

OpenAthens and Link Resolver Administration: roles and responsibilities at national, regional and local level

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Introduction

OpenAthens, provided by Eduserv, is the Identity Provider & Access Management Federation system used by the NHS. Ovid Discovery Service Link Resolver (ODS-LR), provided by Wolters Kluwer, is the Link Resolver & Knowledge Base system used by the NHS. These two systems are key components of the infrastructure which enables healthcare staff to access NHS-funded e-resources.

This document sets out the administrative functions to be carried out nationally, regionally and locally to enable effective and efficient operation of the systems and align with the Memorandum of Understanding between HEE and NICE. At present, national administrative functions are carried out by NICE, regional functions are the responsibility of HEE, and local functions are carried out by Trust-employed library staff.

It is in the interests of all involved to ensure that administrative processes are as streamlined as possible. Processes should focus on ensuring high quality customer experience and compliance with publisher contracts, whilst minimising library staff time spent on 'back office' functions. National and regional administrators are encouraged to work collaboratively to continue to seek ways to improve the efficiency and effectiveness of operations. At local level, library services may wish to consider collaborative approaches to delivering administrative functions.

OpenAthens

Note that the general responsibilities of OpenAthens administrators as set out by Eduserv are available at: <http://www.eduserv.org.uk/terms-and-conditions/openathens-terms-and-conditions/administrator-responsibilities/>.

1. Role of the national OpenAthens administrator

- Liaise with Eduserv on day to day system performance
- Work in conjunction with Eduserv to develop the OpenAthens system, gaining consensus on requests for changes through consultation and making recommendations to the HEE LKSL-NICE Liaison Group

- Contribute to the work of NALROM, attending quarterly meetings. This includes testing system developments, helping to develop supporting resources and documentation, helping to identify and prioritise issues and make recommendations to the HEE LKSL-NICE Liaison Group
- Liaise with national suppliers to add content to new OpenAthens organisations
- Configure attribute release policies in the administration system for content providers
- Set up access to new resources bought as part of the national core content collection and cascade as appropriate
- Undertake OpenAthens activities relating to resources including cascading of new resources, deletion of old resources and liaison with Eduserv and suppliers as required to resolve problems relating to access to resources
- View and extract content activity statistics for all users within any organisation
- Provide advice and support to regional and local NHS OpenAthens administrators
- Act as a point of contact for users regarding forgotten usernames and passwords
- Trouble-shoot general problems and queries from users
- Interpret and implement the nationally agreed NHS OpenAthens eligibility criteria, advising end users and OpenAthens administrators on eligibility issues as required.

In addition to the general responsibilities above, the national administrator directly administers some national organisations at NICE's discretion (for example SCIE and NHS England).

For these organisations the national administrator will:

- Verify and approve applications for NHS OpenAthens accounts containing non-NHS net and non-NHS email addresses, including determination of eligibility and the inward movement of account holders from other Trusts and organisations
- Manage ineligible applications, signposting users to other resources where applicable
- Maintain up to date and complete information about account holders and delete accounts as soon as access is no longer required
- Ensure accounts are renewed if required.

The national administrator also acts as regional administrator for the group of national organisations who have local administrators (for example NHS Improvement and NHS Blood & Transplant). For these organisations, the national administrator will follow the role of regional administrator, as detailed in section 2 below.

2. Role of the regional OpenAthens administrator

- Report to and liaise with their regional HEE LKS Lead
- Contribute to the work of NALROM, attending quarterly meetings and acting as a conduit between this group and the local administrators. This includes testing system developments, helping to develop supporting resources and documentation, helping to identify and prioritise issues and contributing to recommendations to the HEE LKSL-NICE Liaison Group, and cascading communications to local OA administrators and LKS service managers as required
- Maintain a list of local administrators for the region, enabling easy communication throughout the region

- Provide usernames and passwords, training, advice and support to local NHS OpenAthens administrators to enable them to manage their local resources and users
- Produce and make available the agreed minimum statistics dataset
- Undertake OpenAthens activities relating to resources including cascading of new resources, deletion of old resources and liaison with Eduserv and suppliers as required to resolve problems relating to access to resources
- Undertake OpenAthens activities relating to changes in local organisations, including organisation name changes and mergers
- Undertake OpenAthens activities relating to any changes in the system/interface
- Act as a point of contact for users regarding forgotten usernames and passwords
- Trouble-shoot general problems and queries from users
- Interpret and implement the nationally agreed NHS OpenAthens eligibility criteria, advising end users and OpenAthens administrators on eligibility issues as required.
- Contribute to discussions about e-resource authentication and feed back to regions on projects and initiatives in this area as required.

In addition to the regional responsibilities above, the regional administrator will usually directly administer regional 'generic organisations', such as 'public health staff in...'/ 'commissioning staff in...'/ 'non-NHS providers in...'/, unless local library service teams have agreements in place to support these wider organisations.

For these organisations the regional administrator will:

- Verify and approve applications for NHS OpenAthens accounts containing non-NHS net and non-NHS email addresses, including determination of eligibility and the inward movement of account holders from other Trusts and organisations
- Manage ineligible applications, signposting users to other resources where applicable
- Maintain up to date and complete information about account holders and delete accounts as soon as access is no longer required
- Ensure accounts are renewed if required.

3. Role of the local OpenAthens administrator

Local administrators are responsible for the organisation(s) to whom they provide library services. For these organisations local administrators will:

- Verify and approve applications for NHS OpenAthens accounts containing non NHS net and non NHS email addresses, including determination of eligibility and the inward movement of account holders from other Trusts and organisations
- Manage ineligible applications, signposting users to other resources where applicable
- Cascade access to new resources
- Act as a point of contact for users regarding forgotten usernames and passwords
- Trouble-shoot general problems and queries from users
- Maintain up to date and complete information about account holders
- Ensure accounts under own administration are renewed if required.

Link Resolver

4. Role of the national Link Resolver administrator

- Liaise with Wolters Kluwer on day to day system performance
- Work in conjunction with Wolters Kluwer to develop the system, gaining consensus on requests for changes through consultation and making recommendations to the HEE LKSL-NICE Liaison Group
- Contribute to the work of NALROM, attending quarterly meetings. This includes testing system developments, helping to develop supporting resources and documentation, helping to identify and prioritise issues and make recommendations to the HEE LKSL-NICE Liaison Group
- Liaise with the service provider to add content to new organisations
- Add, remove, edit and cascade nationally bought content to organisations as appropriate
- Set up new organisations within the system, and remove organisations as appropriate
- Add, manage and remove administrator accounts at national, regional or local level
- Provide advice and support to regional and local NHS Link Resolver administrators
- Undertake training and support activities relating to system/interface changes
- Work with regional leads and the service provider to ensure that administrator details are kept up to date within the system
- Troubleshoot problems and queries from users, acting as a national point of contact

5. Role of the regional Link Resolver administrator

- Report to and liaise with their regional HEE LKS Lead
- Contribute to the work of NALROM, attending quarterly meetings and acting as a conduit between this group and the local administrators. This includes testing system developments, helping to develop supporting resources and documentation, helping to identify and prioritise issues and contributing to recommendations to the HEE LKSL-NICE Liaison Group, and cascading communications to local OA administrators and LKS service managers as required
- Create consortia, and add and remove organisations and administrators as appropriate
- Add, remove, edit and cascade content to organisations as appropriate.
- Provide usernames and passwords, training, advice and support to local NHS Link Resolver administrators to enable them to manage their local resources
- Undertake training and support activities relating to system/interface changes
- Work with the national administrator to keep the list of regional and local administrators up to date
- Trouble-shoot general problems and queries from users.

6. Role of the local Link Resolver administrator

Local administrators are responsible for the organisation(s) to whom they provide library services. For these organisations administrators will:

- Ensure the organisation has access to new national resources
- Maintain collections of locally-procured content
- Maintain up to date and complete details about administrators and their organisation within the system
- Trouble-shoot general problems and queries from users.

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