

## Listserv Etiquette/Guidelines

This Listserv Etiquette resource document has three parts:

1. Purpose
2. Audience
3. General guidelines for listserv postings

### Purpose:

To create connections with peers in the NABITA community. Participants have the opportunity to discuss successes and challenges, identify trends and best practices, and offer issue or case-specific guidance, all while breaking down the barriers of isolation in their work.

### Audience:

All active NABITA members are invited to join and participate in the listserv. This includes BIT/CARE team members, case managers, law enforcement, counselors, etc. in addition to NABITA's experts in the field.

When a member lets a membership expire or changes institutions, email addresses are removed from listserv.

### General Guidelines:

- We highly encourage you to organize a separate folder in your email inbox for all emails incoming from the listserv email address. This will allow you to better distinguish and organize listserv emails versus other emails you receive from NABITA. If you need assistance setting up routing rules for your inbox, please email [members@nabita.org](mailto:members@nabita.org).
- Please take a moment to re-read, copy-edit, and format any questions or comments that you submit to the listserv.
- Please include a thematic subject in the subject line. (i.e., "Question about Case Manager responsibilities" is easier to file and search by than simply "Question")
- Listserv emails will include identifiable information, such as the sender's email address and any signatures at the bottom of your email. Please see below for instructions on submitting an anonymous post.
- In order to keep inboxes manageable, please be conscientious about when you choose to "reply all" on the listserv. Consider using "reply all" for content-based and substantive statements that contribute to an ongoing conversation. (i.e. words, please do not reply all for comments such as "thank you" or "I would also be interested in an answer to this question").
- Ensure that you do not "reply to all" with any other email address than the listserv email. This can cause your post/question to be sent out twice.
- When sending out survey style or poll style questions, please ask for any responses to be sent to you individually. We would additionally encourage you to set up a free online survey (i.e. [surveymonkey.com](https://www.surveymonkey.com)) so that other members can respond there directly. It would be appreciated if any data compiled from responses could be shared with the listserv directly.

- The listserv is intended as a resource for sharing best practices and as a daily training platform. It is not intended to be utilized for non-NABITA based marketing or solicitation. Please email [info@nabita.org](mailto:info@nabita.org) for information on organizational or corporate partnership.
- The listserv is a member resource. Forwarding listserv postings to non-members is a violation of the terms of use.
- Instructions for submitting anonymous questions:
  - Submit only to [members@nabita.org](mailto:members@nabita.org) and specify “anonymous question or response for the listserv”.
  - Please place a thematic, content-based subject in the subject line as described above
  - Do not submit anonymous questions to the general listserv email inbox.
  - Please double check that you have not included any identifiable information in the body of your email.