Access to some online library resources via eduroam / home Wi-Fi

Background
Most of the online resources we subscribe to are compatible with EZProxy. This is a tool which will prompt you to log in with your Single Sign-On if necessary. In other words, if you are using a computer on the University network (e.g. in one of the Bodleian Libraries or in your Department) or are using the Bodleian Libraries Wi-Fi or the University’s VPN you will not be prompted for your Single Sign-On when clicking on the link to the resource. If you are using a device outside the University network (e.g. at home) and/or using eduroam Wi-Fi you will be prompted for your Single Sign-On and then taken to the online resource.

Some of our online resources are incompatible with EZProxy * (see list below). This means that if you are using a device outside the University network and/or using eduroam Wi-Fi you will NOT be prompted for your Single Sign-On when you click on its access link in SOLO. You will be taken directly to the resource homepage, where you will need to work out how to sign in using the supplier’s own set-up. This is not always intuitive.

Therefore we have to use WAYFless URLs to provide so called ‘off campus’ access. This means that for some online resources we currently provide a second access link in SOLO. If you use the second access link from a computer on the University network (e.g. in one of the Bodleian Libraries or in your Department) or are using the Bodleian Libraries Wi-Fi or the University’s VPN you will be prompted for your Single Sign-On. If you are using a device outside the University network (e.g. at home) and/or using eduroam Wi-Fi you will also be prompted for your Single Sign-On.

Example
Accessing Web of Science using the main link when using a device outside the University network and/or using eduroam Wi-Fi:

From SOLO:

Or from Databases A-Z:
Takes you to the Web of Science log in page:

You need to select “UK Federation” from the “Institutional Users Sign In” drop-down, and then type in “University of Oxford” which is not intuitive.

Accessing Web of Science using the second link:
From SOLO:

Click on the name of the database to see the full record, ignoring the ‘online access’ link. Then select ‘Off campus access here’ from within the Details & Links section.
Problem
The problem is that this second link is not very obvious or easy to find, and many users at the University of Oxford access the internet via the eduroam Wi-Fi service. Therefore we are concerned that many users trying to access popular and useful resources such as Web of Science are struggling to do so.

However, there are also a significant number of external readers who use the Bodleian Libraries. These readers do not have Single Sign-On and can only access our online resources from computers in the Bodleian Libraries.

A survey of how other universities handle access to Web of Science has not produced any simpler solutions. How can we best proceed here at Oxford to make access clearer & simpler for all users? Do we need to prioritise our core users (which as part of the SOLO new interface project were identified as taught undergraduate and postgraduate students)?

Options

1) Change the main link to always prompt for your Single Sign-On. The second link would provide access for external readers

Although this would mean users with a Single Sign-On would be prompted to log in unnecessarily this is unlikely to confuse or delay the users much. Any users already logged in to SOLO (as many will be) will not be prompted for a further log in. An extra log in is less confusing than being presented with the Web of Science log in page where it is not clear how to proceed. Users are very unlikely to open up the full SOLO record or click on ‘more...’ in Databases A-Z to find the second link, and may not understand what this is or why it is needed.
The main downside to this option is that external readers who are using these resources from Bodleian Libraries PCs will be unable to log in by following the main link as they do not have Single Sign-On credentials. The second link would have to be clearly labelled for their use:
e.g. Choose this option if you do not have a University of Oxford Single Sign-On username (SSO)
e.g. Other Bodleian card holders click here
These wording suggestions follow the wording external readers are already familiar with from logging in to SOLO. However, external readers are unlikely to discover this second link.

2) Create a second record for each of these resources and add a suffix to the second record e.g. Web of Science (remote/Wi-Fi access”)

This would increase the visibility of what is currently the second link for everyone. It would also mean that users would not be prompted to log in unnecessarily, if they choose the correct option.

The main downside to this option is that it is creating a duplicate record for one resource which may cause confusion in itself. There is also a question of whether ‘remote/Wi-Fi access’ is a clear label which users would understand applied to their own circumstances. For example, if you are sitting in a library working on your laptop (connected to eduroam automatically) would you realise you should choose the second Web of Science (remote/Wi-Fi access) result?

3) Provide a single link which takes readers to an interim ‘landing page’ where they select one of 2 options: 1) Oxford Single Sign-On or 2) Other Bodleian card holders.

This would provide more seamless access for all users. It may even be possible to automate this solution using a script which detects whether the user is on campus or not, and redirect the browser accordingly. If this is possible it would be even less intrusive to users, who would not then see the landing page nor need to select any options.

The downsides to this option are that if a landing page is necessary it would add in extra stage for users who can get access directly at the moment and also that this landing page would require hosting and coding, and links would need updating by library staff as and when providers changed them. However, it is envisaged that this would be a manageable amount of work.

4) Change the Online access link to take readers to a full view page with a choice of 2 links in the View Online section: 1) Online access (for access from a device on the University network) or 2) Online access (for access from a device outside the University network or via eduroam)

This option can currently be viewed in SOLO’s test environment
This would provide more seamless and consistent access for all users. It is straightforward to implement and within SOLO itself rather than confusing users with an external interim web page. It is possible to edit the wording of the links and to change the order they appear in. As the links appear together it would be easy for users to select the other one if the first one they tried did not work for them.

* Which databases are affected by this?

Web of Science (we list parts of Web of Science separately in SOLO and on the Databases A-Z so this includes links to Arts & Humanities Citation Index (ISI); BIOSIS Citation Index; Book Citation Index - Science; Science & Technology Proceedings; Science Citation Index (ISI); Social Sciences & Humanities Proceedings; Social Science Citation Index; Web of Science core collection)
Legal Online
MEDLINE (WoK) - note: MEDLINE is more often accessed via another platform, Ovid
PLC
Zoological Record (WoK, 1993-)

Nexis UK
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