

The Arizona City/County Management Association provides a Listserv as a member benefit. *The ACMA listserv is a forum for sending out inquiries, exchanging information and discussing best practices. Members are asked to follow these general rules of netiquette.*

Members that sign up to the ACMA Listserv using their work email address need to be aware that any email that you send or receive through this service is not necessarily confidential and may be considered a public record subject to disclosure under the Arizona Public Records Law (A.R.S. 39-121).

SHARE YOUR CONCERNS/QUESTIONS/KNOWLEDGE/EXPERTISE

Email address for submissions: acma@listserv.azleague.org.

Group website for viewing archived messages: <http://listserv.azleague.org/read/?forum=acma>. To access the archives, you will need your email address and password that you used to subscribe. If you forget your password, there's a function within the archive login page that allows you to reset your password.

GENERAL GUIDELINES

If you have questions regarding the management of the listserv or if you want to contact ACMA, please send your questions to info@azmanagement.org – please do not email the entire listserv.

In order to keep the list useful to everyone, please post only pertinent messages to the list. Is your message of general interest to most managers?

Write descriptive subject lines. Many busy people will only open messages with captivating - and concise - subject lines.

Don't send attachments. Either paste the text inside the e-mail or include a URL. The URL should include <http://> so that browser-enabled software can automatically link to it.

To ensure that listserv members can respond directly to you off-list, you should also include information on how you can be contacted. Sign your full name at the bottom of your posting and include your affiliation, mailing address, phone, fax, and e-mail address. Make it easy for people to contact you.

Be sure to proof-read your messages prior to posting. Check carefully for clarity, spelling, accuracy, tone, etc. ACMA Listserv is not moderated. As such, whatever is posted goes directly to all the other members and to the online archive.

In general, it's not possible to retrieve messages once you have sent them. Even the system administrator will not be able to get a message back once you have sent it. This means you must make sure you really want the message to go as you have written it.

Do not send copyright material or forward personal e-mail to a discussion group without getting the author's permission first.

Do not send commercial advertisements to the listserv.

REPLYING TO MESSAGES

When you click on "Reply," your message is sent to the *entire* listserv. A listserv doesn't distinguish between "reply" and "reply to all." When you reply to a listserv message, it is automatically distributed to all subscribers. If you want the message to go just to the *author of the message*, do not click on "reply." Send a separate message to that person's address. Use this approach for any personal communications.

Some e-mail programs automatically start with the original message and put your reply at the end. This may be annoying to other recipients, so be sure to put your thoughts at the top.

QUALITY OF COMMUNICATION

Different points of view about professional matters are welcome. If you disagree with something posted on the list, you have every right to voice your objections -- but politely.

ACMA encourages a climate of courtesy, tolerance and respect.

TONE OF MESSAGE

Tone of messages can easily be misunderstood when using this medium.

Please, DON'T TYPE IN ALL CAPS. Many readers consider capital letters as the equivalent of shouting online. The use of spacing or asterisks like * this * is another way to indicate emphasis.

CONFIDENTIALITY

Assume publicity. Please note that this is an open list, and as such, participants should have no expectation of confidentiality regarding their postings. Consider that a large audience will see your posts. Remember too, that the ACMA Listserv will be archived, and that your words will be stored for a very long time in a place to which many people have access. If you are in doubt about whether or not you want your message to be public, please do not post it.

UNACCEPTABLE LISTSERV CONDUCT

The following conduct is considered unacceptable:

Sending test messages to the entire list.

Forwarding jokes, chain letters or other non-related messages.

Soliciting personal business or selling products via the listserv.

Forging or misrepresenting message headers, whether in whole or in part, to mask the originator of the message.

Using the listserv to transmit or post racist, defamatory, harassing, abusive, or threatening messages.

Engaging in activities that ACMA and/or the list administrator determines to be harmful to its subscribers, operations, reputation, goodwill, or professional relations.

REPORTING

List members may file a complaint about a specific post directly with the list administrator. Complaints will not be publicly posted to the list. List members are encouraged to send informal complaints privately to the potentially infringing participants to encourage member-to-member accountability. If filing a complaint with the list administrator, a list member should include copies of complaints sent directly to the offending member.

MISTAKES

Everyone makes them. If you send a message to the list by mistake, you do not need to send an apology to the whole list unless the message might be truly offensive or personal. Assume that your colleagues will delete the unintended message and overlook your error.

(March 2007)