



**"Access management is a very complicated beast",**

concluded one of my customers at the end of a lengthy support call. This might indeed reflect how many librarians feel these days but it doesn't need to be! After reading this book, you will be able to skillfully navigate the maze of online access management technologies and decide what serves your library's needs best.

According to Gartner IT Glossary (2012), "identity and access management (IAM) is the security discipline that enabled the right individuals to access the right resources at the right times for the right reasons." Simply put, it is making sure your users are who they say they are and only have access to what you want them to have access to. In addition to preventing unauthorised parties from exploiting your organisation's resources, IAM technologies can help manage subscriptions to online resources where cost is based on the number of users accessing protected content.

Some publishers charge for every single user, in which case you will want to make sure you have an up-to-date list of individuals who need this resource as well as ensure appropriate permissions are in place. This is particularly relevant to small libraries where the budget is limited.

As an international technical pre-sales consultant for OpenAthens, I frequently speak to librarians from all over the world. The sheer number of technologies a typical librarian deals with on a daily basis is astonishing. Often they are expected to learn-on-the-job, which can be stressful in a busy environment especially if communication between the library and IT department is poor.

The following chapters are written for knowledge workers who are involved with managing access to digital content online and cannot afford the time to read book after book of technical material to make sense of all the nuts and bolts that make up the IAM. I have covered all the main concepts in this book.