

Picking a winner for 2008

Don't forget to return your Article of the Year form



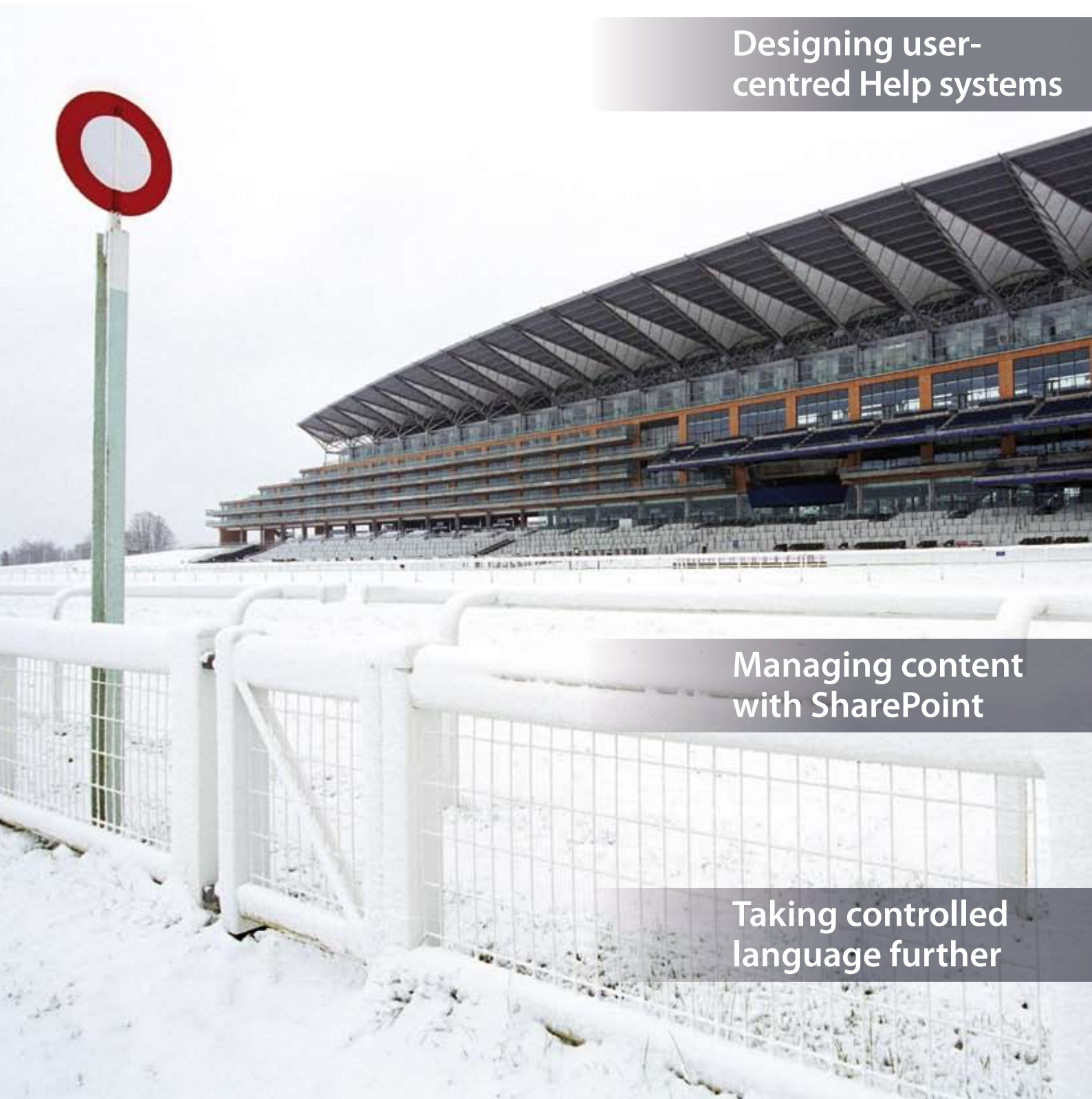
Communicator

The Institute of Scientific and Technical Communicators
Winter 2008

Designing user-
centred Help systems

Managing content
with SharePoint

Taking controlled
language further



Horace Hockley Award 2008

This year's award was made to a man who really needs no introduction. As soon as his name was put forward, Council members were nodding their heads enthusiastically. He is Matthew Ellison, one of the UK's foremost experts on user assistance.

Readers of *Communicator* will know Matthew from his frequent articles on the tools and techniques that should be in the UA professional's armoury. On pages 26–29 of this issue, he examines the principles involved in user-centred design for context-sensitive Help.

Matthew speaks at events around the world, including the ISTC's national conference and local meetings. He gave the keynote speech at Eastwood Hall in September 2008, holding his audience rapt with an energetic presentation of the cycles in Help development during his career (illustrated by a photographic history of bicycles since the 1960s).

He also organises an event of his own, the UA Conference—Europe. We carried a report from Bill Stevens, a regular delegate, on last year's event on pages 40–42 of our Spring 2008 issue.

Matthew's impartiality makes his articles and presentations all the more valuable: he is a certified instructor for Adobe products, MadCap Flare and WebWorks ePublisher Pro. He also lectures at Portsmouth University for its



MA Technical Communication course.

As if all this weren't enough, anyone who has met Matthew can tell you that he's a charming person too. All in all, he is a popular and thoroughly deserving winner of the Horace Hockley Award. **C**

Marian Newell FISTC

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Book reviews

We are still not carrying the number of book reviews that I would like to see in ISTC publications. I hope to increase the number in 2009 by various means.

Books to review

This year, more titles have been suggested by members in discussion groups than supplied by publishers. Next year, I intend to encourage more from both sources. Whenever you read a book related to any aspect of technical communication that you believe to have merit, please e-mail me with details.

Volunteer reviewers

New reviewers offered their services during the year and supplied useful and interesting copy. More are always welcome! Please e-mail me with details of your areas of interest and expertise.

Forums for reviews

In addition to the regular book review slot in *Communicator* (with an occasional book review special) we feature book reviews in *InfoPlus+*. These have the advantage of a wider circulation. I would like to increase the number of reviews in *InfoPlus+* next year, if we can achieve a sufficient supply of titles and reviewers.

Contacts

If you have contacts at a publisher or in any forum where books are announced, please pass details to me, or my e-mail address to them, so that the ISTC is included when relevant titles are publicised. **C**

Linda Robins FISTC

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Mike Austin Award 2008

I would like to thank the ISTC Council for presenting me with this award at Conference. I had no idea it was coming, although I caught on fast when our President announced that the award was being made this year and I, a Council member myself, knew nothing about it! My thanks, too, to everyone at the gala dinner for their warm congratulations.

As many of you know, some of my ISTC activities are paid and others are voluntary. All have increased my knowledge and skills, providing valuable professional development and introducing me to some lovely people. It's been an honour and a pleasure.

Call for papers

ISTC Conference 2009

Nottingham, 22-24 September

The ISTC Conference will be re-named and re-launched in January to support the event's key goal of being the largest annual conference and exhibition in the UK that addresses the needs of technical communicators, their managers and clients.

Please send all enquiries to istc@istc.org.uk

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