SLSP
Swiss Library
Service Platform

Setting up a consortia mail server to send & log e-mails from Alma

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Agenda

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2 Challenges

3 Implementation

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Aims

Aims

1. **Assure a successful delivery of e-mails**

Reacting to higher authentication requirements from major e-mail providers.

2. **Respond to the existing issues in Alma**

Considering feedback regarding deliverability, transparency and trustworthiness of e-mails from Alma.

3. **Provide a better service**

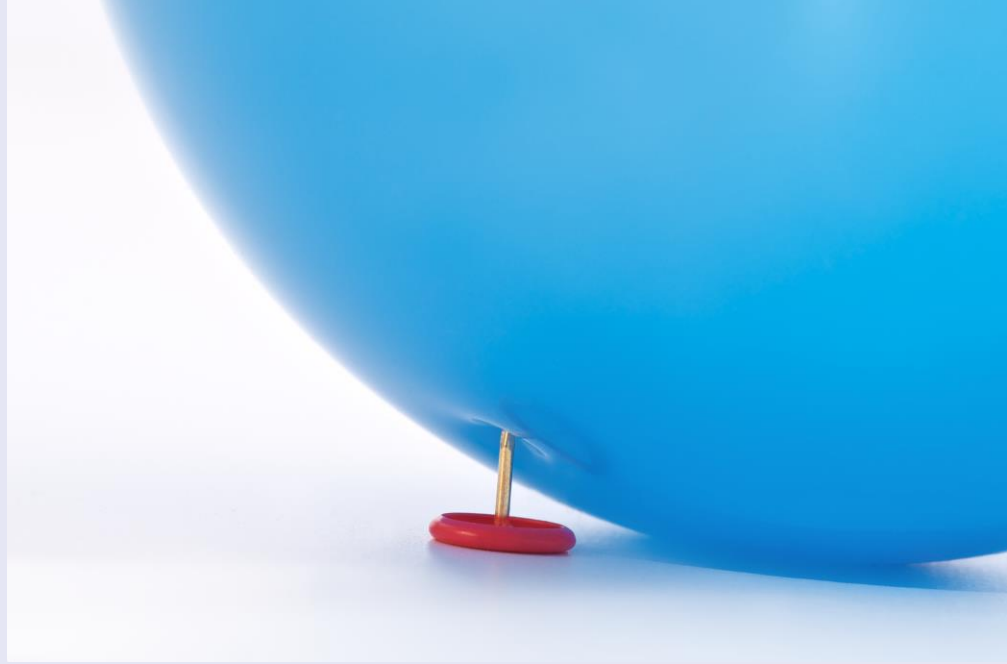
Mapping the features in Alma we can leverage.

4. **Create a sustainable workflow**

Making sure the configuration can be updated and audited.

Challenges

Challenges



Network topology
100+ e-mail domains
80 libraries
31 Institution Zones

High-volume of e-mails at times
Some scheduled jobs run in all IZs at the same time.

Authentication vs. library freedom
How much can the libraries do on their own, so the system stays secure and reliable?

Alma letter & mailing documentation
Information is scattered around. A lot of gaps.

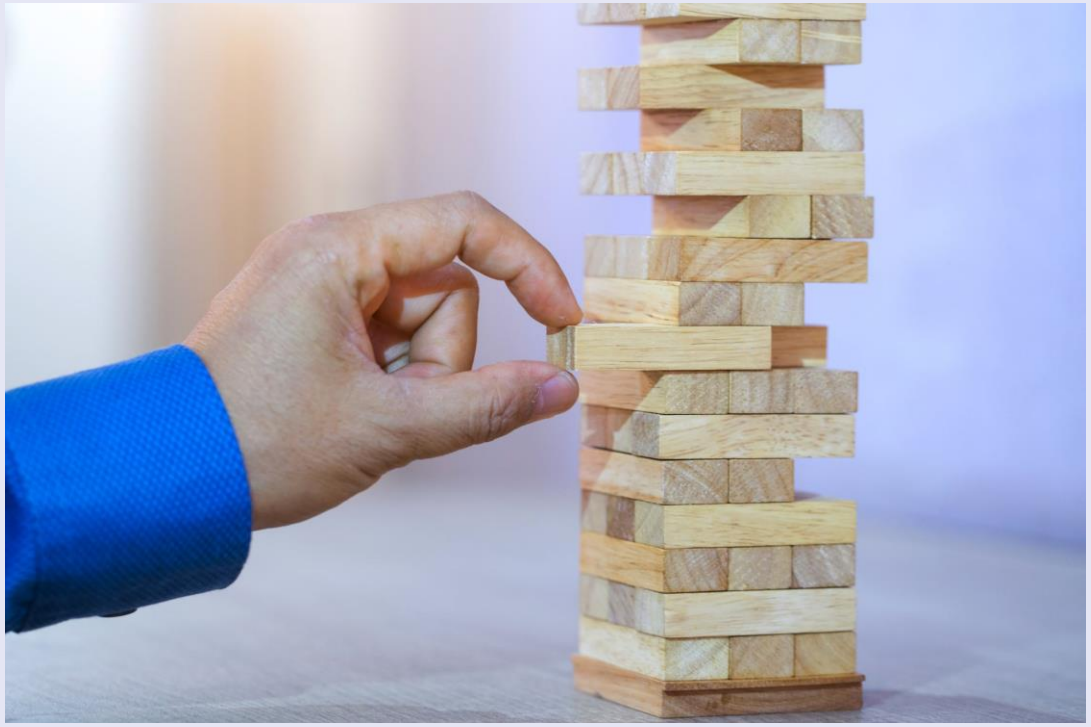
Challenges #2

Keep the reply-to feature
The solution has to be able to deliver the replies of the recipients back to the library.

Sustainability, human errors
How to check correct setting in all IZs? Distribution of configuration.

Complex topic to communicate
How to explain what to do to the libraries?

Default Alma e-mail templates and labels
What to adapt to not be considered spam.



Implementation

Mail server

Outsourced to Twilio Sendgrid

API to download logs

Low maintenance costs

Dedicated IP

Scalability

Adaptation of library e-mails

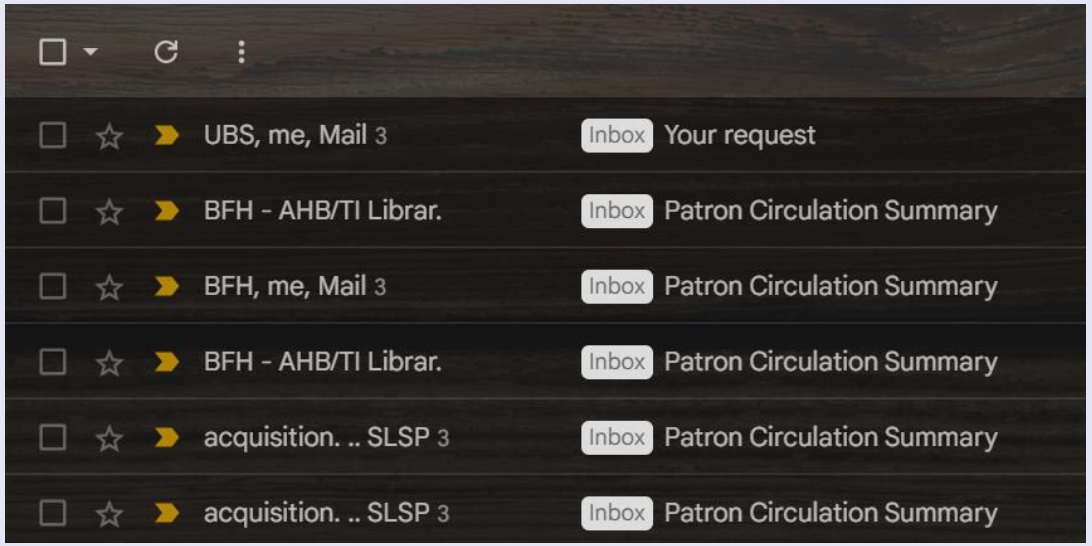
Encoding of existing library e-mail
Keep resemblance to the library e-mail.

Adding of consortial domain
One domain controlled by the consortia as a sender.
Easier configuration of the authentication.

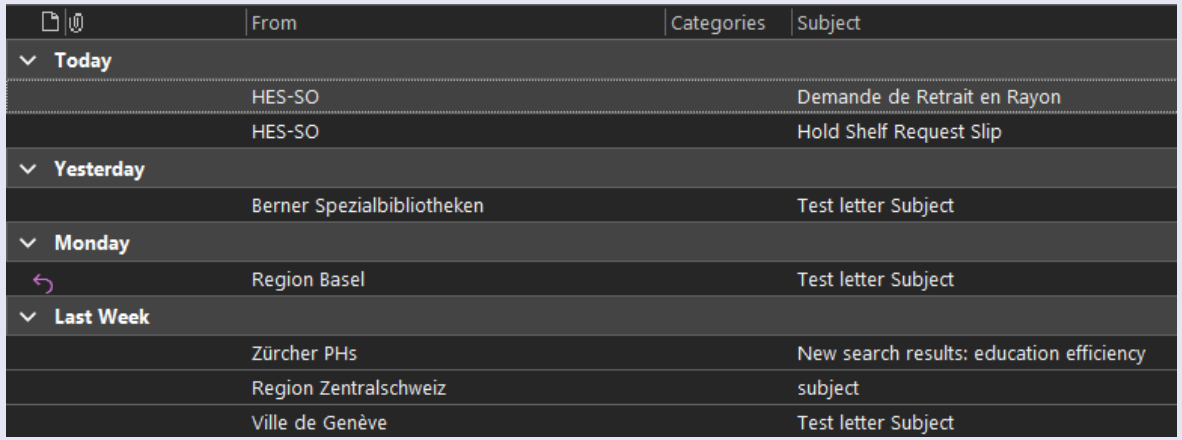
Adding library name
Library name shows as the sender in the e-mail clients.

Adaptation of library e-mails

Gmail

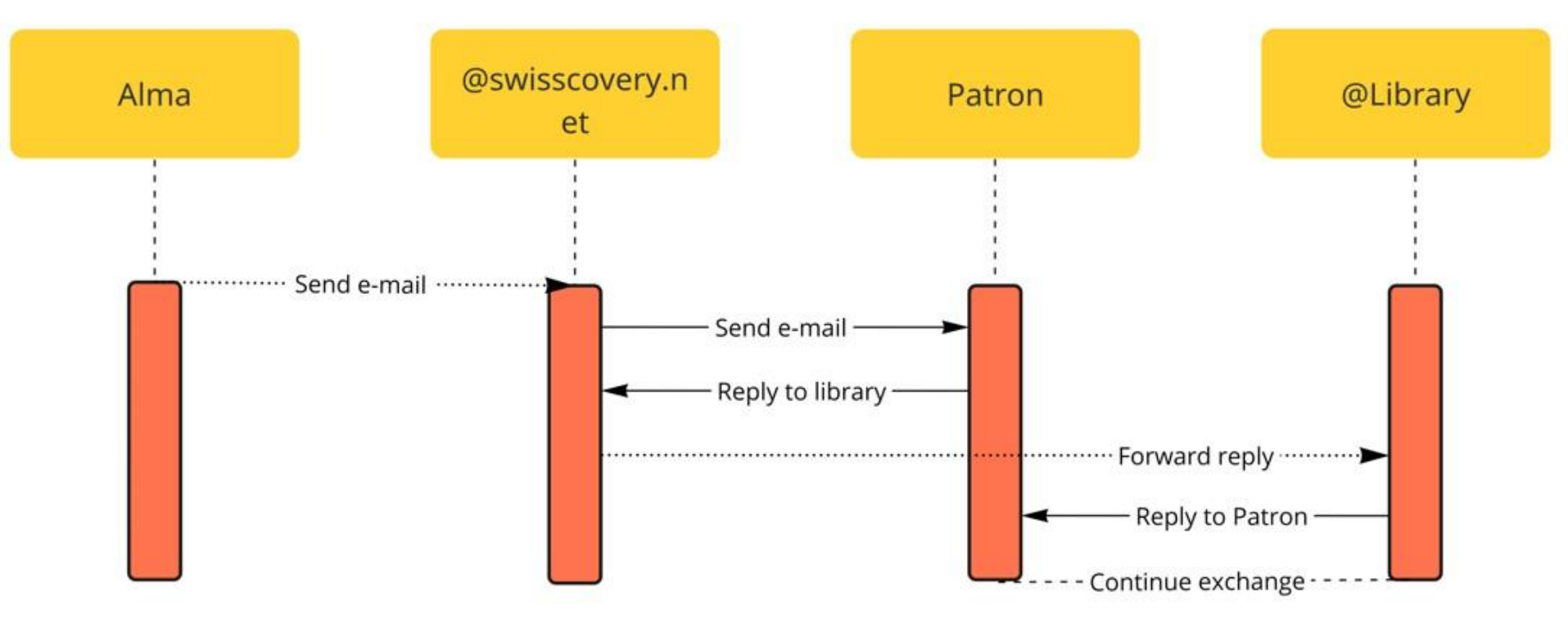


Outlook



Reply-to mailboxes

Automated redirecting of replies to the @swisscovery.net mailboxes back to the libraries
Around 400 mailboxes.



Development of new tools – API & Python

Export and visualize label configuration in all IZs

Checking correct label distribution.

Overview of different label variants.

	A	B	C	D	E
1		en	de	fr	it
2	NETWORK	We would like to place an	Wir möchten eine Beste	Nous aimerions passer	Vorremmo effettuare un ordi
3	UNIGE	We are kindly submitting t	NZ	Nous vous prions de nc	NZ
4	ETH	NZ	NZ	NZ	NZ
5	UBS	We order the copies listed	Wir bestellen unten aufg	Nous aimerions passer	Vorremmo effettuare un ordi
6	RZS	NZ	NZ	NZ	NZ
7	HSG	We would like to place an	Wir ersuchen um Lieferu	We would like to place	We would like to place an ord
8	USI	NZ	NZ	NZ	Vorremmo cortesemente ordi
9	UZB	Dear Sirs and Madams, we	Sehr geehrte Damen und	NZ	NZ
10	BCUFR	NZ	NZ	NZ	NZ
11	ZHAW	NZ	NZ	NZ	NZ
12	UBE	NZ	NZ	NZ	NZ

Export and visualize template configuration in all IZs

Overview of IZ with customized central template.

	A	B	C	D	E	F
1		UNIGE	ETH	UBS	RZS	HSG
2	AnalyticsLetter	NZ	NZ	NZ	NZ	NZ
3	BorrowerClaimEmailLetter	NZ	NZ	NZ	NZ	NZ
4	BorrowerOverdueEmailLetter	NZ	NZ	NZ	NZ	NZ
5	BorrowerReceiveEmailLetter	NZ	NZ	NZ	NZ	NZ
6	BorrowerReturnEmailLetter	NZ	NZ	NZ	NZ	NZ
7	ChangeRapidoRequestTermsLetter	NZ	NZ	NZ	NZ	NZ
8	CloudIdPUserCreatedLetter	NZ	NZ	NZ	NZ	NZ
9	CollectionContributionLetter	NZ	NZ	NZ	NZ	NZ
10	CollectionContributionUpdateStatusLetter	NZ	NZ	NZ	NZ	NZ
11	ConversationLetter	NZ	NZ	custom	NZ	custom
12	DeliveryRegistrationStatusLetter	NZ	NZ	NZ	NZ	NZ
13	DepositActivityLetter	NZ	NZ	NZ	NZ	NZ

Development of new tools - API & Python

Export addressFrom label from all letters in the IZ

To identify which e-mails need replacement.

To check correct configuration.

```
"ISR": [
    "Institutions spécialisées romandes <noreply-isr@swisscovery.net>"
],
"RZH": [
    "Spezialbibliotheken Region Zürich <noreply-rzh@swisscovery.net>"
],
"BSB": [
    "Your.Department@organization.com",
    "alma@exlibrisgroup.com",
    "Discovery@exlibrisgroup.com",
    "noreply@slsp.ch",
    "Suprima@exlibrisgroup.com",
    "votre.département@organisation.com",
    "Ihre.Abteilung@organisation.com"
],
```

Find & replace addressFrom

Quickly process all letters in the IZ and distribute configuration.

```
#replace Network addressFrom
replace_addressFrom(
    api_keys,
    'SLSP Network Zone <noreply-nz@swisscovery.net>',
    [
        'Ihre.Abteilung@organisation.com',
        'noreply@slsp.ch',
        'alma@exlibrisgroup.com',
        'votre.département@organisation.com',
        'Your.Department@organization.com',
        'Suprima@exlibrisgroup.com',
        'Your Department@organization.com',
        'Discovery@exlibrisgroup.com'
    ]
)
```

Communication

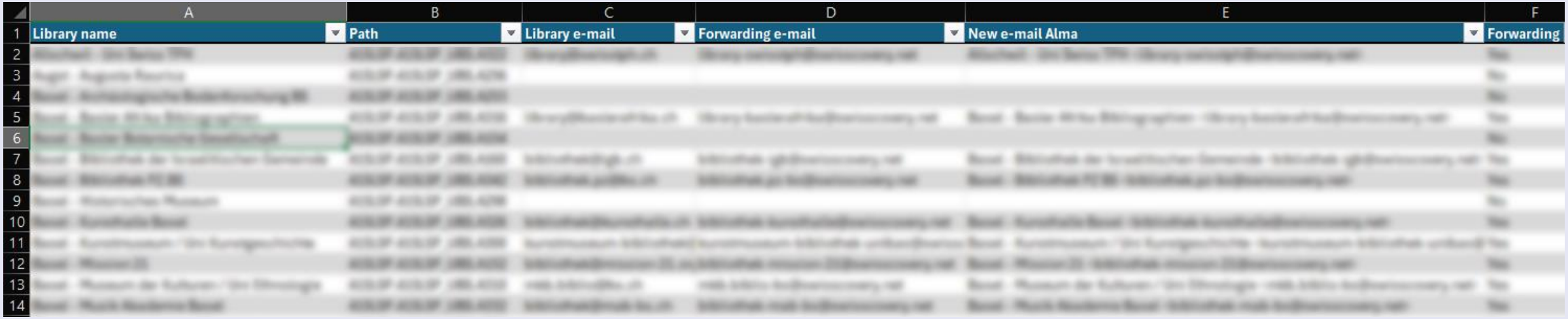
Concept - three workflows

Self-coordinated can choose, SLSP-coordinated must switch.

Workflow	Available for	Deliverability logging	Allowed domains per IZ	Configuration responsibility
SLSP mail server	All IZ types	Yes	Unlimited	SLSP
Institutional mail server	Self-coordinated	Depending on institutional setup	Depending on institutional setup	IZ
Ex Libris mail server	Self-coordinated	No	1	IZ

Communication

Individual conversation with each IZ
Confirmation of the library e-mail contacts.
Clarification of changes and impacts.
Answering any questions.

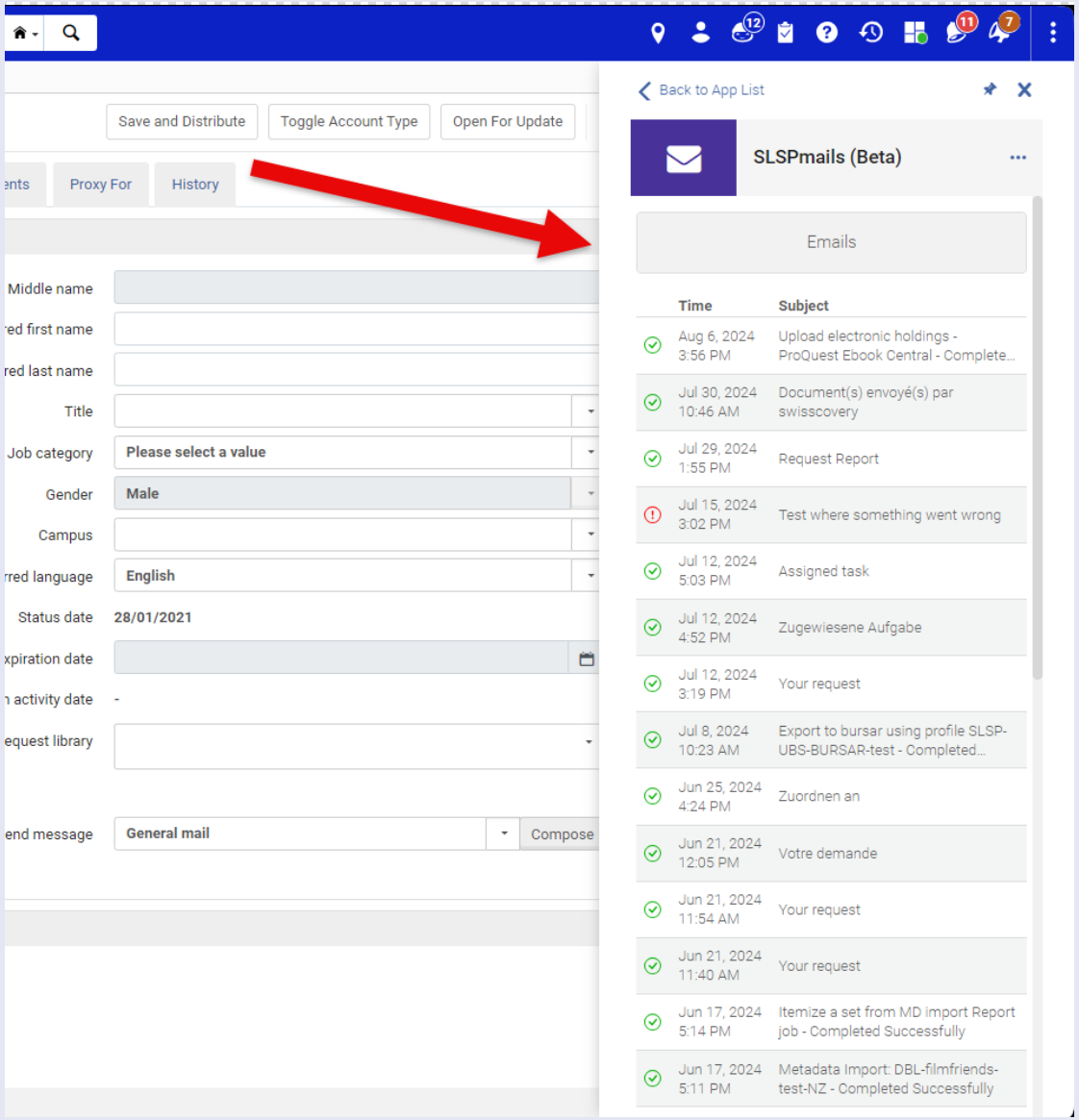


	A	B	C	D	E	F
1	Library name	Path	Library e-mail	Forwarding e-mail	New e-mail Alma	Forwarding
2	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
3	[redacted]	[redacted]				[redacted]
4	[redacted]	[redacted]				[redacted]
5	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
6	[redacted]	[redacted]				[redacted]
7	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
8	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
9	[redacted]	[redacted]				[redacted]
10	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
11	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
12	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
13	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
14	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

CloudApp

Visible in User Management and Patron Services.

1. **Overview of e-mails sent from the IZ to a user**
2. **List of all undelivered e-mails per IZ**



Summary

Summary

Good

Successful delivery

Transparency

Library clearly identified in the inbox

Bad

Library e-mail no longer in Alma

Complicated workflow for reply feature

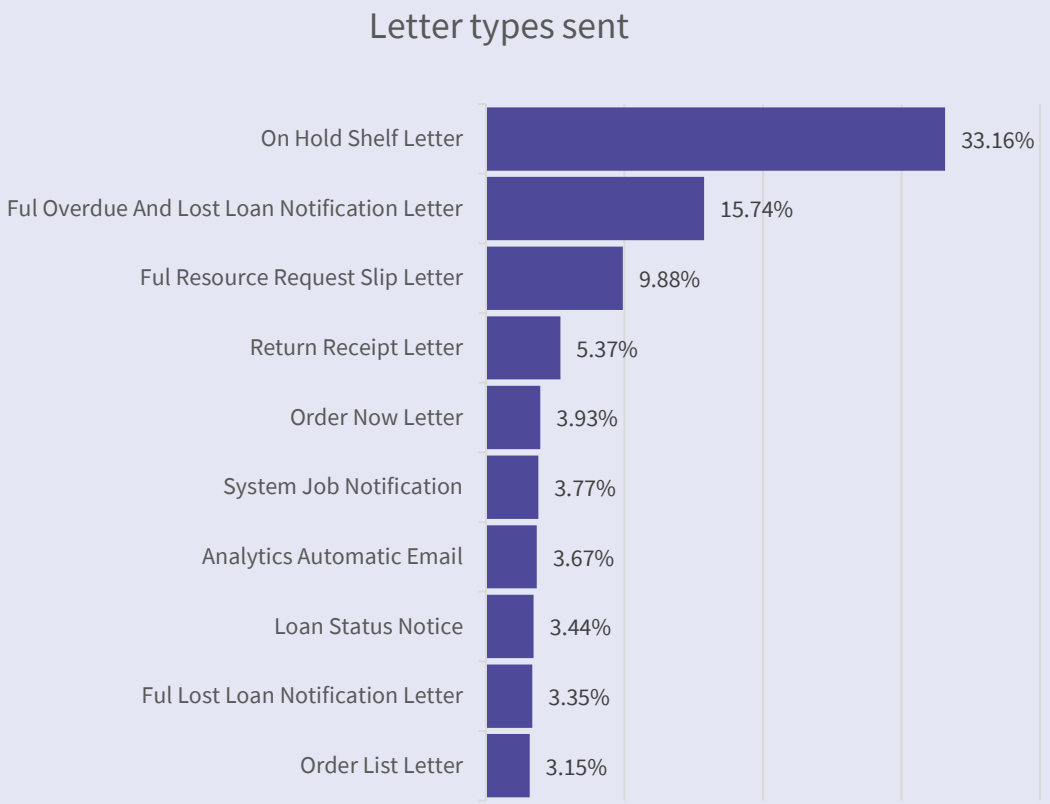
Ugly

Hardcoded library name in e-mails.

Synchronization: Not possible to access the library contacts via API.

Bonus

Total of e-mails sent
45000
40000
35000
30000
25000
20000
15000
10000
5000
0
May
Jun
Jul
Aug


Letter types sent
On Hold Shelf Letter
33.16%
Ful Overdue And Lost Loan Notification Letter
15.74%
Ful Resource Request Slip Letter
9.88%
Return Receipt Letter
5.37%
Order Now Letter
3.93%
System Job Notification
3.77%
Analytics Automatic Email
3.67%
Loan Status Notice
3.44%
Ful Lost Loan Notification Letter
3.35%
Order List Letter
3.15%

Thank you!