

Ragged Left

JULY 2001

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THE SOCIETY FOR TECHNICAL COMMUNICATION

BERKELEY CHAPTER



No Meeting in July

We'll be back in August with the first of our fantastic lineup of speakers for the coming year.

The new officers of the Berkeley chapter are going to use the month of July to plan the chapter activities for the coming year. Our planning agenda will include future meeting speakers and topics, class scheduling under the education initiative, outreach activities, and other chapter advancement issues.

If you have any ideas, dreams, complaints, praise, or other input, please send your thoughts to president@stc-berkeley.org.

Job Hunting in a Post-DotCom Market

BY MADELEINE ADKINS, EMPLOYMENT MANAGER

Unemployed? Feeling frustrated trying to find a new job right now? If so, you are not alone. The job market for technical writers isn't exactly what it used to be.

Would that I had some magical secrets land you that perfect job in no time flat...

What I do have to offer is advice from our illustrious chapter Board members. The members of our Board have a range of skills and experience that I believe will be useful in addressing this knotty challenge.

Following is a summary of strategies and suggestions for ways to expand your job-hunt and make the most of your skills in landing a job. Some of this you may have thought of already; other ideas may be new to you. And perhaps you have some other ideas for job-hunting in a bear market that you'd like to share with your fellow chapter members—if that is the case, write me employment@stc-berkeley.com

and I'll share your ideas in the next newsletter.

Make the Usual Rounds

Sign up for the STC-Berkeley Job List. Yep, that's right—it's coming back to life any day now, and not a moment too soon. Stay tuned.

Keep in touch with your favorite recruiters. Even if you've sent them your resume already, an occasional call to remind them that you're still looking will keep your name fresh in their minds.

Register at the big job websites, such as dice.com and monster.com. Check the jobs they have posted, and also post your resume. Don't forget to renew your posting regularly, as the sites dump their old postings at regular intervals.

Check other local STC chapter websites for job postings, links, advice. There are links to the other sites from our chapter's homepage.

Check the job postings at the websites of local companies you'd like to work for. Companies tend to post at their own sites before they go to recruiters or post at the big job websites.

Check the websites of local newspapers. Many of them have databases of job listings, job fairs, and other job-hunting info.

continue on page 6

Inside this issue

- Recap of the June Program 3
- Recruiting Good Recruiters: 3
- Don't Make Me Think 4
- Compiling Reference Resource Books 4
- Conducting Clinical Drug Trials 5
- Meetings around the Bay Area 7

Ragged Left

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About the STC

TECHNICAL COMMUNICATION is the bridge between those who create ideas and those who use them. Conveying scientific and technical information clearly, precisely, and accurately is an essential occupation in all sectors of business and government.



STC has more than 20,000 members and 144 chapters worldwide. Its members include writers, editors, artists, illustrators, photographers, audiovisual specialists,

managers, supervisors, educators, students, employees, and consultants.

STC strives to:

- Advance the theory and practice of technical communication.
- Promote awareness of trends and technology in technical communication.
- Aid the educational and professional development of its members.

Membership

Membership is open to everyone. Regular membership is \$110/year, with an additional \$15 enrollment fee the first year. Student membership is \$45/year.

To receive additional information and an application form, via mail or email:

- Call our chapter voicemail number 510-466-5464 and leave a message.
- Send email to bkymbrs@stc.org.
- Send mail to STC-Berkeley, PO Box 1007, Berkeley CA 94701-1007.

Advertising Rates

Page \$70, 2/3 page \$50, 1/2 page \$40, 1/3 page \$30, 1/6 page \$20, business card \$10. STC members receive 20% off. Ad deadline is the fifteenth of the month prior to publication.

Submissions

Ragged Left publishes original articles and illustrations. We edit them to meet our needs. You retain copyright but grant every STC publication royalty-free permission to reproduce the article or illustration in print or any other medium. Please contact the editor for details of how to submit articles and illustrations.

Deadline for unsolicited submissions is the 21st of the month preceding publication. Other STC publications are hereby granted permission to reprint articles from *Ragged Left*, provided such reprints credit the author and the specific *Ragged Left* issue, and a copy of any publication containing such a reprint is sent to the *Ragged Left* editor.

STC-Berkeley Chapter Meeting Details

Next meeting: Wednesday, August 8.

The Silver Dragon Restaurant serves STC-Berkeley members delicious Chinese food. The meeting begins at 6 P.M. with networking and conversation, and dinner at 6:30 P.M. Chapter business and announcements are made around 7:15 P.M., followed by the speaker.

If you want to eat dinner, reservations are required and *must* be received (by Ruth) no later than 12:00 NOON the Monday before the meeting (August 6). Reservations are necessary so that we can order the right amount of food. Do *not* contact the restaurant.

Send checks to Ruth Wright, 586 Vernon Street, Oakland, CA 94610.



RSVP online: Use your credit card to order meeting reservations via the chapter Web site, www.stc-berkeley.org.

With a reservation, the meeting fee with food for members is \$20, for student members is \$17, and for nonmembers is \$23; if you come for the program only, starting at 7:30 P.M., the fee is \$12 for members and non-members (\$10 for students). If you are not eating, payments may be made at the door.

Résumé or Portfolio Review

Does your résumé or portfolio present your qualifications in the best light? If you're new to the field, or just concerned that your résumé or portfolio may not be up to snuff, sign up for a free 30-minute review. We have a cadre of seasoned tech writers with hiring experience who can review your material and give you expert feedback.

To sign up for a review, email employment@stc-berkeley.org by the Thursday before the monthly meeting.

State your name and the meeting at which you're hoping to have the review.

Be sure to write *resume review* or *portfolio review* in the subject heading of the email message. If it's for a résumé, paste your résumé into the body of the message. If it's a portfolio review, bring your portfolio to the appointment.

After you've sent the email, look for a reply from the Employment Manager, confirming that you are booked for a review. The message will also specify your review time (6 or 6:30) and who your reviewer will be.

Reviews are booked on a first-come, first-served basis. Since our reviewers are volunteers, the number of slots available varies for each meeting.

Recap of the June Program

Indexing with a Vengeance

BY LAURIE LUDWIG

Bonni Graham, founder of Manual Labour, blended her technical documentation expertise and her skills as a stand up comedienne to deliver a high energy, witty, focused presentation “Indexing with a Vengeance Or, how I learned to stop worrying and love the index...”

Her working definition is “Index—an organized set of access points to printed (or online) material.” This includes not only the index found at the back of a document, but also the table of contents at the book-level and chapter-level, tables of figures or illustrations, appendices, and sets of keywords or terms in online searching.

Here are some highlights of Bonni’s talk:

Benefits:

A good index can improve the structure of the text by identifying structural problems in a document such as key terms being scattered throughout the text rather than being discussed in one section for easy reference.

It can also save a company money by reducing calls to tech support. If users can find what’s needed in the documentation, they won’t need to call.

Tips:

Interview the users in advance to develop synonyms of terms. Don’t assume that what the programmer calls it is what a user would call it.

Think about the questions users will have. Point to the answer in the index entry.

Consider using IXgen™, a FrameMaker® add-on, to edit the document as a whole, creating index markers.

Don’t have more than three levels of sub entries.

Make index entries short—just one or two words.

Use bold for all glossary entries in the index.

Use *italic* for pages with code samples.

If you index as you go, the material is fresh and indexing is not hurried, but you must edit the index carefully before release, going back to fix entries.

If you index at the end, you get a better picture of the whole manual, but the indexing can be rushed.

Metrics:

As a rule of thumb, have one page reference per entry, especially with secondary entries.

With a 76-150 page manual, you can create a decent index in about 4 hours. Allowing one hour with

IXgen™ software and two-three hours for a human indexer to “groom” it.

An experienced indexer can produce 10 index pages per hour of indexing time, using IXgen™.

Allow about one double column index page for every 12-15 manual pages. For non-technical documents you could go as high as one index page for 18 document pages.

For a bibliography and a copy of the slides from Bonni’s presentation, see www.manuallabour.com.

Recruiting Good Recruiters: A Resource for Technical Writers

BY TOM LENZO

They go by many names including recruiter, head-hunter, and body snatcher. But good recruiters can be an asset to your career, no matter if you are a contractor or a permanent employee. They can help you find a job, tell you inside information about the hiring company, prepare you for interviews, help you negotiate salary, and put pressure on the company to decide while you are available. During my professional career and as Employment Coordinator, I’ve worked with many recruiters. Here are some of my thoughts about them.

About Recruiters

First, there are no credentials for recruiters, nor is there an association setting standards for them. Good recruiters can work through agencies or from their homes. But, since it is a low overhead business, some people work as recruiters part-time on the side. Recruiters usually specialize in industries or job functions, and know those contents. Recruiters develop relationships with their clients. But when those clients call the agency, the rep might not be familiar with your resume, which means you’re going to have to do their work.

Recruiters get candidates from their databases of qualified candidates. They create those databases by knowing who’s who in the industry or profession they specialize in, by being active in that industry, and by cold calling.

What You Can Do

While networking is the best search strategy, get visible so you can get in the recruiters’ databases. Be active in various professional organizations, speak at conferences, and write for professional publications. Keep your resume up to date and in a format that can be scanned into the recruiters’ databases.

- When a recruiter calls you, ask if they have a specific job or if they are just collecting resumes.

continued on page 6

STC BERKELEY RAGGED LEFT RESOURCE CORNER

Each month rotating guest writers offer resources that benefit the technical writing industry. If there is a topic you would like to cover for a future edition, email newsletter@stc-berkeley.org.

Don't Make Me Think

BY DAVID ALT

Don't Make Me Think: A Common Sense Approach to Web Usability

by Steve Krug

\$35.00, 195 pages, New Riders Publishing

Last month, as I filled out the evaluation form of the annual STC conference from my hotel room in Chicago, I realized that the STC bookstore was a highlight.

The store was a guerilla affair, with a lean selection of books stacked on folding tables and two no-nonsense credit card machines hooked up to unforgiving phone lines. I was repeatedly struck with impulsive weaknesses in between sessions, and all told I yielded to four books.

Although Hackos' *Managing Your Documentation Projects* has been on my must-have list for some time now ("Run--don't walk," intones Bonni Graham, our June speaker, "and buy this book,") the other three leaped out unannounced, and were caught gracefully by my Amex card. The first such book was a hot seller, Steve Krug's *Don't Make Me Think*.

I admit that part of its appeal was its readable layout, colors, and lack of heft. As Krug states under the heading "Yes, its a thin book," he kept it short enough to read on a long plane ride. I can attest that he both knows his readers well and accomplished his goal; I deduced that he must consider O'Hare to SFO to be a long flight.

Whether or not you design or evaluate web sites, Krug's style as a technical writer is exemplary. The entire book speaks volumes to the effectiveness of organizing content into well-chosen, well-labeled chunks, and then using bulleted lists, diagrams, tables, and illustrations to highlight key points. Krug maintains focus on extremely helpful and relevant material while keeping you smiling with his witty and provocative subheadings and footnotes.

Each of the three sections of *Don't Make Me Think* has a different appeal:

Guiding Principles explains Krug's findings and exposes myths about web users' behaviors. This is a head-nodding section that reinforces much of what you already know, and punctuates it with affirmative and upbeat insights.

Things You need to Get Right is a more hands-on and in-depth analysis of navigation and homepage design. Krug offers practical tests for evaluating web

site designs, including plenty of well-diagrammed examples.

Making Sure You Got Them Right offers a how-to for what Krug calls "lost-our-lease testing." Krug explains the nuts and bolts of real-world usability testing, such as how to do it with minimal budget, as well as how to prioritize goals and get the most out of your effort.

The can-do attitude of *Don't Make Me Think* is well worth the price of admission, and reading it cannot help but improve the effectiveness of your web sites.

Compiling Reference Resource Books

BY RUTH WRIGHT

Stet Again! More Tricks of the Trade for Publications People

by Linda B. Jorgensen, Ed. 1996

EEl Press, Alexandria, VA

Stet Again! is a wonderful addition to any aspiring writer's reference shelf. It's the second of a "greatest hits" compilation from The Editorial Eye, a subscription newsletter for professional writers, editors, publication managers, journalists and graphics designers. The first edition concentrated on traditional editorial work - this one expands into covering writing for the web, desktop publishing software, graphic design, technical writing, and project management as well as a style and punctuation guide.

The bulk of the book is devoted to the detail work that is the backbone of editing. It's a wonderful review for the experienced, and a good final exam prep for students to help determine where they fall short. They cover one aspect of grammar or punctuation, examine the advice given from a variety of other reference books, compare them, and proffer their own opinion. Then they offer you a little test so you can see whether you really got it, followed by the answers and in depth explanations.

Later sections of the book cover the basics of design. Especially useful are articles geared to address real life issues, among them "Choosing Designers", "Editors and Designers: Talking the Same Language", and "Editing a Word Table for Less Space and More Sense".

The final section of the book addresses publication management and future trends. Topics covered include *Working with Vendors*, *Testing for Editorial Skills*, *Delegating without Getting Burned*, *Steps for Reviewing an Index*, and *Multimedia Storyboarding for Technical Writers*.

This book might not be on your local booksellers' shelf, but a call to Cody's and Border's Books revealed that they could order it with a 2 to 4 week delivery time.

The Berkeley Biotech SIG is taking a hiatus. In lieu of meetings, STC Berkeley offers this monthly column. If you would like to write a column of your own to run in this space, or you'd like to ask a question or make a comment, please contact R. Wright at programs@stc-berkeley.org.

Conducting Clinical Drug Trials

BY RUTH WRIGHT

Clinical trials are a very well defined process that drug companies follow prior to approval of a drug by the FDA. Drugs have such potential to do harm, either through side-effects, long-term toxicity, unexpected effects from combinations of drugs or a drug with foods, that compliance with the FDA's protocol is enforced by law, giving the FDA the power to shut a study down, close a manufacturing facility, even arrest company officers for malfeasance if they deem it necessary to protect the public health. At minimum, failure to follow this protocol will ensure denial of FDA approval, leaving the company unable to market and sell the drug.

The first step toward approval is the Phase I trial. This is where drug developers get information about potential drugs' pharmacological effects. It is also where toxicity levels are determined. These are the safety trials, and are usually done with a small number of either healthy volunteers or patients with mild illness. There are exceptions to this—a severely toxic cancer drug would be tested on cancer patients. HIV activists convinced trial sponsors early on that testing of AIDS drugs on HIV positive patients was ethical and appropriate. By the end of Phase I, the trial sponsors should have in hand a tolerated dosage range and information on how the drug is absorbed, how it gets where it needs to go, how it is metabolized and how rapidly, and the mechanism of elimination from the patient's system.

Phase II trials further examine treatment effects once toxic and safe dosage information is available. The study may be set up to gain further information about responses at different doses, or it may examine the drugs' effect in different types of patients. It might be set up to further investigate optimal dosing frequencies or to look at the difference between administration by pill or by injection.

In Phase III trials, the company conducts a large-scale trial with hundreds of subjects that may last for a year or more to compare the drug with either the current standard of care or a placebo or both. Study designers work closely with statisticians to be certain that the test they've designed will best tell them what they want to learn. At this stage the drug will be given to the patient population that would ordinarily be receiving it. Trial monitors from the drug company arrive at the various agreed upon sites, set up the equipment, supplies and documentation for the hos-

pital staff and observe and steer the project as it proceeds. This trial should provide information about safety and efficacy over a longer time period, and it should be large and heterogeneous enough to provide a clear adverse effect profile. This is where the information on package inserts comes from. An application for approval of the drug is filed with the FDA when complete Phase III data is available.

Phase IV trials serve as post-approval marketing surveillance, usually involving surveys rather than controlled trials. They are intended to monitor the prescribing behavior of physicians. There is no regulation requiring physicians to restrict their prescribing practices to a drugs' stated use, however. Occasionally, doctors' off-label prescribing behavior will point a company toward a new indication for their drug.

Although there is a set format for getting a new drug to market, trials themselves vary a great deal. The designers of a trial decide what they need to know, and devise a study that will give them that information.

XML List to Address Host of Issues

XML-DOC is a new online mailing list for documentation professionals and anyone else interested in discussing the application of XML tools and techniques to the creation of documentation. Topics that are highly encouraged on the list include:

- XML-based content and document-management systems
- single-sourcing with XML
- DocBook, the SGML/XML and data type definition for documentation moving to XML authoring from a FrameMaker environment
- converting legacy documents to XML
- publishing, transforming and delivering XML content
- XML training and certification
- document analysis and data modeling
- profiling and customizing for multiple audiences and delivery formats

To subscribe to the list, send a blank email message to: xml-doc-subscribe@egroups.com. You can also subscribe at the XML-DOC website, www.egroups.com/subscribe/xml-doc/.

Michael Smith, the list moderator, says, "My hope for XML-DOC is that it will not only help to raise the level of awareness about XML in the documentation community, but also give us, as technical communicators, a clear point of contact with the XML developers and product vendors who are now creating and refining the XML authoring tools, content management software, and XML publishing solutions that many of us will eventually end up using."

Reprinted from the Silicon Valley Connection

Network! Mention to everyone that you are job-hunting—not just the other tech writers you know, and former employers, but also your family, your neighbors, your dog walker, your high school buddies...you just never know who is going to have a lead to that job is just waiting for you!

Think outside the box

Check other websites that cater to writers and editors of various ilks. Be aware that some may require membership or a flat fee for you to access their job databases.

- www.nwu.org The National Writer's Union – did you know that writers had a union?! They even have job postings for tech writers.
- www.craigslist.org If you haven't been to this site, it's worth checking out, and not just for job postings – it's got rentals listings, things for sale, exchange, free – great resources if you're budget's kind of tight.
- www.editecetera.com
- www.media-alliance.org

Check local career center websites

- www.lifeprint.org You might know them as “Alumnae Resources”, their old moniker—they are a full service career center, with workshops, networking events, job listings and related services.
- www.jvs.org The full name is Jewish Vocational Services, but don't let it mislead you— you don't have to be Jewish to use their services, and they cater to all kinds of clients, not just vocational workers. This organization isn't as big as Lifeprint, but membership is less expensive.

Local private industry councils (PICs)—I believe that each city has its own. A web search will help you locate the one nearest you. These local quasi-governmental organizations provide free career and job services (computer usage, resource libraries and job listings) to those who are job-hunting, and additional services to those on unemployment or welfare.

Broaden your job search. Maybe in this job market, it's a better idea to take a good look at the skills you have, and figure out what kinds of work other than technical writing you're qualified to do. Here's a few job titles you might want to consider, depending on your skill sets:

- Proposals/grant writer
- Project manager
- Business analyst
- Development manager
- Translator
- Journalist

Be pragmatic

You may not get the salary/pay rate that you're accustomed to. Take a job that pays less than your last gig if it's the best thing that you can see out there for now.

Be as flexible as you can in other ways. For example, many of us in the Berkeley chapter don't like to schlep all the way to the heart of Silicon Valley, or even cross a bridge. This may be the time to keep an open mind about such things. Who knows? It may be possible to negotiate a few days a week of telecommuting. Or maybe this new gig will give you the opportunity to discover the joys of train travel.

Stay positive and stay on track. If you get discouraged, keep in mind that *you're only one job offer away from a new job.* While you do want to focus a lot of energy on your job hunt, you need to take care of yourself as well. Apply for unemployment if you qualify (i.e. if you got laid off). Keep exercising, make time to get together with friends, and take advantage of the many cheap and free entertainment options available in the Bay Area this summer.

- If they have a specific job order and you meet the requirements, ask for the placement time frame and an approximate salary: this will save both of you lots of time.
- If they are asking for information that's clearly on the resume you've already sent to that recruiter or their firm, they haven't read it and you're going to have to do their work.
- If they are collecting resumes, ask them to tell you about other technical writing jobs they've filled and for referrals of technical writers they've placed. Ask about their tenure and experience as recruiter. If you don't want them to represent you to certain companies, say so.
- Ask the recruiter where they got your name or who referred you to them. React to their answer as you feel appropriate.

Develop a relationship with recruiters, even if you don't need a job or they don't have a job for you when they call. Get to know them and their needs. Send them updated resumes, help them understand your industry and what you do, and refer them to companies and candidates to them. Networking with recruiters will work to your advantage when you need a job.

Tom Lenzo is a retired STC-San Gabriel Valley Chapter Employment Coordinator. This article was reprinted from Quill & Disk, the San Gabriel Valley, California, chapter newsletter.

STC Sacramento Chapter

FIRST WEDNESDAY OF EACH MONTH
DETAILS: WWW.STCSACRAMENTO.ORG

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STC East Bay Chapter

SECOND THURSDAY OF EACH MONTH
TONY ROMA'S IN DANVILLE
5:30 P.M. - NETWORKING
6:30 P.M. - DINNER
7:30 P.M. - CHAPTER BUSINESS/PROGRAM
RSVP IN WRITING, TWO DAYS IN ADVANCE
DETAILS: [HTTP://WWW.EBSTC.ORG/](http://WWW.EBSTC.ORG/)

Thursday, July 12th, 2001

STC San Francisco Chapter

THIRD WEDNESDAY OF EACH MONTH
LONDON WINE BAR, SAN FRANCISCO
6:00 P.M.: NETWORKING AND SELF-SERVE HORS D'OEUVRES
7:00 P.M.: PROGRAM
NO ADVANCE RESERVATION REQUIRED
DETAILS: [HTTP://WWW.STC-SF.ORG](http://WWW.STC-SF.ORG)

Wednesday, July 18th, 2001

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RoboHelp Enterprise, a new product from eHelp Corporation, extends the power of RoboHelp Office with exclusive server-based technologies that provide direct insight into your end-users' needs and allow you to pinpoint problem areas in your Help systems. Silke Fleischer will provide a detailed exploration of the extended features that will demonstrate how to:

- Identify which questions users ask and which questions go unanswered
- Include the industry's best natural language search to your Help systems
- Instantly update the help content based on user experience
- Merge Help projects quickly and seamlessly

All attendees will also receive tip sheets on style sheets and cross-platform deployment and their own RoboHelp Office 9 starter kit.

STC North Bay Chapter

THIRD THURSDAY OF EACH MONTH
PARKER COMPUMOTER, ROHNERT PARK
5:30 P.M. - NETWORKING
6:30 P.M. - INTRODUCTIONS & ANNOUNCEMENTS
6:45 P.M. - PROGRAM
8:00 P.M. - CONVERSATION, IDEA SWAPPING
NO RSVP NEEDED
DETAILS: [HTTP://WWW.STC-NORTHBAY.ORG/](http://WWW.STC-NORTHBAY.ORG/)

Thursday, July 19th, 2001

STC Silicon Valley Chapter

FOURTH THURSDAY OF EACH MONTH
FOUR POINTS SHERATON, SUNNYVALE
6:00 P.M. - NETWORKING, JOBS CORNER, AND DINNER
7:00 P.M. - ANNOUNCEMENTS
7:15 P.M. - PROGRAM
RSVP BY MAIL, ONE WEEK IN ADVANCE
DETAILS: [HTTP://WWW.STC-SILICONVALLEY.ORG/](http://WWW.STC-SILICONVALLEY.ORG/)

Thursday, July 26th, 2001

at g O e osus g e letBul e t et
Bo a , CE a g .co

ViewletBuilder is an easy-to-use authoring tool that quickly creates animated online demos of how software works. Its demo files are a fraction of the file size of most rich media and do not require a plug-in. ViewletBuilder helps to create animated online demos perfect for the "visual learner".

You can use ViewletBuilder to create an animated demo of anything that appears on a computer screen: enterprise solutions, eCRM, internet, intranet, extranet, ASP apps, email, browsers - you name it! The Viewlet files are lightweight, and the authoring side was built from the ground up to be easy and fast to use. The best news? You don't have to be a design expert - anyone can create an animated online demo: no programming or scripting is necessary.

East Bay Editors Guild

FOURTH MONDAY OF EACH MONTH
ROCKRIDGE LIBRARY
5366 COLLEGE AVENUE (AT MANILA),
OAKLAND
7:00 P.M. - PROGRAM

Monday, July 23rd, 2001

The meetings are held in the Rockridge Library's community room. Enter through the front door and come up the stairs. The front door may appear closed, but should not be locked; slide it open by hand.

Optionally, some members meet in front of the library at 5:40 for a no-host dinner at a nearby restaurant before the meeting. Check the door for a note naming the location.

Editors Guild welcomes everyone interested; there are no dues, fees, or membership required. To be added to the Editors Guild listserv, email jl@dv.com.

Ragged Left

Next Meeting:

Wednesday

August 8

Meal reservations required by Monday, August 6.
See page 2 for costs and meeting details.

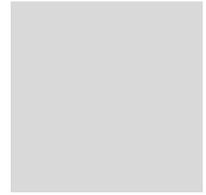
RSVP online: Credit cards accepted at
www.stc-berkeley.org.

Silver Dragon Chinese Restaurant:
835 Webster Street (at 8th) in Oakland
Dinner 6:30 - 7:30
Announcements and Program 7:30 - 9:00

Please do not call the restaurant!

P.O. Box 1007
Berkeley, CA
94701

Forwarding and
Return Postage
Guaranteed



STC-BERKELEY MEETING DIRECTIONS

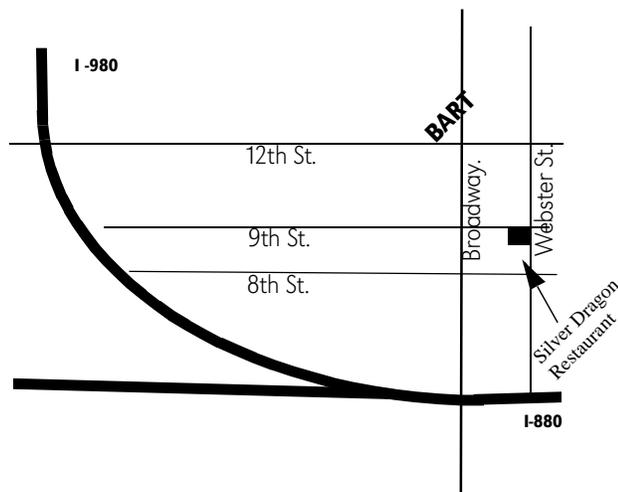
From north of Oakland: Take the I-880 North. Merge onto the I-580 East ramp towards downtown Oakland. Merge onto I-980 W. Take the 18th street exit towards 14th street. Merge onto Brush St. Turn left onto 17th St. Turn right onto San Pablo Ave. Turn slight right onto City Hall Plaza. Turn left onto 14th St/International Dr. Turn right onto Webster St. and proceed to 8th & Webster.

From south of Oakland: Take I-880 north from San Jose through Oakland. Take the Oak Street exit towards Lakeside Dr. Turn right onto Oak St. Turn left onto 8th St. Turn right onto Harrison St. Turn left onto 10th St. Turn left onto Webster St.

From San Francisco: Take the Bay Bridge towards Oakland (I-80 East). At the end of the bridge, take the I-580 East ramp towards downtown Oakland (CA-24)/Hayward-Stockton. Merge onto I-580 E. Take I-980 West ramp towards downtown Oakland. Merge onto I-980 W. Take the 18th street exit towards 14th street. Merge onto Brush St. Turn left onto 17th St. Turn right onto San Pablo Ave. Turn slight right onto City Hall Plaza. Turn left onto 14th St/International Dr. Turn right onto Webster St.

From far East Bay: Take Highway 24 west through Caldecott Tunnel. Highway 24 west becomes I-980 west. Take the 18th street exit towards 14th street. Merge onto Brush St. Turn left onto 17th St. Turn right onto San Pablo Ave. Turn slight right onto City Hall Plaza. Turn left onto 14th St/International Dr. Turn right onto Webster St. and proceed to 8th & Webster.

EAST



Join us in our New Meeting Location in Oakland

By BART: Exit the 12th Street Oakland station. Walk south for two blocks, to Webster St. Turn right and walk west to 835 Webster St.