



Working Towards a User Record Management “Revolution” in Alma

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Background Information: Initial Experience

- **Previous experience (NDSU Libraries)**
 - NDSU was an early adopter to Alma from Ill Millennium (June 2013).
 - We purged several thousand expired user records in December 2012, focusing on records that expired on or before January 1, 2010.
- **Current experience (LUC Libraries)**
 - LUC migrated to Alma from Voyager (July 2015).
 - We purged ~41,000 expired user records in spring 2015.



The “Revolution”: Regular Purging as Part of User Record Management

- **How purging had been**
 - Purging had been part of a bigger systems project (pre-ILS migration).
 - The focus had been on *immediate* data cleanup.
- **How purging should be**
 - Purging should be a *regular* systems process, regardless of migration or other projects.
 - The focus should be on *ongoing* data cleanup *and* privacy protection.
 - There should be criteria with clear definition and standardization.



Why We Should Care about Purging User Records

- **Users benefit**
 - Purging helps ensure privacy through protecting/disposing of PII.
- **Staff members benefit**
 - Fewer “legacy” user records means easier management of users, fines/fees, and general Access Services-related functions.
- **Benefits notwithstanding, you may have to do it anyway**
 - Legal compulsions, campus directives, and organizational priorities are all possibilities.

More About “You May Have To”

- **NDSU: based on NDUS general retention schedule**
 - For circulation-related records (including user records), this *used to be* three years plus current FY. (As of 2018, it’s “while active.”)*
- **LUC: internal schedule based on our own Privacy Policy**
 - For user records, this is one year plus current FY.**
- **SUNY: no designation in university and state retention schedules**
 - “Library Operations” section does cite circulation and use/ILL records.***

* <https://apps.nd.gov/itd/recmgmt/rm/recSer/confirmMaintain/pdfrecser4114.pdf> and <https://apps.nd.gov/itd/recmgmt/rm/recSer/confirmMaintain/4114?divId=1020&divSelected=true>

** <http://libraries.luc.edu/policies/privacy>

*** <https://www.suny.edu/sunypp/docs/806.pdf> and http://www.archives.nysed.gov/common/archives/files/mr_pub_genschedule.pdf



Questions to Ask Before Purging

- **Including but not limited to...***
 - How do you determine and set expiration dates?
 - How do you determine and set purge dates?
 - What records should *not* have purge dates/receive indefinite retention?
 - How do you want to handle user records with fines/fees?
 - What are your retention requirements?
 - What makes sense in terms of a regular (recurrent) purge process?
 - What user statistics/data do you want to keep after purging?

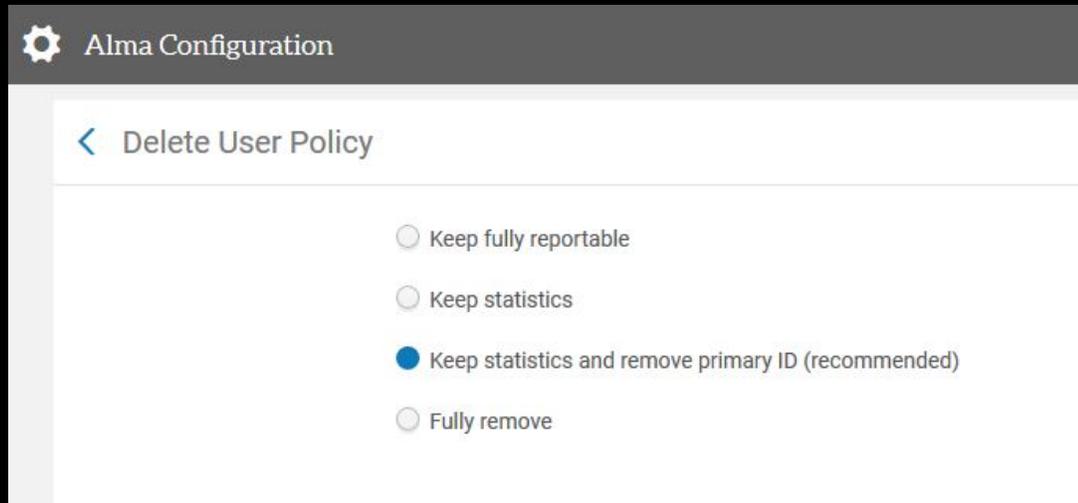
Purging Process Workflow in Alma

- **“Patron Purge in Alma”***
 - Ex Libris Developers Network Tech Blog post by Laura Guy (Emeritus Librarian, Arthur Lakes Library, Colorado School of Mines).
- **API variant: “How to - A method of deleting user accounts from Alma which preserves original data in Alma Analytics”**
 - Ex Libris Knowledge Center>Community Knowledge article by Stacey van Groll (Discovery and Access Coordinator, University of Queensland)**

* <https://developers.exlibrisgroup.com/blog/Patron-Purge-in-Alma>

** https://knowledge.exlibrisgroup.com/Alma/Community_Knowledge/How_to_-_A_method_of_deleting_user_accounts_from_Alma_which_preserves_original_data_in_Alma_Analytics

Workflow Update: Alma's "Delete User Policy"



- **Note the update in Configuration > User Management > General > Delete User Policy**
 - “Keep Statistics” moves Primary ID to the “Last Name” field.
- **Switching to “Keep statistics and remove primary ID” *should* update previously purged records...**
 - ...but this is not working (target for fix is Q1 2020).

Purging Mistakes I've Made...Be Careful!

- **Accidentally deleting Law Library pseudo-patron accounts (October 2016)**
 - Why? Instead of using a distinct group for purging, I deleted them from their original user group ("Law Firm"). I didn't follow the workflow.
- **Having to reconcile 650+ errors after a purge job (October 2019)**
 - Why? I purged from several user groups in one batch, instead of checking and processing them separately. I didn't follow the workflow.
- **Deleting users from Find and Manage Users (too many times)**
 - Why? I didn't...you get the idea.

* <https://developers.exlibrisgroup.com/blog/Patron-Purge-in-Alma>

** https://knowledge.exlibrisgroup.com/Alma/Community_Knowledge/How_to_-_A_method_of_deleting_user_accounts_from_Alma_which_preserves_original_data_in_Alma_Analytics

Example Alma Analytics Report (User Groups)

The screenshot shows the 'User Management - Users Eligible for Purging' configuration interface. It features a 'Criteria' tab with sub-tabs for 'Results', 'Prompts', and 'Advanced'. The 'Subject Areas' pane on the left lists various user-related categories under 'Users', including 'User Details', 'Preferred Contact Information', 'Address', 'Phone Number', 'Email', 'Identifier', 'Block', 'Role', 'Campus Details', 'Note', 'Statistics', and 'Institution'. The 'Selected Columns' pane on the right contains a list of columns: 'Primary Identifier', 'User Group', 'First Name', 'Last Name', 'Expiry Date', and 'Purge Date'. Below this, the 'Filters' section shows two active filters: 'Expiry Date is less than or equal to 06/30/2018' and 'AND User Group is equal to / is in Staff (School of Medicine)'.

User Management - Users Eligible for Purging

Criteria Results Prompts Advanced

Subject Areas

- Users
 - User Details
 - Preferred Contact Information
 - Select only one of the below
 - Address
 - Phone Number
 - Email
 - Identifier
 - Block
 - Role
 - Campus Details
 - Note
 - Statistics
 - Institution

Selected Columns

Double click on column names in the Subject Areas pane to add them to the analysis. Once added, drag-and-drop columns to reorder

User Details

- Primary Identifier
- User Group
- First Name
- Last Name
- Expiry Date
- Purge Date

Filters

Add filters to the analysis criteria by clicking on Filter option for the specific column in the Selected Columns pane, or by clicking on the

- Expiry Date is less than or equal to 06/30/2018
- AND** User Group is equal to / is in Staff (School of Medicine)

Example Alma Analytics Report (Records with Fines)

The screenshot shows the Alma Analytics configuration interface for a report titled "User Management - Users Eligible for Purging (with Fine...". The interface is divided into several sections:

- Criteria:** Includes tabs for "Criteria", "Results", "Prompts", and "Advanced".
- Subject Areas:** A tree view on the left showing categories like "Fines and Fees", "Transaction Date", "Creation Date", "Owning Library", "Executed by Unit", "User Details", "Preferred Contact Information", "Loan Details", "Loan Policy", "Staff Operator Details", and "Institution".
- Selected Columns:** A central pane showing columns from two subject areas: "User Details" (First Name, Last Name, User Group, Expiry Date, Primary Identifier) and "Fines and Fees Transactions" (Purge Date, Remaining Amount, Fine Fee Type).
- Filters:** A section at the bottom with instructions and three active filters:
 - Expiry Date is less than or equal to 06/30/2018
 - AND User Group does not contain Department Account; ILL HS; ILL-Law; ILL-Univ; Law Firm; Law-ILL; Missing; On Display; Purge
 - AND Fine Fee Type does not contain Credit



Initial Rounds of Purging at LUC (2016-2019)

- **Starting user record count in Alma: ~61,000+ records**
 - This included records from initial post-Alma migration (2015-2017), Voyager period (2000-2015), *and* NOTIS period (pre-2000).
- **Initial criteria**
 - Purge records that were eligible or had “auto-fill” dates.
 - Retain records with fines, lost books, and/or active loans.
- **Result~41,000 records remaining (10-04-19)**



Additional Purging at LUC (October 2019)

- **“Purge-eligible” records with fines: ~5,500+ records**
 - This included *any* record with fines that Alma still considered outstanding, including many with \$0.00 balances.
- **Initial criteria**
 - Retain records with “service indicator” transcript blocks for lost items.
 - Retain other records with balances > \$35.00 (which was the old lost item fee).
 - Purge as many other records as possible.

Example LUC BI Report (Service Indicators)

Select a Report

Filter

- Content
 - Academic Processes
 - Advising
 - Career and Program Information
 - Class Section Offerings
 - Course and Class
 - Documentation
 - Graduation
 - My Planner
 - School Specific Reports
 - Service Indicators
 - Service Indicators
 - Student Directory Information
 - Student Information Roster
 - Transfer Credit
 - Favorites
 - Portals

Report Output Service Indicators

Loyola University Chicago Service Indicators

Service Indicator Information

Select a Beginning and Ending Active Date Range :
 01/01/1978 06/30/2018

Service Indicator Term (optional): ANY

LID (optional):

Service Indicator Department:

Service Indicator: ANY
 Impact: ANY

Service Indicator Department List:

- ANY
- ACADADVIS (Academic Advising)
- ARRLUPE (Arrupe College)
- BUS (School of Business)
- CAS (College of Arts & Sciences)
- CMUN (Communication)
- EDUC (School of Education)
- ENGR (Engineering)
- FYDN (1st Year Dean)
- GPEN (Grad & Prof Enrollment Manage)

Program/Plan Information

Academic Career:	Program:	Plan:	SubPlan:
ANY	ANY	ANY	ANY
Arrupe College	Arrupe College	2MAJ-UGRD (Undergraduate Second Major)	75GA-CERT (Administration & Supervision)
Graduate Business	The Graduate School	75GA-CERT (Administration & Supervision)	75GS-CERT (Administration & Supervision)
Graduate	GHSP MPH / GSWK Dual Progi	75GS-CERT (Administration & Supervision)	75SB-CERT (Administration & Supervision)
Law	Graduate Business	75SU-CERT (Administration & Supervision)	75SU-CERT (Administration & Supervision)
Medical School	Grad Health Sci & Public Hlth	ACCT-BBA (Accounting)	AASP-MINR (African American Studies)
Undergraduate	Environmental Sustainability	ACCV-MSN (Adlt-Gero CNS w Cardio Subspe	ACCN-EMP (Controllershship)
	Graduate Legal Studies	ACEN-MSN (Adlt-Gero Acute Care NP/Emerg)	ACCT-2MAJ (Accounting)
		ACIM-MA (Adult & Corporate Inst. Mgmt.)	ACCT-EMP (Accounting)
Academic Program Status:	Academic Group:	ACIM-MED (Adult & Corporate Inst. Mgmt.)	ACCT-MBA (Accounting)
ANY	ANY	ACIS-MINR (Accounting Information Systems)	ACCT-MBA D (Accounting)
Active in Program	Arrupe College	ACJL-BA (Appl Crimlnl Justice Leadershp)	ACCT-MBA1 (Accounting)
Admitted	School of Business Admin	ACJL-CERT (Appl Crimlnl Justice Leadershp)	ACFA-EMP (Financial/Audit)
Completed Program	College of Arts and Sciences	ACMD-MS (Academic Medicine)	ACIB-EMP (International Business)
Cancelled	School of Dentistry	ACNP-MSN (Adult Gerontology Acute CareNP	ACIM-CERT (Adult & Corporate Inst. Mgmt)
		ACNR-MSN (Adlt-Gerontolgy Acute Care CNS	ACIS-MINR (Accounting Information Syster)
		ACOM-BA (Applied Communication)	ACJL-ACOM (Applied Crimlnl Justice Leade



Additional Purging: Problems and Results

- **Problems and Examples**

- Alma Analytics report categories aren't great for this sort of record purging workflow. I learned this the hard way.

- Records with “linked loans” are non-purgeable.

- Fine information is at the “instance” level, but sometimes we need an overall picture.

- **Result: <~37,750 records remaining (11-01-19)**

- **<FY18 Expiry Records remaining: ~1,500**



Next Steps after Purging at LUC

- **Establishing a firmer purging timeline**
 - The goal is purging after July 1, but reality has been September or later.
 - Should we purge more than once per FY?
- **Using purging as a kick-start for other privacy tasks**
 - The next department project: deleting PII e-mails from shared accounts.
- **Looking at policy changes for fines**
 - We want to eliminate or reduce our non-lost item fines (which Chicago Public Library did last year).



Purging User Records: Three Final Takeaways

- **Look at how Access Services can be involved**
 - This is a *great* way to have public services do data cleanup that provides them tangible benefits.
- **Consider automating some of the purge process via APIs**
 - This is something that we are going to investigate at LUC.
- **Patron data cleanup = stronger privacy**
 - Migrating with and/or retaining all of your institution's old records is simply bad for privacy.

Questions?