

Listserv "Netiquette"

SDLN Specific

- ◆ Report all problems via the SDLN Problem Reporting page, located at: <http://www.sdl.n.net/templates/support/protected/probReport.php>
- ◆ Share your expert knowledge, discussion of problems via listserv is encouraged - after you have reported the problem to SDLN. Others may have found a solution or know of a work-around and such sharing is beneficial to the entire membership
- ◆ Direct your comments or questions to the appropriate listserv. SDLN hosts a listserv for all of the user groups as well as for each module (sometimes the same thing). There are also some general lists as well. If you are unsure of which list to direct your comments to, use SDLN-L.

Listserv Netiquette in General

- ◆ Use subject headings that accurately convey the topic you wish to discuss. Everyone is very busy and an appropriate subject heading may make the difference between someone reading your message or ignoring it. This is now being described on the 'net as "triage" for email.
- ◆ Keep your messages as brief as possible but be sure to include as much information as needed to get your points across. If you are replying to a previous message quote sparingly.
- ◆ Never send attachments via listserv. (NOTE: SDLN's listserv software can handle attachments but many subscribers email program will delete the message or if the message is too large SDLN's program will reject it. SDLN can post attachments to a web site if appropriate. The preferred method is to state that the attachment is available upon request.)
- ◆ Use a brief signature block on all email - include your direct email address as well as a URL to a web page if you have one.
- ◆ Look carefully at your "TO" line when replying. If you meant to only respond to one person and the listserv address is in the "TO" line, you need to change it to that

individual. This is also why it is important to include your email address in the signature block, it makes it easier to address a message just to the original poster.

- ◆ When posting a question to the listserv request that responses be directed to you, then summarize the answers for the entire list.
- ◆ If you can respond to someone's questions, do so via email. Don't send meaningless messages, such as "Me Too". This clutters up the listserv and starts people on the road to ignoring all messages from that group or from you. If someone has asked "has this happened to you?" respond to the individual and they can summarize for the list.
- ◆ Avoid criticism of other people's posts and opinions. This can lead to a "flame war" and hard feelings. If you must comment on an individual's opinion, take it to private email and away from the listserv. Remember that you are talking to people on the other end of the computer trail. Don't say anything in email or on the listserv that you wouldn't say in a face-to-face situation.
- ◆ Be careful when speculating (i.e. spreading rumors) as well as with humor and sarcasm. All three can be misconstrued easily in an email/listserv environment.
- ◆ Re-read and re-edit your post before sending. Check for spelling and grammar mistakes.
- ◆ A gross violation of "netiquette" is to forward someone's email without their express permission, especially to a listserv. Never do it.

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