Access Away: Faculty Perceptions and Experiences in Remote Access to Online Resources

Efren M. Torres Jr.
De La Salle Medical and Health Sciences Institute, Philippines

Zipporah Dery
De La Salle Medical and Health Sciences Institute, Philippines
Access Away: Faculty Perceptions and Experiences in Remote Access to Online Resources
Efren M. Torres, Jr., MLIS and Zipporah M. Dery, MLIS

**Objective**
This study intended to determine the perceptions and use of remote access through OpenAthens by faculty members by determining their profile of access, identifying the problems encountered, ascertaining their general impressions in terms of ease of use, convenience, usefulness, research productivity, and user satisfaction, and establishing the steps to be taken to address the areas for enhancement or improvement of the remote access to online resources via OpenAthens.

**Methods**
- **Respondents:** 151 Faculty members with OpenAthens accounts as of January 2017
- **Instrument:** Questionnaire
- **Design:** Descriptive
- **Statistical analysis:** Frequency and percentage

**Result and Discussion**

**Profile of access of online resources by faculty members**
- Most of the respondents usually accessed online resources at work (43%), followed by at home (38%).
- They usually accessed online resources few times a week (34%), followed by more than once a day (25%).
- Most of the respondents use online resources for research (35%), followed by for teaching (31%).
- Majority of the respondents preferred to access the resources at home (36%), followed by at work (29%).

**Problems encountered by the faculty members in accessing online resources via OpenAthens**
Respondents said that they did not activate because they forgot to do it (36%), lacked time to do it (31%), did not need to use the service (17%), and cited other reasons such as they have no knowledge about OpenAthens, there was no proper orientation about the service, and the internet connection is slow (17%).

**General impressions of the faculty members in accessing online resources via OpenAthens**
- Majority of the respondents said that they access online resources more often now via OpenAthens (51%) than when the service is not yet available.
- Most of them access online resources via OpenAthens few times a month (31%), followed by few times a week (29%).
- There were 24 comments received regarding remote access to online resources. Most of them were commendation on OpenAthens as a service (29%), followed by suggestions to increase resources (21%) and improvement of institutional internet connection (21%).
- There were some who requested for re-orientation on OpenAccess (17%).

**Findings and Conclusions**
- Faculty members are engaged in the use of online resources within and away from the institution.
- There is a demand for remote access to these resources based on the frequency and reason for accessing online resources.
- OpenAthens is positively regarded by the faculty members and confirms the relevance of the library’s initiative to provide the service and offers validation to continue to use OpenAthens as the platform to facilitate remote access.
- There was an observed insufficiency in awareness and user training of the service that required attention from the library.