Who Are You?
Authentication Options in Alma

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Agenda

- Authentication Background and Collaborative Review
- Identity Management Requirement Services
- Authentication Options
- Ex Libris Identity Service
- Questions
Authentication Background and Collaborative Review
Background

- Fall 2016 - Summer 2017
- Members of IGeLU, ELUNA and Ex Libris begin discussions about retiring Internal Authentication in Alma
- ELUNA and IGeLU Steering Committees Charge the Authentication Focus Group (AFG)
  - Michael North (Co-Chair), Northwestern University, ELUNA SC
  - Mark Dehmlow (Co-Chair), University of Notre Dame, IGeLU SC
  - Paul Joseph, University of British Columbia, ELUNA SC
  - David Allen, State Library of Queensland, IGeLU SC
  - Betsy Friesen, University of Minnesota, ALMA WG Coordinator
  - Mehmet Celik, KU Leuven, Interoperability WG Coordinator
  - Allen Jones, The New School, ELUNA Primo WG
Collaboration: Who and How

- Monthly conference calls with Ex Libris staff
- Collaboration with user community through surveys to assess potential impact on community
- Ongoing review and evaluation of 3rd party external authentication services by AFG and Ex Libris
Identity Management Requirement Services
Identity & Access Management (IAM) Requirement Services to Support Alma Authentication

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<th>INSTITUTIONAL REQUIREMENTS</th>
<th>SOLUTION FEATURES</th>
<th>ADDITIONAL CONSIDERATIONS</th>
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<td>● Meets institutional ID security/privacy</td>
<td>● Free and fee-based Service</td>
<td>● Applications to Sync Alma to the ID system</td>
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<td>● Least amount of staffing impact</td>
<td>● Cloud hosting vs. Local hosting</td>
<td>● Consortia: Potential multiple auth systems</td>
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<td>● Levels of institutional responsibility for ID product/system</td>
<td>● User limits</td>
<td>● Cost</td>
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<td>● Institutional workflow</td>
<td>● 2-factor authentication compatible</td>
<td>● Patron ease of use</td>
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<td>● Integrates with Ex Libris products</td>
<td>● ExL ability to support the institutional system</td>
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Institutional Authentication Methods Review

Institutional authentication methods and policies (Library vs. Central IT)

Who is responsible for user/staff authentication at your site? (193 responses)

- Library: 133 (68.9%)
- Partner institution: 157 (81.3%)
- Other: 13 (6.7%)
Institutional Authentication Methods Review

What type of password management is enabled for Staff Operator accounts?
(193 responses)

- Internal (inside Alma): 41.5%
- External authentication system: 36.3%
- Mix of Internal and External: 22.3%

What type of password management is enabled for Patron accounts?
(193 responses)

- Internal (inside Alma): 62.7%
- External authentication system: 14%
- Mix of Internal and External: 23.3%
Institutional Authentication Methods Review

When internal authentication inside Alma is no longer available, which possible future solution(s) are you likely and allowed to implement? (Please verify with your IT Department about these possible future options)

(193 responses)

- Social authentication: 59 (30.6%)
- Locally-hosted: 110 (57%)
- Cloud-hosted: 70 (36.3%)
- Passwordless: 22 (11.4%)
- Other: 56 (29%)
Authentication Options
Institutional Identity Providers

- SAML
- LDAP
- CAS
Social Login

- Use case: Community borrowers who are not registered in the institutional identity provider
- Avoids the need for the user to remember an additional username and password
- No information shared between Alma and the social provider
- Self registration available
Social Login

Sign In

- Sign in with Email
- Sign in with Facebook
- Sign in with Google
- Sign in with Twitter

Register to Training and Integration

Hi Paula Weisman!
You do not have an account with Training and Integration. Would you like to register now?

[Cancel] [Register Now]
Sign-in via email

- Alternative to social login
- Available for Primo (patrons) from June 2017
- Available for Alma (staff) from January 2018
Sign-in via email

- Users are registered in Alma with an email address by the circulation desk (or by the REST APIs)
- When users wish to login to Primo, they select the “login via email” option and provide their registered email address
Sign-in via email

- An email with a “magic link” is sent to the user. The user can click the link within 30 minutes and is automatically logged in to Primo. No password required.
- The link is cryptographically signed to prevent spoofing.
Ex Libris Identity Service
Ex Libris Identity Service

- As a result of the work with the Authentication Focus Group, Ex Libris decided to introduce an Ex Libris Identity Service that will be based on a dedicated identity management solution.
- Replaces the internal authentication / passwords method used today by live Alma customers and all existing customers will be migrated to this service.

FAQ: https://bit.ly/2HsW85n
**Ex Libris Identity Service**

- “Internal users” are users who are created and managed in Alma, rather than an external system such as a Student Information System. Alma will continue to support internal users.
- Internal users’ passwords will be stored in the “Ex Libris Identity Service,” a commercial, best-of-breed identity provider application hosted by Ex Libris in its data centers.
Ex Libris Identity Service- Flavors

- **Standard Service** – this service will be included in the standard Alma annual subscription fee (no additional charge) and will allow the institution to authenticate up to 5,000 internal users.
- **Premium Service** – this service will be an optional cost offering and will allow the institution to authenticate unlimited number of internal users. This option is designed to provide an effective solution to institutions without any identity management service that prefer not to use the other authentication methods.

*Existing Alma customers and customers that signed their contract before June 30, 2018 receive the premium service at no additional fee as part of the transition process to the new service.*
Ex Libris Identity Service- Migration

- The first time a user logs into Discovery or Alma after the service is launched, the user’s password will be automatically migrated out of Alma and into the service.
- Users whose passwords do not meet the unified password strength policy will be asked to update their password as a part of their first login to Alma or Discovery.
- Users who do not login during the migration period will be able to create a new password in one of two ways:
  - Using a “Forgot my password” link from Alma or Discovery; Alma will send an email with password reset instructions to the email address associated with the user
  - A user’s password can be reset by a librarian using Alma
Ex Libris Identity Service

Migration of existing user to the Identity Service

- If password meets requirements, transparent for the user
- If password doesn’t meet requirements, will be required to enter a new password

Reset from Alma

- From Alma, a staff user can reset the password manually or send an email for the user to reset their password
Ex Libris Identity Service

Reset password

● If a user has no password in Alma (new customers, for example), the user can receive a reset password via email

Forgot password

● It is possible to add a Forgot Password link to Primo to allow patrons to change their passwords
Pilot and Timeline

● Pilot program currently in progress with existing customers and customers in implementation - 8 customers in all

● General availability: **January 2019**
  ○ Migration of internally stored passwords begins as users log in
  ○ All new user passwords will be stored in the Identity Service
Questions???
THANK YOU!