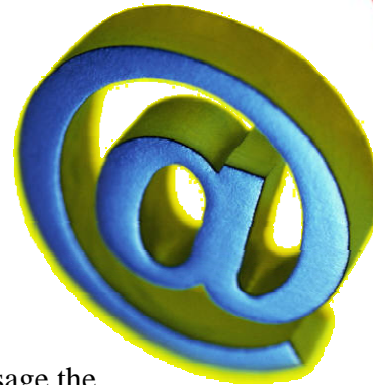


Email Management

Email has become an important tool in the creation and transmission of business documents, but it has also created a dilemma – how do we manage records created by email? It is the most frequently asked question in records management presentations at UC. The most important thing to remember when working with any **records** is that the retention of documents, whether paper or electronic, **should be managed by content, not by medium**. Consider how you would retain the same document based upon your approved retention schedules if it was on paper and treat the email message the same way.



Managing Your Inbox

- Delete spam, ads and other such message right away.
- Remove personal messages from the email system by printing or forwarding them to a personal account. Free personal accounts can be setup at many sites.
- Determine the value of the message based upon the content and decide if it is a university record. If so, manage it appropriately.

Managing Records Stored As Email

- Don't use your inbox to store email messages that are university records. Create folders in your email client that you can use to categorize your messages or save the messages as text files into folders on your hard drive or network drive. Manage those folders according to your approved retention schedules.
- Use a content management system, specialized software that allows you to save email and other electronic documents according to category and retention.
- Print messages and file them with your paper records. Delete the electronic copy of the record after printing.

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