Thanks to all who contributed to this issue of the Newsletter. The Newsletter is an occasional publication of the Music OCLC Users Group. Editor: Linda Barnhart, Catalog Department C-075-K, Central University Library, University of California, San Diego, La Jolla, CA 92093. Communications concerning the contents of the Newsletter should be addressed to the editor. Correspondence on subscription or membership should be forwarded to Candice Feldt, Music Cataloger, Wessell Library, Tufts University, Medford, MA 02155. (Dues: $5.00 for individual members, $10.00 for institutional members, $15.00 outside the U.S.; back issues nos. 21–34 are available from the Treasurer for $4.00 per copy).

FROM THE CHAIR

It’s with much pleasure that I send greetings as the new MOUG Chair. I also feel fortunate to welcome the other new members of the Executive Board: Linda Barnhart (Secretary/Newsletter Editor), Candice Feldt (Treasurer), and Laura Snyder (Continuing Education Coordinator). Tim Robson will remain on the Board for one additional year as Past Chair and Joan Schuitema will continue as OCLC liaison to MOUG. The addresses of each of these individuals are found elsewhere in this issue. MOUG is particularly grateful for the numerous accomplishments of the immediate past officers, including Ann McCollough, Pam Juengling, and Dean Corwin. While I’m thanking people, I must not overlook the efforts of Sue Stancu and Dan Kinney for joining me in my previous capacity as Vice Chair/Chair Elect in preparing a slate of
new officers; thanks to all you who agreed to run and those who took the time to vote. In addition, Dawn Thistle and Jack Knapp deserve special applause for their herculean contributions in proposing the new MOUG Bylaws, approved through mail ballot and reprinted in this issue.

As you know, MOUG is now over ten years old! In its early years, most of MOUG’s attention was focused on the OCLC cataloging system, MARC tagging questions, the implementation of AACR2, and cataloging in general. MOUG continues to support a variety of cataloging projects, particularly with its NACO-Music Project, a joint effort among MOUG, OCLC, and the Library of Congress to contribute authority records to LC’s authority file. In recent years, however, just as OCLC diversified its line of products and services (for example, EASI Reference Database, Search CD450, Acquisitions and Serials Control, etc.), MOUG has reached out to other music users of OCLC in its programming. In other words, MOUG is not "just for catalogers." Reference and public service music users are particularly encouraged to become involved. In an effort to increase its visibility and to attempt to reach new members, MOUG is planning to have a table-top exhibit at ALA in New Orleans this summer. If any of you who are planning to attend ALA are interested in helping staff this table, I’d appreciate hearing from you.

The Moug Executive Board is currently considering the place and time for the next annual meeting, and there are a number of options. In 1989, the Music Library Association will be meeting in Cleveland. One possibility is for MOUG to meet with MLA. If we go with this option, MOUG could meet either immediately before the MLA sessions, overlapping the MLA Pre-Conference. It would also be possible for us to meet after MLA, possibly having the MOUG business meeting and plenary sessions on the Sunday following MLA, with the possibility of an optional bus tour to OCLC headquarters, located 2-1/2 hours away (in good weather!) in Dublin, Ohio, on Monday. There we would have the chance to meet with the OCLC staff and see first-hand their products and services. The other major option would be not to meet with MLA at all, but to meet at OCLC in Dublin at another time, possibly in May, 1989. There are numerous advantages and drawbacks to each of these possibilities and, if you have any preferences, I would very much appreciate hearing from you as soon as possible.

Once again, I thank all of you for your confidence in electing me. Now, it’s up to me to earn it!

Don Hixon
MOUG EXECUTIVE BOARD: 1988-89

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Joan Schuitema
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Dublin, OH 43017-0702

* * * * * * * *

MUSIC OCLC USERS GROUP

MISSION STATEMENT

The mission of the Music OCLC Users Group (MOUG) is to identify and provide an official means of communication and assistance for those users of the products and services of the Online Computer Library Center, Inc. (OCLC) concerned with music materials in any area of library service, in pursuit of quality music coverage in these products and services.
FINANCIAL REPORT

Balance in checking account at end of 4th quarter 1987  $6,802.58

INCOME

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<tr>
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Total 1st Quarter Income $4,358.30

EXPENSES

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</table>

Total 1st Quarter Expenses $3,373.27

Balance in checking accounts at end of 1st quarter 1988 $7,787.61

*There will be more annual meeting telephone expenses in the second quarter

232 Personal Members

287 Institutional Members
(including International)
FROM THE EDITOR

This issue of the MOUG Newsletter begins the coverage of the annual meeting held in Minneapolis February 8-9, 1988. Included are reports from Joan Schuitema and Jay Weitz of OCLC, Michael Fling’s summary of the small group session on "Reference Use of OCLC," minutes of the annual Business Meeting, Candy Feldt’s summary of the "Future Goals and Objectives of MOUG" session, and the complete text of Donna Webb’s fine presentation in the opening plenary session, "Writing Usable Users Manuals." I would like to thank the contributors to this issue for their thoughtful and timely work. Reports on the annual meeting will continue in the next issue of the Newsletter. For those who are interested, the editor has available cassette tapes recorded at the plenary and business sessions; please contact me if you wish to borrow any or all of them.

Also in this issue you will find reprinted the complete Bylaws as they were approved by the membership by mail ballot this past Fall.

As always, the editor welcomes suggestions and written articles from the membership for the Newsletter. Please contact me at the address given previously. I thank you for your confidence in me by electing me to this office, and look forward to the work of the next two years.

Linda Barnhart

WHAT'S NEW AT OCLC?

Cataloging Subsystem:
- CAT CD450 (OCLC’s microcomputer-based cataloging system) to be available 1988.
- LC subject authority files were loaded in December 1987.
- OCLC raised the limit of authority records which could be retrieved from 256 to 600.
- LC minimal-level cataloging records (books) were loaded in December 1987. OCLC will load LC minimal-level records for music upon receipt.
- Version 4 of the OCLC Cataloging Micro Enhancer Software to be available April 1988.

Retrospective Conversion:
- Searching by Music Publisher Number is now possible using MICROCON and TAPECON.
- A new service, MICROCON PRO, allows libraries to send their shelflist cards to OCLC, where trained staff enters the data on floppy diskettes using MICROCON software. Data is then matched to the OLCU.
- Blackwell North America’s Authority Control is now offered by OCLC’s contract retrospective conversion services.

A new brochure, Retrospective Conversion Guidelines for Libraries, is now available. Contact you Network Office or OCLC for copies.

Communications & Access:
- Version 5 of the Terminal Software to be available April 1988.
- Communications & Access Planning Guide introducing
OCLC's new workstations and terminals and assisting users in workstation and terminal planning and selection, is now available. Contact your Network Office or OCLC for copies.

Reference Services:
- Search CD450, OCLC's compact disc reference service now offers the following series: education, agriculture, science and technology. Each series includes one or more unique OLUC databases.
- EASI Reference Service: The second annual reload is now available for subject searching on BRS. The EASI Reference file contains the most recent 1,000,000 records (including scores and sound recordings) in the OLUC.

New Online System:
The services to be available through the New Online System will be offered through a series of four releases. Release 1, scheduled for implementation in 1989, will provide users with:
- Improved Searching and Editing Capabilities
- Cataloging Services Reimplementation
- Name and Subject Authority Files
- New Systems Reference Service

Enhancements in these areas include:
- A browsable title index
- The ability to "and" existing derived keys
- Full screen editing
- Windowing
- Use of constant data in workforms

- Export of bibliographic records in OCLC-MARC format to local systems

Parallel to the New Online System project will be the introduction of OCLC's New Systems Reference Service. The new reference service will provide improved and expanded access in search-only mode to the OLUC and will be updated on a weekly or more frequent basis. Searching capabilities will include:
- Subject searching
- Keyword searching
- Single-word and phrase searching
- Boolean operators
- Controlled vocabulary
- Range searching

Linked Systems Project:
I reported at the meeting that online contribution of authority records via the record transfer component of LSP was to begin in March. I am pleased to announce that Indiana University, the first OCLC NACO participant, contributed their first records on March 4 using OCLC terminals. See OCLC authority records [no88000005- [no88000012.

Conclusion:
As you can tell from the above lists, we've been busy here at OCLC. Many system enhancements being implemented should prove beneficial to our music users. Likewise, new products such as CAT CD450 and Search CD450, have potential for music library applications. It was exciting to see the interest so many of you expressed in these new products while at the OCLC.
booth. I encourage you to send any comments and/or suggestions about them to my attention. With your help, who knows what announcements I may be able to make at next year's meeting!

Joan Schuitema

MORE NEWS FROM OCLC

Minneapolis may have been cold, but at least the snow already on the ground didn't pile up very much more during the course of the MOUG meeting. Minnesota hospitality helped take the edge off of the chill.

In place of a more formal report on the small-group session "Quality Control in the OLUC" which I led, I have instead sorted the questions into a few main areas and answered some of them again, in more detail (and maybe more clearly, as well), for the benefit of all.

In dealing with multiple-screen fields, users are referred to the newly-revised Cataloging: User Manual, 2nd ed., pages 3:16-3:17 for details. When only a small amount of information pours over onto a second screen, that overflow may be retyped onto the screen containing the bulk of the text, allowing the entire long field to be manipulated from a single screen. Alternatively, a long field can be divided into two shorter fields, each with its own start-of-message line number, tag, indicators, and field terminator. Each can then be manipulated as a separate field.

Printing dates, copyright dates, and reissues constitute a perennial problem in the music formats. Some of the problems with sound recording dates were addressed in my MOUG newsletter column of Issue No. 28 (December 1985), page 7. One that arises more and more often nowadays is the compact disc (CD) which has only a phonogram copyright date that obviously predates the availability of the CD recording format (October 1982 in Japan, February 1983 in Europe, and March 1983 in the U.S.). If you have reason to suspect that this copyright date on a recording does not correspond to the actual date of issue, formulate a more accurate set of dates by applying AACR2 1.4F2, 1.4F5, 1.4F6, 1.4F7, and their LC Rule Interpretations.

For scores, remember that copyright renewal dates for works first copyrighted before 1978 are to be ignored. LC Rule Interpretation 1.4F6 may be particularly helpful when a score's copyright, publication, and manufacture or printing dates reflect discrepancies.

Reporting of duplicates was a third focus of questions. Duplicates in any format may be reported, although it is requested that duplicates in different formats be reported on separate forms. Certain kinds of duplicate records are allowable. A nontextual serial (for instance, a serial...
score or recording) may be cataloged either on the serial workflow or on the workflow of the appropriate type of material; these are not considered duplicates. Records for multipart items and records for the individual parts may co-exist in the OLUC. This includes the option allowed in 6.1G of cataloging a recording as a unit or cataloging its separately-titled parts separately; these are not duplicates. Likewise, separate records for scores, parts, and score/part combinations are not duplicates. In cases where proof is needed to back up assertions that records are duplicates, it should be attached to the duplicate form.

Authority file duplicates and errors are reported on the Authority File change request form. Now that Subject Authority records are accessible, remember that name and subject authority records may co-exist for the same heading; they should not be reported as duplicates. If, however, conflicts exist between the forms of two such headings, that fact should be reported.

In OCLC news, the fourth round of Enhance is well under way. In the end, Online Data Quality Control Section (ODQCS) received 78 applications in five bibliographic formats (books, AV, MRDF, scores, and sound recordings). As of mid-March, we are still evaluating the applications and hope to be able to announce the new set of Enhance libraries later on in the Spring.

Because of the week away from my desk while in Minneapolis and a number of other work-related distractions in recent months and weeks, I have a slight backlog of duplicate record reports to work my way through. So if you have submitted any such reports recently which have not been acted upon, rest assured that they await action in the pile on my desk. Keep them coming.

Jay Weitz
Quality Control Librarian
Online Data Quality Control
Marketing & User Services Division

NOW AVAILABLE!

The 2nd, completely revised edition of The Best of MOUG is now available. It contains authority lists, current to March 1, 1988, for Bach, Handel, Haydn, Mozart, Schubert, and Vivaldi (instrumental works). It is a great bargain at $5.00, but all orders must be prepaid and the checks made out to the Music OCLC Users Group. To order your copy, contact:

Ann McCollough
Sibley Music Library
Eastman School of Music
26 Gibbs Street
Rochester, NY 14604
REFERENCE USE OF OCLC

The small discussion group for reference uses of OCLC was moderated by Michael Fling, librarian for collection development and management at the Indiana University Music Library. Fling initiated the discussion with a description of the Indiana University Library's recent implementation of campus-wide end-user access to the OCLC Online Union Catalog. In October 1987, agreements between OCLC, the IU Library, and the University's Academic Computing Services resulted in the availability of the OLUC for searching through the campus computer network. A number of other library services have been available to local microcomputer users for more than a year, including book renewal and delivery, article photocopy service, interlibrary loan and reference requests, and new acquisitions and directory information. Access to the OCLC database is the latest of these services. Simply by selecting "OCLC" from the library services menu, hundreds of Indiana faculty and staff, and potentially thousands of students with micros and modems can be logged directly onto the OCLC database for searching purposes. This trial licensing agreement with OCLC is believed to be unique. Although not user-friendly (no help screens are now available for users who are not familiar with OCLC search-key structures), log-on statistics gathered by the Library indicate that campus users are frequent searchers of the database. During October-December 1987, more than 2100 separate log-ons by remote users were recorded. Of thirty-three academic departments whose faculty and staff searched OCLC during that period, those associated with the School of Music ranked as the second most frequent users.

Other topics discussed included "OCLC EASI Reference," which makes OCLC records input in recent years available for keyword and Boolean searching via BRS. No member of the group reported finding this particularly useful for music topics. The need for retrospective searches for music and humanities materials was cited as the probable reason.

The OCLC Name-Address Directory came in for some criticism for its lack of authority control and timely update of address and telephone information. Fling observed that the entry for MOUG, for example, gives an address more than two years old, and now twice removed from its original accuracy. Of more than sixty entries beginning with "Music," half were entered or last revised before 1984.

About fifteen conference attendees participated in the discussion.

Michael Fling
Indiana University
MINUTES OF THE MOUG BUSINESS MEETING, FEBRUARY 9, 1988, MINNEAPOLIS, MINNESOTA

1. Opening remarks and introduction (Robson)

Robson introduced the Executive Board. He thanked Corwin and the various speakers for this year’s program. Special thanks were issued to OCLC for exhibiting at MLA for the first time in several years. Robson urged everyone to visit the OCLC booth.

2. Approval of minutes, 1987 Annual Business Meeting, Eugene, Oregon (McCollough)

The minutes of the 1987 Business meeting were published in Newsletter No. 32. They were approved as written.

3. Executive Board Reports.

a. Chairperson (Robson). A final version of the MOUG mission statement was approved by the Executive Board on 2/8/88. This is a brief, concise statement which is the cornerstone for the direction in which the organization is headed. [Reprinted on p. 3 of this Newsletter--Ed.]

A draft of an informational flyer will be distributed.

MOUG is planning to exhibit at ALA in New Orleans this summer. Anyone planning to attend should consider helping to man the exhibit although it is not necessary to have someone there all of the time.

Glyn Evans, Vice Chancellor for Library Services, State University of New York, is MOUG delegate to the OCLC Users’ Council. This is the group’s channel into the governing body at OCLC. MOUG’s concerns may be carried to OCLC through Mr. Evans.

MOUG received a request from the organizers of a conference in Hiroshima in conjunction with IAML for a speaker or participant. This will be referred to OCLC’s Asia/Pacific Division. The Executive Board will discuss whether to be a sponsor.

b. Vice-Chair/Chair-Elect (Hixon)

Hixon thanked the Nominations Committee: Sue Stancu, Dan Kinney, and himself. The new officers will begin their terms following this meeting. Election results were as follows:

Secretary/Newsletter Editor: Linda Barnhart, UCSD
Treasurer: Candice Feldt, Tufts (3 year term)
Continuing Education Coordinator: Laura Snyder, Oberlin

c. Secretary/Newsletter Editor (McCollough)

McCollough reported that there had been three Newsletters issued. Best of MOUG sales were so spectacular that the Board approved a new,
completely revised edition at the same low price. Suggestions for additional entries in this should be forwarded to McCollough.

d. Treasurer (Juengling)

Juengling reported that the balance in the treasury is $6,802.58. Although this may seem unusually large, she reminded the membership that this amount helps to underwrite the cost of special projects such as NACO funding. There are approximately 500 paid members: 287 institutional and 232 personal.

She again urged members to tell their institutions to subscribe through a vendor such as Ebsco or Faxon and reminded everyone that the Newsletter is an irregular publication.

e. Continuing Education Coordinator (Corwin)

There are 85 registrants for the meeting. Corwin thanked the Program Committee: Jennifer Bowen (Detroit Public Library), Alan Gregory (University of North Carolina, Chapel Hill), and Karl van Ausdal (Appalachian State University). He reminded everyone to fill out the evaluation forms in the packet.

4. Committee Reports

a. Online Audiovisual Catalogers liaison (Lowell Ashley)

b. NACO Music (Robson)

Ralph Papakhian (Indiana University) is now coordinator, replacing Rick Jones. He is negotiating with LC for training. The MOUG Executive Board approved a proposal for handling the operation of the project and also approved funding of a portion of the expenses for sending Joan Swanekamp (Eastman School of Music) and Papakhian to LC for training.

c. Ad Hoc Bylaws Revision Committee (Hixon)

Hixon thanked the Bylaws Revision Committee: Dawn Thistle (Holy Cross), Jack Knapp (Oberlin), and himself. He gave some background of the revision and reported that the proposal had passed. A copy of the Bylaws was handed out with registration materials. [The revised Bylaws are also printed in this Newsletter--Ed.]

5. Other Business

a. Approval of MOUG dues structure.

Robson reminded the membership that a new dues structure can be approved at the annual meeting. The Board has decided to retain the same dues structure for 1989, but will reconsider it for 1990.

Ann McCollough
Sibley Music Library
FUTURE GOALS AND OBJECTIVES OF MOUG

How we as MOUG members see the group progressing was the topic of a session led by Tim Robson, Past Chair of MOUG, directly following the business meeting on Tuesday, February 9th.

MOUG's mission is spelled out along with a brief history of the organization on a draft flier which Tim distributed to the group. [The final version of this flier will be mailed with the next Newsletter.--Ed.] Briefly, the Music OCLC Users Group was established in 1977 as an outgrowth of a task force formed by OCLC to deal with their problems associated with implementing the MARC music formats for scores and sound recordings. We were primarily concerned with and focused on cataloging at first, even though some sessions at annual meetings were devoted to reference use of OCLC. As OCLC has diversified its products and services, so now must MOUG move beyond its focus on music catalogers. This session was designed to look at MOUG's goals to see how we can act to fulfill them.

Our first goal is communication:
1. With OCLC, through advisory committees, OCLC Users' Council liaison, and through lobbying regarding our needs as users to OCLC management.

2. Among music users, through the MOUG Newsletter, annual meetings and promotional materials (such as the flier referred to above).
3. With other library and bibliographic organizations, through joint meetings, liaisons to organizations, shared newsletters.
4. With library educators, through promotional and educational material, and scholarships.

The second goal is user education. This could be achieved through:

1. Cataloging and tagging training and support--with the New Online System, we have new opportunities to play a role in this.
2. Annual meetings and workshops.
3. Publications such as The Best of MOUG.
4. Financial support for research projects.

Our third goal is assistance to OCLC in new program and product development. To this end, we might:

1. Assist in identifying new product needs.
2. Assist in the development process through involving our libraries as test sites and our members in serving on new product advisory committees.

Mary Marshall, who heads a new division at OCLC, the Electronic Publishing and Information Delivery Division (EPIDDD), spoke about a new OCLC product, Search CD450.
This microcomputer-based information retrieval system combines search software with bibliographic reference databases on compact disks. It could be an important solution to some of the reference needs of music users. MOUG could provide expertise to OCLC in developing CD-ROM as an affordable alternative means of making some music reference sources not otherwise easily found available to users.

It should perhaps also be said here that MOUG is involved with OCLC and the Library of Congress in the NACO-Music Project (formerly REMUS). MOUG will be funding travel expenses for two project staff members to travel to the training site.

At this point the floor was opened for ideas from the membership. Some members felt that MOUG should be cautious in expenditures. Several members expressed a need to continue reaching out and that catalogers still need to be reached. Perhaps a good idea would be to advertise in other newsletters such as the MLA Newsletter or the OLAC Newsletter, and possibly some ALA publications as well.

One member suggested that MOUG has already accomplished its original goals and should now disband and become an interest group of MLA. He suggested that there is a danger in fragmentation and that MLA has become more receptive to interest groups of late. A number of members responded to this by stating that MOUG still needs to exist, is very effective as it is, and that it might in fact bog down in the MLA bureaucracy. An OCLC representative reminded the group that we are an OCLC users group and that we need to remain an official OCLC group in order to retain our status as a users group within OCLC. Additionally, there are funding issues. Still, we do need to broaden our scope and expand. Also useful would be an official link between MLA and MOUG, possibly an official liaison to MLA.

A suggestion was made that the MOUG Board appoint a powerful committee for reference services. Public service librarians need to know about OCLC’s new products and services. It is generally thought that more education is necessary and that the way to reach non-music specialists is through contact with ALA.

Candice Feldt
Tufts University

A WORD FROM THE CONTINUING EDUCATION COORDINATOR

Although it seems as though I just returned from Minneapolis, my thoughts are already turning to plans for next year’s MOUG meeting. If there is a topic that you would like to see on the program of a future meeting, now would be an excellent time to let me know about it. Please send any suggestions to: Laura Snyder
Conservatory Library
Oberlin College
Oberlin, Ohio 44074
WRITING USABLE USERS MANUALS

Good, usable documentation is invaluable to the success of your online systems. However, getting good, usable documentation is sometimes impossible. And, writing good, usable documentation sometimes seems impossible. But, if you do your homework, plan ahead and carefully, and follow a few simple guidelines, believe me the pain will go away and you too can be a successful technical writer.

Technical writing uses many of the same techniques and skills used to write any research paper, article, or book but requires a different attitude and approach. User documentation must focus on the users, helping them to overcome their apprehension and resistance to the new and the strange. It should build their confidence in their ability to use the system easily and efficiently by providing them with easy to follow instructions.

When writing a manual you must naturally follow rules of sound writing: good sentence structure, noun/verb agreement, proper spelling, and punctuation. Some of the other rules of writing that were pounded in to you throughout your education, however, must be put aside. Forget about vocabulary variety, formal language, complex and compound sentences, and conclusions. A thorough, technically correct, grammatically perfect, and well designed manual still has little value if the readers get lost in the text.

Before you can begin to put word to paper (or into your word processor), you must do your homework. As with any other form of writing, for the product to be of value and for the process to be as pain free as possible, you must thoroughly understand your topic. When writing systems manuals you need to be aware of the system’s objectives, its capabilities, its input forms and methods, its operations, its method of output, and its overall effects. In addition, you must understand what the system cannot do.

If you’re lucky enough to be involved during the systems developmental stages, you’re a step ahead on getting this information. But even for an already developed system, there are sources. If you have access, your very best sources of information are the programmers or project director. Try to locate any written information about the system. The developers will have system overviews, flow charts, and functional or program specifications which you may be able to use. The system itself may provide information in the form of help screens, system messages and so on. For systems developed outside your own institution, don’t overlook the possibility of a telephone support service or that another user has written some documentation that they may be willing to share. In addition, documentation written for another, similar
system can give you design and content ideas.

Whether your system was developed in-house or purchased, the best way to understand how the system works is to use it yourself. Try everything, look at all the screens, follow any system prompts, do things right and do things wrong, see what happens when you make an error. Talk to other users both locally and at other sites, usually you'll find them most willing to share information with you, to compare notes on what the system does and doesn't do, how it performs and what you must do to use the system most effectively.

You must also understand and define your audience. The abilities of your reader can range from the novice, such as a new library user or staff member completely unfamiliar with both libraries and computers, to the librarian who is an expert in both areas and all the possible combinations in between. Your best source of information here is, of course, to talk to the intended users and to the people who will be working with or training these users. Once you have determined the nature of your audience, you can determine their needs, what uses will be made of the manual, and the manual's scope.

While you are gathering information you can also be planning the format of your manual. The first decision to make is whether your manual will be a training manual, reference manual, handy guide for quick reference, or some combination of these types.

Training manuals are basically instructional. They assume the user knows nothing about the system and explain it simply and logically, building on the reader's growing understanding. Unlike training manuals, reference manuals are not meant to be read from cover to cover. They contain detailed information about all aspects of the system and its functions arranged so that specific information can be located as quickly and effortlessly as possible. When writing this type of manual, each section should be written to stand alone as though your reader had never read any other section of the manual. Handy guides are usually no more than one or two pages in length and serve as memory aids regarding functions and commands for users who are familiar with the system.

Complex systems may require a series of manuals. For the MSUS/PALS system, which is an integrated system consisting of an online catalog, circulation, interlibrary loan, serials and acquisitions subsystems, our staff concluded we needed three manuals for each unit—a reference manual, a handy guide and a training manual. In addition, reference manuals and handy guides were developed for the systems administration and PC operations.
You’ve collected a lot of information and now you have to organize it. You should select an organizational pattern that meets your needs and those of the user. You could put the information in the order users are likely to need it most often. Or, start with the simpler concepts and go on to the more complex. Manuals can be divided by topics, for example: by commands or tasks or on the basis of the order in which the program will ask for information. Putting ideas or items in the order of importance is suitable for introductions to training manuals or for reference manuals. Most often some combination of organizational patterns such as step-by-step for documenting procedures and analytical for overviews or introductions is used for manual writing.

You should consider the format your manual will take, the manual’s reader, and the intended use of that manual when deciding on your organizational pattern. After you’ve settled on an organizational pattern, you can begin developing a detailed outline for your manual. Good outlines are always valuable when writing. When writing a manual, an outline is especially useful in helping to assure that important details are not neglected.

Just as there are many ways to organize a manual, so are there many writing styles to choose from. Some common styles are: prose, cookbook, numbered, and playscript. Prose is often used; its major drawback is that important information can be lost in the paragraphs. The cookbook method provides a recipe for success with short simple action sentences. The numbered method moves the user step by step through the procedures. Playscript is useful when the instructions are aimed at more than one group of users; different users need only read the instructions that apply to them. Most commonly you will again use a combination of methods. For example, prose for the overviews and summaries and cookbook or numbered style for procedures.

To simplify matters for both yourself and your reader, you should plan conventions and standards you will use as guidelines for writing. Conventions are standardized methods for presenting similar material. For example, when referring to a terminal key, the key name will always be shown in brackets or consistently indicating user entered data in boldface, underlined or capitalized. Keep conventions simple and easy to understand. Your users must understand what the conventions are and what they mean, or they defeat their own purpose.

Standards are guidelines that provide a uniform plan for handling every aspect of the user manual. They should include such things as page layout, method of presentation, and the order of introduction of elements. They should also include standar-
Dized wording to be used as you write; for example, to always say "Type" when you mean to enter information into the system using the keyboard. By standardizing what you say and how you say it, you will simplify your writing and make it easier for the reader to understand. Don’t worry about providing writing variety to stimulate interest, the reader is too busy learning new material to bother with literary style.

You must also plan the manual’s physical form. Which form will serve your needs best: a bound volume, a spiral binder, stapled? When making this decision consider how often you will need to update or revise this manual and where and how the user will use it.

The physical appearance of the page is extremely important to your readers' comprehension. Use headings to help you organize and help the reader find information. Use headings whenever the subject changes but, be careful not to overdo or your manual will look like an outline. As part of your standards you should plan your heading placement and style.

Leave a lot of white space on the page. It’s helpful to the reader to have wide margins, good spacing between chapters and around tables and figures. Breaks created by extra white space make the text easier to read and follow. Line lengths of four to six inches are easiest for the eye to handle.

The color of the paper and ink you select and the type style you use can affect the usefulness of the manual. While some variety in color and type can increase readability, variations should be handled with caution. Too many different elements on a page are distracting. Visual simplicity helps the reader.

Now that you’ve gathered your information and carefully planned and outlined your manual, you’re ready to write. The actual writing of the manual is the easiest part. Starting is the hard part. We usually want to start out just right and have that perfect opening section. Forget it; you’ll start sooner and progress faster if you just go ahead and make a false-start. Once you have something in writing, no matter how good or bad, it’s easier to revise, correct, and continue. The time used to do these revisions or corrections is no more wasted than the time spent procrastinating and thinking about getting started. Write something— it’s a start—and then go from there.

Users manuals should be written in clear simple language. You’ve all seen sentences like "The search strategy for locating an item by title utilizing the online system is to input the search command for title into the system followed by the title of the materials for which your are searching." Good grief, why not just say "To find an item by its title, type TI and the items title."
If a short word or sentence can replace a long one, use it. Watch out for words like utilize, terminate, and initiate. Why use these vague words when words like use, end, and start are clear and to the point. The shortest word for something is usually the best word.

Once you choose a word or spelling, stick to it. If you say "type" one time use it every time, don't change it to "input" or "enter" simply for vocabulary variety, it only serves to confuse the reader. The same word in inconsistent form can also be confusing. For example, online as one word, as two words, and hyphenated. Decide on one form and use it consistently.

Use a conversation style, just as if you were talking directly to the reader in a one on one session. If you would normally use a contraction at a certain point when speaking, use it when writing. Use active voice verbs. Writing with active voice makes for simpler, shorter sentences, defines the responsibility for the action and is generally more interesting. Keep your sentences short, 18 to 25 words, and your paragraphs around 75 words. Don't be afraid to use one-sentence paragraphs for emphasis, but be careful not to use too many or your text becomes choppy. Where practical instead of text, use graphics, bulleted or numbered lists, charts, or tables. These consolidate like information in an easy format and reduce the amount of text a reader must digest.

Avoid jargon or technical terminology whenever possible. This includes both library and computer terminology. As librarians you all know that a "subject" is a very specific thing usually as determined by the Library of Congress, a library patron or new employee without library experience frequently thinks of a subject as any word for the topic they are interested in. You can’t eliminate all such terminology of course, but when you must use these terms be sure to explain or define them the first time they are used and again in a glossary. When necessary repeat the definition in the text. These same rules apply to acronyms and abbreviations.

When making decisions about language, be sure the style is suitable to the audience you are addressing. Using library jargon, for example, is ok when the manual is aimed strictly at trained and experienced librarians.

Remember that old taboo, never end a sentence with a proposition. Of course you may. Granted, prepositions are weak words and tend to cause a sentence to dribble to a close. Still, this may be better than the alternative of a long unnatural sentence. A well known example of this is Churchill’s response when criticized for ending a sentence with a preposition. "This is the type of arrant pedantry up with which I will not put."
Another taboo says you must never begin a sentence with "and", "or", or "but". Why not, these are excellent connectives used by many very good writers. Use of these and other connectives helps the flow of ideas and tells the reader which direction you're going. Use them with care, however, as connectives are useless if they are misused.

Your manual should include an introduction or overview. Here you tell the reader what you are going to cover, in what order, and how, and explain any conventions you will use. Explain the scope of the manual. Assume that the users has a basic knowledge of the area and state this fact and any other assumption you've made in the introduction. This is also the place to explain how to use the manual.

The body of the manual will cover all of the information in the outline you developed. Each section should begin with its own overview. Within the section you may include examples, graphics, step-by-step instructions, and explanations of the systems input and output methods. Examples are important in any manual. They are often the clearest and most concise method of presenting information. Your examples must be of high quality and appropriately placed if they are to serve their purpose however. It's also important to make them stand out from the text by boxing or shading them.

Tables, diagrams, and other graphics are also valuable in helping the reader understand the material being presented. Remember the old saying "One picture is worth a thousand words". This is especially true in users manuals.

Your text should be specific. If there is any doubt that your reader will understand a point, include all the necessary details to explain that point. Warn your reader of any obstacles, such as not using lower case L's for ones or O's for zero. Don't make assumptions about your reader understanding or expertise.

While there is no need to end a section or chapter with a conclusion, it is a good idea to include a review of the important points covered. Don't be afraid of redundancy, use it to the readers advantage. Repetition aids learning.

An important element of your manual is the users aids. These consist of a table of contents, a good, reliable index, and a glossary. The table of contents should show each chapter and the subdivisions within that chapter. This gives users an outline of the information they can expect to find in the manual. Your index should aid the user in easily locating specific pieces of information within the text. Be thorough, try to think as a user not a writer; what terms would you expect to find. And, your index must be accurate; double check those page numbers.
the information they’re looking for really on the pages cited in the index? Finally, a glossary. The glossary should contain a definition for all those terms you have used that the reader MAY find unfamiliar.

So, there you have it, a good draft that meets your purposes but your work isn’t done. You must review and perfect your manual. The first review should be to verify the content of the material. Get help with this process. Ask for review help from the people with the most system expertise. If it’s possible to get the programmer or project director to review the material, all the better. This review should be concerned mainly with technical accuracy. Is all the technical information complete and accurate? Are any graphics that have been used accurate, properly placed and pertinent? Is the writing clear, simple, and uniform?

After the technical content has been reviewed, you will need an editorial review. Again, get help. It is so easy to miss the same error over and over when you are too familiar with the material. The editorial reviews should be looking at grammar, spelling and capitalization, punctuation, and sentence construction. This is the time to verify that the writing has complied with the standards you set. You must also check that figure and table numbers that appear in the text refer the reader to the correct figure or table. Verify that the wording used in the table of contents and lists of figures and tables matches the headings and titles used within the text. Verify the page reference numbers shown on these pages. Remember, even minor changes in the text can cause a change in the page where something appears.

It’s also important to test the manual. One way to do this is to use the manual yourself. See if you can successfully use the system by reading and following your own instructions. Even better is to have someone who is completely unfamiliar with the system read and use the manual. If a novice can read it and not get lost or confused, you can feel more confident that you have succeeded in your purpose. If there are problems, this reader can pinpoint them for you. It’s to your own and your users advantage to use every means you can to assure that the manual is easy to read and understand.

Reviews are critical in developing good, usable manuals. Don’t slack on this step, be thorough, take your time, and get help. After the reviews have been completed, do your rewrite. Make all the corrections of a technical nature the reviewers brought to your attention. Often technical and editorial reviewers will offer suggestions for changes or revisions in wording. Remember, though, yours is the final decision on which
changes should be made in the text.

Once the rewrite is complete and the manual is in final form, the material must be reviewed and edited again. Make sure that all needed changes were made. Confirm that all figures and tables are in the correct place and numbered correctly, that the pages are numbered and assembled in the correct order, and that all the pages are there. Here I speak from sad experience, after all our care and checking our last manual went out with the final index page missing. So, check again. Now, hopefully, everything is perfect, right? You’re ready for printing and distribution.

Writing a good usable manual is a big job but it need not be overwhelming. Simply take it one step at a time. Get to know your system. Define your audience and remember who they are and focus on them. Plan the organization and structure of your manual carefully including setting standards. Be consistent in your format, in your approach, and in your terminology. Be brief, don’t overwhelm the reader with information that is not necessary to the task at hand—learning to use the system. Remember, your aim is to teach the users what they need to know about the system, not show them how much you know. And, most important of all, edit, edit, edit.

SUGGESTED RESOURCES


Donna R. Webb
MSUS/PALS

RETROSPECTIVE CONVERSION

Those MOUG members planning to attend the American Library Association Conference this summer in New Orleans might be interested in the LITA/RTSD program to be held on Sunday, July 10, 1988 from 9:30 a.m.-12:30 p.m. entitled "Retrospective Conversion of Non-Book Materials." Speakers include Ruth Tucker ("Music retrospective conversion at UC Berkeley"), Verna Urbanski ("Considerations in the retrospective conversion of audio-visual materials"), and James Mouw and Anne Weller ("Alternative sources of serial records"). Check the ALA program for location and further details.
MUSIC OCLC USERS GROUP
Application for New Members

Personal membership is $5.00; institutional membership is $10.00 ($15.00 outside the U.S.). Membership includes subscription to the Newsletter. New members receive all Newsletters for the year, and any mailings from date of membership through December (issues are mailed on receipt of dues payment). Personal members please prefer home address. Institutional members, please note four line, twenty-four character per line limit.

NAME: ____________________________________________

MAILING ADDRESS: ____________________________________________

_________________________________________________________________

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_________________________________________________________________

_________________________________________________________________

TELEPHONE: (____) ___________________________ Ext. ______

NETWORK: ____________________________________________

INSTITUTIONAL AFFILIATION: ____________________________________________

_________________________________________________________________

BILLING ADDRESS: ____________________________________________

_________________________________________________________________

_________________________________________________________________

Check one:  

_____ Enclosed is a check for membership dues:

_____ $5.00 Personal  ____ $10.00 Institutional

_____ $15.00 Institutional (Outside U.S.)

_____ Please bill (Institutions only)

Are you presently a member of the Music Library Association?

_____ Yes  _____ No

Please complete this form, enclose check payable to MUSIC OCLC USERS GROUP, and mail to:

Candice Feldt  
Treasurer, Music OCLC Users Group  
Wessell Library  
Tufts University  
Medford, MA 02155
Music OCLC Users Group
Bylaws
Revised January 1988

ARTICLE I. NAME.
The name of this organization shall be the MUSIC OCLC USERS GROUP, hereafter referred to as the Group.

ARTICLE II. OBJECTIVES.

SECTION 1. To establish and maintain the representation of a large and specific group of individuals and institutions having a professional interest in, and whose needs encompass, all OCLC systems and subsystems and their impact on music libraries, music materials, and music users.

SECTION 2. To encourage and facilitate the exchange of information:
   a) between OCLC and the members of the Group;
   b) between OCLC and the profession of music librarianship in general;
   c) between members of the Group and appropriate representatives of the Library of Congress; and
   d) between members of the Group and similar users' organizations.

SECTION 3. To promote and maintain the highest standards of system usage, and to provide for continuing user education that the membership may achieve those standards.

SECTION 4. To provide a vehicle for communication among and with the members of the Group.

SECTION 5. The Group is a non-stock, non-profit association, organized and operated exclusively for said purposes. No part of the net earnings shall inure to the benefit of any individual. No officer, member, or delegate of a member shall, as such, receive compensation except that reasonable compensation may be paid for services of employees of the Group.

ARTICLE III. MEMBERSHIP

SECTION 1. Membership in the Group shall be open to all individuals and institutions interested in the stated objectives of the Group.

SECTION 2. The annual dues shall be set by the Executive Board, subject to approval by the membership at the annual meeting. The Treasurer shall bill members in the last month of the fiscal year, and notify members three months in arrears. Those whose dues are not paid within ninety days thereafter shall be automatically removed from the membership list of the Group.

ARTICLE IV. OFFICERS

SECTION 1. The officers of the Group shall be:
   1) a Chair;
   2) a Vice Chair/Chair Elect or Past Chair;
   3) a Secretary/Newsletter Editor;
   4) a Treasurer; and
5) a Continuing Education Coordinator. These officers shall constitute the Executive Board.

SECTION 2. Nominating Procedures. Candidates for office shall be presented to the membership for election by a slate issued by the Nominating Committee. The Committee shall be comprised as specified in Article VII, Section 2. Candidates for office must be members of the Group and must file an acceptance of the nomination with the Committee.

SECTION 3. Election Procedures. Officers shall be elected by a plurality of the ballots cast by the membership. Ballots shall be distributed no less than two months before the meeting and shall be returned by the voting members to the Nominating Committee no later than the date specified on the ballot. A majority vote of the voting members of the Executive Board shall resolve a tied vote.

SECTION 4. Terms of office. The term of office of the Chair shall be two years as Chair and one year each as Vice Chair/Chair-Elect and Past Chair. An incumbent shall not succeed him/herself. The offices of Secretary/Newsletter Editor, Treasurer, and Continuing Education Coordinator shall be two years. In incumbent in these offices may succeed him/herself. In order to assure a measure of continuity within the Executive Board, a call for the nomination and election of two of the four offices (Vice-Chair/Chair-Elect, Secretary/Newsletter Editor, Treasurer, and Continuing Education Coordinator) shall occur each year, with the remaining two offices to be nominated and elected on the alternate years. In the event of the resignation, incapacitation or removal of any of the officers, the remaining officers shall select a replacement until the next election. The officers shall serve until the adjournment of the final session of the meeting at which the names of their successors are made public.

SECTION 5. Duties of the officers. The officers shall perform the duties prescribed by these Bylaws and by the parliamentary authority adopted by the Group.

1) Chair. The Chair shall act as chief executive officer with general supervision and control of the affairs of the Group. The Chair shall also serve as a member ex officio of all committees except the Nominations Committee, and shall act as ex officio liaison to OCLC and other appropriate affiliations as indicated. In addition, the Chair shall serve as Past Chair, as a non-voting, advisory member of the Executive Board, for a period of one year following the two-year term of office.

2) Vice-Chair/Chair-Elect. The Vice-Chair/Chair-Elect shall act as Chief Executive Officer in the event of the inability of the Chair to serve. The Vice-Chair/Chair-Elect shall also assist with general supervision and control of the affairs of the Group at the discretion of the Chair.

3) Secretary/Newsletter Editor. The Secretary/Newsletter Editor shall record the minutes of the annual business meeting and the sessions of the Executive Board. In addition, the Secretary/Newsletter Editor, as editor-in-chief of the principal vehicle for communication to the membership, shall assure publication of the Newsletter at appropriate and timely intervals.

4) Treasurer. The Treasurer shall act as Membership Officer, and shall be responsible for all financial accounts of the Group and for maintaining
accurate records of income, expenditures, and membership for submission to the Executive Board.

5) Continuing Education Coordinator. The Continuing Education Coordinator shall act as Program Chair for the annual meeting and shall be responsible for the planning and proposal of such means of continuing education of the membership as are indicated.

ARTICLE V. EXECUTIVE BOARD.

SECTION 1. The Executive Board, comprised of the elected officers, shall:
1) have general supervision of the affairs of the Group;
2) act in the name of the Group between the annual meetings of the Group;
3) fill by appointment any vacancy in office for the unexpired term;
4) provide a report of its activities at the annual meeting;
5) authorize necessary disbursements through checks drawn on the account of the Group and signed by the Treasurer;
6) perform such other duties as are specified in these Bylaws.

SECTION 2. The Executive Board shall meet in council annually, in conjunction with the annual membership meeting, unless otherwise ordered by the Board. Additional meetings may be called by the Chair or upon the written request of three members of the Board. The Chair shall provide advance notice of meetings to the members of the Executive Board.

ARTICLE VI. NETWORK ADVISORY COUNCIL.

SECTION 1. The Network Advisory Council, comprised of one delegate from each of the networks within the OCLC system, shall serve to promote and strengthen communication between the Group and the networks. At the request of the Executive Board, to which the Council is advisory, each network may appoint one delegate.

SECTION 2. The Advisory Council shall meet annually with the Executive Board.

ARTICLE VII. COMMITTEES.

SECTION 1. Program Committee. A Program Committee, comprised of three members plus the Continuing Education Coordinator, shall be appointed by the Chair, immediately following the annual membership meeting. It shall be the purpose of this committee, under the direction of the Continuing Education Coordinator, to prepare in detail the program of activities for the forthcoming annual meeting.

SECTION 2. Nominating Committee. The Nominating Committee, comprised of three members, shall be appointed by the Chair no less than six months before the annual meeting. Membership may include one member of the Executive Board, except the Chair. The Chair shall designate one member to serve as Committee Chair. The Committee shall nominate from among the current membership two candidates for each office, and shall mail, receive, and tally ballots and report the election results to the Executive Board and to the membership.
SECTION 3. Such other committees, standing or special, shall be appointed by the Chair, in consultation with the Executive Board, as the membership or the Executive Board may recommend in fulfillment of the objectives of the Group.

ARTICLE VIII. MEETINGS.

SECTION 1. Annual Meeting. An annual membership meeting of the Group shall be held at a time and location to be determined by the Executive Board.

SECTION 2. Business Meeting. A business meeting shall be held during each annual meeting of the Group. The membership in attendance at the business meeting shall constitute a quorum.

SECTION 3. Special Meetings. The Chair may call a special meeting at the request of either the Executive Board or five members of the Group. The purpose of the meeting shall be stated in the call. At such a meeting, no business may be transacted other than that stated in the notification.

ARTICLE IX. PARLIAMENTARY AUTHORITY.

The rules contained in the current edition of Robert's Rules of Order Newly Revised shall govern the Group in all cases to which they are applicable and in which they are not found to be inconsistent with these bylaws and any special rules of order the Group may adopt.

ARTICLE X. AMENDMENT OF BYLAWS.

These Bylaws may be amended in a mail ballot by a two-thirds vote of the membership. Proposed amendments should be submitted in writing and signed by five members.

ARTICLE XI. DISSOLUTION.

Should future exigencies make the dissolution of the Group necessary, the properties of the Group shall be disposed of as deemed fitting by the majority of the membership.

1988 Bylaws Revision Committee
Don Hixon, Chair
David Knapp
Dawn Thistle