

Subject: Re: Fwd: Re: PNAS which is hosted on HighWire
From: Jean Nugent <jnugent@highwire.stanford.edu>
Date: 7/13/2011 3:19 PM
To: Norah Xiao <nxiao@usc.edu>
CC: "Mohin, Sophie" <SMohin@nas.edu>

Hi Norah -

Answers to your questions are below. Hope this is sufficient, and helpful.

Best,

Jean

1) What are the industry best practices related to authentication and access?

[HW] We are not sure of the intent of this question, but the common services are IP authentication, Athens and Shibboleth; plus individual username and password, and authenticated-proxy access.

2) What could change or dramatically affect these best practices in the next 2-3 years?

[HW] Mobile use changes the above, since it is usually over an unauthenticated, non-campus network. Wide adoption of OpenId-type systems, so people can sign in with Facebook, etc. could change this.

3) What are the customer ideal expectations when it comes to authentication, access, and abuse mitigation?

[HW] Customers don't want to be bothered. They want it to be seamless. They don't want to remember usernames and passwords. They want the links from their Google search results to work.

For question 1,

- 1) What IP blocking techniques to you use?

[HW] We can block IP addresses and ranges.

- 2) What authentication methods do you support (IP authentication, OpenID, etc. – what other ones to add?

[HW] See above; IP, Athens, Shibboleth, but another 30 or so access methods that are less typical.

- 3) If a potential abuse is flagged, how do you respond?

[HW] We automatically detect these events based on various parameters and we then automatically respond. If the abuse continues, manual intervention is called for.

- a. Notify primary POC

[HW] No.

- b. Block access to that address

[HW] Yes.

- c. Block access to entire domain

[HW] No.

- d. Throttle access down

[HW] Yes.

e. others

4) If a block is implemented, what is the process to restore access?

[HW] automatic in most cases after a time delay. manual in other cases.

5) How do you support non-IP based access?

Athens, Shibboleth.

6) How are you supporting mobile device access to content?

[HW] We will leave this question unanswered at this time.

7) How are you supporting remote access to content?

[HW] Proxies, Athens, Shibboleth, username/password

8) How do you handle post-cancellation rights?

[HW] This depends on the publisher, not HighWire. In many cases, content over a year old is free so this is not an issue.

a. Lose access to all online content

b. Provide a disk with subscribed content

c. Retain online access to specific years and titles subscribed during online subscription term

d. Retain online access to all titles from online subscription start date until cancellation date

e. Retain online access to all current and archival content up

through last subscription year

9) How has new technology like federated search and download harvesters like Quosa and PubGet affect your access blocking?

[HW] Not at this time. We usually contact the supplier to find the right way to differentiate legitimate use from other use.

On 7/11/2011 1:47 PM, Norah Xiao wrote:

Hi Jean,

I would like to follow up with you on this request.

Could you please let me know any updated decision on your side?

Thanks!

Norah

Norah Xiao, MSc.(Chemistry) & MIST.

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Science and Engineering Library

USC Libraries

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On 6/1/2011 9:28 AM, Norah Xiao wrote:

Dear Jean,

I am sorry for my late response! I was waiting for one ACS's leader this panel's reply.

Meanwhile, please see one ACS's leader on this panel's reply. We are going to share the report with you from the survey for sure.

Please let me know if these answers are good for you to participate the survey.

Thanks a lot!

Norah

----- Original Message -----

Subject:Re: PNAS which is hosted on HighWire

Date:Thu, 26 May 2011 16:02:44 -0400

From:Jonathan Morgan <j_morgan@acs.org>

To:Norah Xiao <nxiao@usc.edu>, Sara Rouhi <s_rouhi@acs.org>, Stephen Hansen <S_Hansen@acs.org>

Hi Norah,

Thanks for sharing the message from PNAS.

I think as part of this exercise we are agreeing to share the findings of the survey with all publisher participants, correct? We can also reassure them that we are not seeking any detailed configuration or settings information, it's just a basic look at "best practices." My guess is that most of the answers to these questions are included and promoted within their own Platform User Guide. If there are specific questions that they have concerns with answering, no big deal if they'd like to take a pass on certain individual items.

Looking forward to seeing you soon!

Thanks,
Jonathan

Jonathan Morgan
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From: Norah Xiao <nxiao@usc.edu>
Date: Thu, 26 May 2011 12:31:42 -0700
To: Sara Rouhi <s_rouhi@acs.org>, Jonathan Morgan <j_morgan@acs.org>, Stephen Hansen <S_Hansen@acs.org>
Subject: PNAS which is hosted on HighWire

Hi,

May I know your opinions on this request? It is from PNAS which is hosted on HighWire. Please let me know and then I can reply to this email.

Thanks!
Norah

----- Original Message -----

Subject: Re: May I ask you a favor? From USC Librarian

Date: Fri, 20 May 2011 18:19:57 -0700

From: Jean Nugent <jnugent@highwire.stanford.edu> <<mailto:jnugent@highwire.stanford.edu>>

To: Norah Xiao <nxiao@usc.edu> <<mailto:nxiao@usc.edu>>

CC: Mohin, Sophie <SMohin@nas.edu> <<mailto:SMohin@nas.edu>>

Hi Norah -

The information you are looking for could be considered proprietary information in a competitive marketplace, which makes it difficult for us to respond to your questions.

We do want to help if we can, and what our directors would feel most comfortable with is if you tell us what ACS does, and we would comment on whether we do the same or different. In other words, mutual disclosure.

Does this sound possible to you?

Best,

Jean

On 5/18/2011 8:17 PM, Norah Xiao wrote:

Hi Jean,

Thanks a lot for your prompt response!

Here are all the questions we would like to discuss. We can try emails at first and if needed, we can then have a follow-up teleconferencing meeting.

Thanks a lot!

Norah

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On 5/18/2011 7:47 PM, Jean Nugent wrote:

Hi Norah -

I am contacting you at Sophie Mohin's request. HighWire hosts PNAS's online journal, and we would be glad to comment (compare and contrast) what we do with what ACS does if you would send us a document or list to comment on.

Regards,

Jean

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