Netiquette: How to Use E-Mail for Effective Communication

E-mail allows individuals to communicate with each other in meaningful ways, whether for research, education, business, or enjoyment. Now with concerns about privacy, security, and confidentiality it is more important than ever to understand and observe general guidelines of netiquette. This is the first of a series of columns on e-mail etiquette.

The following guidelines for e-mail etiquette will help staff members:

- convey a professional image within and outside the Libraries; and
- communicate what is intended and avoid misunderstanding.

### Tips for Professional E-mail Communication

When sending out an e-mail, think about what your reaction would be if you were on the receiving end of your message. Follow these general tips to communicate professionally with others.

- Do not copy or forward a message or attachments without the author’s permission. Asking for permission to forward a message or attachment demonstrates your integrity in personal and business communications.
- When forwarding messages, provide an explanation for the recipient.
- Use request delivery and read receipt sparingly. Why not ask for a response from your reader within your e-mail message?
- Avoid offensive language of any kind. Using e-mail to harass others in a sexual, racial, or other manner violates civil rights laws.
- Take the time to proof your message. Use the spell check.
- No flaming, please. Flaming is an expression of extreme emotion or opinion in an e-mail message.

Information found at http://www.library.yale.edu/training/netiquette/index.html. If you know about a good source for information on e-mail communication, please contact Shannon Cary at carysn@missouri.edu.
Ladies and gentlemen,

Have you been feeling overwhelmed lately by your work load? Does it seem like you are having a hard time keeping up with what it is you are supposed to be working on? Do you get so many e-mails that you can’t seem to keep up with all of them?

Microsoft Office may be able to help. Did you know for example that MS Outlook can help you:

Organize hundreds of e-mails in your inbox with folders
- Set up rules to forward e-mails to a specified folder automatically
- Utilize flags and color coding to further organize inbox items for easy retrieval
- Convert e-mails to tasks, notes, contacts or calendar items with one easy mouse click
- Create and use distribution lists to save time when communicating with large groups

The Division of IT and LTS would like to offer the following training courses to MU Library employees in our training room in Ellis Library (Room 4D11):

- Outlook: Divide & Conquer Your Inbox
- Taking Control of Your Calendar with Outlook
- Manage To-Do Lists with Outlook

If this sounds interesting to you, or you could use a “refresher” on using features in Outlook, please send an e-mail to LTS (asklts@missouri.edu) and let us know you are interested. When we have a minimum of 8 people, we will contact you to schedule the best time to have the class.

Thanks and happy computing,
Michael Bland

Deb Ward is co-presenter of a poster at the Evidence Based Library and Information Practice Conference in Chapel Hill NC. The title is “Transformation of EBM Search Filters: Enhanced Tools for Librarian Searchers for the Family Physicians Inquiries Network (FPIN).”

MU LIBRARIES IN THE NEWS

Mizzou, Spring 2007

Article about Dr. Homer Thomas, professor emeritus of art history and archaeology. During candidate visits, Thomas would give a tour of Ellis Library. “Most schools show job candidates their libraries ... but Thomas’ tours could last for hours as he steered candidates around the stacks.”

“A love for libraries and law.” Page 56.
Article about Tyronne Allen, chief librarian for the Missouri Supreme Court Library. “To say that Tyronne Allen, MA ‘94, loves libraries is an understatement. Some of his favorite memories are the snowy evenings he spent nestled in the West End stacks at Ellis Library....”
MU Libraries Vacancies

**Digital Resources Cataloger and Digital/Tangible Media Cataloger.** Full descriptions of the positions may be found at the following address: http://mulibraries.missouri.edu/admin/NewsNotes/Job_ads/Catalogers.htm

**Library Information Assistant, Access Services.** Position is pending. Information about the status of the position may be found at the following address: https://web.missouri.edu/~employment/vacdetails.php?vac=1007259

**Library Information Assistant, Acquisitions.** Posting returned to active status May 3, 2007 (1 position available). Full description of the position may be found at the following address: https://web.missouri.edu/~employment/vacdetails.php?vac=1006989

**Office Support Staff III, Reference Services.** Position is pending. Information about the status of the position may be found at the following address: https://web.missouri.edu/~employment/vacdetails.php?vac=1006497

**Print Collections Archivist or Librarian, Rare Books and Special Collections.** A full description of the position may be found at the following address: http://mulibraries.missouri.edu/staff/admin/hr/job_ads/Full_ad_web.htm

---

Hello to **Ruth Feldkamp**, LIA, Acquisitions-Physical Processing. Ruth transferred from a student assistant position in Physical Processing. She received a Bachelors of Arts in History from the University of Missouri-Columbia and is working on her MLS at SISLT.