

NORTH CAROLINA BAR ASSOCIATION INSTRUCTIONS FOR USING SECTION / DIVISION LISTSERVS

LISTSERV is an automated email system that members can use to transmit messages at any time of day to specific participants without help from NCBA staff. **Section/Division councils** have a dedicated LISTSERV to conduct council business and the **full section/division membership** has another LISTSERV, which can be used to discuss topics of interest for all section/division members. The NCBA's website (www.ncbar.org) has information on using LISTSERVs that can be accessed from any web page by selecting the "**Communications**" link. Please review this important information, which includes "NCBA LISTSERV Archives," "LISTSERV Tips and Etiquette," "Frequently Asked Questions," "User Agreement" and "Subscription Manager."

The following information is provided to help new section/division leaders get started:

- **PARTICIPATION.** Council members are automatically subscribed to their section/division council LISTSERV and participation is **mandatory**. Participation on the **full section/division LISTSERV** is **voluntary** (e.g., averages 30%), therefore it is **highly recommended for section/division council members** and leaders to join, so they can monitor, participate in and/or initiate LISTSERV discussions.
- **SUBSCRIBING.** Members can subscribe/unsubscribe at anytime using the "Subscription Manager" on our website: <http://www.ncbar.org/listServ/intro.aspx>. **NOTE:** Each LISTSERV is managed separately by L-Soft, the NCBA's LISTSERV provider; therefore you must subscribe and unsubscribe to each LISTSERV that you participate on.
- **CHANGING EMAIL ADDRESS.** Members can change their email address at anytime using the "Subscription Manager" on our website: <http://www.ncbar.org/listServ/intro.aspx>. **NOTE:** Each LISTSERV is managed separately by L-Soft; therefore you must change your email address on each LISTSERV that you participate on.
- **SENDING LISTSERV EMAILS.** To **send a LISTSERV message**, you must (1) subscribe to that LISTSERV and (2) type the LISTSERV address in the "**To:**" area of your e-mail. The message will be automatically sent to the section/division members that are signed up for that LISTSERV. **NOTE:** Participation averages 30% of the total section/division members.
- **REPLYING.** If you want to reply to all participants on the list, select "**reply**," which also keeps the subject and replies together creating a "thread". However, if you only want to reply to the originator; copy their email address into your "**To:**" field and select "**reply**".
- **PREVIOUS MESSAGE CONTENT.** When replying to a message, keep your message brief to reduce the reviewing time. For example, include a portion or summary of the message that you are replying to, and do not forward the entire message.
- **ATTACHMENTS.** NCBA policy forbids sending attachments on the LISTSERV, because (1) they significantly slow down transmission AND (2) they might not be delivered, since viruses are frequently sent as attachments and many computer networks are set up to block emails with attachments. **NOTE:** List Owners can grant permission to send attachments.
- **ARCHIVES.** Members (only) can access their LISTSERV archives from the "LISTSERV" area of the section/division's website. **NOTE:** In order to review the archives, you will also

have to enter your NCBA member # and password, since access to LISTSERV archives is managed by L-Soft, the NCBA's LISTSERV provider.

- **VIRUS PROTECTION.** LISTSERV screens all messages for viruses and does not forward infected emails to preclude spreading the viruses. **NOTE:** This does NOT remove the responsibility of each participant to protect their computers by installing virus protection software and updating the virus protection libraries at least weekly. This important security measure will help avoid problems on all of the LISTSERV participant's computers.
- **DELIVERY OPTIONS.** The default subscription or delivery option is a "**Regular**" subscription where emails are sent as soon as they are processed by L-Soft. You can change your delivery to a "**Digest**", where one message is sent each night with a list of that day's messages. Participants can change their delivery options at anytime using the "Subscription Manager" on our website: <http://www.ncbar.org/listServ/intro.aspx>. **NOTE:** Each LISTSERV is managed separately by L-Soft; therefore you must change your subscription options on each LISTSERV that you participate on.
- **BROADCAST EMAILS.** LISTSERV messages are only sent to their specific participants, NOT to all section/division members and current participation averages only 30% of all section/division members. **Therefore**, eMill, the NCBA's broadcast email system, is recommended whenever ALL section/division members require an email. **Of note**, at least two (2) business days notice is required to schedule a broadcast email message and the request should be sent to your section/division staff liaison for processing.
- **LIST OWNER.** The List Owner is the NCBA staff member responsible for supporting your LISTSERV and is normally your assigned section / division staff liaison. List Owners receive all LISTSERV questions and are responsible for answering them or forwarding them to others for follow up, which can take 1-2 business days. **NOTE:** The List Owner also enforces the general rules outlined in the NCBA's LISTSERV User Agreement.
- **SUPPORT.** NCBA staff support is limited to 9am to 5pm on Monday-Friday. However, participants can (1) transmit LISTSERV messages AND (2) manage their LISTSERV account (subscribe/unsubscribe, change email address, change delivery) on the "Subscription Manager" (<http://www.ncbar.org/listServ/intro.aspx>) **at anytime without staff help.**
- **REPORTING PROBLEMS.** To get help with LISTSERV related problems, you should send an e-mail to your LISTSERV's List Owner using the following procedures:
 - Address your e-mail to **Listservname-request@lists.ncbar.org** (e.g., **Family-request@lists.ncbar.org**).
 - In the subject line briefly identify the problem you are experiencing.
 - In the body of the e-mail provide:
 - A more detailed description of the problem.
 - A copy of any error message(s), as appropriate.
 - Recommended change(s), as appropriate.