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
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
Global Membership

- Americas: 11,379 members in 28 countries
- EMEA: 3,866 members in 69 countries
- Asia Pacific: 1,712 members in 22 countries

*As of January 1, 2016*
WorldCat

365 million records
2.3 billion holdings
46 million digital items
17 million eBooks
Shared data about the world’s libraries. Find it and get it.

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

Shared community of libraries, library users and partners, working together to share the world’s knowledge.
OCLC’s Four Product Lines

- Management
- Metadata
- End User
- Resource Sharing
OCLC Partnering with Publishers

• Long-standing collaboration with publishers
• We all want to make sure content libraries buy for patrons is accessible and secured
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
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
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)
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
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
Collaborate - Opportunities
Involving providers, OCLC, Libraries

• Improve education
• Improve technology
• Improve support of our mutual customers
• Your ideas?
Questions?

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Because what is known must be shared.

Did I mention good password policies?