

RSC19

OCLC RESOURCE SHARING CONFERENCE



Pirates and Imposters - What is the ILL Librarian's Responsibility?

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#OCLCRSC19





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What are we talking about?

Unauthorized users gaining access to digital materials through ILL Systems.



What brought this up?

This talk was prompted by real life events and conversations on the ILL-L ListServ in Spring 2018. We realized that several of our colleagues had similar experiences, but hadn't had the outlet to discuss them.

So let's discuss.

Overview

We'll be looking at this from a few angles

- Motivations for our patrons to use other resources
- Implications to the library
- Real examples of pirates trying to use our library systems
- What we can do about this

Motivations

Why are our patrons going to piracy?

- How many clicks does it take to get to the center of a library resource?

Searchbox> Database> PubMed> ScienceDirect> ERIC> DOI> PMID> Citation> Click for Full Text> Click for PDF > Download> Paywall (or do you have it through another database and have to start all over)



Why are our users going to piracy?

- Do they even know about ILL?
- It is often faster than using ILL
- They don't know/care that it's wrong.
 - Remember Napster/LimeWire?



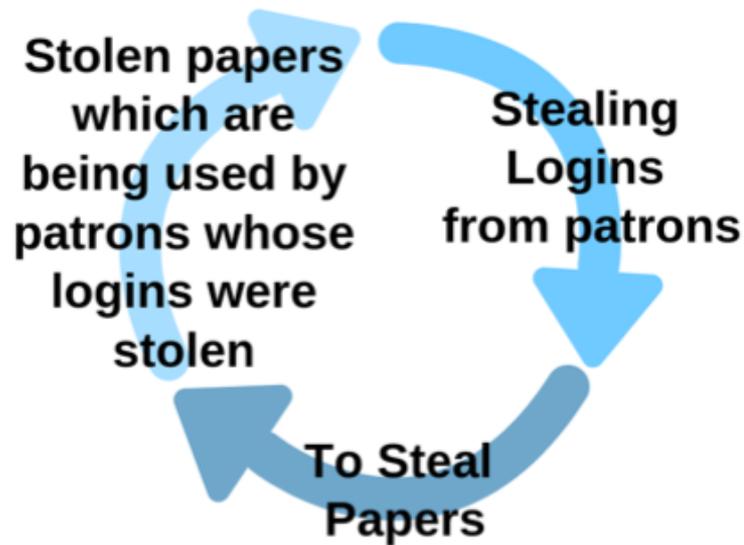
Why are users donating logins?

- Damn the man
- Guerilla Open Access (OA)
- Robin Hood



Why are people stealing logins?

Stealing logins, to steal the papers so the people whose logins they stole can get the papers easier.



Implications

What are we protecting?

- Patrons
 - Sharing or stolen credentials might be used on other sites or for access to things like Bursar accounts (in ed), patient records (in healthcare), or other personal information in general.

What are we protecting?

- Institutions from lawsuits - Compromised accounts open us to the threat of lawsuits. FERPA (education), HIPPA (healthcare), Publishers, etc.
- License agreements from publishers - It's part of our agreements with publishers to limit access to authorized users.

What are we protecting against?

- Devalues the importance for expanded (legitimate) OA and OER (Open Education Resources).
 - How can we get students and patrons to listen when they feel that they don't need to use legitimate channels to get PDFs?

What are we protecting against?

- Devalues our departments
 - How can we know what resources are used when they circumvent us?
 - How can we fight for more money/staff for our departments when the numbers don't back us up?

Examples of what we are talking about

Patron side

General patron id theft through:

- Phishing emails
- Dictionary Attacks

[My Library Account](#)

If you are not able to login, please contact library_helpdesk@shu.edu for immediate assistance

If you have any questions please check with the library in question from the following list:

<https://library.shu.edu/library/contact-us>

You can view the library's fines policies at <https://library.shu.edu/library>

Main Library

The Seton Hall University of Wellington is a charitable body,

Emails to Ask-a-Librarian

Look at the email address.
qq.com? That's not us.

From: [MSKCC Cancer Center Library via MSKCC Cancer Center Library](#)
Sent: 12/10/2018 6:06 AM
To: [zzPDL_MIS_Ask_Librarian](#)
Subject: Request from ask-a-librarian

Submitted on Monday, December 10, 2018 - 06:06

First Name: Hong
Last Name: yirong
Department: NanChang University
Phone: 15779680898
Email: 1976617828@qq.com
Status: Student

Question: Hello, I am taking the liberty to bother you. I need the full text of this article——Takashima, N. and H. Murata (2013). "Quantitative and qualitative evaluation of the quality of life of patients with gastric cancer up to 2 months after gastrectomy." Tokyo Jikeikai Medical Journal 128(1): 25-34.. Could you help me?Thank you very much.



Check your flags

- The email address and the username did not match up.
- The email address wasn't even in the right format for an MSK email
- Further delving revealed the actual user had left MSK several years ago!



Imposters and Pretenders

- Librarian Pretenders
 - creating accounts on other libraries' legacy ILLiad websites; fake OCLC Codes; contacting your vendors under fake accounts
- Patron Pretender Christian Bull

This is/was/will be a game of whack-a-mole.

What can we do?

Collaborating

ILL doesn't exist in a bubble (even if people don't understand what we do)

Within the library

- Acquisitions \ Electronic Resources
 - Have they had an increase in DDA (Demand Driven Acquisitions) or PDA (Patron Driven Acquisitions) purchases for ebooks? Are they checking?
 - Have vendors locked IPs from the institution because of suspicious activity?
- Internal IT Departments
 - Have they seen strange login patterns?

Within your institution

- Your IT Departments
 - Do you/How do you report phishing attempts? or compromised accounts?
 - How long are your logins active once a patrons is not at your institution?
- Other Departments within your institution
 - For example, Lawyers

Vendors and publishers

- How do we push publishers and vendors to make their websites easier for patrons to navigate or use?
- What do we require from our vendors for security?
 - Report your attacks to vendors so they are aware and can patch
- Vendors are also not immune to these issues. DoS attack on OCLC in July 2018, LoC in 2016.

With each other

- “Please scan chapter in color”
- Are we sharing our experiences with each other?
 - ListServes and Facebook groups
 - Atlas Best Practices Blog & OCLC Community Center
- All comes down to communicating
 - With other libraries when we have questions
 - With each other to report phishing attacks to listserv, reporting issues you have come across like *Christian Bull*

Every other flipping thing I have to do

- We are taught not to ask patrons why they might need a material but what if it helps solve this problem?
- Unmediated requesting can make life easier, but also makes this harder to catch.
- Dangers of processing while your brain is on auto-pilot

Promoting ILL

Developing better workflows

- Monitoring your “Requests Sent” queue against OCLC and Docline.
 - Sort by date and follow up
- Are you treating Book Loan and Article requests with the same level of attention?
 - Can we adjust workflows to get articles faster?
- Advocating for more staff.
 - Can someone be cross-trained?

Seeing a need, filling a need

- Survey your user base to determine their needs.
- Look from a patron point of view.
 - Or even from our point of view.



Patrons, Patrons, Patrons

- Using approachable language.
 - Speak to your non-librarian friends and colleagues to get an outside point of view.
- We are not often on the front lines with patrons, how do we educate our coworkers to talk about ILL?

Now What?

Let's all go hide in our bunkers

No, not really.

- This talk is not about shaming or scaring anyone.
- We need to think about what we would do in some of these situations. And make a plan for when these things happen to you.

Suggestions

We really can't tell you what is best for your institution, but these are some actions that will help us all:

- Monitor Your Queues and Flags
- Talk to Coworkers & Know What is Going
- Make a Plan
- Report

Resources and References

- Scholarly Kitchen covers this pretty often
- ILL-L Listserv
- ILLers Facebook Group
- ILL Regional Meetups
- Conferences!
- Special Interest Groups (SIGs)

...Resources and References

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Questions?

Similar stories to share?

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thank you

Bye everyone!

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