

SCLS Email Services are moving to the cloud

From the folks who bring you all of your awesome technology comes a new email experience...

A Little Background

The current SCLS email server needs to be retired in early 2015. After looking at multiple products the SCLS Staff made a recommendation to the Technology Committee that SCLS adopt Microsoft Office 365 as the new email service. On March 12th, 2014 the Technology Committee officially selected Microsoft Office 365 to replace the current SCLS email service.

Office 365 Cost (O365 if you're cool)

Businesses and home users must pay for an O365 subscription. We are very lucky because Microsoft loves libraries and gives it to us for FREE! (Google charges libraries \$50 per user each year for Google Apps)

Features of O365

- Access to email and calendar from anywhere at any time using any device
- Email addresses with your library's name (ralphy@brodheadlibrary.org)
- No ads or data mining
- World class spam control

Moving to O365

Moving to O365 is a whopper of a project. Everyone who uses an @scls.lib.wi.us address will be impacted in one way or another. This includes people who use Gmail to check their @scls.lib.wi.us addresses.

All Libraries

- Each library will move to a custom domain name of their choice
 - Examples: @columbuspubliclibrary.info, @jmml.org
- Each library will need to update its email address(es) on its webpages, stationery, business cards, contact forms, social media accounts, with vendors, etc.
- Libraries that have devices that use email addresses will need to reconfigure them (SCLS will provide settings)
 - Examples: copiers, HVAC, security gates, etc.

Anyone who has an @scls.lib.wi.us email address

- Each person will get a new email address
 - Examples: randy@columbuspubliclibrary.info, sfarkus@jmml.org
- Each person will need to notify their contacts of their new email address, resubscribe to non-SCLS hosted lists, update their email address with vendors, etc.
- Everyone will be able to check both new and old email addresses from within the O365 or Gmail clients until the @scls.lib.wi.us addresses are retired

People who use Thunderbird with their @scls.lib.wi.us email address

- Each person will move to Office 365 and learn the new intuitive web interface
- Email from Thunderbird will not be moved to O365 but will be accessible until January 31, 2015 on staff computers
 - Thunderbird email can be archived on an external drive for retention purposes
- Contacts from Thunderbird can be imported to O365 by each person, however a fair amount of cleanup will be required (SCLS will provide instructions)

People who use Gmail with their @scls.lib.wi.us email address

- Gmail users will continue using the same Gmail account
- Email will not need to be moved, everything will still be in Gmail
- Gmail users will update their Gmail account settings to retrieve email from the O365 server
 - SCLS will provide users with these settings
- Gmail will remain an unsupported email solution; however, users may choose to move to O365 and receive full support from SCLS
 - SCLS will not support moving email or contacts from Gmail to Office 365.

Email Lists

During the email transition SCLS will update SCLS-hosted email lists with users' new email addresses. After the email transition SCLS will move SCLS-hosted email lists to a third party provider. When the lists move the email addresses associated with the lists will change. SCLS and list admins will work together to notify subscribers about these changes.

Next Steps

Since this project was brought to the Tech Committee in January, SCLS staff have been testing and developing procedures. We don't have exact timelines yet, but we anticipate the project will kick off in April with some pilot testing. Libraries will likely begin their migrations in June and migrations will take place over the course of several months. The SCLS email server and @scls.lib.wi.us addresses will be retired in early 2015.

Libraries can take some action now

DIRECTORS can...

- **Think about what your library's new email addresses will look like.**
What library domain will you use? How will your staff's email accounts be set up? For example, will you have a policy like "First Initial + Last Name @ yourlibrary.domain" or will staff choose their addresses @yourlibrary.domain?
- **Select an "Email Aficionado."**
Each library will be asked to designate a contact person to work with SCLS during the migration.
- **Review your library's email accounts and decide if there are any that can be retired.**
<http://www.scls.info/directories/addresses.html>
SCLS will be asking about your accounts in upcoming months as we prepare to set up your new accounts in Office 365.

EVERYONE can...

- **Start making a list of places your email address will need to be updated when it changes.**

Is your email address on file with vendors? Is it posted on your webpage? Is it tied to social media accounts? What non-SCLS email lists are you subscribed to?

- **Clear out the old.**

If you are subscribed to email lists or newsletters you no longer need, unsubscribe. If you're getting notifications for accounts you don't use, turn them off. Doing this now will eliminate some of the extra cruft you'll need to deal with as you're learning a new system. Now is a great time to do some housekeeping!