Time well spent - fine tune your communications to improve customer service and efficiency

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#OCLCRSC19
E-mail

notes: https://z.umn.edu/462w
Email composition tips

- Open with a brief greeting
- Make the purpose clear
- Close with the next steps

notes: https://z.umn.edu/462w
E-mail - saving time

E-mail - saving time

Auto-advance
Show the next conversation instead of your inbox after you delete, archive or mute a conversation. You can select whether to advance to the next or previous conversation in the "General" Settings page.

Canned Responses (Templates)
Create a templated response by saving common messages using a button in compose toolbar. Also automatically send templated responses using filters.

notes: https://z.umn.edu/462w
Google canned responses

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Interlibrary Loan
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E-mail signatures

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Email lists - the bad and the ugly...

[ILL-L] Can anyone supply?

[ILL-L] Journal stumper - should be easy, but I cannot find. Please help!

[ILL-L] Can anyone help me with this one?
Using lists - the good subject lines!


[ILL-L] Question to Tipasa users

[ILL-L] Question about how your department covers ILL for you when you’re absent or on holiday

[ILL-L] Rutgers University ILL department (NJR) moving to a new address

notes: https://z.umn.edu/462w
Lists - other tips

- Mark as unread
- Mark as not important
- Add to Tasks
- Add star
- Create event
- Filter messages like these

Mute when the topic isn’t relevant and you won’t need to follow the thread

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Slack

RSC19 OCLC RESOURCE SHARING CONFERENCE #OCLCRSC19
Communicating with Patrons

notes: https://z.umn.edu/462w
notes: https://z.umn.edu/462w
Editing email for improved readability

notes: https://z.umn.edu/462w
Patrons - bibliographic instruction

notes: https://z.umn.edu/462w
Your library’s website
Communication with other libraries
Keep good records
Condition of shipped item

*Photo credit: Amy Thompson, ILL Kennesaw State University
Update the Policy Directory
Share your communication stories

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