

## Managing the Digital University Desktop



Understanding and Empowering the Individual; Preserving the Public Record and Institutional History

### What information should a printed email message include?

Many email users retain sent and received messages with **continuing value** by printing them and filing them with other related paper documents. This is an acceptable method for retaining the message if no digital solution exists, i.e. a method for retaining the messages electronically over time. If you choose this management technique for maintaining physical and intellectual control over your email, it is not necessary to retain the original electronic mail message. It is advisable, however, to document this practice of printing and purging as a regular business process.

Email messages that are printed must include certain components of the original electronic version. Those components include:

- Addresses—not names of distribution lists—of specific **recipients** (the “To:”), including addresses in “cc:” and “bcc:” fields;
- Addresses of the **sender** (the “From:”);
- The **subject** line;
- The **body** of the email message;
- All **attachments**; and,
- The **date and time** the message was sent and/or received.

Some organizations may require the sender to include a signature block or a disclaimer on each sent message. Those components also should be included on printed messages. Similarly, a vCard file that a sender attaches to a message in lieu of a signature block should be printed.