Sending e-mails with BiblioMaker

BiblioMaker is able to send e-mails via your mail server.

This document explains how to set up the sending of e-mails.

Contents

1. Introduction to the function

BiblioMaker is able to send e-mails via your mail server using the *SMTP* (Simple Mail Transfer Protocol).

In order to be able to communicate with your mail server, BiblioMaker must be configured with different parameters such as the mail server address, the port, the name of the e-mail account to use, etc.

Emails can be sent in the following contexts:

E-mails sent by the librarians

- Order form to suppliers (from the Titles file) [1]
- Order cancellation to suppliers (from the Titles file) [1]
- Complaint letters to suppliers (from the Titles file) [1]
- Reminders to suppliers (from the Titles file) [1]
- E-mailing (from the Addresses file)
- Password letter (from the Addresses file)
- Reservation announcements (from the Loans file) [2]
- Reminders to readers (from the Loans file) [2]

E-mails sent by the system

- E-mail to readers for nearly due loans (from the Job scheduler) [2]
- Sending the password to the reader [3]
- Sending various emails to librarians (from the configuration of the Web public search) [3]

[1] Requires the acquisitions module

[2] Requires the loans module

[3] Requires the Web public search module

2. Setting up the sending of e-mails

2.1 Create a configuration for sending emails

If you'd like to send e-mails, BiblioMaker must be set up in order to communicate with your mail server. This is why you must have at least one e-mail address.

In the software maintenance (accessible with the **File>Maintenance** command), choose the **Other>Configure sending e-mails** command. Create a new configuration record and enter the following parameters :

Field name	Explanation	Example
Title	Configuration name	*Loans service*
E-mail Address	E-mail address of the sender	loans@library.com
Complete name	Name of the sender	*Kensington Library*
Account name	Your account name	*loans*
Authentication with password	Please tick if the mail server requires a password	
Password	Password to connect to your mail server	*12345*
SMTP server	Mail server address	*mail.library.com*
SMTP port number	TCP port number (usually 25 for uncrypted communication, 465 or 587 for crypted communication)	*587*
Allow unsecured connections	Tick if applicable	
Responsible user	User account linked to the e-mail account. Only this user will be able to change the e-mail settings	Administrator
Mailing delay (sec.)	Delay between two sent e-mails. To be used only if the provider limits the number of sent e-mails per minute	2.5
Answer to	E-mail address an answer should be sent to	info@library.com
Carbon Copy	E-mail address of the library a copy of the e-mail will be sent to (to keep a trace of the sent e-mails)	loans@library.com
Blind Carbon Copy	E-mail address of the library a blind copy of the e-mail will be sent to (to keep a trace of the sent e-mails)	loans@library.com

If you don't know how to fill up this configuration dialog, please ask your IT manager.

Check the entered settings with the **Test** button.

You may enter several e-mail configurations, one for each person or one for each library department (acquisitions, loans, etc.) or for special cases.

2.2 To keep a copy of sent emails or not

By default, the emails you send are not stored in the sent emails folder of your mailbox. However, some of the e-mails you send should be archived: for example, if you send loan reminders to your readers, it is interesting to keep a trace of their sending in case of dispute. On the other hand, other general information e-mails (such as a newsletter announcing an event) do not require keeping a copy.

So you can create two email configurations, one with a copy of the sent email and one without. One configuration will have the label *(with copy)* in the TITLE and the BLIND CARBON COPY field will contain your email address, the other configuration will have the label *(without copy)* in the TITLE and the BLIND CARBON COPY field will remain empty.

Example

Configuration 1

TITLE : *E-mail at Infomaniak (with copy)*

BLIND CARBON COPY : *library@ik.me*

Configuration 2

TITLE : *E-mail at Infomaniak (without copy)*

BLIND CARBON COPY: [leave empty]

In the options for each print format capable of sending e-mails (see the list in § 1), you can choose the configuration to be used, with or without copies.

2.3 Computers sending e-mails

If you work with a client-server (or cloud) version of BiblioMaker, the e-mails generated manually by the librarians will be sent by the workstation where the send order is given. On the other hand, the e-mails generated automatically by the system (see § 1) will be sent by the server hosting the BiblioMaker database.

As a security measure, some mail servers filter the connections according to the origin of the computer which contacts them. It can happen that sending e-mails from a workstation is possible, but not from the BiblioMaker server. In this case, please contact your network administrator so that he can authorize connections from the BiblioMaker server.

3.   Sending e-mails

Once the various parameters described above have been configured, each print format capable of sending e-mails will have to be configured accordingly.

3.1   Setting up print formats

Call up the **Print** command, select the print format, and then click the **Options** button. The SENDER field is accompanied by a pop-up menu listing the different e-mail sending configurations. Select the desired configuration.

3.2   Setting up the sending of e-mails by the WebOPAC server

The WebOPAC server is able to automatically send e-mails either to readers (for example, when they request their forgotten password from the online catalog) or to librarians (to inform them of certain reader actions in the online catalog).

You access the WebOPAC server configuration via the **File>Maintenance**, then **Other>Configure Web Public Search** menus. Modify the configuration(s) and on the **General** tab, select the desired e-mail sending configuration from the E-MAIL SENDER pop-up menu.

3.3   Sending e-mails

Sending e-mails is generally done in the same way as for a standard printout : select the records (titles, addresses, loans...), call the **Print** command, choose the print format and confirm the printing. BiblioMaker will generate the e-mails instead of sending data to the printer. Some print formats such as **Reservation announcements** or **Loan reminders** have a mixed operation, i.e. the program prints letters for some readers and sends e-mails for other readers, depending on their preference.

At the end of the printing process, a report is usually displayed on the screen and indicates any errors encountered (invalid recipient's e-mail address...).