Notes of conversations with members of the community on the survey questions

The interview should open with an explanation of the purpose of the exercise, the approach being adopted and the use to which the information gathered is being put.

The task of the interviewer is to establish him/herself as a good listener, yet, at the same time, a constructive participant in the conversation.

Normally [this is] in reactive mode, seeking clarification, asking for amplification or feeding back what has just been heard. Sometimes, however, it is necessary, and profitable, to share and stimulate the discussion by way of reciprocity of views or recounting of anecdotes. This has to be infrequent and very carefully judged.

Encourage the participant to consider the future when the response is status quo.

If the answers are very broad, ask for details; if they are very detailed, ask for generalities.

If the person asks "what do you mean by [x]" ask them what they feel is the most important [x] to be considered in the next 10 to 15 years.

Don Hamparian

Second conversation (2019-04-30 9:00 EDT)

How long have you been involved professionally with research, scholarship, or education?

19 years at OCLC … Identity management around 2005.

What is your current role?

Don Hamparian - Product Owner, Identity management, OCLC - *Business decisions, strategies, financial side.*

If a representative someone from 10-15 years in the future could answer the questions you have today about how to best support collaboration among researchers, teachers, and learners, what three things would you most like to ask them?

1 How did you solve the mobile problem (non-browser app)? Usability not there yet. Technology is getting better, OIDC getting better to connect into federations. There has been progress in the last five years. The integration patterns starting to form are good. Innovation is happening on the mobile platform, innovation in research in the mobile space, connecting federation to innovators important.

2 How did you get federations to grow beyond 200-2000 members and inter-op more effectively? The technology of working together is better but non tech, legal, "what's a student," still hard. (e.g. Even though CANARIE's agreement is not complex it has taken hours of legal review. Its expected that entering a trust relationship requires some corporate oversight, but can it be easier.)

3 How did you make the joining process easier for participants (in particular for small organizations)? Is this particularly the legal hurdles? Well, recent CANARIE interaction informs. Small to mid sized higher ed, public libraries don't have the depth to address membership. Struggle to address the SSO (technically).

Don is certain IP affiliation will be gone by then. Despite Chris Zagar thinking in 1999 that EZproxy would be gone in five years.

What do you value about how research, education and scholarship are conducted?

Generally, value in an increasingly hostile climate, research networks and research projects can continue effectively, ease of getting to the content people need to support the research. OCLC works on discovering resources and getting the item, and it's getting better even with IP authentication. Values reducing the friction in making the connections. AuthN & AuthZ is a difficult element in content access workflow. Values RA21 effort in considering the user experience.

What do you imagine as desirable settings for the conduct of research, education and scholarship? What parts of those experiences are most important to you?

The ability to share research information freely but with AuthN and AuthZ control. The changing cost model of publication of research results … need to be ready for the change. Peer review is important, trust relationship understanding the reviewer's credentials, how can we support that in an open way. What about piracy? Even if the cost model changes, still need to guard against it because research requires money and publishing requires money. So the cost model needs to be reflected in the federations.

Following up on piracy: what do you see about federation and IAM as a factor in combating piracy? The root in Don's view is partly financial (STEM content cost rising), but also user experience. SciHub is easy to use, and used by researchers in developed nations (who may have access otherwise through libraries). Emotional context, "information must be free," but still the ease of access.

What about federation among providers? Don does think it's key, struggle for both technical and legal, differentiating with user experience, institutions sensitive to providers working together, particularly privacy - privacy battle in moving from IP authentication to SSO. Disintermediation of the libraries when the IT department gets the control. "What are these guys (IT) going to do with the patrons data?" Even if just email and persistent ID. Libraries negotiate privacy in contracts. Libraries want to make release decisions themselves.

What about the end user making the consent decision? From being in this line of work, the problem with giving a 17 year old the decision is whether they can make the best decision. The library has experience in this space so the library can play a role in protecting the user.

What do you fear could threaten those desirable settings or your experience of them?

Piracy is one, but if cost model not resolved it will fragment the discovery to delivery experience. Hard enough today to do discovery and find your items, but if market fragments due to cost models… it will get worse. Advantage to a shared user experience for auth* to take that (the discovery and authentication) out of the differentiation equation so that the common workflow makes discovery easy. Can you provide a good UX through federated identity that allows competitors to compete, but have common workflow for Discovery and Access.

Thinking of the values and settings you've mentioned above, which practices, tools, organisations, or infrastructures that support achievement of them should be continued? Do you see those as being sustainable over the next 10-15 years? Are there other practices, tools, organisations, or infrastructures that should be created to support those values or settings?

Tools that keep the library involved in the attribute release decision would be important (OpenAthens) is good. The library cannot turn that role over to the publishers and the IT department. EZproxy provides the library intermediation today.

There does need to be a way for the individual to review (consent) what is going to the different relying parties.

Libraries as curators of information - privacy is a type of information curation.

Who is big brother? Evolving over time. Shifting landscape for privacy.

[Tom] Privacy is a foundation stone for research? Yes, good point. Identity management about relationships and defining and building trust. Humans know how to do it, identity management is the technical implementation. IAM has to evolve as the trust relationship evolves.

Piracy tools? Tools to detect compromised credentials are important. There's a lack of understanding of individuals for why they were granted the credentials (what purpose, what are the limitations or responsibilities of the user). Current tools include matching credentials to geography and bandwidth consumption. Have to consider privacy when using tools to uncover piracy (e.g. types/titles of publications or documents accessed). The issues of credential stealing will continue over the next 15 years. Current tools expensive, not as effective.

MFA? SMS can be spoofed. MFA helps. But now it's another barrier to entry. Best strategy in current.

What major professional decisions with long-term implications are you facing at the moment?

Succession: are we going to find the people in the next generation who are interested in this? STEM disciplines, as a subsection, how do we replace ourselves. (expertise, passion, ethics.)

People run from IAM. It's complicated, toxic. How do we get people to run towards it?

Personally, always looking within the organisation for the skill set. Combination of science and ethics background harder to find. Hard to find people in Columbus OH with this skill set.

Why science instead of humanities? Why is this science the important contribution? Don would like to have more humanities insight? Trust relationship a topic in humanities and how people interrelate.

Is it harder to find people in IAM vs other technical spaces. [OCLC?] struggles finding candidates in those categories (IAM and other technical spaces). How to entice grad school students to pursue technical careers.

What major constraints do you experience in enabling collaboration among researchers, teachers, and learners?

Basic technology across organizations prevents the sharing. Some likely related to twenty year old rules around how research is collaborated? Can institutions keep up with the changing landscape?

[Tom] 1. UX and federation; 2. misalignment of purposes between researchers, publishers, institutions? Collaboration between researchers changing. Do we know what collaboration means? [Don] Collaboration is a basic human trait. We know how, when, what to share. Our technology is always a bit behind. Good question. Not sure what "perfect" collaboration might look like.

Zoom is a good tool…. Preferred way to communicate, share so various.

Short aside on how important Trust is to collaboration. You can walk into a room full of people and find someone whom you trust almost instantly, but no one else. Collaboration would be very difficult without trust in the individuals and maybe the processes/tools being used.

We have an intuition that is hard to build into computer software. Having all these tools - as much hindering as too few?

Collaboration and piracy? Does SciHub contribute positively in furthering research and science? Strongly debated. Casual "piracy" or sharing, like posting an article to a group. Going on for centuries. Necessary lubricant in an imperfect system.

State funded organizations that break the discovery model for their own gain -- especially if it breaks the cost model that supports research.

If all constraints were removed, and you could direct what is done, what would you do?

Usability of the authentication experience, intermediation of libraries in the authorization experience, pluggable contractual elements in federation agreements, integration of baseline research workflows such as peer review into identity management. It's a trust relationship: who is the peer reviewer, what are their credentials, what have they reviewed before. The human methods we've used in small communities scaled to global community within the identity management infrastructure. ORCID playing a role in a trust validation or certification tool. E.g. Amazon product reviews with thousands of reviews. Would like to know which reviewers "know their stuff." Peer to peer reviews, compare to "smart contracts" (using blockchain). Can an IDP and RP be linked dynamically…. How do you build the transient relationships like meeting someone in an airport and having a conversation.

If we'd like to follow up with you about your answers, would you be willing? If so, please supply an email address.

AND THANK YOU ALAN FOR FIXING ALL MY TYPOS!