

Nob Hill Neighborhood Association Email List Policy

Purpose: The NHNA “neighbors” list provides one way for the NHNA to communicate with its members and provides a forum for Nob Hill residents. The NHNA provides the email list as a service to the Nob Hill community.

Topics: The NHNA posts information on its activities, as well as meetings and hearings relevant to the community, to the list. The NHNA also receives requests from a variety of city and county government and civic organizations to distribute information to their membership. These requests are often forwarded to the list. Examples include Bernalillo county open space activities, local museum announcements on upcoming events, voting information, regional and local traffic surveys, and information from the Nob Hill Main Street program.

Subscribers may post on topics relevant to the Nob Hill neighborhood and nearby, as well as local events or issues of interest to the list membership. Recent examples include local crime, lost pets, referrals for services, local traffic and parking, and the Kirtland Jet Fuel spill. Posts that cause subscribers to leave the list or provoke argument rather than dialog diminish the value of the list. Political discussions are generally discouraged. Local businesses may post occasional announcements but advertising is highly discouraged.

Whether or not a forum topic is appropriate is, by nature, a subjective decision. Posts that, in the view of the Board or its designated moderators, are incendiary or provocative will not be approved for distribution to the list. If a thread or topic draws a significant number of complaints from subscribers (see Etiquette (5), below) the thread may be closed, with no further posting on the topic.

Subscription: People may subscribe to the list at http://mailman.swcp.com/cgi-bin/mailman/listinfo/neighbors_nobhill-nm, or accessible via the NHNA website at <http://www.nobhill-nm.com/about-the-nhna/email-list>. Subscription is not limited to official (dues paying) members of the NHNA. Please subscribe under the email address from which you will post messages to the list; otherwise, the list will not recognize you as a subscriber. Please check your spam filter, especially for a confirmation email when subscribing.

Etiquette: Subscribers should recognize that the list membership is comprised of hundreds of people, and some subscribers forward posts to their own private lists of friends and neighbors. Furthermore, there are no restrictions to subscription; subscribers include local elected officials, news media, and people that do not live within the NHNA’s geographic boundaries. Even if eligibility were limited, the list membership would still represent a diverse set of viewpoints and priorities. Subscribers should also be aware that the list archives are available to the general public (not just subscribers.) In short, the list membership is like a packed auditorium in which everyone has a microphone and everything is recorded.

For the benefit of the list membership, subscribers shall:

1. Be respectful of other subscribers and their opinions at all times.
2. Be careful to review their posts for any statements or comments that could be misinterpreted or misconstrued as offensive before posting to the list.
3. Not forward posts to the list that the original sender intended to be private.
4. Consider whether to respond to the list or just the sender. If your response is part of the general discussion, then post to the list. If the discussion has become just a conversation, just reply to the sender directly. Examples of messages that should be sent just to the sender: responses to recommendations for a particular service, e.g. tree care; a simple message of agreement with a post;
5. Not violate the etiquette to police other subscribers. Instead, subscribers should contact the list administrator (webmaster@nobhill-nm.com) or the NHNA Board of Directors (theboard@nobhill-nm.com) to take issue with the appropriateness of a particular post or another subscriber's behavior.

From a practical, logistical point of view, the following practices help the list run more smoothly. Subscribers should:

6. Not include the neighbors list address in an email to a large number of recipients that are not subscribers. (When these recipients reply to all, they may not realize how many people they are replying to through the list; additionally, as non-subscribers, their responses to the list have to be manually approved.)
7. Maintain the subject line for responding to posts to the list, and start new topics with a new subject line.
8. Not include all the previous posts in the thread in their post, except to single out the point to which the post responds. Including all the previous posts can lead to very long message lengths, and the previous posts are available through the archive.
9. Edit the recipient line of their post to just the list address (neighbors@nobhill-nm.com) if responding to the whole list, or to just the intended recipients if continuing the discussion off the list.
10. Consider whether forwarding or including attachments with large graphics files is necessary, or if just the relevant information is sufficient.

Finally, if a subscriber feels the number of message from the list is overwhelming or distracting, that is not a fault of the list. Instead, the subscriber should consider switching to "digest" mode (posts are aggregated into fewer emails) or setting up rules in their email client to manage messages from the list.

Subscriber and Emergency Moderation:

Individual subscribers may be moderated at the discretion of the list administrator; grounds for moderation include persistent infringement on the etiquette guidance above, posting on inappropriate topics, and for administrative reasons (such as a subscriber's email account being hacked.) The list administrator must approve each post by a moderated subscriber.

The entire list may also be placed under emergency moderation, in which all posts are moderated, to resolve flame wars or technical or administrative issues.