LENOIR-RHYNE UNIVERSITY

Title
Online Resources Access Policy

Division/Department
Lenoir-Rhyne University Libraries, Rudisill Library

Related Policy(ies)

Purpose
To establish guidelines for providing LRU community members online access to Rudisill Library's resources

Policy
Rudisill Library provides members of the Lenoir-Rhyne University (LRU) campus community (currently enrolled students and currently employed faculty and staff) access from on- and off-campus to the online databases and electronic resources that it has purchased or subscribed to. Current campus community members are those who are listed in the University's enrollment management database, possess a valid identification card, and listed in the library system's patron database. While the library may permit community patrons and other LRU cardholders to access these resources in the library, it will not grant these patrons the privilege to access them remotely.

Before providing assistance to anyone requesting assistance regarding access to its electronic resources, library staff members will ascertain that the requester is a campus community member. If the staff member cannot verify that fact, then the staff member cannot provide any of the following information:
- An LRU-issued identification card number
- Any password to any specific resource
- Any generic password to resources

Rationale
The Southern Association of Schools and Colleges (SACS), the University's accrediting agency, requires verification that persons claiming membership in the LRU community actually are currently enrolled at, teaching, or employed by LRU.

The licenses for commercial databases allow for use by “walk-in” patrons to the library premises. They commonly stipulate that libraries can provide remote access only to employees and currently enrolled students.

In support of both face-to-face and distance instruction, the library serves the LRU community by email, chat, telephone, and online and teleconferencing means as well as in person. As a result, while library staff would choose to assume that anyone requesting access to the electronic resources is a current member of the LRU community, they cannot assume that fact given the rationales above.

To comply with the above requirements, the library staff will use available tools, including the library's patron database and the University's enrollment management system, to verify that a patron requesting access is a legitimate campus community member prior to providing the requested access.
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In cases where library staff cannot verify a patron as a member of the LRU campus community, they will not give out the information listed earlier because to do so would constitute a violation of the SACS requirement and the licensing agreements.

Library staff will direct any patrons who do not possess an ID card to the Registrar's office.

There are situations where a patron requesting access, either a faculty member or a student, is listed in enrollment management database and possesses a valid identification card but is unable to access the electronic resources from off-campus. In these cases Library staff will attempt to fix the problem that is hindering access, such as verifying that the patron is entered into the patron database, entering the patron into that database, and/or correcting an incorrectly entered identification number.

If a staff member is unable to correct the problem at that time, the staff member should proceed as follows:

1. provide the patron with some resources and continue to work on resolving the problem, and notify the patron when it is resolved.

2. if the patron is a verified faculty member, depending on the urgency of the patron's need, use his/her discretion in determining whether to provide the generic password to him/her. LRU's Office of Information Technology discourages emailing passwords, so the password should be given over the telephone. The staff member should continue to work on resolving the problem, and notify the patron when it is resolved. The generic password should not be given out to students.

Procedure Required to Implement Policy
As outlined in the Policy section

Name and Title of Policy Author
Rita Dursi Johnson, Dean of University Library Services

Listing of Affected Individuals (as needed) - N/A

Reviewed by/Concurrence from
Larry M. Hall, University Provost

Signature of the Individual(s) Approving the Policy

_________________________________________   ________________
Approved By (signature)   Approval Date

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Approved By (signature)   Approval Date

Developed/Revised or Reviewed
February 2013 / August 2013 / July 2017