A National Library For All:
The National Library of Scotland and its Remote Access Project

John Coll, Head of Access & Enquiries
National Library of Scotland
“The book will become an even more marginalised form of knowledge distribution. The challenge to national libraries is to take over the role of digital distributor of texts.”

The national library dimension

- Repositories of the nation’s recorded culture
- Still strongly wedded to print – reflection of publishing and legislation
- Perception of “for the few not the many”
- Serves a research based audience that is increasingly moving towards a non-print environment
The Scottish dimension

- Devolution has strengthened national identity
- Successive government’s expect libraries to support its transforming agenda
- Emphasis on a wealthier, creative Scotland that support education, research and business
- How do libraries support this?
The National Library of Scotland exists to:

- Enrich lives and communities
- Encourage and promote lifelong learning, research and scholarship
- Provide universal access to information by comprehensively collecting and making available the recorded knowledge of Scotland
- Promote access to the ideas and cultures of the world.

Where is the information that will enable this to happen?
Here?
This is where users expect it to be
But this is where they really want it
“The user once built workflows around the library systems and services, but now, increasingly, the library must build its services around user workflows.”

L.S, T Dickey and M.L. Radford (2011) “If It Is Too Inconvenient, I’m Not Going After It: Convenience as a Critical Factor in Information-seeking Behaviors” Library and Information Science Research
Putting content in the hands/on the screens of our users

- Digitization – the obvious route to making content available
- NLS has made good strides in digitization - early Scottish maps, Gaelic manuscripts etc
- However, mass digitization is expensive, time-consuming and often requires a partnership approach
- Does the Library offer other routes to digital content?
Licensed Digital Content

[Logos of various companies and organizations]
Remote Access project

- In essence, 2 projects combined into one
- Customer registration project
  - move to single online registration for all users
- Remote electronic resources project
  - access to licensed digital content outside the Library
Challenges

- Current registration process was mainly print-based but included some online transactions
- Process involved a variety of proprietary products which did not operate together
- Had to enable real-time registration for circulation purposes
- Authentication issues
- Vendors’ perspective
- £15k was the budget!
# Project Plan

<table>
<thead>
<tr>
<th>Objective</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Team established</td>
<td>May 2009</td>
</tr>
<tr>
<td>Map/refine process workflows</td>
<td>June-August 2009</td>
</tr>
<tr>
<td>Conduct initial prototyping and evaluate feedback</td>
<td>August- October 2009</td>
</tr>
<tr>
<td>Online testing of revised prototype</td>
<td>October- November 2009</td>
</tr>
<tr>
<td>Further revision of prototype</td>
<td>November - December 2009</td>
</tr>
<tr>
<td>Documentation/staff training</td>
<td>January- February 2010</td>
</tr>
<tr>
<td>Soft launch</td>
<td>March 2010</td>
</tr>
<tr>
<td>Project sign off</td>
<td>June 2010</td>
</tr>
</tbody>
</table>
Joining it all up

• Bulk of developmental work done in house by NLS staff

• Uses Cold Fusion as the application platform

• Data stored on a MS SQL server

• Data passed to Voyager server to enable circulation/call slip function

• Also passed to ESP Systex Freeze Frame system for generating library cards
The route to access: online registration
Online registration for new customers

Step 1 - Enter data
Step 2 - Confirm data and agree to NLS policies
Step 3 - Equal opportunities monitoring form

The information which you supply on this registration form will be held electronically in accordance with the Data Protection Act (1998). It will be used in order to ensure the security of the collections and help us to improve our delivery of services to users. The information will not be disclosed outside the Library without your prior consent except as permitted under the terms of the Act and, in particular, for the investigation or prevention of crime.

Name and email

Title:

First (given) name:

Required field.

Last (family) name:

Required field.

Email:

Required field.

You will use your email address to log in to password protected digital resources outwith NLS.
Online registration for new customers

Step 1 - Enter data
Step 2 - Confirm data and agree to NLS policies
Step 3 - Equal opportunities monitoring form

Thank you for registering with the National Library of Scotland.

You will shortly receive an email with your login details and your library card number:

6337288739750001

You can use this number via the main catalogue to request books in advance of your visit to the Library.

You will also receive a letter with an activation key which we have posted to the address you provided. You must log in and enter your activation key within 21 days to fully activate your registration.

Your online registration is now complete. The equal opportunities monitoring form is optional. You do not have to provide the following information, but it will greatly help us develop our information services in the future.

If you have any questions about registration, please email us at enquiries@nls.uk.

Ethnic origin

- White
- Scottish
- Other British

Dear MR JOHN COLL

Welcome to the National Library of Scotland. Thank you for completing the online registration process, which provides you with a temporary login.

Your registration allows you to log in via the Library website and access a number of our licensed digital collections from any computer outwith NLS.

The temporary login is **valid for the next 21 days**. We will post a letter to you with information on how to fully activate your registration using an **activation key**. If you do not use your activation key before its expiry date, your access to the licensed digital collections will be suspended.

Log in at:

https://auth.nls.uk/registration/

using the following details:

**Email:** johnpcoll@gmail.com
**Password:** lln37ply

For security, you should change your password immediately by logging in and going to 'Change password'. Your password must be between 6 and 30 characters long and should contain at least 1 number and at least 1 letter. We recommend that, if possible, you do not write it down. For further advice on managing your password, see the JANET guidance 'Using passwords' PDF at:


You can also use the 'My details' facility to update your registration record and manage your subscriptions to some NLS printed and email publications.

You can log in to access some of our licensed digital collections at:
NLS Log in

Email:  
Password:  
Log in

Forgotten your password?

If you do not have a password, please register.
Registration

You are logged in as
John Coll
j.coll@nls.uk

Log out

You have access to the following websites with password-protected and personalisation services:

- Licensed digital collections
- Scottish Screen Archive
- Scottish Business Information Service (SCOTBIS)
- Digital orders

You can also subscribe to a selection of NLS printed and email publications by updating your record.

Registration information summary

Name: Mr John Coll
Email: j.coll@nls.uk
Library card number: 6337280000038903
Registration date: 20 September 2006
Registration expiry date: 20 September 2016
Registration type: Staff
Licensed digital collections

Here you can access our extensive range of licensed digital collections.

- Browse collections by title, subject or access type
- Search for a collection by keyword
- Add collections to ‘My collections’ for easy future access.

Please log out at the end of your session.

Remember that some collections are only available in our George IV Bridge Building.

Featured resources

ALPSP Learned Journal Science Collection
Latest scientific developments from over 200 full-text journals

British Literary Manuscripts Online c.1660-1900
Get inside the head of some of our most famous writers from across the centuries

JSTOR
Search across over 1,600 international journals from their very first issue!
# Reports - Registrations and renewals - 2010-11

Please note: this report is querying current data in the live database. This means that data for past months may differ when compared to reports previously generated. For this reason past data should be treated as approximate. However, archive copies of reports in CSV format are generated automatically on the 1st day of each month (they are also saved each time a report is generated by the user). These CSV files provide historical data.

<table>
<thead>
<tr>
<th>Library cards</th>
<th>Apr 10</th>
<th>May 10</th>
<th>Jun 10</th>
<th>Jul 10</th>
<th>Aug 10</th>
<th>Sep 10</th>
<th>Oct 10</th>
<th>Nov 10</th>
<th>Dec 10</th>
<th>Jan 11</th>
<th>Feb 11</th>
<th>Mar 11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Short - new cards</td>
<td>165</td>
<td>98</td>
<td>127</td>
<td>141</td>
<td>121</td>
<td>120</td>
<td>142</td>
<td>138</td>
<td>74</td>
<td>106</td>
<td>189</td>
<td>163</td>
</tr>
<tr>
<td>Short - renewals</td>
<td>42</td>
<td>17</td>
<td>12</td>
<td>14</td>
<td>16</td>
<td>10</td>
<td>10</td>
<td>14</td>
<td>11</td>
<td>30</td>
<td>50</td>
<td>67</td>
</tr>
<tr>
<td>Short - All</td>
<td>207</td>
<td>115</td>
<td>139</td>
<td>155</td>
<td>137</td>
<td>152</td>
<td>85</td>
<td>136</td>
<td>239</td>
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<tr>
<td>General - new cards</td>
<td>317</td>
<td>284</td>
<td>309</td>
<td>304</td>
<td>300</td>
<td>580</td>
<td>525</td>
<td>439</td>
<td>232</td>
<td>322</td>
<td>349</td>
<td></td>
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<tr>
<td>General - renewals</td>
<td>102</td>
<td>72</td>
<td>97</td>
<td>118</td>
<td>111</td>
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<td>83</td>
<td>65</td>
<td>130</td>
<td>117</td>
<td>113</td>
</tr>
<tr>
<td>General - all</td>
<td>419</td>
<td>356</td>
<td>406</td>
<td>422</td>
<td>411</td>
<td>674</td>
<td>616</td>
<td>522</td>
<td>297</td>
<td>452</td>
<td>439</td>
<td>462</td>
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<tr>
<td>All - new cards</td>
<td>482</td>
<td>382</td>
<td>436</td>
<td>445</td>
<td>421</td>
<td>700</td>
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<td>577</td>
<td>306</td>
<td>428</td>
<td>511</td>
<td>512</td>
</tr>
<tr>
<td>All - renewals</td>
<td>144</td>
<td>89</td>
<td>109</td>
<td>132</td>
<td>127</td>
<td>104</td>
<td>101</td>
<td>97</td>
<td>76</td>
<td>160</td>
<td>167</td>
<td>180</td>
</tr>
<tr>
<td>All - all</td>
<td>626</td>
<td>471</td>
<td>545</td>
<td>577</td>
<td>548</td>
<td>804</td>
<td>768</td>
<td>674</td>
<td>382</td>
<td>588</td>
<td>678</td>
<td>692</td>
</tr>
</tbody>
</table>

**Online only customers**

| New registrations | 147    | 118    | 126    | 208    | 172    | 286    | 455    | 434    | 300    | 392    | 461    | 520    |
Impact

- 47% increase in registered users (6,438 2009/10, 9,495 2010/11)
- 11% increase in use of reading rooms
- 27% are registering only for online access
- 31% increase in use of licensed digital content over 2009/10
The Future

• The Remote Access Project was principally about **enabling** access not about increasing the use of licensed digital content
• Resource discovery is the key to increasing usage
• Summon implementation September 2011
• eZproxy to complete authentication access
Conclusion

- Remote Access Project - on-time and under budget
- Delivered efficiencies in terms of workflows and generating additional management information data
- Improved customer experience
- Changed perceptions of NLS
- Ultimately about making our digital content available in a way our customers expect to see and use it
Questions?

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