



EXCELLING @ EMAIL

Jean Anderson
South Central Library System

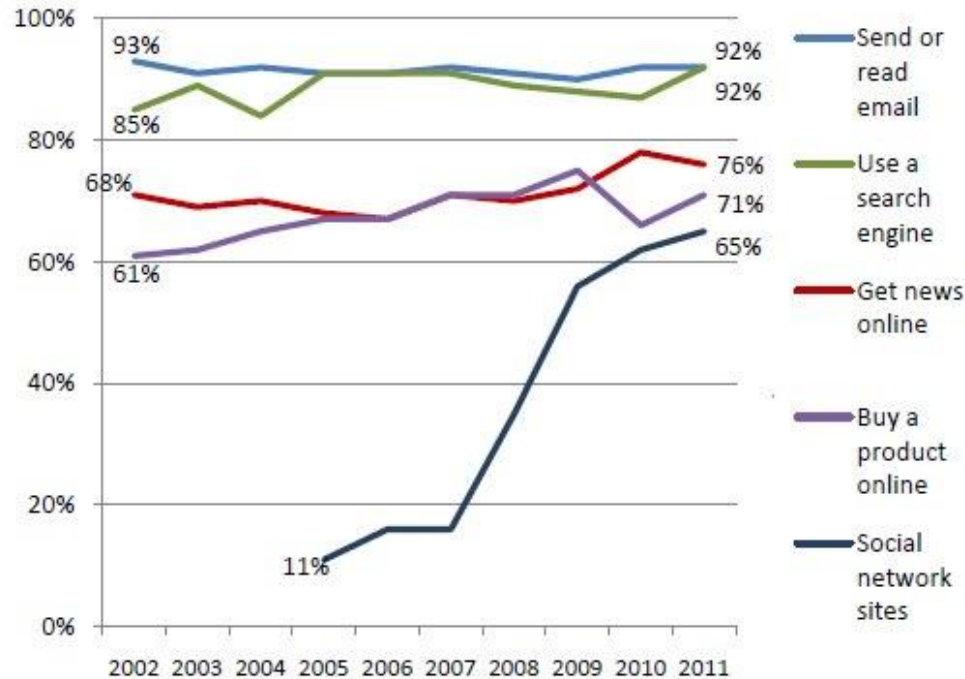
SOME NUMBERS

- 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 | nolink | 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 assasin | 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 Hide filters

Create a Filter

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:

To:


Subject:

Has the words:

Doesn't have:

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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