

KLISC Training: Overcoming IP Addresses Registration Quagmire and Access to Subscribed e-Resources

ICT & AIL Committees

Date: 25th August 2025

Following analysis of the reported access issues to e-resources, KLIC identified several recurring challenges that include:

- i. Some institutions change their IP addresses without notifying the library or KLISC.
- ii. Some institutions have submitted private IPs instead of public/static ones.
- iii. Some users attempt to access resources using IPs that were not submitted (e.g., data bundles or VPNs).
- iv. Some institutions lack off-campus access infrastructure, yet users expect access from outside the campus.
- v. Some institutions use MyLOFT but fail to submit their MyLOFT IP address for authentication.
- vi. In several cases, head librarians have registered with personal emails. When they leave, communication on access matters is lost or delayed.
- vii. Some ICT departments have blocked access to specific e-resource sites, leading to failed access attempts.

Re-occurrences of these issues indicate an indispensable need for a customized training to help member institutions overcome this precarious situation.

Target Group: All System Librarians and Head of Libraries

Tentative Training Program

Time	Duration	Session Topic	Details	Facilitator
09:00 – 09:10	10 mins	Welcome & Overview	Opening remarks, training objectives, and brief overview of IP-based authentication.	Prof Gichohi and Dr. Agava
09:10 – 09:25	15 mins	IP Address Basics for Library Access	Static vs dynamic, public vs private IPs. Common errors (e.g., submitting private IPs).	ICT -John Maina
09:25 – 09:35	10 mins	Consequences of IP Changes Without Notification	Real cases where IP changes led to service disruption. How to notify KLISC promptly.	AIL - Isaac Okiyai
09:35 – 09:45	10 mins	Access Attempts via Unauthorized IPs (Data/VPN)	Explanation of geo-IP filtering. Why mobile data/VPNs often fail for e-resource access.	ICT – Benard Shiundu
09:45 – 09:55	10 mins	ICT Restrictions and Firewall Issues	How blocked URLs or ports affect access. Collaborating with ICT departments effectively.	ICT – Nelson Mwirigi
10:55 – 10:05	10 mins	Off-Campus Access Infrastructure & Misconceptions	MyLOFT, EZproxy, Open Athens, e-maktaba and the importance of clear user communication about access limitations.	AIL - Isaac Okiyai
10:05 – 10:15	10 mins	Common MyLOFT Mistakes	Importance of submitting correct MyLOFT IP for authentication. Troubleshooting steps.	AIL - Isaac Okiyai
10:15 – 1:25	10 mins	Communication Gaps Due to Use of Personal Emails	Importance of using institutional emails for continuity. Suggestions for succession plans.	Dr. Agava
10:25 – 10:40	15 mins	Interactive Session: Case Scenarios & Solutions	Participants share local challenges and brainstorm solutions with guidance.	ICT, AIL and Dr. Agava
10:40 – 10:50	10 mins	Q&A and Action Points	Recap, participant questions, and setting responsibilities for follow-up.	ICT, AIL and Dr. Agava