<center>**Overview of Printing in Alma**</center>

Email printing:
- All print jobs from Alma have to be sent as an email.
- Ideally, you could just send your print-outs directly to your email-enabled printer, but the configuration of Alma and e-mail enabled printers such as HP ePrint can be complex, so it's likely you'll need to use a Print Manager to print your documents from Alma. Several campuses have been working for weeks with ExLibris to try to configure printing to an e-mail enabled printer, so the recommendation is to begin working on printing configuration as soon as possible.
- **It is highly recommended that you work with your local campus IT to get a dedicated e-mail just for Alma printing, as this is the optimal method to configure Alma printing whether you are using an e-mail enabled printer, or an e-mail manager**.
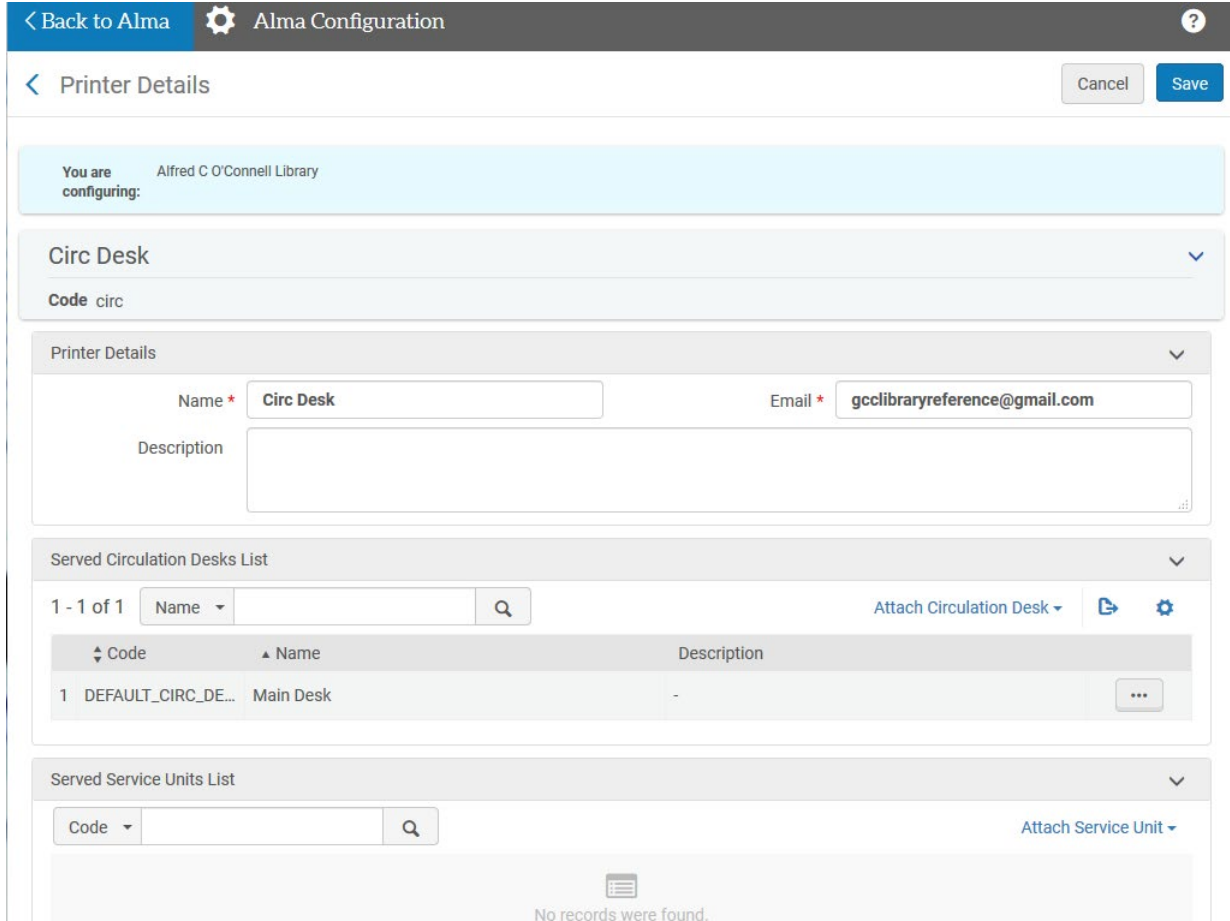
Alma Settings:
Setting up Your Printer:
- You designate the email address for your printer in Alma Config->Library->Fulfillment->General->Printers:
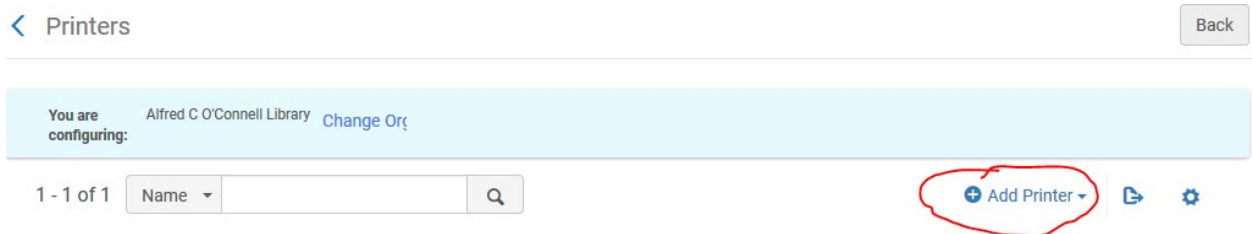
- If you have a simple set-up, and only need one printer, you can just attach the printer to your circulation desk and you don't have to worry about the Service Unit:

- Because direct printing isn't working yet, you're probably going to have to use a print manager, and you'll need to set it up with a generic email account. It's possible to use an individual's campus email account, but the print manager will see all of your messages, which is a security issue, so isn't recommended. If you can use a departmental or test email account, this is advisable.

Add Printer to Circulation Desk:
- Go to Alma Config->Library->Fulfillment->Library Management->Circulation Desks
- Right click on the three dots to edit your circulation desk to make sure that your print settings are correct:

Allowed Emails:
- Once you've added your printer email address, you need to go to Alma Config->Institution->General->External Systems->Allowed Emails and add your printer email to the list of allowed emails. Make sure to save, even though it looks like the addition is there:

Letter Email configuration:

- When you've got your print manager set up, you'll be able to set it up to automatically print messages coming from a specific email address, or with a specific subject line, or other filter options.
- To set up your "from" address, subject line, etc. for each print job, you'll need to go to Almaconfig->Institution->General->General Configuration->Letter Emails
- For example, if you want to use your Hold Request Pull Slip as a test case, you can go into Letter Emails and search (CTRL-F) for Request Slip:

28	Ful Hold Shelf Request Slip Letter	Letters	Ful Hold Shelf Request Slip Letter	admin	✓	...

- Click on the three dots on the right to edit the letter. If you choose Customize All, you'll be able to make edits in any of the fields:

| You are configuring: | Genesee Community College Change Organization |

Ful Hold Shelf Request Slip Letter

| Table code | FulHoldShelfRequestSlipLetter | Table Description | Ful Hold Shelf Request Slip Letter |
| Customization mode: | Specific rows can be customized | | |

Customize All

	Enabled	Code	Description	Managed in Network	Updated By	Last Updated	
1	●	accession_number	Accession Number		admin	02/01/2019	...
2	●	alt_call_number	Alternative Call Number/s		admin	02/01/2019	...
3	●	call_number	Call Number		admin	02/01/2019	...

- If you scroll to the bottom of the page, you'll see the field for addressFrom. This is where you'll put the address that you want to use for your Print Manager filter. You can use a personal address, but if you're going to use the same address for patron notification messages, you might want a generic address that more than one staff person could check for patron replies. Make sure to save your changes.

| 47 | ● | addressFrom | library@genesee.edu | | admin | 02/01/2019 | ... |

Print Managers:

- If you're using an older printer, you probably don't have the ability to print via email, so a print manager will be the only way that you can print.
- Print Manager workflow (from Ex Libris Blog):
  - Alma sends emails to a dedicated email account used only for this purpose.
  - Thunderbird or other email manager receives emails.
  - Thunderbird's or other email manager's mail filter processes the emails, prints the relevant ones to the default printer, and marks them as read.
  - Any irrelevant, spurious emails are untouched.
- If you have both a username and a password for your generic campus account, you can use it with both the print manager and as an "address from" address in your email letters. You don't have to have to use two separate accounts.
- SUNY will be purchasing licenses for NamTuk's Automatic Email Manager on the behalf of campuses, but you could also use Mozilla Thunderbird, or another print manager of your choice.
- Using a print manager rather than direct printing has these advantages (from Ex Libris blog post on Thunderbird):
  - You can see all the incoming messages, which makes troubleshooting lost printouts and reprinting easier.

- Also, Email Manager setup supports the full range of paper sizes. The HP ePrint and other e-mail enabled printer service only supports A4 printing.
- Junk emails:
  - Your campus email system might default to save anything from Alma in your Junk folder. Keep this in mind if you're going to use a campus email account, you'll need to look for settings related to "catch before it goes into junk" when you're creating filters.
  - If your campus email system thinks Alma email is SPAM, you might need to design your filters to say that subject line "includes" the name of the letter rather than "is" because the [SPAM] notation in the subject would cause an "is" filter to fail
  - Please review the Alma and Primo Technical Requirements to review best practices for how to keep Alma generated emails from being caught in spam filters:
    - https://knowledge.exlibrisgroup.com/Alma/Implementation_and_Migration/Implementation_G uides/03Technical_Requirements_for_Alma_and_Discovery_Implementation

Comparison Chart Between Namtuk Automatic Email Manager and Thunderbird:

|	Namtuk	Thunderbird
Cost	Cost for paid version is not exorbitant, and can purchase an annual license or a perpetual license.	free
Ease of Implementation	Requires .NET Framework – may need to get IT to help with this installation. Asks for .asmx or .xml mail server address when using Exchange server option – you may need IT help with account set-up	May not need to have admin privileges to install. May not need to involve IT staff to install or set up accounts but your mileage may vary depending on what kind of email you decide to use
Ease of Use	Test campuses found easy to configure and use. Many options to configure settings to print the variety of printing options in Alma without manual intervention.	Test campuses found easy to use; intuitive and user-friendly, easy navigation.
Misc. Considerations	Some typos in support material. Testing campuses have expressed that this option may be easier to have less mediation and longer-term maintenance for printing.	Program needs to be open in order to print – can add it to PC start-up folder – Ex Libris blog post notes that you might be able to run it as a Windows Service, and you can also use the MinimizeToTray add-on to keep staff from accidentally closing the window

Namtuk:
- Link to Juan Denzer/SUNY Oswego presentation on using and configuring Namtuk Automatic Email Manager: https://public.3.basecamp.com/p/NrrhTi3wx6mNN7eHbWT6JB2d
- Link to Maggie McGee slides on setting up Automatic Email Manager: https://public.3.basecamp.com/p/FYprwN7FQa48qTvH54K6BZr9

Thunderbird:
- https://developers.exlibrisgroup.com/blog/Using-Thunderbird-as-a-print-proxy
- Link to Marc Bayer of Buffalo State's presentation and handout on configuring Thunderbird for printing from Alma: https://public.3.basecamp.com/p/PUFhH1z5B7v72Q2GqnSaM5En
- Note that if you follow these set-up instructions, make sure to add the FiltaQuilla add-on before you try filtering to print because the add-on is what causes the "print" filter option to appear
- If you can't find Thunderbird by search Firefox Add-ons, you can do a Google search on Thunderbird Email and it should be your first result

How to Test Printing:
- Make sure that you have hold requests enabled in your TOUs, go to Primo VE, search for something in your library catalog, make sure that you have authentication working, sign-in and click on Request Item in the full view of a physical item
- Login to Alma, make sure that you have the right roles to manage Resource Requests [help], go to the Fulfillment tab and choose Pick From Shelf under Resource Requests
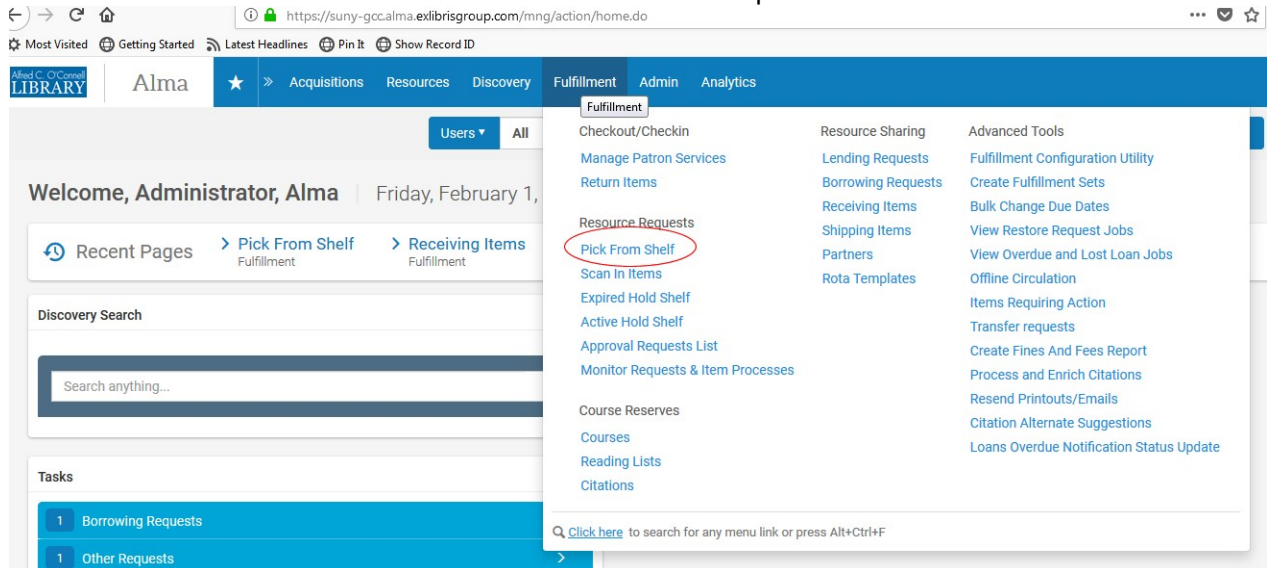
- Pick the entries that you want to print, and then click on Print Slip
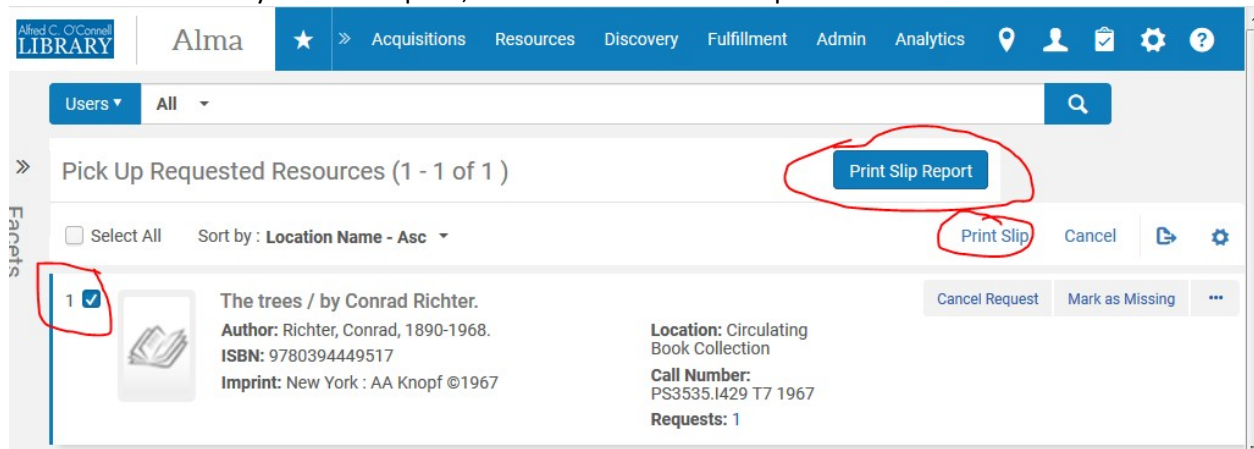
- You'll get a message telling you whether the print request worked. If it didn't, check your allowed emails area, your printer set-up, and your circ desk set-up

Additional Alma Printing Resources
- Ex Libris links [help]
- https://knowledge.exlibrisgroup.com/Alma/Product_Documentation/010Alma_Online_Help_(English)/030Fulfill ment/080Configuring_Fulfillment/110General#Configuring_Printers