Staff vs. Public data (views) in Primo

How we have used Primo to protect our confidential data, and share our public data

THE CHURCH OF
JESUS CHRIST
OF LATTER-DAY SAINTS
Agenda (staff vs. public data)

Background

• The Problem
• The Solution (Overview and Demo)
• The Solution (Details)
• Additional Material
Background LDS Church

• 14+ million members globally
• 166 languages supported
• $885 MM of humanitarian assistance given since 1985
• 4 Universities and Colleges
• Family History Library
• Church History Library
• Audio Visual Department / Motion Picture Studio
Within The Church of Jesus Christ of Latter-day Saints there is a Church History Department.

Inside this department there is a Church History Library, Museum, and Archives.

- Aleph handles circulation for all 3 organizations.

Primo is used for search and discovery.
3 Categories of Confidential Data

• Most of our records are public (no confidential data).
• Some records are completely confidential (Staff only).
• Some public records contain fields that are confidential.
Agenda (staff vs. public data)

• Background

The Problem

• The Solution (Overview and Demo)
• The Solution (Details)
• Additional Material
The Problem

• How to configure Primo to:
  – Share confidential records only with Staff
  – Share records with the Public but suppress confidential tags (only staff can see these)

Red data is not available to the Public
• Other concerns:
  
  – Some locations are only relevant to staff.
  
  – Real-Time Availability for Public search results for should favor the Open Stacks, while Staff searches should favor the search context.
Agenda (staff vs. public data)

- Background
- The Problem
- The Solution (Overview and Demo)
- The Solution (Details)
- Additional Material
Staff and Public Data (views)

OVERVIEW AND DEMO
The Solution (Overview)

• We worked with Ex Libris to come up with a solution that uses native Primo functionality.
  – We are using Primo 3.1.

• The basic concept is to create 2 sets of everything.
  – One for Staff and one for the Public.
  – 2 institutions, 2 views, 2 data sets, 2 pipes, etc.

• We are now in Production with this solution.
Demo

• Public View
• Staff View
Why 2 Sets of Everything?

• What we found with a view-only approach to security:
  – There is no way to prevent the public from accessing Staff view.
  – There is no way to prevent the public from accessing the PNX records.

• Conclusion:
  – Separate our data into 2 sets (Staff and Public).
  – Create 2 experiences:
    • One for Staff
    • One for Public

• What follows is the “how to”.
Sub-Agenda

• The Solution (Details)
  • Create two institutions (with separate libraries)
  • Create two data sources and two pipes
  • Create two sets of normalization rules
  • Create two views with search scopes
  • Additional configuration
Staff and Public Institutions

CREATE TWO INSTITUTIONS
Create Two Institutions

• Create two institutions to facilitate two different user experiences: Staff and Public.
  – Real-Time Availability
  – Authentication
  – Views

• Create the Staff Institution and Library Codes and then duplicate and modify for the Public Institution.

• Public Institution (nearly identical):
  – No Source ILS Library codes in the Public
  – No ILS Delivery Base URL
In order to manage Real-Time Availability separately for the Public View, we created a special set of Public library codes. (See normalization rules and Real-Time Availability sections for “how-to” details).

Our goal was to have 3 types of requests a Public patron can make:

- Go directly to the Open Stacks and get the material.
- Place a hold request at the Reference Desk (and receive the material in the reading room in a few minutes).
- Make a special request at the Reference Desk (and come back when the material is available).
Sub-Agenda

• The Solution (Details)
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Staff and Public Data Sets

CREATE DATA SOURCES AND PIPES
Overview

• In order to Harvest 2 sets of data in Primo, we configured our Source ILS to publish 2 sets of data.
Harvest Two Sets of Data

• In Aleph, we created 2 logical bases to separate our data into Staff and Public data.
  – Staff (all records, all tags)
  – Public (non-confidential records, non-confidential tags)

• In Primo, we created 2 data sources, 2 scope values, 2 normalization rules, and 2 pipes
Publish 2 Sets of Data

- We use the STA tag in our Aleph data. Records that have STA=FINAL are available for the public. We created 2 logical bases as follows:
  - /opt/exlibris/aleph/u20_1/alephe/tab/tab_base.eng
  - PUBLIC_BASE_NAME | Public Records | XYZ01 Y wst=FINAL
  - STAFF_BASE_NAME | Staff Records | XYZ01 Y alldocuments

- Add the logical bases to the Aleph publishing mechanism
  - /opt/exlibris/aleph/u20_1/xyz01/tab/tab_publish
  - STAFF | STAFF_BASE_NAME | N | STAFF | MARC_XML
  - PUBLIC | PUBLIC_BASE_NAME | N | PBLIC | MARC_XML

- Modify expand routines
  - /opt/exlibris/aleph/u20_1/xyz01/tab/tab_expand
  - STAFF | expand_doc_bib_avail | THRESHOLD=500
  - STAFF | expand_doc_bib_accref_1 | THRESHOLD=500
  - STAFF | expand_doc_bib_hol | THRESHOLD=500, SUP-HOL=Y,5####,856##, etc.
  - PBLIC | expand_doc_bib_avail | THRESHOLD=500
  - PBLIC | expand_doc_bib_accref_1 | THRESHOLD=500
  - PBLIC | expand_doc_bib_hol | THRESHOLD=500,866##,900##,930##
Create Two Data Sources

• In Primo, we created 2 data sources (Staff and Public)
  – In the data source (Ongoing Config > Pipe Configuration > Data Source):
    • The Public data source (name, code, desc) is connected to the Public Institution (the Staff data source connects to the Staff Institution).
    • The Original Source Code (and everything else) is the same for Staff and Public – since it points to the same XYZ01 Bib Library.
Create Two Sets of Scope Values

- Create Public and Staff Scope Values
  - Scope Values affect multiple functions in Primo: scope limitation in views, normalization rules and real-time availability.
  - We created separate Scope Values (for the Staff and Public data sets) so that we can have separate searches for Staff and Public.
  - For Staff View: create at least 1 Restricted Search Values to put on every Staff record (from the Staff data set).

Scope Values List

<table>
<thead>
<tr>
<th>Code</th>
<th>Name</th>
<th>Description</th>
<th>Type</th>
<th>Search</th>
<th>Restricted Search</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHD</td>
<td>CHD: All of CHD &amp; MSD Scope</td>
<td>CHD: All of CHD &amp; MSD Scope</td>
<td>institution</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PCHD</td>
<td>PCHD: Public CHD &amp; MSD Scope</td>
<td>PCHD: Public CHD &amp; MSD Scope</td>
<td>institution</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OPEN</td>
<td>OPEN: Open Stacks Scope (pu...</td>
<td></td>
<td>library</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OSTKS</td>
<td>OSTKS: Open Stacks Scope</td>
<td></td>
<td>library</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LIBRARY</td>
<td>LIBRARY: Owned Records Scope</td>
<td></td>
<td>collection</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PARCHIVES</td>
<td>PARCHIVES: Owned Records (...</td>
<td></td>
<td>collection</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PLIBRARY</td>
<td>PLIBRARY: Owned Records (pu...</td>
<td></td>
<td>collection</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ARCHIVES</td>
<td>ARCHIVES: Owned Records Sc...</td>
<td></td>
<td>collection</td>
<td></td>
<td></td>
</tr>
<tr>
<td>REFDESK</td>
<td>REFDESK: Reference Desk (pu...</td>
<td></td>
<td>library</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MSD</td>
<td>MSD: Owned Records Scope</td>
<td></td>
<td>collection</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CHD_STAFF_RESTRICTED</td>
<td>CHD_STAFF_RESTRICTED: C...</td>
<td></td>
<td>other</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Create Two Pipes

- Ongoing Config > Pipe Config > Pipe Config Wizard:
  - Create Public and Staff Pipes

  - The Public Pipe is connected to the Public Data Source and the Public Normalization Rules, and the Public Source directory **.
  - The Enrichment Set (and everything else) is the same.

** This is dependent upon your harvest method.
Sub-Agenda

• The Solution (Details)
  • Create two institutions (with separate libraries)
  • Create two data sources and two pipes
  • Create two sets of normalization rules
  • Create two views with search scopes
  • Additional configuration
Staff and Public Normalization Rules

CREATE NORMALIZATION RULES
Normalization Overview

- Use the Normalization Rules to map Public Data to the Public Institution, and Staff Data to the Staff Institution.
- This is the map for Aleph AVA tag (PNX Section: Display, Field: Library Level Availability).

### Aleph AVA Tag

<table>
<thead>
<tr>
<th>AVA</th>
<th>Library Availability</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>a</td>
<td>ADM code</td>
<td>Institution Code</td>
</tr>
<tr>
<td>b</td>
<td>Sublibrary code</td>
<td>Library Code</td>
</tr>
<tr>
<td>c</td>
<td>Collection (first found)</td>
<td>Collection Code</td>
</tr>
<tr>
<td>d</td>
<td>Call number (first found)</td>
<td></td>
</tr>
<tr>
<td>e</td>
<td>Availability status</td>
<td>If it is on loan (it has a Z36). If it is on hold shelf (it has Z37=S). If it has a processing status.</td>
</tr>
</tbody>
</table>

- f: Number of items (for entire sublibrary)
- g: Number of unavailable loans
- h: Multi-volume flag (Y/N) If first Z30-ENUMERATION-A is not blank or 0, then the flag=Y, otherwise the flag=N.
- i: Number of loans (for ranking/sorting)
- j: Collection code

### Primo Normalization Rule

The library-level availability status, which includes availability information per Primo library or sub-location, in addition to location information. The field is structured with subfields as follows:

- **$SI** — institution code
- **$SL** — library code
- **$S1** — sub-location
- **$S2** — call number
- **$S5** — availability status (available, unavailable, check_holding)
- **$S3** — number of items
- **$S4** — number of unavailable items
- **$S6** — multi-volume flag: Y/N
- **$S6** — number of loans (for ranking purposes)
Normalization Rules Mapping

• Create the normalization rules for the Staff Institution, then duplicate them and modify them to create the Public normalization rules.

• The main thing that must be in the Staff rule set (and not in the Public rule set) is the following:
  – PNX > Search > Restricted Search Scope

Normalization Set Editor

Normalization Rules Set: ALEPH-CHD
Section: Search
Field: Restricted Search Scope

Normalization Rules for field ressearchscope in PNX Section search in Normalization rules set ALEPH-CHD

<table>
<thead>
<tr>
<th>Type</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Constant</td>
<td>CHD_STAFF_RESTRICTED</td>
</tr>
</tbody>
</table>

Transformation Parameter

Copy As Is
Public Normalization Rules

• What follows are the changes to the Public Normalization rules.

• Mapping areas to be changed:
  – Delivery & Scoping
  – Display
  – Search
This will map the Aleph ADM library to the Public Institution using the “ILS Institution Codes” mapping table.

We used a very simple approach to Institution Codes. E.g.

- Staff Institution: CHD
- Public Institution: PCHD
Display > Library Level Availability ($$I – Institution)

• For the Public normalization rules:
  – Section: Display, Field: Library Level Availability
  – This is the “Institution” part ($$I) of this PNX tag
  – Use mapping table: ILS Institution Code
  – Add a “P” in front of the $$I field.
  – See next slide for example.

Title: On the road with Joseph Smith: an author's diary, by Richard Lyman Bushman
Display > Library Level Availability ($$L – Library)

• For the Public normalization rules:
  – Section: Display, Field: Library Level Availability
  – This is the “Library” part ($$L) of this PNX tag
  – Map the AVA $$b to the custom library category
  – See next slide for example.

Title: On the road with Joseph Smith: an author's diary, by Richard Lyman Bushman
# Display > Library Level Availability ($$L - Library)

## Condition 3 - Logic
- **Type**: True

## Condition 3 - Source
- **Type**: MARC
- **Field**: AVA
- **Ind1**: 
- **Ind2**: 
- **Subfield**: Include
- **Success If**: Match Current

## Condition 3 - Routines
- **General Parameter**: 
- **Routine**: Check string equals string
- **Parameter**: OTHER

## Condition 4 - Logic
- **Type**: True

## Condition 4 - Source
- **Type**: MARC
- **Field**: AVA
- **Ind1**: 
- **Ind2**: 
- **Subfield**: Include
- **Success If**: Match Current

## Condition 4 - Routines
- **General Parameter**: 
- **Routine**: Check string equals string
- **Parameter**: VAULT

## Transformations
- **Transformation**: Write constant
- **Parameter**: $$$LREFDESK

## Action
- **Behavior**: MERGE
- **First delimiter**: None
- **First delimiter Space**: None
- **Repeat Number**: None
- **Remaining delimiters**: None
- **Remaining delimiters spaces**: None
Search > Search Scope

- This will map the Public data sets for the Library, Museum and Archives libraries to the appropriate Scope Value Code.
• This will map the Aleph sub-library to the custom library buckets.
• This is to “prefer” a certain library location in Real-Time Availability.
Sanitize PNX Tags

• For the Public normalization rules:
  – Disable any other PNX tags that you don’t want associated with the Public data set.
  – Note: we attempted to ensure that our Public data set didn’t include any confidential tags, this step was a precaution – just in case we missed something.
Sub-Agenda

• The Solution (Details)
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Staff and Public View

CREATE TWO VIEWS
Create Two Views

• From Primo’s help:

  – Each institution can have its own fully customized views. Views can be defined for individual institutions within a consortium or for all institutions within a consortium. However, each view must have a default institution, which is used for end-user authentication.

  – By attaching the Staff view to the Staff institution, you can leverage Primo’s user group functionality for authentication. E.g. the Public user cannot access the restricted data.
Staff vs. Public View

• Create the Staff view first, then duplicate it and modify it for the Public view.
  – Connect the Staff View to the Staff Institution.

• The following slides walk you through the View Wizard for the Public View.
Create the Staff view first, then duplicate it and modify it for the Public view.

- Connect the Public View to the Public Institution.
Public View (example)

• When creating Search Scopes, use the Public Scope Values defined earlier.

• We created a set of Search Scopes to match the Church History Department.
Public View, Library Search Scope

- We attached Library records (Scope Value: PLIBRARY) to the Search Scope of the same name: PLIBRARY.

- Note: the Search Scope name can be different from the Scope Value.
Public View, Default Tab

- Add the Search Scopes to the default tab.

Edit View Attributes

General Attributes of default_tab Tab

- Tab Name:
- Description:
- ToolTip:
- Display Find In Database:

Scopes for default_tab Tab

<table>
<thead>
<tr>
<th>No.</th>
<th>scope Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>PCHD</td>
</tr>
<tr>
<td>2</td>
<td>LIBRARY</td>
</tr>
<tr>
<td>3</td>
<td>PMUSEUM</td>
</tr>
<tr>
<td>4</td>
<td>PARCHIVES</td>
</tr>
<tr>
<td>5</td>
<td>DIGITAL</td>
</tr>
<tr>
<td>6</td>
<td>DCMS-CHD</td>
</tr>
<tr>
<td>7</td>
<td>BYUP-CONTENTDM</td>
</tr>
<tr>
<td>8</td>
<td>PALL</td>
</tr>
</tbody>
</table>
Public View, Tiles

- Add the public facing fields (non-confidential tags) to the Full Results.
  - These fields are in the Public data set.

- Add the public facing links.

<table>
<thead>
<tr>
<th>Links to display in full results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Field</td>
</tr>
<tr>
<td>Link to Resource</td>
</tr>
<tr>
<td>Additional Link</td>
</tr>
<tr>
<td>Link to Union Catalog</td>
</tr>
<tr>
<td>GBS full</td>
</tr>
<tr>
<td>Link to Finding Aid</td>
</tr>
</tbody>
</table>
Public View, Search Example

• Search on “rough stone” in Library Search Scope

Search the library catalog and other resources

rough stone

Search

On the road with Joseph Smith: an author's diary, by Richard Bushman

Richard Lyman Bushman 1931-

Call Number M270.1 B97890 2007
Request from Reference Desk Res-Book (M270.1 B97890 2007)

Brief

On the road with Joseph Smith: an author's diary, by Richard Lyman Bushman

Author/Creator: Richard Lyman Bushman 1931-

Publisher: Salt Lake City, [Utah] Greg Kofford Books c2007

Description: Summary: Richard Bushman's memoir written during his travels across the country delivering lectures on his book Rough Stone Rolling.

Subjects: Smith, Joseph 1805-1844.; Bushman, Richard Lyman 1931-; Authors -- Diaries; Journals

Language: English

Format: 141 p. 21 cm.

Access Note: Paperback.

Includes index.

Call Number: M270.1 B97890 2007

Full
Sub-Agenda

• The Solution (Details)
  • Create two institutions (with separate libraries)
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  • Additional configuration
Staff and Public Configuration

ADDITIONAL CONFIGURATION
Configure tab_service.<institute>

- This defines the linkage between Primo and Aleph for the institution in your ILS. We used the department acronym for the Staff institute. E.g. MSD, FHD, CHD, etc.
  - Note: you do not need to create one for the Public institution.

- On the fe server(s):
  - $ pdsroot
  - $ cd conf_table (/opt/exlibris/primo/p3_1/pds/conf_table)
  - Edit tab_service.lower_case_institute_code:
    - [INSTITUTE_DISPLAY]
    - code = UPPER_CASE_INSTITUTE_CODE **
    - lang = ENG
    - desc = XYZ50 – Description

  - ** note: this is the Primo Institution code that maps to the ILS Institution Code.

- Home > Advanced Configuration > All Mapping Tables. Sub System: Normalization
  - Edit: ILS Institution Codes
Configure <INSTITUTE>.tags

- This defines how users are mapped from the source ILS system to the Staff user group and institution in Primo. Note: create these groups in Primo in the next step. Also, you do not need to create one for the Public user groups.
  - On the fe server(s)
  - $ pdsroot
  - $ cd conf_table (/opt/exlibris/primo/p3_1/pds/conf_table)
  - Edit / Create UPPER_CASE_INSTITUTE_CODE.tags file
    - [ATTRIBUTES_VALUES_MAPPING]
      - z305-bor-status,10 = group, STAFF_GROUP_CODE1
      - z305-bor-status,20 = group, STAFF_GROUP_CODE1
      - z305-bor-status,25 = group, STAFF_GROUP_CODE2
      - z305-bor-status,10 = institute, INSTITUTE_CODE
      - z305-bor-status,20 = institute, INSTITUTE_CODE
      - z305-bor-status,25 = institute, INSTITUTE_CODE
    - [END]
Configure User Groups

• Home > Ongoing Configuration Wizards > Configure User Groups
Connect the Search Restriction to the User Group

- Primo Home > Ongoing Configuration Wizards > Restrictions and Delivery Configuration Wizard > Define Restrictions for Search Scopes

<table>
<thead>
<tr>
<th>Scope Name</th>
<th>Description</th>
<th>Institution</th>
<th>On/Off Campus</th>
<th>User Group</th>
<th>Enabled</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHD_STAFF_RESTRICTED</td>
<td>CHD Staff Restricted Scope</td>
<td>All</td>
<td>Anywhere</td>
<td>CHD Staff User</td>
<td></td>
</tr>
</tbody>
</table>

Scope Values List:

- Code: CHD
- Name: CHD: All of CHD & MSD Scope
- Description: CHD: All of CHD & MSD Scope
- Type: institution
- Search: True
- Restricted Search: True

- Code: PCHD
- Name: PCHD: Public CHD & MSD Scope
- Description: PCHD: Public CHD & MSD Scope
- Type: institution
- Search: True
- Restricted Search: True

- Code: OPEN
- Name: OPEN: Open Stacks Scope
- Description: OPEN: Open Stacks Scope
- Type: library
- Search: True
- Restricted Search: True

- Code: OSTKS
- Name: OSTKS: Open Stacks Scope
- Description: OSTKS: Open Stacks Scope
- Type: library
- Search: True
- Restricted Search: True

- Code: LIBRARY
- Name: LIBRARY: Owned Records Scope
- Description: LIBRARY: Owned Records Scope
- Type: collection
- Search: True
- Restricted Search: True

- Code: PARCHIVES
- Name: PARCHIVES: Owned Records (...
- Description: PARCHIVES: Owned Records
- Type: collection
- Search: True
- Restricted Search: True

- Code: PLIBRARY
- Name: PLIBRARY: Owned Records (...
- Description: PLIBRARY: Owned Records
- Type: collection
- Search: True
- Restricted Search: True

- Code: ARCHIVES
- Name: ARCHIVES: Owned Records Sc...
- Description: ARCHIVES: Owned Records Sc...
- Type: collection
- Search: True
- Restricted Search: True

- Code: REFDK
- Name: REFDK: Reference Desk (...
- Description: REFDK: Reference Desk
- Type: collection
- Search: True
- Restricted Search: True

- Code: MSD
- Name: MSD: Owned Records Scope
- Description: MSD: Owned Records Scope
- Type: collection
- Search: True
- Restricted Search: True

- Code: CHD_STAFF_RESTRICTED
- Name: CHD_STAFF_RESTRICTED
- Description: CHD_STAFF_RESTRICTED: CHD Staff Restricted Scope
- Type: other
- Search: True
- Restricted Search: True
Tying the Search Restrictions to the Normalization Rules

- Remember that we set this as a constant in the Staff Normalization Rules for every record in the Staff data set.
Agenda (staff vs. public data)

• Background

• The Problem

• The Solution (Overview and Demo)

• The Solution (Details)

Additional Material
Configure Real-Time Availability

- Staff vs. Public Real-Time Availability

- “Institution” vs “Library” vs “Collection” vs. “Other” (where the restricted search is set)

- RTA can be influenced with Scope Values of type “Library” when only a single “Library” type scope value is included along with one or more “Collection” type scope values in a view.

  - Note this is in the View Wizard > Search Scope List > Edit Search Scope. See next slide for example.

  - Real-Time Availability for the search results will favor the sub-library that “Library” type scope value refers to.
Preferred Library for RTA

• Notice that there are 3 “Collection” type scope values selected and only 1 “Library” type scope value.

• When searching using this Search Scope, Primo will prefer the results in the Open Stacks.
Real-time Availability

• Sometimes RTA doesn’t work properly
  – Check PNX <availlibrary> $$l$$ (display section).
  – Re-normalize usually fixes this.
  – RTA requires the holdings back link in PNX > Links >
    Link to Holdings to work. E.g. don’t remove this for the
    Public normalization rules.
Questions

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