



JIBS Shibboleth Survey

Final Report

**June Hedges (JIBS Committee)
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JIBS Shibboleth Survey - Final Report

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1. Introduction

The JIBS committee on behalf of the JIBS User Group undertook to collect information about the implementation of Shibboleth across UK HE/FE & Research sectors, with the aim of presenting a report to share with the community. Participants were invited to complete a brief online survey which gathered information about progress with implementing Shibboleth across the UK HE/FE and Research sector. The survey was live for 1 month (01/03/09-01/04/09), and invitations were sent out primarily to JIBS member institutions via the JIBS-Users mailing list, but also to members of the JISC-SHIBBOLETH-LIBRARIES mailing list. A total of 42 completed responses were received. The level of detail given within these responses ranged greatly, which seems to be a reflection of how advanced usage or the process of implementing Shibboleth was at the respondent institutions. Containing a mixture of quantitative and qualitative data the survey provided a snap shot of progress with Shibboleth implementation up to Spring 2009. The following report draws on both types of data and attempts to draw in comments made by participants that will be of interest to the community. With regard to comments: these have been attributed to the institution and where survey participants have indicated that they are happy to be contacted I have provided their contact details in Appendix 1.

Update: Those institutions that had planned to move entirely to Shibboleth and discontinue Athens subscriptions during the Summer 2009 will be contacted and asked to provide an update of any issues they have encountered, particularly relating to access to subscribed resources and end user problems.

2. Shibboleth usage and implementation

2.1 Use of Shibboleth and plans for implementation

Of the 42 responding institutions, 25 had already begun to use Shibboleth (see figure 1); of the remaining 17, almost half (8 institutions) indicated that implementation was planned within the next 12 months (so by March 2010) with 2 saying that they planned to begin work within the next 2 years. Seven institutions had no plans, as yet, to implement Shibboleth. The most commonly cited reason for Shibboleth implementation not having started, or not being planned, was a lack of resources usually within the relevant IT departments.

2.2 Internal and external use of Shibboleth

Among the 25 institutions already using Shibboleth, 6 use it both internally for institutional authentication and to access external subscribed e-resources. Of the 16 that are currently using it only to authenticate for subscribed resources, 4 said that they were investigating internal usage, both the VLE and reading list system were cited as services that were being considered.

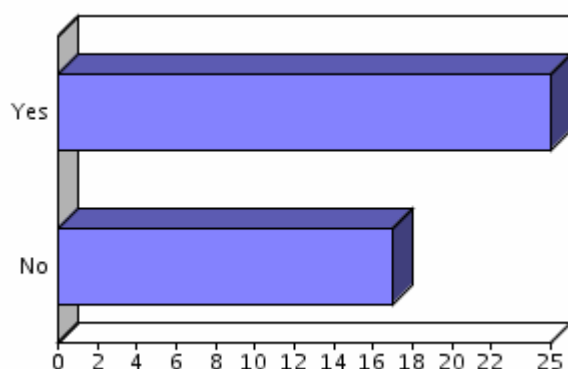


Figure 1: Responses to Question 2: "Are you using Shibboleth yet?"

3. Shibboleth and access to subscribed resources

3.1 Proportion of subscribed resources accessed via Shibboleth

The survey asked participants to describe what percentage of their external subscribed resources they were already accessing via Shibboleth. As Figure 2 illustrates, many of the institutions already using Shibboleth were able to provide percentages, although some stipulated that these were rough estimates (see comment below from the University of Stirling). It is interesting to note that all of the respondents that stated that 100 percent of their subscribed resources were being accessed via Shibboleth are in the Further Education sector. Many of the institutions that gave low figures are using existing access mechanisms, predominantly IP range access on campus and (usually) a proxy server for off-campus access; these include LSE, UCL and the Universities of Bristol, Brighton and Stirling. The University of Stirling for example reported 50% as a **"*VERY* rough figure: About 50% currently use Shibboleth. The majority of the rest use IP/EZProxy and a few use "Referring URLs" or some other proprietary authentication mechanism (local username/password, or other mechanism for asserting local authentication)".** Similarly, the University of Bristol commented: "We are still relying heavily on IP authentication (especially on campus) for access to the majority of subscribed resources. 60% reflects the proportion of resources we could access via Shibboleth – this is a rough guesstimate based on a brief overview of our major service providers".

Institution name	Percentage of subscribed resources
Calderdale College	100
Kidderminster College	100
Sir Coleg Gâr	100
Gloucestershire College	95
Highbury College, Portsmouth	90
Worcester College of Technology	75
University of Exeter	75
Coventry University	70
University of Southampton	70
University of Warwick	60
City of Bristol College	60
University of Bristol	60

Yoevil College	50
University of Stirling	50
University of Birmingham	40
University of Sussex	15
East Norfolk Sixth Form College	10 or less
LSE	10 or less
UCL	10 or less
University of Sheffield	10 or less
University of Bath	10 or less
Manchester Metropolitan University	10 or less

Figure 2: Percentage of subscribed resources being access via Shibboleth

A number of the institutions that had not begun to implement Shibboleth locally also reported percentages of subscribed resources that they were accessing using Shibboleth indirectly through the use of OpenAthens, in all but one case this figure was less than 10%.

3.2 Problems with subscribed resources accessed via Shibboleth

Participants were also asked whether they had experienced issues with any of the resources that they were accessing via Shibboleth. Thirty-three institutions responded to this question, with 19 saying that they had encountered problems. Some were with specific publishers and platforms, but detailed information describing the problem was not always provided. Many raised the issue of publishers not all being Shibboleth compliant yet, this is a point raised in response to other questions, and for some institutions it was cited as a reason for not having moved more completely over to using Shibboleth. A common complaint was regarding the loss of personalisation features during the move from Athens to Shibboleth, e.g. “Personalisation features and migration from Athens accounts to Shibboleth have resulted in loss of data but generally once set up, there are few concerns” (University of Birmingham), or “Transfer of saved searches to Shibboleth-based accounts is not automatic, e.g. ScienceDirect, Justis, LexisNexis. Also non-standard terminology for “institutional login” link” (UCL). There were some reports that WAYFless URLs had caused issues. For instance, the University of Bristol reported: “There have been problems (especially in the initial set up stage) with a number of resources especially where we have tried to use a WAYFless URL. Web of Knowledge has been a particular problem with regard to WAYFless URLs, cookie problems, etc.” and Coventry University also flagged these up as an issue: “WAYFless URLs: These make access via Shibboleth much easier for our users and they are particularly important when linking to e-book or e-journal article level. As many of our key e-book texts are provided by MyiLibrary the lack of WAYFless URLs for these titles has caused problems for our users. MyiLibrary says WAYFless URLs will be available soon.”

Also cited were initial technical problems during set up and migration and the confusion that students face when trying to log in after Shibboleth has gone live, Coleg Sir Gâr summarise this: “During the changeover yes, many issues. Mostly due to difficulties communicating with technical people at the supplier end! Most of those [are] now resolved and due to our being in at the beginning

when suppliers were also activating the change. Because of technical problems operating Shibb, I have arranged for IP recognition access for on-campus use wherever possible, but this has made it impossible to demonstrate to students what they will see when they try to access from home. It would be better if all the access choices there and the options clearly labelled for the user, e.g. a-n Artists Information Company home page.” Manchester Metropolitan University also picked up on the end user confusion: “It is more the users confusion at being told we don't use Athens but then having to use Athens links to log into resources we are using the Shibboleth / Athens gateway for.” The issue of impact on end users is specifically addressed under Question 10 of the survey.

3.3 Proxy servers

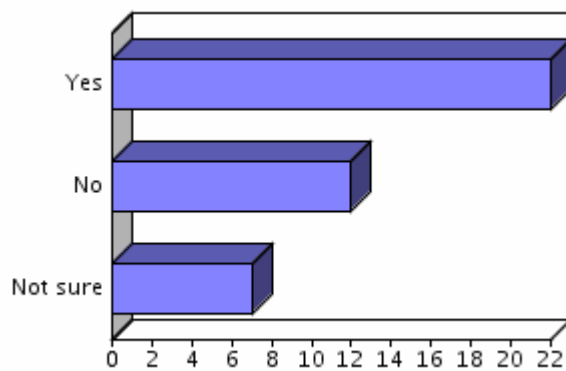


Figure 3: Responses to Question 7: “Do you use a proxy server?”

Forty-one participants responded to Question 7: “Do you use a proxy server?” Of the 22 that are using a proxy server, 12 use the EZProxy software, which the University of Sussex rates as “Excellent”. A number of other softwares were cited, including Squid (4 institutions are using this, although Coventry University reported that Squid was too confusing so they are now moving to Remote Desktop Connection), Innovative and Millennium Web Access Management, Astaro Security Gateway, BTfilter and one institution uses an in-house system. The Institute of Education reported that while they do not use proxy server software, they do have a portal to mimic IP access.

3.4 Continued subscription to Athens

Respondents were asked to indicate whether they had taken out Athens subscription for the academic session 2008/9. Figure 4 shows their responses, these have been compared with the responses to Question 2 (see Figure 1) to gage what impact having Shibboleth implemented has on continued subscription to Athens.

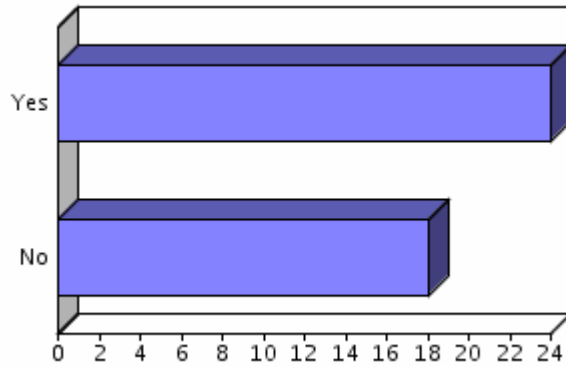


Figure 4: Responses to Question 8: "Has your institution subscribed to Athens for this (2008/9) academic session?"

Twenty-six institutions had implemented Shibboleth at the time of the survey, of these 15 had not renewed their Athens subscription for the academic session 2008/9. Ten had renewed, although 7 of these intended, or in some cases "hoped", to end their subscriptions at the end of July 2009. Some of the 7 institutions expressed some concern regarding compliance of all publishers by this date: "We hope to only have to pay for OpenAthens this year, and to stop our subscription when the first year expires in July 2009. This will depend on enough of our e-resources being Shibboleth compliant by this point." (Coventry University), a comment echoed by the University of Brighton: "We would like to stop subscribing at the end of this academic session (July 2009) but we still have resources that are not Shibboleth compliant and are not compatible with EZProxy and Athens is the only offered method of authentication so we may have to continue our subscription".

Sixteen of the institutions that had not yet implemented Shibboleth provided a response to this question, with only 2 (Cirencester College and South Thames College) stating that they had not subscribed to Athens. Of the 14 that had, a couple - University of Cumbria and Roehampton University – indicated that they were not planning to renew after July 2009 because they intended to be using Shibboleth by this date. Many institutions said ending their Athens subscription was dependent on all suppliers being Shibboleth compliant and so had no firm plans, as yet, to stop using Athens. Indeed the responses to Question 9: "Do you plan to move all e-resources over to Shibboleth once they become compliant" clearly illustrates that the majority of institutions (31) would like to be using Shibboleth to access all resources, with only 2 stating that they currently have no plans to do this.

4. Impact of Shibboleth on end users

4.1 Impact on end users

The final 3 questions of the survey dealt with the impact of introducing Shibboleth on end users. Responses to the question "What impact, if any, has the addition of the federated access (Shibboleth) log in had on end users, e.g. confusion regarding how to log in to a resource, etc.?" varied greatly. For Gloucestershire College Shibboleth has resulted in: "Less confusion", while East Norfolk Sixth Form College report that it is "Much more confusing than before. Seems to have added a lot of complication". A number of institutions had no problems to report, although some did put this down to perhaps not

having received reports of actual problems. In some cases there were minor problems during the initial implementation, with loss of remote access being an issue for at least 3 institutions, e.g. “Most issues now overcome but the switchover was not great and we certainly lost home access to a lot of resources at the start of the academic year, which will have been off-putting to students and undermined our publicity re home access” (City of Bristol College).

Cited by 9 institutions, and mentioned in response to other questions in the survey, is the confusion caused by the lack of consistency in naming the ‘institutional log in’, the University of Cambridge summarise this well: “There have been problems with the different practices of publishers in labelling Shibboleth access. We tried initially to avoid using the word 'Shibboleth', preferring to describe access in terms of the campus IS system, Raven. However, the use of 'Shibboleth', Institutional Login, etc. is confusing for end users. It is also problematic that they have not suppressed the Athens login when we have moved to Shibboleth”. The University of Wales Institute Cardiff (UWIC) further noted the repercussions this confusion could have: “Users are understandably confused by the variety of different access methods available and often require extra support and guidance to access the resources. Sometimes they look for an Athens login and then they have to use 'Alternative login' instead, which is non-intuitive and unhelpful given that the Athens login option works fine for other resources. We need some standardisation here from suppliers as it is my fear that when presented with these access barriers students will just give up and just use information on the free web instead. The usage statistics will indicate that a resource hasn't been used very well and it possibly could be cancelled, whereas the reality could be that the students tried to login but were unclear of the login route from the home page”.

LSE and Coventry University both highlighted the issue of end users finding resources via Google “The main problem is that people use Google to find a resource, then don't find the right log-in and complain that we've not subscribed to something, when we clearly have. We try very hard to get people to always use our catalogue to get the right urls, proxied or otherwise. There are still a few people who haven't cottoned onto the fact that we don't use Athens at all but we've managed to get the message across fairly well” (LSE).

Some institutions reported that the introduction of Shibboleth had little impact on end users, and were positive about the benefits: “They seem to have coped very well with the change, and much prefer to use our institutional login for everything. They perhaps do not appreciate the difference between using Shibboleth and access via OpenAthens gateway” (University of Southampton). In a number of cases, institutions have mentioned training as a means to avoid potential end user problems: “For the students, everyone has access and once shown in an e-resources induction how easy it is, there have been no reported problems” (Highbury College, Portsmouth).

4.2 Loss of access for any user groups

For Question 11 respondents were asked whether any groups of users had lost access to resources as a result of using Shibboleth. Twenty-three institutions reported that there had been no problems at all with loss of access, 14 made no response to the question and of the remaining 5, 4 mentioned loss of off-campus access during implementation. Only Manchester Metropolitan University provided full details: "Yes. Associate Academics now only have access to a very small subset of resources and have not been happy, although they really should not have had access to all they did have before. We have been very disappointed not to be able to use Shibboleth more granularly to identify specific groups of users to enable them to access more. Neither the UK Fed or suppliers seem to be using anything but basic attributes to identify users when we could be doing so much more." Interestingly, University of Cambridge flagged up the issue of tightening access in their response to this question: "No, but we have used the roll-out of Shibboleth as an opportunity to tighten access control".

4.3 Reports of end user issues from other colleagues

The final question relating to the end user experience asked whether issues had been reported by subject/liaison librarians, e.g. regarding information skills training becoming more complex. Overall, 34 institutions responded, with 18 saying that no problems had been reported. Seven were unsure and 9 had received reports of issues. However, regardless of their answer, many respondents made comments relating to this question that highlight issues that have been encountered. Some of these issues are also raised in the responses to Question 10 above, such as difficulties with access routes, especially off-campus, which in some institutions has resulted in a considerable increase in enquiries, as reported by Coventry University: "They have reported an increase in the number of enquiries from off-campus users. During the Autumn term we estimate our Ask a Librarian email service was receiving twice the number of enquiries about off-campus access than we used to receive when using Athens. These enquiries have now reduced and are probably more in line with the numbers of Athens enquires we used to receive. We have also received a greater number of telephone enquiries about off-campus access. Again, the number of enquiries has now reduced. However, we still receive significant numbers of these, probably more than when we used Athens. These enquiries are also more lengthy and complex to answer, due to us having to elicit more information from the user about what database they are accessing and how they are accessing it. In the past we could just tell them to look for the Athens link and the format their Athens username and password took." UWIC also commented: "Now time has to be spent explaining the various access routes from both on campus and from home".

While a number of institutions reported that Shibboleth "made it much easier (University of Stirling), a sentiment shared by Calderdale College and Coleg Sir Gâr who report that: "Information Skills training has become infinitely easier here because the change to UK Fed forced the development of a Learning Centre website. Without Athens we had to have somewhere to put our online resources. This has been a fantastic and much needed

development and the most positive thing to come out of the changeover". An equal number of institutions found "The whole thing is much more complex" (East Norfolk Sixth Form College), something echoed by Manchester Metropolitan University: "The general feeling amongst these staff is that things have become more complicated - especially the Athens / Shib gateway issue".

Some respondents described measures that were put in place to attempt to avoid confusion: "A lot of our resources are available via IP address recognition on-campus, and they are not able to demonstrate off-campus access in sessions. Many subject librarians don't currently realise that there is a difference between an Athens 'alternative login' and a Shibboleth institutional login, because we have converted both links on our web page lists to take our users direct to our institutional login page whenever possible. Colleagues responsible for writing our web pages have created pages explaining the changeover from Athens to Shibboleth, giving step by step instructions on logging in using both OpenAthens and Shibboleth. We have always tended to advise users to use VPN whenever possible, to avoid the need for logging in to the vast majority of our resources off-campus, but this is not always possible because of server overload and technical problems" (University of Southampton). Elsewhere, an increase in enquiries was reported, but as colleagues were involved in the implementation process, they have been able to deal with these queries, e.g. "Yes, but many were involved in the planning before we moved away from Athens, so they've always been in the loop" (LSE).

5. Additional Comments

To close the survey respondents were given the opportunity to provide any additional comments about Shibboleth. Rather than attempt to summarise these comments, they have all been included below:

I'd really like to see the potential of Shibboleth exploited more extensively in order to allow us to open up resources appropriately to user groups. I'd also like to see a standardisation of terminology being used by suppliers on websites for login boxes / links etc.	Manchester Metropolitan University
Service providers are also confused about this - some have the idea that Athens has disappeared completely. Others have only been able to implement Shibboleth if they take Athens away. I think it's been an unnecessary burden on both sides really.	University of Surrey
At the moment, we are not confident that Shibboleth and the Federation is the way to go. We are considering Athens LA 2.0 as a future option - but we shall be staying with the Athens MD service for at least the next couple of years.	Stockport College
We suspect that deep-linking, e.g. to articles, won't work with some service providers, if we switch to federated access. That's going to require a lot of testing.	University of Bath
The switch over to Shibboleth has not been a smooth transition for us. The main reasons for this are due to the fact that so many suppliers didn't achieve Shibboleth compliance by the deadline of 31/7/08 and also because they used different terminology when naming their Shibboleth links. This has caused confusion for our users, despite our best efforts to publicise the changes and to provide the information about what links they need to click on. WAYFless URLs have been an important way for us to overcome many of these problems, as they can enable us bypass the	Coventry University

<p>screens where the users have to click on the differently named Shibboleth links. However, although we are able to create WAYFless URLs for linking to the top level of most databases, we have often not been able to do this when linking to e-journal article level or e-book level. These WAYFless URLs would enable us to link smoothly from our Library Catalogue or our OpenURL Resolver (SFX) directly to the content the user requires. This seems to be the next important step for all the suppliers to work on.</p>	
<p>Our most important electronic resource Dialog DataStar (BEI, AEI, ERIC) is not compliant so that has been a major reason for delaying our deployment. IP/Portal access would solve this issue but is a messy solution for such a valuable resource.</p>	Institute of Education
<p>Shibboleth is a brilliant use of technology in making resources more widely available, and in it's flexibility of remembering login details for the day or other user specification. It also means we can concentrate more on promoting resources that creating accounts as we had to with our previous Athens service. If there has to be a negative, it was the complexity of setting up Shibboleth which took the time, but once achieved, it is very low maintenance to operate. I would say overall Highbury College has had a positive experience with Shibboleth migration and current service delivery.</p>	Highbury College, Portsmouth
<p>On the whole Shibb has made life simpler for ourselves and our users. We have been fortunate to have support from expert technical staff at Kidderminster College. Our prime concern has been that our IDP server has crashed on a number of occasions, usually sorted within minutes but we're uncertain if this is a Shibb issue or a hardware issue.</p>	Calderdale College
<p>Only that the work involved has created a lot of extra work in our Department - trying to keep up-to-date with how far suppliers have got with Shibboleth compliance, contacting them, converting links and testing them out, which we couldn't have done without a laptop and an office outside broadband link. It has had to be a team effort, with our outside iSolutions Department doing a lot of the initial work and a member of our Periodicals Team converting the links. However, once the changeover is complete it will be a lot easier for our users, who often forget their Athens usernames and passwords.</p>	University of Southampton
<p>We have set a special helpdesk just to support the transition to Shibboleth but are likely to maintain it for access issues in general since it has been a success.</p>	University of Cambridge
<p>The benefits of adopting Shibboleth over ATHENS need to be made more forcibly, as we are still offering the same level of service to satisfied users. I know them in theory, but use cases of actual usage are required.</p>	University of Hull
<p>I manage the subscriptions of the electronic resources that we subscribe to and cannot obtain statistics on their usage. I have been told by IT support that it is difficult to interpret the information.</p>	Worcester College of Technology
<p>We are using EZProxy for all possible resources, so users following links from our webpages will not encounter Shibboleth logins, WAYFs etc. We anticipate more user queries when we stop subscribing to Athens, as any 'unmediated' library users who have been using Athens logins will then have to switch to Shibboleth and we will need to provide guidance on how to do so, and deal with enquiries.</p>	UCL
<p>We've been working very closely with Library IT because of this, as we often need them to unpick technical issues about the new logins. This has been a welcome outcome. We also found that EZProxy has exceeded our expectations greatly, and we're pretty confident in using it in the long term now where before we were a lot more nervous!</p>	LSE
<p>In a smaller institution such as ours where we do not have the staff or the time to devote to understanding such a complex new system, it has been extremely difficult - and I still don't understand properly how it all works. And as users we just want access, not to be involved in complicated procedures and protocols.</p>	East Norfolk Sixth Form College

I think generally the switchover felt badly handled and we certainly feel somewhat misled as not all publishers have made the switch from Athens.	City of Bristol College
Using the same system as the rest of the world is a very good thing. However world wide WAYFs can be confusing. Glad we moved to it.	University of Sussex
The main benefit to Shibboleth at present for us is how it is integrated with our library portal login so that we provide seamless logon. We are hoping to also shibbolize proxy within this logon to make everything single sign on.	University of Birmingham
In effect, the technical problems have dominated during this first year. The changeover last Summer/Autumn was very time-consuming for me and set back plans to set up proxy connections and generally develop our on-line offer. DawsonEra for instance has been impossible to implement - their technician insisting the hitch is at our end with certain attributes, even when our other resources were connecting. This has brought our plans for e-books (some of them already purchased) to a standstill. As I write, problems with our MIS e-directory's connection with the college registration system for id's have effectively shut us out of remote access to our subscriptions for some three weeks now. An external expert is due in to solve these technical difficulties tomorrow. At other times throughout the year, connection has been sporadic but sometimes just required some manual intervention from our MIS technician. It has not inspired confidence that Shibb is software we can properly manage on the technician time available.	Coleg Sir Gâr
The UK WAYF could do with improving. JISC needs to do more work on promoting good interface design and consistent terminology at the publisher end. Also getting WAYFless URLs down to the article level for link resolvers would be good.	University of Dundee

6. Conclusion

The survey data and comments made by respondents show that progress with implementing and switching over to Shibboleth varies greatly across the HE/FE sector, with a large proportion already using Shibboleth, but an equally significant number that had not begun implementation in Spring 2009. It seems that a number of institutions are using Shibboleth along side other access mechanisms – IP range authentication and proxy server – to ensure that access for end users is as seamless as possible. Although the problem of off-campus end users finding resources through search engines such as Google and then being confused by the log in options remains.

Many institutions indicate that a complete move to Shibboleth will only be possible once all of their subscribed resources are Shibboleth enabled, something which is dependent on publishers and resource providers. Another common complaint that publishers and resource providers need to address is the inconsistent labelling of the 'Shibboleth' log in. An issue that is already causing confusion for end users, particularly those accessing resources from outside their campus network.

As indicated in the Introduction a number of institutions that were planning on moving more completely to Shibboleth and ending their Athens subscriptions in July 2009 have been asked to provide an update on their progress and to report on any major issues that they have encountered.

Appendix 1: Contact details of participants

University of Aberdeen	Ross Hayworth Serials & E-Resources Manager r.hayworth@abdn.ac.uk
University of Greenwich	Nadine Edwards Senior Academic Services E-Librarian Dreadnought Library, University of Greenwich, Old Royal Naval College, Park Row London, SE10 9LS Tel. 020 8331 9781
Manchester Metropolitan University Library	First point of contact myself - Annette Coates a.coates@mmu.ac.uk 0161 247 6627 or if I am not available Mary Harrison - 0161 247 6629
University of Brighton	Sarah Lowe S.M.Lowe@brighton.ac.uk 01273 642796
University of Exeter	Martin Myhill m.r.myhill@ex.ac.uk
University of Stirling	Lisa Haddow l.j.haddow@stir.ac.uk 01786 467232
University of Central Lancashire	
University of Cumbria	Janet Henderson Senior LIS Officer (Electronic Resources) janet.henderson@cumbria.ac.uk
University of Surrey	Kate Price E-Strategy & Resources Manager c.l.price@surrey.ac.uk
Stockport College	Nichole Bahrt nichole.bahrt@stockport.ac.uk
University of Bath	Laurence Lockton <l.g.lockton@bath.ac.uk>
Cranfield University	Simon Bevan, s.bevan@cranfield.ac.uk, 01234 754445
King's College London	Paul Street Business Analyst Information Services & Systems King's College London paul.street@kcl.ac.uk 020-7848 1255
University of Wales Institute Cardiff (UWIC)	Julie Allan. Information Advisor (Electronic Services) electronicservices@uwic.ac.uk 029 2020 1525
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Institute of Education	Andrew Welshman (a.welshman@ioe.ac.uk)
South Thames College	Tom Roper tom.roper@south-thames.ac.uk

University of Gloucestershire	Darren Bolton Senior Information Adviser University of Gloucestershire Park Campus Learning Centre The Park Cheltenham Email: dbolton@glos.ac.uk
Highbury College, Portsmouth	Nigel Sturt, E-learning resources librarian, Highbury College, nigel.sturt@highbury.ac.uk
Calderdale College	Kenneth Poole kenp@calderdale.ac.uk
The University of Sheffield	T V Clarke t.clarke@sheffield.ac.uk
University of Bristol	
Kidderminster College	Jill Edwards Learning Resources Manager jedwards@kidderminster.ac.uk 01562 512097
University of Southampton	Sonia Bentley - Electronic Resources Librarian sbentley@soton.ac.uk
Yeovil College	Karen Foster -Yeovil College 01935 845401
University of Cambridge	Patricia Killiard, Head of Electronic Services and Systems, pk219@cam.ac.uk 01223 333037
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Gloucestershire College	
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CIRENCESTER COLLEGE	
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Royal Agricultural College	
University of Warwick	Steve Barber steve.barber@warwick.ac.uk 02476 523852
City of Bristol College	Dale Simpkins dale.simpkins@cityofbristol.ac.uk
University of Birmingham	Sarah Pearson s.pearson.1@bham.ac.uk
Bath Spa University	
Coleg Sir GŌr	Elaine Edwards Pibwrlwyd Campus Learning Centre Manager Coleg Sir GŌr
University of Greenwich	Nadine Edwards Senior Academic Services E-Librarian Dreadnought Library University of Greenwich Old Royal Naval College Park Row London SE10 9LS Tel. 020 8331 9781 Email: n.c.edwards@gre.ac.uk
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Appendix 2: Survey questionnaire

JIBS Shibboleth Case Studies

The JIBS committee is collecting information from our members and the wider community regarding the move to Shibboleth. We would like to get a picture of how this is being tackled in institutions of all sizes across the community. We would be especially interested to hear about any problems you have encountered - and solutions that you have developed, and also about any positives that have arisen.

The information we collect will be presented as brief case studies on the JIBS website and become, we hope, a useful point of reference for colleagues in other institutions. To this end, it would be tremendously helpful if individuals are willing to provide contact details so that colleagues elsewhere are able contact you should they wish to.

The questions provide some pointers as to the type of information we think it would be useful to share. Of course, you may have other areas that you wish to address. Please feel free to expand on these in the comment boxes, or at the end of the survey. The survey should take no more than 10 minutes to complete.

1. Name of institution:

2. Are you using Shibboleth yet?

Yes

No

Any further comments:

3. If no, when do you plan to begin implementation?

4. If you have implemented Shibboleth, is it being used internally for institutional authentication, or only to authenticate subscribed resources?

5. What proportion of your subscribed resources are you accessing via Shibboleth?

If possible please provide a percentage.

%

Any further comments:

6. Have you experienced issues with any of the resources that you already use with Shibboleth, if yes, which?

Yes

No

Not sure

Further information:

7. Do you use a proxy server?

Yes

No

Not sure

If yes, which software do you use?

8. Has your institution subscribed to Athens for this academic session?

Yes

No

Not sure

If yes, when do you envisage that you will stop subscribing to Athens?

9. Do you plan to move all e-resources over to Shibboleth once they become compliant?

Yes

No

Not sure

Further comments:

10. What impact, if any, has the addition of the federated access (Shibboleth) log in had on end users, e.g. confusion regarding how to log in to a resources, etc. ?

11. Have any groups of users at your institution lost access to resources, e.g. Additional Authorised Users or similar?

12. Have your subject/liason librarians reported any issues, e.g. regarding information skills training becoming more complex?

Yes

No

Not sure

13. Any other comments that you would like to make:

14. Your name and contact details*:

*As mentioned above, it would be a great help if your institution would be willing to provide a point of contact should any colleagues elsewhere have any queries. This is entirely optional though.

Thank you for taking the time to complete this survey. A summary of results will be posted to the Jibs Members mailing list and also be made available on our website (<http://www.jibs.ac.uk/>) in due course.

Finish

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