



## Email Communication Tips

NCLS manages a variety of e-mail groups that you will be receiving communication from - and are encouraged to use to share questions or ideas with your colleagues. You'll be added to some groups automatically; these will often be used to communicate general information or important updates. Other groups are ones you can opt into and tend to focus on a particular topic, such as youth services or technology.

### **Mandatory Groups**

- Directors: This group includes all library directors
- MLstaff: This group includes all member library and NCLS staff
- MLtrustees: This group includes all member library trustees

### **Opt-in Groups**

- Youthserv: This discussion group is for anyone with an interest in library service to children and teens, including programming, collection development, early literacy, and more! This is an open group - it is not limited to member library staff but may also include staff from other library systems, including schools.
- Adultserv: This discussion group is for anyone with an interest in library service to adults, including reference, readers advisory, outreach, etc.) This is an open group - it is not limited to member library staff but may also include staff from other library systems.
- Sirsishare: This group is for anyone with an interest in participating in discussions about circulation, cataloging, or any other topic related to the integrated library system. This is a closed group - it is limited to NCLS member library staff.
- TechTalk: This group is for anyone with an interest in participating in discussions about anything tech-related, from hardware to software, from WiFi to E-rate. This is a closed group - it is limited to NCLS member library staff.

### **Email tips**

- Adding a signature to your email ensures that message recipients have all your contact information, including library name. It's also a good place to promote the library's website and social platforms.
- When replying to messages that come through a group, please do not reply all, unless the discussion is relevant for everyone. Consider replying only to the original sender.
- Consider setting up special functions to help organize your inbox. Although we cannot assist in configuring everyone's email to filter or forward messages, we do encourage you to explore what features your inbox can do to ensure you are seeing the messages that you need to see.
- Flag important messages when they come in. When you flag a message, it is easier to find when it becomes buried in your inbox. Consider using the NCLS Facebook page "NCLS buy-sell-swap" to post materials that you wish to sell or giveaway.