Email Netiquette

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

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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
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 AN EMAIL WHEN...

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

IT’S A CONVERSATION!
Content Tips

Brevity fosters clarity.

Consider your audience.

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.

But I LOVE exclamation points !!!

Gr8 :/ Always Proofread.

C A P S

n4 font

LOL

Ban Comic Sans

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)