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# STM: Securing Access to content using EZproxy

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# Today's discussion

- About OCLC and EZproxy
- Publisher Best Practices
- Institutions Best Practices
- Issues & Opportunities

Image from Flickr, NET-BUSINESS

Founded in

**1967**
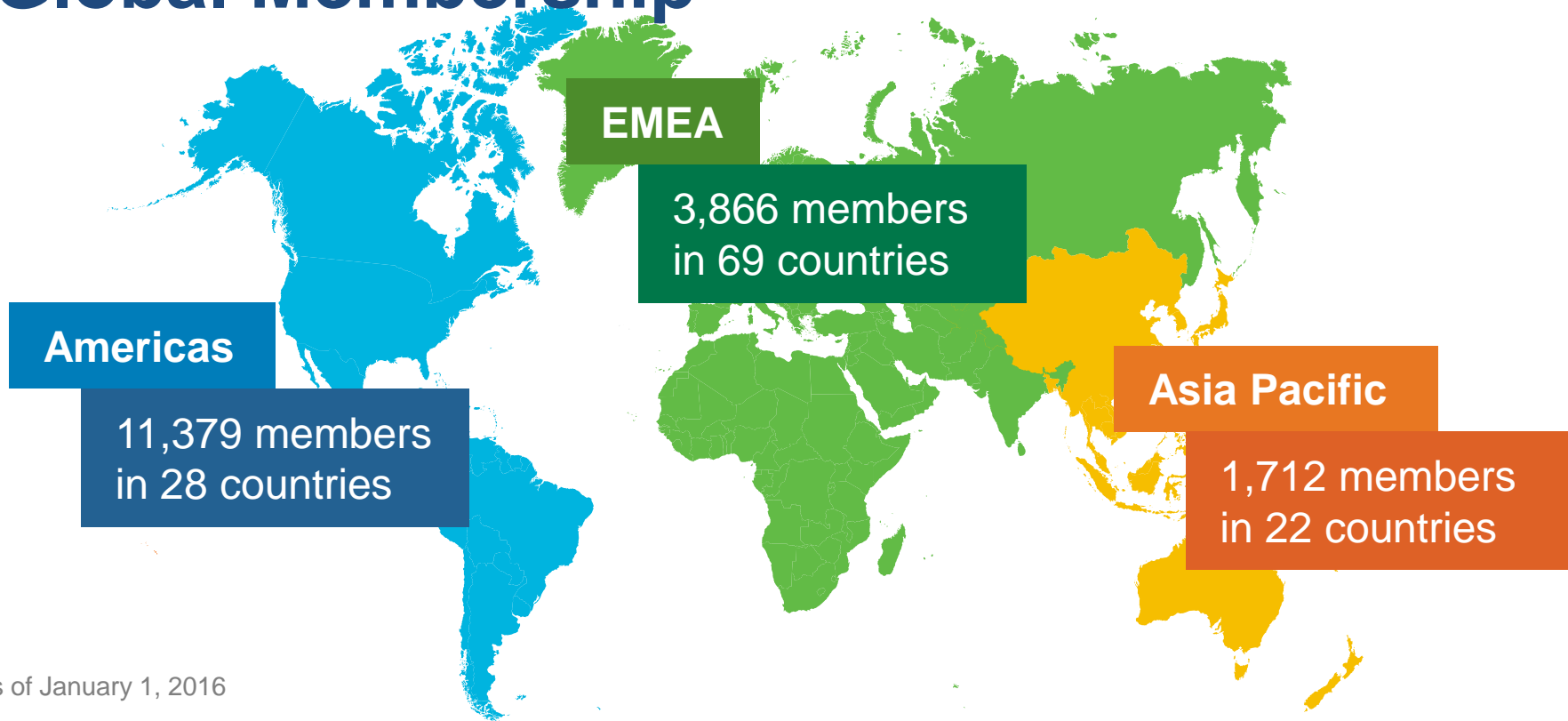as the Ohio College Library Center

**16,957**
members worldwide

**1,200+** staff

**18** offices in

**10** countries

OCLC headquarters in Dublin, OH USA

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**WorldCat**®

365
million records

2.3
billion holdings

46
million digital items

17
million eBooks

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**WorldCat**®

**Shared data**
about the world's libraries.
Find it and get it.

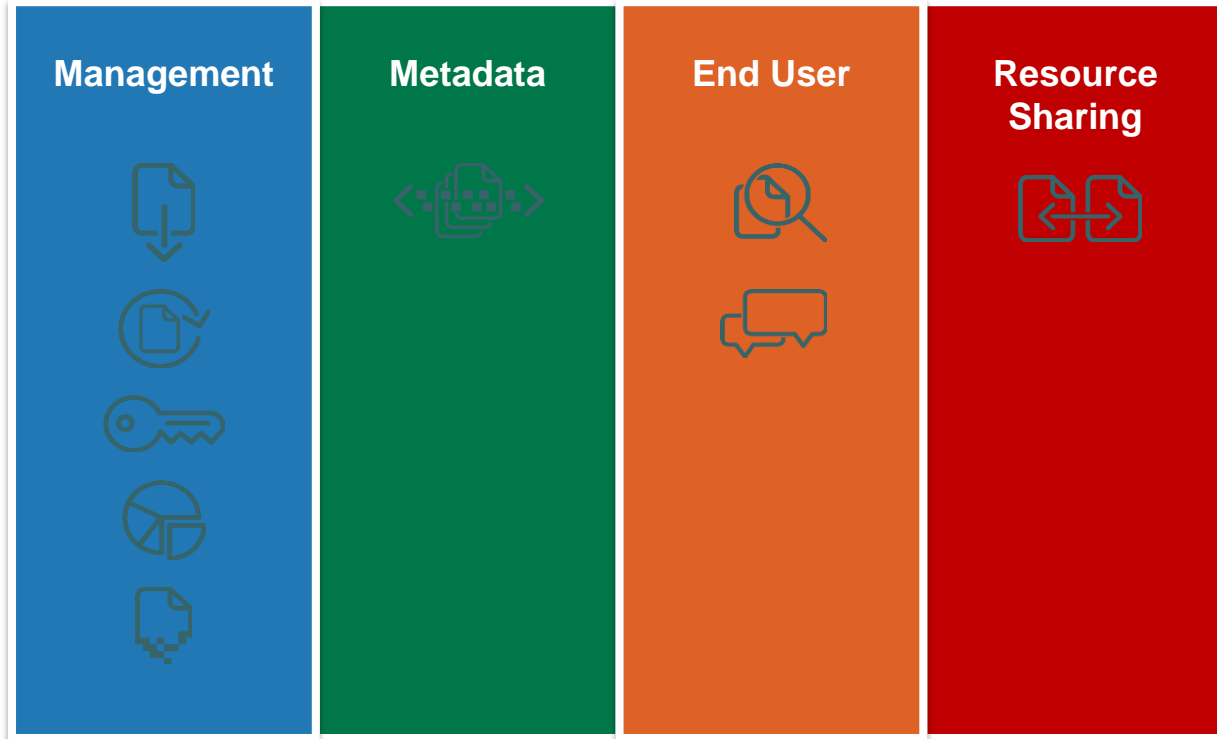**WorldShare**®

**Shared infrastructure**
to manage and share resources across libraries
and across communities.

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**Shared community**
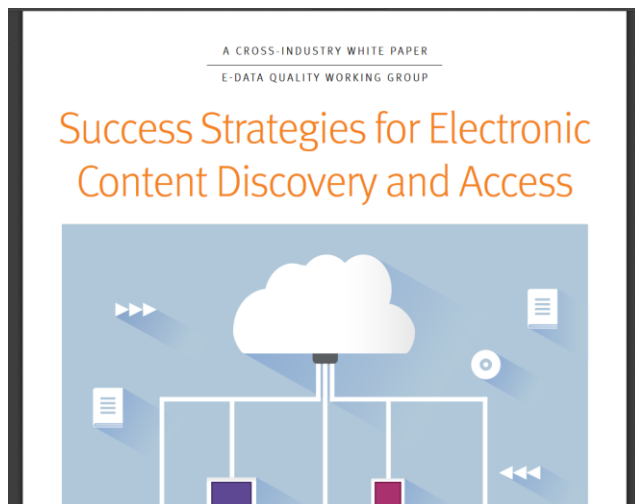of libraries, library users and partners, working
together to share the world's knowledge.

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# OCLC Partnering with Publishers

- Long-standing collaboration with publishers
- We all want to make sure content libraries buy for patrons is accessible and secured



A CROSS-INDUSTRY WHITE PAPER

E-DATA QUALITY WORKING GROUP

Success Strategies for Electronic Content Discovery and Access

# EZproxy Overview

- EZproxy provides patrons affiliated with our mutual customers access to IP authenticated e-content even when they are off the library network

- EZproxy's default operating mode is as a URL-rewriting IP proxy server. No configuration is needed at the patron's PC to use EZproxy

- EZproxy is used by about 80% of North American ARLs and has about 3,500 deployments worldwide

- EZproxy can be hosted by OCLC or hosted at the institution

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# Context of the e-Content Access Workflow and EZproxy

- EZproxy became available in 2000

- Much simpler era: no scihubs and simpler technology at websites made EZproxy Admin's work easier

- In the last 5 years, the care and feeding of this workflow has grown much more complicated

- Libraries caught in the crunch of balancing budgets and dedicating resources to providing access

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# Summary of Issues and Opportunities

- Most common problem (by far) is compromised credentials at the institution

- EZproxy is not "hacked"

- Four-part strategy to secure access

  - Protect (Proper configuration)

  - Detect and close compromised credentials

  - Educate (Provider, Institution Admin, Users)

  - Collaborate (OCLC, Institution, Provider)

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# Publisher Best Practices

- Work with your customers to resolve illegitimate access
- Vast majority of illegitimate usage can be traced through EZproxy to real users that can be turned off
- If you find "how-to" gaps - contact OCLC
- Don't turn off access unless you talk to your customer

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# Institution Best Practices

- Password Policies
  - Biggest challenge – get this done and EZproxy provides a very secure content access path
  - Require: short-lived passwords and hard-to-guess passwords
- Credential protection
  - Don't sell or give away your credentials
- Commit resources for EZproxy server management

# Institution Best Practices

- Keep your evidence (configure log / audit files with data you need)

- Use SSL for authentication and content access where possible

- Keep the server EZproxy is on upgraded and protected via firewall

- Install the current version of EZproxy

- Keep your system time correct

# Institution Best Practices

- Review your logs regularly looking for:
  - Top consumers of content
  - Top session length users
  - Multiple geographies
  - Countries you know your users aren't in
- Normally detect using information above OR information from providers: we can link date-time-URL to an active session in EZproxy which gives us a username
- Then the institution needs to turn off the user, reset the password or follow their policy for compromised accounts

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# Collaborate - Opportunities

**Involving providers, OCLC, Libraries**

- Improve education
- Improve technology
- Improve support of our mutual customers
- Your ideas?

# Questions?

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**Did I mention good password policies?**

Because what is known must be shared.<sup>SM</sup>

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