

Pirated Content: A Love/Hate Relationship

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November 2, 2016

Overview

Wearing two hats this morning...

A librarian with a strong belief in intellectual property rights

A user advocate with a strong belief that easier systems are better

Do the Right Thing

Going about content access the traditional (“right”) way has lots of advantages

- Respect intellectual property (of the author, of the rights holder)

- Provide altmetric (or other) credit where credit is due

- Get value from the services the library/campus pays for

- Working with trusted vendor partners

- Relative assurance the content is “clean” (no viruses, hacks, or snooping*)

* Lack of snooping pursuant to the government playing by its own rules.

The User Experience of Online Content

It Could Be Better

The User Experience of Online Content

Think about what the user needs to do:

1. Figure out how to start in the right place
2. Figure out how to get on the right network (VPN, Proxy, Shibboleth, go to campus)
3. Figure out how to log in at the point of need
4. Figure out which link is the one that gets them the item, often from another vendor
5. If there's a link resolver in the way, then figure out which possible option is right for them
6. If the links are broken, unavailable, or otherwise problematic, figure out document delivery options
7. Finally get to the article

Feel the Power of The Dark Side

Instant access to what your users want

User experience is oh-so-smooth

No need to expend staff resources updating those pesky entitlement lists...

... or troubleshooting your link resolver, proxy server, or network IP ranges

Universal Issues

Whether you do the “right thing” or the “wrong thing,” you still...

Have to contend with your user’s confidentiality and privacy

Be concerned with user experience and consistency of access

Need a way to help your users get what they need, when they can’t find it themselves

Thank You

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