



# Communicating on the Internet

## *A Workbook*

**Mining for Internet Gems 10**

**Prepared by Public Libraries Division  
State Library of Queensland  
For the OPAL Initiative**

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## **CONTENTS**

	<b>Page</b>
<b>1. INTRODUCTION TO THE WORKSHOP</b>	<b>4</b>
<b>2. COMMUNICATION PROTOCOLS</b>	<b>5</b>
Email	5
Newsgroups	5
Mailing/Discussion Lists	5
Chat	6
<b>3. EMAIL</b>	<b>7</b>
Anatomy of an Email Address	7
Anatomy of an Email Message	9
Microsoft Outlook Express (Internet Explorer 4.0)	11
Netscape Messenger (Netscape Communicator 4.0)	17
Web Based Mail	23
Effective Email	25
Netiquette	30
Smilies and Abbreviations	31
Finding Email Addresses	33
Public Access	34

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<b>4. MAILING/DISCUSSION LISTS</b>	<b>35</b>
Types of Mailing Lists	35
Subscribing to a Mailing List	35
Posting to a Mailing List	36
Unsubscribing from a Mailing List	36
Searching for Mailing Lists	37
Subscribing to State Library's Mailing Lists	37
Public Access	38
<b>5. NEWSGROUPS</b>	<b>39</b>
Setup for Newsgroups	39
Subscribing to Newsgroups	40
Searching for Newsgroups	42
FAQs and DejaNews	42
Public Access	44
<b>6. CHAT</b>	<b>45</b>
Why Use Chat?	45
Accessing Chat	45
Jargon	48
Chat Netiquette	49
Help	49
Public Access	49
<b>Appendix A. GLOSSARY</b>	<b>50</b>
<b>Appendix B. POLICIES ON INTERNET USE</b>	<b>54</b>
<b>SOURCES</b>	<b>63</b>

## 1. INTRODUCTION TO THE WORKSHOP

The aim of this workshop is to provide a basic understanding of Communication Protocols that are available on the Internet. By the end of the session participants will be confident enough to return to their libraries and use Email, Newsgroups, Mailing Lists and Chat in their library. Participants will also become confident in providing information regarding Communication Protocols to library clients.

The workshop will not be run verbatim from the workbook. Rather the workbook is a tool to be used when accessing Communication Protocols in the library and to provide reinforcement of topics covered during the workshop. The workbook contains information for use of the following two browsers, Netscape Communicator 4.0 and Internet Explorer 4.0. The browser used during the workbook will be dependent on which one is available in the training room.



The **SLQ Tip Button** indicates extra information to help with the topic. Many of the Web sites mentioned can be accessed from the State Library of Queensland's Web site, <http://www.slq.qld.gov.au>



The **Note** button indicates an important point which may effect the outcome of the task.



The **Exercise** icon indicates a task to be undertaken using the skills learned in a section, or to see how an action works which has been described in the accompanying section.



The **Library** icon indicates information that is specific to use of the Internet in Public Libraries

<http://www.slq.qld.gov.au>

Whenever the above appears it indicates the Web site to be viewed, type the URL into the location bar.

Click on [Internet Resources](#) > [Help Guide](#)

This indicates the consecutive links to be clicked upon to reach the Web page that was mentioned.

## **2. COMMUNICATION PROTOCOLS**

### **Email**

Email allows messages to be sent all around the world in a matter of minutes. It is not unusual to send an Email to the United States and received a reply within five minutes, depending of course on whether or not the recipient is sitting in front of their computer with their Email application open. To access Email a user needs to set up an account with an ISP (commonly part of the Internet connection with the ISP) and then find an Email application. Netscape Communicator 4.0 comes loaded with Netscape Messenger and Internet Explorer 4.0 comes with Outlook Express already loaded. There are numerous other Email applications available including Pegasus and Eudora as well as free applications such as Eudora Light and Juno.

Many people are now setting up Email addresses using Web Based Mail. These are Web servers which only require a browser to be access Email rather than an Email application. One of the major advantages of Web Based Mail is that the user can access their Email account anywhere in the world that has Internet access.

### **Newsgroups**

Newsgroups are also known as Usenet News. Basically Newsgroups are forums for discussing ideas and common interests and anyone can post and reply to posted messages. A News application, which comes bundled with Internet Explorer 4 and Netscape Communicator 4, is required to subscribe to Newsgroups.

Search tools such as DejaNews and Usenet FAQs are also available which allow Newsgroup messages and FAQs to be search for specific information.

### **Mailing/Discussion Lists**

Mailing Lists are similar to Newsgroups but are much more closed. It is necessary to subscribe to a Mailing List before access can be made to the discussion. Some Mailing Lists are moderated and only allow certain people to subscribe to their discussions. Others will not allow a new person to post mail until they have been subscribed for a certain amount of time.

There are many Mailing Lists available covering every variety of topics and there is sure to be one to suit everyone. Beware though, some Mailing Lists can generate an awful lot of Email.

## **Chat**

Chat, also known as Internet Relay Chat, allows real time discussions with people all around the world. For example a user in Australia might type in a line of text, once enter is hit on the keyboard it is sent to everyone else who is participating in that particular discussion. Definitely much cheaper than using the telephone to talk with people overseas.

### 3. EMAIL

Most Windows Email packages work essentially the same way as each other. It is simply a matter of working out where to find the options in the menus. All modern packages allow creation of folders to file mail messages as well as filters which will automatically download mail into designated folders. Signatures can also be created and will automatically appear at the end of each Email message sent. A signature can include name and contact details.

Netscape Communicator 4.0 comes with its own built in mail package called Netscape Messenger while Internet Explorer 4.0 uses Microsoft Outlook Express which is simply the Email component of Microsoft Outlook, an organisational program.

#### Anatomy of an Email Address

Email addresses can be easily discerned by the @ symbol. The first part of the address indicates the person and the second half indicates the Email server. The second half can indicate the organisation the sender is from or at least which ISP they are using or which Web Based Mail they use.

[persons.name@server.name](#)

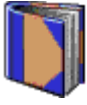
An Email address can provide copious information about the sender or almost nothing at all. This is dependent on whether the person is using a private Email address or a business address.

[john.doe@slq.qld.gov.au](#)

The above address indicates that the person is Mr John Doe and works for the government in Australia. If it was known that SLQ stood for State Library of Queensland then it would be also known that the person was an employee of that organisation.

[stardust@start.com.au](#)

The address above indicates very little about the sender other than that they wish to be known as Stardust. If it is known that Start is a Web Based Email account then this would be some other information.



When creating new Email addresses in the library there are a number of points that need to be considered.

1. Create a generic Email for the library

[pld@slq.qld.gov.au](mailto:pld@slq.qld.gov.au)

An address such as this can be useful for people wishing to contact the library but not knowing whom they need to speak with. It can also be useful for comments about the libraries Web page.

2. Consider generic names for library positions such as Manager, ILL, Ref etc.

[manager@library.org.au](mailto:manager@library.org.au)

This can be useful for when staff move around jobs or for when staff leave. This way clients can still contact the new person in the position. Mail can be Autoforwarded to the person in the position and it will be download with their mail that is addressed to them personally.



The above would be more relevant in a large library service where there are likely to be positions such as InterLibrary Loans officer and Reference Librarian

3. Depending on position and duties it might be necessary for staff members to have their own email address. Should this prove too costly through your ISP staff could set up Email accounts through Web based Email
4. It is important to ensure that your Email address is appropriate and provide useful information.

[library@bigpond.com](mailto:library@bigpond.com)

The above is not a useful Email address as it does not indicate which library. The following is much better:

[blackstumplibrary@bigpond.com](mailto:blackstumplibrary@bigpond.com)

**OR**

[library@blackstump.qld.gov.au](mailto:library@blackstump.qld.gov.au)

The second half of the Email address indicates Blackstump council therefore it is safe to assume that the address is for the Blackstump council library. However, this is dependent on whether there are multiple branches in which case it might prove necessary to include the name of the library in the Email address

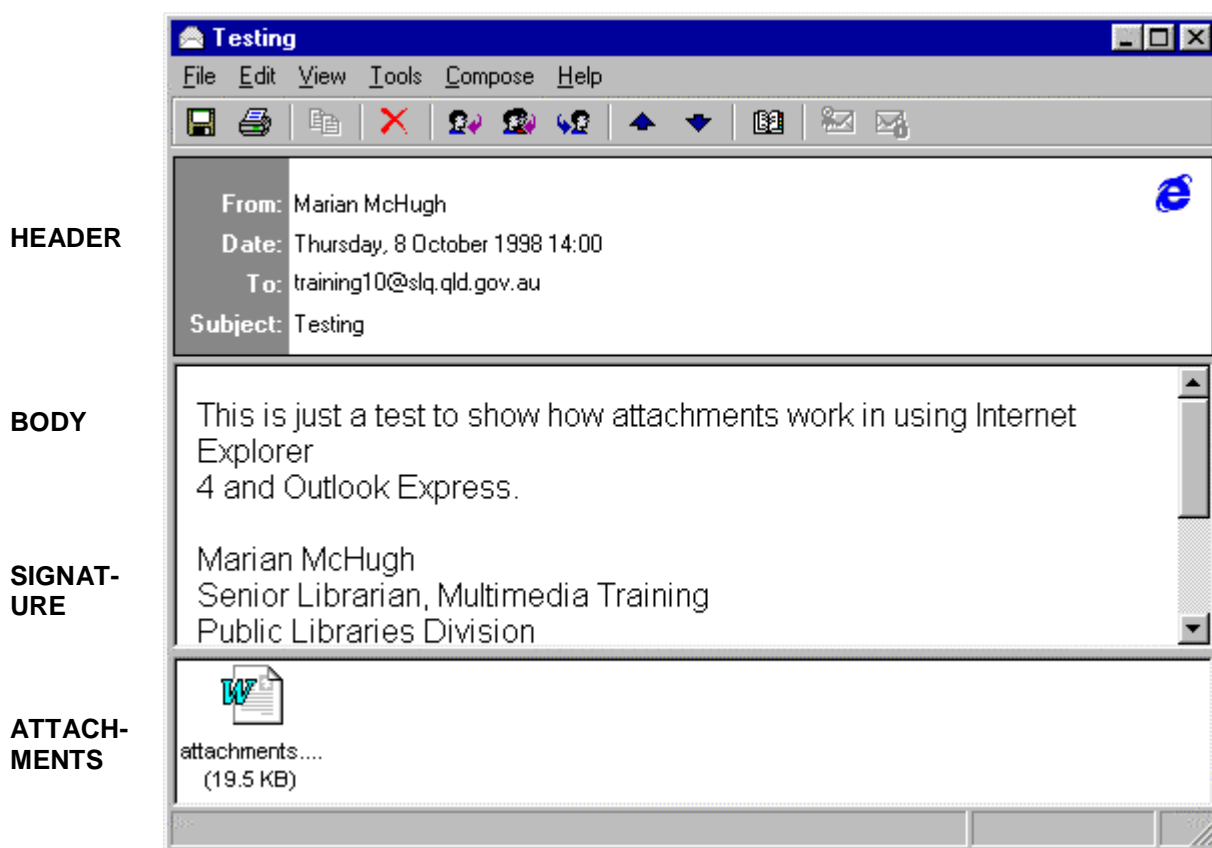


If only one email address is allocated by your ISP it is better to make this a generic Email address for the library. This will ensure that the email address does not need to be changed when staff move on. Set a personal Email account up with a Web based Email service if required.

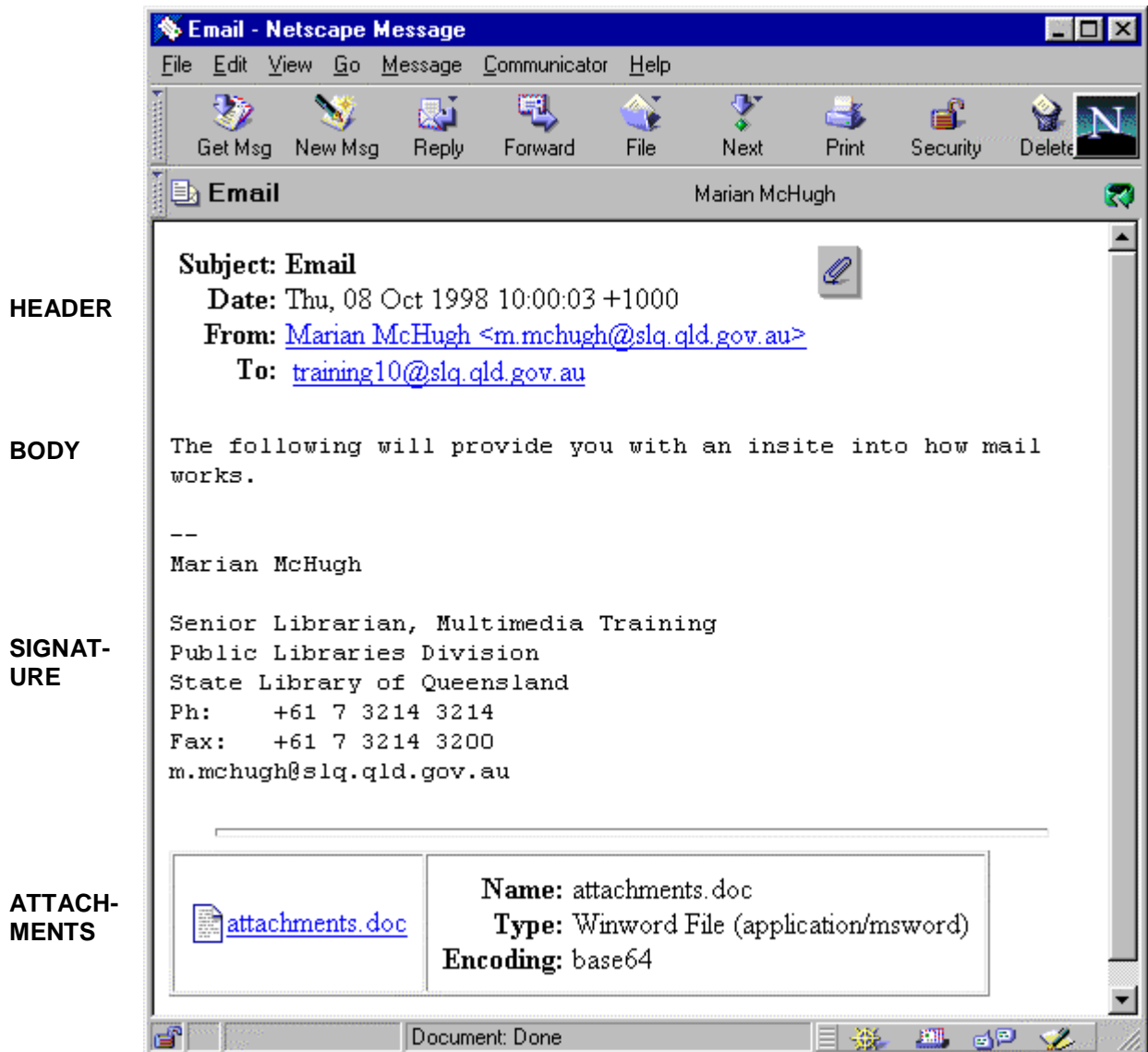
## Anatomy of an Email Message

The following shows how Internet Explorer 4.0 and Netscape Communicator 4.0 display Email messages

### Outlook Express (Internet Explorer 4.0)



## Netscape Messenger (Netscape Communicator 4.0)



An Email is made up of the following parts:

The **Header** which contains information such as:

- Who the Email is sent to
- Who the Email is from
- Date and time the Email was sent
- Subject of the Email

The **Body** which contains the message and signature and in the case of Netscape Messenger the attachment details.

The **Signature** contains information about the sender and can include address and phone number.

The **Attachments** lists any documents that have been attached to the Email.

## **Microsoft Outlook Express (Internet Explorer 4.0)**

First thing to be done is the check which Email application has been set as the default Email reader for Internet Explorer 4.0. It is likely to be one of the following, Outlook, Outlook Express or Microsoft Exchange. The following instructions have been written for Outlook Express. To check which Mail application is the default do the following:

1. Click on **View** from the main menu and then select **Internet Options** from the list
2. Click on the **Programs** tab
3. At **Mail** check that **Outlook Express** is there
4. If not then click on the down arrow and select it from the list



If there is nothing listed when you click on the down arrow then no Email software has been loaded on the computer to run with Internet Explorer 4.0

### **To access Mail in Outlook Express**

**Either:**

1. Select **Go** from the menu
2. Select **Mail**

**OR**

1. Click on the **Mail** icon on the toolbar
2. Select an option from the list

### **Setting up mail in Outlook Express**

To set up mail details for the first time in IE:

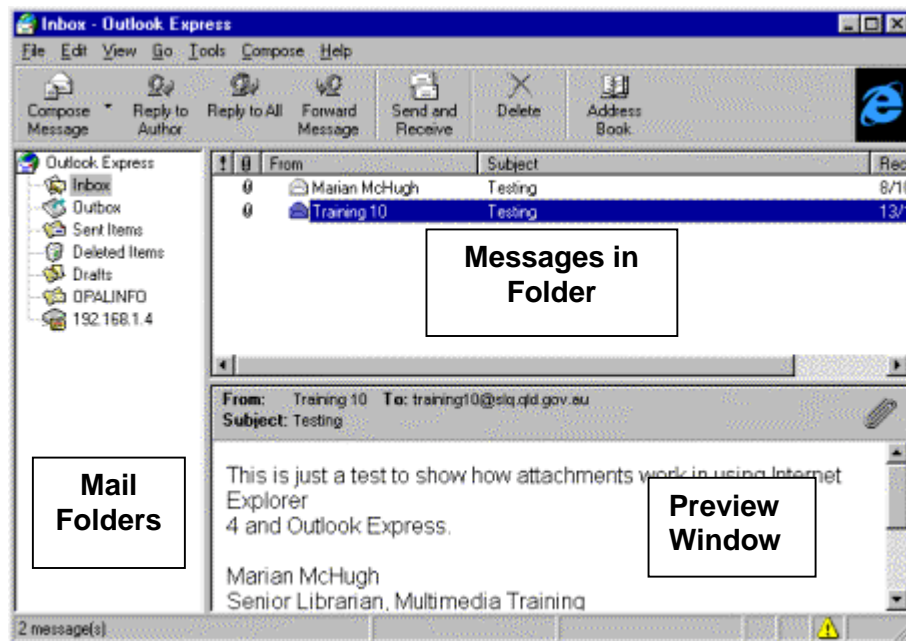
1. Click on **Go > Mail**, this will open the application
2. Click on **Tools > Accounts**
3. Click on **Add > Mail**
4. Follow the instructions from the Wizard to set up the account. All the relevant details should have been supplied by your ISP.

5. To change any of the settings click on **Tools > Accounts**
6. Select your account
7. Click on **Properties**
8. Next click on **Tools > Options** which allows you to set up how the account operates
9. It is important that you click on Send and change the **Mail Sending Format** to **Plain text**, this is so that if you send mail to people who are not using the latest versions of IE or Netscape they can still read the message
10. You may also want to remove the check beside **Reply to messages using the format in which they were sent** especially if using Mailing Lists regularly for the same reasons as above.

### Receiving mail in Outlook Express

To receive mail click on the **Send and Receive** button on the toolbar. When a folder contains new mail the name will be bold and the number in brackets e.g. (6) indicates the number of new messages

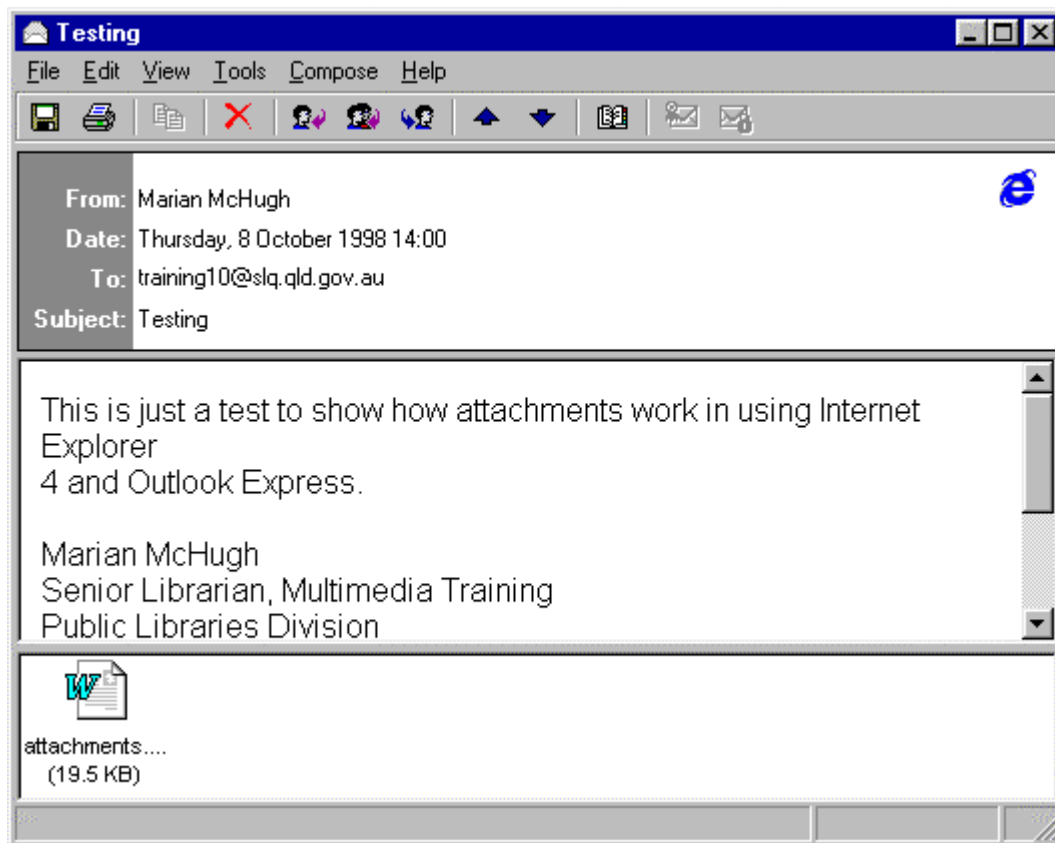
### Reading Mail in Outlook Express



1. Click on the **Folder** containing the Email to be read. New Email is indicated by the Folder being bolded and brackets after the name indicating the number of new Emails
2. Click on the message to be viewed.
3. The body of the message will be displayed in the preview window

**OR**

1. As above but double click on the Email to be viewed. This will open a new window containing all the mail details as shown below
2. This method makes access to Attachments much easier

**Composing and Sending mail in Outlook Express**

To write a new mail:

1. Click on the **Compose Message** button on the toolbar
2. Type in the Email address of the recipient
3. Using the TAB key to navigate to the subject line
4. Fill in a subject for the mail
5. Use the TAB key to navigate to the message box
6. Type in the message
7. Click on the **Send** on the toolbar to send the message

## Adding an Attachment in Outlook Express

If you wish to add a site that you have created in another format the process is as above but before you send the mail:

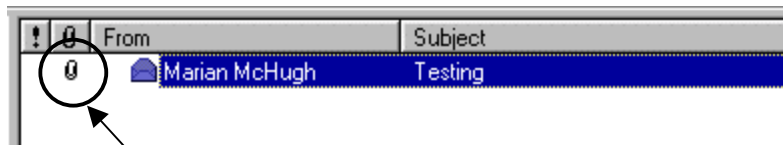
1. Click on the **Paperclip** button on the toolbar
2. Select the file you wish to attach
3. Click on **Attach**
4. The document will appear as an icon at the bottom of the mail

You can only attach documents one at a time



It is also very important to note that if sending a document that the recipient has the appropriate software to read that document.

## Retrieving an Attachment in Outlook Express



The attachment icon, which appears at the side of each new Email message, indicates that there is at least one file attached to the Email.

To read an attachment:

1. Open up the message by double clicking on it
2. Click on the icon in the box at the bottom of the message.



The icon usually indicates the type of file such as:



for an Excel attachment or



for a Word attachment,

3. Right mouse click on the attachment icon
4. A menu will appear with the following choices: **Open, Print, Save As and Quick View**. Choose the one that is appropriate.



It is safer to save an attachment to disk. This way the document can be checked with virus software before it is opened. It is good practice to save an attachment to the Temp directory that way it is easy to find and if it does contain a virus can be easily deleted.

## Deleting Mail in Outlook Express

To delete mail simply:

1. Select the mail you wish to delete
2. Hit the **Delete** key on the keyboard **or** Click on the **Delete** button (red cross) on the toolbar



Unless you change the settings any mail you delete will be placed in the Deleted Items folder. To remove the mail totally you need to:

1. Open up the Deleted Items folder
2. Click on **Edit > Select all**
3. And either hit the **Delete** key on the keyboard **or** Click on the **Delete** button (red cross) on the toolbar

You also need to check the Sent folder regularly as a copy of every mail sent is placed in here. Some mail you may wish to file in folders as is mentioned below others you will simply delete

## Creating folder in Outlook Express

To **create** a folder:

1. Click on **File > Folder > New Folder**
2. Select the folder in which you wish to create the new folder
3. Type in the name of the new folder
4. Click on **OK**

To **move** a mail to a folder:

1. Select the mail
2. Click on **Edit > Move to Folder**
3. Select the relevant folder or create a new one by clicking on **New Folder**
4. Click on **OK**

To **delete** a folder:

1. Select the folder you wish to delete
2. Click on the **Delete** (Red Cross) button on the toolbar **or** hit **Delete** key on the keyboard
3. Select **Yes**

## Creating filters in Outlook Express

A filter means that when new mail is downloaded from the server the mail will automatically go into a specified folder. This means time is saved because documents do not need to be moved to other folders. Can be very handy for differentiating between urgent mail and that which can wait. Filters are also very useful for filing messages from Mailing Lists so they can be read later.



The folder must be created first and then the filter

To **create** a filter for OPALINFO:

1. First **create a folder** called OPALINFO following the above procedure
2. Click on **Tools > Inbox Assistant**
3. Click on **Add**
4. At the **Properties** box fill in as follows:

The screenshot shows the 'Properties' dialog box in Outlook Express. The title bar reads 'Properties'. The main area is divided into two sections. The top section is titled 'When a message arrives with the following criteria:' and has a checkbox for 'All messages' which is checked. Below this are fields for 'To:', 'CC:', 'From:', and 'Subject:'. The 'To:' field contains the email address 'opalinfo@slq.qld.gov.au'. There are also checkboxes for 'Account:' (set to 'mcmchug') and 'Larger than:' (set to '1 KB'). The bottom section is titled 'Perform the following action:' and has several options: 'Move To:' (checked), 'Copy To:', 'Forward To:', 'Reply With:', 'Do not download from the server', and 'Delete off server'. The 'Move To:' option has a 'Folder...' button and the text 'OPALINFO' in the field next to it. The 'Reply With:' option has a 'Browse' button. On the right side of the dialog, there are 'OK' and 'Cancel' buttons.

The OPALInfo Email address is [opalinfo@slq.qld.gov.au](mailto:opalinfo@slq.qld.gov.au)

5. Click on **OK**
6. Click on **OK**



Now just to be different OPALINFO has an alias [opalinfo@snark.slq.qld.gov.au](mailto:opalinfo@snark.slq.qld.gov.au) so to make sure all OPALINFO mail goes into the OPALINFO folder we need to create a filter for this address as well.

## **Creating signatures in Outlook Express**

Signatures are useful in that they mean you do not need to type your details each time you send an Email. You create the file one and then it is attached to the end of each Email that you send.

To **create** a signature:

1. Click on **Tools > Stationary**
2. Click on **Signature**
3. Type in the text you want to attach
4. Click on **OK**
5. Click on **OK**



You have the option to add this signature to every outgoing mail. If you want to select which mail to add the signature to do not check this box instead when you are composing a mail:

To **add** your signature:

1. Click on **Insert > Signature**

This will insert your signature onto the mail that you are currently composing.

## **NETSCAPE MESSENGER (NETSCAPE COMMUNICATOR 4.0)**

### **To access mail in Netscape Communicator 4.0:**

Click on the **Mail** icon on the bottom right toolbar

**OR**

Click on **Communicator > Messenger Mailbox** from the menu bar

### **Setting up Mail in Netscape Messenger**

To set up Email preferences:

1. Click on **Edit > Preferences**
2. Click on the **'+'** beside **Mail & Groups**
3. Click on **Identity** and fill in your details
4. Click on **Messages** and remove the tick beside **By default, send HTML messages**
5. Click on **More Options** and select **Always convert the message into plain text (may lose some formatting)**
6. Click on **OK**

7. Click on **Mail Server** and fill in the details of your username and mail servers
8. Click on the **More Options** button and if there is a tick beside **Remember my password** remove it. This will stop anyone else from reading your mail.
9. Email is now setup ready to use.

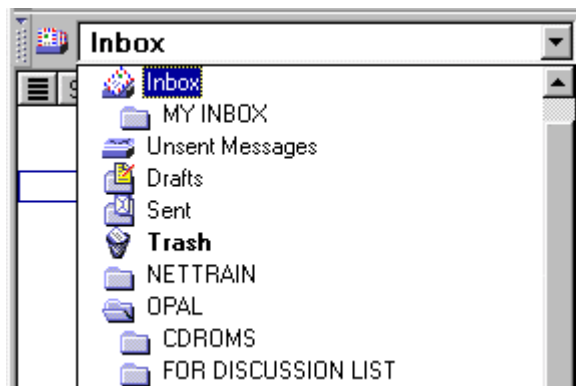
### **Receiving Mail in Netscape Messenger**

To receive Email from the mail server:

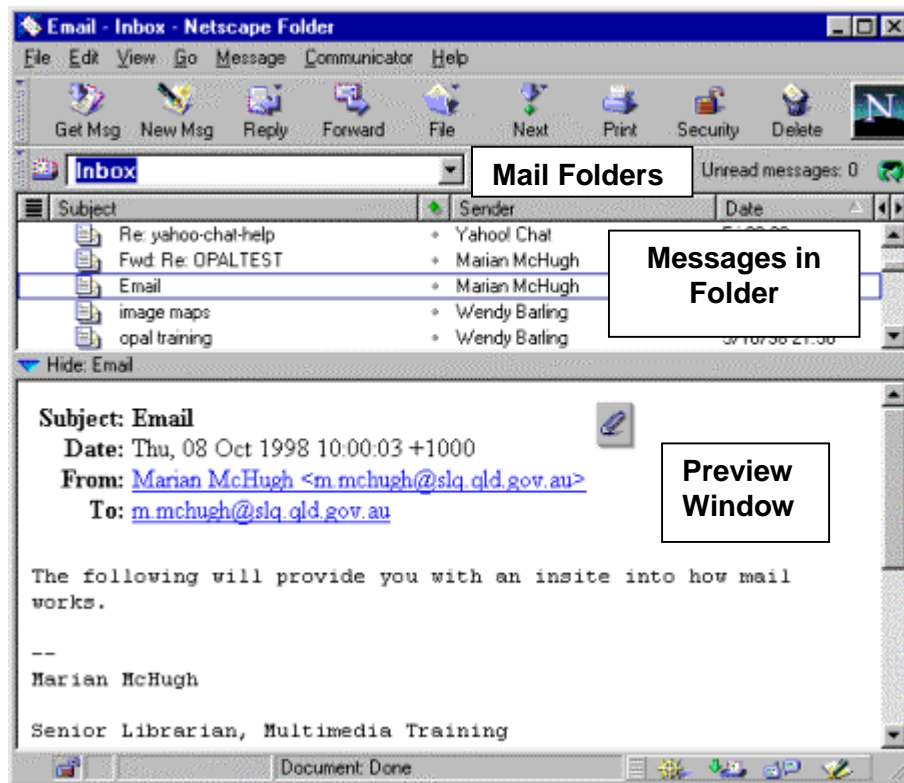
1. Click on the **Get Msg** button on the toolbar
2. Type in the password
3. The computer will now start downloading the Email

### **Reading Mail in Netscape Messenger**

1. Click on the down arrow beside the folder names to see the full listing

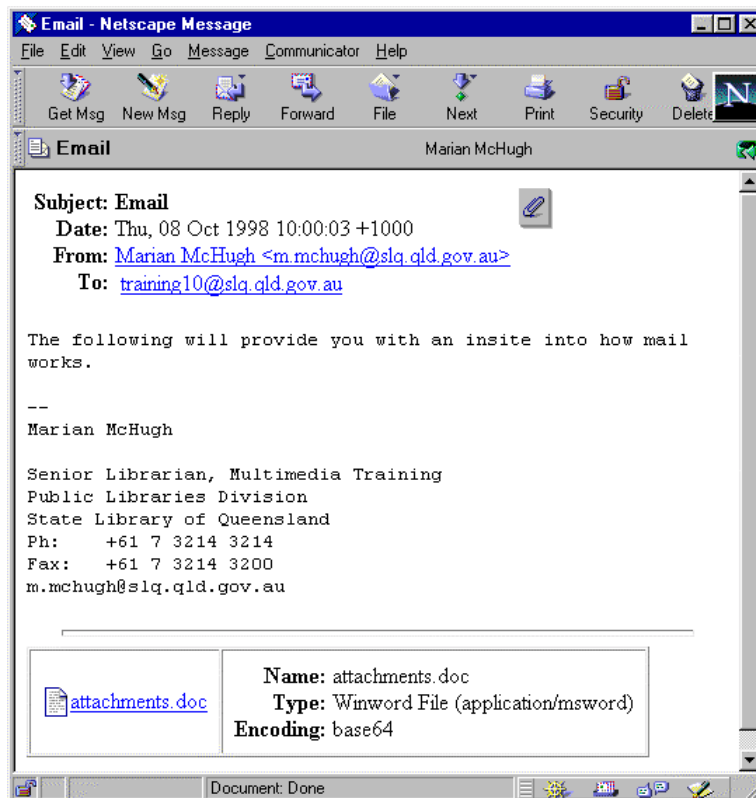


2. Select the **Folder** containing the Email to be read. New Email is indicated by the Folder being bolded.
3. Click on the message to be viewed.
4. The body of the message will be displayed in the preview window



OR

1. As above but double click on the Email to be viewed. This will open a new window containing all the mail details as shown below



## Composing and Sending Mail in Netscape Messenger

To write an Email:

1. Click on the **New Msg** button on the toolbar
2. The **Composition** box will appear
3. Type in the Email address of the recipient next to **To**
4. Type in the subject of the mail next to **Subject**
5. Then type in the message
6. Click on the **Send** button on the toolbar

**OR** to send the Email later (especially if not connected to the Internet at present)

1. Click on **File** from the menu
2. Click on **Send Later**
3. This saves the Email in the **Send Later** folder

**OR** to save the Email as a draft to work on later

1. Click on **File** from the menu
2. Select **Save Draft**
3. This saves the Email in the **Draft** folder

## Adding an Attachment in Netscape Messenger

Attachments allow documents or images that have been created in other programs to be sent using Email. To do this:

1. Click on **New Message** button and fill in the appropriate details
2. Click on the **Attach** button
3. Select **File** from the menu
4. Use the Windows Explorer to select the file to be attached
5. Click on **Open**
6. The path to the file will now be displayed

The paperclip will have changed from blue to red to indicate that there is an attachment



You can only attach documents one at a time

It is also very important to note that if sending a document that the recipient has the appropriate software to read that document.

### Retrieving an Attachment in Netscape Messenger



The attachment icon, which appears on the top of the Email message indicates that there is at least one file attached to the Email.

To read an attachment:

1. Click on the blue link for the attachment
2. Select either **Open it** or **Save to Disk** from the warning box



It is safer to save an attachment to disk. This way the document can be checked with virus software before it is opened. It is good practice to save an attachment to the Temp directory that way it is easy to find and if it does contain a virus can be easily deleted.

### Deleting Mail in Netscape Messenger

To delete mail in Netscape Messenger:

1. Highlight the mail for deletion by clicking on it
2. Hit **Delete** on the keyboard or click on the **Delete** on the toolbar

### Creating Folder in Netscape

To create a folder:

1. Click on **File** and select **New Folder** from the list
2. Type in the name of the new folder
3. Select where you wish this folder to reside
4. To make it a main folder click on the down arrow beside **Inbox** and arrow up till **Local Mail** is displayed
5. Click on **OK**



To create a subfolder for a folder that already exists, select the appropriate folder from the list.

### Creating Filters in Netscape

A filter means that when new mail is downloaded from the server the mail will automatically go into a specified folder. This means time is saved because documents do not need to be moved to other folders. Can be very handy for differentiating between urgent mail and that which can wait. Filters are also very useful for filing messages from Mailing Lists so they can be read later.



The folder must be created first and then the filter

To **create** a filter for OPALINFO:

1. First **create a folder** called OPALINFO following the above procedure
2. Click on **Edit > Mail Filters**
3. Click on **New**
4. At **Filter Rules** fill in as shown below:

The screenshot shows the 'Filter Rules' dialog box. The 'Filter name' is 'OPALINFO'. The condition is 'If the to or CC of the message contains opalinfo@slq.qld.g'. The action is 'then Move to folder OPALINFO'. The 'Filter is' section has 'On' selected. Buttons for 'More', 'Fewer', 'OK', 'Cancel', and 'Help' are visible.

The OPALInfo Email address is [opalinfo@slq.qld.gov.au](mailto:opalinfo@slq.qld.gov.au)

5. Click on **OK**
6. Click on **OK**



Now just to be different OPALINFO has an alias [opalinfo@snark.slq.qld.gov.au](mailto:opalinfo@snark.slq.qld.gov.au) so to make sure all OPALINFO mail goes into the OPALINFO folder we need to create a filter for this address as well.

## Creating Signatures in Netscape Messenger

Creating a signature in Netscape Messenger requires a number of steps;

First to create the signature:

1. Open up **Notepad** (Start > Programs > Accessories) or **Word**
2. Type in the signature details such as name and address
3. Save the file as **Plain Text (\*.txt)**.



Notepad does this automatically. To do this in Word select **File > Save As** and then at **Save as Type** select **Text Only** from the listing.

In Netscape Messenger:

4. Click on **Edit > Preferences**
5. Under **Mail and Groups** select **Identity**
6. At the bottom of the **Identity** information is **Signature File**

7. Click on the **Choose** button
8. Select the file created as the signature file
9. Click on **Open**

The signature will now appear at the bottom of each message. To edit the message it is necessary to go back to Notepad or Word to make the necessary changes.



For more information about Email take a look at the following site:

Mary Houten-Kemp's *Everything Email*

<http://everythingemail.net>

## Web Based (Free) Mail

Web Based Mail is Email which can be accessed from the web browser. There are some major advantages to Web Based Mail accounts. The first is the Email is not kept on your computer, it stays on the server hosting the account. For example, if you have an account with Hotmail then all your mail stays on the Hotmail server in the US. If library patrons set up one of these accounts, they are not affecting space on the library's computer. The account is available globally, and is not dependent upon ISP provisions.

Web Based Mail is one way for all library staff to have their own Email address without the cost required setting up additional accounts. The only problem is that if your council has a domain name the accounts will not reflect the name of the council

There is a limit on space available on the Web Based Mail server. Therefore it is necessary to manage mail by deleting unwanted messages or by saving mail to disk if this is possible. Remember that text does not take up a lot of space, compared to images, so it is possible to save quite a few mails before there would be problems.

Most Web Based Mail service offer the similar options as are available through Email applications such as creating folders and setting up filters.



A listing of Web Based Mail accounts can be found at the site:

<http://members.xoom.com/ayhan/webbased.html>

Another place to look is under Services for Public Libraries which provides information about Email and a list of some of the Web Based Email that is available. Go to the State Library of Queensland's Web site

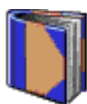
<http://www.slq.qld.gov.au/>

Then click on the following:

[Collections and Services](#) > [Public Libraries Division](#) > [Click here to go to "Services for Public Libraries"](#) > [Useful Sites for Public Librarians](#) > [Technology in Libraries](#) > [Email for public libraries](#)

## Setting up an Account

These accounts are fairly easy to set up. All you need to do is register an Email name and password and in some cases fill in a survey. With an account like Hotmail, you need to fill out the full survey (doesn't necessarily have to be accurate) before your account is created. If you do not it will return with a message saying the survey was not correctly filled out.



Most Web based email allows the user to choose their login name and password. Be careful when choosing a login name, as this is what will appear as your email address.

For example if I choose *Stardust* as my login name for Hotmail then my email address will be [stardust@hotmail.com](mailto:stardust@hotmail.com). This would not be appropriate in a work situation where it is important to indicate who you are.

If the login name you choose is already in use by someone else (not uncommon when using Hotmail), you will be prompted to choose another. Normally a list of alternatives will be provided.

## Retrieving POP mail

Some Web Based Mail services, such as Hotmail, also allow you to retrieve mail from any other Email accounts that you may have. In other words you could use a Web Based Mail account to link your other Email accounts together. Most Web Based Mail accounts that allow this linking have the setup details under Options. Hotmail will even allow you to leave the mail on the originating server so when you return to your own computer you can still access the mail that you read while away.

## Effective Email

Email has changed our whole way of sending messages. It is much faster than sending a letter and in part has led to messages becoming more informal. When you are writing Email it is important to consider who will be reading the Email. If the Email is directed to a friend it will be much more informal and might contain smilies, abbreviations and ASCII drawings like those above. However if the Email is for someone within your organisation or a business contact the Email needs to be made more formal and should not contain smilies and abbreviations. It might be a good idea to create two signatures, one for business and one for other mail.

The following will help in writing effective Email.

### The Subject:

It is important to make sure that the subject is a good, brief descriptor of the contents of the mail.

The subject line:

*“Hello”*

Provides no information regarding the contents of the Email and may be overlooked if the recipient thought the Email was of a personal nature.

Instead if the subject line read:

*“Urgent: Meeting Monday 10am”.*

Then the content of the Email is very clear and likely to be read as soon as it is received.

If replying to a message, especially within a Mailing List do not just click on the reply button, write a reply and click on Send. It is important to make sure that your Subject of the reply is relevant to the response.

For example if the message being replied to had the subject line:

*“Library Desks”*

but the reply was about really about computer desks then the subject line should read:

*“Computer Desks for Libraries”*

This better describes the content of the Email. It can be frustrating reading Email that is thought to be about a particular topic of interest only to find that the content has changed.

### **Writing the Body**

When writing an Email think about how it will appear on the recipient's computer screen. Try to use shorter paragraphs so they do not have to scroll to read everything and try not to waffle on but get straight to the point. If an Email is long it may be put aside for later reading even though a response might be required immediately. Make the Email straight to the point. More detail can be added later if requested.

### **Quoting Emails**

When replying to an Email do not send the whole of the message back again. It is better to delete out any of the irrelevant information.

*For example:*

```
>Hi everyone - its good to see discussion up and running again.
>
>One of the questions currently being discussed by the OPAL project
>team is the need to develop generic training courses for librarians
>to use with the public... these could be tailored to meet specific
>communities by each librarian.
>They would save time as the basics would not need to be developed by
>each library.
>
>I'd be interested in feedback on subject - plus do we write the
>packages in PowerPoint, html and have locations on our web site? What
>would suit libraries best?
>
>On a second point - attended the OPAL launch at the Redcliffe library
>last night. The library now has 6 public access PCs and the launch
>was attended by the Mayor, Councilors, library staff and members of
>the public. The best bit was the OPAL cake... a creative baker in
>Redcliffe supplied a lovely cake with OPAL icing...
>One of the events of the launch was the random distribution of OPAL
>and special black bookmarks,,, the black bookmarks provided a free
>Internet session for the lucky person...who selected the chair.
>Congratulations Redcliffe library staff.
>
>What about other Internet launches - any stories to tell.
>
>The Redcliffe mayor turned on the computer as part of the launch and
>it worked (much to his relief! - I'm sure)
>
>Finally - the OPAL training schedule has been distributed with more
>training about to be released next week in more venues...
>
>Checkout the OPAL web page for the training schedule
>
>Regards
>
>Anna Raunik          a.raunik@slq.qld.gov.au
>
>PUBLIC LIBRARIES DIVISION
>State Library of Queensland
>Po Box 3815
>SOUTH BRISBANE Q 4101
>Australia
>
>PH: 07 3214 3299
>FAX: 07 3214 3200

Anna,

Could you please send me the Web address.

Regards,

Marian
```

The '>' is a standard Email protocol for indicating a quoted message.

The above is an example of how not to reply to an Email. As the person was only replying to a part of the message it should have been written as follows:

```
>Finally - the OPAL training schedule has been distributed with more  
>training about to be released next week in more venues...  
>  
>Checkout the OPAL web page for the training schedule  
>
```

Anna,

Could you please send me the Web address.

Regards,

Marian

It is important however to leave enough information so that people will understand what the reply is referring to. If you simply type 'Yes' it is likely that no one knows what the agreement is about.

## Signatures

Some people have great signatures such as the ASCII drawing above. It is important though to keep a signature as short as possible, normally four to five lines. A signature should contain at least name, address, contact number, and Email address.



For more information on effective Email have a look at the following:

A Beginner's Guide to Effective Email

<http://www.webfoot.com/advice/Email.top.html>

## Multiple Recipients

Email allows a single message to be sent to multiple recipients through the CC (carbon copy) and the BC (blind copy) options. This means rather than having to print off numerous copies of a message, changing the recipients name each time one message can be sent to all.

## **Autoforwarding**

Autoforwarding is a function that allows mail addressed to one person be sent to another. For example:

Jane Doe works for the Blackstump Library Service as the Interlibrary loans officer and has her own email address:

[jane.doe@blackstump.library.qld.gov.au](mailto:jane.doe@blackstump.library.qld.gov.au)

Blackstump Library also has an email address for Interlibrary Loans:

[interlibraryloans@blackstump.library.qld.gov.au](mailto:interlibraryloans@blackstump.library.qld.gov.au)

Blackstump Library Service can have their ISP setup Jane's Email account so that not only does Jane receive Email addressed to her address but also Email addressed to Interlibrary loans.

When Jane is on leave John Smith takes over the role of Interlibrary loans officer. With autoforwarding John can receive all the Interlibrary Loans email while Jane is away. If an Interlibrary loan was requested but the message was sent to Jane's Email address then John would not receive that request while she was away. However if the message was addressed to Interlibrary loans then John would receive the message.

## **Receipting**

A number of Email applications allow receipting of mail, unfortunately neither Netscape Messenger nor Outlook Express have this function. Receipting means that when a message is sent to someone, the sender will receive a message saying that the sendee received and read the mail. At least this allows the sender to know when their Email message has been read.

## **Policies and Protocols**

It is important, especially in larger libraries, to setup policies and protocols regarding the use of Email in the workplace. These policies provide staff with guideline by which to work. Remember an Email is regarded as the same as sending a letter on letterhead.

It is also important to consider how Email is to be filed. Previously a paper copy of correspondence was file and all staff had access to that correspondence. If an Email is filed into a staff member's computer it is not accessible to others. Ways to overcome this problem would include printing a copy to be filed or setting up a generic Email address specifically for filing.

It is also important to ensure that Sent mail is also filed. Most Email applications have a Sent folder where a copy of all mail sent is placed. It is good management to regularly check the Sent folder and file the Email in appropriate folders.



The State Library of Queensland's policy regarding staff use of Email as well as the Internet as a whole can be found as Appendix B at the back of the workbook.

## **Netiquette**

It is important to remember that sending an Email is no different than sending a letter. The only difference is the method of transmission. This means if you send a mail from work which includes the name of your organisation then it is no different than sending a message on letterhead. There are a few standard rules of netiquette when sending Email.

1. Do not capitalise subject lines or sentences unless it is for an emphasis or in using an acronym. To use unnecessary capitalisation in Email is considered shouting.
2. Do not flame people. A flame is an Email that is usually derogatory, insulting etc and is more likely to be found on a Mailing List or Newsgroup.
3. Do not send spam. Basically spam is junk mail sent to multiple recipients and is frowned upon by most people.
4. Do not create a long signature. Four to five lines is the normal standard
5. Do not criticise other people's spelling and grammar, especially if mailing to a Newsgroup or Mailing List
6. Read received Email carefully to ensure the message is fully understood before replying.
7. Read Email to be sent carefully to make sure the message is clear.



For more information on Netiquette take a look at the following:

Netiquette by Virginia Shea

<http://www.albion.com/netiquette/book/index.html>

Business Netiquette International

<http://www.bspage.com/1netiq/Netiq.html>

## Smilies and Abbreviations

In some Email messages, especially personal ones, people add in Smilies and abbreviations.

The following is a list of common Smilies:

: - )	Happy	: - ~	Has a cold
: - (	Sad	( : -	Soldier
; - )	Winking	\$ : - \$	Stockbroker
: - D	Laughing	( 8 - )	Swimmer
: - P	Poking tongue out	= ^ . . ^ =	Cat
: - o	Surprised	> : - >	Devilish remark



The following sites list Smilies of all shapes and sizes and is where the above were taken from.

Smilies Unlimited <http://www.czweb.com/smilies.htm>

Smiley site <http://www.geocities.com/SouthBeach/Marina/2492>

Internet Smilies <http://members.aol.com/bearpage/smileys.htm>



## Finding Email Addresses

There are a number of tools available on the Internet to help find a person's Email address. It must be noted though that if someone does not want their Email address to be public it will not be listed, similar to a silent telephone number. Many of the Web Based Email services also have directories of Email addresses, again though if the person has nominated not to be listed it will not be possible to find their address.

The following are directories of Email addresses:



WhoWhere

<http://www.whowhere.com>

Four11

<http://www.four11.com>

Bigfoot

<http://www.bigfoot.com>

Internet @ddress Finder

<http://www.iaf.net>



For Email addresses of Libraries in Queensland have a look at State Library of Queensland's Directory on the Web:

<http://www.slq.qld.gov.au/publibd/index.htm>

**OR**

Many Email addresses are listed on the OPAL Web page:

<http://www.slq.qld.gov.au/opal>

Click on [Contacts](#) > [Queensland public libraries](#)



When looking for business Email addresses it can be advantageous to take a look at the organisations Web page as many are now adding staff directories on their Web sites.

For Example State Library of Queensland's Staff directory can be found at:

<http://www.slq.qld.gov.au/publibd/slqstaff.htm>

## Public Access



Patrons should not be allowed to use the library's Email address for their own Email. Instead they should be encouraged to set up an account with one of the Web based Email services. This will make managing Email much easier for both library staff as well as patrons. It also covers any problems that may arise regarding privacy. The OPAL computers are set up to restrict public access to Email applications, however there are no restrictions on using Web based Email.

Concerns that should be address if using Email applications is offered to the public via the library Email account include:

- Privacy – for both the library Emails and user Emails
- Illegal use/transmission of information
- Disk storage space
- Cleaning up old/unused Emails

## 4. MAILING/DISCUSSION LISTS

Mailing Lists are Email based discussion groups. They differ from Newsgroups in that the responses are sent directly to an email account whereas with Newsgroups the user needs to actively download the messages. Normally there is a nominated topic such as an author, a genre or an occupation. Mailing Lists give people the opportunity to make announcements, seek assistance, raise issues, obtain information and generally network with colleagues around the world.

### Types of Mailing Lists

Mailing Lists are maintained on a computer called a Listserver which uses software called Listserv. The Listserv software has the capability to automatically respond to Email requests, disseminate messages to members of the Mailing List and archive files for search and retrieval purposes.

It is always a good idea to save the introductory message that is sent when first subscribing as it provides information on how to subscribe and unsubscribe as well as the dos and don'ts of the list. It is very important to take note of these so that offence is not given any member of the list.

Many lists are unmoderated, that is no one is filtering who joins the list or any of the Emails that are sent to the list. There are however moderated lists where one person administrates all that occurs on the list. They say who can and who cannot join as well as only posting messages that they believe are relevant to the discussion. Some lists go as far as not allowing a new member to post a mail for a specified period e.g. 2 weeks until they have had time to see how the list works and what can and cannot be done.

### Subscribing to Mailing Lists

Subscribing to a Mailing List is a fairly simple process. Once a Mailing List which of interest had been found it is simply a case of following the instructions.

1. Send an Email to the listserver e.g. [majordomo@slq.qld.gov.au](mailto:majordomo@slq.qld.gov.au)
2. Leave the subject line blank
3. In the Email body type the following  
Subscribe [Mailing List name] [your Email address]  
e.g. *subscribe opalinfo* [library@bigpond.com](mailto:library@bigpond.com)
4. Do not type anything else in the body of the Email
5. Make sure the signature is turned off/deleted
6. Send the mail

An Email, confirming subscription, is normally received within five to ten minutes of the subscribed command being sent

## Posting to a Mailing List

1. Address the mail to the actual list e.g. [opalinfo@slq.qld.gov.au](mailto:opalinfo@slq.qld.gov.au)
2. Type in a subject
3. Type in the body
4. Include a signature

The same netiquette that applies to Email also applies to Mailing Lists. Remember that these lists are made up of peers and work colleagues. Make sure Emails are reread before sending to ensure that they cannot be misunderstood or will not cause offense to other members of the list.

It is important when posting to a Mailing List to decided whether the message should be sent to all recipients or whether it is more appropriate to reply to a specific person. For example, to thank some one for information they have posted it is more appropriate to Email them directly rather than sending it to the whole list.

With some Mailing lists when a reply is sent is goes directly to the person who sent the Email and not the whole list. In these cases the person will usually send an Email to the List summerising the answers to their query.

## Unsubscribing from a Mailing List

The process is as simple as subscribing

1. Send the Email to the list server e.g. [majordomo@slq.qld.gov.au](mailto:majordomo@slq.qld.gov.au)
2. Leave the subject line blank
3. Include the following in the body of the Email  
unsubscribe [Mailing List name] [your Email address]  
e.g. *unsubscribe opalinfo* [library@bigpond.com](mailto:library@bigpond.com)
4. Do not type anything else in the body of the Email
5. Make sure the signature is turned off/deleted
6. Send the mail

An Email, confirming unsubscribing, is normally received within five to ten minutes of the subscribed command being sent

## Searching for Mailing Lists

There are numerous Mailing Lists out on the Web and thankfully there are a few sites that list all the lists. You can find these from State Library's site:



<http://www.slq.qld.gov.au>.

Select **Internet Resources > Search the Web > Other Internet Searching Tools > Newsgroups and Mailing Lists**

Here you will find a number of lists of Mailing Lists for both overseas and Australia.

Another Web site is:

Publicly Accessible Mailing Lists

<http://www.NeoSoft.com/Internet/paml/default.html>

## Subscribing to State Library's Mailing Lists

To subscribe to any of the State Library's Mailing Lists go to the following site:



<http://www.slq.qld.gov.au/maillist/>

On this site you will find a list of Mailing Lists that are being administered by State Library and how to subscribe to each of them. This site also provides some basic information about Mailing Lists and how they work.

Mailing Lists that are currently being administered by State Library of Queensland include:

- Mobilelib - Mobile libraries
- Opalinfo - Online public access in libraries
- Qldpubref - Queensland public Library reference group
- Seniorslist - Regarding the International Year of Older Person 1999
- YPLib - Young people and public libraries

## Public Access



Mailing Lists should not provide library staff problems in the area of public access. If patrons wish to access mailing lists then they can use one of the Web based Email services to subscribe. It would not be advisable to allow patrons to subscribe to mailing lists using the libraries Email address as this could lead to problems in managing the influx of Email

## 5. NEWSGROUPS

Newsgroups are global electronic bulletin boards and discussion forums. They provide a highly useable method of making announcements and sharing ideas and opinions with people who share similar interests. There are literally thousands of Newsgroups; some are geographical in nature; others are topical or subject based. Many ISPs limit access to Newsgroups due in part to the vast number of them. This is where services such as DejaNews can be very useful. Newsreading software is often necessary to access this form of communication.

Newsgroups are arranged in a hierarchical order with the names as specific as possible. The following lists some of the top order names each of which can have hundreds of branches below it:

biz	-	business related topics
comp	-	computer and engineering related topics
misc	-	miscellaneous topics, don't fit into any of the others
news	-	topics relating to Newsgroups
rec	-	hobbies and recreational topics
sci	-	science related topics
soc	-	society, social life etc. related topics
alt	-	alternative topics

### Setup for Newsgroups

To be able to access Newsgroups it is necessary to have a News reading application. Internet Explorer 4.0 uses the Email application Outlook Express to access Newsgroups while Netscape Communicator 4.0 makes Newsgroups available through Collabra Discussion Groups, though they can also be access through the Email application Netscape Messenger. The next step is to subscribe to the Newsgroups that are of interest.

Before Newsgroups can be subscribed to it is necessary to ensure that the Browser has been configured to accept Newsgroups

#### Internet Explorer 4.0 (Using Outlook Express)

1. Open Outlook Express by either:
  - a. Clicking on **Start > Internet Explorer 4.0 > Outlook Express OR**
  - b. With Internet Explorer 4.0 already open click on **Mail > Read Mail**
2. Click on **Tools > Accounts**
3. Select the tab **News**

4. Click on **Add > News...**
5. Follow the directions of the Setup Wizard

### **Netscape Communicator 4.0 (Using Netscape Messenger)**

1. Click on **Edit > Preferences**
2. Click on the '+' beside **Mail & Groups**
3. Click on **Groups Server**
4. At **Discussion groups (News) server** type in the name/number of your News server. This information should have been included with the details from the ISP. For instance the News server for Telstra BigPond is news.bigpond.com
5. The **Port** number is usually 119 but check the ISP details

Now you are ready to subscribe to Newsgroups.

### **Subscribing to Newsgroups**

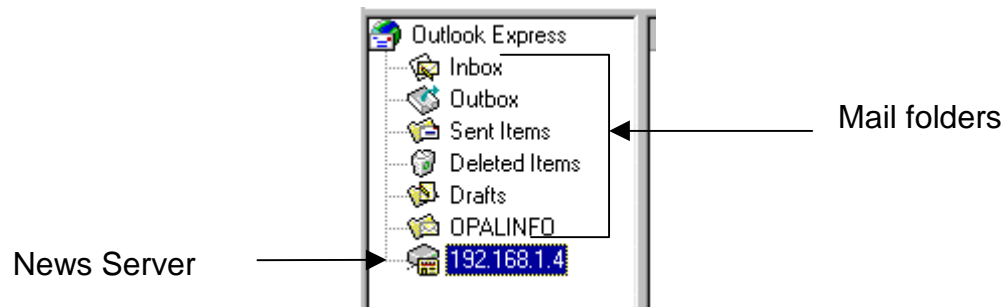
To access all the messages for a Newsgroup it is necessary to subscribe to those of interest. It is impossible for any one person to read all the Newsgroups as there are over 50,000 and still new ones are being added. Most ISP's do not provide access to all Newsgroups but to see which are available do the following:

### **Internet Explorer 4.0**

#### **Subscribing**

With Outlook Express open:

1. Arrow to the bottom of your mail folders, the News server is listed at the bottom with a list of any of the groups subscribed to



2. Click on the **News Server**. In the case above it is 192.168.1.4
3. Click on the **Newsgroups** button

4. To find a particular Newsgroup either scroll down the list or type a word in the search bar at the top of the dialogue box
5. Once the Newsgroup has been found highlight it and click on the **Subscribe** button

To view all Newsgroups subscribe to click on the **Subscribed** tag at the bottom of the Newsgroups dialogue box.

### Unsubscribing

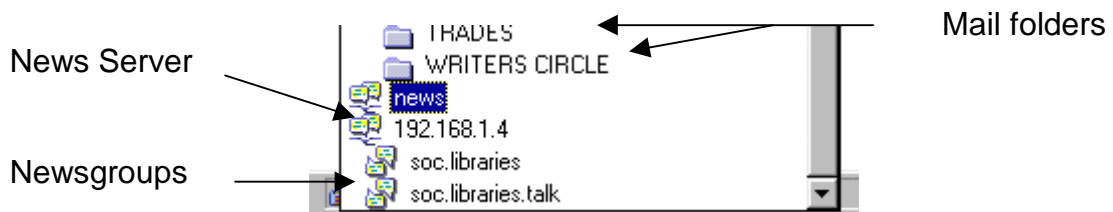
1. Arrow to the bottom of your mail folders, the News server is listed at the bottom with a list of any of the groups subscribed to
2. Click on the **News Server**
3. Click on the **Newsgroups** button
4. Click on the **Subscribed** tag at the bottom of the Newsgroups dialogue box
5. Highlight to Newsgroup to be unsubscribed.
6. Click on the **Unsubscribe** button

### Netscape Communicator 4.0

#### Subscribing

With Netscape Messenger open:

1. Arrow to the bottom of your mail folders, the News server is listed at the bottom with a list of any of the groups subscribed to



2. Click on the **News Server**. In the above case 192.168.1.4.
3. **The Netscape Message Centre** will be displayed
4. Click on the **Subscribe** button, the newsreader will now start downloading the Newsgroups. This may take some time.
5. To find a particular Newsgroup either scroll down the list or click on the search tab and type in a word.
6. Once the Newsgroup has been found highlight it and click on the **Subscribe** button

Now any new postings to the selected groups will be downloaded when the newsreader is opened

## Unsubscribing

To unsubscribe from a Newsgroup:

1. Go to the **Netscape Message Centre** as described above
2. Click on the newsgroup you wish to unsubscribe from
3. Hit the **Delete** button on the keyboard
4. A message will be displayed asking if you really want to unsubscribe
5. Click on **Yes**

The Newsgroup will now be removed from the listing

## Searching for Newsgroups

The following site provides searching for Newsgroups and can be used to find groups about particular subjects. Note this sites search for postings rather than



**Tile.net**

<http://tile.net/news>

This search tool provides the following options for searching Newsgroups:

- Listed by Newsgroup Hierarchy
- Listed by Description
- Index

## Searching FAQs and DejaNews

The following tools also allow searching for Newsgroups but rather than searching over the Newsgroup Hierarchies these tools search through postings to all of the Newsgroups

These tools can be useful for answering obscure reference queries as well as to provide more information to library patrons.

## Usenet FAQs



To find Usenet FAQs go to the State Library of Queensland's Web site:

<http://www.slq.qld.gov.au>

Click on the following:

[Internet Resources](#) > [Search the Web](#) > [Other Internet Searching Tools](#) > [Newsgroups and Mailing Lists](#) > [Usenet FAQs](#)

Usenet FAQs allows the user to search the FAQs of Newsgroups. This can be the best place to find the answer to a question when no answer can be found. Usenet FAQs have been put together from the posts of a particular Newsgroup. It is a very good place to look for information about TV shows. It is fairly certain that the information provided is correct because if someone provided inaccurate information there would be someone else out there who corrected it.



Go to Usenet FAQ's

Now using the search option try to find the words to the theme song of Gilligan's Island.

## DejaNews



To find DejaNews go to the State Library of Queensland's Web site:

<http://www.slq.qld.gov.au>

Click on the following:

[Internet Resources](#) > [Search the Web](#) > [Other Internet Searching Tools](#) > [Newsgroups and Mailing Lists](#) > [DejaNews](#)

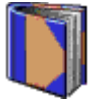
DejaNews allows searching across the postings of all Newsgroups. This can be useful for following the thread of a particular discussion as well as for finding Newsgroups that are of interest. There is no need to subscribe to read postings though it is necessary to subscribe to DejaNews to post to Newsgroups. This is a quick and easy way to access Newsgroups without having the newsreader crammed with postings.



Go to DejaNews

See if there are any Newsgroups that deal with the topic of cooking

## Public Access



There should be no major dramas in providing Newsgroups to people. If library service feels that they could lead to problems for staff in having to unsubscribe from groups then direct people to search tools such as DejaNews as an alternative

## 6. CHAT

A very basic definition of Chat is that it provides a means of real time communication with people all around the world. The user types a comment in the space provided and hits enter then the comment appears up on the screen in front of the user as well as on the screens of all the other people who have joined that same group at the time. Of course if they have moved away from the computer or turned it off there will not be any reply. Normally when someone enters or leaves a group a message is displayed. The larger the number of people joined at the one time the more confusing the conversation can become as there are likely to be several conversations occurring at any one time. The slight time delay between when you hit enter and when other people actually see what you typed on their screens does not help this. If a user joins in the middle of a conversation it may take a minute or two to pick up the thread and decipher how many conversations are being held.

**Remember:** whenever using Chat either as Web-based or IRC never use true names or give people personal details such as address and phone number. It is extremely important to stress this to children and young adults. It is not possible know who is out there or what their agenda is. During setup user will be asked to setup a Nickname, which will be their alias while chatting.

### Why Use Chat?

Chat is an easy and cheap way to talk to people all around the world or even across the room. Normally there are no extra charges to use Chat. Like Email it is just the cost involved in accessing the Internet (i.e. phone call + ISP costs).

There are many good things that can be done using Chat. It is possible to organise Chats with authors/TV stars/movie stars or any other person. Many Chat groups hold forums, provide help information and organise Chats with authors/TV stars/movie stars. So Chat isn't just for fun it can be used to keep in contact with professional groups, find out information about a topic directly and many myriad of other reasons.

### Accessing Chat

There are at least two ways to access chat. One is to download software from the Internet, such as mIRC, then join an IRC server on the Internet, such as DALNet and then you can choose which Channel (discussion) to talk on.

The second way to use Chat is Web based such as Yahoo! Chat, which does not require any special software and can be run straight from a browser. There are some limitations but there are still many topics to discuss as well as Chat sessions set up with famous people such as movie stars and authors.

### Using Web-based Chat



Here are a few of the Web based chat sites that are available. Remember to use any of these Chat sites it is necessary to first sign up, which means an Email address is required. If the user does not have one then sign up to one of the free Web based Emails such as Hotmail.

The Chat Room

<http://www.shihab.com/chat/>

Yahoo! Chat

<http://www.yahoo.com>

click on **Chat** in the listing under the search bar

Looksmart Chat

<http://www.looksmart.com>

click on **Live Chat** in the top navigation bar

There are some Web based Chat sites that are topic specific such as:

Chat Politics

<http://www.chatpolitics.com>

Everything will be all set up for you and all you have to is choose which room you wish to enter. This is by far the easiest way to access Chat and can be lots of fun.

### Lists of Web Based Chat



Chat Links Gold – The world's best chat links

<http://funnet.simplenet.com/cl/index.html>

The Largest Chat Room Index On the Web

[http://www.solscape.com/chat/chat\\_a-m.html](http://www.solscape.com/chat/chat_a-m.html)

## Rivendel Web Chat

<http://rivendel.com/~ric/talkers/hwchat.html>

## Using Internet Relay Chat

The following are the steps that are required to set up Internet Relay Chat (IRC).

### Client

Firstly it is necessary to download and install an IRC client onto the computer. A Client is a piece of software that allows to access IRC



A listing of these can be found at:

<http://chatting.miningco.com/msub5.htm>

An example of a client is mIRC. Remember that this is shareware, which means it can be evaluated for 30 days but then it must be paid for to obtain all the features and turn off all the information about registration.



More information about the mIRC client and how to download it and use can be found at:

<http://mirc.eon.net.au/>

### Server

Next a server needs to be chosen. This is the computer on which the application runs that handles all the conversations, ensuring that each of the channels receives the correct conversation. Once a server is chosen then the details are entered into the options of the client. Most clients come loaded with a standard listing of servers.



A listing of servers can be found at:

<http://www.liszt.com/chat/>

## Channel

Channels are the Chat rooms and each Channel will have a different discussion topic. Finding the right channel will be dependent on a person's particular interests. It would be preferable to search for channels of interest first to determine which Server to use. Remember it is possible to change Servers later on.



Searching for Channels about different topics can be carried out at the following site:

<http://www.liszt.com/chat/>

## Jargon

When using Chat some strange acronyms and ASCII images will appear in peoples messages. They are the same as can be found in Email, Mailing Lists and Newsgroups. Here are what a few of them mean

brb = be right back

bbiaf = be back in a flash

bbl = be back later

ttnn = ta ta for now

np = no problem

imho = in my humble opinion

lol = laughing out loud

j/k = just kidding

re = hi again, as in 're hi'

wb = welcome back

rotfl = rolling on the floor  
laughing

from The IRC Prelude <http://www.irchelp.org/irchelp/new2irc.htm> August 1998

Smilies/Emoticons are also abundant in Chat sessions:

:-) a smiley face

:-( unhappy

8-) wears glasses

;-) is winking

(-: left-handed

:-P sticking tongue out

There are many, many more.

## Chat Netiquette

Now for a little bit of information on Net etiquette. If you type everything in capitals LIKE THIS then it is considered to be shouting. So unless there is a reason for shouting, try to avoid capitals. Likewise try to avoid 'flooding' the channel with many lines of text at once. If there is lots to say then break it up into segments, sending each individually. The best way to determine whether text is too long is how much will fit on the box where the message is typed, if it doesn't fit then break it up.

Note also that many of the servers have 'cops', people designated to keep an eye on things. If someone is seen to be disturbing the peace then they will be removed and blocked from entering that channel again.

Remember also that there are many discussions that people might find offensive. Make a note of these and do not return to them. Remember that one of the main aims of the Internet is freedom of speech. This means that people will find things that offend them and it is best to keep away from these. Normally there will be some kind of warning or the name of the Channel will be self-explanatory.

## Help

For more help and information regarding IRC/Chat take a look at the following Web site:



<http://www.irchelp.org/>

## Public Access



Each library service will need to make decisions on how Chat will be used in their library. Some libraries have decided that it is not a service they wish the public to have access to as it can restrict access to the Internet for other patrons, especially when there is only one Internet computer in the library. Problems also arise through staff not having enough knowledge of Chat and being unable to assist patrons. If this decision is made then it should be clearly noted in the Internet Use Policy as well as somewhere near the computer(s).

## Appendix A. GLOSSARY

- Attachment** - A file attached to an Email that contains all the original formatting e.g. word document which still contains bold and text formatting
- Autoresponder** - (Mailbot). Automated applications which seen a prewritten message in response to an Email. An example of this is the messages received when subscribing to a Mailing List
- Bandwidth** - Is the capacity of a network connection to carry data. The higher the bandwidth the more data that can be transferred
- Body** - The main part of an Email where the message is written
- Bounced Message** - A Email that is returned because it could not be delivered. Reasons for this include spelling errors, the person is no longer using that Email address or the recipients mail server is down
- Chat** - Real time conversations, using a keyboard, with many users on the Internet also known as Internet Relay Chat
- Discussion Group** - see Mailing List
- DNS** - Domain Name Server. The computer which converts the alphabetical address e.g. [www.slq.qld.gov.au](http://www.slq.qld.gov.au) to numerical ones (IP addresses) e.g. 203.10.59.7, and vice versa, for connecting to the Internet
- Domain** - A classification to which a computer in a network belongs.  
Commonly used domains include:
- |     |                          |
|-----|--------------------------|
| com | commercial (UK uses co)  |
| edu | educational (UK uses ac) |
| gov | government               |
| mil | military                 |
| org | non-profit organisation  |
| net | network organisation     |
- Email** - Part of the Internet which allows you to send messages to other computer users

- Encoding** - The method by which the Email software sends Email messages that are not in plain text format. Examples include Emails containing pictures or that have been sent in HTML format. Forms of encoding include MIME, BinHex, and Uuencode. Both the sender and the reader need to use the same form of encoding to be able to read the message.
- Extranet** - When a company make information on it's Intranet available on the Internet. An example would be the State Government departments allowing each other access to certain information on each of their own Intranets
- FAQ** - Frequently Asked Question. An information file about an application such as a search engine or Newsgroup that contain the answers to questions asked most frequently
- Flame** - A deliberately abusive or rude message in e-mail or Usenet Newsgroups
- Lurk** - Observe a Mailing List or Newsgroup with out participating in the discussion. Many people do this when they first join a Mailing List before joining in on any discussion
- Internet** - A network of computer networks linking computers of many different types
- Intranet** - An internal Internet where the information is only available to people working in a particular organisation. Many State and Federal Departments have Intranets which allow their staff to share information without the public gaining access
- IRC** - Internet Relay Chat. See **Chat**
- ISP** - Internet Service Provider. A business or organisation that provides Internet access
- Mailing List** - (Discussion Group). A List of subscribers who will automatically receive copies of Email generated by the group. Only the subscribers receive the messages and normally mail cannot be sent to the group by someone not subscribed.

- MIME** - Multipurpose Internet Mail Extensions. A protocol which allows transference of images and sound through Email
- Moderator** - The person who controls a Mailing List. Their main aim is to ensure that the list topics and policies are adhered to
- Netiquette** - Network etiquette. Rules that govern acceptable behaviour when using the Internet
- News** - See Usenet
- Newsgroup** - Part of Usenet. An open discussion group on a specific topic to which users do not have to subscribe
- POP** - Point of Presence. Provides local access to a network. In the case of the Internet is also provides local call access
- POP3** - Post Office Protocol Ver 3. A mail protocol which allows a remote mail client to receive mail from a server
- Post** - Email sent to a Mailing List or Newsgroup
- PPP** - Point to Point Protocol. Protocol which provides direct connection to the Internet of a computer via a modem and phone line
- Protocol** -
- Server** - A computer which stores information and makes it available to other computers
- Signature** - A file attached to the bottom of an Email which identifies the sender
- SLIP** - Serial Line Internet Protocol. Older protocol for connection to the Internet
- SMTP** - Simple Mail Transfer Protocol. Standard Internet protocol for transferring Email from one computer to another

- SPAM** - Unsolicited Email, normally of a commercial nature. Basically it is junk mail and is not appreciated by the receiver.
- Usenet** - A world wide network of News forums grouped under subject categories called Newsgroups

## **Appendix B. POLICIES ON INTERNET USAGE**

### **Guidelines on Acceptable use of Internet Services for State Library Staff**

#### **Contents of these guidelines**

- Introduction
- General policy guiding all Internet use
- Policies specific to particular Internet services
  - Email: electronic mail
    - style
    - content
    - management of mailbox
    - work unit mailbox
  - Listservs, mailing lists and newsgroups
  - FTP: file transfer protocol
- Policies specific to particular uses of the Internet
- Professional development
- Personal use
- Home use
- Policies dealing with computer security and privacy
- System security
- Internet privacy policy
- Acknowledgments

#### **Introduction**

##### **Why the library provides Internet services to staff**

The State Library of Queensland provides staff with access to Internet services to support the Library's mission, to maintain the high quality of services offered to clients by using new forms of information technology, to find better ways of doing work and to promote staff development. It is consistent with this purpose for staff to use the Internet for direct work- related purposes, for professional contacts and career development activities and for personal use.

##### **Why these guidelines exist**

Staff have an obligation to learn about Internet etiquette, customs and courtesies, and to be aware of computer security and privacy concerns. These guidelines are to assist staff in using their access to the Internet in a responsible and informed way. The guidelines consist of a general policy guiding all Internet use, policies specific to particular Internet services, policies specific to particular uses of the Internet and policies dealing with computer security and privacy.

**Remember that the State Library's existing policies on software and network use still apply and operate in conjunction with these guidelines.**

## **General policy guiding all Internet use**

The State Library of Queensland characterises as unethical and unacceptable, and just cause for taking disciplinary action, removal of networking privileges, and/or legal action, any activity through which an individual:

- intentionally violates such matters as institutional or third party copyright, license agreements and other contracts
- intentionally interferes with the intended use of the information resources
- seeks to gain or gains unauthorised access to information resources
- uses or knowingly allows another to use any computer, computer network, computer system, program, or software to devise or execute any artifice or scheme to defraud or to obtain money, property, services, or other things of value by false pretences, promises, or representations
- without authorisation, destroys, alters, dismantles, disfigures, prevents rightful access to or otherwise interferes with the integrity of computer-based information and/or information resources
- without authorisation invades the privacy of individuals or entities that are creators, authors, users, or subjects of the information resources
- transmits, causes to be transmitted or is knowingly in receipt of communications that may be construed as harassment or disparagement of others based on their race, national origin, sex, sexual orientation, age, disability or religious or political beliefs and may constitute a violation of the Anti-Discrimination Act and other legislation which may apply, and the policies of the State Library of Queensland that apply in this area, unless authorised by the State Librarian or the Deputy State Librarian
- violates state or Commonwealth laws or State Library of Queensland policy pertaining to the unauthorised use of computing resources or networks

## **Email: electronic mail**

Your manager or director determines if you have Internet access on your electronic mailbox and their decision is based on a perceived work-related need for such access.

Your email address is part of your work contact information and should be included, when appropriate, on library stationery and in directories related to your work. You may include this information in the contact details you supply to work-related professional organisations where you hold office. The email

address of a work unit should always be included on library stationery and in work-related directories.

Email on the Internet is not secure and consequently the privacy of your email is not guaranteed. Regard electronic mail as a postcard, not a sealed letter. In addition, the WWW System Administrator has obligations in relation to system security which mean that all Internet transactions, including email, are logged and accessible if need be. See the Guidelines on System security and Internet privacy contained in this document for more details.

The guidelines on email apply to the style and content of your messages to others and to how you manage the file storage area of your mailbox. Library staff have personal responsibility for their email and exercise this responsibility in these areas:

- style
- content
- management of mailbox
- work unit mailbox

### **Style**

The guidelines on email apply to the style and content of your messages to others and to how you manage the file storage area of your mailbox. Library staff take personal responsibility for their email and exercise this responsibility by:

- identifying themselves properly when using email and the email address of the work unit and taking care in how they represent themselves as their conduct can reflect on the reputation of the State Library and its staff. To this end, staff will:
  - use a signature block at the bottom of electronic messages which contains their name and position title, their work group and the name of the State Library of Queensland, their email address, work telephone and fax number (including the Australia's country code).
  - when not officially representing the State Library of Queensland, add the disclaimer "The opinions expressed here are my own" to the signature block.
- including a subject heading which reflects the content of the message.
- being clear and lucid in their writing, brief without being overly terse.
- when replying to a message, including enough of the original material to be understood but no more. Do not include all the previous message - edit out all irrelevant material.
- when forwarding or reposting a message you have received, do not change the wording. Do not repost a personal message you receive to

a group without first getting permission from the original author. You may shorten a message and quote only relevant parts, but be sure you give proper attribution.

- avoiding the use of control characters or non-ASC11 attachments in messages unless they are MIME attachments or unless you know that State Library's mailer encodes these. Check with the WWW Systems Administrator if you are unsure.
- immediately acknowledging receipt of an email message to the sender if you consider that the importance of the message justifies it, even if you send the actual reply later.
- having senders of personal email put "Attn: PERSONAL" in the subject field.

## Content

The guidelines on email apply to the style and content of your messages to others and to how you manage the file storage area of your mailbox. Library staff take personal responsibility for their email and exercise this responsibility by:

- acknowledging that the laws of the various lands that govern other forms of communication also apply to communication and refraining from unlawful and/or malicious activities. These laws include the laws on defamation, copyright, obscenity, sexual harassment or stalking, fraudulent misrepresentation, freedom of information and wrongful discrimination.
- never sending chain letters via electronic mail. Chain letters are forbidden on the Internet. If you ever receive one, notify the WWW Systems Administrator immediately.
- learning about network etiquette, customs and courtesies. "Reasonable" expectations for conduct via email depend on your relationship to a person and the context of the communication. To this end, staff will:
  - act in a professional and courteous manner; avoid gossip and remember that statements about others may find their way back to them
  - avoid abusive or objectionable language
  - be aware that the recipient of the message is a human being whose culture, language and humour may have different points of reference from their own and so:
    - be careful with slang, idioms and local acronyms.
    - be careful with date formats and measurements.
    - be very careful with sarcasm and humour. Identify intended humour with standard statements [e.g. 'only joking folks' or G for grin] or with symbols [e.g. smiley :-)]. Do not assume that the inclusion of a smiley will make the recipient happy with what you say or wipe out an otherwise insulting comment.

- use mixed case. UPPER CASE LOOKS AS IF YOU ARE SHOUTING. \*Asterisks\* or \_underscore\_ characters\_ can be used to make stronger points.
- avoiding "flaming". Do not send heated messages even if provoked. State what your opinion is and register your disagreement. It is prudent not to respond to flames.

### **Management of mailbox**

The guidelines on email apply to the style and content of your messages to others and to how you manage the file storage area of your mailbox. Library staff take personal responsibility for their email and exercise this responsibility by:

- checking email daily.
- deleting unwanted messages or files immediately or as often as possible to maximise free available disk storage space.
- keeping to a minimum messages stored in your mailbox.
- transferring to disk or to your home drive, messages saved for future reference or text files you have mailed to yourself or received from others.
- doing regular maintenance on shared system storage areas.
- always making arrangements for your email when going on any form of leave longer than a week. This would include unsubscribing to or suspending mail from mailing lists (listservs) and arranging for personal email to be redirected to another staff member.

### **Work unit mailbox**

The work unit email account (eg. [oracle@slq.qld.gov.au](mailto:oracle@slq.qld.gov.au)) allows multiple access to the one group email. Work Unit email accounts are assigned by QUIROS on request from the unit's manager or supervisor.

The manager or supervisor is responsible for:

- designating who will administer the work unit email
- designating who will access the work unit email
- ensuring that the email is checked on a regular basis (**daily** is best but at least weekly)
- ensuring that all email to the work unit's mailbox is redirected to the appropriate email account
- advising the WWW Systems Administrator of any problems

## Listservs, mailing lists and newsgroups

The [guidelines on acceptable use of email](#) apply to your participation in electronic discussion groups (listservs, mailing lists and newsgroups). Additional guidelines require library staff to:

- subscribe to mailing lists and listservs which are related to their work and professional interests.
- check whether a listserv or mailing list which meets the criterion for subscription is already available in the Newsgroups and if so, access the list from Newsgroup. This saves disk space by doing away with the need for delivery of all email postings to your mailbox.
- learn and abide by the rules and etiquette of the discussion groups in which you participate.
- retain the initial welcome messages/information files received when first subscribing - this lets you know how to unsubscribe in the future!
- check for and read FAQs (frequently asked questions) information when using Newsgroups.
- regularly read the email from mailing lists and listservs. If you do not read the email, cancel the subscription.

## FTP (file transfer protocol)

Library staff may only use the file transfer protocol (FTP) to transfer non-executable files such as text and graphic files. The transfer of any other type of file can only be done by the WWW Systems Administrator. The request for transfer of such a file to the WWW Systems Administrator must be with the knowledge and approval of your manager or director. The State Library's existing policy on software applies to requests for FTP of executable files.

## Policies specific to particular uses of the Internet

The guidelines contained in all of this policy apply equally to professional development and personal use, in and outside of work hours, if State Library's Internet resources are used.

- Professional development
- Personal use
- Home use

## **Professional development**

Appropriate use of Internet for professional contacts and career development include:

- communicating with fellow members of a committee in a professional organisation
- collaborating on articles and other writing
- transferring the full text of manuals, documentation, or self-teaching workbooks
- connecting to resources that provide information relating to career and education opportunities
- reading electronic mail discussion groups on professional or future career development-topics

Use of the Internet for professional contacts and career development is sometimes job- related and sometimes personal, depending on the activity. Whether or not this type of use can be done on work time will vary depending on the work group. Managers will work with their staff to determine the appropriateness of using the Internet for professional activities and career development during work hours.

## **Personal use**

The State Library of Queensland considers that personal use of the Internet provides staff with an opportunity to practice Internet skills and explore Internet resources. The Library benefits when staff to use their own time to develop these skills. Use of the Internet can be an important avenue for training and development of skills which assists staff in taking on new or more responsibilities and new areas of expertise. Since the State Library pays a data fee for data transfer once a certain threshold is passed, the library may incur some cost in supporting personal use. At present, the State Library considers the benefits of personal use outweigh the possible cost incurred. However, the policy on personal use can be reviewed depending on the costs incurred. Appropriate personal use of the Internet include:

- sending electronic mail to colleagues and friends around the world
- reading Newsgroups and mailing lists on personal interest topics, but only subscribing to six personal interest mailing lists or Newsgroups at any one time
- connecting to resources that provide a variety of information such as college curricula, city and tourist information
- exploring the Internet looking for useful information resources

When receiving personal email, have your sender put PERSONAL in the subject field.

Personal time includes official breaks and lunch time, and the time before and after work. In areas of the Library where staff share equipment or resources for Internet access, those using the resources to do their work have priority over those desiring access for personal use. At present, support from Systems staff is available in the hours of the normal working day only (Monday to Friday: 8am to 5pm).

### **Home use**

Where a Division of the State Library of Queensland provides a lap-top computer for home use, their staff are encouraged to borrow this equipment and explore the Internet. Remember though that support from System's staff is available only during normal working hours (Monday to Friday: 8am to 5pm). The State Library of Queensland in no way construes staff use of the Internet in personal time as a substitute for necessary training provided in work time. Home use is available on a voluntary basis only - unless authorised in the usual way by your manager, it does not count as overtime or additional hours worked.

### **System security**

System security is essential for the effective and efficient operation of the network and for the provision of network services. Security is the responsibility of all State Library staff who use the network. Existing State Library policy on network security applies in conjunction with policies on Internet use. Let System administrators know if you suspect unauthorised access on the network.

State Library's System administrators can be required to take actions, in concert with State and Commonwealth agencies and other interested parties, to identify and to set up technical and procedural mechanisms to make the information technology environment on the network resistant to disruption. Consequently, the State Library reserves the right to monitor network communications, including but not limited to electronic mail and file transfer, in order to protect the operation of the network. Monitoring of an individual's use of the network will only take place when the operation, resources and services of the network are threatened or when breaches of the library's guidelines on acceptable use are suspected. The provisions of the library's Internet privacy policy apply.

Network users with password access to systems or services are responsible for maintaining the security of their password(s).

## Privacy Policy

Recognising the privacy of personal email communications and confidential personal information is both a fundamental ethical value and an essential requirement for the operation of the network. Protecting privacy of network communications is the responsibility of all members of the network, including users of the network, local technical staff and network support staff.

All personal files are presumed to be confidential - examination and disclosure of file contents can only be authorised by the owner of the information, by an approved appropriate official or as required by State or Commonwealth law.

State Library System staff or others who in the course of their work, have access to records, files, or data belonging to others shall take reasonable precautions to avoid invading the privacy of individuals without their knowledge, and shall not divulge or disclose such information to others, unless required by State Library policy, or Commonwealth or state law.

State Library staff will not reveal confidential personal information concerning other people without their permission and should bear in mind their own personal security before giving out their personal address or telephone number.

## Acknowledgments

The contents of this document were derived from the efforts of institutions and other networks to develop policies to promote and protect network services and operations. In particular the work by the following bodies on acceptable use and netiquette provide much of the content of this document:

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- Responsible Use of the Network (RUN) Working group of the IETF: rfc1855 - Netiquette Guidelines, October 1995
- Utah Education Network: UEN acceptable use policy (as it appeared on their web site on 19 January 1996)

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