Voyager Patron Record Purge for I-Share Libraries
(revised 11/2/2017)

Overview

Staff at I-Share member libraries agree that they will, "Provide and maintain current patron data in I-Share in the format and manner specified by CARLI to support resource sharing, and to ensure patron confidentiality and identity data security."[1] CARLI staff strongly recommends that library staff routinely delete obsolete patron records from their databases, in order to remove sensitive data that is no longer needed for the library's current operations.

To accomplish this task, library staff may request the use of a Voyager server function called Patron Record Purge. This function is available via CARLI's Work Request Online (WRO). Library staff may request this WRO regardless of how they create patron records (i.e., manually or by patron batch load) in their library's workflow.

This server-level program deletes patron records in batch based on the Purge Date or Expiration Date found in individual patron records. Library staff identify a cut-off date for the purge, based on local workflow decisions and batch load practices. The purge program will delete all patron records dated before the cut-off date, except for individual records with any linkages within the database (items charged, stub records in other databases, and other "exceptional" situations – see details at the end of this document).

This document outlines the process library staff should follow when requesting a patron record purge, including preparation and follow-up tasks. Technical details about Patron Record Purge (a.k.a. Voyager Circjob 39) are available in the *Voyager 9.1.1 Technical User's Guide,* starting on page 9-23.

Identifying How Many Patron Records Are Present

If your library has not purged patron records in some time, you should begin by reviewing the counts and types of patron records present in your database. Your library's Access report writers should find several queries in the CARLI_Reports_20XX.mdb file, which are also listed below.

The query "Patron Groups Assigned to Local Patrons" will provide an overview of the number of patron records present, along with the status of the accounts and barcodes, by patron group. (Note that some patrons may have multiple patron groups.)

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[1] CARLI I-Share Participante Institution Agreement, Section V, paragraph 11.

Subquery: Patron Groups Assigned to Local Subquery

```
SELECT PATRON_BARCODE.PATRON_ID, PATRON_BARCODE.PATRON_GROUP_ID,
IIf([patron_barcode].[barcode_status]='1','Barc Active',
'Barc Inactive') AS Barc_Status,
IIf([patron].[expire_date]>Now(),'Pat Rec Active',
'Pat Rec Expired') AS Patron_Status
FROM PATRON_BARCODE INNER JOIN PATRON ON PATRON_BARCODE.PATRON_ID =
PATRON.PATRON_ID
WHERE (((PATRON.DB_ID)='0' Or (PATRON.DB_ID) Is Null));
```

Main query: Patron Groups Assigned to Local Patrons

```
SELECT PATRON_GROUP.PATRON_GROUP_CODE,
PATRON_GROUP.PATRON_GROUP_NAME,
[Patron Groups Assigned to Locals Subquery].Barc_Status,
[Patron Groups Assigned to Locals Subquery].Patron_Status,
Count([Patron Groups Assigned to Locals Subquery].PATRON_GROUP_ID)
AS [Count]
FROM PATRON_GROUP LEFT JOIN
[Patron Groups Assigned to Locals Subquery] ON
PATRON_GROUP.PATRON_GROUP_ID =
[Patron Groups Assigned to Locals Subquery].PATRON_GROUP_ID
GROUP BY PATRON_GROUP.PATRON_GROUP_CODE,
PATRON_GROUP.PATRON_GROUP_NAME,
[Patron Groups Assigned to Locals Subquery].Barc_Status,
[Patron Groups Assigned to Locals Subquery].Patron_Status
ORDER BY PATRON_GROUP.PATRON_GROUP_CODE,
[Patron Groups Assigned to Locals Subquery].Barc_Status,
[Patron Groups Assigned to Locals Subquery].Patron_Status;
```

(Note: Copying from PDF may sometimes insert line breaks differently than where they appear. When pasting the above queries into Access, make sure that each line appears as you see above.)

Patron Groups Assigned to Local Patrons

PATRON_GROUP_CODE	PATRON_GROUP_NAME	Barc_Status	Patron_Statu	Count
AE	AC EMPLY	Barc Active	Pat Rec Active	1176
AE	AC EMPLY	Barc Active	Pat Rec Expired	495
AE	AC EMPLY	Barc Inactive	Pat Rec Expired	9
AL	ALUM	Barc Active	Pat Rec Active	829
AL	ALUM	Barc Active	Pat Rec Expired	1095
AL	ALUM	Barc Inactive	Pat Rec Active	7
AL	ALUM	Barc Inactive	Pat Rec Expired	23

This report will help you identify the number of patron records present, and how many of those records are eligible for deletion by having an expiration date earlier than the date that you run the query.

Identifying a Date for Determining Which Records to Purge
Voyager patron records include two fields that the Patron Record Purge function may use for comparison: the expiration date and the purge date. You will need to

select one of these on the WRO. Of the two, you should select the field that correctly identifies obsolete records according to your library's workflows. Running the Access queries "Count of Patrons by expire_date" and "Count of Patrons by purge_date" will generate lists of potential dates found in these patron record fields, and the number of patrons affected.

Count of Patrons by expire_date

```
SELECT Year([expire_date]) & '-' &
(IIf(Len(Month([expire_date]))=1,'0' &
Month([expire_date]),Month([expire_date]))) & '-' &
(IIf(Len(Day([expire_date]))=1,'0' &
Day([expire_date]),Day([expire_date]))) AS ExpireDate,
Count(PATRON.PATRON_ID) AS CountOfPATRON_ID
FROM PATRON
GROUP BY Year([expire_date]) & '-' &
(IIf(Len(Month([expire_date]))=1,'0' &
Month([expire_date]),Month([expire_date]))) & '-' &
(IIf(Len(Day([expire_date]))=1,'0' &
Day([expire_date]),Day([expire_date])))
ORDER BY Year([expire_date]) & '-' &
(IIf(Len(Month([expire_date]))=1,'0' &
Month([expire_date]),Month([expire_date]))) & '-' &
(IIf(Len(Day([expire_date]))=1,'0' &
Day([expire_date]),Day([expire_date])));
```

Count of Patrons by purge_date

```
SELECT Year([purge_date]) & '-' &
(IIf(Len(Month([purge_date]))=1,'0' &
Month([purge_date]),Month([purge_date]))) & '-' &
(IIf(Len(Day([purge_date]))=1,'0' &
Day([purge_date]),Day([purge_date]))) AS purgeDate,
Count(PATRON.PATRON_ID) AS CountOfPATRON_ID
FROM PATRON
GROUP BY Year([purge_date]) & '-' &
(IIf(Len(Month([purge_date]))=1,'0' &
Month([purge_date]),Month([purge_date]))) & '-' &
(IIf(Len(Day([purge_date]))=1,'0' &
Day([purge_date]),Day([purge_date])))
ORDER BY Year([purge_date]) & '-' &
(IIf(Len(Month([purge_date]))=1,'0' &
Month([purge_date]),Month([purge_date]))) & '-' &
(IIf(Len(Day([purge_date]))=1,'0' &
Day([purge_date]),Day([purge_date])));
```

When reviewing these lists, you may take note of some different situations:

- If a date is shown with only two hyphens ("--"), these patron records contain no data in that date field. These records will be skipped by the patron record purge.

- If expire dates or purge dates are in the distant past (e.g., 1930), you may wish to search for and review records individually before proceeding. This type of date may represent legacy data from a past system or an attempt to block a problem patron.
- If expire dates or purge dates are set too far in the future, the purge process will exclude those records. If the records are obsolete, you may wish to modify the dates to make them subject to deletion. Options for modifying existing patron data are included in the Appendix of this document.
- If your library performs batch loads of patrons, you will likely find large numbers of patron records with a single date near the end of a semester. Often, these dates make the most obvious choice of a cut-off.

Other factors you should consider in deciding the cut-off date may include the following:

- How often you perform batch loads of new/updated patron records;
- How often your patrons re-enroll after a break in their registration status at your institution;
- How often your community borrowers re-activate their patron records after they have expired.
- What your library's practices have been for assigning both expiration and purge dates.

CARLI strongly recommends that libraries only select a cut-off date for the purge that is a date in the past. A common cutoff date is one that allows for records that have expired in the last year to remain in the database. For example, if the purge is being requested in December 2017, the cutoff date could be December 1, 2016, or earlier.

Identifying Which Records May Be Deleted

Once you have selected a cut-off date, and have selected which date field to use, you should briefly review the list of records that may be deleted. As noted above, the Patron Record Purge will delete any patron record that has an expire date or purge date earlier than the cut-off, AND that is not linked to any current activity, such as circ charges (regardless of age), fines, requests, and the like.

Running the Access query "Expired Patron Records for Deletion" will check patron counters to identify any activity; patron records will only be listed if counters are zero.

Expired Patron Records for Deletion

```
SELECT PATRON.NORMAL_LAST_NAME, PATRON.NORMAL_FIRST_NAME,
PATRON.EXPIRE_DATE, PATRON.SSAN, PATRON.INSTITUTION_ID,
PATRON_GROUP.PATRON_GROUP_CODE, PATRON_BARCODE.PATRON_BARCODE
FROM (PATRON INNER JOIN PATRON_BARCODE
ON PATRON.PATRON_ID = PATRON_BARCODE.PATRON_ID)
INNER JOIN PATRON_GROUP
ON PATRON_BARCODE.PATRON_GROUP_ID = PATRON_GROUP.PATRON_GROUP_ID
WHERE (((PATRON.EXPIRE_DATE)<[Expire Date])
AND ((PATRON_GROUP.PATRON_GROUP_CODE) Not Like "UB*")
AND ((PATRON.CURRENT_CHARGES) Like "0")
AND ((PATRON.TOTAL_FEES_DUE) Like "0")
AND ((PATRON.CURRENT_HOLD_SHELF) Like "0")
AND ((PATRON.CURRENT_CALL_SLIPS) Like "0")
AND ((PATRON.CURRENT_CHARGES_UB) Like "0")
AND ((PATRON.REQUESTS_UB) Like "0")
AND ((PATRON.LOST_ITEMS_UB) Like "0")
AND ((PATRON.TOTAL_FEES_DUE_UB) Like "0")
AND ((PATRON.DB_ID) Is Null Or (PATRON.DB_ID) Like "0"))
ORDER BY PATRON.EXPIRE_DATE;
```

(Note, to use purge date instead of expire date, substitute "PURGE_DATE" for "EXPIRE_DATE," or change the field in query design view.)

You may want to review the results to check for patrons or patron groups that should not be deleted. You may modify the query to look for those, and then modify the individual records so they are not deleted.

Historical Fines and Fees Option

As noted above, patrons with current fines and fees will be blocked from deletion. Voyager provides an option for you to say whether to delete patrons with historical fines or fees (i.e., patron XYZ paid a fine of $$$ on <date>, etc.). You will find the setting that controls this option in the System Administration client: open SysAdmin, select Circulation, then select Miscellaneous. If the box for "Allow Deletion of Patron With Historical Fines" is checked, then patron records with historical fines or fees will be eligible for deletion.
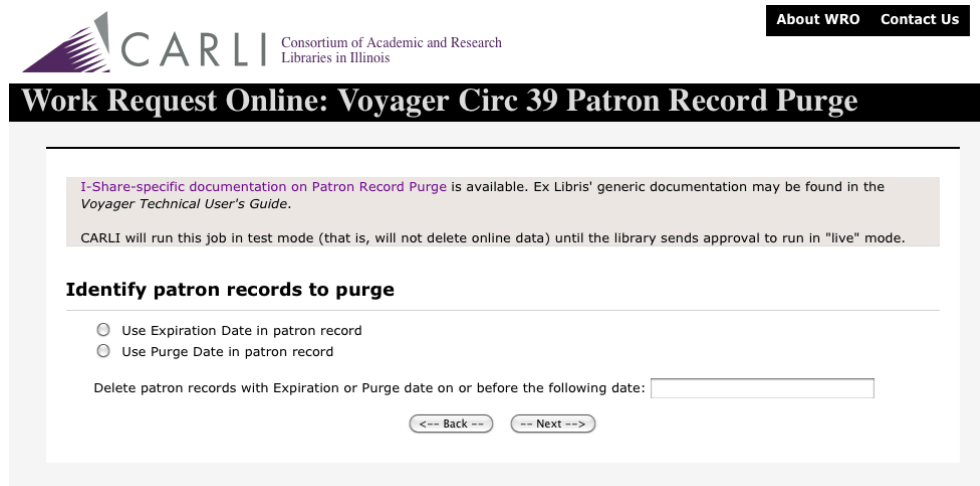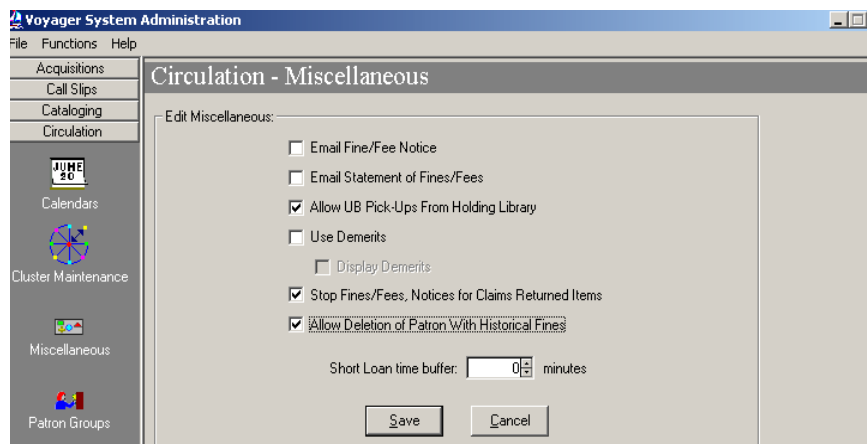
If this option is not enabled in SysAdmin, then the purge program does not delete patron records that have historical fines or fees.

If an individual patron record has both current (i.e., unpaid) and historical (i.e., paid) fines or fees, the patron record purge will not delete the record, because current fines and fees prevent the deletion.

Library staff should decide whether historical fines or fees should be an exception and set this value in their System Administration client before the WRO is filed for Patron Record Purge.

Filing the WRO

Once you decide whether to use the patron record expiration date or purge date as the cut-off date for the purge, you may file a Work Request Online (WRO). Select the WRO type "Voyager Circ 39 Patron Record Purge. Select the option of either Expiration Date or Purge Date. Then enter the cut-off date in the input box labeled "Delete patron records whose Expiration or Purge date is on or before the following date."

The purge program will delete all individual records whose Expiration or Purge date is before or matches the date entered here, if there are no exceptions to prevent the deletion (see below).

Voyager 9.1.1 also offers an option for purging selected records using a list of Voyager patron record IDs. Library staff may prepare a report in Access to select patron records to delete according to local needs. Library staff should then transfer this report to the library's xxxftp account. When filing the WRO, library staff may use the notes box to specify the file name and request an XML patron purge using patron ids.

Running the Patron Record Purge

After receiving the WRO, CARLI staff will run the patron record purge job in test mode. Test mode allows library staff to see the output reports that are generated by the program without any records actually being deleted. The log file shows which records would be deleted or not when the job is run in production/delete mode. When a patron record would be blocked, the log will provide details on the reason. CARLI staff will place the output file in the library's xxxftp account on the files server, and will notify the requester when the report is ready.

Library staff should review the output file and then must advise CARLI staff in writing whether to proceed with the production/delete mode run of the job or not. If the production run is to be done, the output file from the production run will also be placed in the library's xxxftp account on the files server.

Patron Record Purge Log File

The file name for the purge log begins with the text "patron.purge.log" and ends with a date/time stamp in the format yyyymmddhhmmss (where yyyymmdd represents the year, month, and day of the test or production run and hhmmss is the time the job was run in hours, minutes, and seconds). For example:

> patron.purge.log.20111009132611

The log file contains at least one line for each patron record examined. Each line reports whether the record would be/was deleted or not, and if not deleted, an indication of the exceptional situation(s). To the right of the purge status, the log shows the Voyager patron record ID and the patron's last and first name. If a single record has more than one exceptional situation, the patron's ID and name information are repeated on a separate line for each exception.

Log file example (with real patron data masked for privacy purposes):

```
DELETED | 1 | LastName1 | FirstName1
DELETED | 2 | LastName2 | FirstName2
NOT DELETED | Current Fees | 5 | LastName3 | FirstName3
NOT DELETED | Current Charged Items | 5 | LastName3 | FirstName3
DELETED | 7 | LastName4 | FirstName4
DELETED | 10 | LastName5 | FirstName5
NOT DELETED | A stub record exists for this patron | 11 | LastName6 |
FirstName6
```

The file is a pipe-delimited text file, which enables it to be more easily imported into Excel to allow for different sort options.

The following table lists the exceptions that will block a patron record from being deleted.

Patron Record Purge Exceptions/Names	
Name	**Exception**
itemscharged	current charged items
holdrecall	current hold/recall
finesfees	current fees
demerits	current demerits
exception	a circulation transaction exception has been logged against the patron
bookings	current media schedule bookings
callslip	current call slip requests
routinglist	patron is on routing list
shortloan	current short loans
proxy	patron is proxy for another patron
ubcharge	current UB charges
ubfine	current UB fines
ubrequest	current UB requests
ubdemerits	current UB demerits
stubexists	a stub record exists for the patron in another database
historicalfines	historical fines or fees NOTE: If global parameter, **Delete Patrons with Historical Fines**, is set to Y, patron records with historical fines/fees are eligible for deletion.

Getting help

For assistance with any questions regarding Patron Record Purge, contact the CARLI Office (email: support@carli.illinois.edu or phone: 217-244-7593 or toll-free in Illinois: 866-904-5843).

General information about WRO is available from <https://www.carli.illinois.edu/using-work-requests-online>.

Appendix: Correcting Patron Expiration and Purge Dates

For a variety of reasons, many libraries may contain data in either the purge date or expiration date field that prove impractical for the Patron Record Purge process. For example, patron records added manually through the circulation client may lack one both dates. Also, library staff may have chosen dates for patron batch loads without taking the patron record purge process into consideration, resulting in the expiration dates set in the distant future (e.g., 12/31/2381).

So, it may be practical in some cases to correct the expiration or purge dates of existing records prior to performing a purge. One option for library staff is to use a macro. On the CARLI website, we provide a macro that will reset the expiration date or purge date in selected patron records, as identified from a report. See "Macros for the Voyager Circulation Client" for more information on I-Share shared macros. Contact CARLI staff at support@carli.illinois.edu if you need more information or assistance with these macros.

Library staff may also choose to update expiration or purge dates in existing records using patron loads. To begin, you could file a WRO to request a patron export. The export file is formatted the same as a patron load file. You would then modify the fields for expire date and/or purge date, then file a WRO for patron batch load. Refer to CARLI's documentation on "Batch Loading Patron Data in Voyager" for additional details on how to edit the date fields in the patron file.