



JEFFERSON COUNTY PUBLIC LIBRARY

Receiving e-mail from the Library

1. Verify that Jefferson County Public Library (JCPL) has your correct e-mail address in its system by going to My Library Account on our website (<http://sable.jefferson.lib.co.us/patroninfo/>). You can also call any JCPL to confirm your e-mail address with a staff member.
2. Please note that JCPL e-mails are sent from Jefferson County Public Library and our e-mail address is circadm@sable.jefferson.lib.co.us. You may want to add this e-mail address to your list of contacts or address book for future reference.
3. Check to see if Jefferson County Public Library e-mails are being placed in a folder in your e-mail account where junk, spam and bulk e-mail are automatically sent. If e-mails from the Library are going into your junk folder, you will need to add circadm@sable.jefferson.lib.co.us to your list of accepted/safe senders. This way Library messages will go directly to your inbox.

Below are step-by-step instructions for the following e-mail providers.

Yahoo

Yahoo includes a folder called “Bulk Mail” that filters junk e-mail. Click on the “Bulk Mail” folder to find any e-mails that are getting filtered as junk. After 30 days Yahoo will automatically delete your junk mail, so it’s a good idea to check this folder often to catch e-mails that have been misclassified.

To prevent filtering of e-mails from Jefferson County Public Library to the “Bulk Mail” folder you will need to filter Library mail to your inbox:

- Follow the Options link from the Yahoo! Mail navigation bar
- Select **Filters**
- Click **Add**
- Give the filter an appropriate name under Filter Name (“JCPL,” for example)
- Make sure the first criterion reads “From header: contains”
- In the box to the right, type the e-mail address or domain name the message is sent from (circadm@sable.jefferson.lib.co.us)
- Select the desired destination folder (Inbox) under “Move the message to:”
- Click **Add Filter**

If you see a message from JCPL in your junk folder, check the box to the left of the message. Then click “not junk” (on the toolbar above your messages).

To ensure that messages from JCPL are not sent to your Junk Mail folder, you can add JCPL to your Safe List.

Hotmail/MSN

Hotmail includes a folder called “Junk Mail.” Click this folder to find any e-mails that are mistakenly getting filtered as junk. Every few days Hotmail automatically sends your junk mail to the trash folder, so you may want to check there as well.

- Click **Options**
- On the left side of the page, click **Mail**, and then click **Junk E-Mail Protection**
- Click **Safe List**
- Type the address (circadm@sable.jefferson.lib.co.us) from which you want to receive messages, and then click **Add**

AOL

From your inbox, click “Mail” (upper-left)

Click ‘Spam Folder’ (third section down)

If you see a message from JCPL in your Spam Folder, let AOL know that it isn’t spam. To do this:

- Select the e-mail from JCPL
- Click the button that says “This is not spam”

The e-mail will be moved to your Inbox and AOL shouldn’t filter future correspondences from that sender.

Gmail (google mail)

Gmail lets you label your own folders or e-mails. So check the folder where spam/junk is going and determine whether e-mail from JCPL is being directed there.

If you find JCPL messages in “junk,” you can redirect those messages to the inbox by using the “Not Spam” button to unmark mail that’s been misclassified. Open “Spam,” check the box next to the message from JCPL, and click “Not Spam” along the top. You’ll also see the “Not Spam” button at the top of spam messages you’ve opened, so you can unmark messages from Conversation View, too. Unmarking messages moves them to your inbox.

If you have a different e-mail provider or subsequent messages continue to be filtered, please contact your e-mail provider’s technical support for assistance.