CARLI

ALMA: OVERVIEW OF ALMA ANONYMIZATION

May 29, 2024

Agenda

- Overview of Alma Anonymization
- Timeline
- Alma Configuration Settings
- Considerations for Library Staff
- Upcoming Webinars and Training

Overview of Alma Anonymization

- Anonymization in Alma removes personal user information from fulfillment transactions (loans, fines/fees, requests) after that information is no longer required for a current transaction and is considered “complete” in the system.

- Anonymization in Alma leaves non-patron-identifiable information such as user group and affiliated I-Share institution reportable through Alma Analytics.

Overview of Alma Anonymization

- Alma supports the anonymization of patron data and fulfillment transactions with a wide range of options.

- CARLI staff and the CARLI Resource Sharing Committee have tested and decided upon several consortial policies for I-Share that optimize the privacy of patron data while balancing the needs of library staff to access these data.
    - These configurations have been approved by the CARLI Governance Board.

Timeline

- CARLI will enable Alma's anonymization of user data feature for all I-Share libraries on July 29, 2024.

- How do we prepare?
  - Review best practices for handling PII
  - Consider your institution's data needs
  - Review Alma Analytics reports for Anonymization effects
  - Modify Analysis as needed, or, prepare to export data

Upcoming Webinars and Training

Alma How-To: Anonymization and Analytics –
Thursday, June 6, 2024, 2:00 PM – 3:00 PM

- How to determine if you run a report that relies on data that will be anonymized
- How to set up a report to be auto-run/auto-exported

Alma How-To: Reporting and Anonymization –
Monday, June 10, 2024, 11:00 AM – 12:00 PM

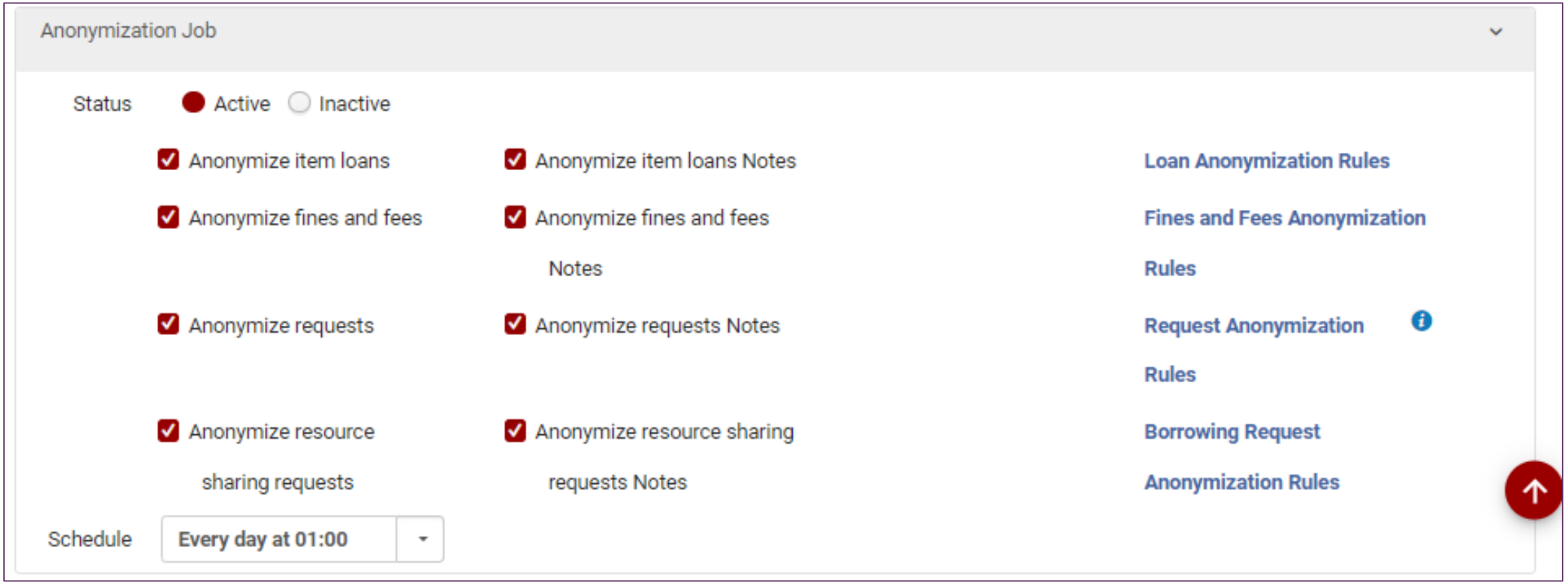
- CARLI staff and Dennis Krieb from Lewis and Clark Community College will discuss using reporting data for institutional purposes (and in light of Anonymization)

Alma Configurations

- CARLI staff will set and maintain these configurations in all I-Share IZs; there is no action required on the part of I-Share libraries to configure Anonymization.

- Reminder: I-Share Libraries should NOT make any edits to the Alma Configuration under Fulfillment > General > Fulfillment Jobs Configuration.
    - These settings are consortially determined and managed by CARLI Office Staff.

Alma Configurations



Screenshot shows the Alma Configuration for the Anonymization Job, including how the job will be set after July 29, 2024.

Alma Configurations

- The decision to retain most data for seven days after the transaction ends rather than implementing immediate anonymization allows for the ability to identify problematic transactions (e.g. damage to items, routing/printing errors) and the ability for I-Share libraries to tie patron activities to assessment goals and outcomes when needed.
- Except for I-Share libraries using one-way Bursar transfer with Alma, the Anonymization configurations will be standardized across all I-Share IZs for consistency of application and predictability.

Alma Configurations

- Anonymize item loans
    - Parameter set: Days Since Loan Ended: 7
- Anonymize item loans Notes
    - Parameter set: Days Since Loan Ended: 7

Alma Configurations

- Anonymize requests (local)
    - Parameter set: Days Since Request Ended: 7
- Anonymize request Notes (local)
    - Parameter set: Days Since Request Ended: 7
- Anonymize resource sharing requests (I-Share)
    - Parameter set: Days Since Request Ended: 7
- Anonymize resource sharing requests Notes (I-Share)
    - Parameter set: Days Since Request Ended: 7

Alma Configurations

- Anonymize fines and fees
    - Parameter set: Days Since Fine/Fee Closed: 2,555 (7 years)
    - For I-Share libraries using one-way bursar transfer only: This setting may differ from consortial standard setting pending individual conversations with those libraries.
- Anonymize fines and fees Notes
    - Parameter set: Days Since Fine/Fee Closed: 2,555 (7 years)
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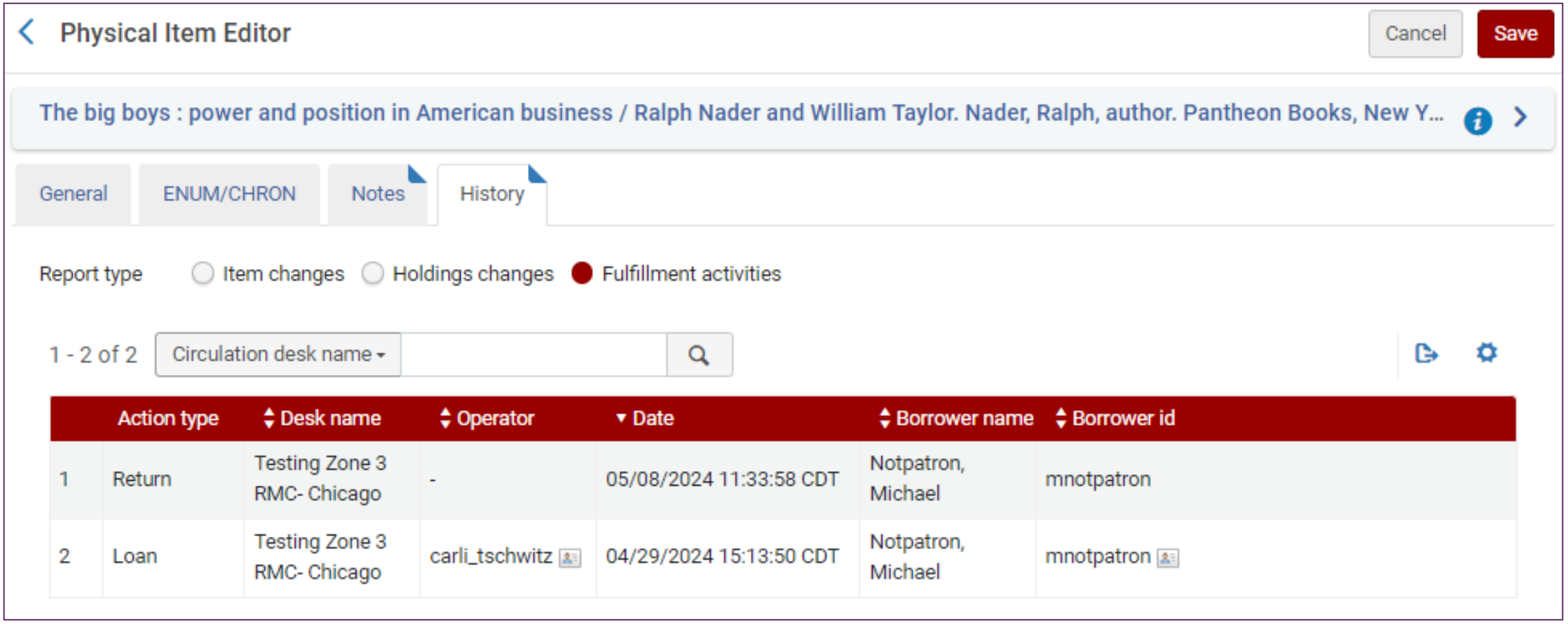
Considerations for Library Staff

- Changes within Alma

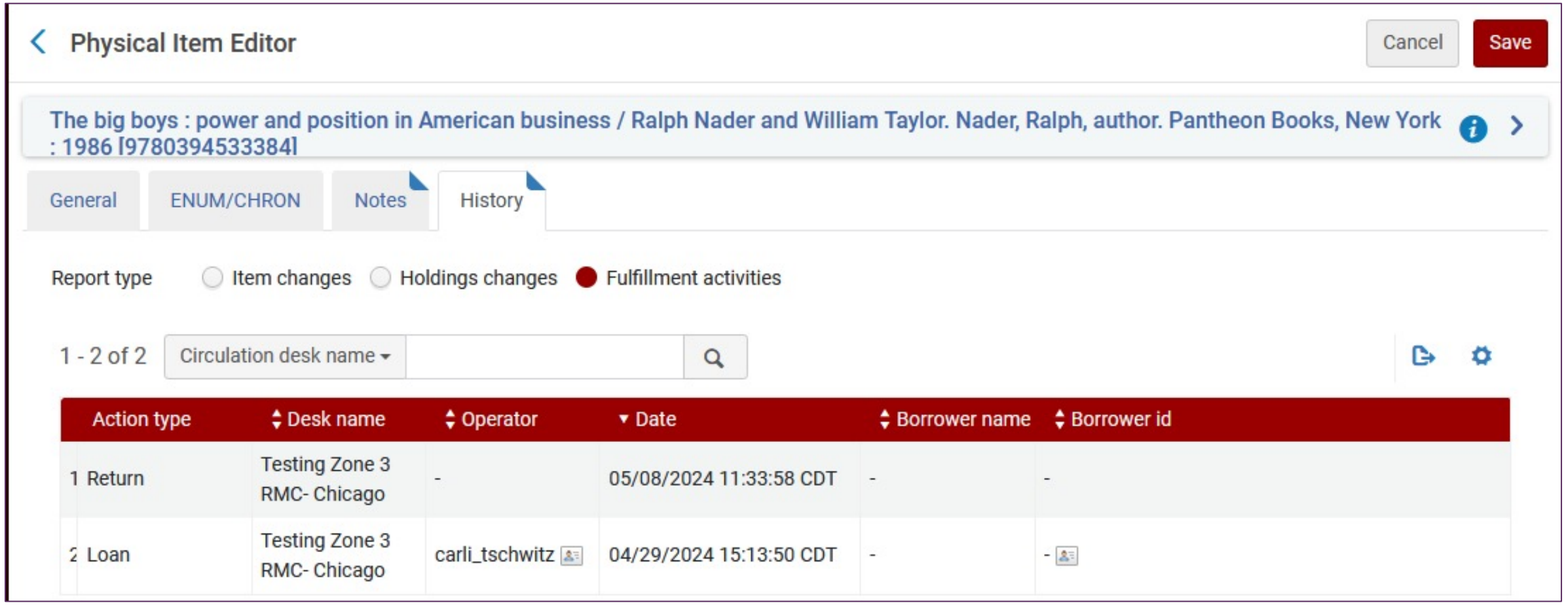
Considerations for Library Staff- Alma Views

- Loans- Screenshot before Anonymization



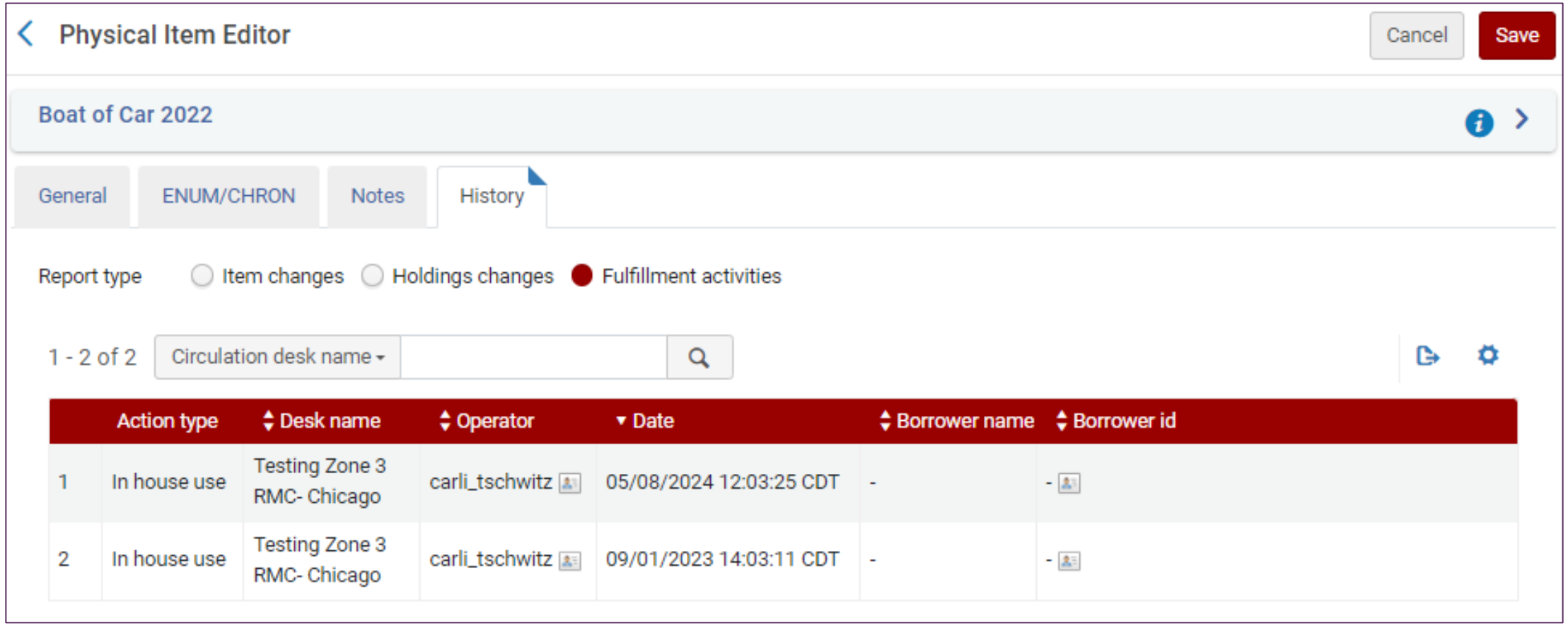
Considerations for Library Staff- Alma Views

- Loans- Screenshot after Anonymization



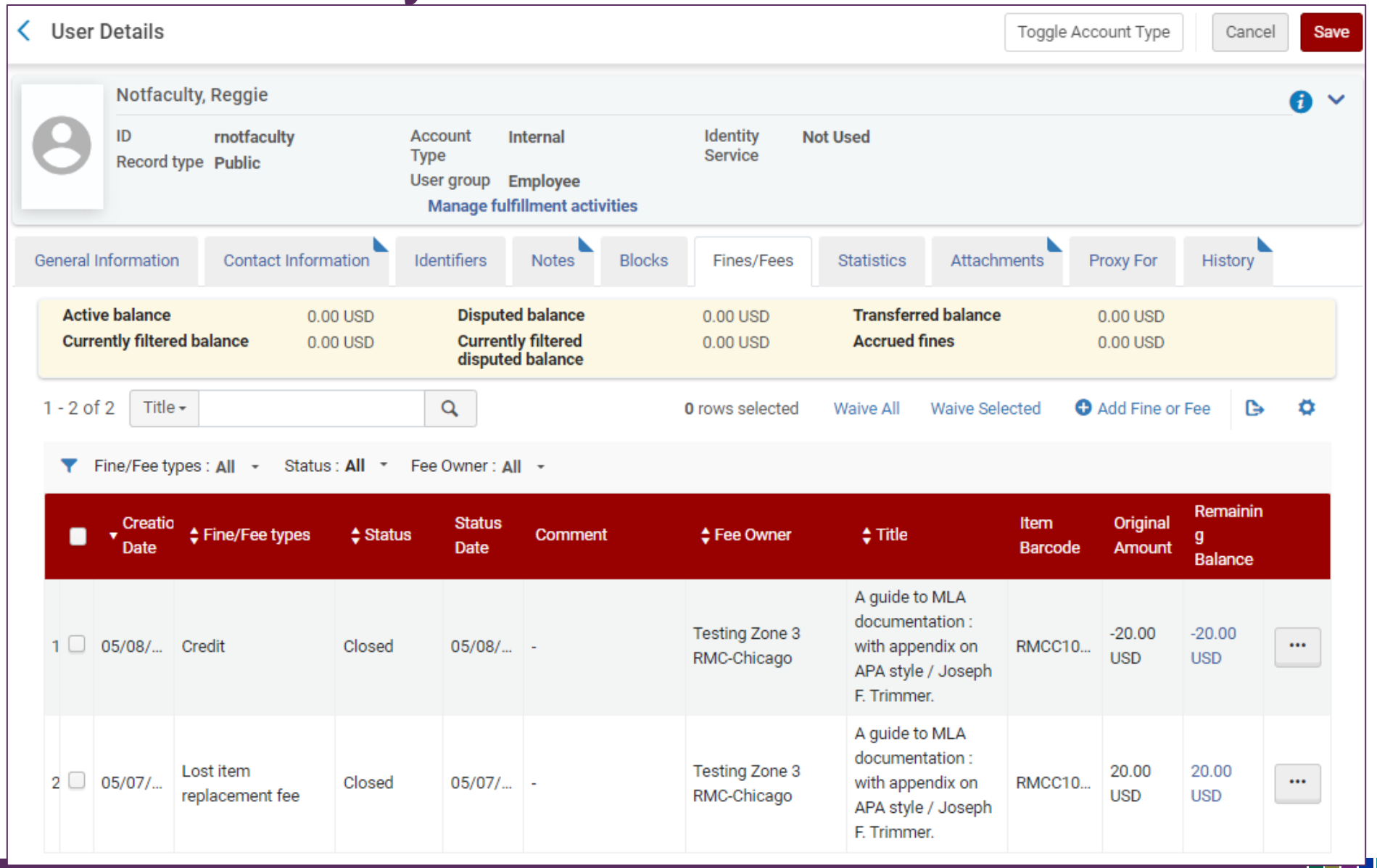
Considerations for Library Staff- Alma Views

- Example of an “In house use” transaction



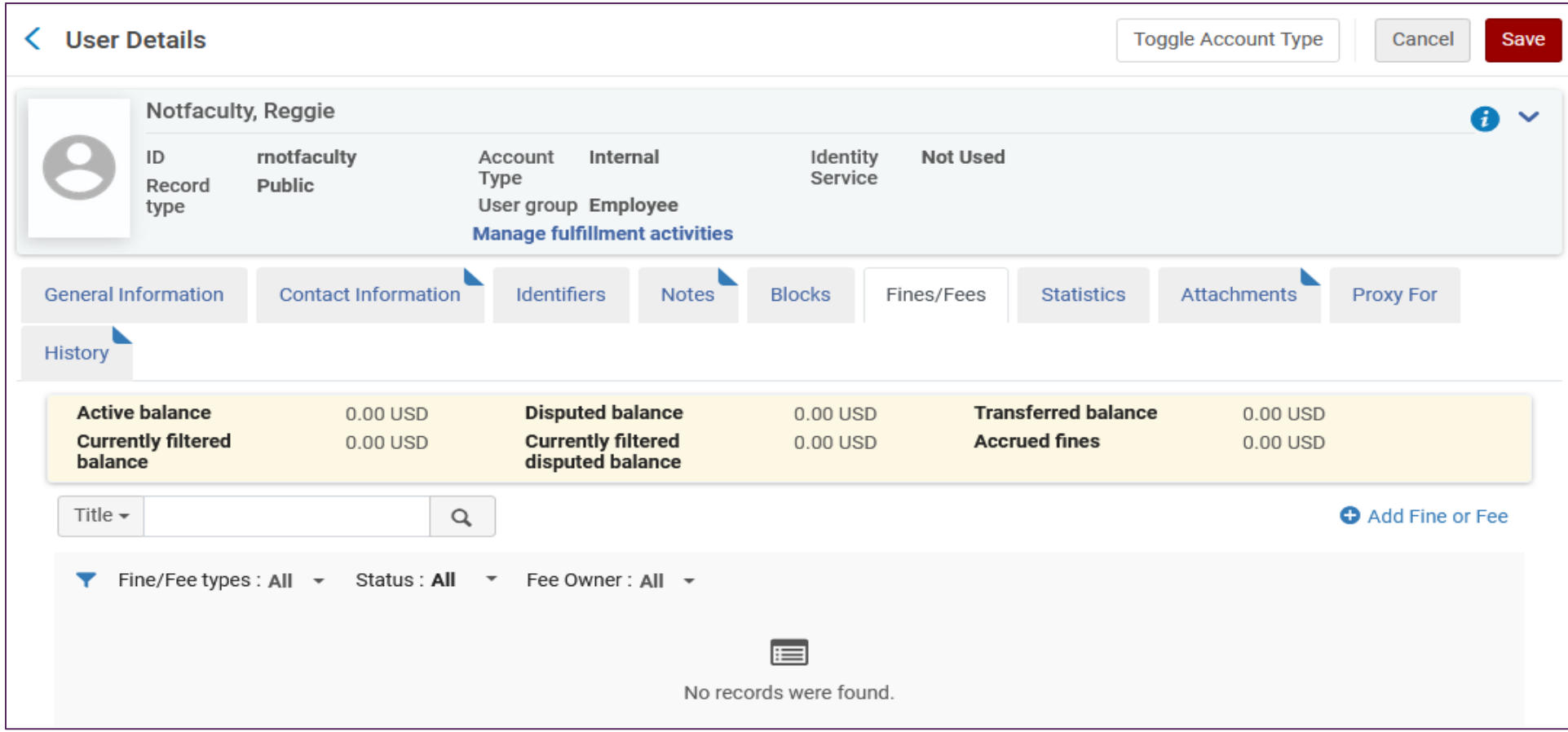
Considerations for Library Staff- Alma Views

- Fines/fees- Screenshot before Anonymization



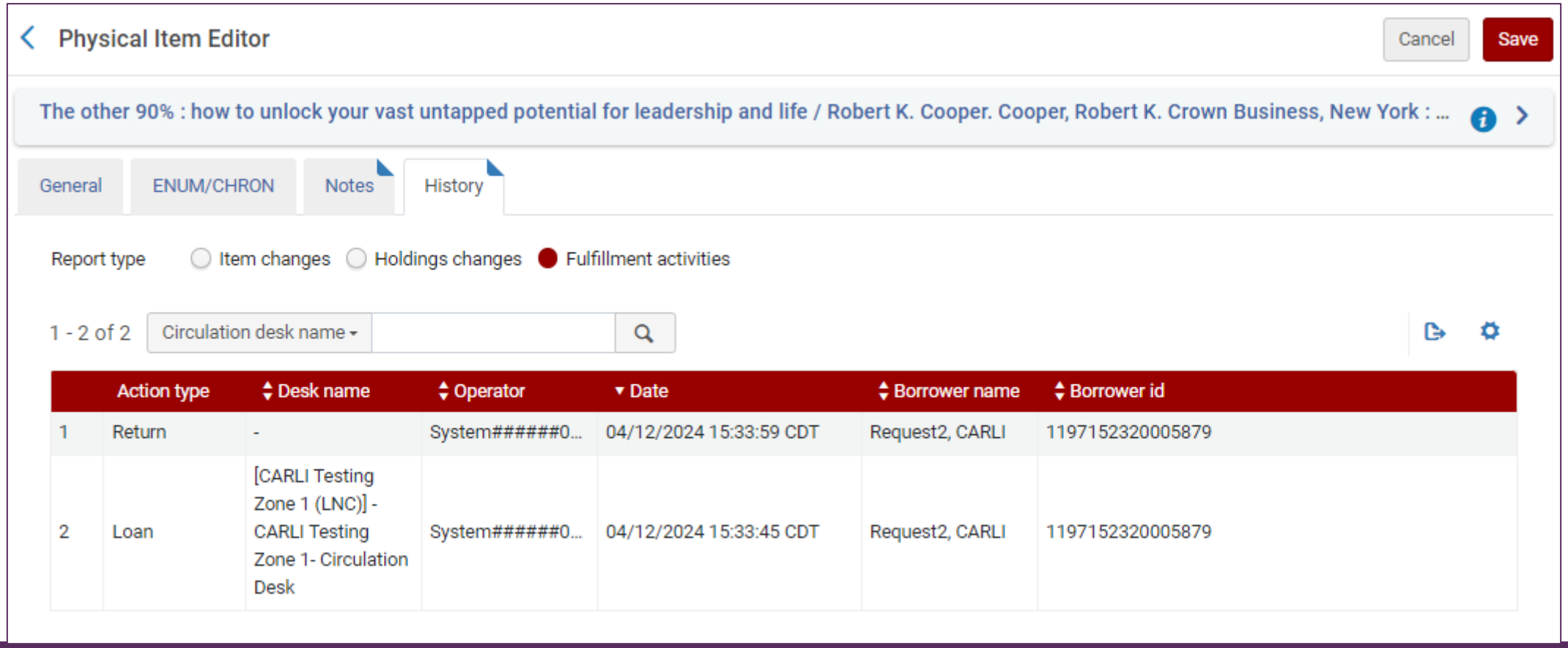
Considerations for Library Staff- Alma Views

- Fines/fees- Screenshot after Anonymization



Considerations for Library Staff- Alma Views

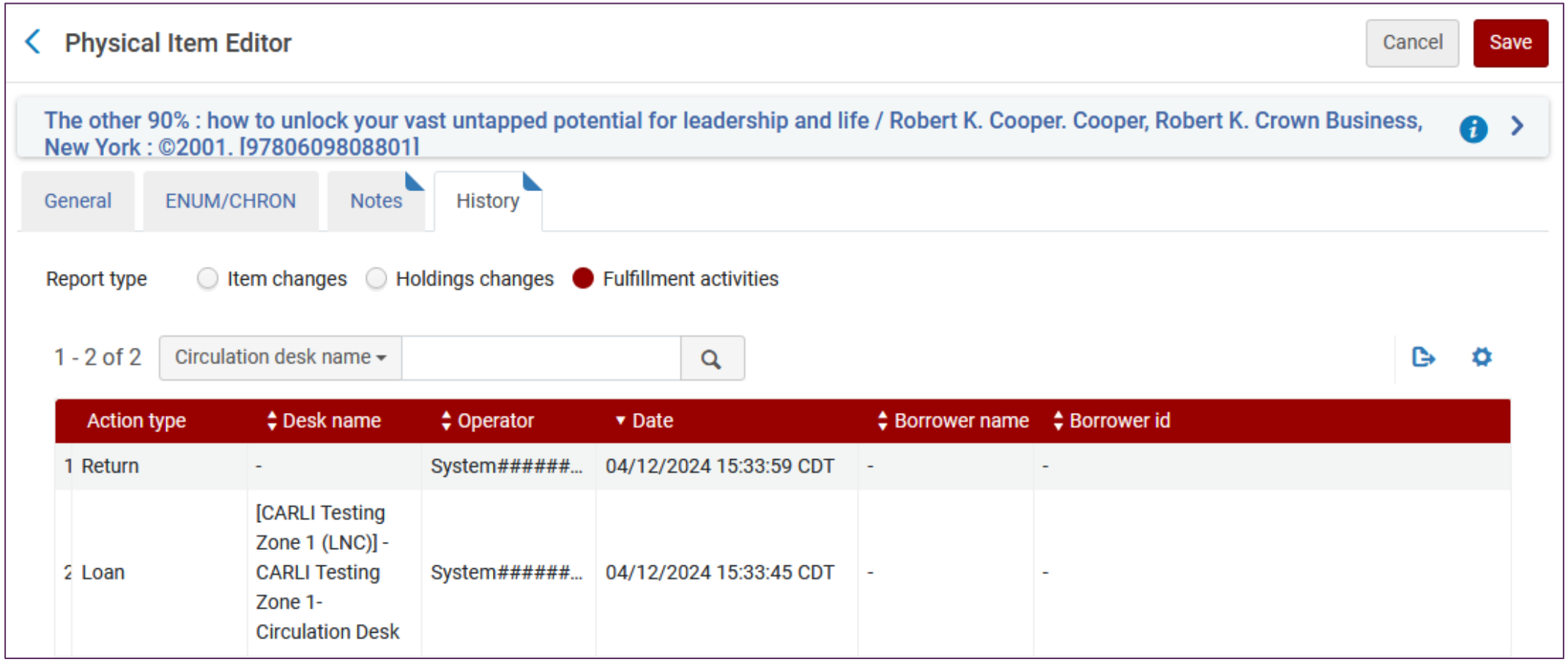
- Request by a local patron in item history- Screenshot before Anonymization



	Action type	Desk name	Operator	Date	Borrower name	Borrower id
1	Return	-	System######0...	04/12/2024 15:33:59 CDT	Request2, CARLI	1197152320005879
2	Loan	[CARLI Testing Zone 1 (LNC)] - CARLI Testing Zone 1- Circulation Desk	System######0...	04/12/2024 15:33:45 CDT	Request2, CARLI	1197152320005879

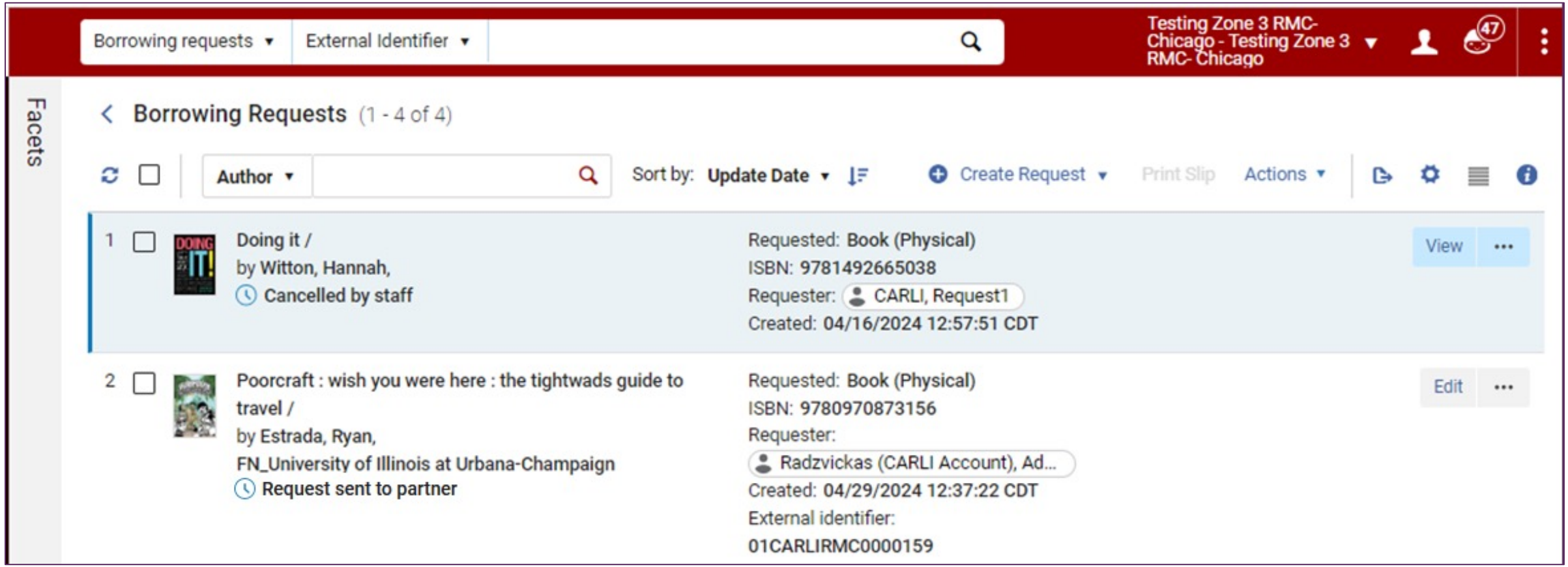
Considerations for Library Staff- Alma Views

- Request by a local patron in item history- Screenshot after Anonymization



Considerations for Library Staff- Alma Views

- I-Share Borrowing Request- Screenshot before Anonymization



Considerations for Library Staff- Alma Views

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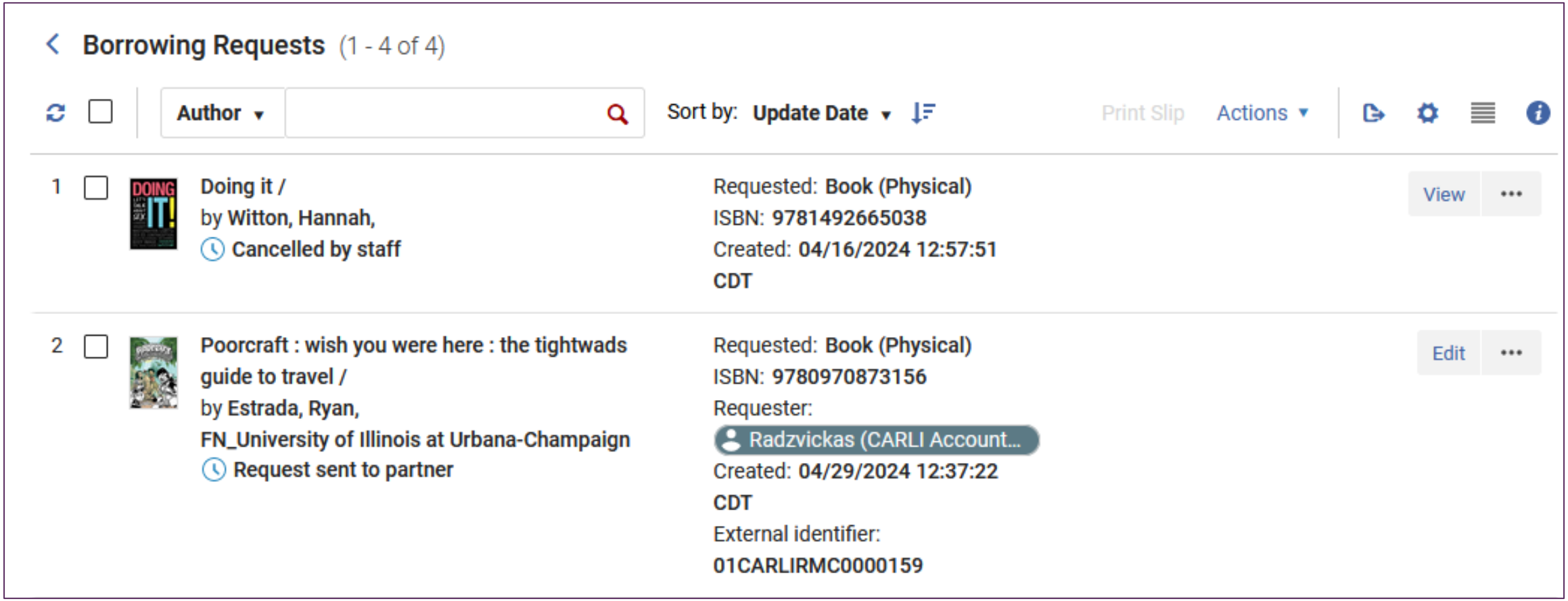
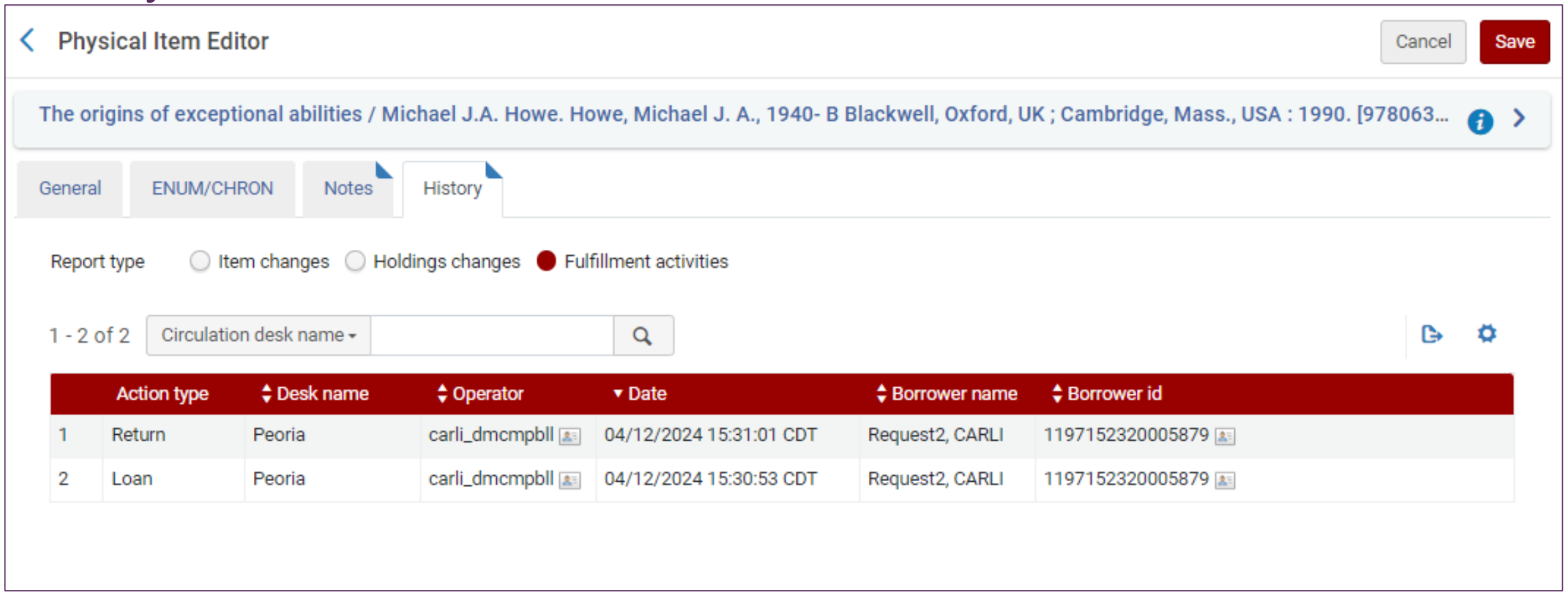


Considerations for Library Staff- Alma Views

- Request by an I-Share patron in item history- Screenshot before Anonymization



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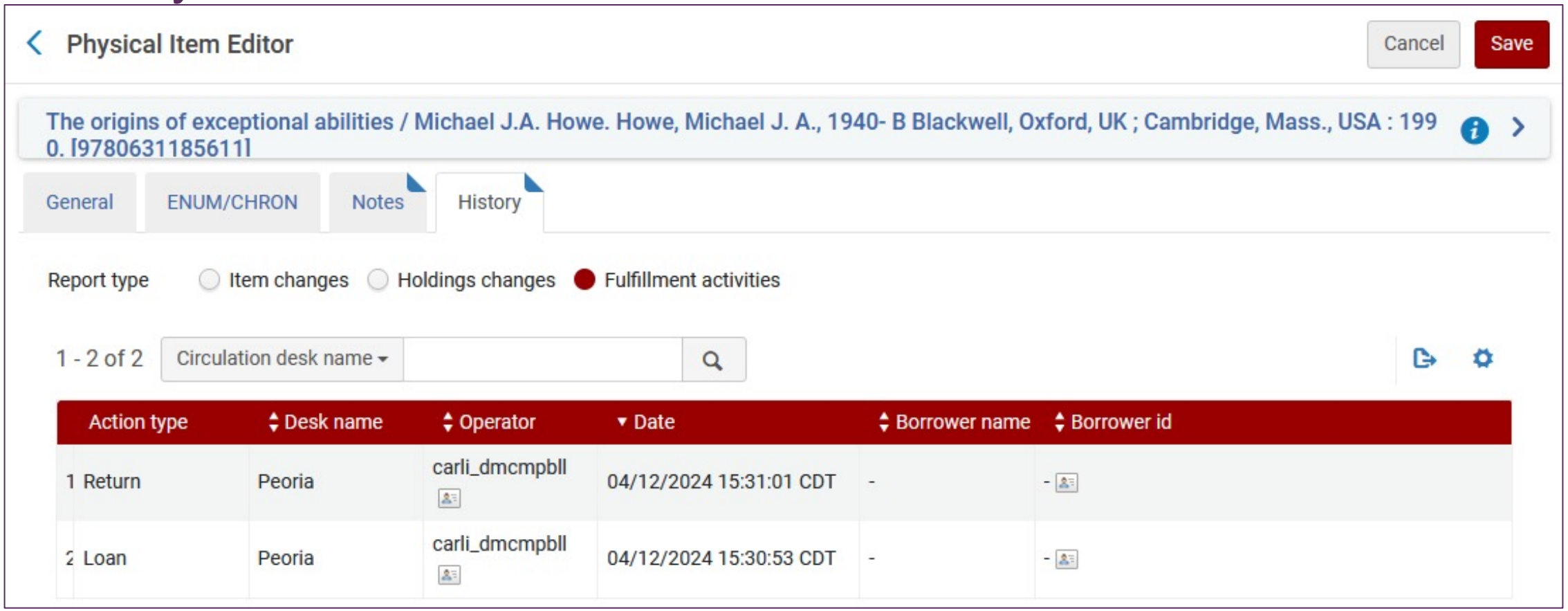
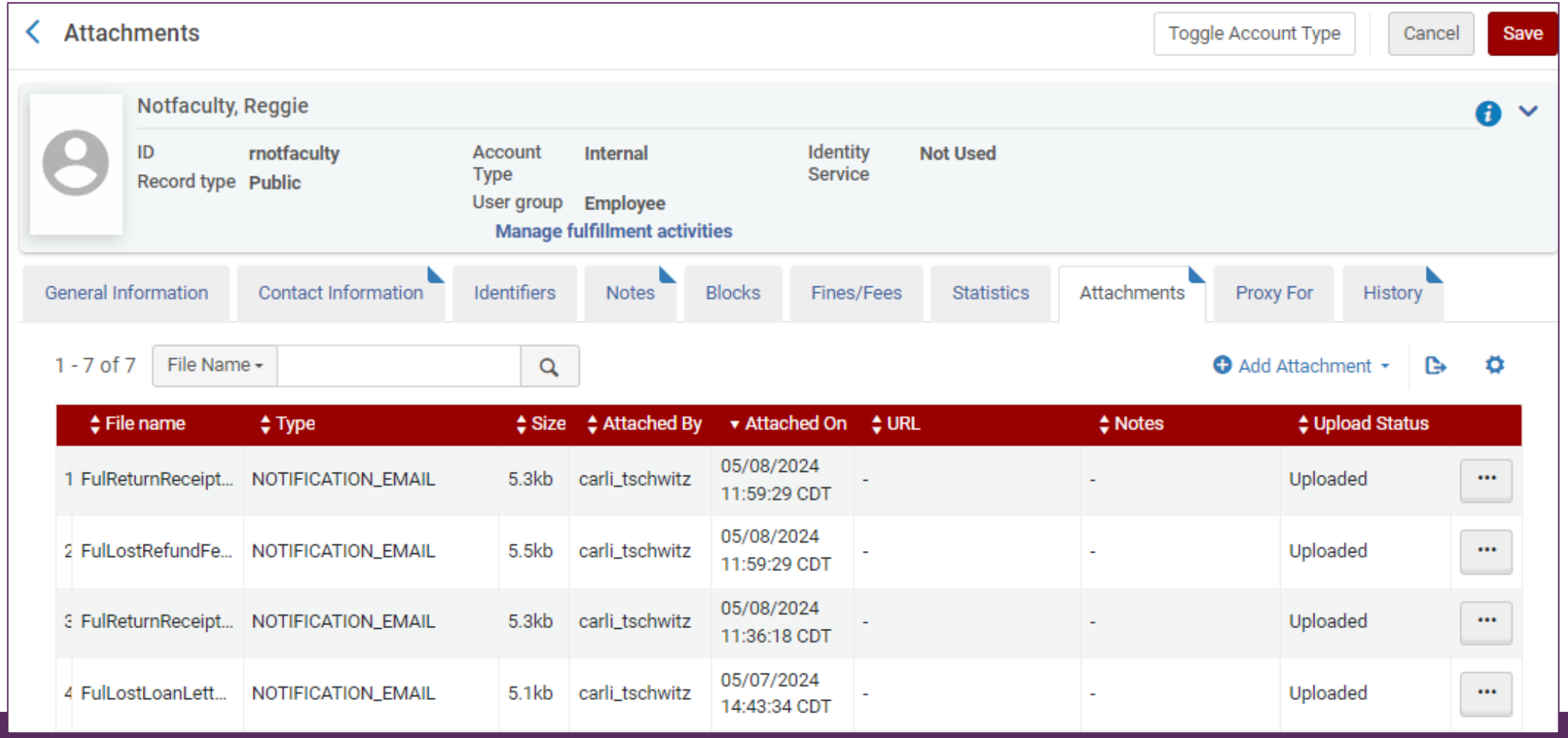


Considerations for Library Staff- Alma Views

- Letters retained for 60 days.



Considerations for Library Staff- Reporting Changes

- Note that some of your local practices regarding the use of fulfillment data may not be known by CARLI staff, therefore you will need to review the following:
  - Look at your existing Alma Analytics reports that obtain fulfillment data
  - Think about the fulfillment data that you obtain directly from Alma that will be anonymized going forward.
    - APIs
    - Webhooks

Considerations for Library Staff- Reporting Changes

- Forthcoming:
  - CARLI Webpage with a list of fields affected by Anonymization.
    - An Ex Libris support ticket was opened by CARLI at the end of March asking for a complete list of fields affected by Alma anonymization. We are currently still waiting for a response.

Considerations for Library Staff- Reporting Changes

- Example #1 of Alma Fulfillment data use:
  - Damaged laptop that was returned more than 7 days ago but you realized that it is damaged now.
    - Since anonymization occurs 7 days after the item is returned, the patron's identifier will no longer be connected to the item that was loaned. Within Alma and/or Alma Analytics, you will not be able to determine who damaged the laptop.

Considerations for Library Staff- Reporting Changes

- Example #2 of Alma Fulfillment data use:
  - Your library helps the institution gather academic performance data tied to library resource use.
    - An Alma Analytics Object emails monthly reports of aggregate numbers of items checked out by a patron for reporting purposes.
    - Since anonymization occurs 7 days after the item is returned, the report could return inaccurate data. The patron's identifier will no longer be connected to items that were returned more than 7 days ago. Items returned less than 7 days ago will be reported.

Considerations for Library Staff- Reporting Changes

- The reports from the I-Share Annual Statistical Package for Alma Data will be updated by CARLI staff
  - The fiscal year 2023-2024 reports will not be affected by anonymization
  - CARLI staff will modify the Annual Statistics Package reports as needed to ensure continuity of data in forthcoming fiscal years once anonymization is enabled.

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Q & A