

Meeting the Challenges of Electronic Resources:

A Case Study of Remote Access Service in Shanghai Library

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Outline:

- Why decide to provide remote access
- Status quo of remote access in domestic institutions
- Project objectives
- Technical routes
- Management considerations
- Outcomes and further improvements





The challenges of e-resources

- Compared with academic counterparts, Shanghai Library lags far behind in E-Resources development

No. of web-based databases purchased by CALIS group	302 (FY2006, Chinese databases excluded)
No. of web-based databases purchased by Shanghai Library	39 (FY2007, Chinese databases included)





The challenges of e-resources

- Two possible reasons for our lagging behind
 - High usage cost

	CALIS per-article cost	Shanghai Library per-article cost
EBSCO ASP+BSP	4.23 ¥	17.04 ¥
ProQuest ABI/Inform	4.28 ¥	149.45 ¥

- Changes in user behaviors





Why decide to provide remote access

- How to meet the challenges from electronic resources? Remote access service seems to provide a possible solution.
 - Usage ratio raised
 - Usage cost down
 - More databases purchased
 - Better service provided
 - A virtuous circle formed





Status quo of remote access in domestic institutions

- A survey shows about 40% of CALIS universities are providing remote access services.
- Very few public library can provide such service before 2007. Some pioneer initiatives have begun in 2007.





Project Objectives

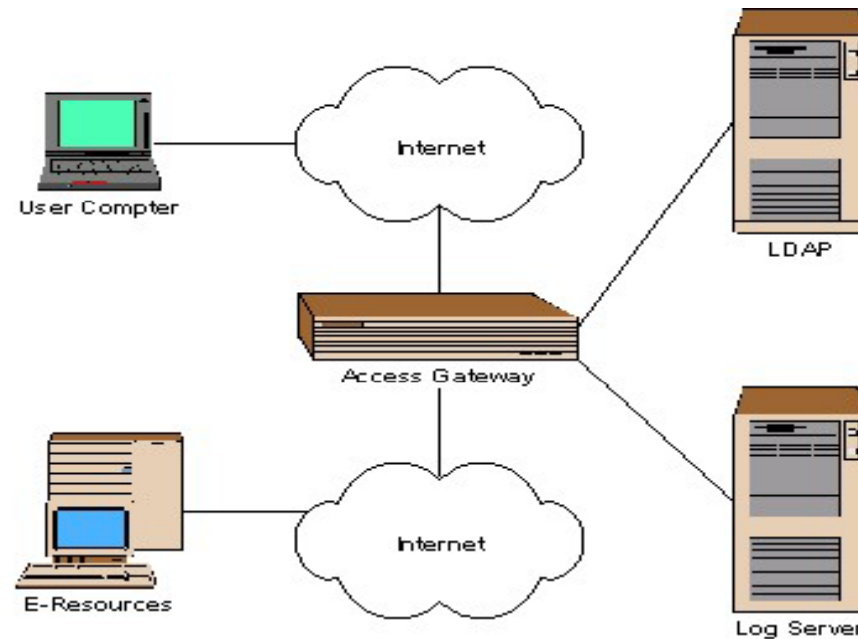
- Copyright guaranteed
- Safety guaranteed
- Ease of use, no client-side installation needed
- Single login
- Different authorization for different user
- Minimum admin task needed





Technical Route

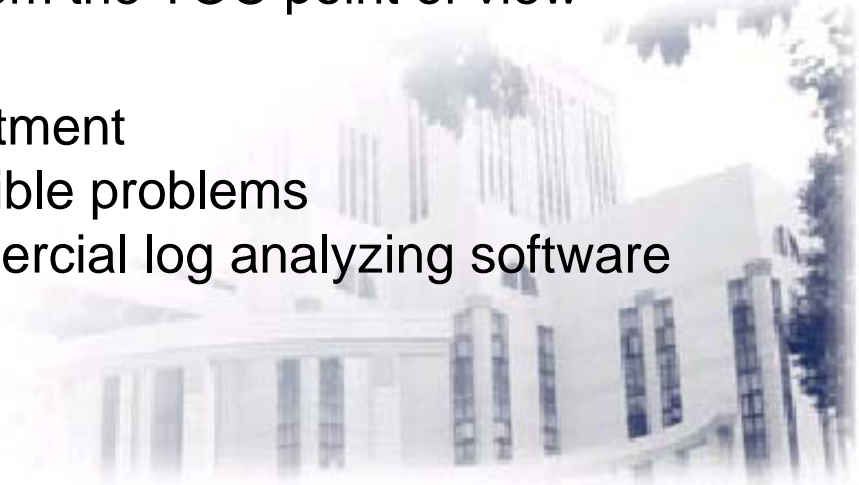
- The service can be divided into three co-related parts: Access, Authentication & Authorization, Audit





Technical Route

- We chose SSL VPN as access equipment
- Pros
 - No configuration for Browser
 - Robust performance with hardware SSL acceleration
 - Support two-factor authentication
 - Minimum maintenance
 - Cost-effective from the TOC point of view
- Cons
 - High initial investment
 - Browser compatible problems
 - Additional commercial log analyzing software





Technical Route

- We established LDAP as to provide central authentication
- LDAP V.S. relational database
 - Standard based and work cross platform
 - Query efficiency
- Two-factor authentication: why suspended
 - Cost issue
 - CA Management issue
- Log analyzing software





Management Issues

- A balance between copyright and user's right
 - The suspension of two-factor authentication reflects our dilemma: prevent copyright violation V.S. user attraction
 - We need a clear definition for “copyright violation” to protect user's right
- Mutual beneficial interaction between remote access service and electronic resources development
- Ease of use and user education





Outcomes and Further Improvements

- 16 commercial databases are accessible through the service
- More than 2000 logins every month
- We bought a trusted CA for SSL VPN to improve convenience of use
- We are planning to add some interactive contents to the login page





Thank You

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