

An online library service for Open University MBA Alumni – challenges and opportunities

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An online library service for Open University MBA Alumni – challenges and opportunities

Abstract

This article outlines a pilot project to offer a personalised online library service to Open University MBA Alumni. A review of the literature and results of a desktop analysis of other UK Higher Education alumni library services is included. Content procurement and systems issues are considered along with the underlying organisational, resource and technical challenges experienced by the librarians involved. An analysis of initial usage and the results of a user survey are presented. Finally, practical advice is provided for other libraries considering similar initiatives.

Keywords

alumni; academic libraries; online resources; personalisation; authentication; licenses

INTRODUCTION

The UK Open University (OU) is a distance learning institution offering courses in 12 subject areas from pre-degree or 'openings' to PhD level. It is the UK's largest university with approximately 200,000 students, of which 30,000 are studying postgraduate coursesⁱ.

The Open University's Business School (OUBS) opened in 1983 and is now the largest business school in Europe with over 30,000 students in the UK and in 30 other countries. It is in the top 1% of business schools worldwide for teaching quality having been accredited by the three main management education associations (AACSB, EQUIS and AMBA)ⁱⁱ.

The OUBS offers an MBA intended for students studying part-time who are already in a managerial position. It is delivered via blended open-learning encompassing a variety of teaching resources/methods such as traditional books, online conferencing & resources, face-to-face tutorials and DVDs.

Over 1000 Open University MBA students graduate each year and automatically become members of the MBA Alumni Association and its worldwide community and network. A small team in the Business School runs the Association with the support of an advisory board. Their central aim is to support an international network of OUBS graduates as valued members of the School in pursuit of professional development and lifelong learning.

The Open University Library (OUL) based at the Milton Keynes campus provides both a traditional print resource-based university library service to support the teaching and research needs of academics and research students based on campus and an online library service to support its student and associate faculty at a distance. Learning & Teaching teams in the OUL work closely with academic course teams in the various OU Faculties to advise on the integration of resources and information literacy into the curriculum. The teams also staff the Library Helpdesk and develop the print and online subject collections.

PROJECT BACKGROUND

In 2004 the OUBS Alumni Officer approached the Business, Law and Technology (BLT) team in the OUL to discuss the feasibility of the library offering access to online resources for MBA alumni. This approach was triggered by repeated enquiries from the 17,000 strong MBA

alumni body who wished to have continued access to online resources relevant to their work and professional development after graduation.

Up until this point there had been no online access for any Open University alumnus due to licensing restrictions. The OUL had however recently initiated a service for local alumniⁱⁱⁱ to allow them to borrow print materials from the Milton Keynes campus library in person.

An initial benchmarking exercise determined that other HE business school libraries offered little or no online library resource access to alumni with a few notable exceptions (see section below). The fact that some institutions had succeeded in arranging limited but nevertheless worthwhile access to resources for their alumni spurred the BLT team to propose offering a similar service for the MBA alumni.

It was agreed that the service would be called MyPAL (My Personalised Alumnus Library). It would be marketed as a pilot project with no access charge to the alumnus end-user for one year. A £5000 fund for resource acquisition would be established for the trial period, financed on a 50:50 basis from the OUBS Alumni budget and the central OUL database budget. The service would then be reviewed towards the end of the first year and a decision then made whether or not to make it a permanent and essential part of the OUBS MBA alumni experience.

LITERATURE REVIEW

A search of the literature revealed that little has been published in the UK about the provision of electronic services to alumni, apart from articles describing the experiences of the London School of Economics (LSE). Due to the intrinsic nature of the Open University, very few alumni would be able to physically access the library building in Milton Keynes (walk-in access is the most common form of provision) and the project team were therefore especially interested in other institutions' experiences of establishing electronic provision to alumni.

One important theme addressed in the literature was why such a service should be offered at all. Jean Sykes, Librarian at LSE comments that:

....librarians may be missing a trick by not spending more effort on promoting and developing their alumni service (Sykes, 2002: 50).

The main benefits of offering such service as highlighted by US authors are the opportunities for the library to gain support from alumni (Albanese, 2002) and keep them involved with the university community and possibly lead to them becoming donors (Helfer, 2002). This view is also held by Sykes in the UK. Alumni benefit from a targeted library service and the university may benefit from their continued contribution to the community, which may be financial (Sykes, 2002).

But how many libraries are actually offering remote access to resources to alumni users? A recent US study by Wells found that only 18% of the 102 business schools surveyed were doing so (Wells, 2006). This corresponds to our own experiences of UK HE provision to business alumni outlined in the next section.

In July 2000, the issue of providing alumni with free remote access to electronic resources was much debated on the Yale University-sponsored *Liblicense-L* list-serve and the interesting arguments for and against are summarised by Anthony Ferguson. Ferguson himself is against free access from a financial point of view, as provision could divert resources from current to past students. Instead he advocates helping alumni groups take advantage of the number of freely available resources on the internet by linking to them from 'information resources homepages', although the alumni would do the necessary work themselves (Ferguson, 2000).

One potential barrier highlighted by Sykes in terms of licences for electronic resources is the difficulty in determining how alumni use information found via the library website. For example, is it for educational or business purposes? Most licences stipulate that resources must only be used for educational purposes (Sykes, 2002).

Unfortunately, even when license issues have been resolved, alumni expectations of what will be made available to them electronically can be difficult to manage. As Dudman points out, 'Some people do get disappointed, particularly the more recent alumni' (Dudman, 2005).

Finally, an especially relevant alumni survey for the OUL project was the one undertaken by the Baker Library at the Harvard Business School. The results highlighted that alumni needs were very different from those of MBA students. 'Alumni expressed a need for filtered and distilled information, delivered in brief, timely, and concise capsules' (Helfer, 2002).

OTHER UK HEI ALUMNI LIBRARY SERVICES

Desktop research was undertaken of the websites of the HE members of the British Business School Librarians Group (BBSLG)^{iv} to identify:

- Those UK Higher Education Institutions (HEIs) offering a library service for alumni.
- Those HEIs offering online access to resources *off-campus* for alumni and details of those resources in order to inform our own content procurement.
- Details of any membership or 'pay-as-you-go' charges to alumni for the privilege of using the service.
- The 'best' library alumni service in terms of resources and services offered (to act as a benchmark for this project).

The results of the research can be found in Table 1. This was not an exhaustive undertaking and data on alumni services was unavailable from some HEI websites as it was often located in password-protected areas.^v

The main findings were that the vast majority of institutions surveyed offered their alumni some kind of borrower access with an average issue allowance across all institutions of 6 items and an average loan period of 3 weeks. For some institutions this was provided as a free service, for others a charge of between £30 and £135 was levied for the privilege. In terms of added-value services, at least 38% of the institutions offered their alumni a document delivery service and a handful offering access to a mediated search / information brokerage service.

Approximately 28% of the 94 institutions surveyed had managed to set-up on-campus access to online resources for their alumni and only 10% (including the OU) had set-up off-campus access. What was particularly noteworthy of the latter group was that the majority appeared not to charge their alumni for the privilege of using their library's print *or* online collections. This raises interesting questions generally about institutional (and library) attitudes towards

their alumni and their respective ability and flexibility to resource library access for their alumni.

From the select 10% group, the London Business School Library offering was selected as the benchmark online alumni library service for the OU due to its impressive range of resources and services accessible to its alumni remotely via the LBS Portal (a corporate extranet).^{vi}

CONTENT PROCUREMENT

The process of procuring content for MyPAL was protracted and demonstrated the widely differing views of suppliers towards this particular niche sector. When deciding which suppliers to contact for price quotations, the resources provided for alumni by the London Business School were used as a starting point. A further batch of potential products was identified thanks to conversations held with various business product exhibitors at the 2004 BBSLG Annual Conference. One supplier, Emerald Publishing Group, actually went away and created a new alumni product after this event having consulted the OUL about suitable pricing models.

Of the approximately fifteen suppliers approached one said alumni access was 'strictly forbidden'; another that there was no current access, but the matter would be considered and one that only walk-in access was available. Concerns about the possible impact on revenue were specified by some suppliers as being the reason they could not offer alumni access.

With a total budget of £5,000 for the pilot, inevitably the prices quoted for some resources were too expensive. The remaining suppliers either did not reply or were willing to negotiate over making a particular database accessible to alumni. In the case of one electronic book database, it was discovered that the OUL's original agreement with the supplier meant that the electronic books had been purchased outright. The OUL could therefore treat them as print material and make them available to whoever it wanted, subject to resolving any authentication issues.

The final list of products selected for the pilot year was:

- ABI Trade & Industry
- Emerald Fulltext

- Emerald Management Xtra
- NetLibrary (c. 2000 titles across all disciplines)
- Xreferplus (100 general reference titles)

SYSTEMS & AUTHENTICATION

Originally, the concept for the service was a simple static page of links to resources accessible via a password protected section of the existing OUBS Alumni website^{vii}. However, one of the team had the excellent idea of copying the OUL's existing MyOpenLibrary service^{viii}, using the Open Source MyLibrary software^{ix} from the University of Notre Dame, Indiana, USA and thereby offer alumni an off-the-shelf customisable library online environment. This would enable the project to take advantage of all the development work, software and usability testing already done by the original MyOpenLibrary project team (see Ramsden, 2003) and save a great deal of time and resource. Subsequent discussions with the OUL's software developer concluded that this was a viable option and that there was sufficient server capacity to offer it.

Authentication

The project team wanted to preserve the general OUL authentication ethos of simplification and try to use any existing alumni authentication linked to their normal Open University logins wherever possible rather than maintain a long list of individual usernames and passwords. The preferred solution was to replicate the Library's success with conventional user groups in using EZproxy software^x to offer IP authentication for off-campus access to OUL electronic resources. Fortunately, it was discovered that the Library already had a spare EZproxy license which could be used for this purpose.

However, it did take a process of trial and error to ultimately get the system up and running with the various products subscribed to on behalf of the alumni and it is worth listing the challenges the team encountered here for the benefit of other libraries interested in enhancing their alumni offering:

1. IP address of the alumni EZproxy server needs to be outside the normal campus IP range - this might seem an obvious point but the team had to spend some time

liaising with the university's network administrators for a solution to this problem as they have been increasingly concerned about reducing the opportunities for the network to be accessed by unauthorised users and hackers. In the end the team were able to use an IP address that was being used in another network for an external OU collaboration.

2. Two library accounts are required with suppliers – once the IP address issue had been solved it was realised that the team needed to ask those alumni suppliers who also supplied the OUL with databases for conventional OU user groups to create a new OU alumni account so that the alumni EZproxy server IP address could be registered in their system and 'ring-fence' alumni subscriptions. Otherwise, a database bought specifically for alumni would appear amongst the list of databases offered to conventional users. One additional benefit from doing this is that the alumni account can be customised differently from the conventional account and tailored to the needs of the alumni without affecting other users.
3. Referring URL authentication did not work with the MyOpenLibrary setup.
4. Duplication can cause confusion – the particular OUL alumni implementation has resulted in two copies of MyOpenLibrary with two admin and usage report interfaces and two EZproxy servers, not to mention two subscriptions to the same product with slightly different content in each. This does require clear information and communication between OUL staff and does require any library administrator to remember to use the alumni EZproxy prefix when making changes to products otherwise s/he will inadvertently start affecting other library users! An alumni project information page was created on the Library Wiki to try and collate information and administration resources in one place for this project.
5. The University's authentication system only had one alumni user category which was created especially for the Business School and that there was no actual definition of what alumnus meant in the OU context. This was fortuitous for the purposes of the trial but would obviously need to be addressed if this service was to be offered to all OU alumni in the future.
6. Not every OUBS alumnus would have a university username and password as they graduated before the latest system was implemented and many would not be active users of the Alumni website. Eventually, the OUL IT manager was able to obtain a data file of registered OUBS alumni usernames and upload them into the MyPAL

system, with periodic updates. Later during the trial, he was able to create a real-time view of who had access to the system to help the Library Helpdesk answer access problem queries.

Content

In terms of getting resource data into the MyLibrary software, it was hoped that some kind of automated feed could be created from the OUL Library Management System, Voyager (from the Ex Libris Group^{xi}). This proved beyond the scope of the project as the MARC fields that could be used for this purpose were not indexed.

It proved simpler to create a PHP script that uploaded journal holdings files from database providers in CSV format and also create ad-hoc export files from Voyager for materials such as ebooks that had already been catalogued. Other resources like websites either had to be first added to the OUL's ROUTES^{xii} system of course-approved freely available websites which was then linked to from MyPAL or entered manually in the MyPAL administration interface. See Ramsden and O'Sullivan (1999) for a description of the original ROUTES project.

PROMOTION AND SUPPORT

In addition to adding a link and description to the secure Members Area of the OUBS Alumni website, the BLT team worked closely with the OUBS Alumni Manager throughout the project. Securing her support was vital to the success of the trial and she was able to use her monthly alumni email newsletter to promote the service. In addition, a presentation was made to the Alumni Board. This led to the creation of a simple web-based survey to inform the future of the project – investigating the future information needs of alumni and their expectations around reasonable charges for the service.

Promotion was down played during the pilot year as there were concerns about raising expectations too soon about what to expect content-wise from the pilot project, given the actual budget. Feedback received (see section below) supports that caution. It was apparent, for example, just from the discussion at the Alumni Board that some alumni expected equivalent access to OU students as a matter of course and also to materials that they never

had access to previously from the OUL such as corporate finance textbooks. This was probably because they, not unreasonably, equated an online library model with a print library model – once something is bought in print it is usually available to all users without restriction until it is withdrawn.

Alumni support was offered via the Library Helpdesk with phone, email and 'webchat' (instant messaging) contact available. Detailed queries/requests were then filtered to members of the Business and Technology faculty team using the OUL enquiry management system.

The Helpdesk was not overwhelmed with alumni enquiries with only 47 received from OUBS alumni between the period 1st October 2005 to 1st March 2006. The most common type of query related to general access (e.g. enquirer's details not appearing in the various data uploads).

EVALUATION

A first detailed look at usage stats in February 2006 showed that 5% of OUBS alumni had accessed the service (c.800 alumni out of 16,000 in the system). By the end of July, this figure had risen slightly to 6% of the total possible MBA alumni body. Due to the relative size of the OU population, this was still felt to be a sufficiently large number of alumni in real terms (1000) to warrant exploring extending the pilot service for another year.

The top ten resources across the MyPAL collection (in terms of hits) were as follows:

1. Trout, Jack (2000) *The Power of Simplicity: A Management Guide to Cutting through the Nonsense and Doing Things Right*, McGraw-Hill (ebook)
2. Google (web link)
3. CAROL (web link)
4. Open Library (web link)
5. Management First (journal database)
6. European Business Review (ejournal)
7. Harvard Business Review (1999) *Harvard Business Review on Entrepreneurship*, Harvard Business School Press (ebook)
8. ROUTES (database)

9. NetLibrary (ebook collection)

10. Ebrary (ebook collection)

One limitation of the OUL implementation of the MyLibrary software was discovered late on into the project, namely that once resources have been deleted from the system, associated usage data is also deleted. Therefore regular usage snapshots need to be timetabled throughout the year if this data is to be retained.

Initial qualitative feedback was mixed with alumni appreciating the concept without appreciating its execution in terms of the system design or the content offered. Here is a selection of some the comments received.

'Excellent concept and should shape up to becoming a major tool for research...and a useful advertising channel I would have thought.'

'The idea is fantastic and I am a great supporter of it, however, I accessed a number of different areas and couldn't find much that was relevant/of interest to me, apart from CAROL, which I was already aware of (I appreciate that there is still a lot of content to add, so perhaps I am missing the point). There seemed to be a lot of American stuff too. I tried to look at some ebooks but I just got the front covers. I think I needed an 'athens username/password', whatever that is. As with everything else I looked at, it was too slow. What is the word 'about' about? Why not use 'help'? I had to click on it just to work out what it was! Sorry but the layout is dreadful from a 'design' perspective. It was awkward to use, and to understand the whole site. (I may be spoiled however, as my partner is a user-experience expert!). Sorry this isn't more positive!'

'My personal view is that these are not adequate for members as they do not include any legal databases such as Lawtel which are essential for occasional research for any business student. In addition you offer as a facility a connection to the Library but once there we are not allowed to access the facility so what is the point. At present the scheme offered is in my view ill thought out as it does not really deliver the types of research facilities really needed by

business graduates. I have always had previous access to Library electronic resources as an OU graduate and would have expected this facility to continue for research purposes.'

'This is a great idea. However, there a number of useful databases that were available within the Open Library that are now no longer available. It would be a good idea to give access to all of these databases also.'

'I think this is a great idea and am amazed at how much information from different sources is available. Great for long distance learning! Wish I was a student again!'

'The new MyPAL service is just GREAT !!! Since my days as student I was missing the access to the Library. Thank you.'

A short web-based survey was developed in conjunction with the OUBS library representative and made available during February 2006 to capture views of alumni about how much (if anything) they would be prepared to pay in future for the service and what types of resources they would like to access. Participation in the survey was encouraged via the monthly OUBS Alumni email newsletter. 330 responses were obtained which was gauged to be a rough response rate of 33% based on the number of actual alumni who had been using the service. *[Although 52% said in the survey that they had not used it]*

In terms of charging, 35% of respondents were not prepared to pay anything for an online Alumni library and 37% were prepared to pay up to £25/annum for it. Another way of interpreting the figures is that 61% of respondents were prepared to pay *something* for such a service.

As a guide for future purchases of resources, 71% of respondents ranked 'World class academic journals aimed at practitioners' as a high priority for the service with 'World class academic journals showcasing the latest research' and 'World class business news titles' next in order of priority with 55% and 51% respectively. 'Industry/market reports' were ranked as high priority by 47% of respondents and 'Company information' by 40%. Perhaps somewhat surprisingly, newspapers were rated as low priority by 66% of respondents. But when this is

put alongside the low ranking given to 'Electronic books – fiction/general interest' (85% of respondents), it may be inferred that alumni felt this should be more of a practitioner library resource rather than an all-purpose/general library resource.

Another question listed a set of extra services that might be added to MyPAL in the future: document delivery; postal book loans; helpdesk; mediated searching; blog space; reference management software; RSS feed viewer or other category. Of these, there was no overwhelmingly high priority service identified with all bar 'blog space' and 'other' getting a 40% medium priority ranking.

FUTURE OF THE SERVICE

In July 2006 (the end of the OU financial year), the future of MyPAL was discussed with the relevant stakeholders in OUBS, with particular regard to how it could be funded going forward. It was felt that the OUL could not continue to fund an extension of the pilot service from existing budgets as this would deflect resources away from core user groups and key strategic priorities. Nor, on the basis of the survey results, was it felt that there was any justification for implementing a user-charging system of funding. However, it was possible for the service to continue if OUBS were prepared to pay 100% of the staff and resource costs. A cost breakdown was duly prepared and after much negotiation at a senior level OUBS agreed to fund the service for another year.

The summer vacation period allowed time for new content negotiation with various journal publishers to try and secure access to the practitioner journals identified as priority in the user survey and also the removal of little-used content (trade publications and reference ebooks). An unexpected bonus came from OECD who confirmed that OU alumni were authorised to access the OUL's existing SourceOECD subscription at no extra charge. The service was duly relaunched in late 2006 via the OUBS Alumni email newsletter with details of the new and updated content.

The intention is that the annual Library budget planning process undertaken with OUBS (along with all the other OU Faculties) will provide the mechanism to ensure that the costs of running MyPAL are met on an ongoing basis and that the service becomes truly embedded in the Library's budget and operational plan.

CONCLUSIONS

In terms of the lessons learned from the experience of setting-up an online library service for alumni that can be shared with other HE libraries, these can be summarised as follows:

1. Examine every existing license agreement to determine whether or not alumni access is already allowed under the terms of the agreement. This may reveal some unexpected (pleasant) surprises.
2. Consider a proxy server solution for remote authentication – this is a simple yet powerful alternative to ATHENS.
3. Consider 'piggybacking' online alumni service development on top of another web-related project to reduce software development costs.
4. By all means survey your alumni about what their specific information needs are but do not expect conclusive answers.

With increased competition in the part-time distance-learning market, the time is right for the Open University to sharpen its relationship with its thousands of alumni, as not only are they an important source of new students in their own right but their views in terms of 'word of mouth' have been found to be a key deciding factor in new students' decisions in whether or not to study with the university. An alumni library service is therefore one of many means of preserving the valuable lifelong link between OU MBA student and their alma mater.

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	E-Resources Access			Membership (Borrowing Privileges)							Services		URL
	Alumni Access to E-Resources?	On-Campus Access?	Off-Campus Access?	Book Loans – # of Items	# of weeks loan?	Reserve Items?	Short Loans?	Membership Fee (per annum)	Extra Charges?	Borrowing Scheme	ILL/ Doc Del?	Mediated Searches?	URL
Anglia Ruskin University	N	n/a	n/a	5	3	Y	N	£35	Y	Subscription (Alumni)	N	N	http://libweb.anglia.ac.uk/members/members.htm?type=Alumni
Ashridge Management School	Y	Y	unknown	unknown	unknown	unknown	unknown	Annual, pre-paid, daily rates	Y	Corporate Subscriber	unknown	Y	http://www.ashridge.org.uk/Website/Content.nsf/wFARLRC/Learning+Resource+Centre?opendocument
Aston University	N	N	N	5	Academic Term	Y	N	£24.50	Y	Library Membership for Visitors	Y	N	http://www.aston.ac.uk/lis/usinglibrary/borrowing/93nonserviced.jsp http://www.aston.ac.uk/lis/index.jsp http://www.bath.ac.uk/library/about/
University of Bath	N	n/a	n/a	5	4	Y	unknown	£50 incl. VAT	Y	External Member (for Graduates of the Univ. of Bath)	Y	Y	http://www.bath.ac.uk/library/about/
University of Bedfordshire	N	n/a	n/a	N	n/a	N	N	Free	N	External User	N	N	http://lrweb.beds.ac.uk/libinfo/ http://lrweb.beds.ac.uk/
University of Birmingham	Y	Y	unknown	6	4	Y	N	£37.50	Y	External Personal Membership	Y	Y	http://www.is.bham.ac.uk/visitors/ulm.htm http://www.is.bham.ac.uk/menu/
Bournemouth University	N	n/a	n/a	12	2	Y	N	£35	N	Subscription Membership	unknown	N	http://www.bournemouth.ac.uk/library/
University of Bradford	N	n/a	n/a	2	4	Y	unknown	£35	unknown	Alumni Membership	N	N	http://www.brad.ac.uk/library/index.php http://www.brad.ac.uk/acad/management/external/alumniresources.php
University of Brighton	N	n/a	n/a	6	3	Y	unknown	Free (1 year after graduation) £70 standard rate	unknown	Graduate Membership	unknown	N	http://www.brighton.ac.uk/bga/benefits/attheuniversity.php?PageId=410#library http://library.brighton.ac.uk/pages/index.php http://library.brighton.ac.uk/pages/index.php
University of Bristol	N	n/a	n/a	unknown	n/a	unknown	unknown	Unknown	Y	External User	Y	N	http://www.bris.ac.uk/is/locations/accesspolicies/external/alumni.html
Brunel University	N	n/a	n/a	6	unknown	unknown	N	£60	unknown	External Borrower's Card	unknown	N	http://www.brunel.ac.uk/life/study/library/visitors
Buckinghamshire Chilterns University College	N	n/a	n/a	4	4?	unknown	N	£75 plus VAT (£88.12 inclusive)	N	External Borrower	N	N	http://www.bcuc.ac.uk/default.aspx?page=3351
UCE Birmingham (University of Central England)	N	n/a	n/a	3	5	Y	unknown	£49.94 (£42.50 + VAT)	Y	External Borrower	Y	N	http://library.uce.ac.uk/ http://library.uce.ac.uk/frameBorrow.htm
University of Cambridge – Judge Business School	Y	Y	N	5	1	Y	unknown	Free	Y	Non-Judge Business School library users	Y	N	http://www.jbs.cam.ac.uk/library/using/borrowing.html

	E-Resources Access			Membership (Borrowing Privileges)							Services		URL
	Alumni Access to E-Resources?	On-Campus Access?	Off-Campus Access?	Book Loans – # of Items	# of weeks loan?	Reserve Items?	Short Loans?	Membership Fee (per annum)	Extra Charges?	Borrowing Scheme	ILL/ Doc Del?	Mediated Searches?	URL
Canterbury Christ Church University	N	n/a	n/a	5	3	Y	N	Free	unknown	External Users	N	N	http://www.canterbury.ac.uk/library/
Cardiff University	N	n/a	n/a	4	2?	Y	N	£50 plus VAT	Y	Personal External Member	Y	N	http://www.cardiff.ac.uk/schoolsanddivisions/divisions/insrv/libraryservices/index.html
University of Chester	N	n/a	n/a	4	3	N	N	£75	N	External Borrower	N	N	http://www.chesteralumni.com/index.php?page_id=34 http://www.chesteralumni.com/index.php?page_id=31
Coventry University	N	n/a	n/a	5	4	Y	2-4	£20	Y	Associate Member	Y	N	http://www.corporate.coventry.ac.uk/cms/jsp/polopoly.jsp?d=301&a=15720 http://www.corporate.coventry.ac.uk/cms/jsp/polopoly.jsp?d=208
City University – Cass Business School	N	n/a	n/a	5	3	Y	N	£30	Y	External Member	Y	N	http://www.city.ac.uk/library/using/other_groups.html#alumni http://www.city.ac.uk/is/
Cranfield School of Management	Y	Y	N	3	6	unknown	N	£135 + VAT	Y	Alumni Member	Y	N	http://www.cranfieldlibrary.cranfield.ac.uk/library/help_information_guides/information_for_alumni_external_customers_and_visitors/alumni_membership
De Montfort University	N	n/a	n/a	4	End of Academic Year?	unknown	unknown	£30	unknown	External Borrower	unknown	N	http://www.library.dmu.ac.uk/Home/Welcome/
University of Derby	unknown	n/a	n/a	3	3	N	N	£30	unknown	External Borrower	N	N	https://ulib.derby.ac.uk/library/external.html https://ulib.derby.ac.uk/library/services.html
Dublin City University (DCU)	Y	Y	N	8	3	unknown	2	€76 for 12 months and €38 for 6 months	unknown	DCU Graduate External Membership	unknown	N	http://www.library.dcu.ie/about/membership.htm http://www.library.dcu.ie/index.html
University College Dublin	Y	Y	N	6	2	Y	2	Borrower - €100; Reader-Long Term Access (9 mos) € 30; Weekly Access € 15	Y	UCD Graduate External Reader or Borrower	Y	N	http://www.ucd.ie/library/ http://www.ucd.ie/library/services_&_facilities/book_borrowing/index.html
University of Abertay Dundee	N	n/a	n/a	6	4	Y	N	£12.50 per annum	Y	External Member	Y	N	http://iserv.abertay.ac.uk/ http://vlib.abertay.ac.uk/library/ http://vlib.abertay.ac.uk/library/external_users.htm
Durham University Business School	Y	Y	N	7	3	Y	unknown	£85; £54 per 6 months	Y	Subscription Borrowers-Associate and Subscription Borrowers	Y	N	http://www.dur.ac.uk/library/otherlibraries/categories/ http://www.dur.ac.uk/library/visitors/
University of East London	unknown	n/a	n/a	Y – must enquire on book loan	4	Y	unknown	unknown	unknown	Alumni	unknown	N	http://www.uel.ac.uk/lss/basic_info.htm

	E-Resources Access			Membership (Borrowing Privileges)							Services		URL
	Alumni Access to E-Resources?	On-Campus Access?	Off-Campus Access?	Book Loans – # of Items	# of weeks loan?	Reserve Items?	Short Loans?	Membership Fee (per annum)	Extra Charges?	Borrowing Scheme	ILL/ Doc Del?	Mediated Searches?	URL
University of Edinburgh Management School	Y	Y	N	5	4	N	Y	Free	Y	General Council Member	Y	N	http://www.ems.ed.ac.uk/school/overview.html http://www.lib.ed.ac.uk/about/membership/admgc.shtml http://www.lib.ed.ac.uk/
ESCP-EAP European School of Management	unknown	n/a	n/a	unknown	unknown	unknown	unknown	unknown	unknown	unknown	unknown	N	http://pages.britishlibrary.net/escpeap/ http://www.escp-eap.net/about/london.html
University of Exeter	N	n/a	n/a	4	4	Y	unknown	£70	Y	External Borrower Membership	Y	N	http://www.library.ex.ac.uk/electronic/eligibility.html
University of East Anglia (UAE)	N	n/a	n/a	10	2	Y	N	Unknown	unknown	External Borrowers (Individual)	N	N	http://www1.uea.ac.uk/cm/home/services/units/is/services/larc
National University of Ireland Galway	unknown	n/a	n/a	2	2	Y	unknown	€60	Y	NUIG Graduate Membership	Y	Y	http://www.library.nuigalway.ie/ http://www.library.nuigalway.ie/services/services_for/external_users/index.html
University of Glamorgan	N	n/a	n/a	6	4	Y	N	£25	unknown	Individual External Membership	unknown	N	http://www.glam.ac.uk/lrc/
Glasgow University	unknown	n/a	n/a	30	Academic Term?	Y	2-10	£40	Y	General Council Membership	Y	Y	http://www.lib.gla.ac.uk/ http://www.lib.gla.ac.uk/lending/subsbenefits.shtml http://www.lib.gla.ac.uk/AboutLibrary/index.shtml
Glasgow Caledonian University	N	n/a	n/a	5	4	unknown	5	£30	unknown	External Member	unknown	N	http://www.gcal.ac.uk/alumni/services/universityfacilities.html http://www.learningservices.gcal.ac.uk/library/index.html
University of Gloucestershire	unknown	n/a	n/a	4	3	unknown	N	£30	unknown	Library Membership	N	N	http://www.glos.ac.uk/departments/lis/
Henley Management College	Y	Y	Y	unknown	unknown	unknown	unknown	Free	unknown	Alumni Library Security Badge	unknown	N	http://www.henleymc.ac.uk/henleymc03.nsf/pages/alumni_alumni_services http://www.henleymc.ac.uk/henleymc03.nsf/pages/alumni
Heriot-Watt University	N	N	N	10	6	Y	N	unknown	Y	External Reader	Y	N	http://www.hw.ac.uk/library/external.html#registering http://www.hw.ac.uk/library/ http://www.hw.ac.uk/library/visitors.html
University of Hertfordshire	Y	Y	N	4	?	Y	N	£47	Y	UH ID/Library Card	Y	N	http://www.studynet1.herts.ac.uk/lis.nsf/files/external.pdf/\$FILE/external.pdf http://www.studynet1.herts.ac.uk/lis.nsf/
Holborn College	unknown	unknown	unknown	unknown	unknown	unknown	unknown	unknown	unknown	Alum Assoc still new.	unknown	N	http://www.holborncollege.ac.uk/
Imperial College London	Y	Y	No	6	3	Y	N	Free	unknown	External Borrower	N	N	http://www3.imperial.ac.uk/library/learningsupport
Keele University	N	N	N	4	3	unknown	N	£25	unknown	External User	Y	N	http://www.keele.ac.uk/depts/li/ http://www.keele.ac.uk/depts/li/docs/p

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													df/q03.pdf
Kings College Kingston University	N	n/a	n/a	10	4	Y	N	£50	unknown	Visitor	N	N	http://www.kcl.ac.uk/iss/
	N	n/a	n/a	4	4	N	unknown	£60 plus VAT	unknown	Alumni Membership	unknown	N	http://www.kingston.ac.uk/library/using_the_library/alumni/index.htm
University of Central Lancashire	Y	Y	N	4	4	Y	unknown	£50 (£25 for the unwaged)	Y	Individual External Member	Y	Y	http://www.uclan.ac.uk/library/circulate/externalusers.htm http://www.uclan.ac.uk/library/
Lancaster University	N	n/a	n/a	3	5	Y	3	£30	Y	Associate Reader	Y	N	http://libweb.lancs.ac.uk/
Leeds Metropolitan University	N	n/a	n/a	5	2	unknown	N	£50	unknown	Guest User	unknown	N	http://www.leedsmet.ac.uk/lis/lss/
University of Leeds	Y	Y	unknown	4	4	Y	N	£50	Y	External Borrower	Y	N	http://www.leeds.ac.uk/library/using/ http://www.leeds.ac.uk/library/
University of Leicester	N	n/a	n/a	4	4	Y	N	£30; £10 for 3 months	Y	External Borrower	Y	N	http://www.le.ac.uk/li/
University of Limerick	unknown	n/a	n/a	4	4	Y	unknown	Free?	unknown	External User	unknown	N	http://www.ul.ie/~library/BTIS/ http://www.graduatelibrary.ul.ie/prospectus/main/Postgraduate/pages/general_resources.shtml http://www.ul.ie/~library/
University of Lincoln	N	n/a	n/a	3	2	unknown	3	£20	unknown	Associate Reader	unknown	N	http://visit.lincoln.ac.uk/C11/C7/ExternalFrontPage/default.aspx?CatID=29966543-3af7-4eae-b787-798318f80e4b
The University of Liverpool	N	n/a	n/a	6	2	Y	N	£25	Y	Members of Convocation (Graduates of UL)	Y	N	http://www.liv.ac.uk/library/libinfor.html
Liverpool John Moores	N	n/a	n/a	4	3	Y	N	£50 + VAT	unknown	LJMU Individual External Borrower	N	N	http://www.ljmu.ac.uk/lea/
London Business School	Y	Y	Y	5	2	Y	N	Free	Y	Services for Alumni	Y	N	http://www.london.edu/assets/documents/PDF/Service_levels_Alumni_2005-2.pdf http://www.london.edu/library.html http://www.london.edu/theschool2655.html
London Metropolitan – City Campus/North Campus	N	n/a	n/a	N	N	N	N	Free	N	Alumnus ID Card	N	N	http://www.londonmet.ac.uk/alumni/benefits.cfm http://www.londonmet.ac.uk/services/sas/library-services/
The London School of Economics and Political Science - LSE	Y	Y	N	4	3	unknown	N	Free	unknown	External User - LSE Alumni	unknown	N	http://www.lse.ac.uk/library/hocaiusthli/alumni.htm http://www.lse.ac.uk/library/hocaiusthli/alumni.htm#LSEAlumni-LibraryServices

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London South Bank University	N	n/a	n/a	5	2-4	Y	N	unknown	unknown	Alumni Card	N	N	http://www.lisa.sbu.ac.uk/
Loughborough University	N	n/a	n/a	4	4	Y	unknown	£25	Y	External Borrowing Ticket	Y	N	http://www.lboro.ac.uk/library/services/index.html
Manchester Business School	Y	Y	Y?	10	4	unknown	N	Free	unknown	Personal Library Membership	unknown	Y	http://www.mbs.ac.uk/services/library-services/index.htm
Manchester Metropolitan University Business School	Y	Y	Y	unknown	unknown	unknown	unknown	unknown	unknown	Unknown	unknown	N	http://www.business.mmu.ac.uk/alumni/servicesandbenefits/index.php http://www.library.mmu.ac.uk/
Middlesex University Business School	N	n/a	n/a	5	4	N	N	£20	unknown	External Borrower	N	unknown	http://www.lr.mdx.ac.uk/lib/users/alumni.htm http://www.lr.mdx.ac.uk/index.htm
Napier University	N	n/a	n/a	5	4	N	?	£20	Y	Individual External Membership	Y	N	http://nulis.napier.ac.uk/
The University of Northampton	unknown	unknown	unknown	4	unknown	Y	unknown	£25	unknown	Associate Membership	N	N	http://library.northampton.ac.uk/about/ http://library.northampton.ac.uk/
Northumbria University	N	n/a	n/a	4	4	unknown	unknown	£45	unknown	Alumni	N	N	http://northumbria.ac.uk/sd/central/library/ http://northumbria.ac.uk/browse/naa/benefits/library/?view=Standard
University of Nottingham	N	n/a	n/a	4	3	unknown	N	£25	unknown	Alumni Reader	N	N	http://www.ntu.ac.uk/lr/
Nottingham Trent University	N	n/a	n/a	4	3	Y		£25	unknown	Associate Reader	N	N	http://www.ntu.ac.uk/lr/
Open University	Y	Y	Y	4	4	N	N	Free	N	OU Local Alumni	N	N	http://library.open.ac.uk/
Oxford University	N	n/a	n/a	unknown	unknown	unknown	unknown	£12.50 for 6 months; £5 for 1 week	Y	OULS Reader's/ Library Card?	Y	N	http://www.ouls.ox.ac.uk/eresources http://www.bodley.ox.ac.uk/guides/admissions.pdf http://www.bodley.ox.ac.uk/
Oxford Brookes University	Y	Y	N	5	1 or 2	Y	N	£55	unknown	Alumni card- and as External Borrower	N	N	http://www.brookes.ac.uk/services/library/ http://www.brookes.ac.uk/services/library/external/externalborrow.html http://www.brookes.ac.uk/services/library/external/alumni06.pdf
University of Plymouth	unknown	unknown	unknown	5	3	unknown	unknown	£64.62-standard; £129.25- full; £32.31-part	unknown	Learning Resources for Alumni	unknown	N	http://www.plymouth.ac.uk/pages/view.asp?page=10794 http://www.plymouth.ac.uk/pages/view.asp?page=645
University of Portsmouth	N	n/a	n/a	4	4	unknown	2-4	unknown	unknown	Member of Alumni Assoc	unknown	N	http://www.port.ac.uk/departments/studentsupport/library/ http://www.port.ac.uk/special/mba/alu

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													mni/benefits#library
University of Reading	N	n/a	n/a	5	3	unknown	N	£35	Y	External User	Y	N	http://www.library.rdg.ac.uk/
The Robert Gordon University	unknown	unknown	unknown	3	3	Y	3	£10	Y	Personal External Membership	Y	N	http://www.rgu.ac.uk/library/home/page.cfm
University of Sheffield	N	n/a	n/a	5	1-3	unknown	N	Free	Y	External Borrower Service	Y	N	http://www.shef.ac.uk/library/ http://www.shef.ac.uk/alumni/services/library.html
Sheffield Hallam University	N	n/a	n/a	3	varies	unknown	unknown	Free	unknown	External Borrower	N	N	http://www.shu.ac.uk/services/lits/libraries.html http://www.shu.ac.uk/services/lits/external.html
Southampton Solent University	N	n/a	n/a	4	3	unknown	unknown	£12.50	unknown	Subscriber Membership	Y	Y	http://www.solent.ac.uk/library/ http://www.solent.ac.uk/library/leaflets/pdf/SE03.pdf
University of Southampton	unknown	n/a	n/a	5	3	N	N	Free	unknown	Smart ID/Library Card	N	N	http://www.soton.ac.uk/library/
South Bank University	N	n/a	n/a	5	2	unknown	N	unknown	unknown	Reference or Borrowing Rights	unknown	N	http://www.lisa.sbu.ac.uk/006_services/visitors/visitorhome.htm
University of St Andrews	unknown	n/a	n/a	30	unknown	unknown	3	£20	unknown	Unknown	N	N	http://www.library.st-andrews.ac.uk/
Staffordshire University	Y	Y	Y	5	4	Y	N	£20	Y	Ex Staffordshire University	Y	N	http://www.staffs.ac.uk/uniservices/info/services/library/libserv/
University of Stirling	unknown	n/a	n/a	3	unknown	unknown	N	£15	unknown	External Member	N	N	http://www.is.stir.ac.uk/
University of Strathclyde Graduate School of Business	Y	Y	Y	unknown	unknown	unknown	unknown	Free	unknown	Unknown	unknown	N	http://www.gsb.strath.ac.uk/bis/
University of Sunderland	Y	Y	unknown	unknown	unknown	unknown	unknown	£40	unknown	External Borrower	N	N	http://www.library.sunderland.ac.uk/
University of Surrey	Y	Y	N	4	2	Y	N	Free	unknown	External Membership	unknown	N	http://portal.surrey.ac.uk/portal/page?_pageid=734_1&_dad=portal&_schema=PORTAL
University of Sussex	unknown	unknown	unknown	10	6	unknown	4	£75 (incl VAT £88.13; £37.50 (incl VAT £44.06) per 6 months	Y	External User	Y	N	http://www.sussex.ac.uk/library/ http://www.sussex.ac.uk/library/gen_info/externalguide2004.pdf
University of Teesside	N	n/a	n/a	6-12	4	unknown	3-6	Blue - £20; Gold - £50	unknown	External Membership-Blue or Gold	N	N	http://www.tees.ac.uk/lis/ http://www.tees.ac.uk/lis/factsheets/fs05.pdf
Thames Valley University	N	n/a	n/a	unknown	unknown	unknown	unknown	Free	unknown	Unique Card	unknown	N	http://www.tvu.ac.uk/lrs/index.html
University of Ulster	unknown	unknown	unknown	unknown	unknown	unknown	unknown	unknown	unknown	Unknown	unknown	unknown	http://library.ulster.ac.uk/

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Warwick Business School - WBS	Y	Y	Y?	unknown	unknown	unknown	unknown	Free	unknown	Unknown	unknown	N	http://www2.warwick.ac.uk/services/library/main/basics/accessmembership/ http://www.wbs.ac.uk/alumni/bsp.cfm
University of Wales, Swansea	unknown	unknown	unknown	5	2	unknown	N	unknown	unknown	External Borrower	unknown	N	http://www.swan.ac.uk/lis/
University of the West of England	N	n/a	n/a	5	4	Y	unknown	UWE Alumni - £20	unknown	Subscribing Borrower	N	N	http://www.uwe.ac.uk/library/ http://www.uwe.ac.uk/library/resources/general/databases/licences.htm http://www.uwe.ac.uk/library/info/external_users/ http://www.uwe.ac.uk/library/info/external_users/subborrowers.htm
University of Westminster	Y	Y	Y	5	3	unknown	5	Free	unknown	External Borrower	N	N	http://www.wmin.ac.uk/page-3713 http://www.wmin.ac.uk/pdf/DPG2004_Alumni_library_regulations.pdf
University of Wolverhampton	Y	Y	unknown	unknown	unknown	unknown	unknown	unknown	unknown	Unknown	unknown	N	http://asp.wlv.ac.uk/Level5.asp?UserType=4&Level5=4647
University of York	N	n/a	n/a	6	3	unknown	unknown	£49.35 (incl VAT) (£42 + VAT) – 12 months; £27.02 (incl VAT) (£23 + VAT) – 6 months	Y	External Member	Y	N	http://www.york.ac.uk/services/library/ http://www.york.ac.uk/services/library/infofor/alumni.htm

N.B. All links provided below were accessed successfully on 4 April 2007.

ⁱ About the OU, <http://www.open.ac.uk/about/ou/>

ⁱⁱ Assurances of Quality – OU Business School, <http://www.open.ac.uk/oubs/our-different-approach/assurances-of-quality.php>

ⁱⁱⁱ This service is for alumni who live within reasonable travelling distance of the Open University campus - offering 4 book loans with telephone and online renewal.

^{iv} British Business School Librarians Group, <http://www.bbslg.org/>

^v However, it is hoped that this table will become a living document hosted and updated by the BBSLG on their website.

^{vi} See LBS leaflet for details of what is offered:

<http://www.london.edu/assets/documents/PDF/Foralumnipdf1.pdf>

^{vii} OUBS Alumni, <http://www3.open.ac.uk/oubs-alumni/>

^{viii} MyOpenLibrary, <http://myopenlibrary.open.ac.uk/>

^{ix} MyLibrary, <http://dewey.library.nd.edu/mylibrary/>

^x EZproxy, <http://www.usefulutilities.com/>

^{xi} Voyager, <http://www.exlibrisgroup.com/voyager.htm>

^{xii} ROUTES, <http://routes.open.ac.uk/>