Configure alerts

Learn how to set up alerting in OLIB.
►Alerting> Notices
►System Administration> Server Process Config
►Users> Locations
►System Administration> OLIB Defaults

This information explains how to set up email alerts and SMS (text) alerts, including Janet txt.

Email alerts

If email alerting is to be used, go to System Administration> Server Process Configuration and enter your SMTP server name.

SMS texts

Text alerts can be used for Overdues, Recalls, Reservation Held Notifications, Loans Due Reminders.

Enter SMS configuration details. These can be set at the users' Location level and/or system level in OLIB Defaults. If details are not entered at Location level, OLIB uses the details at System level.

1. In both cases go to the SMS Alerting Configuration sheet.
2. In modify mode, complete the following fields and save the details:

<table>
<thead>
<tr>
<th>FIELD</th>
<th>INSTRUCTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aggregator</td>
<td>The aggregator to use, e.g. Blackboard ConnextTxt, Janet txt, firetext.</td>
</tr>
<tr>
<td>Certificate Store</td>
<td>Enter the location of the Oracle certification wallet (supplied by OCLC's OLIB Technical Services department). Edit the certificate authority for the aggregator you want to use. For example for firetext this will need to include COMODO root certificates. This may be carried out as part of a Service Pack upgrade, or OCLC may need to liaise with your DBAs in order to implement the updated Certificate Store.</td>
</tr>
<tr>
<td>URL</td>
<td>The aggregator's URL: e.g. the Janet txt gateway (supplied by Janet txt), or e.g. <a href="https://www.firetext.co.uk/">https://www.firetext.co.uk/</a></td>
</tr>
<tr>
<td>FIELD</td>
<td>INSTRUCTIONS</td>
</tr>
<tr>
<td>------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Account User Name / Password</td>
<td>The email address and password of your account with the aggregator to log into the account online.</td>
</tr>
<tr>
<td>Alerts Sent From</td>
<td>The 'from address' that will be included in the SMS messages - i.e. a short piece of text to inform your users that the message is from your library (letters/numbers only and between 3 and 11 characters).</td>
</tr>
<tr>
<td>Suppress Unicode?</td>
<td>Set to Yes</td>
</tr>
<tr>
<td>Reporting Level</td>
<td>The diagnostic level that you want to operate. Normally set to NONE.</td>
</tr>
<tr>
<td>Retrieve Statuses?</td>
<td>Normally set to No. (The OLIB SMS Service can send status update requests to the aggregator to monitor the progress of the SMS messages it has requested to be sent).</td>
</tr>
<tr>
<td>Start Time</td>
<td>The earliest time that you would like OLIB to send SMS messages. The SMS messages are actually generated in daystart. However, you may not want OLIB to send SMS messages to your users as early as this. You can therefore set Start Time to a 'reasonable' time such as 08:00 so that the texts are actually sent 'during normal office hours'.</td>
</tr>
<tr>
<td>End Time</td>
<td>Similarly, you may not wish your OLIB system to send texts beyond a certain time of day.</td>
</tr>
<tr>
<td>Proxy Server</td>
<td>Add the proxy server details if you have to use a proxy server.</td>
</tr>
<tr>
<td>Proxy User Name</td>
<td>Set to Use default location for UserAgent. Other options will be implemented in a future release.</td>
</tr>
<tr>
<td>Proxy Password</td>
<td></td>
</tr>
</tbody>
</table>

3. After completing the above details click Save and Continue (if you wish to run a test) or Save.

4. **Test SMS**: in the Locations and OLIB Defaults layouts the Test SMS button is standard. Click this button to send a test text message containing some standard text, to the relevant aggregator e.g. firetext. When successful, OLIB displays a popup similar to this:
Judith Seddon - SMS 670885

<?xml version="1.0" encoding="utf-8"?><Responses><SingleResponse>0:1 SMS successfully queued</SingleResponse></Responses>

A message is also directed to the mobile number present in your User record (i.e. whoever you are currently logged into OLIB Web as), e.g:

Judith Seddon – SMS 670885
From: SuSEsp8
29/01/2016 14:29

This includes the name of the current user record and a random 6 digit number.

5. In the Users domain, for each User record ensure you are entering the user's mobile telephone number in the Main Details: Tel. Mobile field. (If the user’s record does not contain a mobile number, the alert will be generated as normal, but it will be flagged as Not Sent).

**Notices domain**

In Notices create a copy of the example notice you want to send.

1. Select the Notice Type.
2. Edit the Notice Text. (Not required if the alert will only be via SMS).
3. Set Enable to Yes and any other email settings etc..
4. Enter the SMS Notice Text if this notice is to be via SMS.
5. Specify whether the notice is to be sent via Email/SMS/Both.

**Specify From Address and Reply To Address**

This configuration is optional. It is possible to apply a global From address for all emails, and also to configure OLIB so that the email address that is entered in the From Address field in the notice record is put in alternative email headers such as On-Behalf-Of and Reply-To.

These are entered in Email System Settings in OLIB Defaults.

Go to > System Administration> OLIB Defaults > Reports / Email Configuration.

Enter a new global **From address** and additional **Replacement Headers**:

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**From Address**  **The email address to use as the From address in all**
emails, in place of the From Address that is configured on, for example, the Notice record. When used, the From address that is configured on the Notice record is placed against each of the headers specified in the Replacement Headers field below.

For example:

Reply-To
On Behalf Of
Errors-To

These are one or more headers you want included in the emails sent from your OLIB system. These are as well as the From header. These headers will then include the email address that exists in the originating notice's From Address.

This means for example, hosted systems can all have an oclc.org From Address (by dint of the system being implemented on the managed service) - but also a local library Reply-To, so recipients can actually reply to the email. For example, the Notice would contain:

**From Address:** "My Local Library" <NoReply@oclc.org>

**Reply-To:** mylocallibrary@localaddress.org