

Managing and authenticating non-institutional users in Alma: two experiences

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Abstract

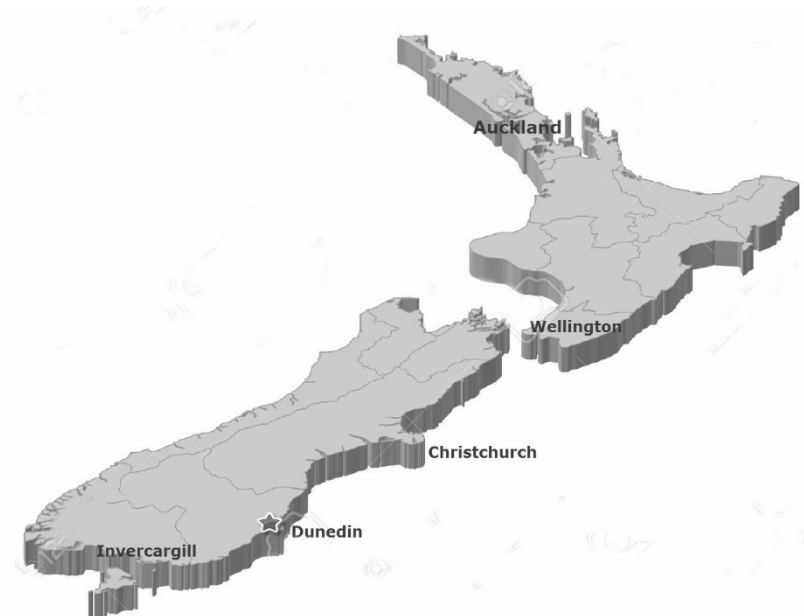
- The management of patron information within Alma is primarily reliant on two systems – the creation and updating of patron information by an external system such as student management or HR systems or internally within Alma itself. A recent survey of the Alma community indicated the majority of institutions utilize a mixture of these external and internal processes. In addition to providing access to affiliated staff and students more than 89% of institutions responded that they provided user accounts to non-affiliated users such as the general public, members of other academic institutions, alumni, etc. Providing authenticated access to library services for the latter group relies heavily on Alma for password management. This presentation will outline the processes in place at the University of Otago and at the University of Liège for managing and authenticating non-institutional users and the possible effect of Ex Libris' proposed changes to internal authentication.

At the University of Otago Library

University of Otago



- Founded in 1869 – New Zealand’s first University
 - Four academic divisions: Humanities, Sciences, Health Sciences and Business
 - 20,814 students (18,547 EFTS)
 - 3,862 (FTE) staff
 - More than 185 undergraduate and postgraduate programmes.
-
- Campuses located in
 - Invercargill
 - Dunedin (Main campus)
 - Christchurch
 - Wellington
 - Auckland

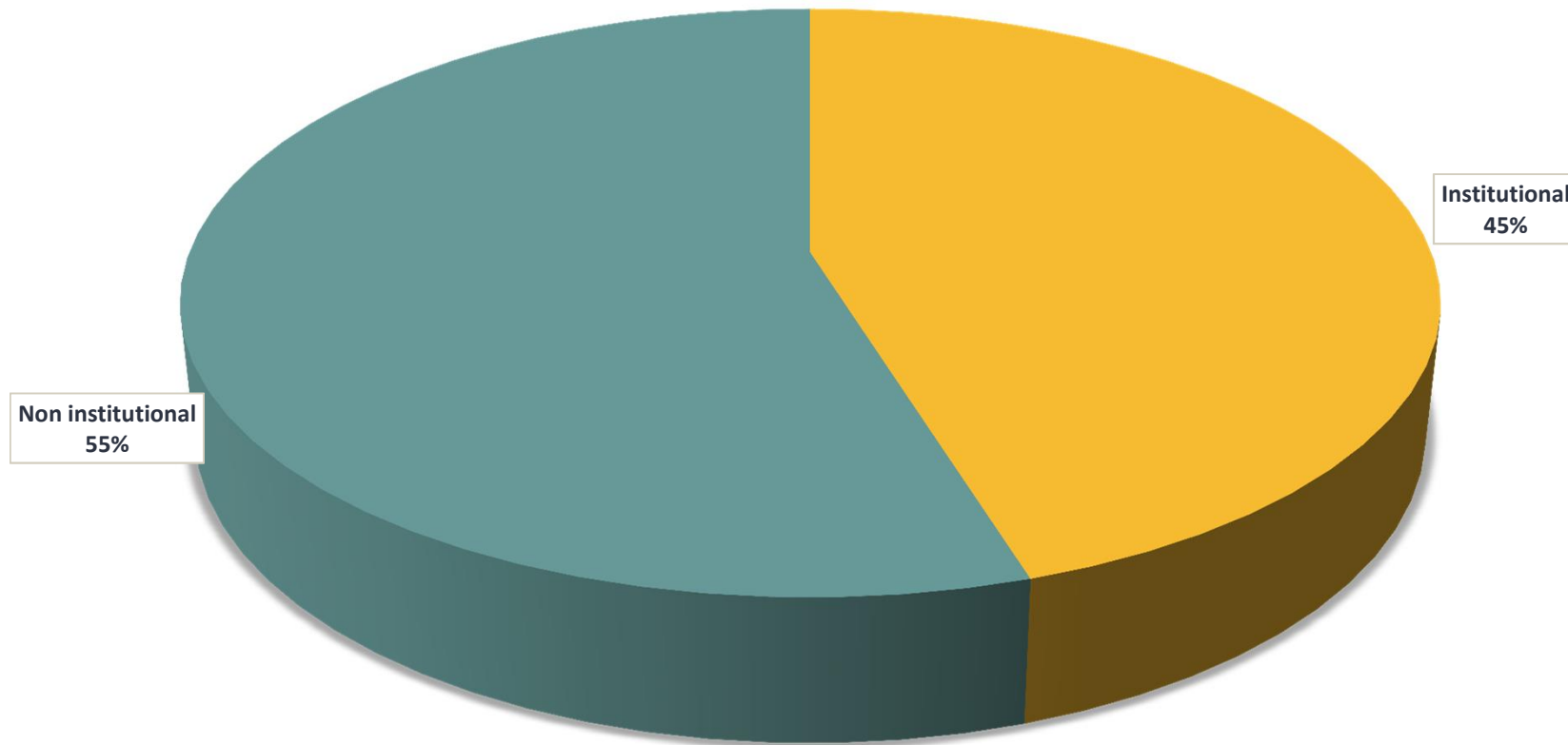


University of Otago Library

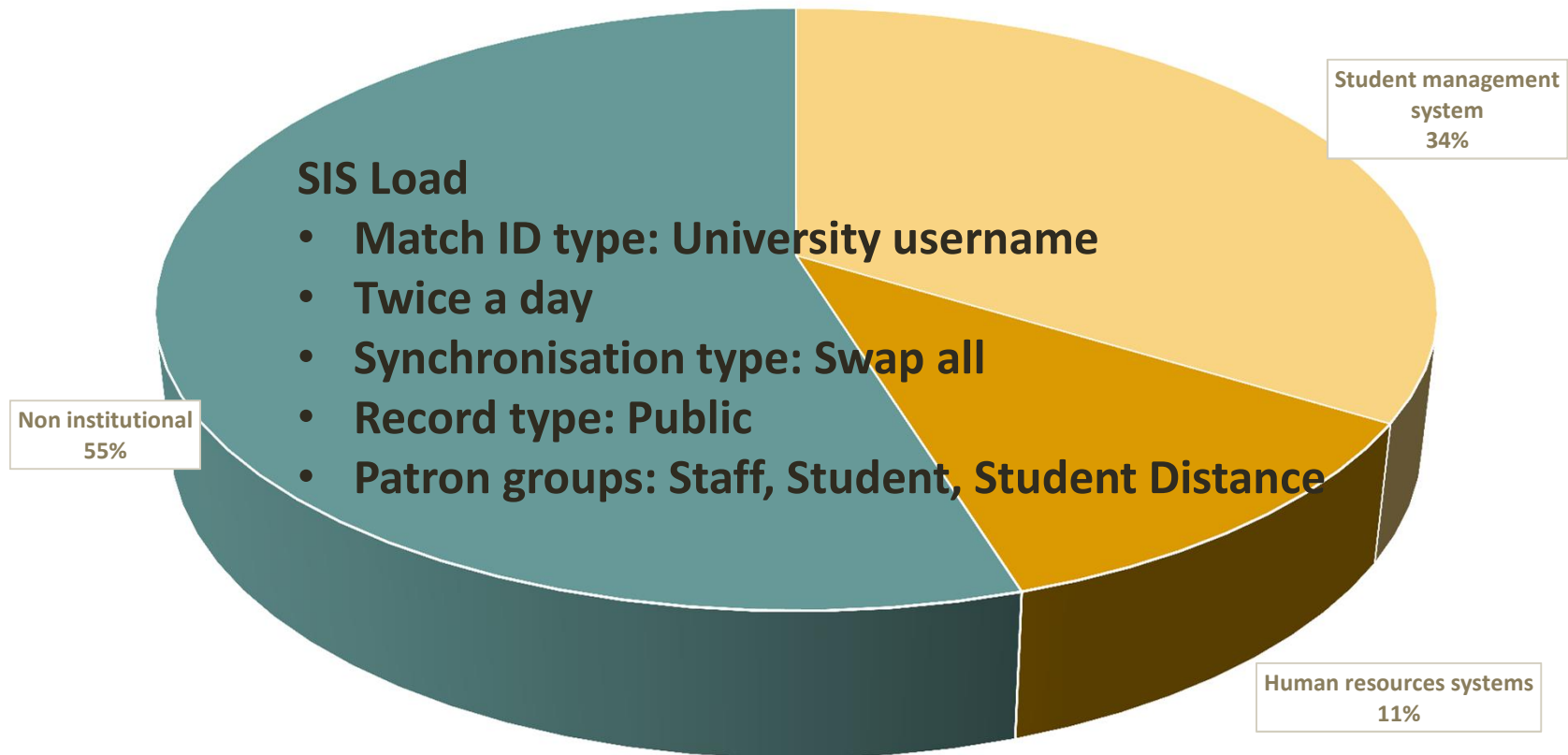
- Dunedin campus
 - 6 libraries and 2 storage buildings. One includes the bindery
 - Education Library is a joint library with the Otago Polytechnic
- Libraries at
 - Southland campus
 - Christchurch Medical campus + 2 branch libraries at the District Health Board
 - Wellington Medical campus
- Library systems
 - 1988 Dynix
 - 2003 Voyager + Serials Solutions products including Summon
 - 2013 Alma + Primo + Primo Central
- Library services to
 - University staff and students,
 - Otago Polytechnic
 - 2 district health boards
 - Public



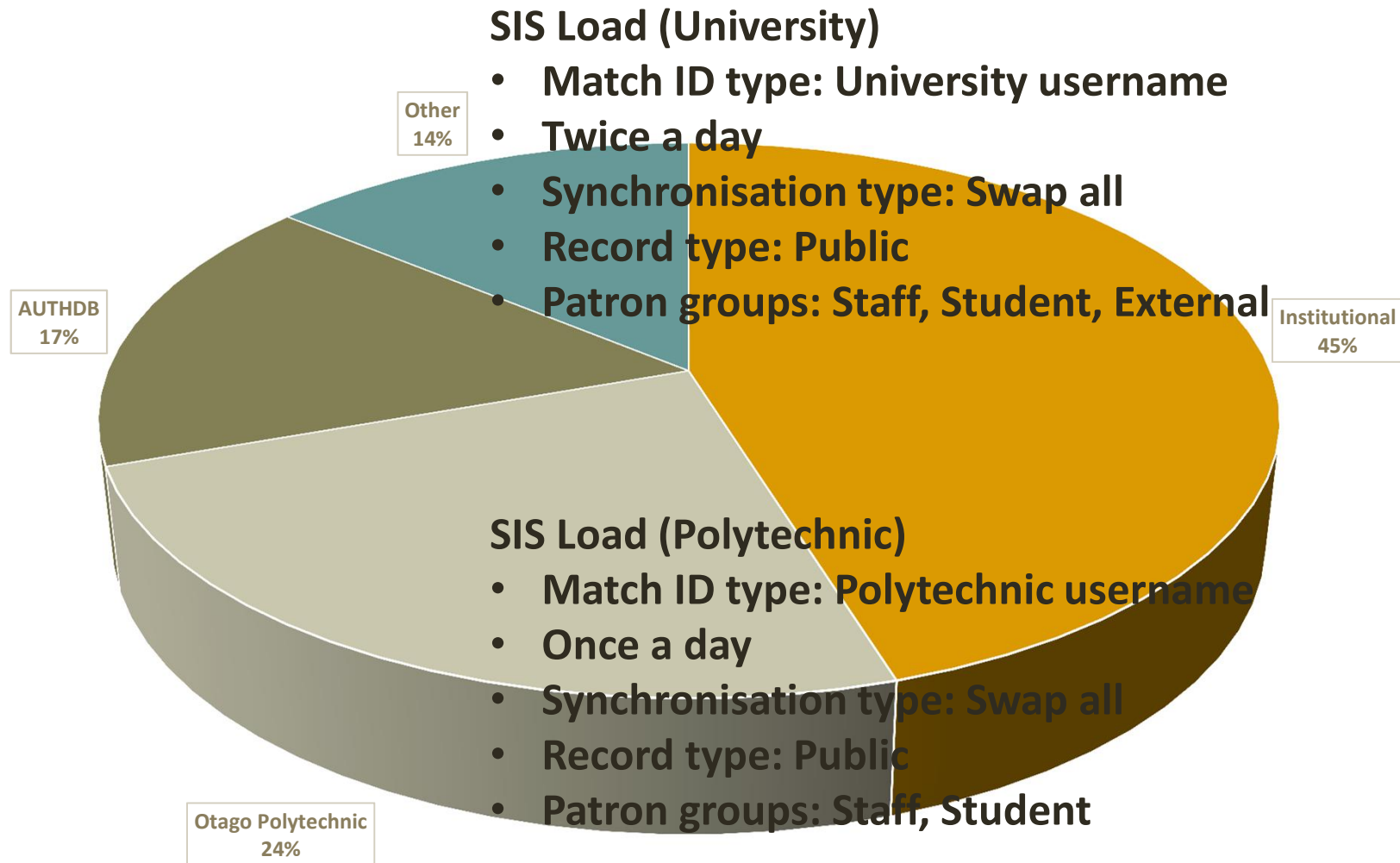
Otago's user community



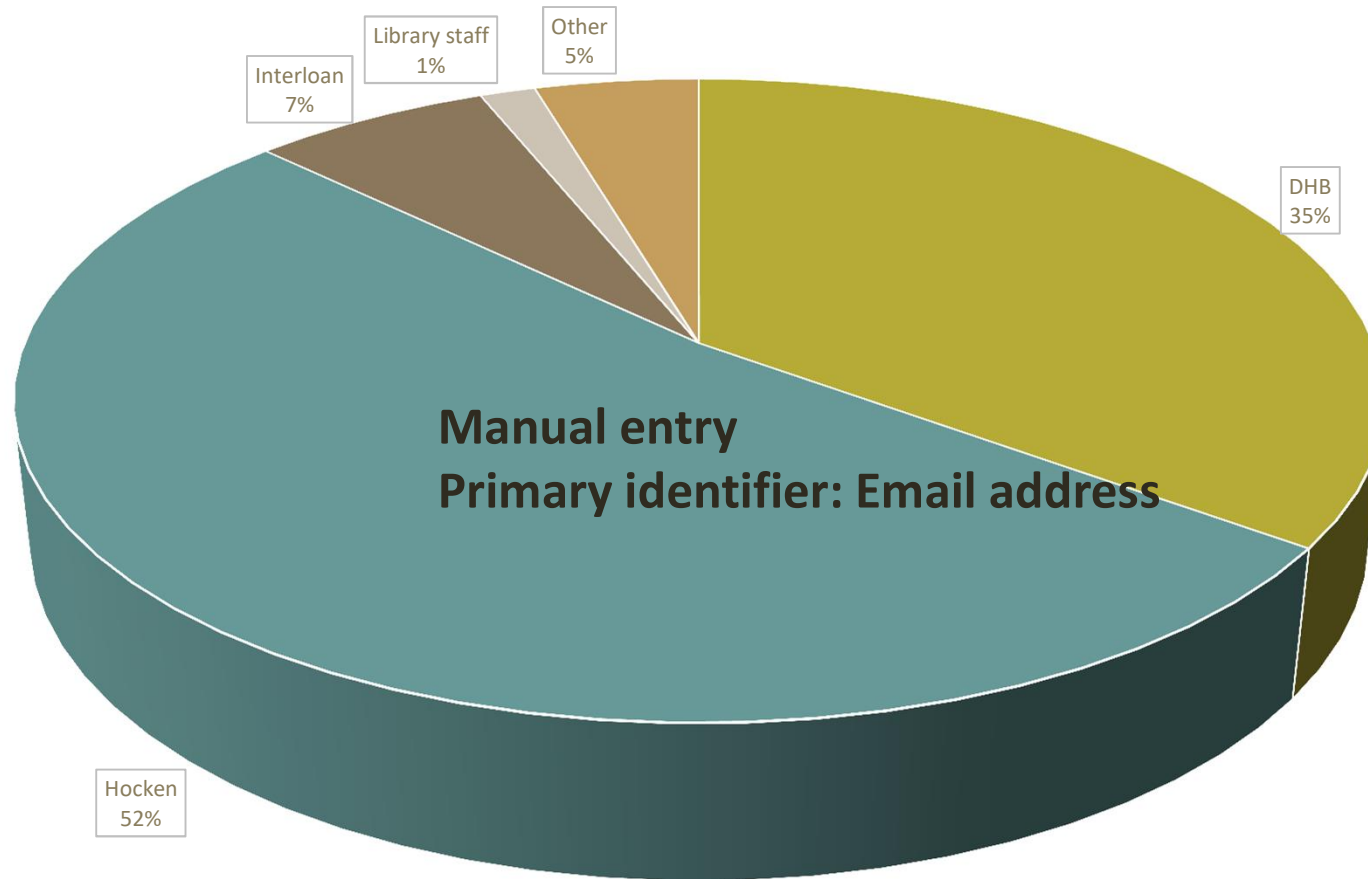
Institutional Users - External



Non Institutional Users - External



Non Institutional Users - Internal



Authenticating



UNIVERSITY OF OTAGO
Library | *Library Search* | Ketu

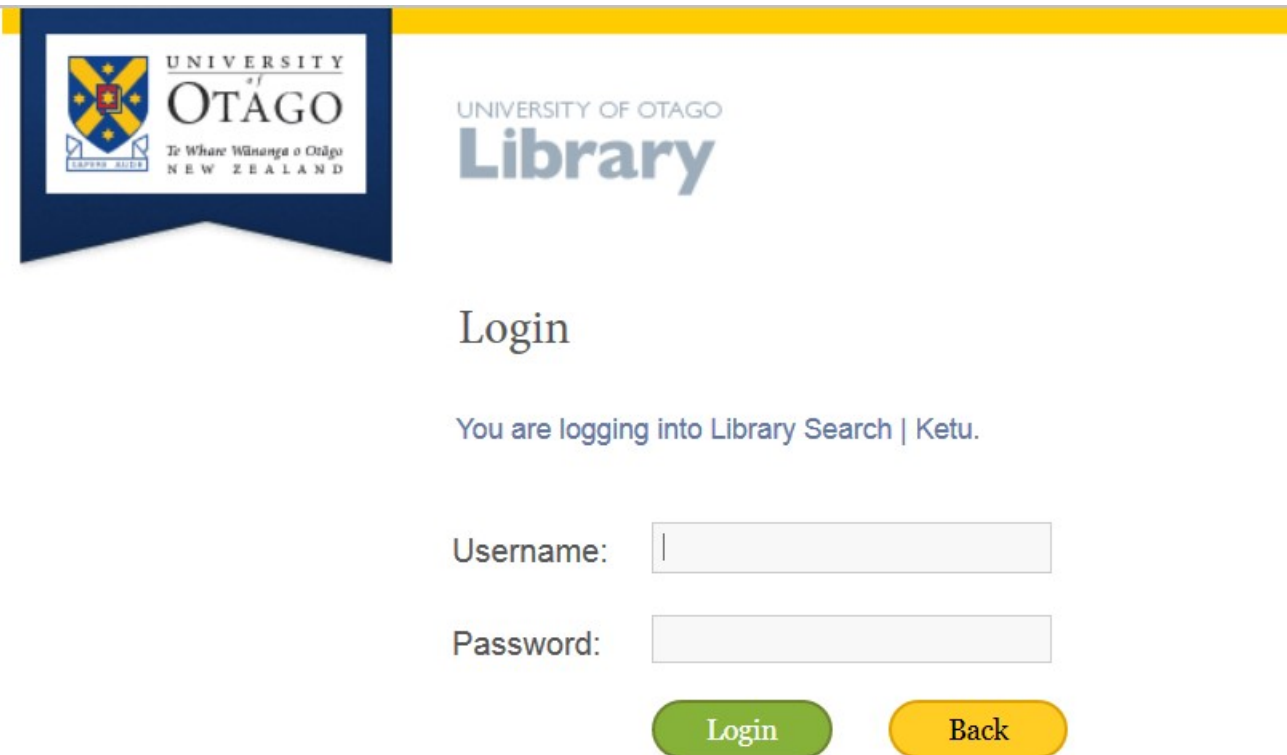
Library Sign-In

Select a Sign-in option:

University of Otago staff,
students and graduates

Other registered Library
users: Hocken Collections,
Hospital staff, Otago
Polytechnic staff and
students, ULANZ

Other registered users



The image shows a screenshot of the University of Otago Library login page. On the left, there is a blue banner with the University of Otago crest and the text "UNIVERSITY of OTAGO" and "Te Whare Wānanga o Ōtago NEW ZEALAND". To the right of the banner, the text "UNIVERSITY OF OTAGO Library" is displayed. Below this, the word "Login" is centered. Underneath, a message reads "You are logging into Library Search | Ketu." There are two input fields: "Username:" followed by a text box containing a vertical cursor, and "Password:" followed by a text box. At the bottom, there are two buttons: a green "Login" button and a yellow "Back" button.

UNIVERSITY OF OTAGO
Library

UNIVERSITY
of
OTAGO
Te Whare Wānanga o Ōtago
NEW ZEALAND

UNIVERSITY OF OTAGO
Library

Login

You are logging into Library Search | Ketu.

Username:

Password:

Login Back

Library staff authenticating to Alma



Moving from Alma internal authentication

The easy solution



Moving from Alma internal authentication

Otago's "wish list"

- Integration of workflows
 - Preference that is done from within Alma and can be initiated by all library staff
 - Alma expiry dates to be utilised
 - No requirement for the user to complete the registration
- Authentication immediacy
- Maintain separate logins for library staff.
 - This includes the continued use of generic logins
- Automated process to transition existing internal usernames and passwords to the new authentication system

At the University of Liège Library

University of Liège (ULiège)

- Founded in 1817 by William I of the Netherlands
- 10 Faculties and 1 School
- More than 20,000 students
- 3,300 lecturers and researchers
- 38 bachelor and 193 master degrees
- 4 campuses:
 - ▶ Liège Sart-Tilman (main campus)
 - ▶ Liège City centre
 - ▶ Gembloux
 - ▶ Arlon



+ Library services to the University Hospital

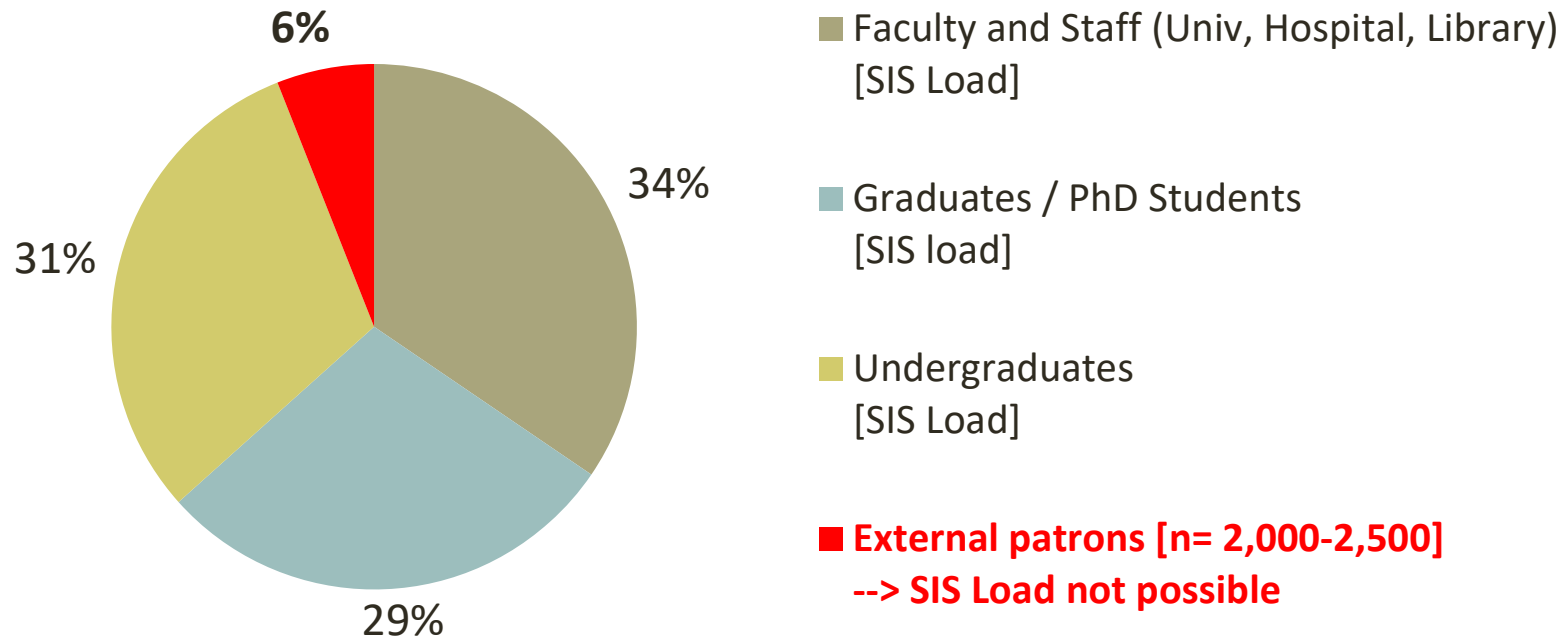


University of Liege Library

Infrastructure

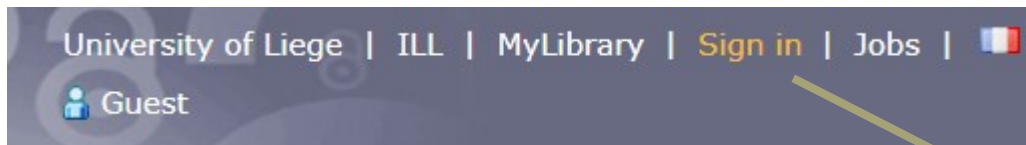
- 5 Main Libraries
 - → 15 library branches spread on the 4 campuses
 - Registration everywhere...

Public we serve...



Authentication

- **Front end tools:**
 - Primo: SAML
 - Library website (Drupal): CAS
- **What we wanted:**
 - 1) Users only sign in once
 - Drupal and Primo interconnected with SSO → automatic sign-in when already signed in on the other platform
 - 2) Only one Sign-in page for all users (whatever their status/group)



- **Back end tool (Library staff only)**
 - Alma: SAML
 - Institution Id used
 - 1 person = 1 access (no generic accounts)
 - No Alma Internal accounts



User Management

- Students
- Faculty
- University Staff
- Hospital Staff
- Library Staff

SIS Load

- Match ID Type: Internal key
- Every day at 02:00
- Synchronization Type: Swap All
- User XSD Version 2

- Two integration profiles
 - 1 profile for the “Library Staff” (Record type = **Staff**)
 - 1 profile for the all other users (Record type = **Public**)

What about the 2,000-2,500 external patrons?

External patrons

- what we did with Aleph (2006-2015)

- Patron records locally created in Aleph at the Circulation Desk
- **Oracle trigger** that:
 - Sent the barcode and the password to the LDAP
 - Replaced the password in Aleph by CHECK_AGAINST_LDAP (privacy)

1. Global Patron Details		2. Global Blocks and Notes	
Open Date:	05/09/17	Update Date:	05/09/17
Patron ID:	ID4981807	Pincode:	P4627844
Barcode:	B025032	Barcode Verification:	CHECK_AGAINST_LDAP
Name:	Doe, John		
Salutation:			
Title:		Date of Birth:	01/02/1990

→ External patrons added to the LDAP. Access granted to:

- Primo MyAccount
- Library computers
- Wifi on the campus
- With Alma, working with an Oracle trigger not possible anymore
 - → **Need for a new and easy workflow**
 - **No additional interface!**

External patrons

- what we do with Alma (2015-....)

- Use of the Alma plugin, a **bookmarklet** developed to add new features to the current Alma screen.
 - Concretely, a bookmark placed on the bookmark bar of the browser acts as a button on which to click to launch new services.
 - Technically, the URL of the bookmark is a JavaScript code that retrieves the data stored in fields of the Alma page (form fields, MARC fields) and sends them to a Perl CGI script. This one analyzes the context in which the user is located and according to it, performs an action and/or displays a menu of actions in a new window. The data can be processed by the script, sent to other systems (e.g.. LDAP), or reintroduced in Alma via API.
- All **computers at circulation desks must have the Alma plugin** placed in the bookmark bar of their browser (drag and drop of the button from <http://mydelivery.lib.ulg.ac.be/alma>).
- If an update of the JavaScript code is required (e.g.. when the Alma UI changes), a similar re-installation procedure is proposed.

Scenario

- Click on "Register New User"
- *Primary identifier* field already filled in (*Alma Configuration > User Management > General > User ID Generation*)
- Operator fills the necessary fields in
- Click YES for "Patron has institutional record" and select appropriate Owning system (dummy Integration profile)
 - --> External patrons have an External Account Type!


User Management Information

Patron has institutional record Yes No

Force password change on next login

Owning system Public externe (Users B et BX)

Match ID Type Primary Identifier


- When all fields have been filled in, the operator
 - does not click on "Update User" 
 - clicks on the Alma Plugin in the Bookmarks

- The Alma window closes (like the operator had clicked on Update User)
- Data are stored in Alma, Purge date is added (Expiry date + 4 years)
- A new popup window opens and:
 - Confirms that the user has been added to the LDAP
 - Confirms that a registration notification was sent by email to the user
 - Provides a password for the user
 - Allows the operator to print a library card for the patron

Patron can now:

- use library services
- connect to univ wifi
- access library computers

Quick User Management

 Mise à jour du LDAP terminée avec succès Fermer

Le mot de passe a été envoyé par mail à cedric.dupont1995@maboitemail.com


First name	Cédric
Last name	Dupont
Gender	Male
Expiration date	31/10/2017
Primary identifier	B034108
Password	T7HR999R

Imprimer la carte de lecteur

Alma Expiry date = Expiry date in the LDAP!

Imprimer

Total : 1 feuille de papier

Destination  Xerox WorkCentre 6605...

Pages Tous
 par exemple : 1-5, 8, 11-13

Copies

Mise en page


Couleur

Options Recto verso

Imprimer via la boîte de dialogue du système...
(Ctrl+Shift+P)

Demo at

<https://youtu.be/2-YQ48w0cYs>

 **Carte de lecteur**
+ 31 / 10 / 2017

Nom : Dupont
Prénom : Cédric
Identifiant : B034108
Groupe : Extérieur - Etudiant, personnel NON ULG


B034108

Carte strictement personnelle et inaccessible !
Visitez lib.ulg.ac.be pour effectuer des recherches dans les collections ULg, trouver des ressources, connaître nos horaires et services...

Découpez le talon supérieur et n'emportez avec vous que votre carte de lecteur (partie supérieure).

Règles de bonne conduite à ULg Library

L'usage des bibliothèques et des ressources documentaires (imprimées ou électroniques) mises à disposition suppose avant toute chose le respect du personnel et des autres usagers, ainsi que l'adoption de quelques règles de bonne conduite.

Du bon usage des espaces

Il est demandé au lecteur :

- de toujours se munir de sa **carte d'accès** pour entrer dans les locaux des bibliothèques. L'accès pourra être refusé aux lecteurs ne pouvant présenter leur carte ;
- d'utiliser les **casiers** prévus à l'entrée de la bibliothèque là où ils existent pour déposer les effets personnels, les sacs, sachets, mallettes, sacoches d'ordinateurs portables et assimilés. Ceux-ci sont en effet interdits dans l'enceinte de la bibliothèque, si des casiers sont prévus. La bibliothèque décline toute responsabilité en cas de perte, de vol ou détérioration des effets personnels des lecteurs ;
- de **respecter le silence des lieux**, hormis dans les locaux réservés au travail en groupe, et, en particulier, ne pas utiliser son téléphone portable, ni son ordinateur ou le matériel de la bibliothèque à des fins de divertissement (vision bruyante d'une vidéo, etc.) ;
- de **ne pas boire** (hormis de l'eau) ni manger dans les locaux autres que ceux réservés à cet effet ;
- de respecter le matériel mis à disposition.

Du bon usage des ressources

L'usage des ressources suppose le respect de documents consultés et de leur organisation. Il est demandé au lecteur :

- de respecter l'**intégrité** des documents et ne pas y porter d'indications; les lecteurs ne peuvent réparer eux-mêmes les documents qu'ils auraient détériorés ;
- dans les bibliothèques en libre accès, sauf indication contraire, le lecteur est prié de **ne pas ranger les ouvrages** utilisés mais de les déposer aux endroits prévus à cet effet, au pire de les laisser sur les tables ;
- de respecter les **consignes de manipulation spécifique des ouvrages anciens** et ne pas les scanner ni les photocopier. Un service de reproduction est à votre disposition.

Limitations légales

L'usage des ressources en format papier est soumis au respect des droits de propriété intellectuelle, en particulier le droit d'auteur. Ainsi, les reproductions ne sont autorisées, sans le consentement des titulaires de droits, que dans le cadre des exceptions prévues par la loi du 30 juin 1994 relative au droit d'auteur et aux droits voisins. À ce titre, **seules les reproductions pour un usage privé ou à des fins de recherche scientifique ou d'illustration de l'enseignement sont permises** pour autant que les conditions prévues par celles-ci soient respectées. Par ailleurs, il est interdit de reproduire un ouvrage dans son intégralité. Toute autre utilisation est constitutive de contrefaçon et pourra donner lieu à des poursuites conformément aux lois en vigueur.

L'usage des bases de données électroniques est réglementé par les conditions contractuelles conclues avec les éditeurs. D'une manière générale, il est permis de consulter, télécharger et imprimer des articles dans des proportions raisonnables et pour un usage personnel ou à des fins de recherche ou d'enseignement. Pour des utilisations plus spécifiques (communication de copies à un tiers, insertion de copies sur un site de cours, distribution de copies aux étudiants, etc.), il convient de se reporter aux clauses contractuelles spécifiques régissant les conditions d'utilisation des bases de données. En cas de doute, n'hésitez pas à interroger votre bibliothèque.

Plus d'informations sur : <http://lib.ulg.ac.be/fr/services/regles-de-bonne-conduite>

Mot de passe : **T7HR999R**

Ce mot de passe est strictement personnel et inaccessible. Ne laissez pas la partie inférieure avec votre mot de passe attachée à votre carte de lecteur.

Updates or Renewals?

- Operator has to open the record for update **Open For Update**
- Warning message is out of scope (not really externally owned)

Open For Update

User information is externally owned and will be overridden by next synchronization.

The following fields may be protected from being overridden – {Title, PIN number, Job category, User group, Campus, Preferred language, Resource sharing libraries, Cataloger level, Selected patron letters}.

Would you like to prevent these fields from being overridden?

[Cancel](#) **No** **Yes**

- Operators update and correct the record (notably Expiry date)
- And just activate the Alma plugin again:
 - LDAP updated
 - New password generated
 - New library card can be printed

Alma 'Renew' button not used!

Alma Expiry date = Expiry date in the LDAP!

Some last words

- Not very logic to use the *External Account* type for external patrons, deprecated *Internal with external authentication* would have been better
- Alma Plugin very easy for the Library staff...
 - Everything is done in Alma (like before with Aleph)
- ... and comfortable for patrons:
 - Direct and real-time process (no need to wait)
 - Can directly start using library services and network
- Library card is cheap to generate
 - No *Issue Library Card* fee or *Library Card Replacement* fee
- Also used with Self-Registration
 - Patrons are created in Alma with *Inactive* status
 - Operators change status to *Active* and use the plugin to finalize the registration process
- Plugin will have to adapted with Alma New UI
- Would be better if the *Update User* button could connect with an Integration Profile that would do the same action as the plugin



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