Drexel University Libraries

Email Management Resources

General Tips

http://hbswk.hbs.edu/archive/4438.html

This short article from Harvard Business School's *Working Knowledge*, provides tips on keeping your inbox manageable. It suggests ways to both improve email communications and help users find what they need in their inboxes in the most efficient way possible.

http://crte.ucmerced.edu/sites/crte/files/public/documents/Email%20Management%20-%20handout.pdf

This tip-sheet from the University of California, Merced includes links to several resources on managing email in the academic environment. The tip-sheet includes a 5-step process for immediately beginning to take control of your email.

http://library.duke.edu/uarchives/about/records-management/email-training.html

This handy guide provides a useful top-ten list for email management. It provides suggestions for the use of work-related email accounts, preventing viruses, and filing and deleting messages.

http://itservices.uncc.edu/facultystaff-services/sites/itservices.uncc.edu.facultystaff-services/files/Email%20Mgmt.pdf

This guide from UNC-Charlottes also contains tips for organizing and using email. Many of the suggestions are tailored to Microsoft Outlook and may provide useful suggestions for making the most of the Outlook email software.

http://www.pcmag.com/article2/0,2817,2401081,00.asp

These 11 tips for managing email from *PCMag* provide tips for organizing what you have, spending less time on checking email, and replying efficiently to messages.

http://www.howtogetfocused.com/chapters/email-and-focus

This email flow chart provides a handy reminder for how to make simple decisions about which emails to prioritize and how to deal with high-priority email efficiently.

http://en.slow-media.net/manifesto

The Slow Media Manifesto takes a holistic approach and advises finding ways to use email and other online media more effectively rather than more intensively.

http://office.microsoft.com/en-us/outlook-help/best-practices-for-outlook-2010-HA102459562.aspx?CTT=1

This is a great resource for learning more about Outlook's functionality and quick steps for completing common tasks. It also contains additional tips for taming your inbox.

Managing Email as a Record

*The following links provide email guidelines and suggestions from a records management perspective. Included are **general** guidelines on how to determine if an email is an official record or of historic value. Before making such decisions, however, please consult Drexel's Records Management Policy(OCG-6) for a specific definition of which emails qualify as Drexel University Records.*

http://library.osu.edu/projects-initiatives/osu-records-management/email-management-overview/email-management-tips/

Created by the Ohio State University, University Archives, this resource provides tips on managing email from a records management perspective. Included are suggestions for creating filing structures and how to manage and file both record and non-record emails.

http://archives.nku.edu/university_records_management/email_mgt.php

This is a brief guide to approaching email communication and management from a records management perspective. Included are tips on when to use email, how to name folders, and how to get the most out of the email communication you send.

http://www.jiscinfonet.ac.uk/records-management/guide-for-administrators/email/index_html

Produced by the Joint Information Systems Community (JISC) at Northumbria University, this comprehensive guide provides a brief overview of a records management approach to efficiently managing email. While aimed a university administrators, it provides useful information for staff in a variety of roles.

http://ils.unc.edu/digitaldesktop/timeline/phase4/MDUD_Final-07182005.htm

This is an online tutorial that results from a University of North Carolina and Duke University research project on electronic records management in higher education. The tutorial provides an overview of several email management topics, including filing emails and determining when emails are records. You can self-pace the tutorial and spend time on topics and activities most helpful to you. This is especially useful for those who prefer receiving information through audio and video, and contains excellent information on how to decide whether an email has long or short term value. As always, for definitions of which emails qualify as official Drexel records, consult OCG-6.