



The Plan for Authentication

2018-07-03

In 2017, SCLS staff began to investigate what it would take to redesign the system we use to authenticate users for access to Online Resources. Some of the main goals of the redesign include:

- Improve statistics
- Improve ease of support by SCLS staff
- Authenticate against live patron data

Initial review of possible options didn't yield a clear winner, and some other time-sensitive projects have cropped up in the meantime. For these reasons, we'll be making some changes to the existing system and picking up the evaluation of possible products again in spring.

Changing the existing authentication system

Replacing bad statistics with better statistics

As we evaluated our current system and processes, it became clear that the usage statistics we are providing are not the most complete and accurate statistics we'd like to be available. Our current counts are pulled from our authentication logs and consist only of a count of how many people requested a particular resource. These stats are the equivalent of "gate counts" – they tell you how many people came in, but not how much they used the library or in what way. Not counted as part of these stats are all the page views, downloads, etc. that more clearly show how much a resource is actually being used and which are the numbers requested by DPI for libraries' annual reports. In the future, we'd like libraries to have access to more vendor-provided [COUNTER-compliant](#) usage statistics.

Changing how we link to BadgerLink resources

Historically, we have provided authentication for many of the resources available from BadgerLink. Over the years, BadgerLink has put in a robust authentication system of its own, so we no longer need to be involved in providing authentication for BL resources.

Overview of upcoming changes to authentication

There will be a string of smaller changes as we begin to simplify our existing authentication system and change how we provide statistics. Here are the changes we will be making:

- For LINKcat libraries, authenticate OverDrive users against the live Koha database
No more patron lookups against yesterday's data!
- Standardize how we authenticate library-subscribed resources
Over the years, some library-subscribed resources have been set up in non-standard ways or in ways that are not conducive to the vendor providing by-library COUNTER-compliant stats. We'll make adjustments to these to try to standardize their authentication setup and provide better vendor statistics. Some of the products that will likely see adjustments include ValueLine, Chilton, Literature Resource Center, and FirstSearch/WorldCat (maybe more).
- Link directly to BadgerLink resources
We will replace links to the SCLS authentication scripts with links that go directly to the

BadgerLink products through BadgerLink's authentication system. We will provide linking information and encourage member libraries to do the same.

- Eventually, once things are simplified, we'd like to update authentication so that LINKcat libraries are authenticated against the live Koha patron database for all Online Resources.

Upcoming changes to statistics

As we make changes, there will be some impacts on SCLS-provided database statistics. The goal is to align the statistics with data required for the annual report:

- **State Provided:** Statistics for **BadgerLink** resources
 - We will no longer be able to provide "gate count" stats from our authentication logs
 - We will look into providing vendor usage statistics for BadgerLink resources where they are available. The way BadgerLink does authentication, these statistics would be for in-library use only, and would include these products:
 - Britannica (Totals = Document & Media accessed)
 - EBSCO products available through BadgerLink (COUNTER 4 Database Report 1 - Result Clicks)
 - TeachingBooks (COUNTER 4 Database Report 1 – Result Clicks = "successful retrieval of electronic information")
 - LearningExpress Library (Detailed Usage Report –?)
 - HeritageQuest (COUNTER Database Report 1 – Searches)
 - The remaining BadgerLink vendors: Gale, Heritage Archives, ProQuest, and Wisconsin Newspaper Association are unable to provide usage at the library level.
- **State & System Provided:** Statistics for **Overdrive** and **Flipster**
 - We will continue to provide monthly stats for Overdrive use by ebooks, eaudio, and evideo and costs.
 - We will look into our ability to provide monthly stats by library for Flipster.
- **Locally Provided:** Statistics for library-subscribed resources
 - Many vendors already provide a way for subscribing libraries to pull usage statistics (Mango, Byki, Hoopla, Tutor.com, etc). Libraries can pull their own COUNTER-compliant usage statistics from the vendor websites. These will provide a much more accurate picture of usage than the SCLS "gate count" stats from the authentication logs.
 - SCLS will look into providing vendor statistics, ideally COUNTER-compliant, for certain other resources:
 - Ancestry
 - Chilton
 - Consumer Reports
 - Literature Resource Center
 - Morningstar (if possible)
 - NoveList Plus
 - ValueLine (if available)
- "Gate count" statistics from authentication script logs
At least for a while during this transition, SCLS will continue to provide the "gate count" statistics compiled from our authentication logs.