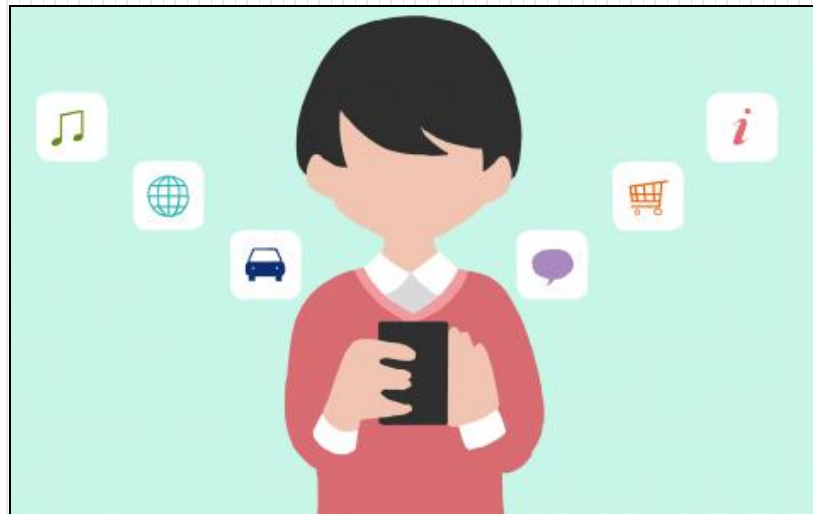


Email Netiquette

Subject Lines, Reply All, and CAPS – oh my!



Heather Terrell, Public Services Librarian

Basics



Etiquette

conventional requirements in:re
social interaction

“Netiquette”

conventional requirements in:re
social interaction on the web

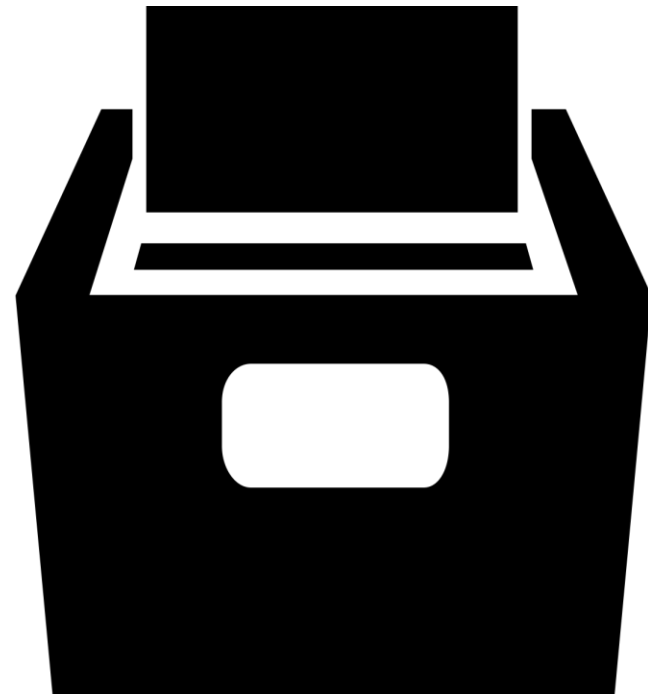
Subject Lines

A filing system for email

searchable: observe grammatical conventions

relevant: match subject line to message

memorable: use keywords



Content

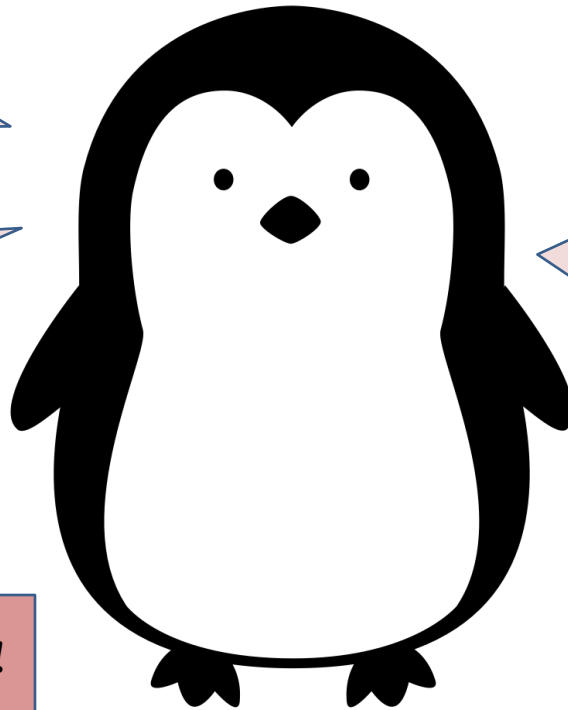
Is this a conversation, or an email?

Do you anticipate
back & forth
amongst
recipients?

Do you expect
follow-up
questions?

Must you explain
detailed
parameters?

IT'S A CONVERSATION!



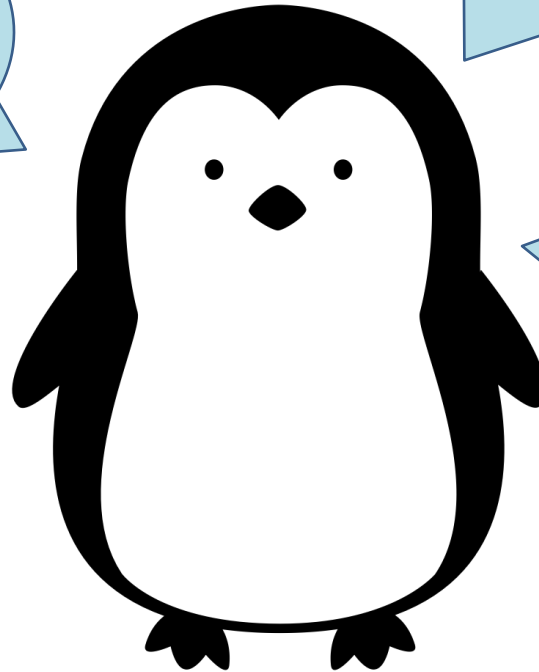
**IT'S AN EMAIL
WHEN...**

...it contains an
easy question,
brief
information, or
specifically
requested files or
information.

Content Tips

Consider your audience.

Brevity fosters clarity.



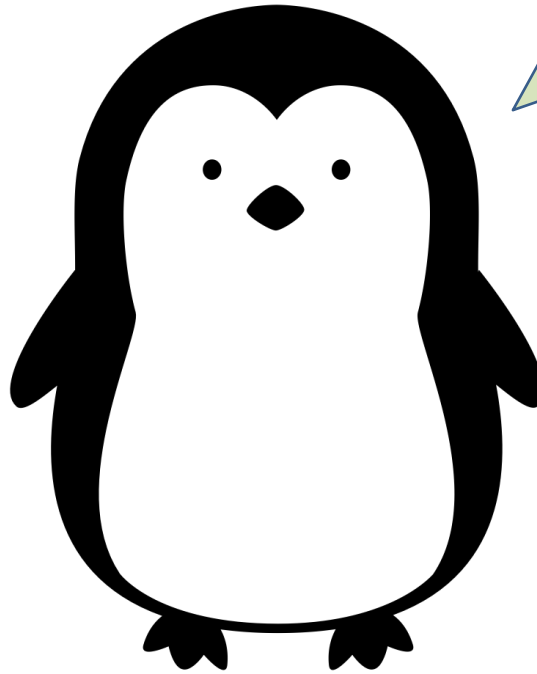
**Bullet Points:
Yay or Nay?
YAY**

Content

Attachments

Ask before sending large attachments (500 KB+).

Send no more than two attachments per email.



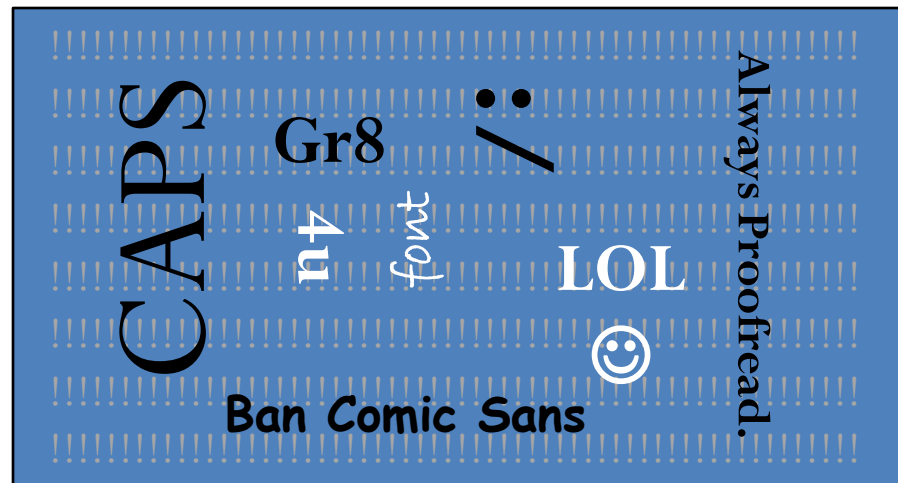
Include the attached file name and format in the body of the email (e.g., “Attached: Museum Tickets, PDF”).

Avoid file format incompatibility (PDF).

Tone

PRO TIP:

Tone is established via *style*.



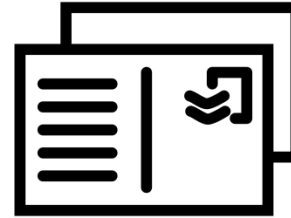
Response

DO

- Avoid using *reply all* whenever possible.
- Be sparing with the *cc*:
- Advance the conversation.
- Be timely (24-48 hours).
- Long thread? Clean it up!



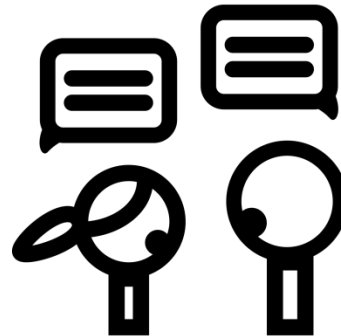
Privacy



Think of email as a digital postcard.



to: and *cc:* vs *bcc:*



Discuss sensitive matters face to face whenever possible.

Email Netiquette

Golden Rule of the Web:

Treat others as you would treat them if they were in the room
with you –

but remember that they're *not* in the room with you...

...so, mind the Ps and Qs of *netiquette* in all electronic
communications.

More Resources

Visit: milibrary.org/research/guides

Email: hterrell@milibrary.org

Sign Up: **Tech Hours** (next session: July 13th)