Lines & Letters

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In This Issue

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society for technical communication

President's Notes

Our chapter was a little quiet since we had no December meeting, but people have been working on different projects, and we've started moving again.

I'd like to stress that if you have any question about the chapter, please contact me or any other board or committee member. Our contact information is in this newsletter and on the Web site.

Designing the Future of Technical Communication

STC has a new mission statement or slogan, *designing the future of technical communication.* This slogan was introduced at the annual conference last May. You may have already seen this slogan on STC's literature and materials.

If you read the STC magazines or subscribe to any of the various list groups available on the Internet, you probably know what the latest development fads are and what kind of tools we could be using. It's a different thing, however, to design the future rather than simply prepare for the future.

I know what people say we'll be doing and not doing in the future, but I don't know that I have great insight into the future of technical communication. I know that many more people want to enter the field and that some of us with more experience are branching out into lots of new areas. We provide so many different services in different industries and environments that it's becoming increasingly difficult to define what all of us do.

Perhaps if we think of our own work in this way, that what we do

Remember to Renew Your Membership

Remember to renew your STC membership by Feb. 28, 2001. You should have gotten a form in the mail, or you can renew online at www.stc-va.org/renewal.htm. To renew online you need your membership number and your zip/postal code. Also, if you renew online you need to use either American Express, VISA, or MasterCard to make your payment.

Discover Opportunities in Expanding IT Field

Annual Joint Meeting Not Just for Technical Writers

By Jeanette P. Evans

On Wednesday, Feb. 21, 2001 our chapter will hold a joint breakfast meeting with other Northeast Ohio professional societies. Join members of the following groups:

- American Society for Training and Development (ASTD),

- Association of Women in Communication (AWC),

- International Association of Business Communicators (IABC),

- Society for Technical Communication (STC)

for learning, discussion, and networking concerning Northeast Ohio's rapidly expanding information technology (IT) field. Jim Cookinham, Executive Director of the Northeast Ohio Software Association (NEOSA), is a popular speaker who will provide his views on how NEOSA's IT member firms are making a splash in the IT field. These firms are growing and need technical writers, trainers, and other communications professionals.

Anyone interested in or involved with the IT community in Northeast Ohio, including business/technical/media

communicators, trainers, information designers, instructional developers, editors, writers should attend. The message Jim has to deliver about NEOSA is important to many of us in Northeast Ohio. For more information about NEOSA, a nonprofit trade organization, visit http://www.neosa.org, and for Jim Cookinham's biography, visit http://career-talk.com/profile20.html.

The location for the meeting, provided by NEOSA, is New Horizons Computer Learning Center, 6000 Rockside Woods Blvd., Suite 100, Independence, OH (in the Realty One Building behind the Holiday Inn). For directions call (216) 520-0066. Watch your mail and the Northeast Ohio STC Web site for details on registration.

Jim Cookinham Keynote Speaker for Upcoming Joint Meeting

Jim Cookinham, Executive Director of the Northeast Ohio Software Association (NEOSA), Cleveland, OH, is the association's first executive director. The non-profit group is comprised of software development organizations and companies that provide support and services to the local software industry in Northeast Ohio.

Jim served in the United States Navy for five years. He earned a B.S. in engineering from the United States Naval Academy and attended the Navy Nuclear Power School. Jim received his M.B.A. from the University of Pittsburgh.

As a civilian, Jim worked in engineering and project management for Westinghouse Electric Corp. in the United States and Europe. He later served as the vice president/general manager of Panelmatic, Inc., Youngstown, OH; president, Cleveland Energy Resources, and vice president, marketing, Mid America Energy Resources, Inc.

You can reach Jim at (216) 621-3300 x 257 or by e-mail at Cookinham@NEOSA.org.
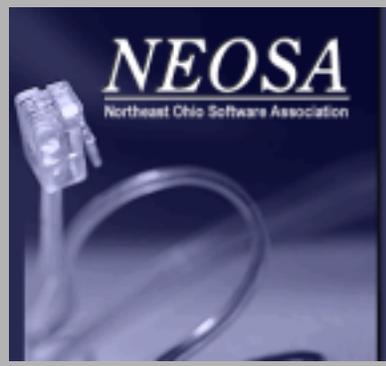
Demand for Technical Writers Goes Unfulfilled

Reprinted with permission from the CIDM E-Newsletter, a monthly newsletter from the Center for Information-Development Management (CIDM), JoAnn Hackos, PhD, Center Director

In the coming year, expect technical writers to be even more difficult to find, especially if your company is recruiting in the Midwest. The April 2000 report of the Information Technology Association of America (ITAA) reports in its study of the demand for IT workers that only 50 percent of the 63,753 open positions in technical writing will be filled.

ITAA surveyed 700 IT managers in both IT and non-IT companies about the potential skills gap. Sixth among the hot jobs, the study, *Bridging the Gap: Information Technology Skills for a New Millennium* (April 2000), found the IT companies had an average of 11 openings for technical writers; non-IT companies averaged three openings. These companies were reportedly looking beyond traditional writing and editing skills. Most important were the abilities to analyze project requirements, perform research, and design documents.

Researchers were surprised that hiring managers showed an equal preference for hiring technical writers who had college training in technical writing and those with on-the-job and short-course training. But information-development managers will quickly recognize the small number of college graduates in technical writing. The shortfall among graduates requires that we continue to rely upon training from peers and managers, as well as industry seminars, to bridge the gap.

The full study is available from the ITAA. Consult their Web site at http://www.itaa.org.

To subscribe to the CIDM E-Newsletter send an e-mail to infocenter@comtech-serv.com and in the body of the e-mail type: subscribe enewsletter youremail@yourcompany.com.

Annual Conference to be Held in Chicago

Reprinted with permission from Tieline, January 2001.

STC's 48th Annual Conference will be held May 13-16 at the Hyatt Regency Chicago and The Fairmont Hotel in Chicago, IL.

Check www.stc-va.org/fconference.htm for more information as well as the *Preliminary Program* which will be mailed with the March 2001 issue of *Intercom*. The *Preliminary Program* contains detailed information about conference activities and technical sessions, as well as registration forms and materials to help plan your trip.

Conference Registration Prices

	Adv.	On-site
Member	$420	$495
Nonmember	$545	$620
Student/Retired	$100	$155

One Day Rate

	Adv.	On-site
Member	$220	$295
Nonmember	$280	$355
Student/Retired	$100	$155

For further rate information, including post-conference workshop pricing, check the STC international Web site.

NetMeeting Allows Real-Time Collaboration For Writers

By Karla Caldwell

Reprinted with permission from Parker Hannifin IT News (Winter 2001).

Talking face to face with a colleague who's thousands of miles away… collaborating real time on a virtual whiteboard with professionals in a different city… editing a documentation project with an author half a world away… all without leaving your desk. It sounds like something you might see in Star Trek, but the technology to do all these things and more is available today. And, best of all, you probably have it installed on your PC right now; it's Microsoft®NetMeeting.

NetMeeting is a free application provided by Microsoft as a part of the Windows® and NT® operating systems. Available features include video and audio conferencing, a virtual whiteboard, chat, file transfer, program sharing, remote desktop sharing, and more.

NetMeeting Benefits

NetMeeting can help cut travel expenses, allow you more interaction with co-authors and editors, or even help you to work out ideas with coworkers from offsite. For example, the typical executive flies to 4.6 meetings a month, taking at least a day of travel time for each, to attend sessions that last an average of only 3.2 hours (independent study by InfoCom of Greenwich, Conn., 1998). If each trip was only two days long (one to travel, one to meet), the executive has already invested 92 hours on 14.7 hours of meetings. Consider the time and cost savings if NetMeeting was
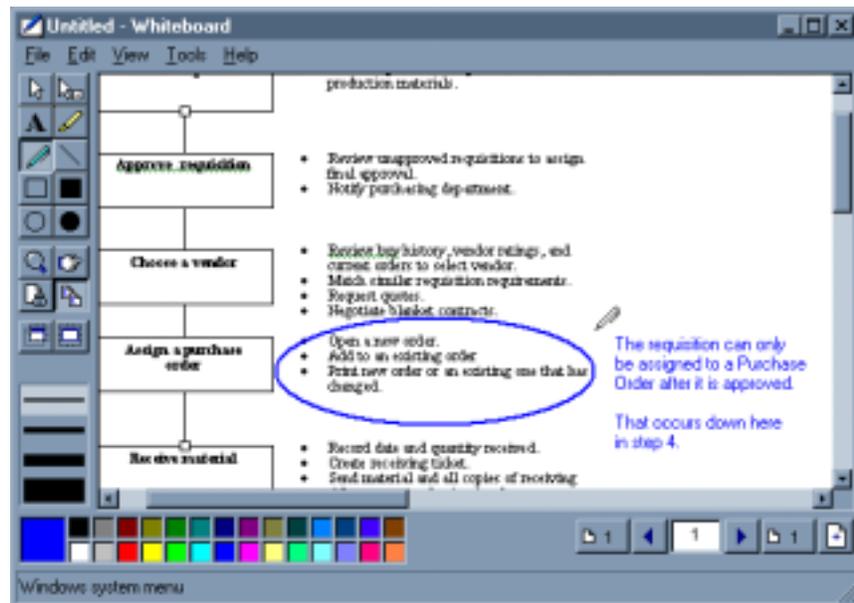

Figure 1: The NetMeeting whiteboard offers interactive communication tools.

used to eliminate one meeting.

Paired with MS Word's electronic editing tools, NetMeeting can create a more productive editing environment. With the author able to look on as the editor goes through his or her draft, the chance for miscommunications to occur is greatly decreased. Using the chat function, the editor can query the author directly, and using the program sharing function, both the author and editor can demonstrate the need for certain changes.

To further assess the value of NetMeeting, the technical communications department at Parker Hannifin evaluated the whiteboard feature (Figure 1). As a part of our trial, we set up NetMeeting on each of our PCs (setup time: about 5 minutes each- not couting Internet connection), and initiated a meeting.

After agreeing to use the whiteboard through the chat function, one department member pasted a diagram into the whiteboard area. The other members of the department were able to draw over the diagram and outline ideas just as if we were all gathered in a brick and mortar meeting room.

Using the whiteboard function and other features of the NetMeeting package, managers of employees who work at home or on location stand to reduce expenses of having physical meetings.

Getting Set Up

NetMeeting is part of the Windows and NT operating systems, but unless you are using Windows 2000 or ME, you may not have the latest version. NetMeeting 3.01 is available as a free download at the Microsoft Web site: http://www.microsoft.com.

Microsoft recommends that you have the following minimum system requirements to run NetMeeting:

Windows 9X Systems

- Pentium 90 Processor

- 16 MB RAM

- 4 MB free disk space

- 56,000 bps modem, ISDN, or LAN connection

Windows NT Systems

- Pentium 90 Processor

- 24 MB RAM

- 4 MB free disk space

- 56,000 bps modem, ISDN, or LAN connection

If you're running NT, you will also need to have installed Service Pack 3 or later in order to enable sharing programs.

NetMeeting runs well without audio and video options enabled, but if you want to conduct face-to-face meetings, you will also need the following:

- Sound card with microphone and speakers

- Video capture card or camera that provides a video for Windows capture driver

If you want to implement NetMeeting installation over a broad range of users, you can also take advantage of the free NetMeeting Resource Kit. With the kit, you will be able to customize and support NetMeeting for your organization. For example, you may want to limit the file sharing capabilities with users. The setup wizard in the Resource Kit enables the administrator to do this with the click of a button (Figure 2).

The end result of running the NetMeeting Resource Kit setup

Figure 2: NetMeeing Resource Kit.

wizard is an executable install application that can be distributed throughout your company, division or work group.

Along with the setup wizard, the Resource Kit includes a handbook for deploying and administrating NetMeeting, the NetMeeting 3.01 Service Pack 1, and online meeting guidelines. The kit is available as a free download at http://www.microsoft.com/NetMeeting/Corp?reskit/default.asp.

Expanding on NetMeeting

NetMeeting is designed to work seamlessly with another free Microsoft product: MSN Messenger Service. According to Microsoft, MSN Messenger Service is an instant messaging program that enables you to create a customized contact list of people that you would like to call. When you set up the Microsoft Internet Directory, MSN Messenger Service shows your contact list and indicates whether these people are on line. Then you can instantly communicate with them using either NetMeeting or MSN Messenger Service.

There is a catch to using MSN Messenger Service, though. You have to first set up a Passport account with Microsoft. However, setting up the account is easy and worthwhile.

General Information

Lines & Letters is published bimonthly for members of the Northeast Ohio Chapter of the Society for Technical Communication.

This newsletter invites writers to submit articles for publication via e-mail.

Deadlines

Deadlines for submissions are as follows:

Jan./Feb.	submit by 1/1
Mar./Apr.	submit by 3/11
May/June	submit by 5/1
Sept./Oct.	submit by 9/1
Nov./Dec.	submit by 11/1

Advertising Sizes/Rates

Full col. (2.25 x 10 in.)
1 issue – $35.00
2 issue – $66.50
3 issue – $94.50

Half col. (2.25 x 5 in.)
1 issue – $25.00
2 issue – $47.50
3 issue – $67.50

Quarter col. (2.25 x 2.5 in.)
1 issue – $15.00
2 issue – $28.50
3 issue – $40.50

Note: By submitting an article, you implicitly grant a license to this newsletter to run the article and for other STC publications to reprint it without permission. Copyright is held by the writer. In your cover letter, please let the editor know if the article has run elsewhere, and if it has been submitted for consideration to other publications.

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Thea Teich Nominated for STC Second Vice President

The following article is the opinion of the author and is not an endorsement by Lines & Letters.

By Adrienne Charak, Southwest Ohio (SWO) STC VP

It is with great pride that I announce Thea Teich's nomination for STC 2nd Vice President. If elected in early 2001, Thea will take office as our 2003 STC President. All STC members who renew their memberships for 2001 will be eligible to vote her into office. (And as we all know, every vote DOES count!)

As someone who has known and worked with Thea for several years, I want to share with all of you why I will vote for her. She has a tremendous amount of experience with STC, including SWO Chapter President and Competitions Manager. Currently, Thea serves as Director-Sponsor (members' representative) for Region 4, encompassing Ohio, Illinois, Indiana, Kentucky, Michigan, and the Netherlands. In this role, Thea shares her knowledge and experience as she mentors the region's chapters and sits on the STC Board of Directors. She is dedicated to advancing the practice of technical communication and spends a portion of her time working to drive STC at both the Society and chapter levels.

Thea's expertise is backed by her strong profesional résumé, which includes an MBA in Finance from Xavier University, Cincinnati, OH. Her more than 20 years of experience in the manufacturing, information technology, regulatory, and education fields underscores her commitment to advancing our field.

Numerous STC and Cincinnati Editors Association (CEA) writing awards, including two STC Awards of Distinguished, substantiate Thea's professional knowledge and skill. She pioneered new technical/marketing communications programs aimed at specific audiences promoting products or bottom-line cost initiatives.

Thea has given back to her community through her involvement with the Cincinnati Youth Mentoring Program. She has also been a long-time member of the Cincinnati State Community and Technical College Information Technology advisory board and teaches there periodically as an adjunct instructor.

Please take a moment to consider how Thea has contributed to making your STC experiences rewarding and fun. Then please remember to vote for Thea Teich for 2nd Vice President when we receive our ballots in the near future.

Thea Teich, Region 4 Director-Sponsor
Photo Courtesy of the Southwest Ohio Chapter STC.

Get to Know Your Region 4 Director-Sponsor Candidates

By Thea Teich, Region 4 Director-Sponsor

Region 4 will have a lot of "real estate" on the STC election ballot, which members will receive in February. As many of you may know, I have been nominated for STC 2nd Vice President, and I hope I can count on you for support. The 2nd Vice Presidency is the beginning of a four-year commitment in STC leadership because the person then progresses to 1st Vice President, President, and Past-President. Read more information about my qualifications in the ballot, or please visit my Web site: www.TeichTMC.com.

One purpose of this article, however, is to introduce you to the two candidates for my current job of Region 4 Director-Sponsor. Both candidates, Mike Bates and Bob Dianetti, are from the Northeast Ohio Chapter STC, centered in the Cleveland-Akron area.

The second purpose is simply to urge you, encourage you, and beg you to vote. Thanks.

Mike Bates

Mike Bates has worked as a technical communicator and user interface designer for 10 years. He has been a technical writer, writing department manager, user assistance architect, and corporate staff member at IBM. As manager of information architecture at Rockwell Software in Cleveland, Mike is responsible for the design of all online imagery and is working with the team to develop lo- and high-fidelity interface designs. He is setting the direction for user assistance for all Rockwell Software applications.

At the 1999 STC Annual Conference,

Mike was the Education and Training Stem manager, and at the 1997 Annual Conference, he was the Tools and Technology Stem manager. Mike has been an STC International Online Competition judge in the 1995 through 1999 competitions. He also co-founded the STC Online PIC (now SIG) committee. In 1994 and 1995, he was an International Publications Competition judge. Mike was First Coast Chapter STC (Florida) president from 1992 through 1994 and the Bowling Green State University Student Chapter president from 1990 through 1991. He was also a Florida President's Council member from 1993 through 1995.

He received a Distinguished Chapter Service Award in 1995 from the First Coast Chapter and Outstanding Service Awards in 1997 and 1999. In addition, he received an Achievement award at the 1995 Florida Online Communications Competition. Mike graduated from Bowling Green State University, Bowling Green, OH in 1991 with a B.A. Degree in Scientific and Technical Communication. He spends whatever free time he has with his family.

Bob Dianetti

Just five years ago, Bob Dianetti and his wife, Angie, launched RADCom Inc., Hudson, OH. This technical communications consulting company has grown to include a large number of corporate clients. Before RADCom, Bob was a technical communications consultant and project manager for CAP Gemini America, where he developed documentation for approximately 30 organizations in the Northeast Ohio region. After CAP Gemini America, Bob co-founded and managed a documentation practice at Datacorp Business Systems in 1993.

Bob has served as vice president, president, and immediate past president of the Northeast Ohio Chapter STC and has spoken at chapter meetings, the 2000 Region 4 Conference, and the 1999 TechniCom Conference hosted by the Northeast Ohio Chapter. For 1999-2000, he received the chapter's Volunteer of the Year Award. He also served on the corporate sponsorship committee for the 2000 Region 4 Conference.

Bob has chaired the advisory board and helped develop a technical communications certificate program at Cuyahoga Community College where he taught technical communications. In addition to STC, he is a member of the American Marketing Association, Sales and Marketing Executives International (past vice president of membership), Northeast Ohio Software Association (NEOSA), and the Cleveland Engineering Society.

Bob studied electrical engineering at Clarkson University in New York and earned a degree in technical writing from Capital University in Columbus, OH in 1988. He has also completed Kent State University's MBA Essentials program. He and his wife have four children. When he is not spending time with them or at work, Bob sails, plays piano, leads a Scout troop, and is a Ham Radio operator.

Give Us Your Feedback!

NEO STC's inaugural electronic newsletter was the Nov/Dec issue of *Lines & Letters* (http://stc.org/region4/noc/www/lines/home.html), and we want to know what you think. Did you like reading the newsletter online? What could we, as your *Lines & Letters* editors, have done better with the eNewsletter? Please e-mail us with your feedback. Thanks!

Numbering Pages, Figures, Tables Continuously or by Chapter

In commercial publishing, pages in books are almost always numbered continuously: if Chapter 1 ends on page 17, Chapter 2 starts on page 18 (or perhaps page 19, if the style is to start each chapter on a right-hand, odd-numbered, page).

Many technical documents, however, restart numbering at 1 in each chapter and preface the page number with a chapter number, so Chapter 1 might end on page 1-17, but Chapter 2 always starts on page 2-1.

Page numbering style affects the numbering of other document elements, including figures, tables, and equations. If pages are numbered continuously, then figures, tables, and equations should also be numbered continuously. If pages are numbered by chapter, then other elements should also be numbered by chapter.

(Whether headings should be numbered is a separate issue that I won't discuss here.)

Editorial Choice - Some Criteria

Editors often need to decide which way documents are numbered and record that decision in the company's style guide. This is one of the many editorial situations where there is no "right" or "wrong" answer, but rather an answer that's best for the audience and the document.

If the audience has strong expectations or preferences one way or the other, you should probably choose the numbering style that they are familiar and comfortable with. But a clear-cut audience expectation is often lacking, so you need to use other criteria for your decision.

One criterion is ease of maintenance. If you are using Microsoft™ Word and breaking long documents into chapter-length files, you'll know that page numbers within a file take care of themselves, and that figure, table, and equation numbers within any one file (if inserted as Word captions, using fields) will update automatically the next time you update fields. But I don't know of any easy, automatic, foolproof way to do continuous numbering from one file to the next. You have to manually set the first page number, figure number, and so on in each file, though the subsequent numbers will still update automatically.

So you might think that numbering by chapter is much easier, but setting up the numbering to work properly and be picked up in the table of contents and index is not a trivial exercise for the uninitiated.

(Other publishing tools like Adobe™ FrameMaker handle the continuous-numbering problem without problems, so if you're not using Word, this criterion might not be an issue.)

A Case for Numbering by Chapter

Another maintenance criterion has to do with revisions to a book or manual. Here's what one reader, Roger L. Boyell, Forensic Analyst (www.boyell.com) has to say on the subject. He makes some points that I had not previously considered about material intended for some specific uses.

"Since material is, or should be, logically grouped into chapters, the chapters should be semi-independent and self-contained, with a minimum of cross-references if possible.

"As an engineer who reads (and writes) a lot, I'd prefer separate numbering within each chapter of its respective figures and tables. Example: Table 17-5 is easily found in Chapter 17. I think this has strong advantages.

"The practice, typical of textbooks, of keeping each chapter as a separate entity (a) affords you, the author, with ease of modification (changes do not require renumbering all successive figures in the entire volume), (b) provides us, the readers, with ease of reference (avoiding, for example, looking up Figure 1,630 out of 2,146 total figures in a mass of pages), and (c) assures the instructors of consistency from one edition to the

# Trusty Writing/Editing Resources are Invaluable

By Sharon Ambro

As we've all experienced, a reliable resource often becomes a writer's or editor's best friend when working on a project. Since there are many types of resources, which all offer different information, we need to continually learn about new resources. We decided to share our most trustworthy and beloved technical writing and editing resources with you. So, please share with us the resources that are always close by when you're writing and editing. Maybe you've found that one handbook that will make editing easier for someone else. Let us know at sharon.ambro@grc.nasa.gov. We hope that our resources will prove useful for you.

Technical Writing and Editing Resources

The Yale *Web Style Guide*
By Patrick J. Lynch and Sarah Horton
Copyright 1999 by Yale University
ISBN 0-300-07675-4

On the Web: http://info.med.yale.edu/caim/manual/
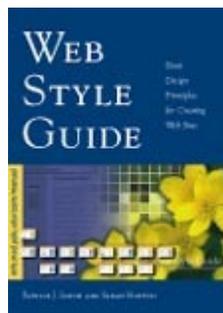
The *Web Style Guide* can help you to make your Web pages more readable by suggesting formats for everything from graphic-safe areas to the best fonts and typefaces for online reading. The final chapter even includes a detailed discussion of multimedia usage with information, such as video compression levels and when it's best to use multimedia.

The *Memory Jogger 9000*
By Robert Peach and Diane Ritter
Copyright 1998 by GOAL/QPC
ISBN 1-879364-82-4

On the Web: http://www.goalqpc.com
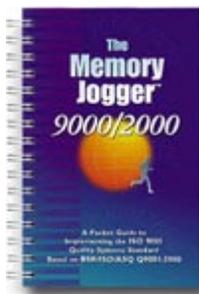
The *Memory Jogger 9000* is a pocket-sized, comprehensive guide to the ISO 9000 standards family. While I haven't updated yet to the 2000 version, I can't begin to describe how helpful this little reference has been when working on ISO certification projects. Each element in the standard is briefly described in plain English, and information such as "Why do it?" "What is it?" and "How do I do it?" is provided in each section. At the end of each element description, there is also a checklist of items that need to be considered for the QS-9000 certification.

United States Government Printing Office Style Manual
Copyright 2000 by the Public Printer under authority of 44 U.S.C 1105
ISBN 0-16-050082-6

On the Web: http://www.bookstore.gop.gov

The US Government Printing Office (GPO) Style Manual should be used as a standard for all government documents, yet it still proves to be extremely useful in refining nongovernment documents. The manual's list of standard letter symbols for units of measure helps me to ensure that a scientific document is consistently and correctly using all

units of measure—even obscure units like a footcandle. Not only does the manual contain the rules for compounding words, it also offers an extensive list of examples. I no longer have to struggle over whether a compound word requires a hyphen or a space or if it should be one word.

NASA SP-7084
Grammar, Punctuation, and Capitalization: A Handbook for Technical Writers and Editors
By Mary K. McCaskill, Langley Research Center, Hampton, VA

On the Web: http://stipo.larc.nasa.gov/sp7084/index.html

Grammar, Punctuation, and Capitalization is a staple for anyone editing technically and scientifically dense documents. This online resource doesn't just define the traditional grammar rules; it also offers highly technical examples to illustrate how to use these rules when sentences are complicated. For example, which unit modifiers need hyphenation when you have five modifying one word? This handbook includes examples to help editors and writers deal with just this type of situation.
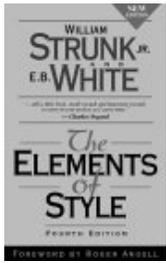
The Elements of Style
By William Strunk, Jr.
Copyright 1918 by Press of W. P. Humphrey, Geneva, N.Y.
ISBN: 1-58734-060-7

On the Web: http://www.bartleby.com/141/index.html

My copy of *The Elements of Style* is ragged and worn from use during my college days. Although we should know the basic grammar usage rules addressed in this guide by now, it's

Resources *continued from page 9*

still a reliable resource. The online resource is easy to navigate. The Words Commonly Misspelled section is a basic but useful reminder.

Style: Ten Lessons in Clarity and Grace
By Joseph M. Williams
Copyright 1999 by Addison-Wesley
ISBN 0321024087

On the Web: Available through Amazon.com

I first encountered *Style...* in a college grammar couse, and I firmly believe that it has a place on every writer's desk. In fact, I taught extensively from Williams' book during my time at Miami University as a technical writing instructor.

If you've ever wanted to learn to write more concisely, more succinctly, more understandably, or more clearly, this is a book you can't afford not to have.

Notes *continued from page 1*

today helps to define our work tomorrow, we'll perform our work better or with more consideration. Keeping this mission in mind may help all of us.

Elections

Well, no matter who wins, our chapter will be represented on the Society's board. Both candidates for Region 4 Director-Sponsor are from our chapter. I still haven't quite figured out how that happened, but it must mean we have some dedicated people in the area!

Our current Director-Sponsor, Thea Teich, has written an article for this newsletter that describes both Mike Bates and Bob Dianetti, so I will leave that to her. I would like to stress, along with Thea, that the important thing is to vote. Also note that Thea is running for STC 2nd Vice President.

Newsletter

I know that our newsletter editors received varied responses for the Web-based newsletter, all of which they took gracefully. They're planning changes for the next version so be sure to see what they've done.

I also discovered that despite sending out the flyer announcing this change, some people didn't realize where the newsletter was. We are trying an experiment this year by alternating how we distribute the newsletter. Every other issue is designed for, and available on, our Web site.

Jointly Sponsored Meeting

Save the morning of Feb. 21 for a new version of the annual meeting sponsored by different professional organizations in the area. The local chapters of AWC, IABC, ASTD, and STC are sponsoring this year's program.

Jim Cookinham, Executive Director of the Northeast Ohio Software Association (NEOSA), will share his views on opportunities in Northeast Ohio's IT field.

Many, many thanks to Jeanette Evans for working on this meeting. She has done a terrific job of coordinating people from various organizations and keeping things on track.

Numbering *continued from page 8*

next (allowing lecture notes to be used even under revisions of the original work).

"One may wish to extract a chapter without carrying the entire volume. Further, the figures and tables may be published in a different format (e.g. foldouts) which is not even part of the basic text. In many cases Web publications set up tables and figures simply as links to

other Web pages. Numbering them by chapter serves the reader by correlating the figures and tables with their earliest references in the basic text.

> **Page numbers should not be the primary reference to a table or figure.**

"The volume as a whole may be kept intact by page numbers, but the page numbers float depending on the printing format (e.g. letter vs. legal size). Thus, page numbers should not be the primary reference to a table or figure. Page numbers are still necessary to permit one to re-

sequence a dropped or de-collated set of printed pages and to assure all pages are present in any given publication.

"Of course, when you prepare the final index for any edition, printed or electronic, you can then make up a List of Tables showing their page numbers (along with chapter heading page numbers, etc.) for convenience of the reader of that particular edition. Occasional new figures and tables in subsequent editions can be inserted as 17-5.1, 17-5.2, etc. without renumbering the original Table 17-2."

Networking Lunches

Our next Networking Luncheon will be held Feb. 15 at Max and Erma's on 3750 W. Market Street in Fairlawn. If you plan to attend, please let me know.

The March lunch will be March 14 at Serio's on the Square in Twinsburg.

Volunteering

The nominating committee, headed by Immediate Past President, Maria Hlas, will be forming soon. Maria and some other volunteers will be contacting chapter members, looking for volunteers. If you want to volunteer for something, please tell the caller.

Also, remember that volunteering for the chapter brings some unexpected rewards. You learn a lot about local companies and how other people work. You develop friends and find useful contacts for when you're really stuck on a project.

Some of our volunteers get the chance to develop lots of new skills; it's a nice way to get some different pieces for your portfolio.

Sometimes a group of people can volunteer together. If you have a couple co-workers, and you all want to get involved, volunteer to do something together, like programs.

Finally, if you're unhappy with anything in the chapter, volunteer your time and do things the way you think they should be done.

Contact Maria or any other board member to volunteer. Maria's e-mail address is mhlas@radcominc.net and her phone number is (330) 650-4777.

What's The Problem?

Technical Communications Questions & Answers

By Monica Lusk

Question:

While using Microsoft® Word to create a document, I noticed that the word-wrapping feature caused a date to split at the end of a line. "January" was on one line and "4, 2001" wrapped to the next. Is there a way to keep this text together so the whole date appears on one line? I tried putting a hard return in before "January" but I think there may be a better way to do this.

Answer:

You can keep a series of words together on the same line by replacing the breaking spaces with "non-breaking" or "hard" spaces. To do this in the example cited above, follow these steps:

1. Type **January**.

2. Hold the Ctrl and Shift keys down while pressing the space bar.

3. Type **4,**.

4. Hold the Ctrl and Shift keys down while pressing the space bar.

5. Type **2001**.

If you show the nonprinting characters (Tools, Options, View), your text will look like this:

> January°4,°2001

on the monitor, but appear correctly on the printout. The degree symbol represents a non-breaking space. This works well with proper names also, like

> Ms.°Catherine°Jones.

A related feature is the non-breaking hyphen, which may come in handy when you have a telephone number, a Social Security Number, or an account number that should appear on the same line. Create a non-breaking (or hard) hyphen by holding down the Ctrl and Shift keys while pressing the hyphen key.

STC Offers Scholarships to High School Teachers

STC will award 10 scholarships to high school teachers for the 21st Annual Institute of Technical Communication to be held June 17-22, 2001 in Myrtle Beach, SC. The scholarships will cover the costs of tuition, lodging, and meals for the week. Recipients are responsible for travel to and from Myrtle Beach. For teachers, this institute is an exciting opportunity to learn classroom-ready teaching strategies, to network with professionals across North America, and to find valuable resources for teaching technical communication.

For more information and applications, visit http://www2.stc.org/pics/pcc/pcmain.htm or send e-mail to stc_prac_comm@hotmail.com. Or, contact Mitzi Harris at Carthage Senior High School (417) 359-7020. Deadline for scholarship applications is March 10, 2001.
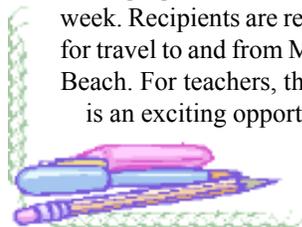
January Meeting Wrap-Up

A Touch of Multimedia at the Cleveland Museum of Art

By Karla Caldwell

Amid the sounds of Viktor Schreckengost's favorite jazz musicians, Leonard (Len) Steinbach, the Chief Information Officer of the Cleveland Museum of Art, sat with us and watched a slide show of the great contemporary designer's work. When the lights came up after the show he stood and asked us "what did you feel?"

We felt jazz. We felt the roaring 20s. We felt the Great Depression. And, most importantly, we felt a connection.

Since joining the Cleveland Museum of Art, Steinbach has worked with technology to help thousands of visitors to feel a connection to the works they viewed. With the Schreckengost exhibit, Steinbach was able to move the worlds of art and multimedia one step closer together.

Upon entering the Schreckengost exhibit, visitors to the Cleveland Museum of Art encounter a kiosk created by Steinbach and his team. The kiosk uses a simple room metaphor to encourage visitors to learn more about Schreckengost's works before ever entering the exhibit. Using a mouse, visitors can select pieces and view short video presentations that describe the work's history, design, or the situation in which the work was created.

Click on the Roosevelt Jazz Bowl, and you are presented with the story of how Schreckengost received one of the most important commissions of his early career. Click on the Pursuit Plane Peddle Car and learn how Schreckengost's design evolved from the orange crates that made up the very first peddle cars.

When asked if he thought the multimedia was overshadowing the art, Steinbach explained that his goal was to communicate something that art in a glass case could never do. "After the multimedia presentation, the goal is for the audience to go back and study the original with new understanding. Then, ah-ha. There's the innovation," said Steinbach.

For times and exhibit information, see the Cleveland Museum of Art Web page at http://www.clemusart.com.