



SLSP
Swiss Library
Service Platform

**Central patron and staff user
management in the Alma NZ**

and SLSP's product



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1. SWITCH edu-ID



SWITCH edu-ID



- The electronic identity solution of the Swiss universities is the SWITCH edu-ID for students, teachers and staff, which enables a centrally organised and personal online identity for users.
- SWITCH edu-ID is a persistent identity and gives access to all federated services. The account is easy to use, controlled by the user and provides secure access to academic services. The service is provided by SWITCH for Swiss universities and their partners:
<https://help.switch.ch/de/eduid/faqs/?lang=en#eduid-about>
- A patron can be a customer of different institutions at the same time with the same edu-ID user account.



SWITCH edu-ID



- A SWITCH edu-ID user account is the personal digital identity of all university members and other users. It can be used universally at all universities and beyond, for example with **swisscovery**, the discovery service of SLSP and its 492 academic libraries.
- SWITCH edu-ID user accounts remain valid indefinitely and support lifelong learning
- SWITCH is a foundation of the Swiss universities and research institutions.
- The data remain in Switzerland and are subject to the Swiss Data Protection Act.



2. Centralized user management



2.1 Overview

Reasons:

- Services across IZs (courier)
- Subscription for all SLSP libraries
- Login into all Primo Views
- One library card
- Primary identifier mandatory

Requirements:

- Standardized loan conditions
- No migration of user data (and loans)



2.1 Overview

- **ALMA:** Centralized user management in NZ for „personal“ patron users (Account type „external“)
- **SWITCH edu-ID:** Existing external IdP (personal data)
- **Registration platform:**
Agreement data transfer to Alma
additional information: preferred address, barcode, blocks...



2.1 Overview

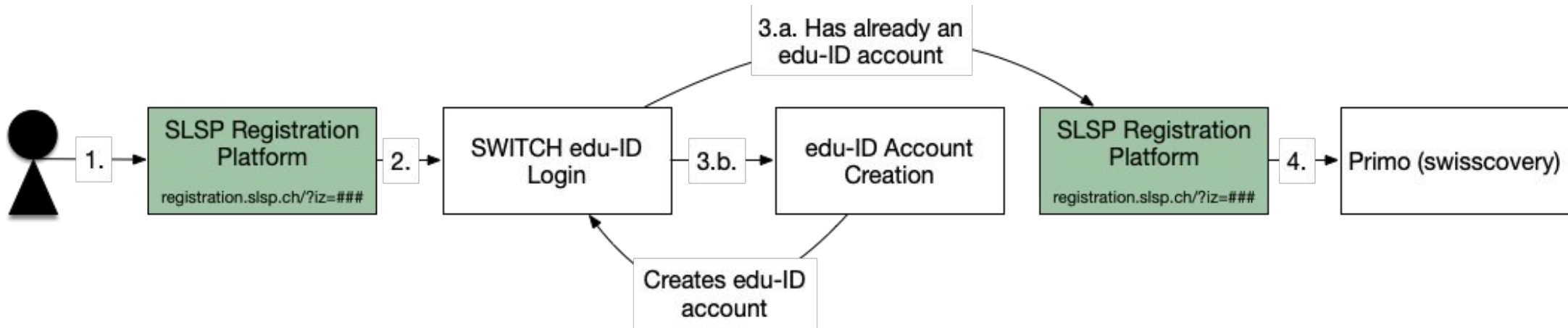
Exceptions:

- Short time users
- Special users cantonal libraries
- Institutional accounts



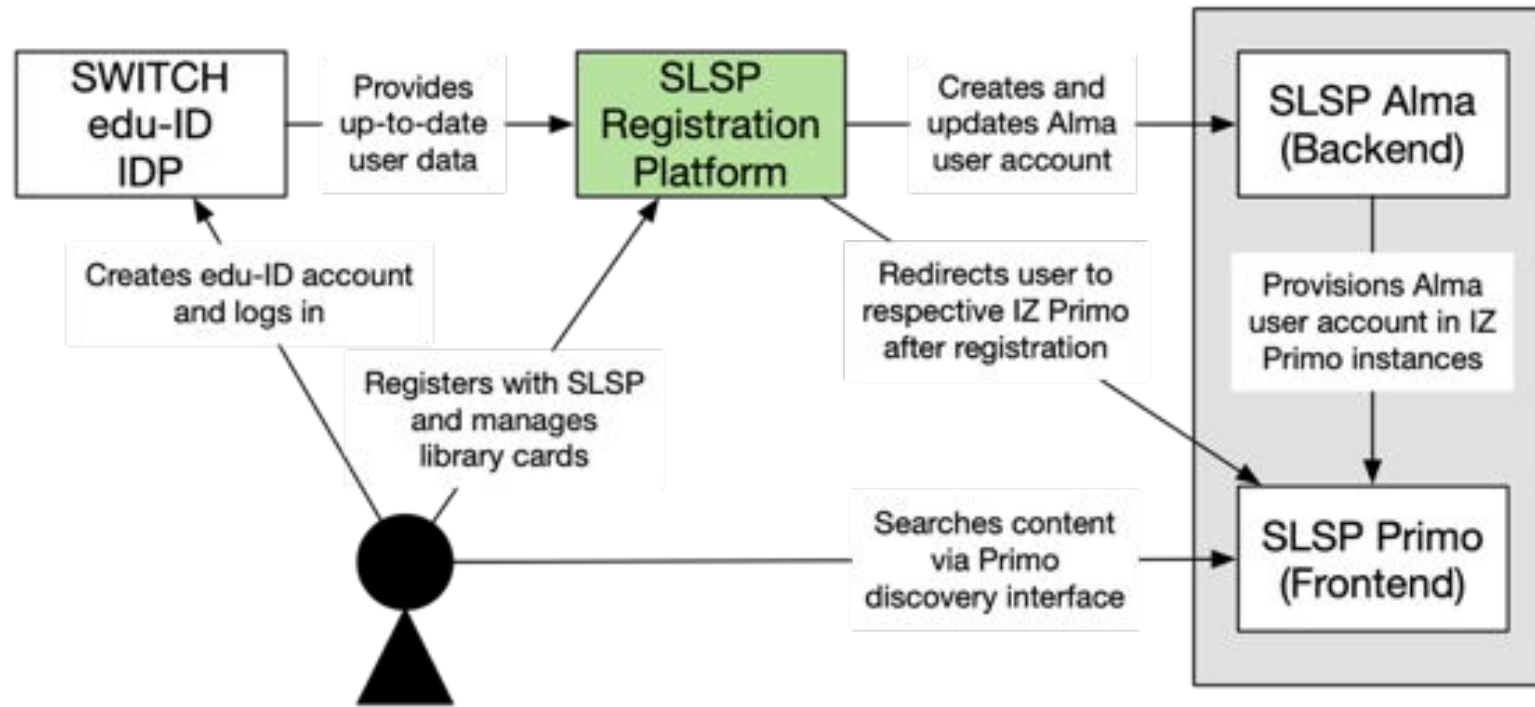
2.2 Workflows, architecture & data structure

Registration workflow:



2.2 Workflows, architecture & data structure

Architecture:



2.2 Workflows, architecture & data structure

Data structure:

SWITCH edu ID	Registration platform	ALMA NZ	ALMA IZs
Personal data: <ul style="list-style-type: none">- address- names- phone- Mail- Primary ID- Matriculation nr- ...	none	Selected SWITCH edu ID data + SLSP-specific data: <ul style="list-style-type: none">- Barcodes- Preferred address- Global blocks	Selected SWITCH edu ID data + SLSP-specific data + library-specific data: <ul style="list-style-type: none">- loans, requests- Fees- Local blocks- ...



2.2 Workflows, architecture & data structure

Functionalities:

SWITCH edu ID	Registration platform	ALMA NZ	ALMA IZs
<ul style="list-style-type: none">- Creation SWITCH edu ID- Change of personal data	<ul style="list-style-type: none">- Registration for swisscovery- Change of SLSP-specific data	<ul style="list-style-type: none">- none	<ul style="list-style-type: none">- library-processes (loans, local blocks etc.)



2.2 Workflows, architecture & data structure

User groups (derived from SWITCH edu ID):

Code	Name	Type	Privileges	Level	Bursar service
01	Swiss Resident	edu-ID	standard	NZ	yes
02	Border Region Resident	edu-ID	reduced	NZ	yes
03	Foreign Resident	edu-ID	restricted	NZ	yes
04	Student	edu-ID	standard	NZ	yes
05	Academic Staff	edu-ID	standard	NZ	yes

Exception: customized user groups (derived from SWITCH edu ID or set at IZ level)



2.3 Registration platform

Initial registration registration:

- Which data will be transferred
- Possibility to add barcodes
- Select preferred address
- consent

swisscovery Registrierung

Daten zur Registrierung

Die folgenden Daten werden für Ihre Anmeldung bei swisscovery verwendet:

Name:

Lukas Hämmerle

Geburtsdatum:

1980-01-01

Primärer E-Mail-Kontakt:

lukas.haemmerle@switch.ch

Andere E-Mail-Adressen:

- lukas@haemmerle.net
- lukas.haemmerle@alumni-admin.ethz.ch

Postadressen:

- Hubstrasse 97, 9500, Wil, Switzerland (Zuhause)
- Werdstrasse 2, Postfach, 8021, Zürich, Switzerland (Arbeit)

📍 **Bevorzugte Adresse:** Zuhause ▾

Telefonnummer:

- +41 76 123 45 67

Bibliotheksausweis-Nummern:

- 99-912-123 / 99912123

Ist Ihre aktuelle Bibliotheksausweis-Nummer nicht aufgeführt?

Geben Sie die 📍 Bibliotheksausweis-Nummer bitte im folgenden Feld ein:

Haben Sie noch keinen Bibliotheksausweis?

Bitte holen Sie ihren Bibliotheksausweis in einer [angeschlossenen Bibliothek](#) ab.

Nutzungsbedingungen

Ich willige ein, dass die oben aufgeführten Daten aus meinem SWITCH edu-ID Benutzerkonto in swisscovery (das von SLSP im Auftrag der [angeschlossenen Institutionen](#) betriebene Bibliotheksverwaltungssystem) übermittelt, dass sie aktualisiert werden und dass sie im Rahmen von swisscovery bearbeitet werden.



2.3 Registration platform

Display and change of SLSP-specific data (by end user or librarian)

<https://registration.slsp.ch/>

swisscovery - Verwaltung von Bibliotheksausweisen und Einstellungen

Verwaltung von Bibliotheksausweisen

Bibliotheksausweisnummern und Immatrikulationsnummern von: Lukas Hämmerle (lukas.haemmerle@switch.ch)

Bibliotheksausweis-Nummer	Info / Aktion
99-912-800 / 99912800	Immatrikulationsnummer: Kann nicht entfernt werden.
<input type="text" value="Bibliotheksausweis-Nummer"/>	<input type="button" value="Hinzufügen"/>
Wenn Sie einen nicht aufgeführten Bibliotheksausweis besitzen, geben Sie bitte die ① Nummer des Ausweises an. Das Ausleihen von Medien in einer Bibliothek benötigt einen Bibliotheksausweis.	

Einstellungen

Die bevorzugte Adresse definiert die Adresse, an die standardmässig Rechnungen und Bücher gesendet werden. Benutzerdaten wie Adressen können auf der [SWITCH edu-ID Account-Management-Seite](#) geändert werden.

Bevorzugte Adresse	Info / Aktion
Adresse Typ: Zuhause Postadresse: Hubstrasse 97, 9500, Wil, Switzerland	Bevorzugte Adresse
Adresse Typ: Arbeit Postadresse: Werdstrasse 2, Postfach, 8021, Zürich, Switzerland	<input type="button" value="Als bevorzugte Adresse verwenden"/>

Die [Benutzergruppe](#) bestimmt Leihdauer, Gebühren und andere Privilegien in Swisscovery. Jeder Benutzer kann nur in einer Benutzergruppe sein.

Benutzergruppe	Info / Aktion
Benutzergruppe: <input type="text" value="Academic Staff (aktuelle Benutzergruppe)"/> <input type="button" value="⌵"/>	<input type="button" value="Benutzergruppe speichern"/>
Die verfügbaren Benutzergruppen hängen von den Organisationszugehörigkeiten und Ihrer Rolle (z. B. Student, Mitarbeiter, Fakultät) in den Organisationen ab.	

Bitte beachten Sie: Es wird einige Minuten dauern bis Änderungen im Bibliothekssystem aktiv werden.



2.4. Cloud app: SLSP CARD

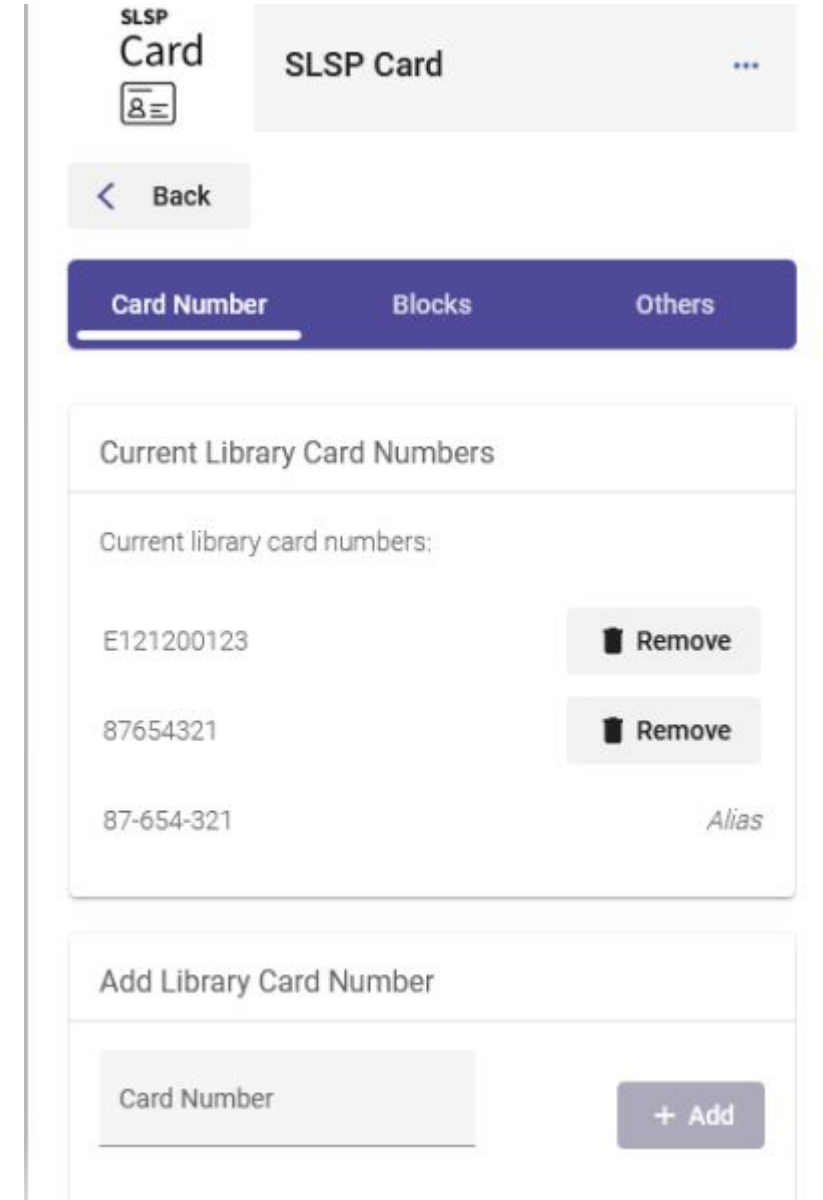
Functionalities:

adapt SLSP-specific data at NZ level (in IZs)

- Adding / removing library card barcodes
- Selection of preferred address)
- adding / removing global blocks

Advantage: directly in Alma

-> no separate login/switch of Interface



2.5 Special case: institutional accounts

Use cases:

11	SLSP Library	Alma-generic	enhanced	IZ	no
12	Swiss Library	Alma-generic	enhanced	NZ	yes
13	Foreign Library	Alma-generic	reduced	NZ	yes
14	Commercial Organization	Alma-generic	enhanced	NZ	yes
15	Non-profit Organization	Alma-generic	enhanced	NZ	yes
16	Foreign Organization	Alma-generic	restricted	NZ	yes



2.5 Special case: institutional accounts

- Registration via registration form ([Registration Platform](#))
- Created in the NZ via API
- Global block -> validation by the first library
- Manual updates by SLSP (in behalf of a library)
- Deletion via API (if required)



2.5 Special case: institutional accounts

swisscovery - **Creation of institutional accounts**

Please complete the form to request an institutional account.

Name and Address of Institution

Institution Name •

Address Line 1 •

Address Line 2

Address Line 3

Address Line 4

Postal Code •

City •

Country •

Contact Details of Institution

Phone Number •



2.5 Chances and challenges

Challenges:

- Complex workflow (coexistence SWITCH edu ID/Registration Platform/NZ/IZ)
- Data protection
- Institutional accounts (solved)
- Linked Accounts (solved)
- Standardisations
- Mail address is mandatory



2.5 Chances and challenges

Chances:

- 1 login, 1 card & user friendliness
- Services across IZs
- Synergie effects & efficiency
- Transparency: end users can adapt their personal data themselves



3. SLSKey



3.1 General



- Electronic publishing has greatly changed the way scholarly information is published, stored, accessed, shared and used.
- Under these circumstances, new questions arise, such as how libraries can ensure that their users can access the licensed content at any time, regardless of when and where they access it.
- Authenticating users has become increasingly complex with the proliferation of mobile devices and teleworking.



3.1 General



- IP recognition is the most widely used method for institutional registrations in the online publishing industry to date.
- However, this is an authorisation method, not an authentication method. It only deals with authorisation by checking whether access is from a known location.
- Additional technical solutions are needed (VPN, EZ-Proxy) when an authorised user needs access but the device is not logged into the institutional network at the time of access.



Evolution of SLSKey



- In 2017, the PURA (Private User Remote Access) service was developed at the University Basel in collaboration with the Central Library Zurich and the Consortium of Swiss Universities (CSAL) in order to provide private individuals with access to selected electronic resources, such as nationally licenced resources, based on the authentication procedure at the time – SWITCHaai. Private individuals, however, do not benefit from this access due to the lack of an edu-ID. This shortcoming is solved by SLSKey.
- With the migration to Alma and Primo in 2020, the operation of the PURA service was transferred to SLSP. Since then, SLSP has continuously developed this service and has been offering an expanded service since the end of 2021 under the product name **SLSKey**.



3.2 SWITCH edu-ID >> SLSKey



- The unique characteristic of SLSKey: it builds on the SWITCH edu-ID
- It makes the library's resources personally accessible for authorised individuals with the same digital identity.
- It is imperative that providers have the ability to identify library patrons via a pre-defined attribute, as in principle each library has potentially acquired different licence terms for its users.
- The SWITCH edu-ID authentication provides comprehensive user attributes for defining finely graded access rules and offers user attributes with and without validation.
- The innovation of SLSKey is the progression to an access management based on a personal digital identity.



3.3 Technological requirements



- SLSKey supports modern federated identity and access management according to Attribute-Based Access Control (ABAC) principles.
- SLSKey supports a standard identity protocol (either SAML or OpenID Connect).
- SLSKey can read the SAML attribute "eduPersonEntitlement".
- SLSKey has the ability to dynamically grant or deny access rights to a client based on the attributes of the edu-ID identity. Examples of such attributes are:
 - Membership of a customer to a library
 - Status of a customer (locked/not locked)
 - Age category



3.4 Registration process



- Private library patrons always register first via the SWITCH edu-ID registration platform. This one-time process creates an entry in the edu-ID database and then automatically generates a user record in Alma.
- In the edu-ID database, it has to be entered for which resources SLSKey gives the library user access to.
- There are currently five methods available:
 - Webpage
 - Alma WebApp
 - Alma Webhook
 - Confirmation SMS
 - Confirmation Letter



3.4 Registration process



- **Webpage:** On a password-protected website, library staff at the counter can scan the library card of the new user(s) to activate him/her for the online service.
- **Alma WebApp:** SLSP has developed an Alma plugin that allows staff users to unlock the online offer for patrons on the patron screen in Alma.
- **Alma Webhook:** If a new patron is created for swisscovery, the discovery service of SLSP for its 492 academic libraries, the patron is automatically activated by Alma.
- **Confirmation SMS:** The resources licensed with the national licences are available for one week to anyone with a Swiss mobile phone number. Anyone who registers for this will receive an SMS with a token that must be entered on a special website. From then on, you have access for one week via the publisher homepage with the edu-ID login.
- **Confirmation Letter:** The resources licensed with the national licences are available for one year to anyone with a Swiss postal address. Anyone who registers for this will receive a letter with a token that must be entered on a special website. From then on, you have access for one year via the publisher homepage with the edu-ID login.



Questions ?





Thank you very much

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