

## Best Free Email Services

- Gmail** [mail.google.com](mailto:mail.google.com)  
Google's approach to email. Provides ample storage space, smart organizing capabilities, a great spam filter and allows for many types of attachments.
- AIM Mail** [webmail.aol.com](mailto:webmail.aol.com)  
AOL's free email service. Provides lots of storage space, good filtering and is easy to use.
- Yahoo! Mail** [mail.yahoo.com](mailto:mail.yahoo.com)  
Yahoo!'s service provides users with unlimited storage space and is great for RSS Feeds, SMS text messaging and Instant Messaging.
- GMX Mail** [gmx.com](mailto:gmx.com)  
Global Mail Exchange's email service greatest strength is that it allows for attachments up to 50 MB plus great mobile facility and filtering for spam.
- Gawab.com** [gawab.com](mailto:gawab.com)  
Meaning "letter" in Arabic this email service provides users with fast and reliable service with the ability to send and retrieve emails from other accounts.
- Inbox.com** [inbox.com](mailto:inbox.com)  
Provides speedy, highly polished email service with great spam and virus protection.
- Windows Live Hotmail** [hotmail.com](mailto:hotmail.com)  
Easy and simple email service that allows you to send from other addresses.

## Email Etiquette

- Take another look before sending**  
This will help eliminate sending messages with typos or that maybe inappropriate or embarrassing.
- Watch "Reply All"**  
This should be used *ONLY* when the message is necessary for everyone on the email.
- Do not use all caps**  
This is the equivalent of YELLING.
- Be careful with irony**  
Irony does not translate and causes major miscommunication.
- Do not forward everything**  
Believe it or not most people you know do not need or like mass forwards. Send messages that you know are of interest to the recipient. Also check for hoaxes or scams through [snopes.com](http://snopes.com).
- Keep emails short**  
Try to stick to one topic per email and write as much as absolutely necessary. Personal emails can be longer.
- Monitor size of email**  
There are limits to what you can send and receive. The same applies for the recipient. You may have to modify attachment sizes.
- Check Inbox Frequently**  
Email is supposed to be fast and efficient.

**Always keep the recipient in mind!**

## Goodbye Snail Mail,



## Hello Email!



Deerfield Public Library  
920 Waukegan Road  
Deerfield, IL 60015  
847.945.3311  
[www.deerfieldlibrary.org](http://www.deerfieldlibrary.org)

Reference: 847.580.8933  
[reference@deerfieldlibrary.org](mailto:reference@deerfieldlibrary.org)

## Terminology

### Email (electronic mail)

The transmission of text messages from the sender to the recipient.

### Sender

The person sending the message.

### Recipient

The person receiving the message.

### Internet

A global network of networks.

### Service Provider

Provides software and server space to send and receive the message.

### Web-based

Provides addresses to anyone for free as long as you have access to the Internet.

ie. Yahoo!, Gmail, Hotmail, etc.

### ISP (Internet Service Provider)

Provides internet service plus several addresses for a fee.

ie. SBC Global and Comcast

## Further Information

### About.com [email.about.com](http://email.about.com)

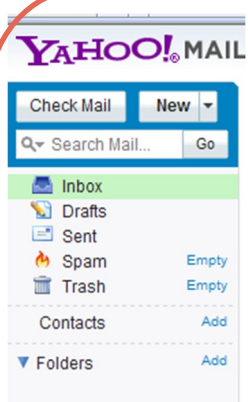
Owned by the NYT, this site provides excellent, understandable information about email basics, reviews and help.

### National Criminal Justice Reference Service (NCJRS) [ncjrs.gov/internetsafety/](http://ncjrs.gov/internetsafety/)

Under A-Z Topics, go to Internet Safety for great advice and tips!

### OnGuard Online [onguardonline.gov](http://onguardonline.gov)

Great tips for protecting yourself online!



### Check Mail/Inbox

Lists the messages sent to you.

### New/Compose

Create an email message.

### Search mail

A way to find an old message.

### Drafts

Message created but not sent.

### Sent

Lists the messages you sent to others.

### Spam

Message that is not requested.  
Only open if you know the sender.  
Empty = delete.

### Trash

Deletes a message.  
Empty = delete.

### Contacts

Address book.

### Folders

Organizes messages.

### Delete

Message is sent to **Trash**.

### Reply

Respond to a message.

### Forward

Sends a message received to another person.

### Down/Up Arrows

Take you to the previous/next message.

### Move

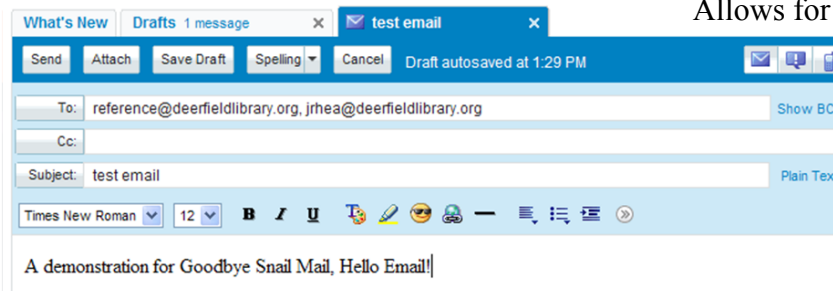
Allows to move a message to a folder.

### Print

Creates a paper replica of message.

### Actions

Allows for easy maneuvering of the message.



### Email Address

username@domainname.type

**To:** needs a complete address and requires , or ; for more than one address.

**Cc:** Carbon copy

**Bcc:** Blind Carbon copy

### Subject

Provides the gist of the message.

### Send

Enables the message to go to the recipient.

### Attach

Allows various file types to be sent to another.  
Watch your file size!

### Spelling

Spell checks the message.

### Cancel

Ends the message.