

## WVLS Email Guideline

*Monday Mentions* was created in 2018 to reduce the number of emails WVLS members receive from WVLS staff. While every effort is made to include most correspondence in Monday Mentions, there are occasions when mass or individual emails need to be sent.

At the September 2024 WVLS Listening Session, it was suggested that emails from WVLS staff include action words in the subject line to alert members of the information being shared. Going forward, WVLS staff will use the following subject headings in all mass email communications to member libraries, and to small groups or individuals, as needed. The headings should be lower case (not ALL CAPS) throughout. Exclamation points are only encouraged when a subject is "Urgent."

1. **Information:** This subject heading signifies that the information in the email is informational. No response is needed, or an action does not need to be taken. This is similar to an "FYI."

*Example*

Information: WLA Conference Registration Now Open

2. **Response Requested:** This subject heading signifies that the information in the email requires a response. This could be a yes/no response, a survey, etc.

*Example*

Response Requested: Sticker Order Due on August 8

3. **Reminder:** This subject heading signifies that the information in the email serves as a reminder of an upcoming task or event.

*Example*

Reminder: V-Cat Meeting This Thursday

4. **Urgent:** This subject heading should be used sparingly and only in the case of a major disruption to WVLS or library services. A situation when WVLS members need to respond immediately - within 60 minutes.

*Example*

Urgent: Network Security Breach

Urgent: Public Computers Will Start on Fire if Shut Down

*Created: December 2, 2024*