



KEEP THE CROOKS OUT!

Protecting your e-resources investment with WAM

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WHAT'S ALL THE RUCKUS?

- ❖ CSU Libraries contacted 3 times over 5 months about excessive downloads
- ❖ Vendors threatened loss of access
- ❖ WAM offered the tools to stay legal
- ❖ Just a few, easy set-up steps

WHAT WAS OUR SYSTEM BEFORE?

- ❖ CSUL only captured IP and PTYP
- ❖ We could not trace off-campus users
- ❖ Vendors wanted the downloaded files scrubbed from the patron's computer
- ❖ No way to get compliance from patrons who were not on campus
- ❖ Vendors were VERY unhappy

WHAT WAS THE CHANGE PROCESS?

- ❖ We didn't want to lose access to costly e-resources by not complying
- ❖ Investigating the WAM capabilities
- ❖ Discussions about patron privacy
- ❖ Deciding to make the change
- ❖ Vendors are happy

WHAT NEEDS TO BE IN PLACE?

- ❖ WAM_LOG_PNUM WWWOption
- ❖ WAM_LOG_IP WWWOption
- ❖ WAM BLOCKs table
- ❖ Patron messaging about excessive downloading
- ❖ Clear guidelines on how to proceed once an abuse is reported

WHAT WERE THE STEPS?

- ❖ WAM_LOG_PNUM WWWOption
 - WAM_LOG_PNUM=T (true)
 - If set to true value (any word starting with **t**, **T**, **y**, **Y**, or the number **1**) WAM will log the patron record number of the user
- ❖ WAM_LOG_IP WWWOption
 - WAM_LOG-IP=T (true)
 - If set to true value (any word starting with **t**, **T**, **y**, **Y**, or the number **1**) WAM will log the IP address of the user's computer.
- ❖ WAM Blocks Table via Millennium

WAM BLOCKS VIA MILLENNIUM

The screenshot shows the Millennium Administration interface. The 'Web Options' menu is open, and 'WAM Blocks' is highlighted under the 'Web Access Management' section. Other options include 'Clear Initials', 'Free Records In Use', 'Login Manager', 'Parameters', 'General', 'Acquisitions', 'Cataloging', 'Circulation', 'ERM', 'Serials', and 'Forward Table'.

WAM BLOCKS ENTRY

The screenshot shows the 'WAM Blocks Entry' form. Fields include 'Patron Type', 'Patron Agency', 'Patron Exp. Date', 'Max Owed', and 'Manual Blocks'. A table below shows patron details for 'Community, Chance G.' with fields for 'EXPI DATE', 'LEVEL', 'P UPDATE', 'INFO CODE', 'P TYPE', 'TOT CIRCUIT', 'CUR CIRCUIT', 'CUR ITEM A', 'CUR ITEM B', 'CUR ITEM C', 'CUR ITEM D', 'CUR ITEM E', 'CUR ITEM F', 'CUR ITEM G', 'CUR ITEM H', 'CUR ITEM I', 'CUR ITEM J', 'CUR ITEM K', 'CUR ITEM L', 'CUR ITEM M', 'CUR ITEM N', 'CUR ITEM O', 'CUR ITEM P', 'CUR ITEM Q', 'CUR ITEM R', 'CUR ITEM S', 'CUR ITEM T', 'CUR ITEM U', 'CUR ITEM V', 'CUR ITEM W', 'CUR ITEM X', 'CUR ITEM Y', 'CUR ITEM Z'. A note at the bottom states: 'Excessive downloading reported by JSTOR on 06/09/2009 (JSTOR)'. An orange arrow points to the 'Manual Blocks' field.

ACCESSING THE INFORMATION

The screenshot shows the 'Download Web Access Management Statistics' page. It includes instructions on how to select the type of report (Connections Summary Reports, Rejections Summary Reports, Detail Reports) and the report date/time range (Yesterday, Today, 2 Days Ago, YTD, Last Month, User Specified). The 'User Specified' option is selected, and the start and end dates are set to 4/4/2009 and 4/7/2009 respectively.

WHAT INFORMATION IS CAPTURED?

	A	C	G	H	I	J
4887	4/6/2008	202	162	196	194	JSTOR PDF down 12484131 FACULTY
4888	4/6/2008	202	162	196	194	JSTOR PDF down 12484131 FACULTY
4889	4/6/2008	71	237	4	107	JSTOR PDF down 13093010 GRADUATE
4890	4/6/2008	71	237	4	107	JSTOR PDF down 13093010 GRADUATE
4891	4/6/2008	71	237	4	107	JSTOR PDF down 13093010 GRADUATE
4892	4/6/2008	71	237	4	107	JSTOR PDF down 13093010 GRADUATE
4893	4/6/2008	71	237	4	107	JSTOR PDF down 13093010 GRADUATE
4894	4/6/2008	71	237	4	107	JSTOR PDF down 13093010 GRADUATE
4895	4/6/2008	71	237	4	107	JSTOR PDF down 13093010 GRADUATE
4896	4/6/2008	71	237	4	107	JSTOR PDF down 13093010 GRADUATE
4897	4/6/2008	71	237	4	107	JSTOR PDF down 13093010 GRADUATE
4898	4/6/2008	71	237	4	107	JSTOR PDF down 13093010 GRADUATE
4899	4/6/2008	71	237	4	107	JSTOR PDF down 13093010 GRADUATE
4900	4/6/2008	71	237	4	107	JSTOR PDF down 13093010 GRADUATE
4901	4/6/2008	71	237	4	107	JSTOR PDF down 13093010 GRADUATE
4902	4/6/2008	71	237	4	107	JSTOR PDF down 13093010 GRADUATE
4903	4/6/2008	71	237	4	107	JSTOR PDF down 13093010 GRADUATE
4904	4/6/2008	71	237	4	107	JSTOR PDF down 13093010 GRADUATE
4905	4/6/2008	217	66	241	14	JSTOR PDF down 11486065 GRADUATE
4906	4/6/2008	217	66	241	14	JSTOR PDF down 11486065 GRADUATE
4907	4/6/2008	217	66	241	14	JSTOR PDF down 11486065 GRADUATE
4908	4/6/2008	217	66	241	14	JSTOR PDF down 11486065 GRADUATE
4909	4/6/2008	217	66	241	14	JSTOR PDF down 11486065 GRADUATE
4910	4/6/2008	217	66	241	14	JSTOR PDF down 11486065 GRADUATE
4911	4/6/2008	217	66	241	14	JSTOR PDF down 11486065 GRADUATE

INFORM YOUR PATRONS

- ❖ Patron messaging about excessive downloading violations
- ❖ Clear guidelines on how to proceed when abuse is reported

WAM (PROXY SERVER) MESSAGING

The screenshot shows the 'Library Catalog (Sage) Proxy Server' page. It includes a message: 'This resource is restricted to CSU students, faculty, staff and Emeritus faculty registered with The Libraries. Please enter the following information.' Below this are input fields for 'Name' and 'Your CSU ID:'. A note at the bottom states: 'To use Libraries databases and electronic resources through the Proxy Server, you must: Be a currently enrolled CSU student, faculty, staff or Emeritus faculty registered with The Libraries. Adhere to our Terms and Conditions. Use Netscape Navigator 3.0 or higher, Microsoft Internet Explorer 4.0 or higher (DISABLE Content Advisor), Mozilla 1.0 or higher. Set your Web browser to accept cookies. Google Web Accelerator may interfere with remote access to some sites.'

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SPELL OUT THE CONSEQUENCES

AGNS

Acceptable Use Policy (AUP) for Computing and Networking Resources at Colorado State University

Computing and networking resources at Colorado State University are valuable and limited resources that serve a large number and variety of users. All users have the responsibility to make use of these resources in an efficient, ethical, and legal manner. The University's computer and network services provide access to resources on and off campus and shall be used in a manner consistent with the institutional, research, and administrative objectives of the University.

Users who use these resources are granted certain responsibilities and obligations. Acceptable use is always an ethical consideration of shared resources. Production of sensitive information, and individual harassment, all activities incur consequences and may require, in consultation of being allowed services. Resources' Limited.

Enforcement

The University considers violations of acceptable use principles or guidelines to be serious offenses. The University will take such action it deems necessary to copy, examine any files or information resident on university systems allegedly related to unacceptable use, and to protect its network from systems and events that threaten or degrade operations. Violations may be referred to the appropriate University entity for discipline.

Academic Computing and Networking Services will use its best efforts to contact the offending party via email, telephone, or in person to explain the problem and discuss its resolution before taking any action deemed necessary to protect the integrity of the Resources.

In the case of major infractions, for example those that impair others' ability to use networking and computing resources, Academic Computing and Networking Services may immediately restrict systems or network access as it deems necessary to mitigate such activities. Only thereafter will Academic Computing and Networking Services make a reasonable effort to contact the involved parties when these incidents occur.

PUT THE PLAN IN MOTION

- ❖ Receive notification from the vendor
- ❖ Identify the patron from the WAM stats
- ❖ Manually Block and/or Expire the patron
- ❖ Contact the patron
 - Phone
 - Email
 - Letter
- ❖ Contact your "enforcers"
 - ❖ Campus IT
 - ❖ Library Director or Library Board

QUESTIONS?

- ❖ Contact Information
 - ❖ Jennifer.Kutzik@ColoState.Edu
 - ❖ 970.491.2503
 - ❖ Daniel.Draper@ColoState.Edu
 - ❖ 970.491.5272

