

A Moderator's Guide to AZA's Mailman Listserver System

Introduction

The AZA Listserver (Mailman) is a system designed to make the job of moderating more efficient and useful. The purpose of this guide is to give you a brief course in moderating a list on the Mailman system. If you need help using the Mailman system please contact Aaron Tuttle at Listadmin@aza.org

To find your list, go to the AZA website and click on the "Listservers" link on the AZA homepage. From here you will be directed to a page that will allow you to login in as a Moderator. Alternatively, use this link to get to the webpage that will allow you to login as a Moderator: <http://lists.aza.org/cgi-bin/mailman/admin/>

Each heading below corresponds to a link on the Moderator interface.

Membership Management

1. How do I add subscribers?

From the moderator's homepage simply click on the link at the top of the page that says "Membership Management". Once here, click on the link that says "Mass Subscription". Scroll down to the middle of the page and in the box under "*Enter one address per line below...*" enter the e-mail address of the person you wish to subscribe. After entering the e-mail address, scroll down to the bottom of the page and click "Submit Your Changes".

You can subscribe more than one person at once by adding one e-mail address per line. Once you have entered as many e-mail addresses as you need, scroll down to the bottom of the page and click "*Submit Your Changes*".

2. When subscribing someone, how do I connect a name with their e-mail address?

You have two options for this. First, you can click on the "*Membership List*" link under "Membership Management" and find the e-mail address of the subscriber. (Keep in mind that the Membership List is alphabetized by e-mail address.) Once you find the subscriber's e-mail address, you can enter the name of the subscriber under the e-mail address. Scroll down to the bottom of the page and click "*Submit Your Changes*".

When subscribing multiple people you can enter a name along with the e-mail address. Use the formula below (substituting the necessary fields) to automatically associate a name with a subscriber e-mail address (make sure you only have one name/e-mail address per line):

"First Name Last Name" <emailaddress>

or

"Last Name, First Name" <emailaddress>

After you enter this, scroll down to the bottom of the page and click "*Submit Your Changes*".

3. Can I import an address list instead of typing in the e-mail addresses and names of a subscriber?

Yes. From the "*Membership Management*" page click on the link at the top that says "*Mass Subscription*". In the small box after the words "...or specify a file to upload:" you can enter the file name and location of the file you want to upload. Or, click on the tab that says browse. Find and select the file you want (must be in *.txt format) to upload and then scroll to the bottom of the page and click "*Submit Your Changes*".

IMPORTANT: When uploading a file be certain that there is only one e-mail address per line in the file you are uploading. You can associate names with the e-mail addresses using the method described in question 2 (again, make sure to only use one name/e-mail address per line). The file must be saved as a *.txt file. You can create this type of file by using WordPad or Notepad.

4. How do I unsubscribe someone?

You have two options for unsubscribing. First, on the “*Membership List*” page you simply need to check the box to the left of the e-mail address in the column that says “*Unsub*”, scroll down to the bottom of the page and click “*Submit Your Changes*”.

Second, under “*Membership Management*” click on the link that says “*Mass Removal*”. From here, type the e-mail address (or addresses, remember just one per line) in the box. Scroll down and click “*Submit Your Changes*”.

5. How do I change a subscriber’s e-mail address?

The easiest way to change a subscriber’s e-mail address is to first unsubscribe them from the list using one of the methods described in question 4. After unsubscribing, add new e-mail address using the method described in question 1.

Remember that list subscribers can do this themselves. If a subscriber has obtained a password they can enter the user interface, from here they can update their contact information.

6. How do I approve someone who has requested to join the list?

The list is set up, by default, to alert you when someone has requested to join a list. Many lists are not visible to the public, so some moderators may never receive this type of request. If you moderate an open list you will receive an e-mail request. When you receive this notification in your e-mail, follow the link that will take you to the page where you can approve or reject a request. (If you have your list set up to not receive these immediate notifications you should routinely check the “*Tend to pending moderator requests*” page using the link on the Moderator homepage.) After you make your decision about the request, be sure to click “*Submit All Data*”.

7. On the “Membership List” page, what do all of the options in the columns do?

To read more about what things you can control by selecting different options on the “*Membership List*” page, click on the link directly above your membership list that says, “*Click here to include the legend for this table.*” This will provide you with a detailed description of what settings you can set for individual subscribers. Decide which of these options suits the needs of you or your members and select that option. Remember to click “*Submit Your Changes*” at the bottom of the page to ensure your choices have been saved.

General Options:

The options on this page are set by default; most moderators will find these defaults sufficient for the needs of the list. However, there are a few sections on the “General Options” page that you may wish to change (if making more than one change at a time on the same page, you only need to click “Submit Your Changes” once after making your changes. If you navigate away from the page without submitting changes, your updates will not be saved). Here is an outline of what you may want to change on the General Options page:

1. You may wish to enter a description of your list that will appear on the *List Info* page. To add this, enter the description in the box that says *“An introductory description - a few paragraphs - about the list. It will be included, as html, at the top of the listinfo page. Carriage returns will end a paragraph - see the details for more info.”* Click *“Submit Your Changes”* at the bottom of the page to save these changes.
2. If you would like to send an automatic welcome message to someone when they subscribe you can enter this welcome message in the box that says *“List-specific text prepended to new-subscriber welcome message”*. Click *“Submit Your Changes”* to save this message. Be sure to select *“Yes”* in the box that *“Send welcome message to newly subscribed members?”* to ensure that the message is automatically sent.
3. To send an automatic *“Goodbye Message”* to someone when they are unsubscribed, or when they unsubscribe themselves make sure to check *“Yes”* in the box that says *“Send goodbye message to members when they are unsubscribed?”* You can enter your own personalized goodbye message in the box that says, *“Text sent to people leaving the list. If empty, no special text will be added to the unsubscribe message.”* Click *“Submit Your Changes”*.
4. Moderator notification of new subscriptions and un-subscriptions. You can select *“Yes”* or *“No”* depending on whether or not you want Mailman to send you a notification when this happens. Look for the box that says, *“Should administrator get notices of subscribes and unsubscribes?”* to make your selection. Click *“Submit Your Changes”* to save.
5. If you wish to receive immediate notification when someone requests to join the list, select *“Yes”* in the box that says *“Should the list moderators get immediate notice of new requests, as well as daily notices about collected ones?”* If you don't want immediate notification, select *“No”*. By selecting *“No”* you will have to routinely check the link on the Moderator's homepage that says, *“Tend to pending moderator requests”*.
6. If for some reason your list is misbehaving and message traffic appears to be getting out of control, select *“Yes”* in the box that says *“Emergency moderation of all list traffic.”* This stops all traffic from going immediately to the list, and instead re-directs it to your *“Tend to pending moderator requests”*; use the link on the Moderator homepage. From here you will have the ability to approve or reject messages.

As previously mentioned, most of the options on the *“General Options”* page are set to a default that should be acceptable to most moderators. If you wish to change something and are not sure what will happen if you do, e-mail Aaron Tuttle at Listadmin@aza.org.

Non-Digest Options:

All of the options on this page are set by default that most moderators will find acceptable. Please contact Aaron Tuttle at Listadmin@aza.org if you have any questions about changing the options on this page.

Digest Options:

One thing to note on this page is that if you wish for your list to be a Digest list, and you want new subscribers to be automatically subscribed as Digest users, you should select *“Digest”* in the box that says *“Which delivery mode is the default for new users?”*

otherwise leave it set on "Regular". Be certain to click "*Submit Your Changes*" at the bottom of the page.

All of the other options on this page are set by default that most moderators will find acceptable. Please contact Aaron Tuttle at Listadmin@aza.org if you have any questions about changing the options on this page.

Privacy Options:

Subscription Rules

If you do not want your list visible to the general public, select "No" in the box that says "*Advertise this list when people ask what lists are on this machine?*" If you want the general public to see the list, select "Yes".

Currently the list is set up to allow all subscribers to the list to see who is subscribed to the list. If you wish to be the only one who can see the membership list select "List Admin Only" in the box that says "*Who can view subscription list?*" Selecting "Anyone" means that anyone can see who is on the list. **This option is not recommended.**

Be sure to click "*Submit Your Changes*" at the bottom of the page.

The box that says "*Show member addresses so they're not directly recognizable as email addresses?*" should stay selected to "Yes". Selecting "No" may cause spammers to obtain e-mail addresses from the list and begin sending spam to your subscribers.

All of the options on this page are set by default that most moderators will find acceptable. Please contact Aaron Tuttle at Listadmin@aza.org if you have any questions about changing the options on this page.

Sender Filters

All of the options on this page are set by default that most moderators will find acceptable. Please contact Aaron Tuttle at Listadmin@aza.org if you have any questions about changing the options on this page.

Recipient Filters

All of the options on this page are set by default that most moderators will find acceptable. Please contact Aaron Tuttle at Listadmin@aza.org if you have any questions about changing the options on this page.

Spam Filters

All of the options on this page are set by default that most moderators will find acceptable. Please contact Aaron Tuttle at Listadmin@aza.org if you have any questions about changing the options on this page.

Bounce Processing

Bounce processing is set up to automatically detect bounces, and after a certain time period disable the subscriber who continues to bounce messages. During the disabled period, the Mailman system will send periodic warning messages to the subscriber alerting them of their disabled status. If the subscriber does not respond to these e-mail alerts, or these alerts continue to be bounced from the subscriber's e-mail address, Mailman will remove them from the list. Like many features of the new Mailman system, bounce processing has been set to a default that should work for most moderators. If you have any questions on how to make bounce processing more efficient for your list, contact Aaron Tuttle at Listadmin@aza.org.

In the *“Notifications”* section of the *“Bounce Processing”* page, you can select whether or not you want to receive notifications when a subscriber’s e-mail address has been disabled or when a subscriber has been removed from the list. Simply decide which is best for you, select “Yes” or “No” and then click *“Submit Your Changes”*.

Conclusion

We hope that this guide has offered you a solid foundation for understanding the AZA Listserver system. Again, many of the settings on this system have been set by default. If this guide hasn’t covered certain areas that you would like more information about before you make changes to your list, please contact Aaron Tuttle at Listadmin@aza.org.