

EBSCO



OpenAthens

Georgia's Virtual Library
GALILEO
An Initiative of the University System of Georgia

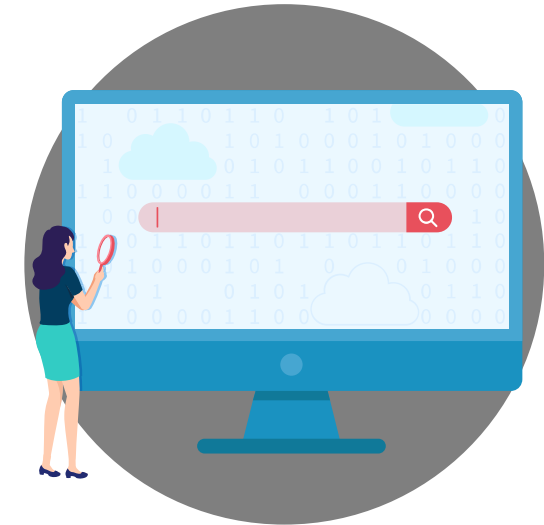


OpenAthens

What to expect for
Public Libraries

Topics:

- What is OpenAthens?
- How will OpenAthens change the experience for end-users? Administrators?
- Implementing OpenAthens for GALILEO public libraries
- OpenAthens usage reports
- FAQs
- Documentation to reference



What is OpenAthens?

- Single sign-on service
- Identity and access management tool
- Username/password system for logging in to digital resources
- Access management tool that allows librarians to say *who* can access *what*
- Supports secure access using SAML 2.0, which transmits user data securely
- Fully cloud-based service with 24/7 customer support

What will change?

What will change for the end user?

- Streamlined user experience: personalized single sign-on
- No need to remember more than one account
- Log in from anywhere, using any device
- Consistent access point when first logging in; after first log-in, seamless SSO experience
- Subscription renewals informed by OA usage reports mean end users see more of the resources they prefer and find useful

What does the end user journey look like?

From the GALILEO portal: [Example](#)

From an initial search box

Users are encouraged to begin at an EDS search box on their library's web page; the initial log-in creates an authentication cookie that supports SSO into subsequent platforms:

[Example](#)

Using individual permalinks

If a user has bookmarked permalinks to an article or database, the first click of their browser session requires a log-in, but subsequent clicks do not: [Example](#)

When a federated resource is found via Google

Resources in the OpenAthens federation typically have an institutional 'Where Are You From' log-in option on their web page, offering an additional access point for users who begin their research on the open web: [Example](#)

What will change?

What will change for librarians and administrators?

- Authentication settings handled in a single dashboard
- Managed centrally by GALILEO for all public libraries
- Permissions can be managed by patron status, location, etc.
- Visibility of usage statistics for all platforms in one place
- OA security features mean misuse can be identified at the user-level
- Ability to create and manage user accounts for temporary/guest users, if needed

OpenAthens for GALILEO public libraries

Public library authentication will be managed in a central OpenAthens instance.

- Patrons will use their Evergreen ILS accounts for log-ins
- Data attributes stored in Evergreen can be used for usage reporting or for permissions
 - i.e. Patrons with a status of "BLOCKED" can be set to no access
- Evergreen workflows will *not* change



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OpenAthens



Implementing
OpenAthens

Your implementation team

- Russell Palmer and his extended team are your point of contact for anything OpenAthens-related
- EBSCO's team performs technical configuration and launch work
 - Pete Hynd, OpenAthens Implementation Specialist
 - Wayne Mackey, Project Manager for GALILEO's OpenAthens implementation

In special circumstances, EBSCO's team may work directly with a member site

- OpenAthens' team (technical solutions specialists, product managers, service provider relationship managers) support EBSCO's team. Jisc/OpenAthens are located in the U.K.

1. Information gathering

Your contacts at GALILEO (Russell Palmer & extended team) will gather all details needed to begin your OpenAthens setup.

Additional documentation can be found at [GALILEO's Onboarding LibGuide](#)



2. Vendor contact

If your library is using OpenAthens' forward proxy, please ensure that all your subscriptions providers have your on-site IP address(es) registered. Your GALILEO team will provide all relevant information for this process.

EBSCO's Implementations team will contact any subscriptions providers who use federated SAML access.

Additional documentation can be found at [GALILEO's Onboarding LibGuide](#)



3. Pre-launch testing

Once all service providers have complied by updating their registered IP or SAML access details, EBSCO's team will test access and subsequently provide OpenAthens links for your library's subscriptions to GALILEO's team (Russell Palmer & extended team). GALILEO and member sites will test access from on-campus and remotely using these links to confirm that the user journey is configured as needed.



Additional documentation can be found at [GALILEO's Onboarding LibGuide](#)

6. Planning for launch

GALILEO and member sites will decide when to launch. When we “launch” OpenAthens, we deploy OpenAthens links to your end users:

- Links on EBSCO’s platforms will be updated by EBSCO’s team
- Links on non-EBSCO platforms (Alma, GALILEO portal, etc.) will be updated by GALILEO’s team

Additional documentation can be found at [GALILEO’s Onboarding LibGuide](#)



7. Launch OpenAthens (update all links)

On an agreed-upon date (to minimize transition time for end users), EBSCO and GALILEO's team will update links in all platforms (EBSCO, Alma, GALILEO portal, etc.) where end users access electronic resources.



Additional documentation can be found at [GALILEO's Onboarding LibGuide](#)

6. User Acceptance Testing

EBSCO's Implementation team will provide ongoing support for ten (10) business days after launch. During this period of UAT, the member site's team will perform testing to ensure everything is working as needed. Any issues or requests during this time will be directed to Russell Palmer & extended team, who will coordinate with EBSCO to resolve.



Additional documentation can be found at [GALILEO's Onboarding LibGuide](#)

How can libraries prepare?

OpenAthens set-ups require a list of subscriptions. EBSCO's implementation team will contact all subscriptions providers to enable OpenAthens log-ins.

1. Verify a list of your locally purchased electronic resources. GALILEO's team will pull from GLRI and provide to your library.
2. If anything is missing or out of date on this list, update accordingly for accuracy. Be sure to note whether a subscription is *System-Level* or *Branch-Level*.

Example

Vendor	Database Name	Access URL	Acct no.	Notes
Gale	Gale Virtual Reference Library	https://infotrac.gale.com/GVRL	123456	Only available at XYZ branch

"Go Live" Day: what to expect

On Go Live Day, access points are updated to use OpenAthens log-ins:

- EBSCO updates links in Discover Search, then GALILEO tests thoroughly
- GALILEO activates OA for your GALILEO portal
- To date, minimal issues have arisen post-Go Live; those that occurred were resolved quickly



The Go Live process is designed to minimize any downtime for patron access.

Post-Go Live: next steps

To finish launching OpenAthens, any other links will be updated to use OA log-ins:

- Update links in any other applications (ILS, web page)
 - GALILEO team will support during this process
 - Links will continue working - no need to update all at once
- Test resource links
- Report any issues to GALILEO



What if someone doesn't have a library card?

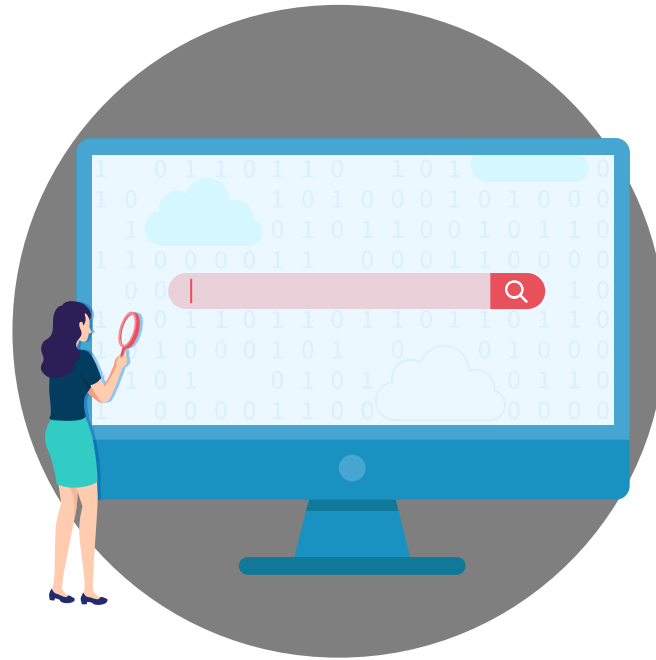
- Right now, GALILEO offers geolocation for public library access - seamless, easy to maintain, should require little assistance to patrons
- Later, there may be a self-registration system deployed
 - This self-registration system would initially provide access to core library resources, but would then prompt patrons to register for a library card for full access to all resources



OA reporting: what stories can we tell?



user accounts activity:
successful vs. failed log-ins,
total vs. unique log-ins



resource usage activity:
total log-ins to
each platform



breakdown reports by group,
permission set
(where applicable)

See also: [OpenAthens Reporting](#)

OA reporting: what stories can we tell?



breakdown reports by any attribute (library branch, department, etc.)



optional user-level reporting if library needs to compare with academic outcomes



on the roadmap: reporting API to share OA data with your reports applications

See also: [OpenAthens Reporting](#)

Documentation to reference

- GALILEO's [OpenAthens Implementation Guide](#)
- OpenAthens' [Onboarding Guide](#)
- OpenAthens' [Virtual Learning Environment](#), self-led courses on OpenAthens Administration, the product, and beyond. Time spent in this resource is highly recommended for libraries adopting OpenAthens.
- OpenAthens' [documentation page](#)
- OpenAthens' [demonstration videos](#)
- [Case studies](#)
- [Upcoming webinars](#)



Questions?