

## E-mail Clutter

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Our inboxes are chaotic. About 17 billion e-mails, all kinds of spam, endless threads from 14 months back, junk from Mom sent to 1,200 people, colleague and friends' contacts, ad infinitum.

So what's your biggest e-mail peeve? A staffing firm posed that question to 250 people in advertising and marketing over the summer.

Almost a third, 29 percent, said being copied on the "reply all" function was the most irksome practice. An equal percentage cited receiving large, unsolicited files in their e-mail. About 16 percent said they found messages that are too long, the most annoying e-mail practice when communicating with business contacts. Thirteen percent cited typos and grammatical mistakes and 6 percent cited having to scroll through the message to find the information they need.

"As professionals increasingly rely on e-mail to communicate, it becomes more time consuming and cumbersome to manage messages," said Tracy Fuller, executive director of The Creative Group, a temp-staffing company based in Menlo Park, Calif. "When composing e-mail, it's best to be brief and identify what action is needed at the beginning of the message."

-Associated Press