

## MAGIC Policy and Procedures for Authentication for Public Computer Access

Policy approved 12/15/2011  
Procedures updated 1/20/2011

### Background

Over the last several years, more MAGIC libraries have begun using technology to control access to their public computers. PC Reservation is used by most of these libraries. It checks user category five in the MAGIC patron record to determine whether or not to allow the patron to use or reserve a public computer. In the MAGIC database, this field is called *Internet Privilege*. Most MAGIC libraries are currently using INTERNET\_A for *allowed* and INTERNET\_D for *denied*. Because these are not library-specific, there exists a de facto reciprocity for Internet access. However, this reciprocity is not consistent due to varying practices among MAGIC libraries. This inconsistency is not patron-friendly, and it creates difficulties for library and MAGIC staff in configuring the software and maintaining high data quality.

### Policy

- Libraries using the MAGIC database to authenticate patrons for public computer access will allow reciprocity of access to public computers at no cost for cardholders from any MAGIC library.
- Some MAGIC libraries charge reciprocal borrowers from non-MAGIC libraries and nonresidents for public computer privileges, while others do not. If someone has paid for computer use, all other MAGIC libraries will allow reciprocity of access to public computers at no additional cost to the patron.
- If a reciprocal borrower from a non-MAGIC library has not paid for computer use, MAGIC libraries may allow or disallow access to public computers as they see fit. Reciprocity of access is not required.
- Although MAGIC libraries agree to reciprocity of access under these terms, patrons must adhere to the policies and practices of the library owning the computers.

### Recommended procedures

The following recommended procedures have been developed by MAGIC's circulation work group and MAGIC support staff.

#### ***For libraries not using the Internet Privilege field to authenticate for public computer access***

- Do not leave the Internet Privilege field blank. Your library may choose to follow the Internet Privilege data entry procedures described below. Alternatively, it may assign UNKNOWN as the Internet Privilege value for new patron records. This can be done by default. Your library liaison should contact MAGIC support if your library's default should be changed. Assign ZNOTAPPL for dummy accounts, staff logins, etc.
- Do not change any existing values in the Internet Privilege field.
- If your library authenticates patrons against the MAGIC database in a different way (such as barcode prefixes), your computer reservation software should be configured to allow use by cardholders from other MAGIC libraries.

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***For libraries using PC Reservation or other means of authentication based on the Internet Privilege field (Symphony user category five)***

<b>New Patron Record</b>	<b>Allowable Value</b>
New patron of your library; Internet privilege granted	INT_ALLOW
New patron of your library; Internet privilege denied	INT_DENY
New or existing patron; Internet privilege granted but monitored	INT_MONITR
Existing patron; Internet privilege suspended by home library	INT_SUSPND
Reciprocal borrower from non-MAGIC library within Illinois; Internet access fee <i>not</i> paid	INT_RBP
Reciprocal borrower from non-MAGIC library within Illinois; Internet access fee paid	INT_PAID  This should only be used by libraries that charge reciprocal borrowers for access to their library computers.
Nonresidents without an Illinois public library card; Internet access fee paid  This applies to persons from outside of Illinois and to Illinois citizens living in areas unserved by a public library.	INT_PAID  The user profile must exclude all other library privileges. Contact MAGIC support if your library needs to change its user profiles.
Nonborrower records (dummy records, staff logins, maintenance accounts, etc.)	ZNOTAPPL
Other	A MAGIC patron record is probably not needed. Consider using the guest functionality of your library's computer reservation software.

*Allowable changes to codes*

Access will be granted (or denied) based on the Internet Privilege value assigned by the patron's home library. However, in a few situations, another MAGIC library may make the following changes. When in doubt, call the MAGIC library where the patron is registered.

<b>Situation</b>	<b>Allowable Change</b>
Existing adult patron from another MAGIC library with Internet Privilege of UNKNOWN	INT_ALLOW
Existing juvenile patron (under age 18) from another MAGIC library with Internet Privilege of UNKNOWN	Call the MAGIC library where the patron is registered. The home library should make (or agree to) any modification of the Internet Privilege value.
Reciprocal borrower from non-MAGIC library within Illinois is coded INT_RBP, but then pays a computer-use fee	INT_PAID
Other situations	Call the MAGIC library where the patron is registered. The home library should make (or agree to) any modification of the Internet Privilege value.

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### Configuration of computer reservation software

MAGIC Internet Privilege Value	Configuration of Internet Access Software (PC Reservation, etc.)
INT_ALLOW	Allow
INT_DENY	Deny
INT_MONITR	Deny (but may override with guest pass if you can monitor use)
INT_PAID	Allow
INT_RBP	Library's choice; allow or deny based on your library policy for computer access for reciprocal borrowers
INT_SUSPND	Deny
UNKNOWN	Deny
ZNOTAPPL	Deny

PC Reservation configuration requires entering only allowed values: INT\_ALLOW, INT\_PAID, and possibly INT\_RBP, depending on your library's local policy.

### Implementation plan

- New Internet Privilege codes have been chosen to allow more descriptive names.
- The new policy and new codes require each library using PC Reservation or comparable software to change the software configuration. *The current codes should remain in the configuration through at least the transition period.*
- All libraries should begin coding the Internet Privilege field in the patron records as described above.
- All existing values in the Internet Privilege field will also need to be updated. MAGIC support will work with each library affected to do batch updates to its data.

### Action steps and time frame

- Reviewed and approved by MAGIC circulation work group: Dec. 6, 2010
- Approved at MAGIC Board meeting: Dec. 15, 2010
- New codes available for use: Dec. 20, 2010
- Data cleanup and software reconfiguration period: Dec. 20, 2010 through Feb. 28, 2011
  - The library is responsible for arranging for changes to its PC Reservation configuration. This should be done first.
  - The library's authorized circulation contact person should email MAGIC support when ready to work on data changes.
  - MAGIC support staff will reconfigure the library's custom policy list.
  - MAGIC support staff will make batch updates to the codes. A list of records that will be changed can be supplied upon request. Follow-up issues will be sent to the circulation contact person.
- Policy takes full effect: March 1, 2011. After this time, you have the option of removing the old codes from your library's PC Reservation setup.