Web Services
Observations and Recommendations for
Code #19 - Proxy

Notes:
- Web Services comments relate to the proxy server and access to resources.
- We did not consider the comments of logging into My Account services, although we acknowledge the deep desire of our users for transparent and seamless single/central sign-on (via NetID).
- One core problem is that users are often unaware that they can login from off campus and gain access to our licensed resources. (and sometimes they do pay to access articles they could have for free if they knew to login).
- We also passed over comments that referred to the new IP ranges put into place for apartments etc. by OIT as this problem has been generally solved by providing the new IP range to our vendors.

Observations:
- A larger, more obvious login space w/notes for off-campus users is needed. "Login here" is not enough.
- Need a logout for proxy.
- Need to be careful that "MY ACCOUNT" doesn't confuse people with the proxy login (currently "LOGIN HERE").
- Timeouts exist for both our EZproxy sessions as well as individual vendor sessions. What are the ideal/feasible/reasonable timeouts for these? Which can be changed? Are Reserves are being timed out by IRIS or EZproxy first?
- A continuing issue will be for scholarly items discovered without passing through the Libraries website...especially Google Scholar. How can he help users get link to a valid resource? education? design, toolbars?
- Perhaps the NetLibrary description page needs to have another link that bypasses our authentication so individuals can connect to their personal login page.
- Although there is text stating that Reserves are restricted and that they are available via logging in, the design does not seem to make that possibility/restriction clear to users.
Recommendations/Tasks:

- Find out when our major resources time out and put the EZproxy session timeout 30 minutes above that. (Q: What are the major resources?) (Can we get the vendors to raise their time outs to ____?)
- Also investigate IRIS timeouts (especially their impact on E-Reserves).
- For "connecting users licensed resources when they have not been associated with the proxy or an on-campus IP" (e.g. via Google Scholar) investigate using the re-design to communicate the necessity, value, and method more clearly, perhaps also leading users to the (proper) use of the toolbar.
- In the NetLibrary description page link to generic non-proxied link to NetLibrary (personal) login page.
- Investigate if JavaScript can "sniff" for the presence of the EZproxy cookie so that it can automatically re-load/re-fresh the page to re-associate them with the proxy (i.e. setting the proper URL string) (so they don't have to click on login, which if they logged in before will just blink by because the cookie know they have already properly authenticated themselves..but they lost the association in the URL)
- Investigate whether a JavaScript on www.libraries can technically access a cookie set on a different server (i.e. proxy.libraries)

For the re-design,
- create a larger, more obvious login space w/notes for off-campus users is needed.
- provide a logout for proxy
- be careful that "MY ACCOUNT" doesn't confuse people with the proxy login
- for Reserves, have a way to more clearly communicate their restriction and that one needs to be logged in.

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