Total
 - Unique**
- ▼ User authentication
 - Total
 - Attribute
 - Groups
 - Location
 - Permission sets
- Saved reports

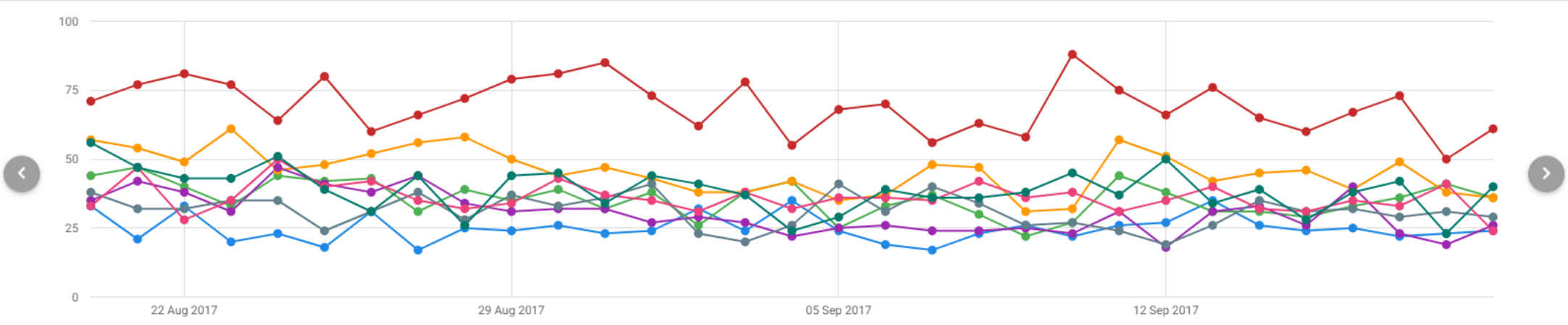
Granularity: Daily | Start: 01 January 2018 | End: 01 May 2018



RESOURCES	MIN / MAX	↓ AVERAGE	CHANGE
Totals	2 / 251	139.42	↑ 5
Ebsco information services	1 / 192	101.06	↑ 3
Proquest & chadwyck-healey databases	1 / 39	13.5	↓ 5
Ovid technologies, inc.	1 / 28	12.25	-
Scencedirect	1 / 19	7.28	-
Wiley online library	1 / 19	6.05	-

- Dashboard
- Data explorer
- Account totals
- Account status
- Account lifecycle
- Resource access
- User authentication
 - Total
 - Attribute**
 - Groups
 - Location
 - Permission sets
- Saved reports

Attribute: Job Role
 Granularity: Daily
 Start: 20 August 2017
 End: 19 September 2017



	↑ JOB ROLE	MIN / MAX	AVERAGE	CHANGE
●	Job role 1	50 / 88	69.58	↓ 10
●	Job role 2	17 / 35	24.9	↓ 9
●	Job role 3	22 / 47	35.68	↓ 8
●	Job role 4	31 / 61	45.68	↓ 21
●	Job role 5	18 / 47	30.45	↓ 9
●	Job role 6	19 / 41	31.1	↓ 9

Accounts ▾

Resources ▾


Statistics ▾

Preferences ▾

Management ▾

niss > [cknmnhhs](#) > OpenAthens statistics by user group broken down by resources[Print version](#)[Export data to Excel](#)

Note: PDF report not available for reports showing more than 15 columns

Report period : 01 January 2015 - 07 January 2017**Date run** : 07 January 2017 10:27:54 GMT[Change report orientation](#)

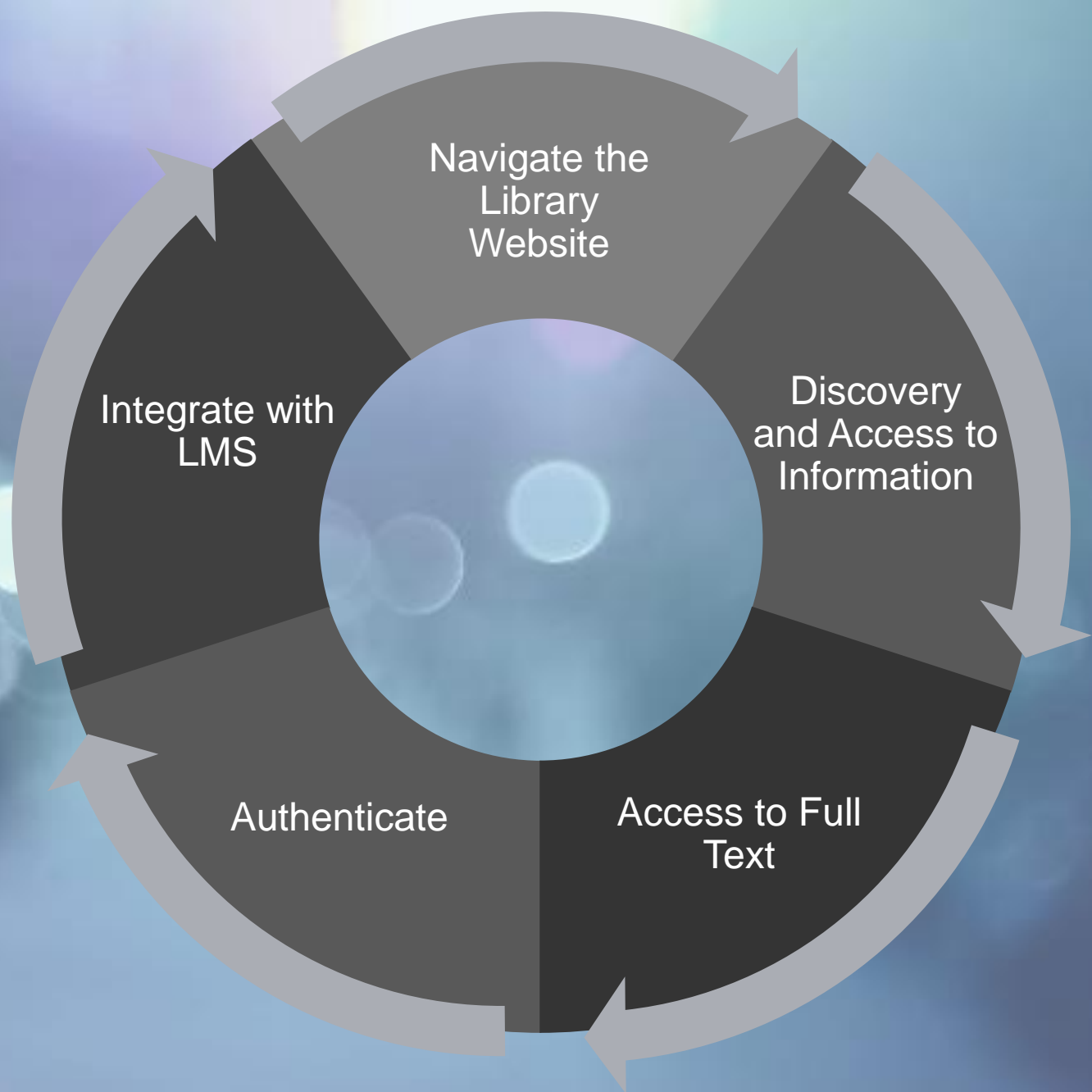
Resource title	Total accesses	Group name			
		Administration	Allied Health	Dental/Oral Health	Info. Mngmnt
Total	106,772	434	5,320	102	1,609
American Academy of Pediatrics (transfer)	20	0	0	1	0
American Academy of Pediatrics. (usage)	49	0	1	0	0
American College of Physicians (transfer)	9	0	0	0	0
American Medical Association (transfer)	320	0	6	0	2
American Psychological Association (transfer)	5	0	0	0	0

It helps the librarians and libraries

- Ease of Use (for both library users and library staff)
- Real-time integration w/ Campus Systems
- Access Control
- Better User Experience
- Single Sign On
- Statistics
- Security



The End-User Journey



EBSCO Solutions



Thanks

Jeremy Chou 周韻

EBSCO Information Services