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**SHIBBOLETH: THE LAST PIECE OF THE JIGSAW IMPLEMENTING AUTHENTICATION
FOR DOCUMENT DELIVERY AT RMIT UNIVERSITY**

Julie Wilson, RMIT University Library, VIC

Authenticating users across organisational boundaries presents institutions such as libraries with security and other challenges that prevent seamless access and impede customer service. RMIT University Library was amongst the first libraries in Australia to implement stand-alone interlibrary loan management systems. At RMIT the VDX system was installed to run the Library's Document Delivery service, operating in a shared hosted environment, managed and maintained offsite. Single sign-on was a goal in place for all services and applications at the University but for the VDX service, operating remotely from the institution, authentication ensuring protection of users' privacy was a real issue.

After a detailed investigation Shibboleth was identified as the authentication system of choice. This paper examines the Shibboleth implementation from conception and planning to set up, testing and production. Difficulties encountered are outlined as are other Shibboleth implementations and library ILL authentication strategies. It is of note that RMIT University's implementation of the full features of Shibboleth is a first for VDX worldwide.