



Managing an E-mail Mailing List (Listserv)

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Introduction

This document is written for people who manage George Fox electronic mailing lists (also known as listservs or discussion groups). You are called the **list administrator**. This document gives instructions for performing administrative tasks for your mailing list.

Your listserv will have an associated e-mail address such as **yourlistname@listserv.georgefox.edu**. George Fox listservs are managed by [Mailman](#), a free, Web-based e-mail list manager.

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Basic Features

Create a New List

Contact the IT Service Desk and request that a new listserv be created. In your request, include the name of the listserv and the name(s) of the people who will manage the list. After the list is created, you will be able to add others to the list.

Access your List Management Screen

Use Mailman's Web-based administration screen to administer your list. When your list was created and you were designated the **list administrator**, you should have received a welcome note informing you that your list was active, telling you the URL to visit for administrative functions, and informing you of your password.

If you did not keep this note, you can find your list administration login screen at this address:

<http://listserv.georgefox.edu/mailman/admin/yourlistname>

The screen will prompt you for your list administrator's password. Enter the password and then click **Let me in** to access your administration screen. If you do not know the password for your list, then you will need to contact the Service Desk to have it reset.

See the List Members

1. Access your list management screen.
2. In the **Configuration Categories** section, click **Membership Management** section and then click **Membership List**.

Add a Person to your List

1. Access your list management screen.
2. In the **Configuration Categories** section, click **Membership Management** and then click **Mass Subscription**.



3. Type the e-mail address of the individual that you would like to add into the text box. If you would like to add more than one person, enter each address on a separate line.

OR

You can upload a file containing e-mail addresses by clicking the **Browse** button.

4. If you would like to send a welcome message to the new members, then make sure that the **Yes** button is checked. The new members will receive a message containing their password and list configuration instructions.

There is an additional text box that allows you to add welcome text that will appear above the standard new subscriber welcome message.

5. Click the **Submit Your Changes** button at the bottom of the screen.

Remove a Person from your List

1. Access your list management screen.
2. In the **Configuration Categories** section, click **Membership Management** and then click **Membership List**.
3. Find the line with the e-mail address of the individual that you would like to remove.
4. Check the **unsub** box in the first column.
5. Click the **Submit Your Changes** button at the bottom of the screen.

The individual(s) will be removed from the list, and he or she will receive an unsubscription message.



Add a List Administrator

You might want to add an additional list administrator to cover for you while you are out or to help with the list administration.

1. Access your list management screen.
2. In the **Configuration Categories** section, click **General Options**.
3. In the **list administrator e-mail addresses** box, add the additional list administrator's e-mail address on a separate line.
4. Click **Submit Your Changes** at the bottom.

Important Password Note: There is one list administration password per list. Even if there are two list administrators, they will use the same list administration password. You will have a different list subscriber password for changing your personal settings.

Make Your List Private

You can change a setting so that your list is private –i.e., your list is not shown on listserv.georgefox.edu.

1. Access your list management screen.
2. In the **Configuration Categories** section, click **Privacy Options**.
3. Set **Advertise this list when people ask what lists are on this machine?** to **No**.



Additional Features

Change Maximum Message Size

Mailman places a 40Kb limit on the size of message that it will deliver to prevent large messages from disrupting the list server or user mailboxes. In some cases the default value may not be large enough to allow messages and file attachments to pass through in a manner suitable for your list's purpose. To change the limit:

1. Access your list management screen.
2. In **General Options**, near the bottom, locate the field for **Maximum length in Kb of a message body** field. Change the limit to something suitable, or enter 0 for no size limit.
3. Click the **Submit Your Changes** button at the bottom of the screen.

Keep Unwanted People from Joining your List

Mailman allows you to prevent people from joining your list without your approval. To activate this feature:

1. Access your list management screen.
2. In the **Configuration Categories** section, click **Privacy Options**.
3. Look at the second field, labeled **What steps are required for subscription**.
4. Set the option to **Require approval** or **Confirm and approve** and click the **Submit Your Changes** button at the bottom of the screen.
5. Future subscription requests will cause Mailman to send you an e-mail message telling you that someone has tried to join your list. Go to the URL in the e-mail message and then use the on-screen form to accept or reject their request.



Make Your List Archives Public

Mailman archives past messages for your list. By default, these archives can only be seen by the list members. If you would like to make the archives available to the public:

1. Access your list management screen.
2. In the **Configuration Categories** section, click **Archiving Options**.
3. Change the setting for **Is archive file source for public or private archival?** to **public** and click the **Submit Your Changes** button at the bottom of the screen.

You might also want to set **How often should a new archive volume be started?** to **Monthly**, the most common archiving method. When you go to view the archives, you will select a month.

General Options

The **General Options** govern the basic behavior and functioning of your list. You may want to review and tweak some of these settings such as:

- **Terse Phrase** – so that others will know the purpose of the list
- **Introductory Description** – so that others will know the purpose of the list

Example:

A terse phrase identifying this list. (Details for description)	Documentation Team
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. (Details for info)	This is a listserv for the IT Documentation team.

- **Where are replies to list messages directed?**
 - **Poster** – a good choice if your listserv is used for announcements
 - **This list** – a good choice if your listserv is used as a discussion group
 - **Explicit address** – a good choice if replies should go to the list administrator or a specific person



- **Send monthly password reminders?**

- **Yes** – monthly email reminders are sent to all list members, giving them a reminder of their listserv member password. Individual members can turn this setting off if they prefer not to receive emails.
- **No** – monthly email reminders are not sent. Members can request a password reminder at any time from Mailman.

- **New subscriber welcome message**

You choose whether or not welcome messages will be sent to new subscribers. If you choose to have welcome messages sent, then you can enter text that will be shown at the beginning of the standard welcome message.

The standard Mailman welcome message gives the URL and other information for the list. Your message should include information that is specific to your list such as etiquette or team orientation.

- **Should administrator get notices of subscribes and unsubscribes?**

The **Yes** setting means that you will receive an e-mail whenever anyone subscribes or unsubscribes to your list.



- **Emergency Moderation – Shut down your list**


You can immediately shut down the list if the list is in a flamewar and needs a cooling off period. Set **Emergency moderation of all list traffic** to **Yes**.

When emergency moderation is turned on, the **Configuration Categories** menu will show a red box to indicate that the list is in emergency moderation mode.

Configuration Categories

- [\[General Options\]](#)
- [Passwords](#)
- [Language options](#)
- [Membership Management...](#)
- [Non-digest options](#)
- [Digest options](#)
- [Privacy options...](#)
- [Bounce processing](#)
- [Archiving Options](#)
- [Mail<->News gateways](#)
- [Auto-responder](#)
- [Content filtering](#)
- [Topics](#)

Emergency moderation of all list traffic is enabled



- **Please do not change these settings**

The following **General Options** settings are necessary for your listserv to run properly and to filter spam properly. Please **do not** change these settings:

- Host name
- RFC 2369 headings
- List-post: header