**SCONUL Access Annual Meeting for Contacts July 2013**

**Break out notes: Walk in Access**

**Group 1: Annie Kilner**

**What are the remaining barriers to the implementation of walk-in access, and who is best placed to address them.**

* Staff time
  + Assisting with logins (authentication)
  + Security
* Walk in access should be manageable but may not be if use widespread e.g. A level students
* Expectations and ubiquity of free Wifi may in turn increase expectations for walk in access to e-resources
* SCONUL Access members can be given access to internet via Eduroam therefore don’t necessarily require walk-in facilities. They may need access to a hardwired PC, though.
* Can’t take away a service once it is offered so think carefully before introducing
* England: tuition fees make resource protection an issue (different in Scotland and Wales)
* What about MOOCs? Is this method of course delivery likely to impact on the demand for walk in access in the future?
* Authentication / ID management – how is visitor data held etc. IT departments will not always support walk in access. Many institutions are still grappling with identity management and access levels (therefore there is still a role for SCONUL / JISC).
* Some licencing agreements remain prohibitive of walk-in access
* Alumni as a driver for walk-in
* Small libraries have no space for dedicated PC. This could also be a problem in large libraries bringing conflict with students.
  + Could avoid this by using catalogue OPACs to give walk- in access as these are frequently underused.

**Group2: Vivien McBride**

**What are the resource and staffing implications of providing walk-in access to electronic resources? How can they best be met?**

Resources

* Admin
* Training
* IT support
* Managing expectations
* Labour intensive for staff
* Charges for private walk-in users? i.e. Subscription charges for external users who want to use electronic resources
* Squeezing of staff resources
* Stand-alone PCs
* Limited license access – staff less monitoring e.g.alumni  **- some universities offer limited access to specific user groups.**
* SOAS compared with Warwick **SOAS have more pcs available for walk in access: pressure on staff time spent with visitors and concerns from students at busy times if pc’s being used by externals. Warwick have a limited number of pc’s available for walk in access, still pressure on staf time reported**
* JISC information and acquisitions checks on criteria for use of e-resources
  + Free
  + Resources with restrictions
  + Subject librarians and IT need to check
  + Beware of Law
* Small suppliers – increased concern (please expand)
* New work flows (e.g. administration of passwords)
* “Subsets” in Essex lead to staff login and mediation (expand)
* EDUROAM : **A number of universities would suggest EDUROAM access rather than walk in access. Limit to the type of user though**
* IT negotiation
* Impact and pressure on the front line.
* Study space – more pressure and restrictions for home users
* EPQ and under 18s – concern over the increasing number of younger school children who are being invited to Open Days and the expectations they are getting over what resources they can access before they start an undergraduate course.

**Group3: Gill Briggs**

**What do we need to do to communicate the benefits of walk in access effectively? Who are the audiences? What are the messages? Who do we need to persuade?**

* What is the benefit for SCONUL users?
  + Service is under used even though it is publicised.
  + Is EDUROAM enough? Do we need to move to wider access?
  + Are there specific resources SCONUL Access people wish to use?

BUT

* SCONUL Access users have suffered a drop in access as material is moved from printed to electronic format
* There is “underground activity” as users find ways to access material. “Helpful” staff can be involved, logging users in with their own IDs etc.
* EDUROAM is their own material; SCONUL Access has always given access to wider resources. Why should we stop with printed?
* We should work on the principle that it is “a given”. Students already have access via their home institution to most things that they need.
* Students might possibly track down electronic resources elsewhere but it seems unlikely that they would be willing to travel to use them via walk-in access.

So

* More research is needed into the benefits to persuade people to go for it.
* Audience is likely to be wider than SCONUL Access users; we need to be aware of this when producing publicity for service.

Who?

* Senior management
* IT
* Communication likely to be via websites

**Group 4: Libby Homer**

**How can we effectively integrate walk-in access into administration and publicity for SCONUL Access?**

Half the group are already providing walk-in access:

* Soft launch
* Low level publicity
* Login was tied down on PCs available to visitors
* Visitors asked to sign to say they will abide by the rules

Other ideas on integration of publicity and administration

* Sconul Access users tend to know what they are looking for before going to the Library but integrated publicity and admin wouldn’t get to the general public
* Alumni and former staff tend to use the dedicated terminals. They want remote access.
* When walk in access is offered to the public they want to use Microsoft Word etc not databases.
* If we publicise we need to be careful on opening hours and supported services. 24/7 is usually for our own students.
* Debate on whether SCONUL Access users should be using their own resources based on idea that home institution is responsible for core texts. BUT SCONUL Access has always been there to provide additional resources at other institutions.
* PhDs, researches and alumni could find it useful. Also demand from NHS.
* More likely to have high demand in are with high concentration of libraries. Easy to move from one to the other.
* Debate on why it has not been done
  + Difficulties in setting it up so it doesn’t include law or business resources
  + Scrutinising licences: it would take a lot of dedicated staff time to check individual licenses if they allow walk in access
* There are always ways roundas some Universities are very relaxed about walk in access and have set it up without restrictions
* Have a “sign up an agreement “ so that people who use walk in access PCs are expected to sign an agreement to say that they will not use the resources for corporate gain.
  + Tying it to SCONUL Access would mean that they were educational users.
  + Are we being over cautious? Would e-resources be in such great demand from the public?
  + Managing expectations is important

Maria Hiscoe

10/7/13

MH/LH/GB/AK/VM