

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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- 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

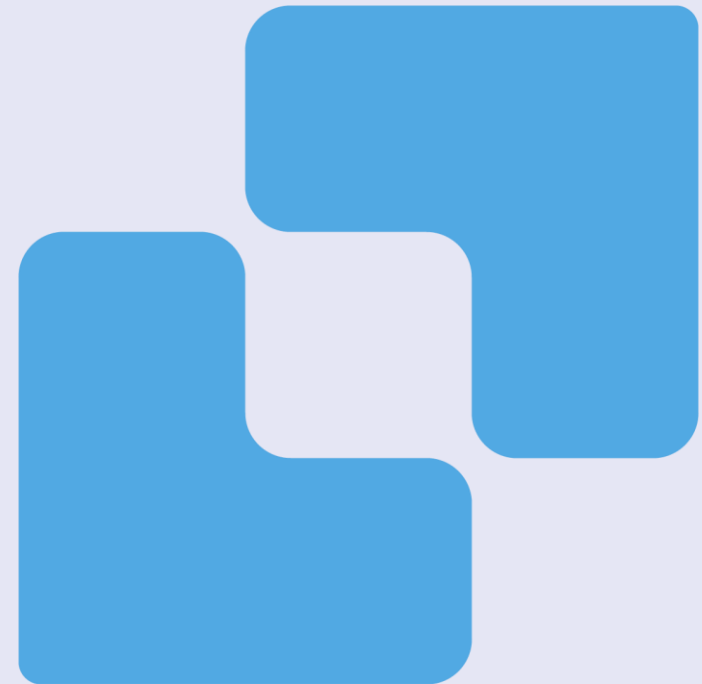
Outsourced to Twilio Sendgrid

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.

library-ABC@inst.com



library-ABC-inst@swisscovery.net

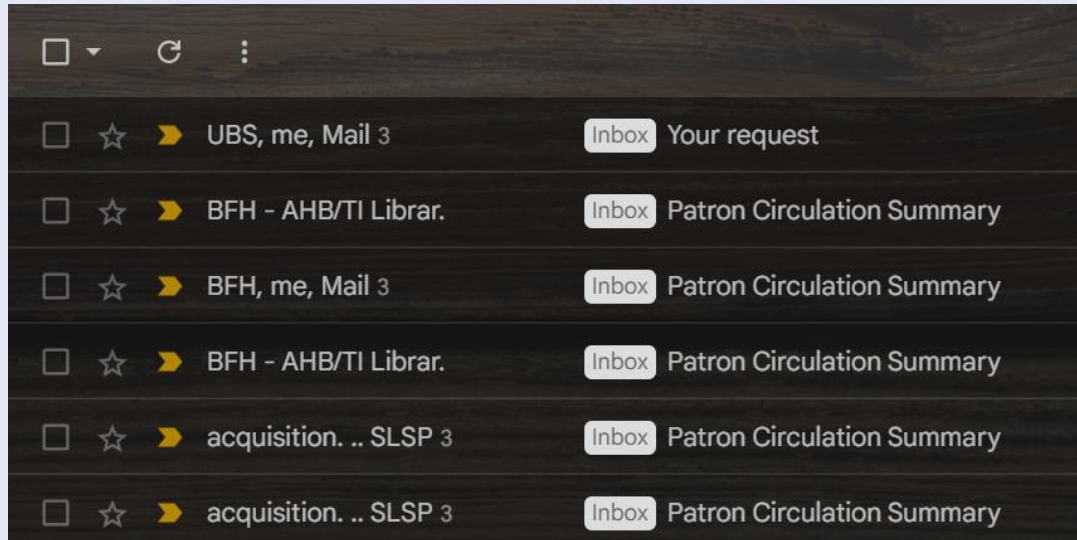


Library ABC <library-ABC-
inst@swisscovery.net>



Adaptation of library e-mails

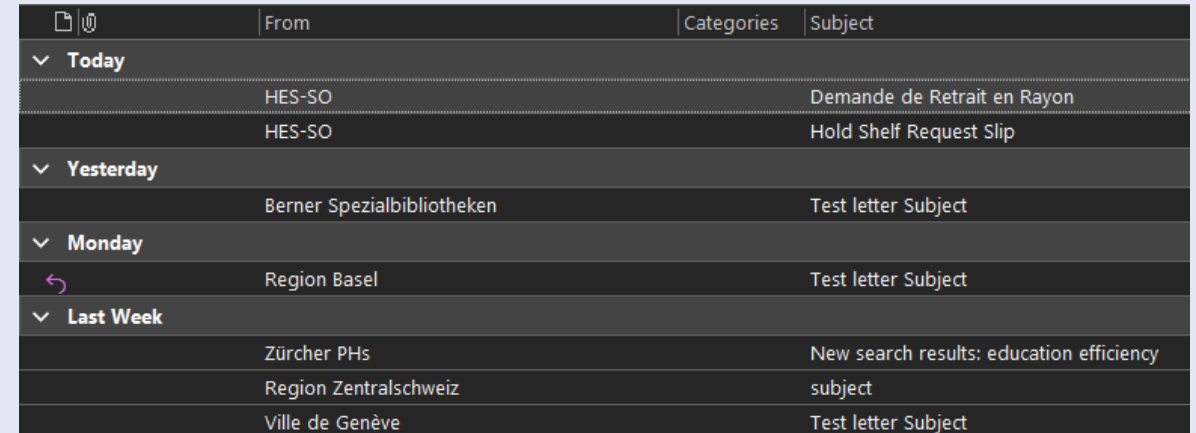
Gmail



A screenshot of a Gmail inbox with a dark theme. The interface includes a search bar at the top with a magnifying glass icon, a refresh icon, and a menu icon. Below the search bar, there are six email entries. Each entry consists of a checkbox, a star icon, a yellow arrow icon, the sender's name, a white 'Inbox' label, and the subject line. The emails are from 'UBS, me, Mail 3' and 'BFH - AHB/TI Librar.' with subjects like 'Your request' and 'Patron Circulation Summary'.

Sender	Subject
UBS, me, Mail 3	Your request
BFH - AHB/TI Librar.	Patron Circulation Summary
BFH, me, Mail 3	Patron Circulation Summary
BFH - AHB/TI Librar.	Patron Circulation Summary
acquisition. ... SLSP 3	Patron Circulation Summary
acquisition. ... SLSP 3	Patron Circulation Summary

Outlook



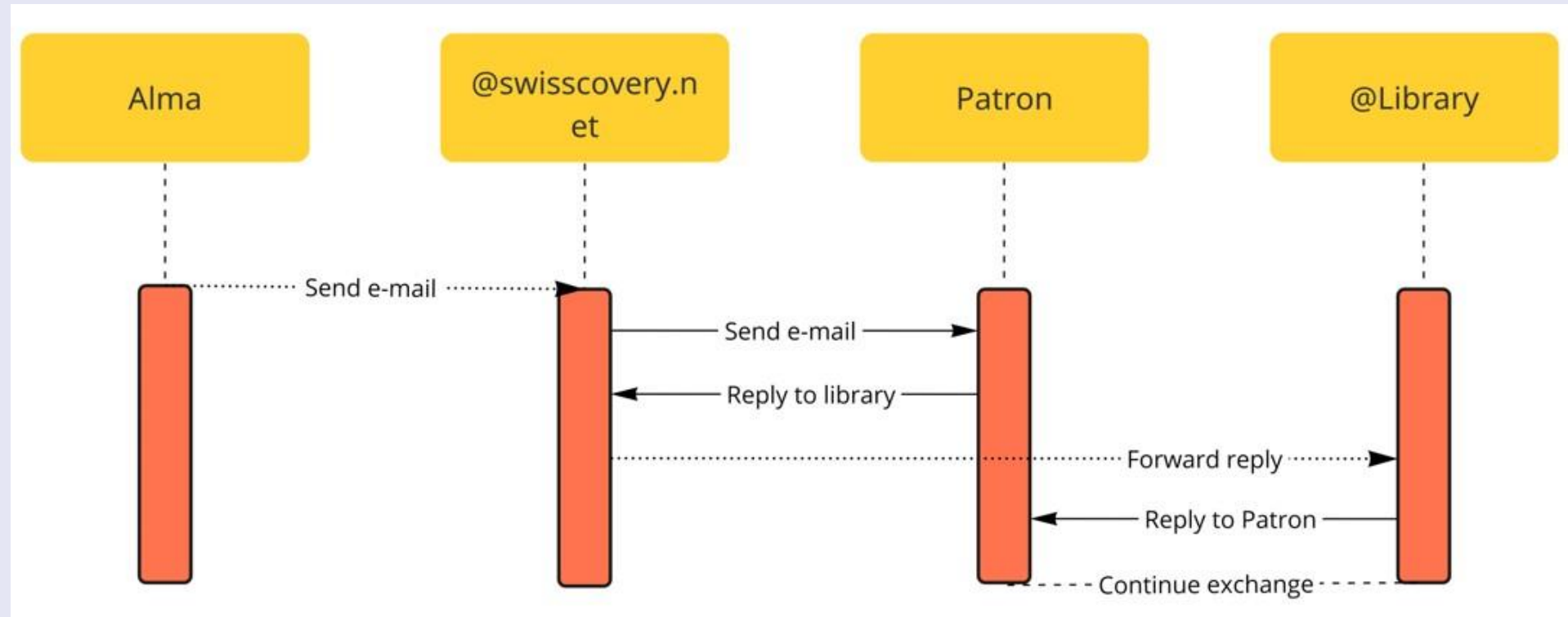
A screenshot of an Outlook inbox with a dark theme. The interface includes a search bar at the top with a magnifying glass icon. Below the search bar, there are several email entries grouped by date. Each entry consists of a date header, the sender's name, and the subject line. The emails are from 'HES-SO', 'Berner Spezialbibliotheken', 'Region Basel', 'Zürcher PHs', 'Region Zentralschweiz', and 'Ville de Genève' with subjects like 'Demande de Retrait en Rayon', 'Hold Shelf Request Slip', 'Test letter Subject', and 'New search results: education efficiency subject'.

Date	From	Subject
Today	HES-SO	Demande de Retrait en Rayon
Today	HES-SO	Hold Shelf Request Slip
Yesterday	Berner Spezialbibliotheken	Test letter Subject
Monday	Region Basel	Test letter Subject
Last Week	Zürcher PHs	New search results: education efficiency subject
Last Week	Region Zentralschweiz	subject
Last Week	Ville de Genève	Test letter Subject



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 auf	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	Alma - Alma Data 700	\\fs1\alma\alma_data_700	alma_data_700@ulb.uni-wuerzburg.de	alma_data_700@ulb.uni-wuerzburg.de	Alma - Alma Data 700 - alma_data_700@ulb.uni-wuerzburg.de	Yes
3	Alma - Alma Data 700	\\fs1\alma\alma_data_700	alma_data_700@ulb.uni-wuerzburg.de	alma_data_700@ulb.uni-wuerzburg.de	Alma - Alma Data 700 - alma_data_700@ulb.uni-wuerzburg.de	Yes
4	Alma - Alma Data 700	\\fs1\alma\alma_data_700	alma_data_700@ulb.uni-wuerzburg.de	alma_data_700@ulb.uni-wuerzburg.de	Alma - Alma Data 700 - alma_data_700@ulb.uni-wuerzburg.de	Yes
5	Alma - Alma Data 700	\\fs1\alma\alma_data_700	alma_data_700@ulb.uni-wuerzburg.de	alma_data_700@ulb.uni-wuerzburg.de	Alma - Alma Data 700 - alma_data_700@ulb.uni-wuerzburg.de	Yes
6	Alma - Alma Data 700	\\fs1\alma\alma_data_700	alma_data_700@ulb.uni-wuerzburg.de	alma_data_700@ulb.uni-wuerzburg.de	Alma - Alma Data 700 - alma_data_700@ulb.uni-wuerzburg.de	Yes
7	Alma - Alma Data 700	\\fs1\alma\alma_data_700	alma_data_700@ulb.uni-wuerzburg.de	alma_data_700@ulb.uni-wuerzburg.de	Alma - Alma Data 700 - alma_data_700@ulb.uni-wuerzburg.de	Yes
8	Alma - Alma Data 700	\\fs1\alma\alma_data_700	alma_data_700@ulb.uni-wuerzburg.de	alma_data_700@ulb.uni-wuerzburg.de	Alma - Alma Data 700 - alma_data_700@ulb.uni-wuerzburg.de	Yes
9	Alma - Alma Data 700	\\fs1\alma\alma_data_700	alma_data_700@ulb.uni-wuerzburg.de	alma_data_700@ulb.uni-wuerzburg.de	Alma - Alma Data 700 - alma_data_700@ulb.uni-wuerzburg.de	Yes
10	Alma - Alma Data 700	\\fs1\alma\alma_data_700	alma_data_700@ulb.uni-wuerzburg.de	alma_data_700@ulb.uni-wuerzburg.de	Alma - Alma Data 700 - alma_data_700@ulb.uni-wuerzburg.de	Yes
11	Alma - Alma Data 700	\\fs1\alma\alma_data_700	alma_data_700@ulb.uni-wuerzburg.de	alma_data_700@ulb.uni-wuerzburg.de	Alma - Alma Data 700 - alma_data_700@ulb.uni-wuerzburg.de	Yes
12	Alma - Alma Data 700	\\fs1\alma\alma_data_700	alma_data_700@ulb.uni-wuerzburg.de	alma_data_700@ulb.uni-wuerzburg.de	Alma - Alma Data 700 - alma_data_700@ulb.uni-wuerzburg.de	Yes
13	Alma - Alma Data 700	\\fs1\alma\alma_data_700	alma_data_700@ulb.uni-wuerzburg.de	alma_data_700@ulb.uni-wuerzburg.de	Alma - Alma Data 700 - alma_data_700@ulb.uni-wuerzburg.de	Yes
14	Alma - Alma Data 700	\\fs1\alma\alma_data_700	alma_data_700@ulb.uni-wuerzburg.de	alma_data_700@ulb.uni-wuerzburg.de	Alma - Alma Data 700 - alma_data_700@ulb.uni-wuerzburg.de	Yes



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

The screenshot displays the CloudApp interface. On the left, a user profile form is visible with fields for Middle name, First name, Last name, Title, Job category, Gender (Male), Campus, Preferred language (English), Status date (28/01/2021), Expiration date, Inactivity date, Request library, and Send message (General mail). A red arrow points from the 'History' tab in the top navigation bar to the right-hand panel. The right-hand panel shows a list of emails under the heading 'SLSPmails (Beta)'. The list includes columns for Time and Subject, with various email entries and their corresponding dates and times.

Time	Subject
Aug 6, 2024 3:56 PM	Upload electronic holdings - ProQuest Ebook Central - Complete...
Jul 30, 2024 10:46 AM	Document(s) envoyé(s) par swisscovery
Jul 29, 2024 1:55 PM	Request Report
Jul 15, 2024 3:02 PM	Test where something went wrong
Jul 12, 2024 5:03 PM	Assigned task
Jul 12, 2024 4:52 PM	Zugewiesene Aufgabe
Jul 12, 2024 3:19 PM	Your request
Jul 8, 2024 10:23 AM	Export to bursar using profile SLSP-UBS-BURSAR-test - Completed...
Jun 25, 2024 4:24 PM	Zuordnen an
Jun 21, 2024 12:05 PM	Votre demande
Jun 21, 2024 11:54 AM	Your request
Jun 21, 2024 11:40 AM	Your request
Jun 17, 2024 5:14 PM	Itemize a set from MD import Report job - Completed Successfully
Jun 17, 2024 5:11 PM	Metadata Import: DBL-filmfriends-test-NZ - Completed Successfully



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

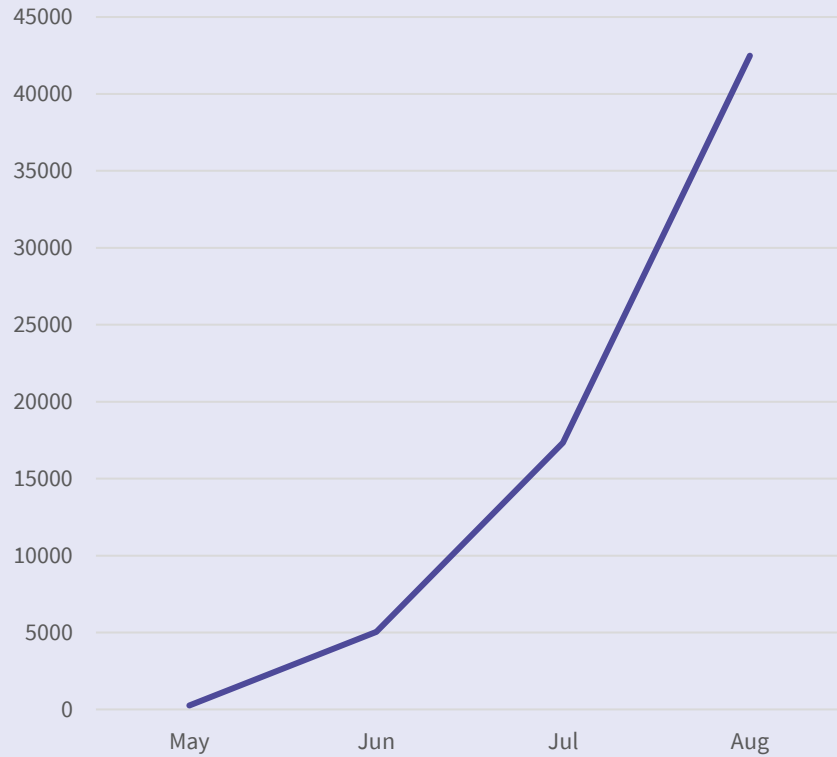
Hardcoded library name in e-mails.

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

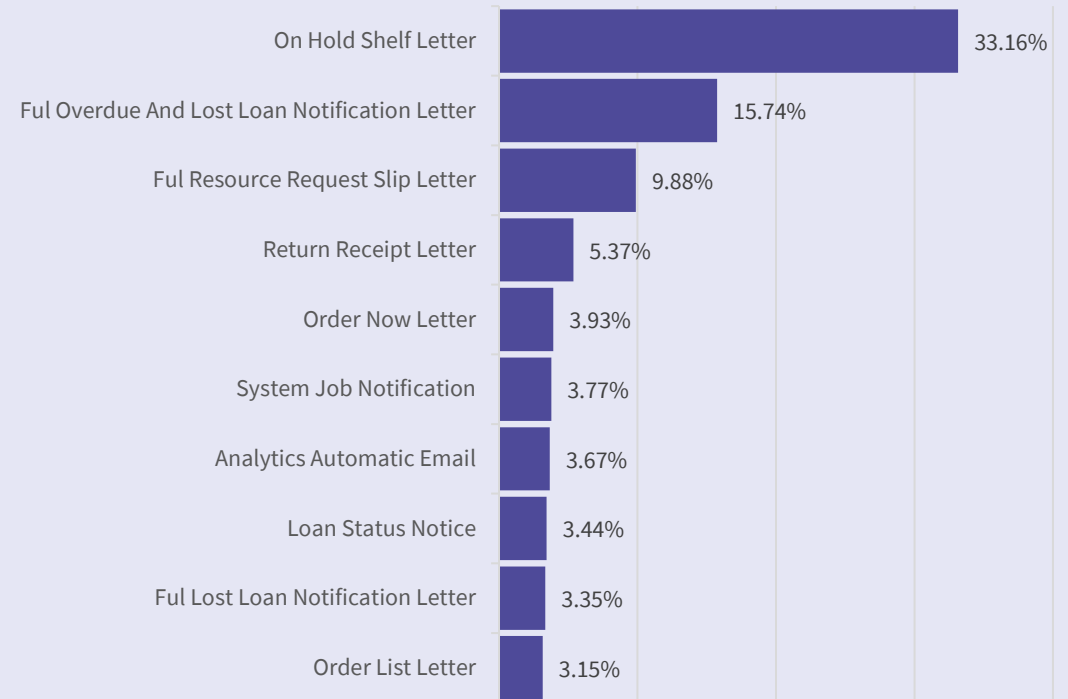


Bonus

Total of e-mails sent



Letter types sent



Thank you!

