Revolution is not a trail of roses

Opportunities arising from challenges in providing off-network access

Attitudes towards access and identity management amongst librarians: results of a survey conducted on behalf of OpenAthens

Key findings of research sponsored by OpenAthens

Who responded?

545 librarians
53% education; 45% healthcare
68% Europe; 28% North America

Behind the curve
Many librarians feel they are behind the curve in terms of the access management they currently offer users (43% agree)

Opportunities for change
Access management is not given the necessary priority by other stakeholders in the organization (44% agree)
More investment in access management software is required (38% agree)
More IT resource (49% agree), support (43% agree) and training (33% agree) is required
Solutions are needed that don’t require IT knowledge (64% agree)

What access management systems are being used?

Demand for off-site access is growing
98% of librarians agree

24/7 digital availability being driven by:
Off-site research 55% agree
Home working 77% agree
Mobile 84% agree

The road to revolution
What librarians want:
1. Seamless user journey
2. Easy off-network access
3. More granular usage statistics
4. Better mobile device options
5. Fully supported service

Putting pressure on skills and relationships
Library staff need better technical knowledge/skills (80% agree)
Users require better technical skills/knowledge (67% agree)
Access management is a source of friction (61% agree)
Limitations of current systems (66.5%)
Tension between the library’s desire to provide access and the IT department’s desire for security (57.4%)
Lack of confidence in key terms
Only 6% felt confidently able to define the term “SAML”