



# Dostęp bez barier: OpenAthens i model SaaS w praktyce

Grzegorz Milewski – EBSCO

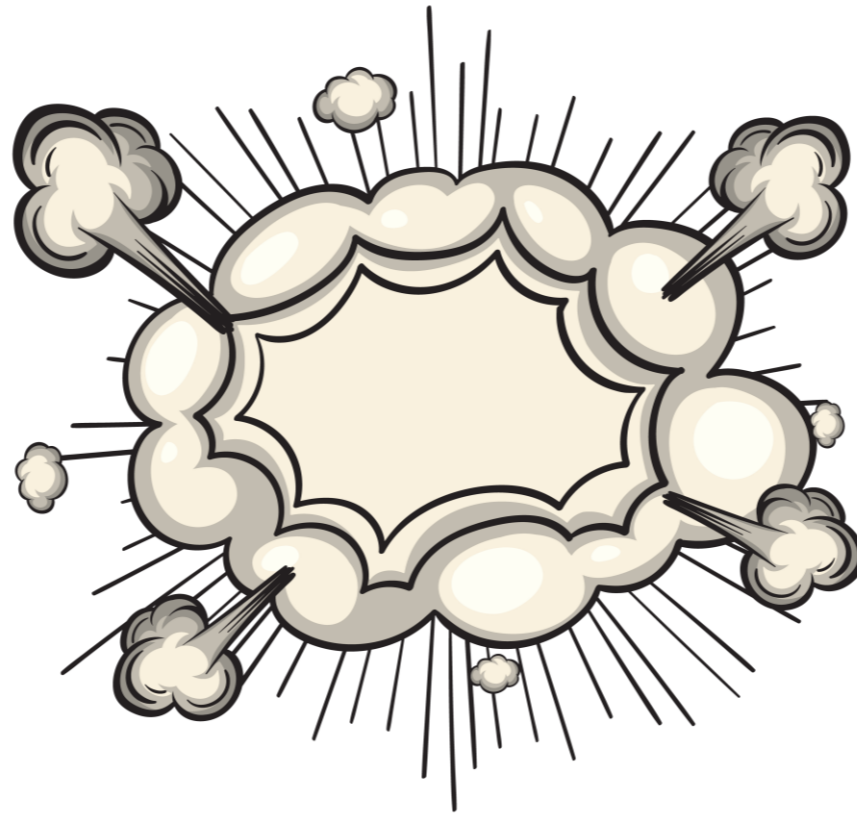
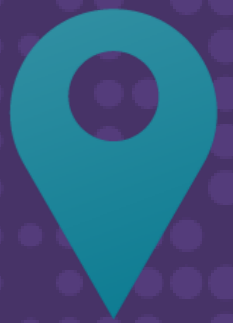
Christos Skoutas – OpenAthens

15 kwietnia 2026

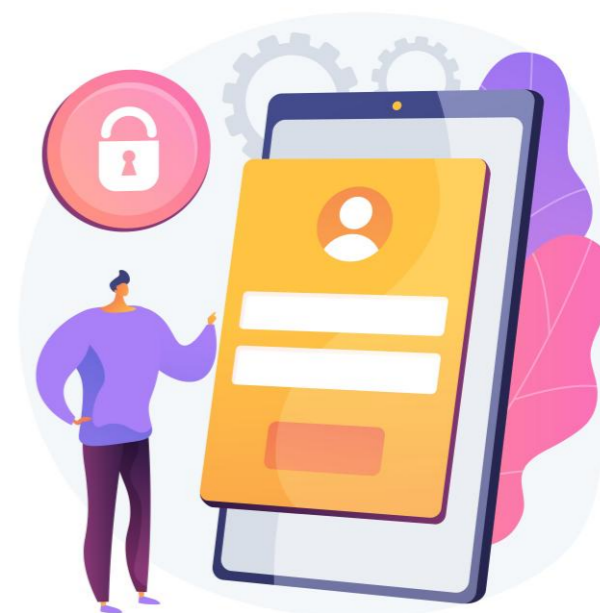
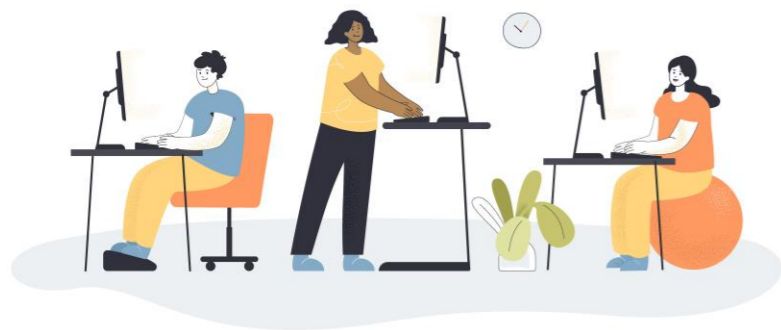
Biblioteka Uniwersytecka w Warszawie

# Niewidzialny moment

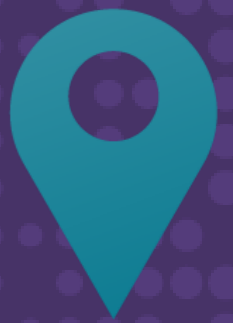
*Między kliknięciem a treścią*



# Rzeczywistość dostępu



# Krajobraz dostępu dziś



Wiele modeli dostępu funkcjonujących równolegle

Dostęp zdalny jako domyślny scenariusz

Coraz większa presja:

- bezpieczeństwo
- zgodność
- raportowanie



# Gdy dostęp przestaje działać



Przerwane  
sesje badawcze



Frustracja  
użytkowników  
i utrata zaufania

Lawina zgłoszeń

Biblioteka postrzegana  
jako „bariera”,  
a nie wsparcie

# Czego oczekują użytkownicy?



## Użytkownik:

- nie chce wiedzieć, *jak działa dostęp*
- nie chce pamiętać, *z którego linku skorzystać*
- nie chce rozróżniać: *IP, proxy, zdalny, lokalny*
- **chce po prostu dotrzeć do treści**

# Zmiana roli biblioteki



Biblioteka jako punkt dostępu, nie instrukcja obsługi

- mniej poradników „jak się zalogować”
- więcej realnego wsparcia użytkownika
- dostęp jako element jakości usług



# Od lokalizacji do tożsamości

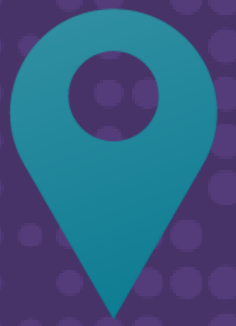


Gdzie się znajdujesz?



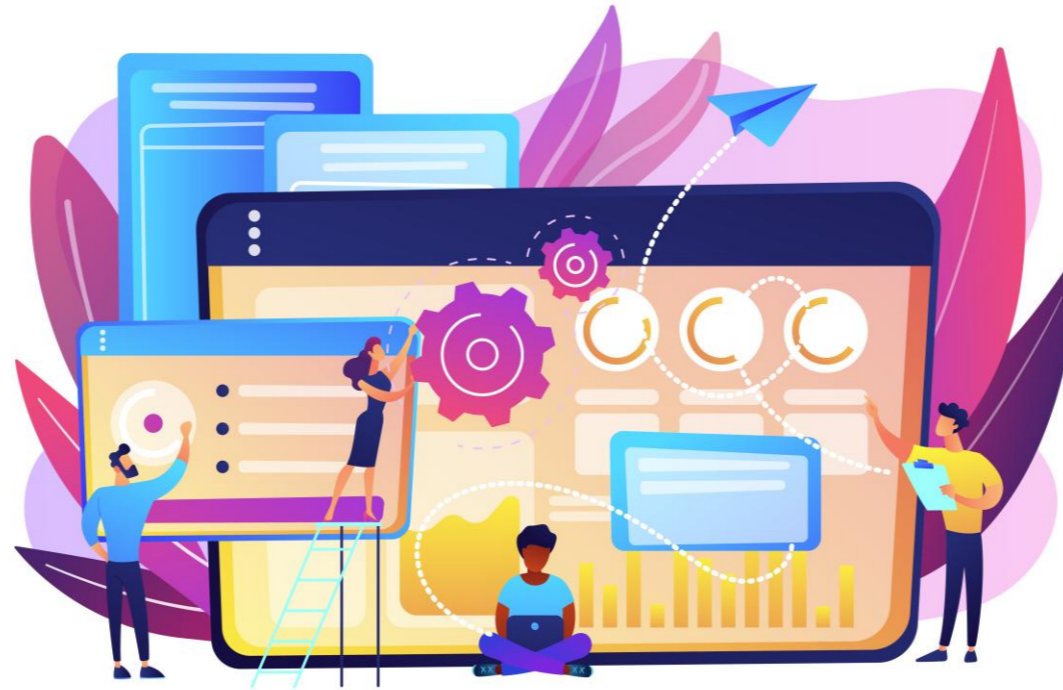
Kim jesteś?

# Od narzędzi do ekosystemu



Dostęp jako usługa,  
nie lokalna konfiguracja

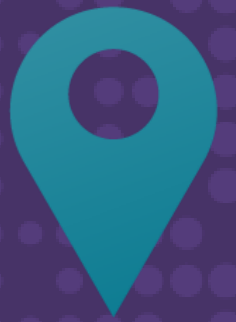
Mniej obsługi,  
więcej przewidywalności



Wiele platform,  
jedno spójne doświadczenie

Technologia w tle,  
użytkownik w centrum

# Od teorii do praktyki



Wiemy, jak powinien wyglądać dostęp bez barier.

Co jest potrzebne, aby naprawdę go zbudować – w praktyce?

# Timeline

The first incarnation of our product was developed in response to a need for controlled access to online resources, funded for UK higher education by Jisc.

**1995**

Our origins stem from 1995 at the University of Bath, UK



**2000**

In 2000 the UK NHS started using our product



**2013**

In January 2013 the OpenAthens Federation was launched

**1999**

In 1999 Eduserv became an independent not-for-profit organisation

**2006**

In 2006 we reached two million end-users



**2019**

In 2019, our parent company Eduserv merged with Jisc

**Jisc**

# OpenAthens part of Jisc – but what is Jisc?

*Non-for-profit organisation for digital services and solutions in the UK higher/further education sector.*

## **What does Jisc do?**

We operate shared digital infrastructure and services, i.e. JANET network

We negotiate sector-wide deals with IT vendors and commercial publishers, e.g. negotiations with Elsevier about an OpenAccess agreement with Elsevier

We provide trusted advice and practical assistance for universities, colleges, and learning providers





Helping over  
**3,200 organisations**  
enable access to hundreds  
of thousands of journals,  
databases and e-books, for  
over **8 million end users**  
across the world.

Publishers

Libraries

OpenAthens

End-  
users

Federated  
Authentication

IP  
recognition

Shibboleth

OpenAthens  
Federated  
authentication+  
managed  
proxy

EZproxy

HAN

# Benefits for using OpenAthens in an unstable & ever-changing world

- ✓ Better and more consistent user experience on-site and remotely
- ✓ Reporting – fully customisable usage reports
- ✓ Cloud hosted solution for Federated and IP/Proxy access
- ✓ Integration with a variety of systems in the library's ecosystem e.g. Moodle/EDS
- ✓ Web Portal: MyAthens
- ✓ Better technology – Standards compliant – purpose built for authentication - SAML
- ✓ Increased Security by design – SAML more secure than proxy
- ✓ Align with industry – Seamless Access initiative
- ✓ Technical expertise – local support
- ✓ Built-in proxy for non-federated resources
- ✓ Local Directory connection e.g. ADFS, Azure, etc.
- ✓ Flexible set up – each library their own set of resources
- ✓ Fully cloud-based service Nothing to install – Min admin
- ✓ Federated Access – the future of authentication
- ✓ Privacy - Personalisation

# Last few years have accelerated remote access to resources (Covid - Iran war)



Remote access to library resources increased massively



Emphasis on technology to maximize online and hybrid learning



Institutions update their digital infrastructure to offer remote learning to their patrons

# Identity federations



- Shared trust network
- Standards based (SAML protocol)
- Centrally managed

# What are the key benefits?

- Better user experience
- More secure
- Cost efficient

# Better user experience



# User journey patterns

*“Users have kind of pattern...they start in Google to get an idea of the keywords they will need and the scale of the queries they may want to do and then, they go to more refine resources like discovery tools, library catalogues, google scholar or specific disciplines databases”*

**Caroline Gaud, University of Melbourne (<https://www.youtube.com/watch?v=SXCi515julE>)**

*“People discover articles through search around 45% of the time. 55% of the time they are doing something else. However, discovery via search has increased over time”*

**How Readers Discover Content in Scholarly Publications 2021, Gardner, T & al, Renew Consultants**

*“Discovery is not as simple as ‘novice’ vs. ‘expert’(...) A professor in one discipline may, for example, use Wikipedia or basic Google searches to familiarize themselves with a new topic just as a new student might”*

**Resource Discovery@ The University of Oxford, Madsen, C & al, Athenaeum21 Consulting Research**

# OpenAthens authentication vs IP/proxy recognition

## Limitations of IP

- No categorisation of users possible
- No granularity of statistics
- No accountability if users breach licence agreement
- Off-network access using IP requires authentication into an organisations network
- Extra work for librarian and user

## Benefits of OpenAthens

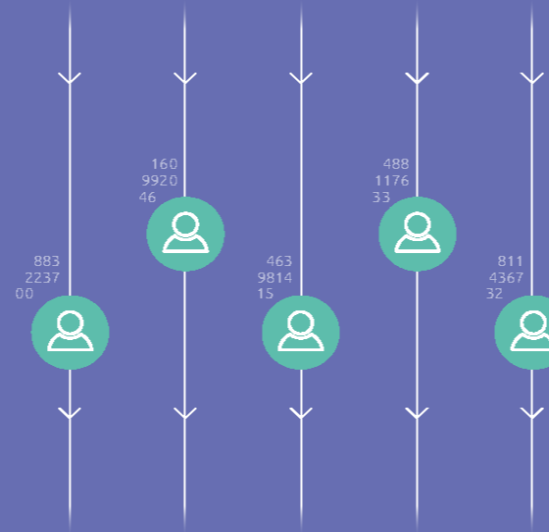
- Single sign-on solution
- Integration with local applications
- Service desk support
- Create user categories
- Out-of-the-box statistics reporting
- Out-of-the-box statistics by user category
- Out-of-the-box statistics by individual user

### Simple set up



## SAML handshake

Secure – end user / publisher / library



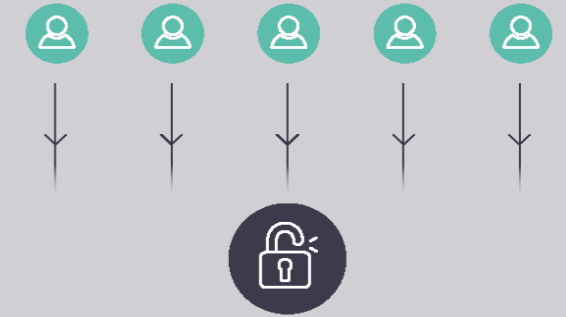
Two way transparency / individual stats

Publisher

Global standard in authentication

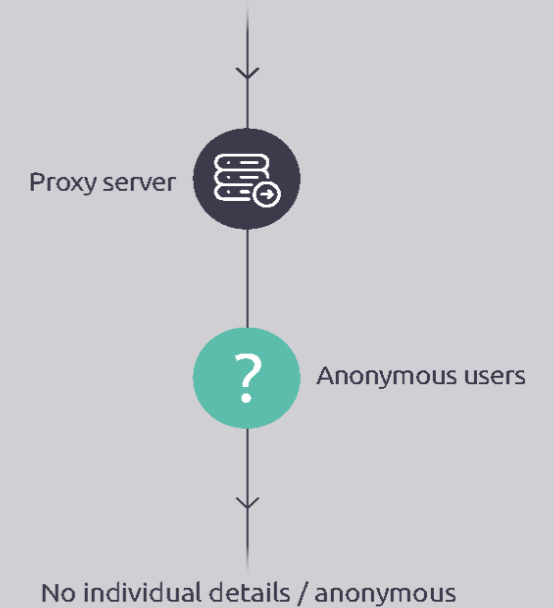
**Simplicity** for the library

### Technical set up



## IP recognition

Insecure / open to spoofing



Publisher

Legacy technology / work around

**Complexity** for the library

# Proxy services: a threat to researchers and organizations

- Sci-Hub and other bad actors exploit the sentiment around open access to research articles
- >90% of compromise is through proxy services

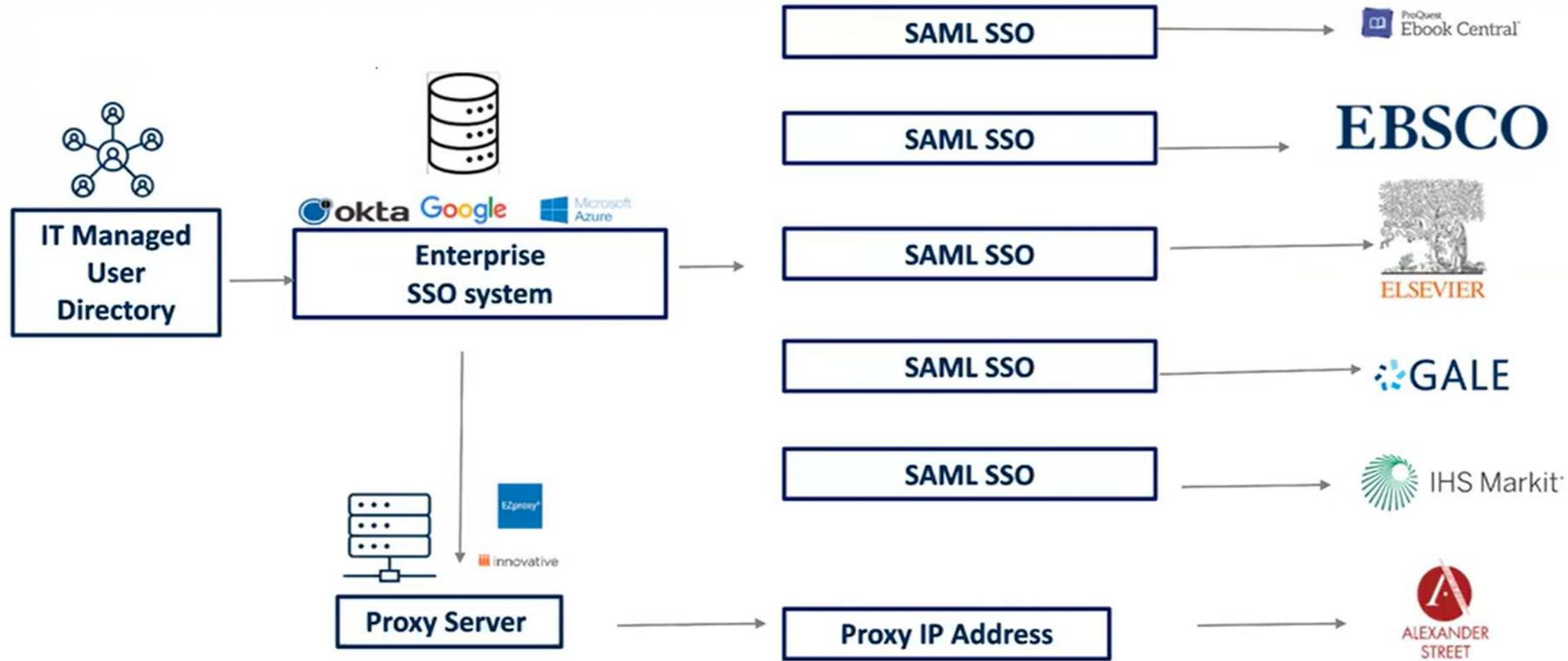


Source: Elsevier data: April 2019-June 2020 <https://www.youtube.com/watch?v=KqVo2Pj06dE>

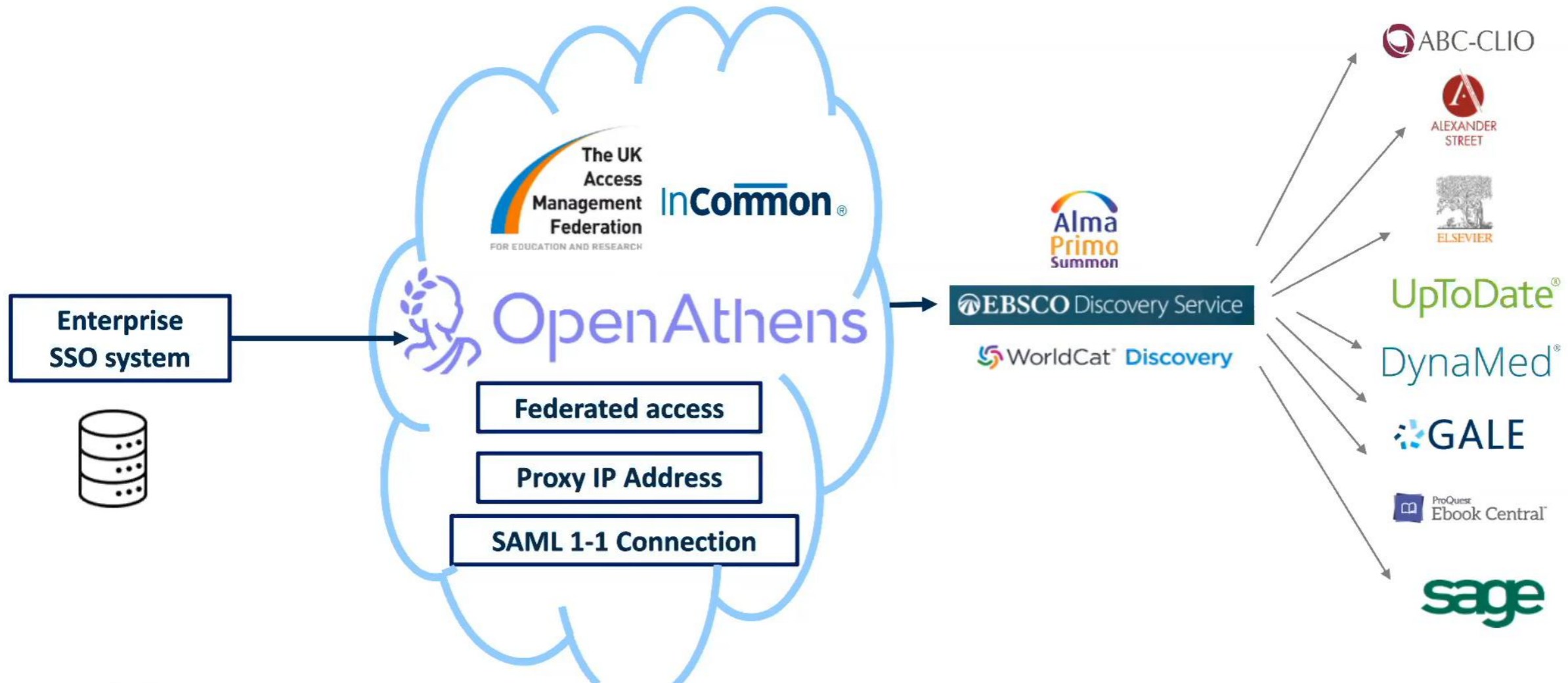
# Cost/efficiency



# Scaling up individual SAML apps



# The Federated Workflow





ELSEVIER  
ScienceDirect



ACS Publications

EBSCO

sage

ProQuest®



Springer

Wiley  
Online  
Library



Taylor & Francis



ELSEVIER

ClinicalKey®



JSTOR



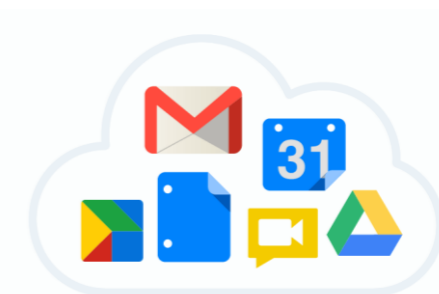
Blackboard



SirsiDynix®



ADFS



Google™ Apps



onelogin



Azure Active Directory



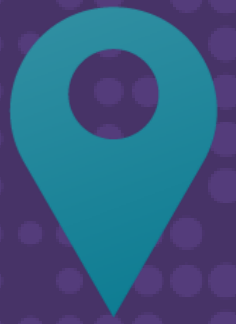
Shibboleth®



LEAN Library  
A SAGE Publishing Company



# OpenAthens and EBSCO partnership



**EBSCO**



# Dziękujemy!

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