Managing CARL Bounced Email Messages

A bounced email message is a message from the computer network of the intended recipient that the email could not be delivered. The most common reasons for a bounced email are an invalid address or a full mailbox.

Please note: If you don't receive a bounced email message, that doesn't mean that the email message was successfully delivered. While a bounce message is useful, not all computer networks send bounced email messages. We have no way of knowing if individual emails are received.

Bounced email messages received by OWLS are now being forwarded to your general library email accounts (along with patron emails from the online catalog, patron replies to automated notices, book club holds and emailed reports.) For each library, this email account is in the following format (where **lib** is the three-letter van code and library name is how the library designated their name with Evan.)

- lib@libraryname.org

Because emails to the general library email accounts often require a timely response, these accounts should be checked every day.

There are two main types of bounced email messages. The first is a warning message that an email has been unable to be delivered. Most servers will attempt to deliver an email for five days before failing. We recommend that you ignore these messages. The second type of bounced email is an actual failure. For whatever reason, the email is unable to be delivered.

When receiving an actual bounced email, please edit the patron record, using the following guidelines:

1. Change Email Status to "Bounced – Email was sent."
2. Remove the "E" at the end of the telephone number.
3. You may want to consider changing their notice preference to print.
4. Insert a Standard Note reading, "Email bounced, [today's date], [your initials],[your library]"
    a. Example: Email bounced, 12/25/2022, MK, OWLS
5. You may want to consider contacting the patron, especially if there were emailed hold pickup notices that bounced.