

## LIST SERVE ETIQUETTE

Thank you all again for doing such a great job monitoring the PSALA list serves! As most of you know, recently we had a minor issue that came up regarding some of the information shared on one of the list serves. To prevent this from happening in the future, we have added a new etiquette bullet point to our "best practices" list for the list serves. Please post the following list in each of your list serves:

Some friendly reminders regarding list serve use . . .

- If you have experience with a vendor (good, bad or otherwise) that someone is inquiring about and would like to share this information, please ask the inquirer to call you directly rather than posting your personal reviews on the list serve. Additionally, please remember that all information exchanged and/or commented upon on this list serve is to be confidential among our members.
- Send messages such as "thanks for the information" or "me, too" to ONLY individuals--not to the entire list. Do this by using your e-mail application's forwarding option and typing in or cutting and pasting in the e-mail address of the individual to whom you want to respond.
- Don't challenge or attack others. The discussions on the lists are meant to stimulate conversation not to create contention. Let others have their say, just as you may.
- Don't post commercial messages on any list serve. Contact people directly with product and service information if you believe it would help them.
- Do not discuss prices, fees, or specific business transactions and in particular do not defame, disparage, or criticize any person or company.
- There must be no agreements on prices, fees, allocation of markets, or boycotting of any person or company. Include a signature tag on all messages.
- Include only the relevant portions of the original message in your reply. Only send a message to the entire list when it contains information that everyone can benefit from.

Thank you and let me know if there are any questions.