Sierra System Administration

How to Configure Outgoing Mail for Sierra

# Libraries may customize the source and reply-to email addresses for outgoing email in Sierra. Email configuration varies according to which functions the library has acquired.

# Topics

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# Additional Configuration for Mail (Various functions/products)

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# Setup Overview

You will configure system settings to re-direct any 'bounced' emails for these accounts to email addresses that are monitored by staff.

The email source address should be a functional, fully-qualified email address. This is the "From" address in the header of an outgoing email.

Reply-to and CC addresses are optional. If a reply-to address is used, many email clients will direct manual replies to the reply-to address. (Bounced email will always go to the source address.) If specified, a CC address will cause the system to send a duplicate copy of each email to that email account.

# Circulation Mail

1. Configure the following two circulation option settings in the [Sierra Admin Corner](https://documentation.iii.com/sierrahelp/Default.htm#sadmin/sadmin_admin_corner.html).

**Notices: E-mail notice information**

circadm@library.edu|circdesk@library.edu|Circulation Notices|z|johndoe@library.edu

**Inter-Library Loans: E-mail information**

illadm@library.edu|ILLdept@library.edu|Request for ILL material|z|techman@library.edu

**Note:** Libraries using multiple ILL departments may specify different reply-to addresses for each department.

1. [Optional] Enter a unique 'From' address for each address in the [Branch Addresses](https://documentation.iii.com/sierrahelp/Default.htm#sril/sril_circ_param_braddr.html) file so that bounced emails can be directed to branch-specific email addresses.

For example:

**Branch Addresses**

| BRANCH NAME | MAIN LIBRARY |
| --- | --- |
| Address | **Main Library**  **1234 Fifth Street**  **Berkeley, CA 94710** |
| E-mail Source | **mainbnotices@biglibrary.org**  **Bounced mail goes to this email address** |
| E-mail Reply-To | **mainnotices@biglibrary.org** |

**Branch Address**

| BRANCH NAME | GREEN BRANCH LIBRARY |
| --- | --- |
| Address | **Green Branch Library**  **55 Dwight Avenue**  **Berkeley, CA 94710** |
| E-mail Source | **greenbnotices@biglibrary.org**  **Bounced mail goes to this email address** |
| E-mail Reply-To | **greenbnotices@biglibrary.org** |

## Subject for Circulation and ILL Notices

## A subject line cannot be branch-specific; make it institution- and notice-type specific, e.g. Circulation notice from <Institution name>; Order from <Institution name>.

## Beware of using cryptic terms or abbreviations which might make the subject appear as possible SPAM on some email servers.

## For circulation notices, the library can set up specific subject lines for each type of circulation notice in the [Email Subject Table](https://documentation.iii.com/sierrahelp/Default.htm#sril/sril_circ_param_email.html).

## CCs for Circulation and ILL Notices

## Circulation notices may generate many emails; make sure your local mail server can accommodate the volume of CCs your notices will produce.

## Some libraries prefer that each branch receive its own notices CCs, but CCs cannot be set in the Branch Address file and thus are not branch-specific. If the library has set different "From" addresses for each branch, the library can set up filters in the email account used to receive incoming CCs (the email program in use must support filtering), using the "From" address to send them on to the appropriate mailboxes.

## See also:

## [Notices: Email notice information](https://documentation.iii.com/sierrahelp/Default.htm#sadmin/sadmin_options_circ_notices_email_info.html)

## [Inter-Library Loans: Email information](https://documentation.iii.com/sierrahelp/Default.htm#sadmin/sadmin_options_circ_ill_email_info.html)

## [Branch Addresses Table](https://documentation.iii.com/sierrahelp/Default.htm#sril/sril_circ_param_braddr.html)

# Acquisitions and Serials Mail

Configure the following two acquisitions and serials options settings in the [Sierra Admin Corner](https://documentation.iii.com/sierrahelp/Default.htm#sadmin/sadmin_admin_corner.html).

1. **Order E-mail information**

iiiord@library.edu|techsrvcs@library.edu|<Library name>Orders|acqman@library.edu

1. **Claim E-mail information**

iiiclaim@library.edu|serials@library.edu|<Library name>Claims|mbrown@library.edu

**Subjects for Acquisitions and Serials Mail**

* A subject line cannot be branch-specific; make it institution- and notice-type specific, e.g. Orders from <Institution name>.
* Beware of using cryptic terms or abbreviations which might make the subject appear as possible SPAM on some email servers.

# Printing to Email

Make configuration changes for printing to email (sometimes called FTS mail) by contacting your regional support team.

# Exporting to Email

For library catalog exports the system uses the values in the [EMAIL OP web option](https://documentation.iii.com/sierrahelp/Default.htm#sril/sril_export_options.html) for bounced email address and subject. For more information see [Saving and Exporting Options](https://documentation.iii.com/sierrahelp/Default.htm#sril/sril_export_options.html).

# Additional Configuration for Mail (various functions/products)

# Web Options:

# [EMAILOP](https://documentation.iii.com/sierrahelp/Default.htm" \l "sril/sril_export_options.html)

# [ALTERNATE\_ID\_EMAIL](https://documentation.iii.com/sierrahelp/Default.htm" \l "sril/sril_my_account_options.html)

# [MF\_EMAIL\_REPLYTO](https://documentation.iii.com/sierrahelp/Default.htm#sril/sril_rpro_options.html)

# [MF\_EMAIL\_SENDER](https://documentation.iii.com/sierrahelp/Default.htm#sril/sril_rpro_options.html)

# [PIN\_RESET\_EMAIL](https://documentation.iii.com/sierrahelp/Default.htm#sril/sril_patron_record_options.html)

# Tables:

# [Search Alert Options File](https://documentation.iii.com/sierrahelp/Default.htm#sril/sril_searchalertopt_file.html)

# [Collection Agency Settings](https://documentation.iii.com/sierrahelp/Default.htm#sril/sril_circ_param_collect.html)

# [Using Email Reminders](https://documentation.iii.com/sierrahelp/Default.htm#sgil/sgil_maint_use_tickler.html) (Tickler for a Specific Record)

# [Managing Tickler Rules](https://documentation.iii.com/sierrahelp/Default.htm#sgil/sgil_maint_tickler_list.html) (Ticklers for Groups of Records)

# System Options:

# [Email Backup Errors](https://documentation.iii.com/sierrahelp/Default.htm#sadmin/sadmin_options_email_backuperrs.html)

# [Alert Email for Forwarding Services](https://documentation.iii.com/sierrahelp/Default.htm" \l "sadmin/sadmin_options_wam_alert_email.html)

# Additional Resources

[Sierra Sendmail](https://myproquest.sharepoint.com/:w:/s/ITLC-Public/EXgVTee_plNEtHo2bq9mrBgBYVq2xvVlsPKbxqhnfZ670Q?e=fUfeC4)

[Header Elements in System Generated Emails](https://documentation.iii.com/sierrahelp/Default.htm#sgil/sgil_sys_generated_email.html)

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