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EZproxy[®] and Analytics

Fiona Leslie

Digital and Content Marketing Director

Provide seamless
access to electronic

resources.



Demands of users



Unauthorized usage



Library
decision-making




Why nearly 5,000 libraries prefer EZproxy

- ✓ Simple implementation
- ✓ Library controls how user data is shared
- ✓ Log files contain rich usage data
- ✓ Access to “long tail” content providers
- ✓ Uses existing library authentication




How does EZproxy differ from SAML-based solutions like OpenAthens?

SAML vs EZproxy

SAML

-  Patrons' identities may be shared with content providers
-  Data that is instrumental in library decision-making is not held on the library's servers
-  Implementation is at the institution level

EZproxy[®]

-  Patrons' identities are shielded
-  All usage data on the proxy server remains within the library's control
-  EZproxy is treated as a part of the library's infrastructure

How does EZproxy help libraries monitor and prevent unauthorized usage?



“95% of cybersecurity breaches are due to human error.”

Cyber Solutions

Neither EZproxy nor SAML can prevent this, due to credentials being hacked elsewhere.

EZproxy offers two lines of defense that help libraries monitor and detect security breaches.



**A real-time call out
to a security API**



**Security data logged
on the proxy server**



EZproxy hosted is seamless

“If you’re looking for the right authentication solution for all your publishers, then I haven’t seen one better. As an institution we’ve used others, but EZproxy hosted is seamless. It’s a huge improvement for us.”

Aaron Burrell

Digital Learning Systems Manager, University of Suffolk



Demands of users



Unauthorized usage



Library
decision-making

EZproxy®

Demands of users

**A desire to keep
improving the
user experience**

EZproxy®

Unauthorized usage

**Increased
concerns around
data security**

EZproxy®

Library
decision-making

**An awareness that
the collection and
aggregation of data
points can drive
more informed
decision-making**


How does EZproxy help libraries make more informed decisions?

Coming soon.

Introducing
EZproxy[®] Analytics

oc.lc/ezp-analytics

EZproxy Analytics helps libraries make more informed decisions.



Demonstrate
library value



Collection
development



Monitor
usage



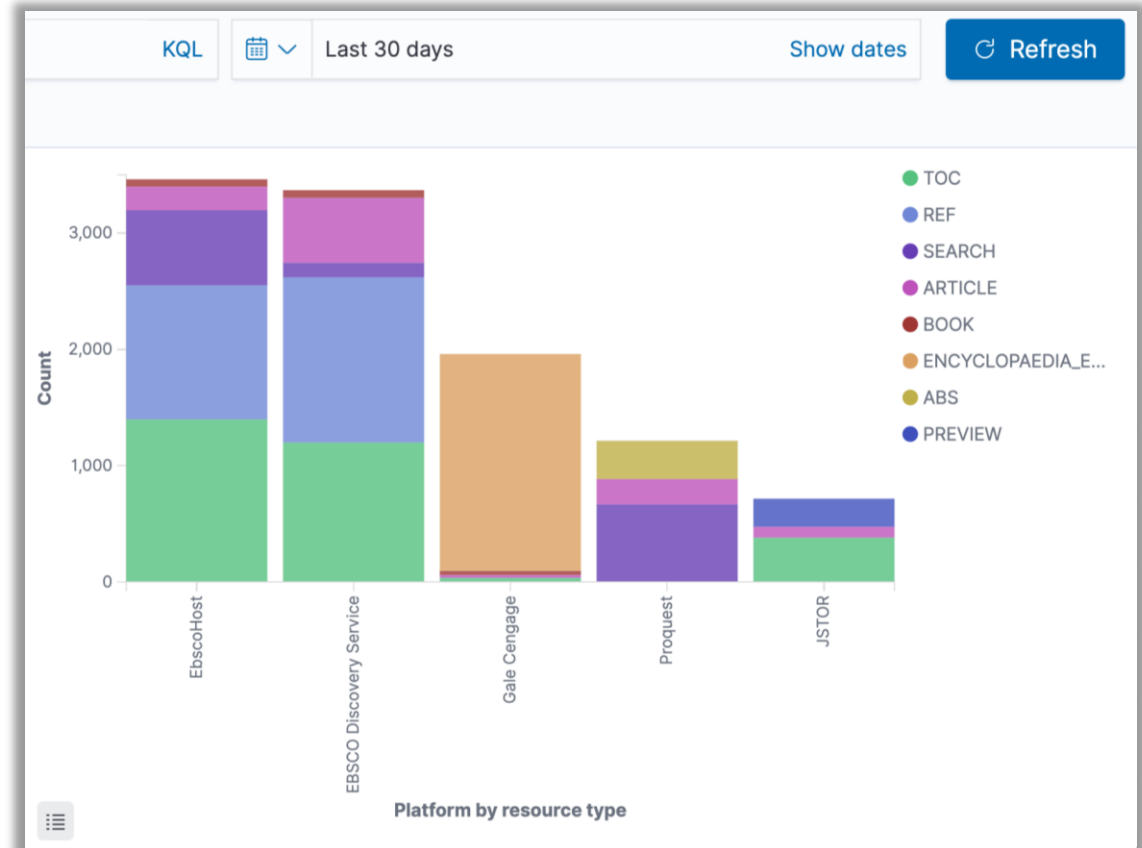
Manage
support

EZproxy Analytics makes it easy to get actionable insights.

Before

```
94 - 6c2vUo0VKsim7QZ [05/Sep/2019:00:00:01 -0400] "POST
brarydatabase.com:443/api/UsageTracking HTTP/1.1" 204 0
94 - 6c2vUo0VKsim7QZ [05/Sep/2019:00:00:01 -0400] "POST
brarydatabase.com:443/librarydatabase/Analytics/PushEvent/ HTTP/1.1" 200 0
.148 - CwCPOxg08X8iBrt [05/Sep/2019:00:00:01 -0400] "POST
brarydatabase.com:443/api/UsageTracking HTTP/1.1" 204 0
94 - 6c2vUo0VKsim7QZ [05/Sep/2019:00:00:01 -0400] "GET
brarydatabase.com:443/services/s3services/mobile/playinfo?contentId=99132&con
tps:%2F%2Fdmzproddigcampuslrs002.blob.core.windows.net%2Fcontent%2Fcenc%2FA30
XX_XX%2F69063412%2FA30438_E2_WS_XX_XX.mpd&deviceId=4149ea7a-d2d5-494c-932b-ec
/ HTTP/1.1" 200 635
.148 - CwCPOxg08X8iBrt [05/Sep/2019:00:00:01 -0400] "POST
brarydatabase.com:443/services/s3services/mobile/postplayinfo HTTP/1.1" 200 0
2.106 - ivMyuGMSHSB3p8m [05/Sep/2019:00:00:01 -0400] "POST
brarydatabase.com:443/api/UsageTracking HTTP/1.1" 204 0
2.106 - ivMyuGMSHSB3p8m [05/Sep/2019:00:00:01 -0400] "POST
brarydatabase.com:443/services/s3services/mobile/postplayinfo HTTP/1.1" 200 0
.253 - - [05/Sep/2019:00:00:01 -0400] "OPTIONS https://library.idm.oclc.org:8
qurl=https://librarydatabase.com%2Fapi%2FUsageTracking HTTP/1.1" 200 141
.253 - - [05/Sep/2019:00:00:01 -0400] "OPTIONS https://library.idm.oclc.org:8
qurl=https://librarydatabase.com%2Fservices%2Fs3services%2Fmobile%2Fpostplayi
.1" 200 141
94 - 6c2vUo0VKsim7QZ [05/Sep/2019:00:00:01 -0400] "GET
brarydatabase.com:443/images/chromecast/ic_cast_connected_white_24dp.png
200 824
94 - 6c2vUo0VKsim7QZ [05/Sep/2019:00:00:01 -0400] "GET
brarydatabase.com:443/images/ajax-loader.png HTTP/1.1" 200 721
9.50 - lkvyacN8VBflwIK [05/Sep/2019:00:00:02 -0400] "POST
brarydatabase.com:443/api/UsageTracking HTTP/1.1" 204 0
9.50 - lkvyacN8VBflwIK [05/Sep/2019:00:00:02 -0400] "POST
```

After



EZproxy Analytics Partnership

Partnership with

couperin.org

Consortium Unifié des Établissements Universitaires et
de Recherche pour l'Accès aux Publications Numériques

World-class technology powers
EZproxy Analytics

log the data

extract and
enrich

build
dashboards

EZproxy Analytics Pilot

6 Institution Pilot – 3 in Americas, 3 in Europe



The University of Manchester



Paint a robust picture

“I'm interested in comparing [the EZproxy Analytics student usage] data to other data the library collects to see if it would help us paint a robust picture of library use and value.”

Mary Wegmann

Collection Development Librarian, Sonoma State University



A good gauge

“We have 28 platforms that we need usage for, worth about \$23,000. [EZproxy Analytics reports offer] a good gauge to determine which resources we need to flag for possible cancellation next year.”

Margaret Hogarth

Electronic Resources and Licensing Librarian, The Claremont Colleges

Never had access to before

“[We’re interested in the EZproxy Analytics] multiple geographies data showing quite quickly there could be compromised accounts... .That's intelligence that we've never had access to before, or that we've had to wait until the following month to have access to.”

Tim O'Neill



Electronic Resources Coordinator, University of Manchester

EZproxy Analytics helps libraries



- ✓ Make sense of usage data in EZproxy logs
- ✓ Get a more holistic view of content platform usage
- ✓ Validate content providers' COUNTER reports
- ✓ See meaningful data in a few clicks
- ✓ Create custom reports for deeper insights
- ✓ Collaborate and share with colleagues


User scenario #1

Managing student support



Dashboard / Homepage






Full screen Share Clone Edit


Filters


Search

KQL


 Last 30 days

Show dates

 Refresh

 + Add filter

Homepage



OCLC®

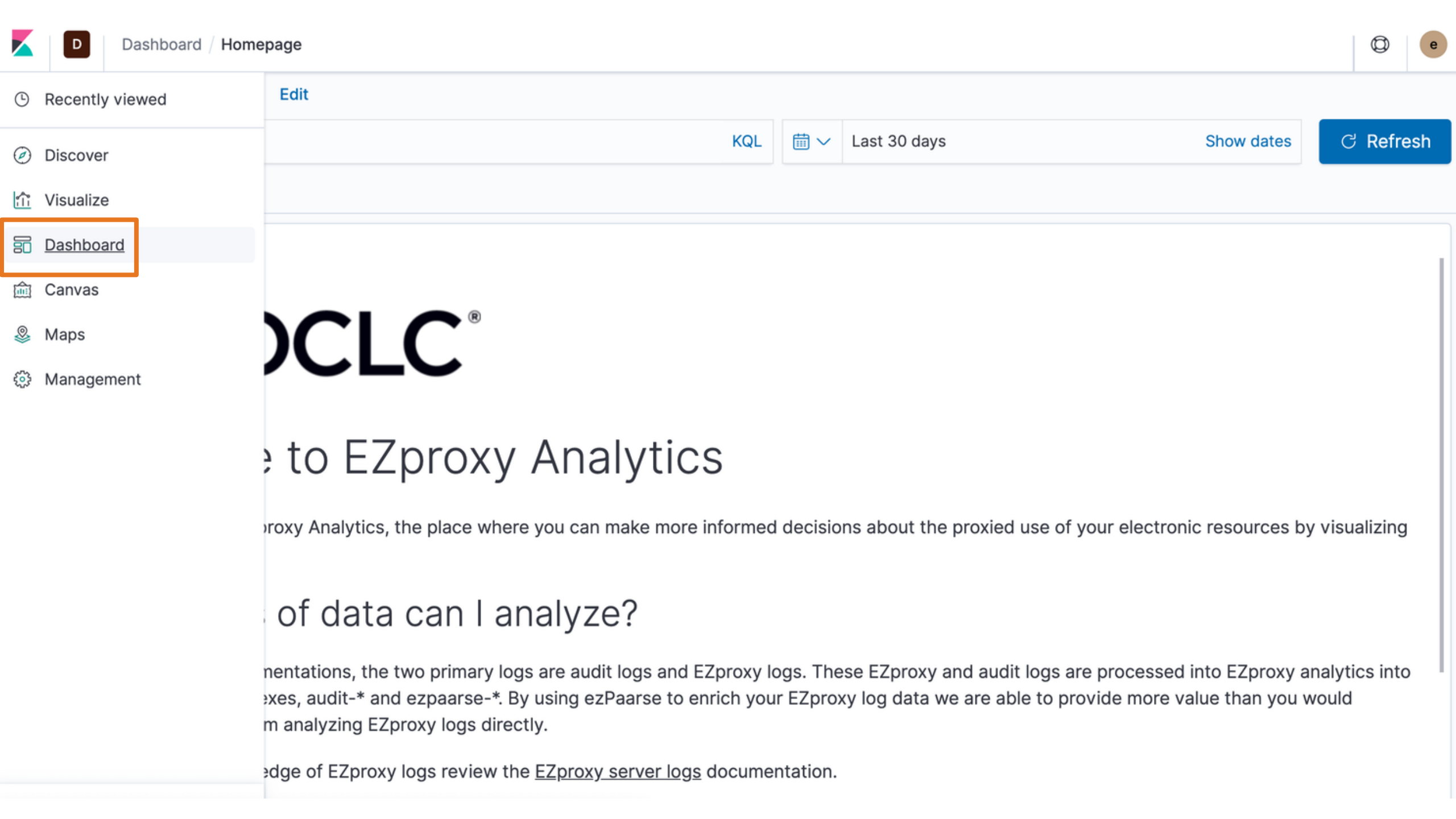
Welcome to EZproxy Analytics

Welcome to OCLC EZproxy Analytics, the place where you can make more informed decisions about the proxied use of your electronic resources by visualizing your EZproxy logs.

What types of data can I analyze?

Like all EZproxy implementations, the two primary logs are audit logs and EZproxy logs. These EZproxy and audit logs are processed into EZproxy analytics into two separate logs indexes, audit-* and ezparse-*. By using ezParse to enrich your EZproxy log data we are able to provide more value than you would normally get solely from analyzing EZproxy logs directly.


To refresh your knowledge of EZproxy logs review the [EZproxy server logs](#) documentation.



 Recently viewed

 Discover

 Visualize

 Dashboard

 Canvas

 Maps

 Management

Edit

KQL



Last 30 days

Show dates

 Refresh

OCLC®

Welcome to EZproxy Analytics

EZproxy Analytics, the place where you can make more informed decisions about the proxied use of your electronic resources by visualizing

What data can I analyze?

In addition to EZproxy logs, the two primary logs are audit logs and EZproxy logs. These EZproxy and audit logs are processed into EZproxy analytics into `ezproxy-*`, `audit-*` and `ezparse-*`. By using ezParse to enrich your EZproxy log data we are able to provide more value than you would from analyzing EZproxy logs directly.

To learn more about the capabilities of EZproxy logs review the [EZproxy server logs](#) documentation.

Full screen Share Clone Edit

Filters Search

KQL



Last 30 days

Show dates

Refresh

+ Add filter

Research Support Controls

Group (e.g. student, faculty)

Select...



Publisher

Select...



Apply changes

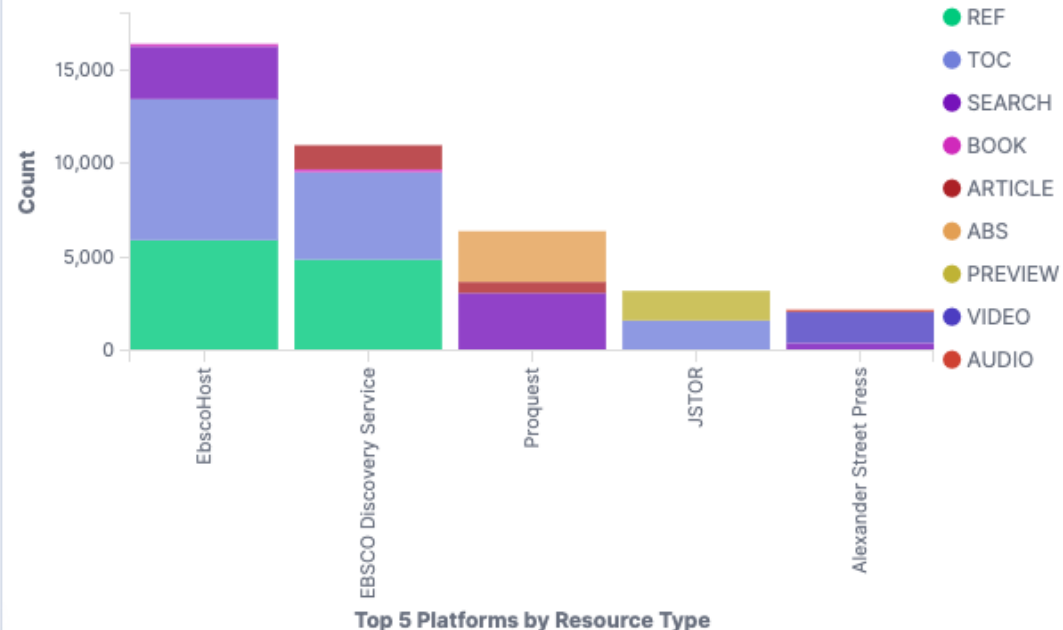
Cancel changes

Clear form

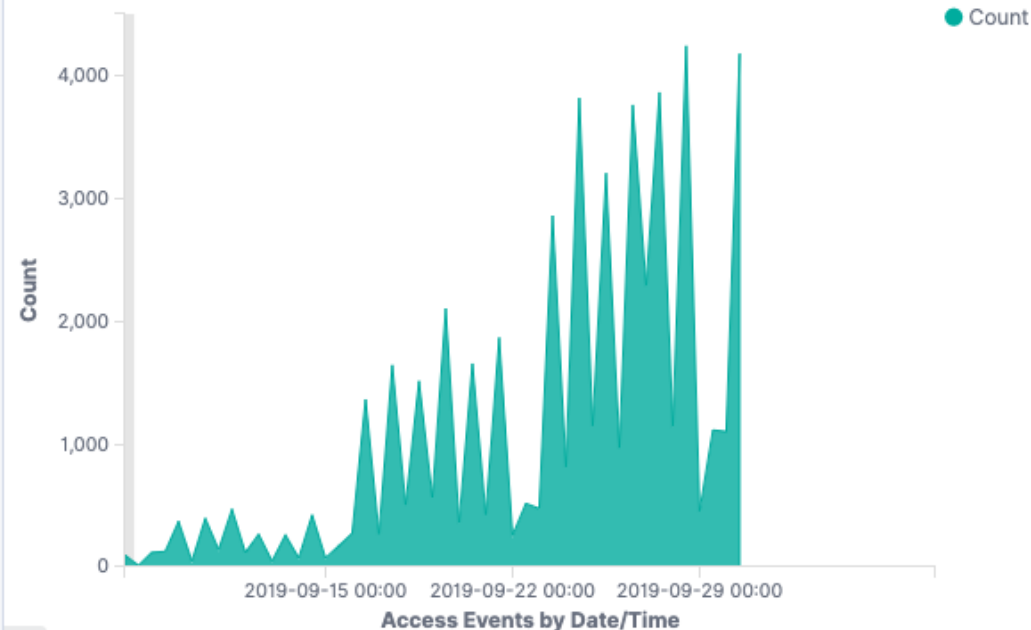
Count of Access Events

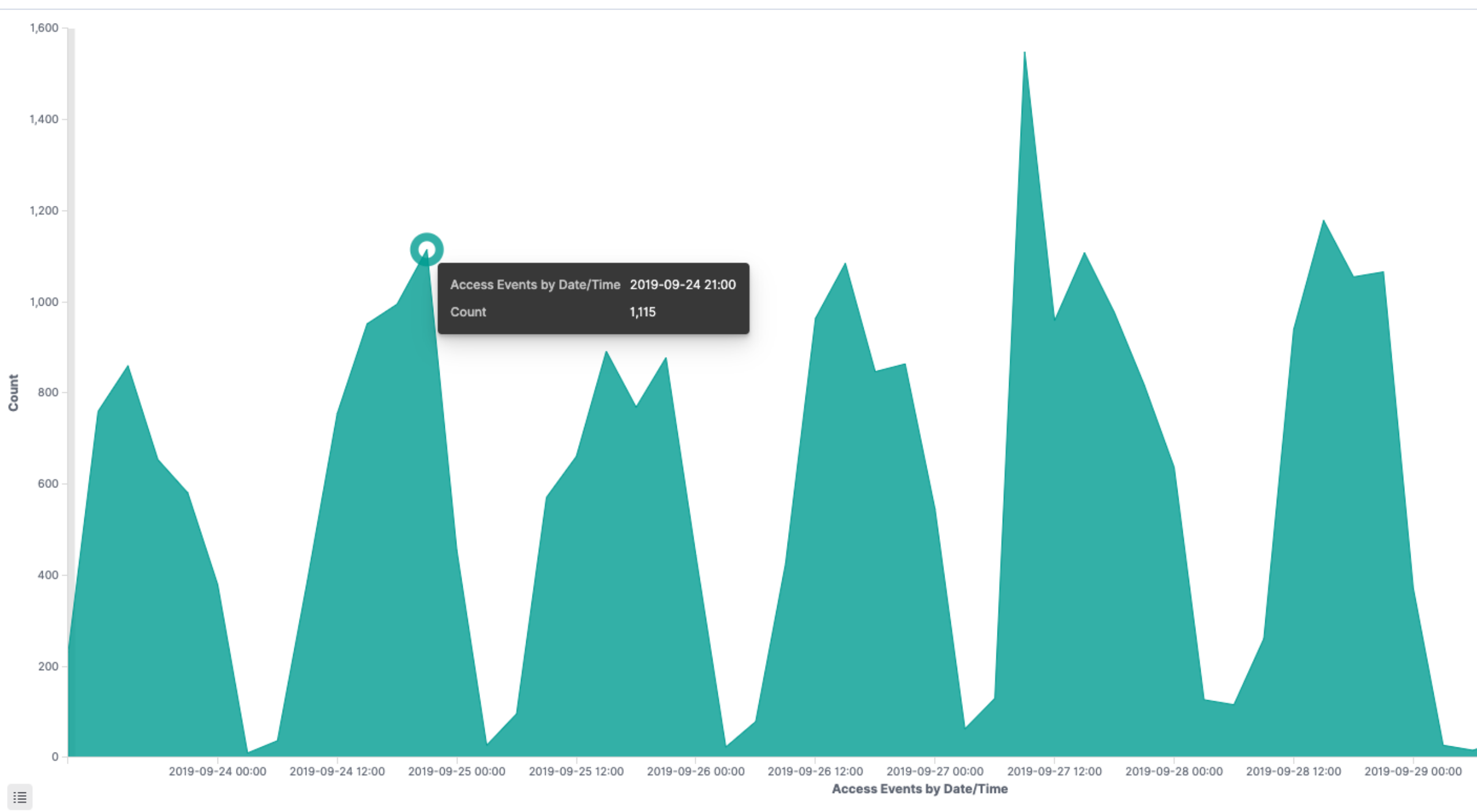
51,930
Access Events Count

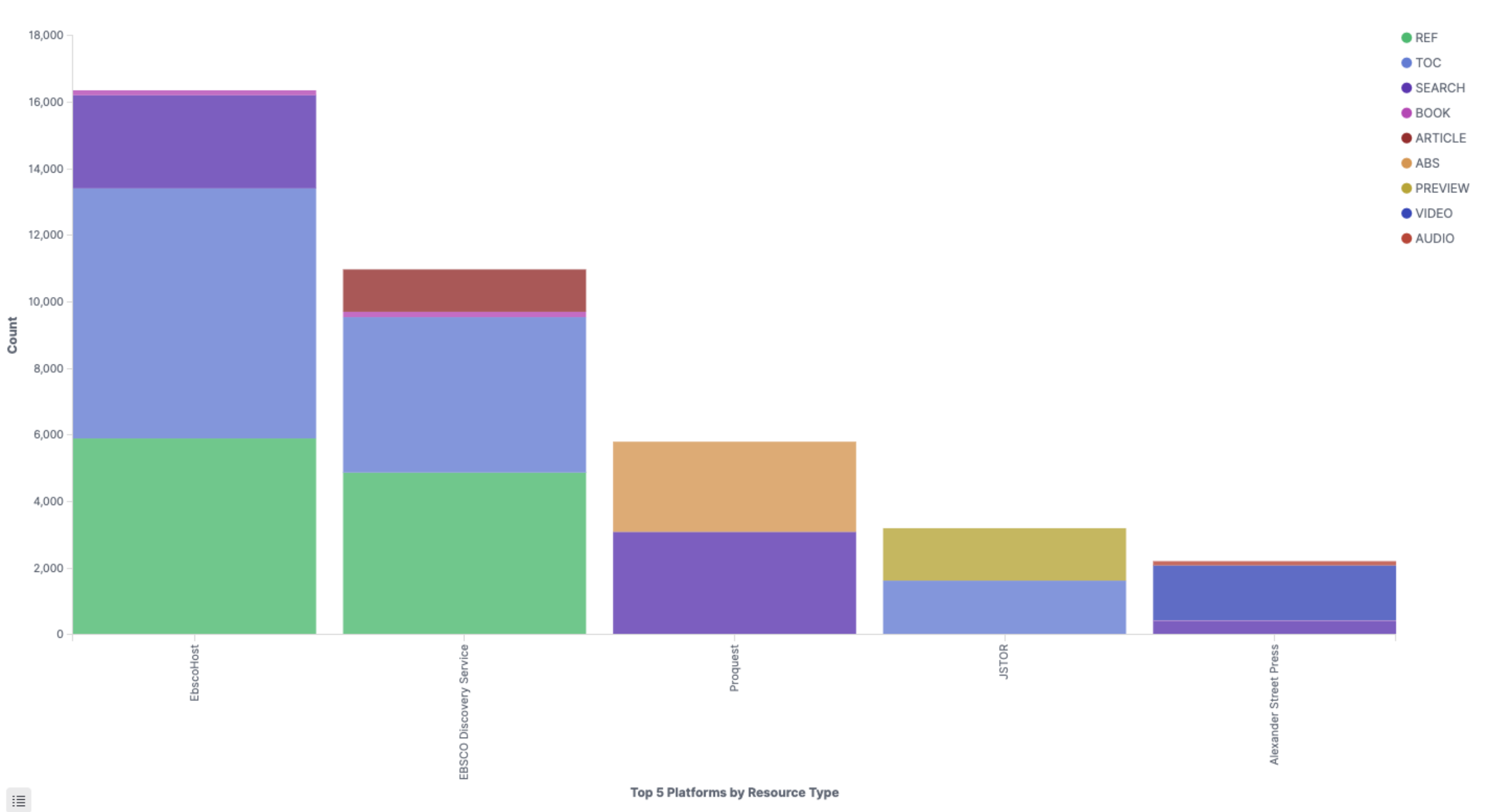
Top 5 Platforms by Resource Type



Access Events by Date/Time

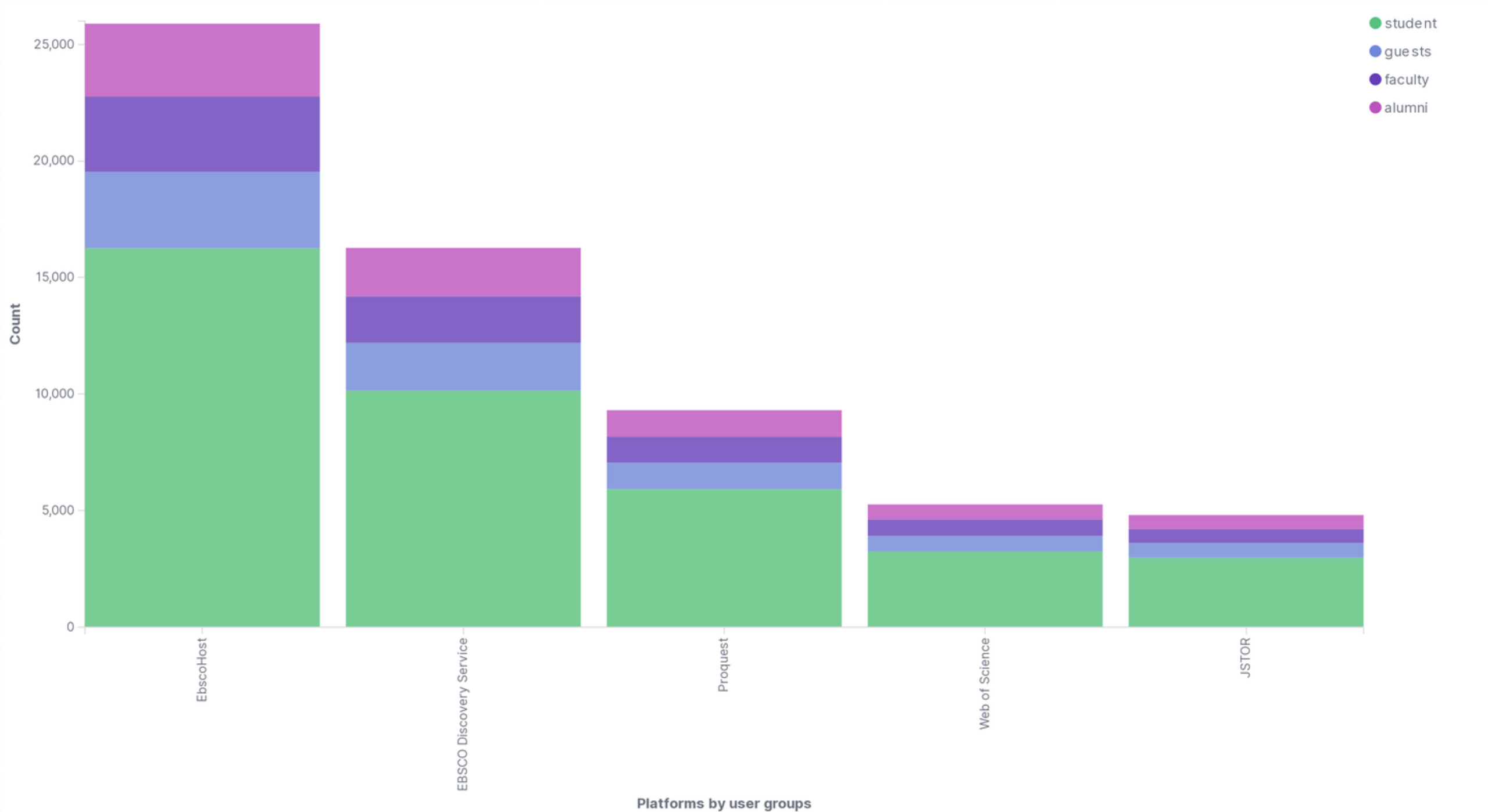






User scenario #2

Analyzing collections





D



e

Save Share Inspect Refresh

Filter

SHARE THIS VISUALIZATION

KQL



Last 30 days

Show dates

Refresh

> Embed code

> Permalinks

> PDF Reports

> PNG Reports

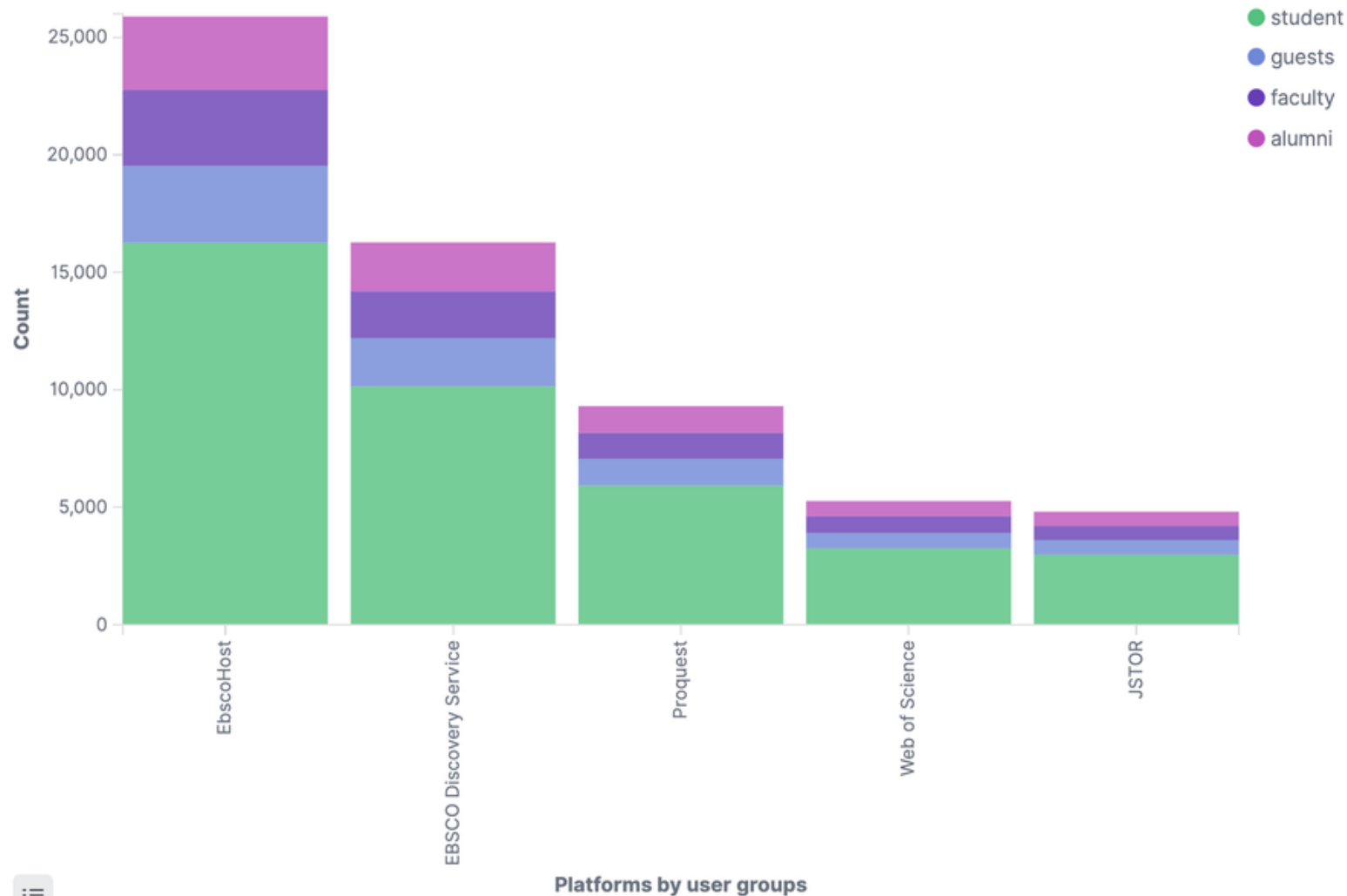
+ Add

Buckets

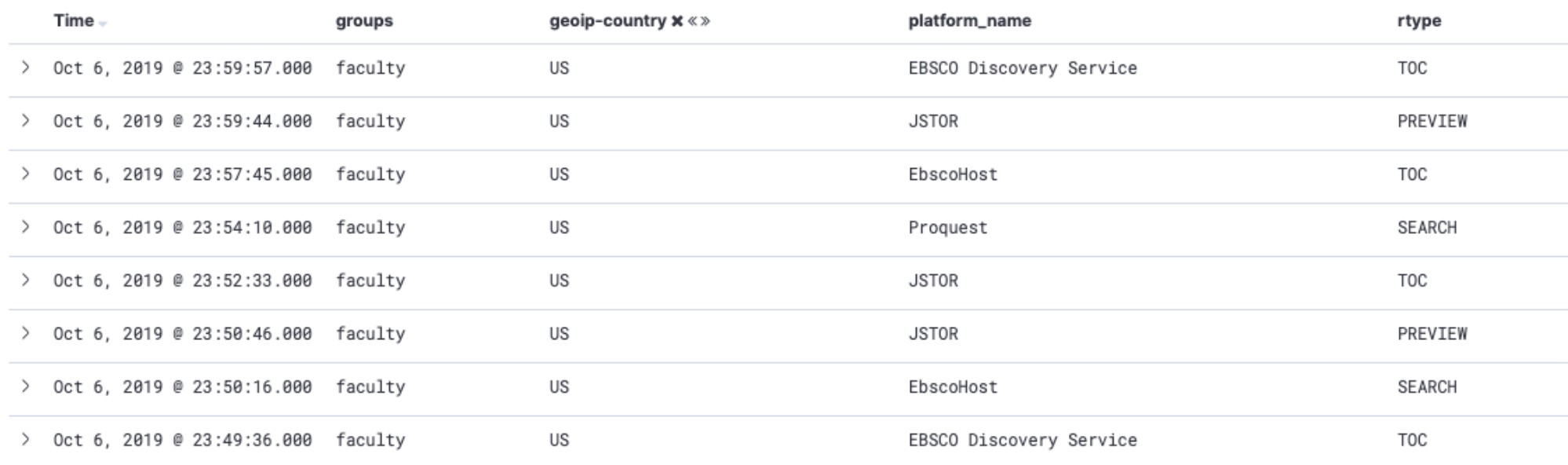
> X-axis platform_name.key...

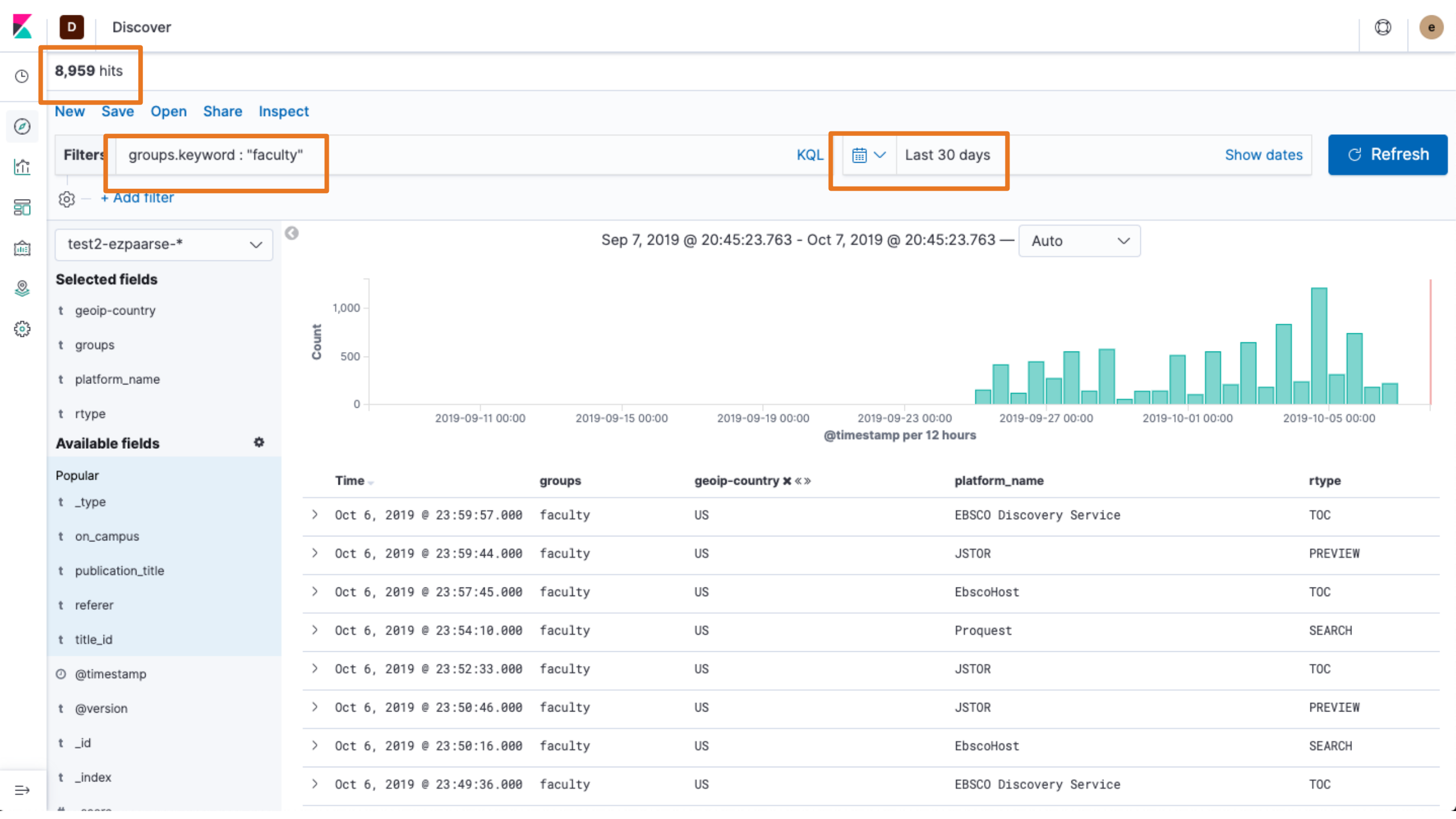
> Split series groups.keywor...

+ Add



t_index





>	Oct 6, 2019 @ 23:59:57.000	faculty	US	EBSCO Discovery Service	TOC
>	Oct 6, 2019 @ 23:59:44.000	faculty	US	JSTOR	PREVIEW
>	Oct 6, 2019 @ 23:57:45.000	faculty	US	EbscoHost	TOC
>	Oct 6, 2019 @ 23:54:10.000	faculty	US	Proquest	SEARCH
>	Oct 6, 2019 @ 23:52:33.000	faculty	US	JSTOR	TOC
>	Oct 6, 2019 @ 23:50:46.000	faculty	US	JSTOR	PREVIEW
>	Oct 6, 2019 @ 23:50:16.000	faculty	US	EbscoHost	SEARCH
>	Oct 6, 2019 @ 23:49:36.000	faculty	US	EBSCO Discovery Service	TOC

D

Discover

8,959 hits

New

Save

Open

Share

Inspect

Filters

groups.te

SHARE THIS SEARCH

CSV Reports

Permalinks

test2-ezparse-*

Selected fields

geiop-country

groups

platform_name

rtype

Available fields

Popular

_type

on_campus

publication_title

referrer

title_id

@timestamp

@version

_id

_index


KQL

Last 30 days

Show dates

Refresh


Sep 7, 2019 @ 20:45:23.763 - Oct 7, 2019 @ 20:45:23.763 — Auto



Time	groups	geiop-country	platform_name	rtype
> Oct 6, 2019 @ 23:59:57.000	faculty	US	EBSCO Discovery Service	TOC
> Oct 6, 2019 @ 23:59:44.000	faculty	US	JSTOR	PREVIEW
> Oct 6, 2019 @ 23:57:45.000	faculty	US	EbscoHost	TOC
> Oct 6, 2019 @ 23:54:10.000	faculty	US	Proquest	SEARCH
> Oct 6, 2019 @ 23:52:33.000	faculty	US	JSTOR	TOC
> Oct 6, 2019 @ 23:50:46.000	faculty	US	JSTOR	PREVIEW
> Oct 6, 2019 @ 23:50:16.000	faculty	US	EbscoHost	SEARCH
> Oct 6, 2019 @ 23:49:36.000	faculty	US	EBSCO Discovery Service	TOC

User scenario #3

Detecting and preventing unauthorized usage

 Full screen Share Clone Edit



Filters

Search

KQL



Last 30 days

Show dates

 Refresh

 + Add filter

Security Controls

Event Type

Select...

Country

Select...

Count of Successful Logins

40,886

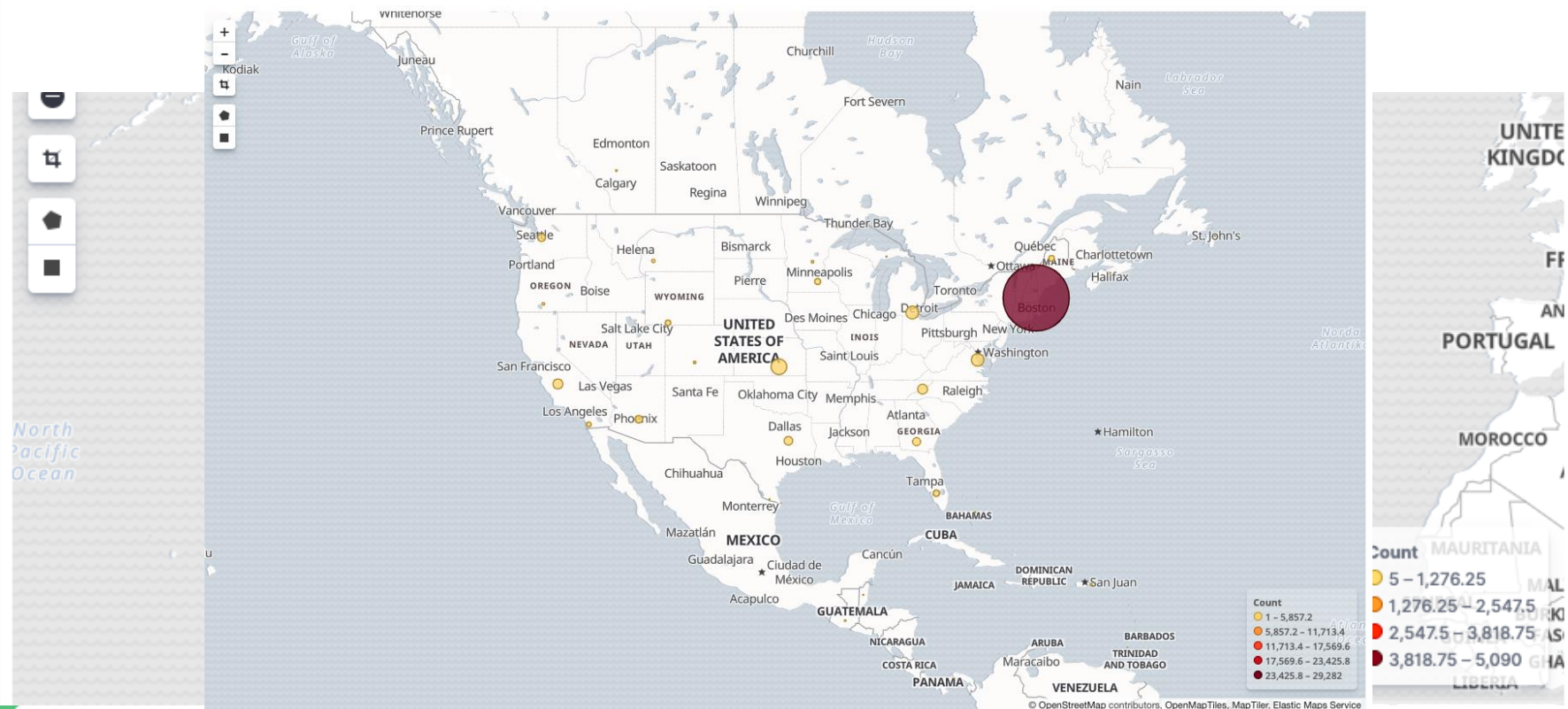
Count

Count of Login Failures

537

Count

Access Event by Region Map



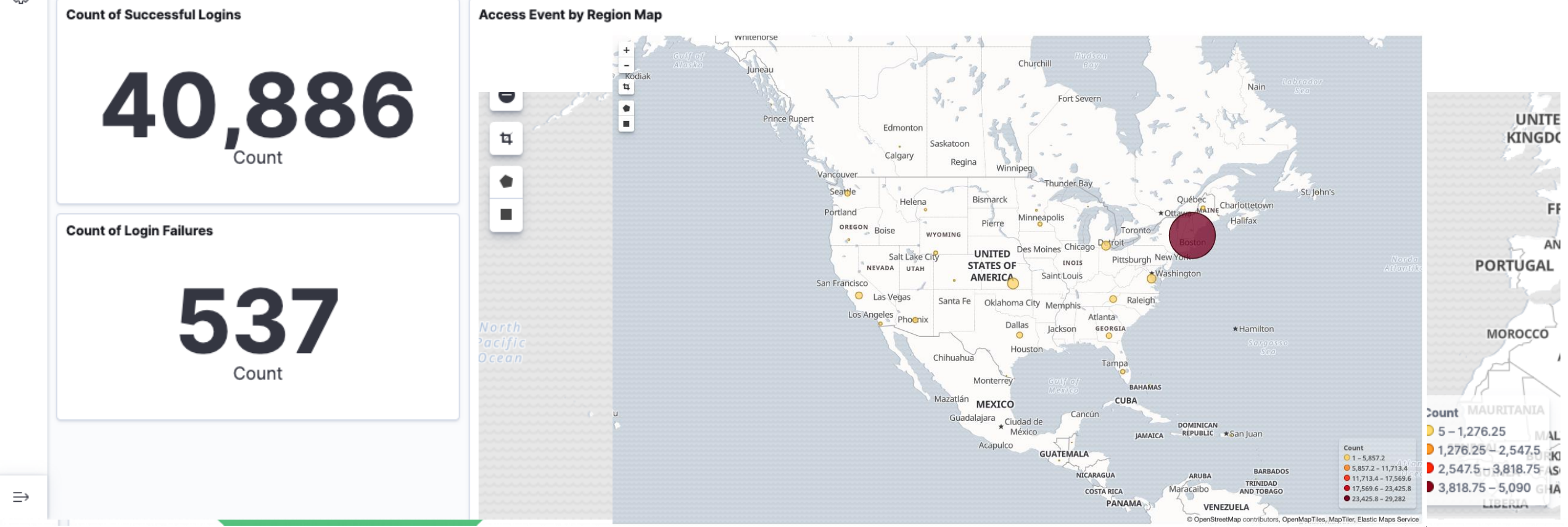
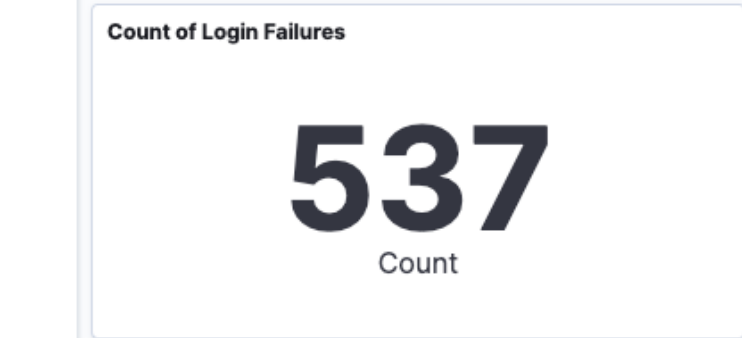
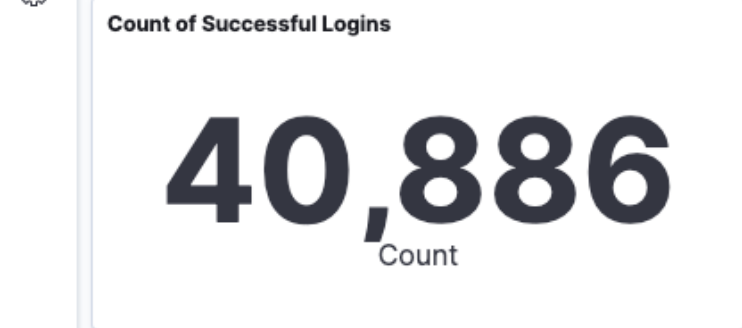
Security Controls

Event Type

Select...

Country

Select...



+ Add filter

Security Controls

Event Type

Select...

Country

Select...

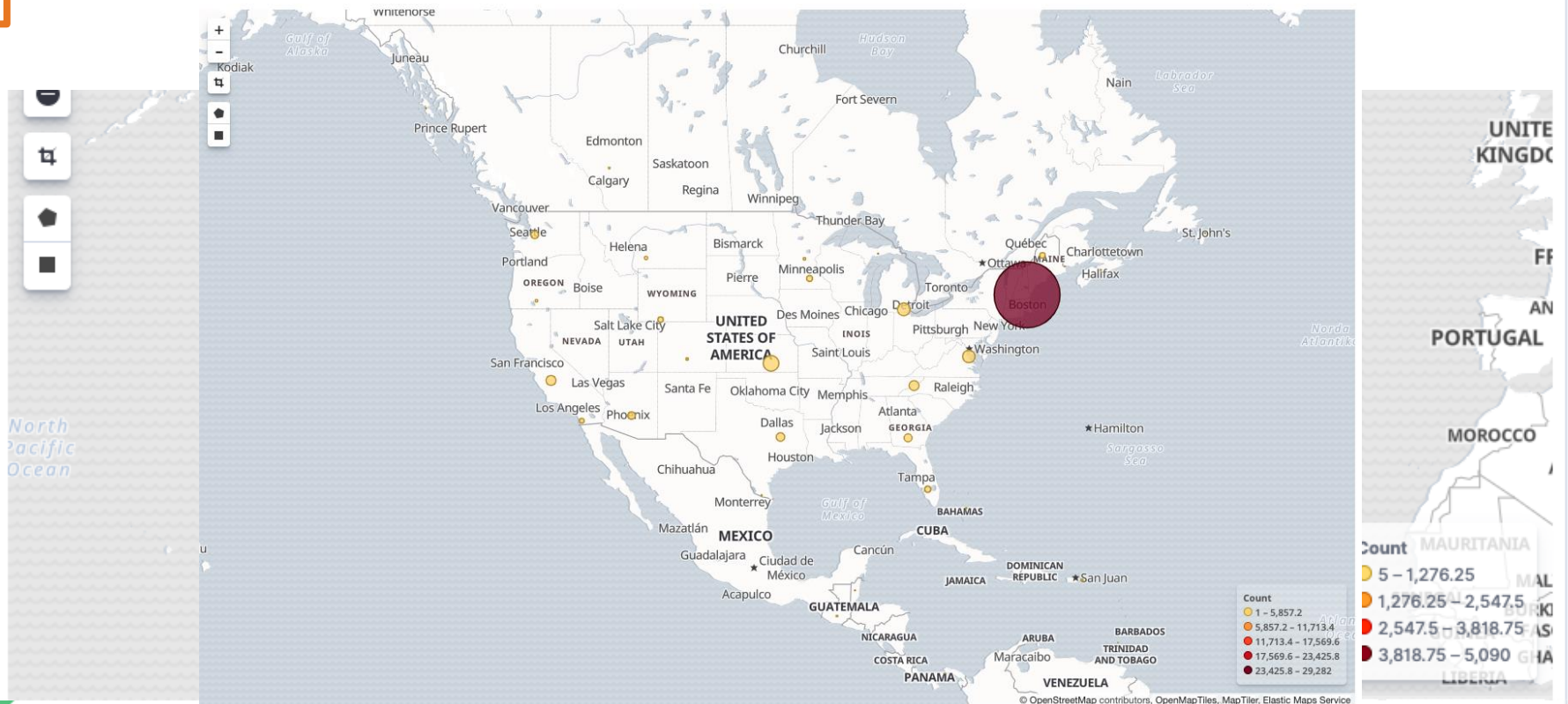
Count of Successful Logins

40,886
Count

Count of Login Failures

537
Count

Access Event by Region Map



 Full screen Share Clone Edit



Filters

KQL

 Last 30 days


Show dates

 Refresh


 + Add filter

Security Controls

Event Type

Select... 

Country

Select... 

Count of Successful Logins

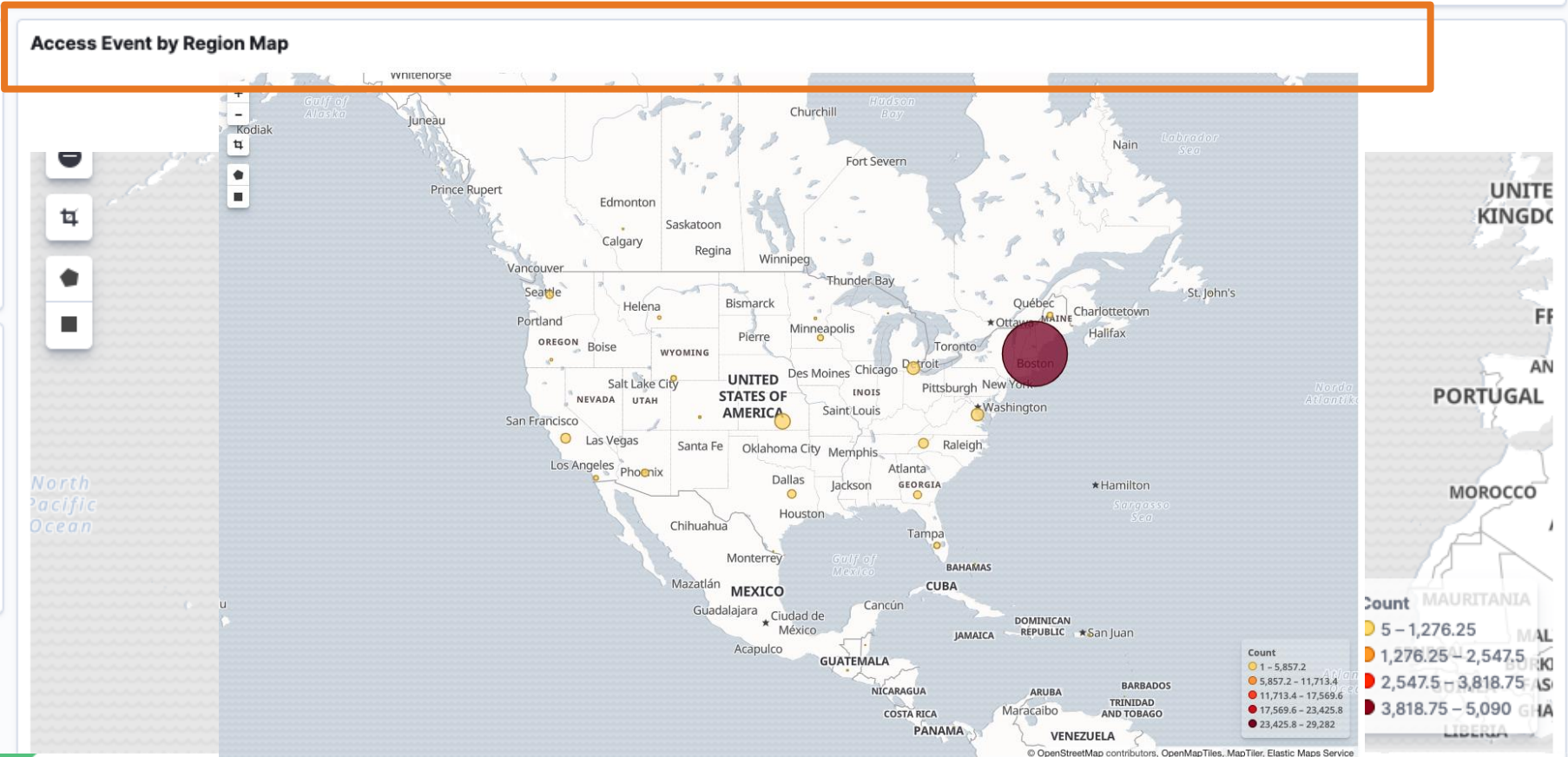
40,886

Count

Count of Login Failures

537

Count



Full screen Share Clone Edit

Filters Search

+ Add filter

Security Controls

Event Type

Select...

Count of Successful Logins

40,886
Count

Count of Login Failures

537
Count

KQL



Last 30 days

Show dates



Refresh

Quick select

Last

14

days

Apply

Commonly used

Today

Last 15 minutes

Last 1 hour

Last 7 days

Last 30 days

Last 90 days

This week

Last 30 minutes

Last 24 hours

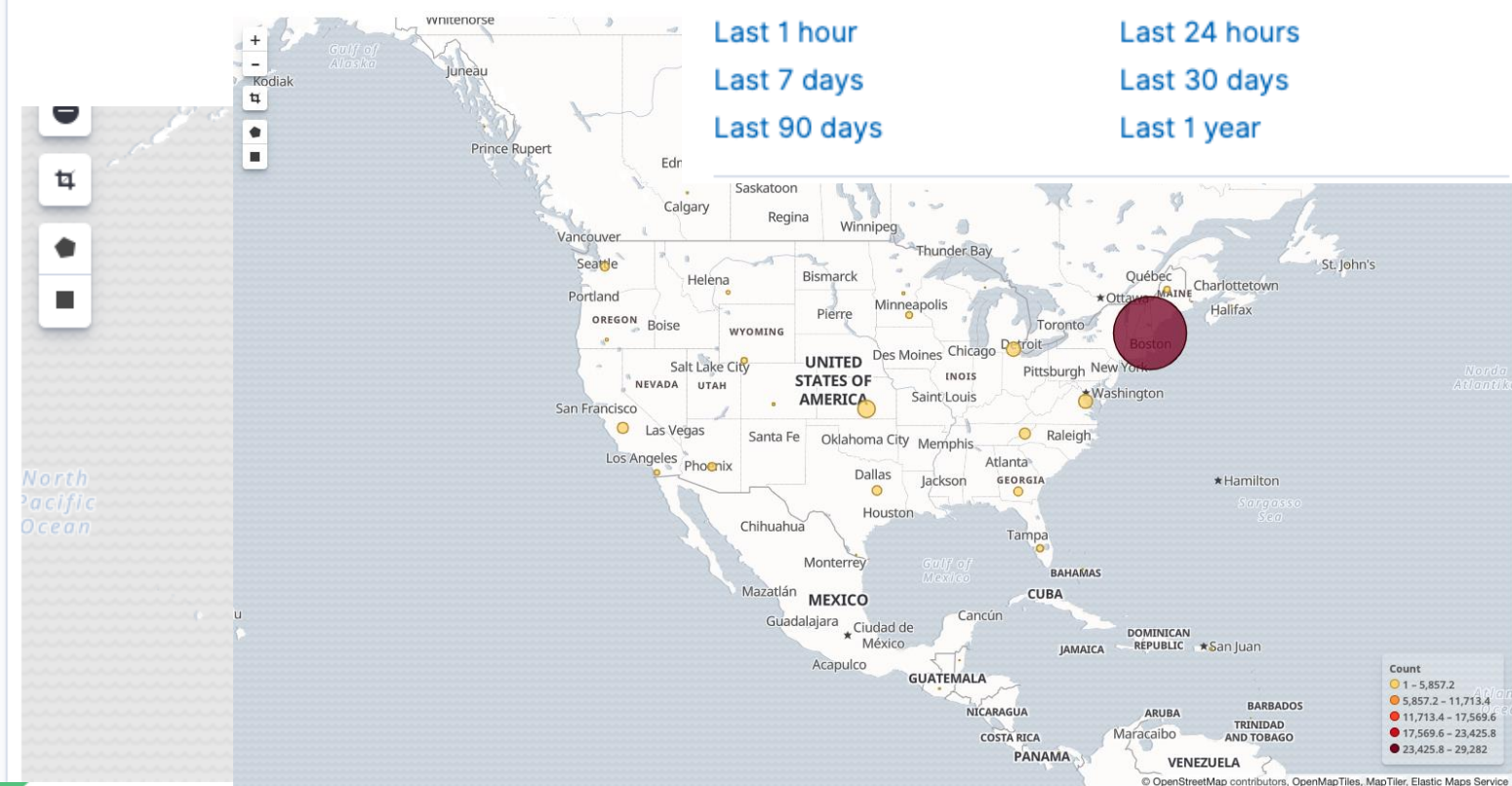
Last 30 days

Last 1 year

Country

Select...

Access Event by Region Map



Login Counts by User

User ID (anonymized) ▾	Count ▾
YLxjOkZf	25
AbDDkDvI	17
VRbfMWPd	17
VyCTSDSI	17
CduTvAUF	13
GCfnCNUT	13
GuLOJzMz	12
SQyyYcFs	12
WJittYLa	12
euXHdCZO	11

Login Failures by User

User ID (anonymized) ▾	Count ▾
ThLGLgBt	20
PPQZDvWF	10
PskMxWPI	9
TPYIUfkF	6
qWgvZOIQ	6
lIBgSKeh	5
UKSJMaIT	5
ZpLpxjNm	5
hRwyMVXT	5
nOYEvFxW	5

Logins from Multiple Geographies



User ID (anonymized) ▴	Unique Countries Count ▾	Total Logins ▴	5 Most Recent Countries ▴
kJLXVWbW	2	2	Germany, United States
YDSofruS	2	2	United States, Germany
DRqCVLKK	2	2	Germany, United States
ApZDSYKQ	2	3	Germany, United States, United States
AOZCPjFh	1	1	United States
AOTHbfnN	1	2	United States, United States
AOOyXJMQ	1	3	United States, United States, United States
AOJopCIs	1	1	United States
AMiQZkGK	1	1	United States
AMXPeuxh	1	4	United States, United States, United States, United States

EZproxy Analytics: Coming soon

How do you want to use EZproxy Analytics?

Submit survey at oc.lc/ezp-analytics-survey

thank you