



EXCELLING @ EMAIL

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South Central Library System

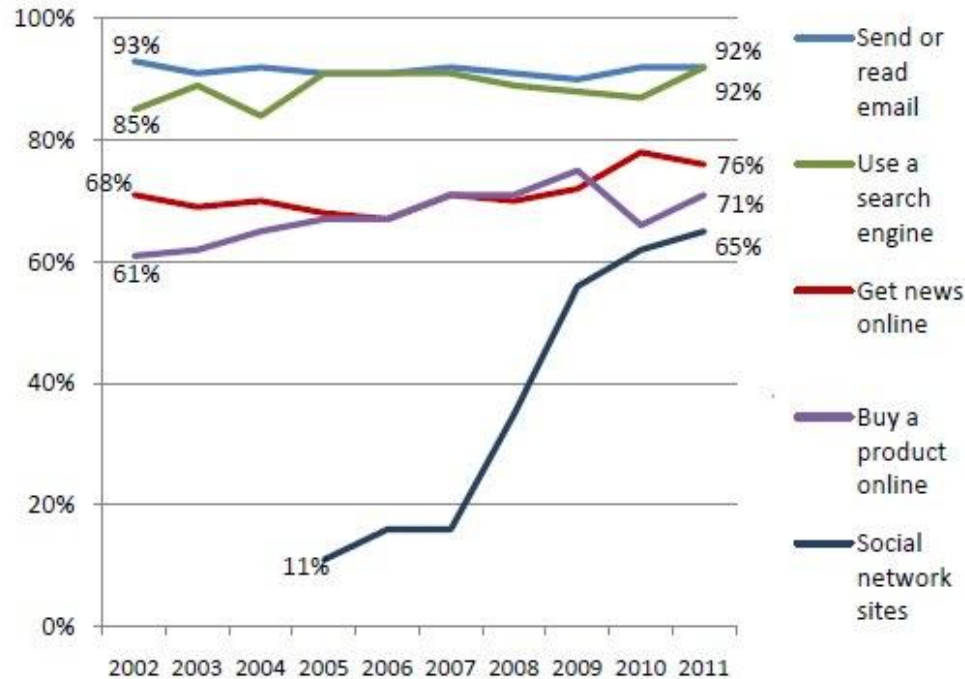
SOME NUMBERS

- 294,000,000,000
 - 2,800,000
 - 90,000,000,000,000 (I think that's enough 0's)
 - 90%
 - 1,900,000,000
 - 3,100,000,000
-
- http://email.about.com/od/emailtrivia/f/emails_per_day.htm
 - <http://www.radicati.com/?p=7269>



Over time, search and email are most popular online activities

% of internet users who do each activity



Source: The Pew Research Center's Internet & American Life Project tracking surveys, 2002-2011. Social network site use not tracked prior to February, 2005. For more activity trends, go to pewinternet.org.

<http://pewinternet.org/Reports/2011/Search-and-email/Report.aspx>



QUESTIONS FOR YOU

- Do any of you have a clean (zero) in box – and maintain it?
 - What's your secret? Please share your tips!
- Do you leave your email program open while at work?
- How many email accounts do you have – including both personal and work?





http://www.cbsnews.com/8301-505143_162-28650390/10-ways-to-crush-e-mail-overload/



SCHEDULE TIME FOR EMAIL

- “I only process email once per day, in the early afternoon. If you need immediate contact, please use the number above. Thanks for your patience!”
- “I check email at 11 a.m. and 4 p.m. If you need a reply sooner, please contact me at this number.”



INBOX ZERO APPROACH

- Create “Old Messages” folder or label
 - Move your Inbox messages here
- Enjoy the relief of an empty inbox (briefly)
- Process your “Old Messages”
- When empty, delete this folder or label
- Keep it up – and empty that inbox!



PROCESSING TIPS

- Delete
- Respond
- Action Required
- Waiting
- Archive

22% full
Using 1697 MB of your 7667 MB



Search Options

From

To

Subject

Search: All Mail

Has the words

Doesn't have

Has attachment

Date within

1 day of

e.g. today, Friday, Mar 26, 3/26/04

Search Mail

Cancel

Notice the numbers – a sorting mechanism



In	Ctrl+1	dopa	MAR	pstats	wapl board
Out	Ctrl+0	ebsco	marketing	QuestionPoint	wapl RA pres 2007
Junk		erate	maz	readers advisory	wapl social networking prs 2007
☑ Trash		evanced	medicare drug coverage	records retention	wdim
Recent		fees	meeting rooms	refusa	webpages
New...		fitchburg	member libs	resume review service	wema
☑ 1personal		flood 6.08	mid	rfid	who
☑ 2comp time		foundation	motor	rio	wid
☑ above the fold		foundations in wisconsin	my goals	rks	wisconsin way
act 420		friends	myspace	rome	wisline
advocacy		furl	nek	room requests	wla
ala		☑ gale	net lender	rosetta stone	wla 2007 conference
ALB		gale virt ref lib	netflix	☑ rsrt	wla 2008 conference
amherst		gary y	netlibrary	rsrt waal 08	wla enews
annual meeting		gasb 34	newil presentation	rsrt wapl 2008	wla leaders
arpin		gates e newsletter	ngl	rudolph	wla2009
authentication		☑ gates grants	nmrt	rusa	wlagrants
auto repair trial		genealogy dbs	nof	rusa blog	wood county
badgerlink		gmail	nonlink	sauk county	wplc
basecamp staff		golocal	northwoods friends	scls foundation	wpt
bookswim		google account	novelist	scls strategic plan	wwwl
budget state		google calendar	nwls presentation	search tips	wyocena
buildings		green county	office stuff	second life	☑ Annual reports
career library		hr com	opal	sgr	consultant topics
CE		humanities council grant	open worldcat	slideshare	cross border
☑ cia		im	ORE	social networking brainsnack	☑ ILL Stuff
col co porn issue		internal tech committee	org chart	sois teaching	☑ Reference
collection development		interview ques	overdrive	spam assassin	system celebration
columbia county		☑ it email list	overdrive music	Spam Suspects	trustee
combined school public		☑ joann o	overdrive video	srlaaw	
consumerreports.org		jobs	p2c2	staff min	
cottage grove		joint libraries	palm	sto	
cross system MFD		jtc	pandemic	stockxpert	
csp		juda	PAR	stp	
☑ dane county		language learning sites	parental access to records	strat plan col	
database cost per search		law and legislation	patriot act	strat plan ore	
database costs yearly mailing		ldi	pbwiki	strat plan skcpds	
database process		learning express	pds	strat plan stp	
database renewals		lib law staff 07	pla	strat plan WID	
databases		library 2.0	pla conf 08	swls session	
databases ndv libs		library visits	☑ plac	system annual plan to state	
DATABASES to consider		linkstuff	plain	tax forms	
db pr		lista	PLAN for STATE	teachingbooks	
db stats from vendor		☑ listservs	planning	tech plan	
dbs experimentation		local tax freeze	PLDS DB	tutor.com	
dbs rural resident access		lrc	policies	twiter	
deferred comp		lsta	policies class	vendor discount negotiation	
delicious		lsta health	position descriptions	verona	
delivery		lsta strat plan	power tools	vesper	
directors		LUD	poy	Virus Suspects	
		mad foundn grant	praise	viruses	

Some of my labels in Gmail

- Inbox
- Sent Mail
- Drafts
- Spam
- 186 more ▾
- Starred ☆
- Important
- Chats 🗨
- All Mail
- Trash
- ACT
- Administrative Council
- Advocacy
- AFP
- ALA
- ALA Bus
- Annual Report Workshop
- ArchivalWare
- AskAway
- AskAwaySurveys
- ASTD
- Aviary
- BlipTV
- BlogPostings
- Books
- Brain Snacks
- Budget
- Calendar Project
- Catering
- CCBC
- CE 2008
- CE 2009
- CE 2010
- CE 2011
- ☑ CE General
 - CE 2012
 - Presenters

Note the ability to "Nest" folders



MORE QUESTIONS

- Which email program do you use at work?
- At home?



TIME SAVING FEATURES: SIGNATURE

○ Custom Signature Example

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Helping our 53 member libraries provide the best possible service to the public.

Currently reading: The Spirit Catches You and You Fall Down by Anne Fadiman

Currently listening to: A Trick of the Light by Louise Penny

Currently reading on my Nook: Tea Time for the Traditionally Built by Alexander McCall Smith

○ Visit General Mail Settings in Gmail to update or change your signature

○ Thunderbird

○ Outlook



FILTERS


○ Gmail: General Mail Settings: Filters

by Google Create a Filter [Hide filters](#)

Choose search criteria Specify the criteria you'd like to use for determining what to do with a message as it arrives. Use "Test Search" to see which messages would have been filtered using these criteria. Messages in Spam and Trash will not be searched.

From:	<input type="text"/>	Has the words:	<input type="text"/>
To:	<input type="text"/>	Doesn't have:	<input type="text"/>
Subject:	<input type="text" value="publib"/>	<input type="checkbox"/>	Has attachment

[Show current filters](#)

 Create a Filter

Choose action - Now, select the action you'd like to take on messages that match the criteria you specified. When a message arrives that matches the search: **subject:publib**, do the following:

- Skip the Inbox** (Archive it)
- Mark as read**
- Star it**
- Apply the label:**
- Forward it** You have no verified forwarding addresses. [Manage your forwarding addresses](#)
- Delete it**
- Never send it to Spam**
- Send canned response:**
- Always mark it as important**
- Never mark it as important**

[Show current filters](#) Also apply filter to **500 conversations** below.



FEATURES: FILTERS & MORE

- Thunderbird filters
- Outlooks Rules

- Priority Inbox (Gmail)
 - Important and Unread
 - Starred
 - Important
 - Everything Else



FEATURES: LABELS, TAGS & FOLDERS

- Gmail: Labels
- Thunderbird: Tags
- Outlook: Folders

Mail
Contacts
Tasks

Compose mail

Inbox (2)
Sent Mail
Drafts
Spam

Discuss (1)

Koha (1)

Multitype Libraries

Room Requests (1)

Spams (2)

VR (1)

Wispublib (1)
178 more ▼

Inbox (2)
Sent Mail
Drafts
Spam

VR (1)

Wispublib (1)

184 more ▼



- Inbox
- Sent Mail
- Drafts
- Spam
- 186 more ▾

- Starred ☆
- Important
- Chats ☰
- All Mail
- Trash
- ACT
- Administrative Council
- Advocacy
- AFP
- ALA
- ALA Bus
- Annual Report Workshop
- ArchivaWare
- AskAway
- AskAwaySurveys
- ASTD
- Aviary
- BlipTV
- BlogPostings
- Books
- Brain Snacks
- Budget
- Calendar Project
- Catering
- CCBC
- CE 2008
- CE 2009
- CE 2010
- CE 2011
- ▣ CE General
 - CE 2012
 - Presenters

Settings

General **Labels** Accounts Filters Forwarding and POP/IMAP Chat Web Clips Labs Gadgets Inbox Offline

System labels

	Show in label list
Inbox	
Starred	show hide
Important	show hide
Chats	show hide
Sent Mail	show hide
Drafts	show hide show if unread
All Mail	show hide
Spam	show hide show if unread
Trash	show hide

Labels

	Show in label list ▾	Show in message list ▾	Actions
<input type="button" value="Create new label"/>			
ACT <small>12 conversations</small>	show hide show if unread	show hide	remove edit
Administrative Council <small>1 conversations</small>	show hide show if unread	show hide	remove edit
Advocacy <small>86 conversations</small>	show hide show if unread	show hide	remove edit
AFP <small>94 conversations</small>	show hide show if unread	show hide	remove edit
ALA <small>443 conversations</small>	show hide show if unread	show hide	remove edit



FEATURES: KEYBOARD SHORTCUTS & MORE

- Gmail (turn on in Settings)
- Thunderbird
- Outlook

- Gmail: Labs
 - Auto Advance
 - Canned Responses
 - Nested Labels
- Gmail: Settings
 - Stars (for a Priority Inbox)



QUESTIONS?

Thank you!

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