

State HIE Leadership Forum Policy on Listserv Etiquette

Both the State HIE Leadership Forum listserv and the SLHIE listserv are moderated listservs, which means that messages can be rejected (thus not distributed to listserv participants) by the listserv moderator at any time. The purpose of moderating is not to control the list discussion, but rather to make sure that the discussion can occur without any serious distractions getting in the way. **Please remember that the discussions on these listservs represent the views of individual participants and do not necessarily represent the views of the ONC, the State-Level HIE Consensus Project, or other supporting organizations.**

All listserv participants must engage in the professional listserv etiquette outlined below at all times. The State-Level HIE Consensus Project, the sponsor of these listservs, reserves the right to withhold distribution of any listserv messages that are inconsistent with this policy.

- 1. Do not market specific vendors, products, or services.** Commercial or private marketing of specific vendors and/or services is not allowed on the State HIE Leadership Forum listserv. List postings that appear to market specific products or services will be rejected by the moderator.
- 2. Restrict postings to public messages only.** Generally when one person posts a question or comment to the list, everyone can benefit from seeing responses (e.g. suggestions for resources), but there are times when a direct, personal response is more appropriate. Please direct *personal emails or responses* to the intended recipient only and not the entire list. Private posts to individual list participants may be rejected by the moderator unless they appear to be of value to the entire list.
- 3. Make sure that the subject line of the posting reflects the content of the message.**
- 4. Include your full name, email address, location, and what you do on your postings.** A standard signature line generally communicates this. Anonymous postings to listservs are considered impolite and will not be posted. Anonymous postings also make it very difficult for people to respond to you privately, since not everyone uses email reading software that identifies the author's name and email address (as opposed to the listserv's name and address).
- 5. Keep the conversation civil and professional.** Debates are healthy, but the listserv is not a venue for arguments. Messages containing unprofessional or harsh language and insults will be rejected by the moderator.
- 6. Keep your postings brief and to the point.**
- 7. Use humor and sarcasm sparingly so that your message is not misinterpreted.**
- 8. Use the list to bring new, significant information and helpful ideas to the Leadership Forum.**
- 9. Do not post copyrighted material unless you own the copyright.** If you want to bring attention to a copyright-protected article, either write a summary of it and supply the URL for the original story, or quote a few sentences from it.
- 10. Do not send attachments with listserv postings.** Attachments are problematic because they often slow the listserv's processors, not all list members have email software that will process them, and they increase the risk of spreading viruses throughout the group.