Walk-in Access Wales Toolkit: a guide to implementing walk-in access services in Welsh higher education institutions

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Introduction

Background to walk-in access
The number of higher education institutions (HEIs) offering non-library members access to their electronic resources has grown considerably in recent years. These ‘walk-in access’ services permit non-registered users to access content where the terms of the license agreements allow. To provide a walk-in access service, university libraries must find a technical solution that overcomes the need for the login credentials supplied to registered users and must restrict the resources provided to those where the accompanying license agreements include ‘walk in users’ in their definition of ‘authorised users’.

Providing non-registered users with access to subscription based electronic resources has been a topic of discussion in the academic library community for quite some time. University libraries generally allow visitors to access their collections on a reference basis, whether they are staff or students from other universities or members of the public. As universities in receipt of government funding spend large sums of money on academic literature, it would only seem fair that members of the public and researchers should be permitted access to this material, regardless of where they work or are registered as a student.

Many libraries, in support of the goal to widen access to research, operate local lending schemes through which members of the public may borrow items from academic libraries. Some librarians have also implemented reciprocal borrowing arrangements between university libraries. In Wales, the WALIA scheme, serving staff and research students, and CROESO, for undergraduate students, were pioneering examples of university libraries working together for the benefit of the academic community. The largest such reciprocal borrowing scheme, SCONUL Access (http://www.sconul.ac.uk/sconul-access), covers most academic libraries in the UK and Ireland and consequently replaced WALIA and CROESO.

Despite the considerable efforts of librarians to open up access to research, the increasing dependence on electronic journals, e-books and other digital resources means that less scholarly content held in university libraries is available to members of the public or visiting researchers and academics. It is possible that open access publishing may eventually solve this problem but, before a critical mass of academic literature is made available on an open-access basis, walk-in access schemes offer a temporary solution to an immediate problem.

WHELF and walk-in access
A questionnaire was sent out to all WHELF libraries in 2011 asking whether each institution provided walk-in access to e-resources and, if not, what barriers prevented them from providing such a service. It was clear from the survey that advice, guidance, examples of best practice and lack of resources were all factors in preventing this service being offered. In response to the survey, a successful bid was submitted to CyMAL: Museums Archives and Libraries Wales to fund a short, practical project to set up a walk-in access service at the
Walk-in Access Wales Toolkit

The project’s lead institution, the University of Wales Trinity Saint David, and to create a toolkit to help other Welsh institutions to implement their own walk-in access services.

**Project members**
The project’s steering group comprised the following members of the Welsh academic library community:

- Aberystwyth University: Elizabeth Kensler, Andrew Wiles.
- Bangor University: Tracey Randall.
- Cardiff Metropolitan University: Julie Neenan, Helen Thomas.
- Cardiff University: Vicky Stallard.
- University of Wales: Bronwen Blatchford (Project Officer).
- University of Wales Trinity Saint David: Alison Harding (Project Manager).
- WHELF: Sue Mace (WHELF Development Officer).

The project was initially given the acronym WALRUS (Walk-in Access to Library Resources in Universities) but, at the steering group’s first meeting in June 2012, a decision was taken to name the project according to the terminology used in other walk-in access projects and to call it Walk-in Access Wales. Following the steering group’s first meeting, a blog was set up to document the project which can be accessed at: http://walkinaccesswales.wordpress.com/.

**Existing services in Wales**
Some Welsh HEIs had looked into the feasibility of providing a walk-in access service but, at the time of the WHELF walk-in access survey, no institutions in Wales had gone live with a walk-in access service. Cardiff University started investigating walk-in access in response to the 2007 SCONUL and UCISA report, HAERVI: HE access to e-resources in visited institutions. Following a feasibility project which established CU’s preferred technical solution, an implementation project began in May 2011 and a pilot walk-in access service was launched in a limited number of Cardiff University libraries in January 2012. Cardiff Metropolitan University launched a pilot walk-in access service in one library in June 2012, also motivated by the HAERVI report and, latterly, the Walk-in Access Wales project.

One of the deliverables of the Walk-in Access Wales project was to set up a walk-in access service at the University of Wales Trinity Saint David. The project benefited greatly from the fact that Cardiff University and Cardiff Metropolitan University had already implemented pilot walk-in access services with differing technical solutions and that the University of Wales Trinity Saint David could call upon these institutions’ expertise and tailor a solution to the suit its own institutional needs. A pilot walk-in access service was set up at the University of Wales Trinity Saint David’s Carmarthen campus in January 2013 and it is intended that this service will launch at its Lampeter campus later in the year.

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The following toolkit is intended to help answer the questions that other WHELF institutions may have regarding how to set up a walk-in access service at their own institution. The promotion of “shared access to e-services and e-resources, including public access to licensed resources” and the development of a best practice toolkit for Wales features in WHELF’s Action Plan for 2011 – 2013 and it is hoped that this document will encourage the roll-out of walk-in access services across Welsh HEIs.
DEFINITIONS

What is walk-in access?
When considering whether to set up a walk-in access service at your institution, it is prudent to define your terms and decide what walk-in access means in the context of your institution. Walk-in access services enable non-library members to access the electronic resources that academic libraries subscribe to, where the license agreements governing the use of those e-resources permit. Many license agreements explicitly state that walk-in users may be granted access, although they often also state that access may only be permitted whilst users are on campus. As libraries traditionally manage e-resource license agreements, walk-in access services are commonly only available within an institution’s library.

Services which provide non-library members with access to e-resources are generally called walk-in access services although some institutions, such as the University of the West of England, refer to ‘guest access’. In the South Western Regional Library Service (SWRLS) report on walk-in access, one of the case studies focuses on an institution which, after consulting with its Equality & Diversity Unit, decided to use the more inclusive name of ‘guest access to online information resources’.²

The term electronic resource is common parlance amongst librarians, hence most walk-in access services are called ‘walk-in access to electronic resources’ or a similar name. It is worth noting that it is not always clear to those outside of the library profession what e-resources are. After its launch, a member of the public thought that Cardiff University’s walk-in access service provided general internet access for example. Service documentation should make it clear that the service offers access to the electronic resources that the university subscribes to, such as electronic journals and databases, but library desk staff members may need to clarify to members of the public unaccustomed to the academic library environment and its terminology.

Points to consider:

- Do you wish to position your walk-in access service within the library or elsewhere on campus and involve additional departments in its operation?
- What do you wish to refer to your service as? Existing services in Welsh HEIs refer to ‘walk-in access’ so you may wish to help develop a standardised terminology across Wales.

² SWRLS, Audit of walk-in access for members of the public to online resources at Higher Education and Further Education libraries in the South West of England, p.25 <http://www.swrls.org.uk/Online_Resources/Walk-in-Access_for_Electronic_Resources>.
Who constitutes a walk-in user?

The definition of who constitutes a walk-in user varies between institutions providing a walk-in access service. Some institutions specify groups who may use their walk-in access service. The University of Strathclyde, for example, includes a list of eligible groups which include: alumni; graduates of UK universities; SCONUL Access card holders; University of Glasgow postgraduates and academic staff; members of University Court; lifelong learning students on credit-bearing courses; and members of the Royal Scottish Geographical Society and Scottish Mountaineering Club.3 Other institutions are broader in their definition, opening their services to people who are not employed by or studying with the institution in question. Within Wales, universities with walk-in access services permit the following users:

- **Cardiff Metropolitan University**: Anyone who is not a current member of staff or student at Cardiff Met can use the Walk-in service.4
- **Cardiff University**: Anyone who is not a member of Cardiff University is eligible to use the Walk-In Access service. This includes SCONUL Access members, NHS, external members, Alumni members and members of the public.5
- **University of Wales Trinity Saint David**: If you are not eligible to use the e-resources that the University subscribes to for its members, you can register to use a selection of e-resources at the Carmarthen campus library as a “walk-in” user. This pilot service is available to non-UWTSD library members.6

Points to consider:

- Do you wish to restrict your walk-in access service to specific user groups or keep it open to all non-library members? Welsh HEIs with walk-in access services have all launched to members of the public and it is recommended that other Welsh academic libraries follow suit to maintain a standard service across Wales. If demand becomes too great and begins to compromise the library service provided to registered students and staff, restricting walk-in access to specific user groups could be a compromise.

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ADVOCACY

Why provide walk-in access?
Another key question to consider, naturally, is why set up a walk-in access service at your institution? Convincing senior staff to provide a service for library visitors, thereby diverting precious staff time from managing services for registered, fee-paying students can certainly be a tough sell. In terms of advocacy, the following questions should help you to put a case together.

Q1: Does your institution have a community engagement / widening access agenda?
If your institution states a commitment to community engagement and widening access to higher education, providing a walk-in access service is an excellent way to fulfil this commitment. Walk-in access services restrict electronic resource access to visitors whilst they are on-campus. This means that you are inviting members of the public into your institution and offering them a tangible benefit by doing so. Providing members of the public with access to electronic resources that they would otherwise have to pay significant sums for is a step towards removing barriers to higher education. It allows members of the public to become more familiar with the university environment and the type of research materials used in higher education. It could also encourage some to enrol on fee-paying courses. Inviting members of the public onto your campus is a way to demonstrate the work of your institution and to show how the public money it receives is being used.

Q2: Does your institution support open access?
In common with the open access movement, walk-in access schemes enable members of the public to access publicly funded research. Following publication of the ‘Finch Report’, the UK Government signalled its support for and commitment to making publicly funded research available to all on an open access basis. The Government supports a move to ‘gold’ open access, where the author/institution pays upfront for an article’s publication on the journal’s existing platform, rather than ‘green’ open access, where the author archives the article on an open access repository. The decision not to endorse the green model means that universities still have to pay large sums of money for scholarly journals and that, whilst we wait for a critical mass of articles to be made available under the gold open access model, universities will still have to subscribe to journals and databases. The Government also accepted the Finch Report’s recommendation that there should be “Walk-in rights for the general public, so they can have free access to global research publications owned by members of the UK Publishers’ Association” hence setting up a walk-in access service.

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8 The Rt Hon David Willetts MP, ‘Government to open up publicly funded research: Universities, businesses and the public to have better access to British scientific research and academic papers by 2014’, 16 July 2012 <https://www.gov.uk/government/news/government-to-open-up-publicly-funded-research>.
meets governmental objectives. It also demonstrates that your institution is taking the
initiative to provide a service that meets the immediate needs of researchers whilst we wait
for the wider issue of access to research to be resolved by open access or alternative
national initiative.

**Q3. Does your institution wish to support Welsh government objectives?**

WHELF’s Action Plan for 2011 – 2013 includes an action to “Promote and facilitate widening
access and borrowing schemes; promote shared access to e-services and e-resources,
including public access to licensed resources”, an associated activity of which is to “Promote
walk-in access to electronic resources”. This action supports one of the actions featured in
CyMAL’s Libraries Inspire Delivery Plan, namely:

2. Resources for all

2e) To develop walk-in access for all citizens of Wales to HEI online resources.

Support the development of a policy to allow walk-in access to licensed electronic
resources in all Welsh HE libraries by members of the public; fund development of a
best practice toolkit for Wales.

The Walk-in Access Wales project secured funding from CyMAL in support of this action. By
setting up a walk-in access service at your institution, you will be supporting Welsh
Government’s aim and WHELF’s commitment to enabling members of the public to access
licensed resources in HE libraries.

**Q4. Is your institution a member of SCONUL Access?**

Most higher education institutions in the UK and Ireland are members of the SCONUL
Access scheme, thereby demonstrating their commitment to enabling researchers to access
scholarly material in higher education institutions other than their own. The increasing
reliance of universities on electronic journals and, to a lesser extent, electronic books, is
weakening the value of the SCONUL Access scheme. As universities rationalise their print
collections, particularly in the case of e-journals, researchers can access less material via
SCONUL Access. Implementing a walk-in access service helps, in part, to address this issue.
Implementing a walk-in access scheme will help students from other universities that live
near to your institution. As SCONUL Access is a reciprocal scheme based on libraries working
in collaboration, your own walk-in access service may encourage other institutions to follow
suit and thus increase the chances of your students and staff from benefitting from these
services.

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Q5. Is identity management an issue in your work with partnership organisations?
Identity management is a perennial problem for librarians. The proliferation of partnership arrangements between universities and other institutions, such as NHS organisations, research bodies, FE colleges and collaborative centres, only adds to the complexity of managing group permissions. Setting up a technical solution for a walk-in access service means collaboration between library and IT staff and can provide additional impetus to clarify user rights for the many different user groups that universities work with. In Cardiff Metropolitan University’s case, the walk-in access project, staffed by members of both library services and IT meant that the institution had an opportunity to explore the issue of access groups and the restrictions created by license agreements. After working together on the project, librarians were able to explain in detail the effect that license agreements have on different user groups’ permissions to access e-resources. Librarians have subsequently been able to contribute to IT documentation where user groups and their permissions are clarified.

Q6. Does your institution offer alumni services?
Surveys conducted by SCONUL and SCURL into the drivers for providing walk-in access schemes both found that institutions that provide walk-in access schemes cite demand from alumni as a driver behind setting up the service. Graduates and alumni who make use of resources provided through walk-in access schemes are most likely those who, whilst students, made use of their former university’s e-resources. They are likely to be comfortable using a walk-in access service in a university environment and therefore should demand only minimum assistance. Employability is a key priority for HEIs and providing a walk-in access service for former students of your institution can help provide them with access to research which could help with securing future employment. Making research available via walk-in access may also help former students of your institution, or of other universities, to prepare research proposals to apply for postgraduate degrees, professional qualifications or to support research assistant job applications.
RESOURCE PROVISION AND LICENSING

Which resources can be made available via walk-in access?
The strict definition of who constitutes an ‘authorised user’ in electronic resource license agreements is frequently cited by librarians as a barrier to setting up a walk-in access service. This is a valid concern given the risk of access withdrawal or even legal action if suppliers discover that an institution is supplying access to non-authorised users. It is particularly understandable given that walk-in users are non-library members. Both JISC and Eduserv’s model licenses, however, explicitly include walk-in users in their definitions of authorised users as quoted below.

JISC Model NESLi2 Licence for Journals
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.11

The JISC Collections website also includes a guidance note about walk-in users as follows:

A Walk In User is NOT a current student, member of staff or contractor of the institution, but a member of the public permitted by your institution to use the library. They can have access to the resources you subscribe to via secure network from computer terminals located physically within the institutional premises, but they are not allowed remote access. 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.12

Eduserv Standard Online Resource Licence (applies to Chest Agreement online resources)
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.13

As these licenses cover many HE libraries’ e-resource subscriptions, there is a significant amount of material that librarians can be confident in providing via walk-in access. As early providers of walk-in access, Cardiff University and Cardiff Metropolitan University both took the approach of launching their services with e-resources covered either by national licenses or those resources where the license agreements clearly stipulate that walk-in users are

permitted. Both institutions added further resources to their schemes after their initial launch thereby highlighting that walk-in access services should not be seen as static and can be continually adapted according to the needs of your institution and the time your staff can devote to its operation.

**Resources not covered by model licenses**

In addition to e-resources covered by the JISC and Eduserv model licenses, many suppliers who do not sign up to nationally negotiated licenses include walk-in users in their definition of authorised users. Examples include:

**EBSCO**

“Authorized User(s)” are employees, students, registered patrons, walk-in patrons, or other persons affiliated with Licensee or otherwise permitted to use Licensee’s facilities and authorized by Licensee to access Databases or Services.\(^{14}\)

**Elsevier**

Authorized Users are the full-time and part-time students, faculty, staff, researchers, and independent contractors of the Subscriber affiliated with the Subscriber’s locations listed on Schedule 2 (the “Sites”) and individuals using computer terminals within the library facilities at the Sites permitted by the Subscriber to access the Subscribed Products.\(^{15}\)

Under the terms of the license, Scopus can be used by anyone who accesses the product from within the institution, including remote and walk-in users.\(^{16}\)

**JSTOR**

Access to content on JSTOR is available for “Authorized Users” meaning:

(a) individuals who are affiliated with an Institutional Licensee, as defined below. This includes:

i. for educational non-profit and for-profit Institutional Licensees (such as colleges, universities, and secondary schools): currently enrolled students (including distance education students); on an ad hoc basis, researchers affiliated and/or visiting under the terms of an agreement with the Institutional Licensee; full and part-time staff; and on-site users physically present and authorized to be on the Institutional Licensee’s premises ("Walk-In Users")\(^{17}\)

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17 JSTOR, *Terms and Conditions of Use* [http://www.jstor.org/page/info/about/policies/terms.jsp].
By “Authorized User” we mean only: (1) For public libraries: library staff, individual residents of your reasonably defined geographic area served and walk-in patrons while they are on-site. ¹⁸

When deciding which licenses to provide via walk-in access, we recommend launching your service with resources covered by JISC and Eduserv’s model licenses and those resources covered by license agreements that explicitly include walk-in users in their definition of an authorised user. Checking the license agreements of all the resources your institution subscribes to is a lengthy process. A walk-in access service can be launched more quickly by checking the license agreements of a selection of suppliers/publishers who provide multiple resources to your organisation. Most walk-in access services launch as pilots and, in common with all library services, are subject to continual review and revision. As part of this process, additional e-resources may be added at a later date once their license agreements have been checked and you are confident that walk-in users are included as authorised users.

**Electronic resource management tools**

JISC Collections are heavily involved in efforts to demystify the widely varying terms of e-resource license agreements. Two of their projects, ELCAT and Knowledge Base+, promise to help with the management of e-resource licenses, including in relation to walk-in access. In its beta phase at present, ELCAT allows librarians to compare terms across: NESLi2 agreements; major database agreements; archival resources purchased by JISC Collections on behalf of UK academic community; and JISC eCollections.¹⁹ The Knowledge Base+ project, managed by JISC Collections, received significant funding from HEFCE (Higher Education Funding Council for England) to create “a shared service knowledge base for UK academic libraries to support the management of e-resources by the UK academic community”.²⁰ Phase one of the Knowledge Base+ project ran from August 2011 to August 2012 and led to the launch of a phase one release tool which captures license information including walk-in access permissions for all NESLi2, SHEDL and WHEEL agreements. As part of the second phase of the project, running until the end of July 2013, “data from more non-NESLi2 e-journals, full text databases, e-books and open access publications” will be added to the tool²¹ thereby enabling academic libraries to determine walk-in access permissions more easily.

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¹⁸ ProQuest, Terms & Conditions <http://www.proquest.co.uk/en-UK/site/terms_conditions.shtml>.
¹⁹ JISC, JISC Electronic Licence Comparison & Analysis Tool (elcat) <http://www.jisc-collections.ac.uk/Librarian-Tools/ElCat/>.
²⁰ JISC, Knowledge Base+ <http://www.jisc-collections.ac.uk/KnowledgeBasePlus/>.
²¹ Knowledge Base+, About KB+: What will we be doing from September onwards? <http://www.kbplus.ac.uk/kbplus/about>.
DOCUMENTATION

Registration form
The Walk-in Access Wales steering group looked at the possibility of adopting standardised documentation for walk-in access services across Wales. It was decided, however, that, owing to differences in local library services, a standardised registration form is not necessary but a standardised approach to the documentation can be adopted. The following elements should be included in the terms and conditions of any walk-in access service:

- **Copyright**: it is important to highlight that walk-in users should abide by the same terms that any other user of your e-resources signs up to, including copyright legislation.
- **Commercial use prohibited**: again applicable to your registered library users, commercial use of the material by walk-in users is prohibited in e-resource license agreements.
- **Proof of identity**: the type(s) requested by walk-in access services varies but most services request at least one form of identity. As with registered library users, walk-in users are usually asked to sign that they agree to an acceptable use policy. By requesting identification, your institution is protecting itself and ensuring that an individual can be held responsible for any potential infringement of copyright or commercial use and their walk-in access privileges revoked.
- **Compliance with information services regulations**: in the same way that students and staff of your institution must agree to abide by IT and library regulations, walk-in users should be alerted to the fact that these regulations also govern their use of the library and information services. Each Welsh walk-in access service includes a link to their own policy with their service documentation.

Additionally, walk-in access services are generally restricted to users of 18 years of age or more. The University of the West of England is an exception where there are two forms for the service: one for people of 18 years or above and a second for users of 16 or 17 years of age (the latter needing a parental or guardian signature). This is because some of the materials are considered to be of a sensitive nature.

A simple way to design the paper documentation is to have an acceptable use policy/terms of use on one side of the form and the registration form itself on the other side. Users must agree to the terms and conditions of the service in order to use it and must sign that they have read and agreed to those terms.

Feedback form
Cardiff University were the first walk-in access service to create a feedback form so they very kindly offered to allow other institutions to make use of it when creating their own form. Feedback forms used by CMU, CU and UWTSD are included in the appendices.
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TECHNICAL SOLUTION

Licensing restrictions and technical issues are the most commonly cited barriers or challenges in setting up a walk-in access service. Although both reasons are often cited, surveys conducted by SWRLS and SCURL found technical issues to be of slightly more concern to those questioned than licensing considerations. The SWRLS audit of walk-in access highlighted that, of those institutions in the south west of England who do not provide a walk-in access service, the most common barrier to setting up walk-in access is IT restrictions.\(^{22}\) SCURL’s walk-in access project report also found that technical issues were both the most commonly cited barrier by institutions that had not set up a service and challenge experienced by those institutions that have succeeded in providing walk-in access.\(^ {23}\)

There is no standard IT solution in place to facilitate walk-in access across the institutions that have implemented such a service. As walk-in access services are still in their infancy and most which have launched describe themselves as pilot services, the technical solution employed tends to be developed by the institution in isolation and according to the specific nature of the HEI and its technical infrastructure. As more walk-in access services are set up, however, the knowledge base is increasing, as is the network of IT staff and librarians who can advise on which IT solution would best suit your institution’s walk-in access service.

The SCURL walk-in access toolkit covers in great detail the technical issues involved in e-resource management in general and in authenticating walk-in users specifically. For a full appraisal of each technical method of providing a walk-in access service, the SCURL toolkit and walk-in access report should be consulted. A summary of the main technical solutions currently employed by HE institutions in the UK and Ireland follows.

IP authentication

IP authentication is the most common and simplest method of setting up access to e-resources for walk-in users. SCURL describes the concept, in its simplest form, as when “a digital ‘butler’ fetches your resources and delivers them to your electronic table”.\(^ {24}\) IP authentication permits users to access subscription e-resources at computer terminals whose IP addresses or the IP address of the proxy server through which an institution’s computers connect have been supplied to the e-resource provider as belonging to the subscribing institution. EZProxy is commonly used to support IP authentication of walk-in users in academic libraries. IP authentication of walk-in users is set in one of two ways:

1. **Anonymous IP authentication**: this is where walk-in users can access e-resources from locked down PCs or kiosks from which they cannot access the university’s network or the software installed on its networked PCs. As highlighted in the SCURL

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\(^{22}\) SWRLS, *Audit of walk-in access for members of the public to online resources at Higher Education and Further Education libraries in the South West of England* (2012), p.11.


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report, the HAERVI (HE Access to e-Resources in Visited Institutions) Best Practice Guide warns institutions using IP authentication that they should “satisfy themselves that they are not inadvertently making it possible for those visitors to access unintended content”\(^2\) and recommend assigning temporary usernames. If walk-in users do not have to login, the institution must assume responsibility for ensuring that only e-resource content which explicitly permits walk-in access in its license agreement is accessible. Any e-resource whose license agreement precludes walk-in access should bring up a login page when the walk-in user attempts to access it.

2. **IP authentication requiring login details**: more common for walk-in access services using IP authentication is to issue walk-in users with a temporary username and password or for users to be logged in by a librarian with a username and password that is kept by the library staff. The institution still has the same responsibility to provide access only to those e-resources permitted by their license agreements but the institution asks the user to provide identification and to sign the acceptable use policy before being issued with login details so the library has greater security that individuals can be held responsible for any misuse.

With IP authentication, the institution has to assume responsibility for ensuring that walk-in users are not given access to all IP authenticated resources on the university’s network, only those resources whose license agreements include a walk-in access clause. SCURL recommend that institutions have a “separate walk-in user network with its own proxy”.\(^2\)

Where institutions provide walk-in access via IP authentication on the same network as its other IP authenticated resources, certain steps can be taken to minimise the risk of users accessing restricted content. Links to the permitted resources are listed on the browser that the walk-in user is presented with when they first log on to a walk-in access kiosk. Institutions can restrict access to the internet from these browsers and restrict the toolbar options.

**Shibboleth**

Shibboleth, a single sign on federated identity solution widely used in UK universities, is used to authenticate walk-in users in a small minority of institutions at present. No Welsh HEIs currently use Shibboleth for their walk-in access solutions. Institutions are beginning to consider employing this technical solution as recommended by the HAERVI report. Amongst SCURL libraries, only the University of Strathclyde provides authenticated access via Shibboleth but SCURL’s walk-in access report highlights the roll-out of this method as a strategic priority for 2012 – 2014.\(^2\)

With this method, personal accounts are set up for walk-in users. The user then logs on to an on-campus PC, is presented with a browser which lists which resources are accessible to them. When the user clicks on one of the resources,

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information about that user is sent to the supplier in the form of a Security Assertion Markup Language (SAML) AuthenticationStatement. The supplier checks for an affiliation with the institution from which the SAML statement was received. As highlighted in the SCURL report, the UK Access Management Federation suggests issuing the eduPersonScopedAffiliation attribute with a value of ‘library-walk-in’.\(^{28}\) The walk-in user is not identified by name in the AuthenticationStatement but is given an anonymous NameIdentifier instead. This means that the institution providing the walk-in access service have to use internal systems, such as Active Directory, to resolve this information to the walk-in user’s personal information and thereby ensure they are held accountable for any misuse of the e-resources. The SCURL report includes a comprehensive explanation of the Shibboleth method and example SAML statements and should be consulted if any Welsh HEI is considering using Shibboleth as part of their technical solution for walk-in access.

**Where Are You Right Now?**

The UK Access Management Federation has developed a location assertion extension for Shibboleth which may prove useful for walk-in access services. The ‘Where Are You Right Now?’ service is a plugin which creates attributes based on the IP address of the user at the time of authentication. For walk-in access, a set number of PCs or terminals can be designated for walk-in access use on campus and their IP addresses linked to certain attributes and entitlements. The UK Access Management Focus blog includes a useful post on the WAYRN service here: [http://access.jiscinvolve.org/wp/wayrn2/](http://access.jiscinvolve.org/wp/wayrn2/) and the plugin can be downloaded here: [https://github.com/ukf/ua-attribute-idp-ext](https://github.com/ukf/ua-attribute-idp-ext).

Although this method of walk-in access authentication would be more secure, it is not recognised by many e-resource publishers or suppliers. Suppliers often do not recognise the various affiliation fields such as affiliate, student, member and the same access is granted to all groups. The Walk-in Access Wales group contacted a large supplier of academic databases to ask whether they support or plan to support WAYRN and received the following response:

> X does not support WAYRN access at this time. Technically we do not truly provide WAYFless access either but simulate it by adding &custid=[customerID] so our system redirects users to their own Shibboleth sign in page automatically. We do not have the ability to associate certain IP addresses with certain Shibboleth accounts and as it is set up on our end anyone with a Shibboleth username and password would be able to access their account using a Shibboleth authenticating URL.

Until suppliers can be persuaded to recognise WAYRN, IP authentication is likely to remain the most common form of providing walk-in access.

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**Welsh HEI technical solutions**

Case studies for Cardiff Metropolitan University, Cardiff University and the University of Wales Trinity Saint David’s walk-in access services, including details of the technical solutions employed, are included as appendices. In addition to the preceding information about the technical options available, the following additional questions should help inform your decision.

**Q1. Can your institution commit to additional hardware costs or is there existing equipment which could be used to support a walk-in access service?**

The Welsh HEIs which have launched walk-in access have all made use of existing equipment available in their institutions to provide walk-in access. Cardiff University made use of Sun Ray clients already set up for their dumb catalogue terminals (DOPACs). This meant that the University only needed to buy the chipped smartcards. Cardiff Metropolitan University set their existing web stations (these offer limited applications and are primarily used for short use purposes such as checking email) to be dual purpose machines to cater for walk-in users. The University of Wales Trinity Saint David have made use of existing catalogues and, as the IT department were already working on a kiosk mode for using WorldCat, were able to add walk-in access to the kiosk set up.

**Q2. How do you intend to monitor potential misuse of your walk-in access service?**

Most e-resource license agreements strictly prohibit commercial use of the resources. An important consideration when setting up a walk-in access service is how to monitor that the resources are not being misused. Your acceptable use policy / terms of use should expressly highlight that the resources may not be used for commercial purposes and make the users’ responsibilities in using the service clear. By asking walk-in users to provide identification and sign the acceptable use policy, you are making sure that anyone misusing the service can be held personally responsible and barred from using the service in the future. An additional method of monitoring users for potential infringement is to position your walk-in access terminals in an area of the library which is in clear sight of library staff or where librarians frequently walk past. The three Welsh HEIs that have launched walk-in access services have all chosen to implement the service on restricted machines in public areas of the library. This decision was made, in part, to ensure that walk-in users do not put undue pressure on student PCs but also to make sure that usage could be monitored if necessary. A point to note here is that, although some librarians might wish to take this additional step, students are also bound to the e-resource license agreement terms which preclude commercial use and it is not practical to physically monitor the usage of all library users.

**Welsh HEI walk-in access contacts**

To support the roll out of walk-in access across Wales, representatives from the Welsh HEIs which have launched walk-in access can be contacted to advise on their technical solutions as follows:
Cardiff University
Vicky Stallard, Assistant Librarian, Arts and Social Studies Library
Email: StallardV@cardiff.ac.uk

Cardiff Metropolitan University
Julie Neenan, Information Advisor (E-Services)
Email: electronicservices@cardiffmet.ac.uk

University of Wales Trinity Saint David
Alison Harding, Campus Librarian (Carmarthen)
Email: a.harding@tsd.ac.uk
PROMOTION AND USAGE
A common feature in walk-in access reports and survey responses is concern about academic libraries being overwhelmed by demand for walk-in access. Anecdotally, librarians who were involved in setting up the SCONUL Access scheme recall a similar concern about academic libraries being overwhelmed with users. SCONUL Access is undoubtedly popular and some institutions have very heavy demand from SCONUL Access cardholders from other institutions. As the Research Information Network (RIN) found in their 2009 study into information access barriers, however, their survey of researchers who make use of libraries other than those in their own institution indicated that more than half are not members of SCONUL Access or another access scheme. The administration of the SCONUL Access scheme certainly adds to a library’s workload but, and again anecdotally, the additional work is manageable in most cases. Administration of a walk-in access scheme is comparable to the work involved in registering SCONUL Access users, hence the registration of walk-in users should not be too onerous.

A walk-in access service is intended to replace the level of access previously provided to visitors consulting print material. Support for walk-in users should, therefore, replicate the level of support you would offer to a visitor consulting the print collections. Institutions need to be realistic in how much support can be offered to visitors when the needs of students and staff clearly have to take priority. Using e-resources is admittedly more complicated than consulting print journal collections but librarians should not expect to provide information literacy training to walk-in users. During staff training, library staff at CMU, CU and UWTSD have been advised, after they have registered, to point walk-in users to a walk-in access terminal with instructions of how to log on. Provision of any additional support should be at the library in question’s discretion.

Another valid concern is that providing a walk-in access service will tie up computer terminals meaning that registered users will have their access restricted. Some libraries have enabled walk-in access on all computer terminals whereas some restrict access to a small number of machines. A common method of providing walk-in access is to set up OPAC machines for dual use as these machines do not provide access to the university’s network, the internet or programmes such as Microsoft Office thereby ensuring that institutions’ networked computers are kept available for registered students. Libraries can, and often do, add a caveat to their web pages indicating that the walk-in access service may be restricted at certain peak times to ensure that the needs of registered staff and students are protected.

Concerns expressed by librarians about potential high demand mean that promotion for walk-in access services is minimal. SCURL reported that “Promotion of walk-in access has

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29 RIN, *Overcoming barriers: access to research information content* (2009), p.14
generally been low-key in the libraries offering the service". The SWRLS audit of walk-in access in south west England reported similar findings, stating that “The general consensus from questioned institutions is that the service is not something that the library actively wishes to promote as their priority is to their home students and staff”. Both the SCURL and SWRLS reports note that institutions’ web pages are the main method of promotion which matches the Welsh institutions’ method of promotional activity.

Promotion of walk-in access has been low, as has usage of the services. The SWRLS audit found that all institutions providing a walk-in access service in south west England reported low usage. Cardiff University and Cardiff Metropolitan University have also reported low usage and, like the SWRLS institutions, launched their services with minimal promotion. As there have not been large numbers of walk-in users, the impact on library staff has been minimal. The SWRLS report highlights that low usage is to be expected when a service is not actively promoted. And herein lies the crux: most librarians would hopefully agree that walk-in access is a good service to provide but it is a perfectly reasonable fear that, if walk-in access usage is to grow, the library service provided to registered users could be adversely affected.

Ultimately, the decision as to whether to provide walk-in access lies with individual libraries but political drivers cannot be ignored and, if a walk-in access service can help to meet an institution’s widening participation and community engagement agenda, it should at least be investigated. The SWRLS report recommends that institutions clearly identify appropriate target audiences and promote their services “in line with institutional objectives and policies” and that institutions should be encouraged to “look upon those interested in using their services, including online resources, as potential students, learners and employees, in order to increase participation”. Additional arguments to support of setting up a walk-in access service can be found in the advocacy section of the toolkit.

Feedback from a Walk-in Access Wales event held at the University of Wales Trinity Saint David on 1st February suggested that further work needs to be conducted into demand for walk-in access. The event attracted over thirty librarians from public, further education, academic and national libraries as well as staff from CyMAL and JANET UK. There is clearly interest in walk-in access but appropriate target audiences need to be determined in order to promote the service effectively. It is hoped that this toolkit will encourage other Welsh HEIs to launch a walk-in access service of their own and to share their experiences of doing so. Greater collaboration will help to develop a standardised service across Wales and to determine how best to market and promote the service to appropriate target audiences.

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31 SWRLS, Audit of walk-in access for members of the public to online resources at Higher Education and Further Education libraries in the South West of England, p.18.
32 SCURL, SCURL walk-in access project report (2012), p.20.
APPENDICES

1. WHELF WALK-IN ACCESS CASE STUDIES
   a. Cardiff Metropolitan University
   b. Cardiff University
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2. CARDIFF METROPOLITAN UNIVERSITY: SERVICE DOCUMENTATION
   a. Acceptable use policy: CMU
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3. CARDIFF UNIVERSITY: SERVICE DOCUMENTATION
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4. UNIVERSITY OF WALES TRINITY SAINT DAVID: SERVICE DOCUMENTATION
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   b. Registration form: UWTSD
   c. Feedback form: UWTSD
1. WALK-IN ACCESS CASE STUDIES

1a. Cardiff Metropolitan University

**Licensing**

From our current list of 122 e-resource databases, we provide walk-in access to 50. We provide walk-in access to e-resources under national licences negotiated by JISC (19 resources), NESLi (2 resources), and Eduserv (4 resources). We also use the JANET network to provide access to these e-resources, as suggested in the HAERVI report (Section 2.2). We provide walk-in access to a further 25 e-resources not covered by national licences, such as databases provided by ProQuest, EBSCO and Elsevier. We do not provide access to certain journal platforms because individual journal titles can have different licences stipulating varying levels of walk-in access. In figurative terms this means we do not provide access to 17 databases, which do not permit this type of access, and 8 databases, where the walk-in access includes specific or additional conditions we cannot meet. This is because our authentication set up is simple and we do not currently have the ability to differentiate between discrete user types.

We have a dedicated member of staff who manages our electronic resources, the Information Advisor (E-Services). During the set-up of this service, it was the role of this staff member to review the licences of all our current e-resources. This task was performed alongside the staff member’s current work and over a couple of weeks each resource’s printed or e-licence was studied and the access level recorded in a spreadsheet. This member of staff is experienced in dealing with licences as the role includes managing database subscriptions, including procuring and setting up access to new databases. The member of staff is also aware of access restrictions as the post is responsible for managing our current authentication methods for access to e-resources (Shibboleth and EZProxy). This e-services management post is professional level.

No particular expert advice on licensing issues was sought from outside the institution. A review of other UK HE institutions’ websites was conducted and Cardiff University, Sheffield University and the University of York were seen as the most helpful in providing guidance which we could use to create our own walk-in provision. No internal guidance was sought other than liaison with our IT department to check the JANET network could be used.

**Identity management**

We allow all types of external users walk-in access to e-resources with the sole restriction that they must be over eighteen years of age. We do not allow walk-in access to under eighteens due to the fact that some of our content would not be suitable to be viewed by minors. We operated this policy for access to print material prior to the implementation of walk-in access.

To register for walk-in access, the user is required to complete a registration form which includes an Acceptable Use Policy and provide one form of identification. The user also
needs to have a valid address but this is not required to be UK based. The Acceptable Use Policy includes a link to the University’s Electronic Communication Policy and the JANET Acceptable Use Policy. The registration form includes a “walk in user declaration” which stipulates that by signing it, the person agrees to abide by the acceptable use policy and confirm they are over eighteen. The documentation is available here: http://www3.uwic.ac.uk/english/lis/join/walkin/pages/home.aspx.

Once a user has registered they are required to sign in and provide 1 piece of ID each time they want to use the service. This sign in sheet includes a time logged on/logged off column which, should problems arise, enables us to identify which user was using the service.

No specific identity management system, e.g. Shibboleth or Athens is used to manage access for walk-in users. Instead, our IT department have created network accounts called “walkin1”, “walkin2” etc. These are provided for 1 day to the person requiring walk-in access. The accounts are created on receipt of the registration form. Each account has a “disposable password” which is reset after each use.

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

Technical solutions

To provide walk-in access, existing Web Station PCs have been configured for dual use (i.e. existing Web Station or Walk-in use). The Web Stations are located in the Learning Centres and are thin client PCs providing a limited set of applications and Internet Access. They are designed primarily for quick access use by students and are located near Library HelpDesks so support is available nearby, however, the Stations will not be directly supervised.

The walk-in user accounts are managed by Library staff at the main Learning Centre HelpDesk but can be created by any member of Library staff. Those staff are also responsible for ensuring that users complete the registration form on their initial visit and sign in on each subsequent visit, including checking the ID provided.

The walk-in user network accounts only work on the Web Station machines and are designed to open, using Internet Explorer (IE), a publically available web page (outside our intranet) which contains the list of e-resources available for walk-in access.

The staff involved in the original implementation of our solution for walk-in access were:

- Andi Morris – Technical Support Analyst – setting up of IE blocking of particular restricted sites
- Deryck Jones – Systems and Communications Services manager – consultation especially regarding e-communication policy and allocation of work to Technical Support Analyst
- Ed Taylor – User Support Service Section Manager – consultation and setting up of network accounts
- Emma Adamson – Head of Library Services – overall coordination of implementation
- Sarah Vincent – Information Advisor (E-services) – [Providing maternity cover for Julie Neenan] - licence checking, registration form creation, assessment of access issues
- Helen Blockwell – Information Advisor – design and creation of external web pages
- Mark Lester/Jamie Finch – Information Advisors – location of dedicated PCs and costing of IT kit required (this was subsequently deemed not necessary)
- Helen Thomas – Central Services Librarian – allocation of work to Information Advisor (E-Services)

To limit access to only the locations permitted by the e-resource licences, access/authentication into the e-resources is done by IP authentication. The walk-in user therefore has to be Cardiff Metropolitan University grounds. The version of IE which opens on the Web Station machines does not include a URL bar so users cannot type in web addresses and access other external sites.

Post implementation
The walk-in access scheme was trialled (June-Sept 2012) and was running concurrently with another trial. This second project was called “Exercise Your Mind” and provided physical borrowing rights to Cardiff Public Library and Cardiff and the Vale College users from June 1st 2012 until September 2012. In September 2012, a review evaluated the initial three month trials and the walk-in service is now live. We have plans to roll the service out to another Cardiff Met campus (Cyncoed Learning Centre) before the end of the academic year.

We have experienced a low level of take-up with walk-in access here at Cardiff Metropolitan University in our first six months of operation as our current levels of external membership are low and our initial promotion within the public libraries did not generate the footfall we would have hoped for. As a result we have reviewed our marketing approach and intend to work with our Alumni Office and the Cardiff Libraries in Co-operation (CLIC) group in future to generate more interest in the service.

In terms of ongoing issues regarding the service, maintaining a list of which e-resource licences provide walk-in access will be an ongoing task. We continually review our existing licenses at the renewal stage and therefore have added more resources to our list since the start of the project as a result. However we believe it would be useful if a centralised list could be maintained across the HE sector as this would make this easier in the long term to administer and avoid such a massive duplication of effort across the sector.

Cost of set-up
Staff involved in setting up the walk-in access service were involved in meetings, checking documentation, drafting guidance, web page creation, network account creation and
security impact assessments. The level of effort across all these areas has been in the region of under 1 day per person involved with the exception of the Information Advisor (E-Services) whose work took 2 days, split across an extended period.

The financial costs have been minimal as no additional PCs or furniture was purchased and additional licences have not been purchased. However, dependent on usage, future licence negotiations will be taking this service into consideration and this may lead to increased annual e-resource subscription costs. In the initial stages however the main cost has been in the staff time of those involved in the initial implementation.

**Business benefits**

The business benefits in providing this service are an increased involvement in the collaboration agenda. Involvement in cross-sectoral collaboration ties in with Cardiff Metropolitan University’s Corporate Strategic Plan’s aims, which in themselves link to the Welsh Government’s aims. It has also allowed the Library Division to continue its involvement with Cardiff Libraries In Co-operation (CLIC) and provide an e-resource service for users outside the Higher Education sector. It has also helped raise the profile of the institution and the Library’s role within it.

The issue of walk-in access moved up the priority list to the point where it was made to happen due to the Library Division’s involvement in two projects. The first project was the extension of borrowing rights at Cardiff Metropolitan to include University Cardiff Public Library and Cardiff and the Vale College users. The second was outlined in WHELF’s 2012-13 Action Plan, which stipulates the need to “build on the SCURL project reporting in November 2011, developing the best practice toolkit for Wales”. This led to the development of the Walk-in Access Wales project. Funding for this project has been provided by CyMAL through their grant process and Cardiff Metropolitan University happily volunteered for involvement in this.
1b. Cardiff University

Introduction

Walk-in Access to Electronic Resources in Cardiff University was first investigated in response to the HAERVI HE Access to e-Resources in Visited Institutions Best Practice Guide (2007)\(^{33}\). The Information Services Directorate set up a project team called ‘HAERVI Phase 1’ to look at the feasibility of providing Walk-in access. They considered a number of options before deciding upon access via Sun Ray 2 virtual client terminals.\(^{34}\)

In May 2011, the ‘HAERVI Phase 2: Implementation’ project was established to provide the background information, objectives, scope and exclusions, and teams/costs involved. It also included the resource impact, timescales & constraints, milestones and checklist. Walk-in access was provided in a limited number of library sites from January 2012.

The ‘HAERVI Phase 3: Implementation’ project began in January 2012, to investigate the possibility of printing from the service and/or saving to USB. Printing has been implemented using the webPrint service\(^{35}\) offered by Information Services. ‘Phase 3’ also includes an evaluation of the service with a view to extending it to all Cardiff University library sites.

The Walk-In Access to Electronic Resources service in Cardiff University is regularly reviewed. We actively monitor usage, feedback and external projects to see if improvements can be made and resources added.

Licensing

Cardiff University used the HAERVI Best Practice Guide (2007) as its starting point for the project. Our Library Systems team produced a list of JISC, NESLi and Eduserv subscribed content at Cardiff. The Legal Compliance Officer for Information Services checked the list of resources as presented by the Library Systems team, and checked the licenses for Walk-In use and any restrictions. The blanket licence with standard Terms and Conditions for walk-in use made these resources easy to identify.

The project group also looked at institutions already offering a walk-in access to electronic resources service (York, Nottingham and Aberdeen Universities) and compared their resource list, available on their websites, against our own subscriptions. This led to certain major resource licences being checked and subsequently added to the service (Ebscohost, JSTOR and Proquest). The group has agreed to revisit the issue of licences on a regular basis to see if there are further resources that can be added.

Identity management

The Walk-In Access service at Cardiff University is available to any person who is not a staff or student member of the University. Any associate member of Cardiff University (e.g.


\(^{35}\) [http://www.cf.ac.uk/insrv/graphicsandmedia/printing/index.html#webprint](http://www.cf.ac.uk/insrv/graphicsandmedia/printing/index.html#webprint)
SCONUL Access members, NHS staff, alumni library members, visiting staff/researchers), along with members of the public, have access to the service via a Sun Ray 2 terminal located in one of the University libraries on campus.

All users are required to complete a paper registration form when they use the service for the first time. The user must show an accepted form of ID (listed on the publicly available webpages[^36]) before completing the registration form, and supply full contact details. Terms of Use of the service are printed on the back of the registration form and the user must sign to confirm they have read and understood the Terms of Use and the Information Services Regulations and agree to abide by them. Information Services regulations are available online[^37] and in printed format at the point of registration. A member of library staff is present during the registration process to check proof of ID and ensure the Terms of Use have been read and signed.

Users are then provided with a chipped SunRay smartcard[^38] which is inserted into the slot on the Sun Ray 2 virtual client terminal: the terminals are dumb library catalogues (DOPACs) and cannot be used to access the general University network. The chip in the smartcard grants access to the Walk-In Access kiosk session. The card is given to the user for the duration of their Walk-In session and returned to library staff when the user leaves. The user therefore doesn’t log in to the service as such, but their use of the service can be tracked via the registration form (which notes the time the card was signed out and signed back in). The service is only available during staffed hours in the library and from DOPACs which are generally in sight of library staff.

Users are advised which resources they are permitted to use on the service pages of the Sun Ray session, which also contains clear Terms of Use. The session allows access to the selected resources via IP authentication so access is granted to those items within the listed resources we currently subscribe to, without the need for a login. The list of resources available through the service is stated in full on the public webpages and on the kiosk session.

**Technical solutions**

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

Key staff involved in implementing the solution:

[^36]: http://www.cf.ac.uk/insrv/libraries/visiting/walkinaccess/welcome.html
[^37]: http://www.cf.ac.uk/insrv/aboutus/regulations/index.html
• Senior Web Engineer (Server and Database team) – the key member of staff in the technical implementation of the service. After attending the project meeting and agreeing to timescales, he set up the first version of the Firefox session. He copied the session to a few test smartcards for the project group to test on the DOPACs. The group reported problems (unable to access much of the content, unable to open PDFs, keyboards ceasing to work mid-session) and the session was amended. A fix was applied for the keyboard problem and a Firefox bookmark to the webPrint service was added.

• Electronic Journals Assistant (Library Systems team) – designed and implemented the Walk-In Access kiosk session pages and the publicly available webpage on the Cardiff University website.

• University Library Service staff from the project group – tested the service in the library setting and reported issues to the technical lead. Provided the text for the webpages/session pages/procedural documents for staff and provided training for library staff in how to use and administer the service.

The Walk-In Access smartcards will only work in the Sun Ray terminals which are located in library sites on-campus. If the cards are removed from the campus, the ID number in the chip can be revoked. Therefore access is limited to restricted premises due to the nature of our implementation of the service.

Post implementation
After the initial pilot of the service, some changes have been made to the service. We have now added an online Feedback form to replace the original paper feedback form. We are continuing to look at the registration process in the library sites, and are investigating putting some of it online. We introduced printing from the service part-way through the pilot which has proved to be a positive addition.

Take-up of the service has been fairly low-level, but we have not actively marketed the service yet. The webpages for the service are publicly available (and appear on our ‘Access for Visitors’ page within the University library webpages). We did not publicise the service widely whilst it was a pilot service but intend to have a marketing and publicity campaign when the service is available in all Cardiff University library sites.

Cost of set-up
The level of staff effort involved in setting up walk-in access has been reasonable: the hours needed for the project by the various members of staff involved varied from person to person. The technical implementation has required approximately 30 hours of the Senior Web Engineer’s time. The authoring and publishing of the documentation (including web and session pages) has taken a further 15-20 hours of various staff member’s time. All documentation also had to be translated into Welsh, which had to be factored in to timescales: the translation was done via the University’s Welsh Language Service, with a
turnaround time of 3 working days. Staff training for the implementation of the pilot service required a further 4-5 hours of staff time.

The financial cost of the pilot project has thus far been restricted to the cost of the chipped smartcards. The cards were printed with our Walk-In Access to Electronic Resources title and University and Information Services logos on the front and contact details on the back: the printing for this first batch of cards was provided to us free of charge by our Security Services division and the second batch of cards have been printed in-house at little cost. Everything else used for the service is existing equipment in our library sites.

No additional licences were purchased since we are only listing resources on the terminals which already provide walk-in access.

**Business benefits**

As many of our journal subscriptions have changed to electronic subscriptions only, it is clear that visitors (including NHS users for whom we provide a library service) were losing access to a large range of resources which they could previously browse in print. As a Russell Group university, we seek to promote research and make it available to as wide an audience as possible, including those collaborating with us on research projects. As an institution we are committed to widening access and providing access to electronic resources is just one element of community engagement. We are also committed to providing the best service possible to our former students, our colleagues in the public sector (such as Welsh Government and the National Museum of Wales) and members of the local community. A further benefit to the service is maximising the investment of our subscription electronic journals by increasing usage.

The Walk-In Access to electronic resources project at Cardiff University had been discussed for some time and the University Librarian pushed for progress to be made. This led to the project group being convened in September 2011 and progress has been relatively fast to get a pilot version up and running.
Walk-in Access Wales Toolkit

1c. University of Wales Trinity Saint David

Introduction
The process of setting up the University of Wales Trinity Saint David’s (UWTSD) walk-in access service differed from the experience of other HEIs as it was included as an outcome of a Welsh Government funded project. A survey sent to WHELF (Wales Higher Education Libraries Form) libraries in 2011 found that walk-in access was not available or in planning in most Welsh higher education libraries. In response to the survey, a successful bid was submitted to CyMAL: Museums Archives and Libraries Wales to fund a short, practical project to set up a walk-in access service at the project’s lead institution, the University of Wales Trinity Saint David, and to create a toolkit to help other Welsh institutions to implement their own walk-in access services. More information about Walk-in Access Wales can be found on the project blog: http://walkinaccesswales.wordpress.com/.

Licensing
Through the Walk-in Access Wales project, the University of Wales Trinity Saint David benefited from both Cardiff University and Cardiff Metropolitan University’s experiences of setting up walk-in access services. The fact that Cardiff University’s Legal Compliance Officer had checked and approved the institution’s JISC, NESLi and Eduserv subscribed content for their walk-in access service gave us confidence in following suit. It was also clear that, as many universities in the UK and Ireland have launched walk-in access services which list available e-resources on their websites, there is a good range of e-resources which can be made available to visitors.

The Walk-in Access Wales Project Officer checked the subscription e-resources offered to registered UWTSD students which are listed on the Learning Resources Centre web pages. The name of each e-resource was added to a spreadsheet along with the name of the publisher/supplier through which the resource is provided. Another column was added to the spreadsheet indicating whether each resource was made available via the walk-in access services of Cardiff University, Cardiff Metropolitan University and, as the institution undertook a comprehensive audit of all their licenses before launching their walk-in access service, the University of the West of England.

In addition to those e-resources covered by model licenses, it was clear from checking other institutions’ walk-in access services that content provided by other major suppliers such as EBSCO and ProQuest was also permitted for use by walk-in users. The Walk-in Access Project Officer checked whether the definition of an authorised user stated in these e-resource license agreements included walk-in users and added links to all eligible e-resources to the UWTSD walk-in access web page (http://www.trinitysaintdavid.ac.uk/en/walkinaccesswales/). For the launch of UWTSD’s walk-in access service, a total of 34 e-resources were added. We took the view that it was better to launch the service with a good selection of e-resources rather than check every license agreement and the intention is to add to this list in time.
Identity management
Anyone of at least 18 years of age who is not eligible to use UWTSD’s subscription e-resources may use the walk-in access service. At present, the service is only available at the Carmarthen campus library but it is planned to be rolled out to the Lampeter campus after a major refurbishment of the library is complete. Walk-in users are required to read the Acceptable Use Policy which states that users must not use the material for commercial purposes and abide by copyright law and Information Services’ Acceptable Use Policy governing the use of IT equipment and software at UWTSD. A registration form is printed on the other side of the Acceptable Use Policy which users must sign to indicate that they agree to abide by the terms of the service. Walk-in users must also provide photographic identification and proof of address.

It was initially planned that network guest accounts would be set up for walk-in access users with disposable passwords. The technical solution employed, however, makes use of two OPAC machines situated on the library’s enquiry desk and it was felt that this would not be necessary as explained in the technical solution section below.

The Walkin Kiosk will run on any PC in the campus.local domain, which is the Windows domain which controls all student accessible PCs on campus. The kiosk is currently controlled via user account not by computer. This includes Lampeter student PCs as well as Carmarthen as they are on the same domain. The OPAC PCs have a button for ‘Walkin’ as an additional feature. The OPAC kiosk has addition buttons over the Walkin kiosk which is basically a cut down version. If the Walkin Kiosk is not required, this can be removed from service.

Technical solutions
There are two OPAC machines situated on the enquiry desk of the Carmarthen campus library. The machines have a limited number of applications installed plus internet access. The OPAC hard drives are only accessible by the librarians as they are situated on the other side of the enquiry desk. This means that, although walk-in users do not have to log in to the machines, they need to ask a librarian if they wish to save articles to a USB stick at which point, if they haven’t already, a librarian will ask them to register for the service and sign the documentation.

The IT department were already working on setting up a kiosk mode on the OPACS for running WorldCat using Internet Explorer. The default view of the OPAC is WorldCat. There is a button at the top of the screen marked “Walk-in Access Wales” which, when clicked, takes the user to the home page of the service. This lists all the resources whose license agreements permit walk-in users.

The Kiosk uses Internet Explorer in a sort of wrapper which was written using Visual Studio. This enables the Internet Explorer browser component to be embedded into an application.
Access to the e-resources is governed by IP authentication. The IT department were supplied with a list of URLs and EZProxy stanzas for the relevant e-resources and the URLs and domains were added to the kiosk application code. Further e-resources can be added by sending the necessary URLs to the IT department for inclusion in the code.

It should also be noted that the kiosk software is written in a way which prevents ‘pop out’ windows. This is to prevent a user getting out of the kiosk and then accessing Internet Explorer as per usual without any blocked content. If this restriction is causing a problem, it can be switched off. On the downside it would enable a user to stumble out of the kiosk mode and eventually gain full internet access.

**Post implementation**

The UWTSD walk-in access service was launched at the Carmarthen campus in February 2013, hence insufficient time has lapsed to conduct any meaningful review of the service. The intention is to run the service as a pilot for 2013 and to roll the service out to the Lampeter campus during the same period. It is not anticipated that demand will be onerous and it is hoped that walk-in access will become part of UWTSD’s core services after the pilot phase. Library staff intend to check further licenses and pass on URLs to the IT department for any further e-resources which can be added. Any additional e-resources added mean that library staff have to update the walk-in access web page in both English and Welsh. The work involved is minimal, however, as the information about the e-resource in question can be copied from the e-resources web page.

A Walk-in Access Wales event was held at the Carmarthen campus of UWTSD on 1st February 2013. Over thirty librarians from public, further education, national and academic libraries and staff from JANET UK and CyMAL attended. Feedback from the event suggested that more work needs to be conducted into the demand for walk-in access. The feedback has been reported to WHELF and it is hoped that further investigation into walk-in access demand will help to shape the service and to promote it to suitable user groups.

**Cost of set-up**

A Project Officer, Bronwen Blatchford, was appointed to Walk-in Access Wales on a one day a week secondment which amounted to 35 days’ work. This was funded by CyMAL. The Campus Librarian for the Carmarthen campus, Alison Harding, also contributed a substantial amount of time to the Walk-in Wales Project. The staff time involved in the Walk-in Access Wales project, however, should be separated from the staff time involved in setting up UWTSD’s walk-in access service.

The Walk-in Access Wales Project Manager and Project Officer held two meetings with UWTSD’s IT Manager to establish and clarify the service requirements. Planning for the service set-up began in July 2012 and the service went live at the beginning of February 2013. Email communication between library and IT staff was sporadic during this time and the service was launched later than hoped owing to the IT department’s heavy workload.
and the fact that the service could not be considered as a priority against student support projects. Staff time was spent on the following tasks (staff time is estimated):

- Checking whether e-resource license agreements permitted walk-in users as part of their authorised user definition = 0.5 days
- Setting up a walk-in access service web page using UWTSD’s CMS = 1 day
- Writing an acceptable use policy = 1 day
- Meetings and email communication between library and IT staff = 4 days
- Staff training = 0.5 days
- Adding walk-in access service to OPAC kiosk mode = 30 minutes
- Adding URLs of walk-in access resources to application code = 3 hours
- Testing and troubleshooting = 3 hours

There was no additional cost in terms of hardware or software as the walk-in access service makes use of existing library OPACs and the kiosk software which had been employed to run WorldCat on the OPACs.

**Business benefits**

UWTSD is committed to working in partnership with its local community and to widening access to higher education by removing barriers and encouraging educational participation to previously excluded and under-represented groups. The walk-in access service supports UWTSD’s community engagement and widening participation commitments by encouraging members of the public to visit the campus and gain access to academic material that would otherwise not be available without charge. Inviting members of the public, including those unaccustomed to the university environment, onto the campus provides an opportunity to showcase the work of the university and to help encourage members of the public to enrol on courses with UWTSD.

The Walk-in Access Wales toolkit is intended to encourage other Welsh HEIs to set up walk-in access services. SCONUL Access is a reciprocal borrowing scheme and benefits UWTSD students as well as students from other universities visiting UWTSD. If other Welsh HEIs are encouraged to set up walk-in access, students from UWTSD stand to benefit from greater access to e-resources as well as physical resources across Wales.
Walk-in Access to Electronic Resources – Acceptable Use Policy

By registering as a walk-in user, you are agreeing to comply with the acceptable use conditions set out below. If you have any further questions about copyright or the license conditions in place for specific electronic resources, please consult a member of Learning Centre staff.

All of the University’s electronic resources are protected by copyright law and their contents may not be copied or otherwise reproduced without the explicit permission of the copyright holder.

Pre-requisites to access

- Users must agree to the terms and conditions laid out in this document, as well as those detailed in the University’s Electronic Communications Policy.
- Users must be 18 or over.
- Users must provide the forms of identification requested by the University and sign in each time they visit the Learning Centre to use the walk-in service.

What you can do

- Access a range of the University’s electronic resources from terminals housed within the Learning Centres.
- Use electronic resources for educational purposes (e.g., personal study or research).
- Save articles, images or other content onto a portable storage device such as a USB stick, and email content to yourself.

What you cannot do

- Use any of the content retrieved from the University’s electronic resources for commercial activities.
- Leave a walk-in computer logged in and unattended for any period of time during your visit.
- Share the usernames or passwords provided to you by the University with any other party.
- Share any materials retrieved from the University’s electronic resources with other people, whether in print or electronic format.
- Download, store or transmit an excessive amount of content retrieved from the University's electronic resources.
- Use the network for unauthorised purposes. For more detail, refer to the JANET Acceptable Use Policy.
- Access, transmit, store, print, promote or display offensive, obscene and indecent material, defamatory materials or materials likely to cause harassment, alarm or distress.
Walk-in Access to Electronic Resources – Registration Form

Surname:

Forename:

Address:

Email address:

Telephone number:

☐ I am a member of Cardiff Public Libraries
☐ I am a student/staff member at Cardiff and Vale College (delete as appropriate)
☐ I am an ex-student/staff member at Cardiff Met (delete as appropriate)
☐ I am not a member of any of the above

Walk-in user declaration

I confirm that I am at least 18 years of age and that the information given above is accurate and true. I hereby give my consent for Cardiff Metropolitan University to use this information to support and administer the walk-in user service in accordance with the 1998 Data Protection Act.

I have read and understood the terms and conditions set out in the acceptable use policy (overleaf) and agree to comply with them.

Signature: _____________________________________________

Date: __________________________________________________

For Library use only:

Issuing staff member:

Time and date of issue:

2 x types of ID supplied (1 must contain a photo/D.O.B.):

☐ Driving license ☐ University ID
☐ Passport ☐ Utility bill
☐ Bank card ☐ Other (please state) ________________________________

CMU’s Acceptable Use Policy can also be found as a PDF document on their walk-in access web pages: http://www3.cardiffmet.ac.uk/english/lis/join/walkin/pages/home.aspx.
Walk-In Access to Electronic Resources
User Feedback Survey

Please help us improve this service by answering the questions below. It should only take you 2 to 3 minutes to complete this survey.

1. How did you hear about the Walk-In Service?

2. How many times have you used this service?
   - [ ] Once
   - [ ] Twice
   - [ ] Three times or more

3. How would you rate your experience with this service today?
   - [ ] Very Good
   - [ ] Good
   - [ ] Adequate
   - [ ] Poor
   
   Any comments?

4. Do you have any comments or suggestions on how we can improve this service?

Thanks for taking the time to give us your views. Service improvements will be announced on our web pages at [http://www3.cardiffmet.ac.uk/english/](http://www3.cardiffmet.ac.uk/english/) > Study with us > Learning Centres and Facilities > Join us! > Walk-In Access

If you have any further comments or suggestions to make, please contact us by emailing electronicservices@cardiffmet.ac.uk
Walk-In Access to Electronic Resources: Terms of use

Copyright Statement

The electronic resources accessible via the Walk-In Access service are protected by copyright law. Other than what may be permitted by law, or permitted under the terms of conditions governing the use of these e-resources, you may not copy or otherwise reproduce any part of these e-resources without first obtaining prior written permission from the copyright owner.

Acceptable Use of electronic resources

Cardiff University holds licences for all of its electronic databases and journals, some of which allow permitted access and use for walk-in users.

These resources are available for you to access on a dedicated computer terminal within a Cardiff University Library and they may only be used for your own private study/non-commercial educational purpose. It is a breach of licence conditions to use the data for commercial or business purposes.

You must not attempt to access any sites, software or applications (such as Microsoft Office or email) outside the service.

You must observe the specific terms and conditions for each service that you use and, in particular:

- You should not give your username and password to anyone else;
- You should not attempt to download excessive portions of the resource into your own filespace or other electronic media;
- You should not pass on any information you retrieve to a user who is not authorised

Misuse of licensed resources jeopardises access for the entire University. The consequences of such misuse for the individual responsible may include the suspension of library membership.

Compliance with UK Civil and Criminal Law

You are also reminded that you are required to comply with the provisions of any current UK law, including but not restricted to:

- the Computer Misuse Act 1990 and Police and Justice Act 2006 amendments (Part 5);
- the Copyright Design and Patents Act 1988;
- the Defamation Act 1996;
- the Data Protection Act 1998; and
- the Terrorism Act 2006;

When you register for this service, you agree to comply with Cardiff University Information Services Regulations which include the acceptable use of electronic resources. It is your responsibility to ensure that you are familiar with these Regulations.

Please speak to a library representative if you require any further information regarding the terms governing the use of this resource.
Walk-In Access to Electronic Resources: Registration form

Surname / Family Name:

First name(s):

Cardiff University Library card number
(if applicable):

Address:

Email/telephone:

Please tick if you are a member of another institution or organisation:

<table>
<thead>
<tr>
<th>University/college (please identify)</th>
<th>NHS</th>
<th>Other (please identify)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

Declaration

I hereby confirm that the information provided above is accurate and true. I understand that the personal data I have supplied will only be used, in accordance with the Data Protection Act 1998, for the purposes of administering this service, and it will not be used for any other purposes.

I have read and understood the Terms of Use (overleaf) and the Information Services Regulations and hereby agree to abide by them.

Signature: ________________________ Date: ______________

To be completed by library staff

Proof of ID supplied:

Time of card issue:

Time of card return:

Form to be retained by the Library.

CU’s Acceptable Use Policy can also be found as a PDF document on their walk-in access web pages (http://www.cardiff.ac.uk/insrv/libraries/visiting/walkinaccess/welcome.html).
Walk-In Access to Electronic Resources
User Feedback Survey

Please help us improve this service by answering the questions below. It should only take you 2 to 3 minutes to complete this survey.

1. How did you hear about the Walk-In Service?

2. How many times have you used this service?
   - [ ] Once
   - [ ] Twice
   - [ ] Three times or more

3. How would you rate your experience with this service today?
   - [ ] Very Good
   - [ ] Good
   - [ ] Adequate
   - [ ] Poor

   Any comments?

4. Do you have any comments or suggestions on how we can improve this service?

Thanks for taking the time to give us your views. Service improvements will be announced on our web pages at http://www.cardiff.ac.uk/insrv/ > Libraries > Access for Visitors > Walk-In Access to Electronic Resources
If you have any further comments or suggestions to make, please contact us by emailing Library@cardiff.ac.uk
Copyright Law
Copyright law protects the electronic resources that the University of Wales Trinity Saint David subscribes to. This means that, apart from what the law or the e-resource terms and conditions permit, you may not copy or otherwise reproduce the e-resources that you access via the walk-in access scheme without first obtaining the permission of the copyright holder.

Registering for the service
To register for the walk-in access service, you must:
- be at least 18 years of age
- provide photographic identification and proof of address when registering for the service
- agree to abide by copyright law as set out in the Copyright Design and Patents Act 1988 and comply with the provisions of all current UK laws
- agree to abide by the University's Information Services Acceptable Use Policy: http://www.tsd.ac.uk/en/media/uniweb/content/documents/departments/informationservices/strategiesandpolicies/UWTSD_Acceptable_Use_Policy.pdf
- complete and sign the walk-in access registration form, thereby confirming that you agree to abide by the terms of the walk-in access Acceptable Use Policy

Using the service
The walk-in access service is provided on the understanding that you:
- will not use the resources provided via the walk-in access service for commercial purposes which is strictly prohibited by the license agreements. Users may access the resources for educational purposes only, such as private study or research
- will not share the username and password provided to you when registering to use the service or leave the computer unattended whilst you are logged in as a walk-in user
- will not share any materials you access from the University’s e-resource collections or download excessive portions of the e-resource content. Users may save single copies of e-resource content to a portable storage device such as a USB stick, provided that the amount copied constitutes ‘fair dealing’ for research and private study. For more information, see the University’s “A Guide to Copyright”: http://www.tsd.ac.uk/en/lrc/servicesforstudents/photocopyingandprinting/aguidetocopyright/
- will not use the network for unauthorised purposes, as set out in the JANET Acceptable Use Policy: https://community.ja.net/library/acceptable-use-policy

The walk-in access service may be restricted at busy times when the Learning Resources Centre must prioritise PC usage for its students and staff.

It is your responsibility to make sure that you understand the Acceptable Use Policy. Please contact a member of staff in the Carmarthen campus Learning Resource Centre if you have any queries about the service.
Walk-in Access: Registration Form

**Personal Details**

<table>
<thead>
<tr>
<th>Surname/Family name:</th>
<th>Forename(s):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td></td>
</tr>
<tr>
<td>Email address:</td>
<td>Telephone number:</td>
</tr>
</tbody>
</table>

Please tick which of the following memberships apply to you:

- [ ] I am a student/staff member of a university other than UWTSD.  
  Please specify:

- [ ] I am a student/staff member of a further education college.  
  Please specify:

- [ ] I am a member of the SCONUL Access Scheme.  
  Please specify:

- [ ] I am a graduate of UWTSD.  
  Please specify:

- [ ] I am a student/staff member of the NHS.  
  Please specify:

- [ ] I am a staff member at a school.  
  Please specify:

- [ ] I am a member of an organisation not listed above.  
  Please specify:

- [ ] I am a member of the public. If you also belong to a public library,  
  Please specify:

**Walk-in user declaration**

I confirm that the information supplied above is accurate and true. I hereby give my consent for the University of Wales Trinity Saint David to use the personal data given above to support the administration of the walk-in access service in accordance with the Data Protection Act 1988.

I have read and understood the acceptable use policy (overleaf) and agree to abide by its terms and conditions.

Signature: ___________________  
Date: ______________________________________________________________________

**Library use only**

Proof of ID supplied: ___________________  
Date of registration: ___________________

UWTSD’s Acceptable Use Policy can also be found as a PDF document on their walk-in access web pages ([http://www.trinitysaintdavid.ac.uk/en/walkinaccesswales/](http://www.trinitysaintdavid.ac.uk/en/walkinaccesswales/)).
Please help us improve this service by answering the questions below. It should only take you two to three minutes to complete this survey.

1. How did you hear about the Walk-In Access service?

2. How many times have you used this service?
   - Once  ☐  Twice  ☐  Three times or more  ☐

3. How would you rate your experience with this service today?
   - Very good  ☐  Good  ☐  Adequate  ☐  Poor  ☐
   Any comments?

4. Do you have any comments or suggestions on how we can improve this service?

Thank you for taking the time to give us your views. Service improvements will be announced on our Walk-in Access Wales web page at: http://www.trinitysaintdavid.ac.uk/en/walkinaccesswales/.

If you have any further comments or suggestions to make, please contact us by emailing carmarthenlrc@tsd.ac.uk.