



The Quill

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SOCIETY FOR TECHNICAL COMMUNICATION

Odds and Sods

A few announcements

by Ted Edwins, Chapter President

Since February is the shortest month, I've collected a few short notices that have crossed my desk and brain.

Complimentary Membership for Non-member Conference Attendees

Non-members who register at the full conference rate for STC's 50th Annual Conference, to be held May 18-21, 2003, in Dallas, Texas, will be invited to join STC—free—for the remainder of 2003. The STC office will include an application for a complimentary membership with the conference registration confirmation receipt letter. A non-member can return an application to the Society office by mail or fax; a drop box will also be available at on-site registration at the conference. The deadline to return the application to the STC office by mail or fax is June 30, 2003. Please note that the sooner non-members forward their applications, the sooner they can take advantage of STC's many services and benefits.

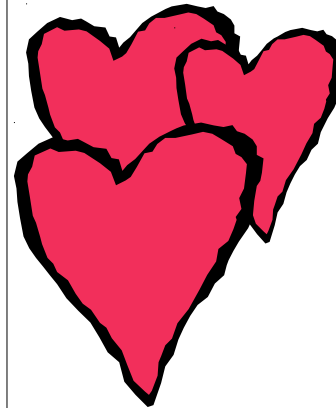
Renew Your Membership

Remember to renew your membership by the end of February. Our chapter receives a rebate of your membership fee to fund chapter activities. Your dues help us to maintain low fees for workshops and provide free attendance at general meetings, which not all STC chapters offer. Have you told your co-workers about the benefits you have received as an STC member? If you work for a company that is reluctant to sponsor membership for individual employees, suggest that they become a Sustaining Corporation. For \$500 US per year, your company receives *Technical Communication* and *intercom*, and can appoint one employee as the contact person with the Society. Should that person leave the company, the contact information can be transferred to another person. See www.stc.org for more information.

Special Needs SIG Needs Your Help

A new Special Needs SIG has been formed by members of the Society to assist technical communicators with disabilities in the practice of our profession and to provide all technical communicators with information that will help them make our communication products more accessible to users with disabilities. You can support the SIG by checking off Special Needs in the SIG portion of your membership renewal form. At a cost of only \$5 US, you can help support this worthy effort.

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The Quill would like to welcome a new committee member!

Andrea Steinhauser joined the Quill as copyeditor in January. Andrea joined the technical writing team at Northern Digital Inc. two years ago. She spends most of her time writing and editing internal documentation, such as assembly and test procedures for production. She also helps out with quality assurance.

Would you like to volunteer on the Quill committee? Please contact acb@campana.com for more information.

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THE E- PREFIX

It seems that *e-* is the new *cyber hyphen*; a convenient combining form, tackable at will on to almost any other word to imply the white heat of the technological revolution. This came home to me during the holiday break, when I discovered that a current buzzword for online business is *e-tail*. It's a less than elegant coinage, even though in Britain it lacks the special resonance of the American slang meaning of *tail*.

More evidence came from Liz Lavalley in the copyediting list; she reported that her local newspaper, the *Potomac News* in Woodbridge, Virginia, had the headline "1998: A year of truly e-mazing events". Another punning headline of a similar kind was one I found in a British computer magazine, which referred to the *e-economy*. And a look through my files reveals 63 other examples of new words formed by tacking *e-* on the front of an existing word, including *e-trade*, *e-asset*, *e-envoy*, *e-postmarked*, *e-junkmailer*, and *e-scoop*. Most of these are nonce formations, invented to satisfy a momentary need and not likely to be seen again, but some, such as *e-cash*, *e-democracy*, and *e-text*, have established what looks like a firm foothold in current usage.

SDK Documentation for Programmers

January general meeting recap

by Leo Petipas, Hospitality Manager

What is an SDK? An API? What roles do technical writers play in their preparation?

The answer to these questions, and more, were addressed in the January meeting presentation—Writing Software Development Kit (SDK) Documentation for Programmers. The presenter, Scott Wahl, team lead of the technical documentation group at Research in Motion (RIM), enlightened us with a very comprehensive and straightforward method for creating the applicable documents that go with an Application Programming Interface (API).

Starting off with some definitions for this area of writing, we found that an API is the code that your company's API developers create in order to allow other industry applications to communicate with the software product you developed. Other companies who use your software will have programmers (API users) on staff, or on contract, who make use of the API you provide them to create applications for your software that are customized to their needs.

What kinds of goodies would you expect to find in an SDK? For starters, the API itself is the backbone of the package. Next, some development tools, simulators and samples of code would round off the list... and don't forget the documentation that gets thrown in with it!

What does the documentation include? A comprehensive package should include API reference documents as a quick look-up for interface details and programming documents with the how to's, FAQ's and glossary.

Programmers read API reference documents in their daily work, even after they have achieved a degree of

expertise with the product. They also read programming documents at the beginning of their experience with the product and afterwards, to explore advanced topics.

Approaches to publishing API reference information can be a stand-alone document, maintained separately from code, or documents produced from comments in the code by a generator. With the stand-alone approach, rather than writing documents separately, you write or edit the comments in the header files of the program so that documentation is maintained in the same place as the actual code.

Benefits of this approach are: easier to collaborate with API authors, a lot of the work is done for you by virtue of the programmers' comments, it keeps documents accurate and tied to the relevant code and maintenance is much easier.

Tips for reference document writers:

- define your role at the start of the project. What is expected of you? What tools are you going to use?
- start your work after the majority of the API is developed
- define style guidelines
- work closely with developers to garner access to source files
- use an iterative approach (compose a skeleton first and embellish it, work out the kinks and polish it up)
- have your work reviewed early and often
- focus on what your users need to know (how to use the API, exclude implementation details, exclude design details).

Remember your audience (programmers) want to read less, program more, get started quickly, learn tips for writing better programs and learn how to test and debug common errors. Your own developers have invaluable insight into the needs of the audience (other programmers) so a healthy relationship with your own programming team is really important. Wahl also urges us to research our product, be familiar with the design specifications, understand the context of our product and review the competitors' documents to see how they are doing it.

Now what? Get technical and read books and articles for programmers. Try some programming and talk with your programming team. This will immerse you in the culture of techno-ins and outs.

Can you do this? Of course you are up to it. All you need to do is practice with some code samples to gain a bit of programming knowledge and basic literacy. In the end, you will improve your relationship with your developers and write documents that are really needed by your demanding audience. *

Ask an Expert

New Year's Resolutions

Well, the holidays are a time of excess for some: too much eating and drinking, too much spending, too much time with family. However, with all the holiday festivities, the Ask an Expert mailbag remained a bit slim this month (and it's about the only thing). So, since it's a fresh new year, the time when we all resolve to be better and do better, here are some possible New Year's resolutions for technical writers. I resolve to:

- ⇒ Stop critiquing grammar, spelling, and punctuation (not to mention information structure and layout) in magazine ads, grocery store layouts, bumper stickers, and family newsletters.
- ⇒ Conduct a conversation with another technical writer that does not involve complaining about my help authoring tool (this goes double for users of e-Help).
- ⇒ Explain my job to my parents in such a way that they finally get it! Currently, depending on which family member you talk to, I fix/build/program computers, teach people how to spell, or write books about VCRs.
- ⇒ Remove (or at least cut down on) the Dilbert comics from my cubicle walls.
- ⇒ Invent a single-sourcing procedure that actually single sources.
- ⇒ Attend every STC meeting. Not only that, but suggest meeting topics, volunteer for committees, and—what the heck—read every issue of *Technical Communication* from cover to cover.
- ⇒ Stop laughing when developers bring me their user interface prototypes.
- ⇒ Stop crying when I hear things like "I know it's complicated, but we'll explain it all in the documentation" or "Well, nobody reads the documentation anyway".
- ⇒ Learn to love the thrill of extracting technical reviews from developers, engineers, and consultants. Chasing people is not only exciting, but good exercise too (which is a whole other resolution).
- ⇒ Learn something new every day, whether I want to or not! *

The daddy of these compounds is the comparatively venerable *e-mail*, first recorded as a noun in 1982 and as a verb in 1987. The *e-* was at first just a convenient abbreviation for *electronic*. As the word gained wider currency from the early nineties onwards, many newer users were uncertain whether the initial letter was an abbreviation or a prefix, and whether the word should be written with a hyphen or not. Hence the alternative forms *E-mail*, *Email*, and *email*. It's an understandable confusion, and especially so as writing the word without a hyphen leads to something that looks foreign (specifically, the French word for enamel).

The debate, or possibly the confusion, has not yet wholly worked itself through. But the growth in other words with the same prefix has gone a long way towards settling matters, as the form has become more common and it is more obvious that it can be stuck on the front of a whole range of words. It is also settling down to include the hyphen, perhaps because most of the words that would be formed without it look very odd.

You can tell it's a live and fashionable prefix by the range of creations using it, few of them either clever or necessary. We don't need *e-tail*, for example, because we already have *e-business* and *e-commerce*.

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SPAMDEXING

Every new technology brings forth new ways to subvert it. This is the most recent example on the World Wide Web. Those who create commercial Web sites obviously want as many visits (*hits*) as possible. Some have attempted to increase their *hit rate* by fooling the search engines which hunt out and index sites into putting their pages near the top of lists produced in response to search queries. By burying many repetitions of key words within comments in their Web pages, they hope to fool search systems, which rank sites by their relevance. This process is called **spamdexing**, a blend of *indexing* with *spam*, a much older Internet term for posting an advertising message to many Usenet newsgroups, which comes from the Spam sketch in *Monty Python's Flying Circus*, in which the word is repeated many times. The verb is **spamdex**. This may prove to be a temporary term, as those who run search engines are working hard to program their search tools to disregard **spamdexed** sites.

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Taking the 'Dis' out of 'Disability'

Special Needs SIG seeks support
by Carolyn Watt, Toronto Chapter Member

Just a reminder as the STC membership renewal process creeps up on its February 28 deadline ... the Society's newest SIG, the Special Needs SIG, is still looking for new members to support them in their twin mission to assist technical communicators with disabilities in the practice of our profession and to provide all technical communicators with information that will help them make our communication products more accessible to users with disabilities. A detailed mission statement is available on the website.



The SNSIG has already made significant progress: a comprehensive website (see <http://www.stcsig.org/sn/index.shtml>); an online newsletter (first edition is posted at <http://www.stcsig.org/sn/newsletter.shtml>); and extensive support to the 49th STC Conference, including publication of *Guidelines for Persons with Special Needs* and an *Addendum* thereto, a successful progression, and several articles in the *Proceedings* (conference materials available at <http://www.stc-orlando.org/prodev/49notes/SNC.asp>).

But there is much yet to do, and to accomplish it, the SNSIG needs more people. It is looking both for Active members to join their initiatives; and Patrons whose affiliation will help the SIG secure the budget it needs to fulfill its objectives.

If you wish to support the Special Needs SIG, you have two options:

- ➡ If you have not yet submitted your STC membership renewal, simply check the SNSIG box when you do.
- ➡ If you have already submitted your STC membership renewal, download the SIG sign-up form from http://www.stc.org/PDF_Files/sigform.pdf and submit it directly to the Society Office.

In either case, in order to be added to the SNSIG's newsletter and/or listserv without delay, contact daniel.w.voss@lmco.com or jvinegar@myranch.com. *

Continued from page 1 Your Council Needs You

March marks the beginning of our nominations process for next year's council. It is never too early to start thinking about volunteering to work on council. A few key positions are sure to be open to a worthy individual such as you. President, Vice-President, and Competition Manager are important portfolios awaiting dedicated members. Descriptions of the duties and responsibilities will be published in next month's Quill.

A Special Wine & Cheese

Our March meeting is a Wine & Cheese event where we dispense with the usual format and socialize. Students and non-members are invited to attend and find out more about the technical communications field and what membership in the Society has to offer. This year, our STC Region 1 Director Sponsor, Jonathan Baker, will be travelling from Massachusetts to meet us. Jonathan is a senior member of the Boston Chapter and has been a technical writer since 1986. *

Corporate Spotlight - Spicer

A small team makes it big

by Donald Johnstone, Member

Spicer Corporation is a leader in developing software technology for the visual access, collaboration and distribution of data. Since 1983, Spicer has focused on client-side electronic document view, mark-up and edit software. Today Spicer remains a leading business solutions provider for industries such as EDM/PDM (document management), discrete manufacturing including aerospace and automotive, process manufacturing, power and communications utilities, and online document distribution industries such as Portal Services for projects in construction, manufacturing, engineering and architecture.

The Technical Communication team at Spicer is part of the Research and Development department and answers directly to the Director of R&D. As such, the Technical Communication team works directly with software developers and with QA, Customer Service and Integration teams. What that means, as the team lead Paul Kostiuk puts it, is that, "We can bother anybody we want!"

The Spicer Technical Communication team is composed of two members: Paul Kostiuk, team lead, and Karen Darroch. The team, which occasionally has three members if corporate necessity demands it, divides the writing responsibilities equally. Since the team is a small one, it is necessary for each writer to be familiar

with all aspects of the team's work.

Paul came to the world of technical communications by a suitably circuitous route. He graduated with

a degree in history and in the best tradition of arts graduates, found work as a bus driver. After a time, due to personal and medical concerns, Paul found himself rethinking his career path. About then, Paul read an article in the Record about Al Daigen and technical communications. This led Paul to explore the technical communications and return to school. Paul enrolled in the University of Waterloo, where he took courses in Rhetoric and Professional Writing, with Computer Science on the side. After doing co-op work at Rogers, Paul ended up working full-time for Rogers as a technical writer for seven years. In 1997 Paul came to Spicer and has been working there ever since.

Karen started her academic career in chemical engineering, after which she made the logical leap to the English department, graduating with an English Honours Degree in Rhetoric and Professional Writing. Upon graduation, Karen approached a local company that did not have a technical communications team and sold both her and the need for such a team. Karen remained with that company for four years. She has now been a valued member of the Spicer Technical Communication team since 2000.

The Spicer Technical Communication team produces software users guides, configuration and installation guides, and integration guides. As well, the team proofs all material that will be released to the public. The team is also responsible for the company newsletter. The Spicer Technical Communication team writes primarily for end users, system administrators and system integrators.

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PRESS # TO CONTINUE

"How did that little symbol become known as the pound sign?" Until push-button phones, "this symbol was always a number sign (except in music where it means sharp).

First, we'll clear up a common confusion. The symbol signifying a musical sharp is not identical to the tic-tac-toe pound or number sign. In the musical sharp, the horizontal strokes are slanted and thicker than the vertical strokes; in the pound sign, the vertical and horizontal lines are the same thickness and the vertical strokes are slanted.

One paradoxical reason not to refer to the crosshatched mark as a "number sign" is that it appears on one of two non-numeric telephone buttons. However, that doesn't explain why it's known as a "pound sign."

Pound sign has its origin in our avoirdupois (literally, "goods of weight") system. In that system, *pound* has three abbreviations. "Lb." and the fancy crossed "l" (£) are shorthand for the Latin *libra*, meaning "balance; unit of weight." £ also stands for the British pound sterling and it replaces our American crosshatch on some British keyboards. The third abbreviation for *pound*, the one that inspired our correspondent to write us, may be familiar from the labels of such items as "a 5# bag of potatoes."





THE USUAL SUSPECTS

You may be shocked to learn that these words originated in *Casablanca*, which premiered on this date sixty years ago might want to pop some popcorn and snuggle in as we recall a memorable line born in that movie classic and now established in our lexicon of allusions.

Captain Renault, the cynical French prefect of police in *Casablanca*, actually repeats the line a few times throughout the film. Early on, Renault orders his men to "round up the usual suspects"; later, pressed for decisive action by the Germans, he instructs his force to "round up twice the usual suspects." Finally, near the movie's end, the gendarmes rush to the airport runway where they see Captain Renault, the corpse of German Major Strasser, and Rick Blaine (holding a gun). Renault announces the obvious: "Major Strasser has been shot," then pauses before straight-facedly advising his men to "round up the usual suspects." He and Rick then head off into what Rick terms "the beginning of a beautiful friendship."

Since *Casablanca*, the phrase "rounding up the usual suspects" has been code for gathering up and blaming the customary people or circumstances for what's gone wrong, and doing so perfunctorily, without expectation of finding a real solution.

STC Awards

Yesterday and Today

by Donald Johnstone, Member

It is the time of year that we at the Southwestern Ontario Chapter of the STC congratulate students at the University of Waterloo and Wilfrid Laurier University who were chosen to receive the Heidi Thiessen Memorial Award for excellence in technical communications. In June, we will also present the Fanshawe College Technical Writing Award to the student with the top marks in the Fanshawe College Technical Writing Certificate program. But, what of last year's winners? What are they doing and where are they going in their studies or careers?

I contacted the winners of last year's awards and asked them those very questions. For those of us who have forgotten the names of the 2002 winners, I shall refresh our collective memory.

Heidi Thiessen Memorial Award

- Amy Fuller
- Theresa Cook
- Anthony Cacciaccarro

Fanshawe College Technical Writing Award

- Gail Major

AMY FULLER

Amy is currently completing her final year at the University of Waterloo. When that is done, she will take up her fifth co-op position: this time in the Republic of Ireland. Ahhh ...the itinerant, romantic life of a technical communicator! Amy's previous co-op positions included time with Clarica and Corel.

Amy worked on a variety of projects during her co-op terms, including:

- *Systems documentation – Clarica*
- *Software documentation – Corel*
- *Solutions for helpdesk engineers (anticipated) – Ireland*

In addition to this, there were the obligatory essays for courses in Linguistics, Contemporary Rhetorical Theory, Shakespeare, and 17th Century Literature, which Amy feels have made her basement apartment a fire hazard zone.

When asked if the award affected her life or career choice in any way, she replied, "Definitely. I didn't expect to win, but the award gave me new confidence in my abilities as a technical writer. As I decide what direction to take after graduation, winning the award is an influence on my choices. Technical communications is on my list of possibilities for sure."

Finally, I asked Amy if she still loved technical communications, and she replied in the best tradition of technical writing (less is more), with, "Of course."



THERESA COOKE

Theresa completed her Systems Design Engineering program at the University of Waterloo in May of last year. After that, she participated in the Shad Valley technology and leadership program as a workshop leader. Theresa is currently enrolled in an MSc program at the Max Planck International School of Neural and Behavioural Science in Tuebingen, Germany.

While participating at the Shad Valley program, Theresa wrote a set of tutorials on image processing and pattern recognition. Although the bulk of Theresa's writing has concerned computer engineering, she anticipates that her future work will focus on neuroscience.

When asked if she was still fond of technical communications, she answered, "Yes, communications are an integral part of any engineer's or scientist's career. I love the opportunity to explain what I'm learning to others!"

ANTHONY CACCIACARRO

The past year has been good to Tony. He completed his schooling at the University of Waterloo in Honours English Literature and after being presented with the STC award, he was offered several positions. He is currently working as a technical writer for a company in Toronto.

Tony has recently written a system integrators development guide and a user guide for the telecommunications field.

His STC membership has helped him in career choice and development and he states that, "I really enjoyed the STC web site." Further, he asserts that, "I do have a certain passion for technical communications. There are so many options available in this field, and I really like diversity."

GAIL MAJOR

Gail completed the Technical Writing program at Fanshawe College the last year. She is currently working in customer support at a company that produces school administration systems. Gail's main responsibility is solving software-related problems.

The STC award gave Gail a tremendous boost of confidence and reaffirmed her belief that technical writing was the correct career choice. Gail remains an STC member and is a volunteer with the London Student Chapter. "I have to say that the membership does help me to meet new people and allows me the opportunity to network with other STC members. The magazines also help keep the interest alive when doubt creeps in."

When asked how she feels about technical communications today, she responded, "I do love technical communications and will keep searching for a position."

That is the yesterday and today of the 2002 winners of the Southwestern Ontario Chapter of the Society for Technical Communication awards. This snapshot affirms that the practitioners of our craft write about subjects as varied as the people themselves. Despite the advances in communications technology, there exists today an even greater need for skilled writers to explain the advances and uses of technology and science clearly and concisely.

*Say all you have to say in the fewest possible words, or your reader will be sure to skip them; and in the plainest possible words or he will certainly misunderstand them. -- John Ruskin (1819 – 1900) **



This year marks the 1857th birthday of Joseph Conrad, the Ukrainian-born writer of Polish descent whose contributions to English literature range from the novel *Lord Jim* to the novella *Heart of Darkness*. The title of the latter work and the last words of Kurtz, the compelling figure at the heart of that story, survived Conrad and are now established metaphors in his adopted language.

To Conrad, the "heart of darkness" had two applications: the deepest part of the jungle and the primitive aspect of the human soul. Kurtz's descent into the heart of darkness inspired his despairing, dying whisper: "The horror! The horror!" But while the phrase "heart of darkness" continues to have the same meaning Conrad gave it—a reference to the dark and depraved side of human nature—the metaphoric meaning of "The horror! The horror!" has changed.

To Conrad and his fictional creation, "The horror! The horror!" was an expression of dismay at the human capacity for evil; these days, the phrase is used ironically, to express lighthearted annoyance at a transient trouble.

Joseph Conrad also had a great respect for the power of words. He wrote, "a word carries far—very far—deals destruction through time as the bullets go flying through space."



"Computers in the future may weigh no more than 1.5 tons."
— *Popular Mechanics*, forecasting the relentless march of science, 1949

"I think there is a world market for maybe five computers."
— *Thomas Watson, chairman of IBM*, 1943

"I have traveled the length and breadth of this country and talked with the best people, and I can assure you that data processing is a fad that won't last out the year."
— *The editor in charge of business books for Prentice Hall*, 1957

"But what ... is it good for?"
— *Engineer at the Advanced Computing Systems Division of IBM*, 1968, commenting on the microchip

"This 'telephone' has too many shortcomings to be seriously considered as a means of communication. The device is inherently of no value to us."
— *Western Union internal memo*, 1876

"The wireless music box has no imaginable commercial value. Who would pay for a message sent to nobody in particular?"
— *David Sarnoff's associates in response to his urgings for investment in the radio in the 1920s*

"We don't like their sound, and guitar music is on the way out."
— *Decca Recording Co. rejecting the Beatles*, 1962

Anagrams

With The Beatles

Try and sort out these anagrams created from Beatles' song titles. We will publish the answers in the March issue of the Quill.

A WORN OUT WICKET DRY ME, VICAR NAVY BLUE COMET

AHEAD INFINITELY GASPED CONTOURS NOTED MELTDOWN

BOIL A BAD LOAD HARD SHADY GIANT OUT OF MEMORY

BOIL ENEMY WALRUS LOONIES DULY LEAVE OVER-INHALED

DIRTY PAPER MOURNS THE CHEESE ROBINE EAGERLY

SEEDY TRAY

SIGHED YET AWAKE

SMARMY ACUTE TRILOGY

SUCKS THE BRAIN

TEACHER'S SOUVENIRS



Continued from page 5

I asked Paul how the Spicer Technical Communication team is viewed within the company and he replied that, "We're seen as a necessary evil." In reality, the Spicer Technical Communication team feels that they are respected members of R&D and receive all the co-operation needed to perform their tasks, even by frenzied developers and harried Customer Support personnel. The writing performed at Spicer is interesting and challenging, and even after five years with the company Paul finds the work engaging.

When asked how the Spicer Technical Communication team views the evolving role of technical communications in terms of software development, Paul opined that in the future, help and user materials will be more closely integrated with the end product. This will allow the software to guide the user intuitively, albeit without the use of a demonically cheerful paperclip.

The only reason for being a professional writer is that you can't help it.
-- *Leo Rosten* *

Company Recognition Award

We need your input

by Ted Edwins, Chapter President

Each year the chapter gives out awards to deserving individuals. A number of years ago, the chapter decided to recognize companies that show their support for technical communications, our STC chapter, and their employees. The Company Recognition Award was created to recognize a local company that demonstrates their support in the following ways:

- sponsorship of employee membership
- sponsorship of employee attendance at conferences and workshops
- donating of door prizes to STC chapter meetings
- allowing employees to do STC work on company time
- donating the use of company resources (such as data projectors)
- allowing STC meetings on company property.



Your nomination should include detailed information about the kind of support the company gives, how many employees benefit, and when the support was provided. Consult the Awards web page at:

<http://www.stc.waterloo.on.ca/chapterinfo/awards.htm> for past recipients of the award. *

"Heavier-than-air flying machines are impossible."
— Lord Kelvin, president, Royal Society, 1895

"So we went to Atari and said, 'Hey, we've got this amazing thing, even built with some of your parts, and what do you think about funding us? Or we'll give it to you. We just want to do it. Pay our salary, we'll come work for you.' And they said, 'No.' So then we went to Hewlett-Packard, and they said, 'Hey, we don't need you. You haven't got through college yet.'"

— Apple Computer Inc. founder Steve Jobs on attempts to get Atari and H-P interested in his and Steve Wozniak's personal computer

"Drill for oil? You mean drill into the ground to try and find oil? You're crazy."

— Drillers who Edwin L. Drake tried to enlist to his project to drill for oil in 1859

"Airplanes are interesting toys but of no military value."

— Marechal Ferdinand Foch, Professor of Strategy, Ecole Superieure de Guerre

"Everything that can be invented has been invented."

— Charles H. Duell, Commissioner, U.S. Office of Patents, 1899

"640K ought to be enough for anybody."

— Bill Gates, 1981



**STC Southwestern Ontario Chapter's
Annual Wine and Cheese**

Tuesday March 4, 2003 7 pm to 9 pm

University Club, University of Waterloo

Enjoy food, conversation, and an awards ceremony!

What is the Quill?

The **Quill** is the official newsletter of the Southwestern Ontario chapter of the Society for Technical Communication (STC). The Quill is published in Waterloo, Ontario monthly, except in January, July, and August, and distributed free to all local STC members. Material in this publication may be reprinted, provided the author and the Southwestern Ontario chapter of the STC are acknowledged. All readers are welcome to submit short articles, letters, and other interesting items relevant to technical communication to the editor, acb@campana.com. Please submit items by one week prior to the date of the general meeting.

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Advertising

To submit advertising, please consult with the editor, acb@campana.com. Advertising combining text and graphics *must* be supplied in graphic format.

Business card \$10

1/4 page \$30
(\$20 for 3 or more issues)

1/2 page \$40
(\$30 for 3 or more issues)

Full page \$80
(\$60 for 3 or more issues)

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