

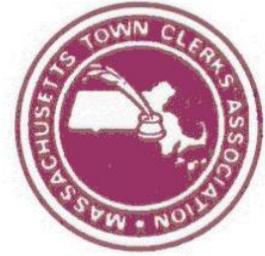
# MTCA EMAIL PROTOCOLS & ETIQUETTE

The following are protocols / Rules of Conduct as well as email etiquette tips when participating on the MTCA Google Email Group. Access to the MTCA Google Email Group is a benefit of membership to the MTCA and can be revoked for failure to continue with membership dues or failure to follow the protocols listed in this document.

The information below is intended as a guide for work-related emails. The tips may or may not apply to personal use of email and certainly do not constitute legal advice. Probably the most important thing to keep in mind, which applies regardless of possible legal liability, is to never put anything in an email that you do not want the world to know about. Emails can be saved, forwarded, and - most importantly - are a permanent record that can be produced at a later date.

## MTCA Protocol / Rules of Conduct:

1. When **asking other Clerks for Information** please do the following:
  - (1) Send the email out to the group
    - In email remind group that:
      - **all responses should be sent directly to you**
      - **and DO NOT REPLY TO ALL**
  - (2) Collect the responses
  - (3) Send out results/summary to all on the group
2. **Updates / Announcements** (ex: “Ballots have arrived” or “I’ve also received the public record request,” etc)  
We want to avoid clogging up peoples work emails and suggest the following from the group:
  - Limit to the first 3 emails
  - Use Facebook group to broadcast additional updates and announcements
3. Refrain from asking questions **emotionally driven** or **broad in nature** (ex: “What are we going to do?”)  
Try to be more specific about what information you are looking for and follow protocol from #1.



## Top Ten Rules of Email Etiquette:

1. Unless everyone in the group email really needs to see what you say, reply only to the sender.
2. Refrain from discussing confidential information in emails. Remember, an email is a public record.
3. Be clear in your subject line. Keep it simple and descriptive.
4. Your email is a reflection of you. Every email that you send adds to, or detracts from your reputation. Pay attention to grammar and spelling, both to protect your own reputation and intelligence, and to avoid irritating your recipients who are distracted by careless mistakes.
5. Never send an email while you are angry. Save it as a draft and revisit it when you are calm.
6. Consider contacting your neighboring town clerk first. It is always good to develop a relationship with abutting towns.
7. Consider contacting State Agencies. It is wise to obtain correct information directly from the source.
8. Make your communications positive, constructive, complete, factual.
9. Be careful with humor; it could be misunderstood.
10. Never use all caps or giant lettering in your email – that is perceived as “SHOUTING!”