

## CONCLUSIONS : MACE-MLIST Survey of Mailing List Administrators

1. **Who responded?** The 22 institutions represented were a mix of public and private institutions, both large and small. There were two international respondents (thank you!). 90% of respondents administer mailing lists on behalf of their institution or other large community (eg. National research network).
2. **What are they using?** The 3 most popular software packages in use were: Mailman, Majordomo, and LSOFT listserv. Three institutions use more than one package, focusing on special features available in each for specific tasks; for example, one package might be used only for “bulk” email.
3. **What was the basis for their choice?** There is no apparent relationship between size of institution and email package selected. In some cases, it was history – LSOFT users tended to begin mailing list services very early and often on a mainframe; the software is maintained and they have stuck with it. Others made a point of choosing open source software so that customization would be possible: Mailman and Majordomo both fell into this category.
4. **What mailing list features are most important to mailing list administrators?**
  - Open source
  - Web interface for users, list managers, and list administrator (with email command capability) that is easy to understand and to use.
  - LDAP Integration
  - Single sign on for all lists
  - Extensive set of configuration options
  - Digest capability
  - Documentation
  - Support
  - Graceful handling of very large lists
  - S/MIME support
5. **How much interest exists in moving to some other software package?** Interestingly, **half** the respondents are evaluating other mailing list software packages. The main drivers are desire for LDAP integration, to replace custom scripting, and support for S/MIME.
6. **What interest exists in Authentication/Authorization integration?** 50% of respondents said “YES” and 23% answered “MAYBE” to this question.