



Boston Broadside

The Boston Chapter Newsletter

September 2007

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From the Boston Chapter President

by Steve Greffenius
STC-Boston Chapter President



I studied politics way back in graduate school. Lane Davis taught an introductory course on government and politics, and I served as his teaching assistant. During

one of his lectures he said, "You don't know how permeable the political parties are. If you want to get active, they need you. You can make a contribution very quickly." Well, those observations ran counter to my impressions and expectations. The major political parties seemed closed and distant, hard to get involved

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When Free Becomes Priceless

Open-source Content Management Systems for Multi-Lingual Websites

By Jana Bily
STC-Boston Chapter International SIG Leader

According to Byte Level Research, by 2010, 79% of all Internet users will be non-English speakers. Many companies have already recognized this fact and offer their websites in multiple languages. For others, website localization will soon be an important and necessary task to undertake. Successful website localization depends on a well-fitting site architecture, optimal content management system (CMS), and an efficient localization workflow.

Content Management Systems

Website localization starts with designing an efficient web architecture that can easily hold and manage the website's content in multiple languages. In the recent years, Content Management Systems (CMS) have gained on popularity as organized repositories of information. CMS range from very simple to very complex data storage media and their infrastructures allow for creation, modification, archiving and removal of information resources. Not all of them, however, are localization-ready and support foreign languages.

Selecting the right CMS from the hundreds that are available on the market can be a daunting task. For example, CMS Matrix (www.cmsmatrix.org), a community service to everyone interested in looking for a means to manage web site content and a member of the Compare Stuff Network, lists 791 of them!

For small organizations, it is not practical or affordable to deploy large CMS such as Vignette or Documentum and they rely on simple, open-source systems. Luckily there is a plethora of them available -- Joomla!, Drupal, BitWeaver, XOOPS, Typo3 to name just a very few.

Some of the open-source CMS have built-in functionality to manage multilingual content. For professional multi-lingual websites, this is a minimum requirement. If your website content is relatively simple in terms of formatting (it contains embedded tags) and linguistics, will remain quite stable, and you only plan for limited content updates, then an "out-of-the-box" CMS is for you. However, usually they have only limited functionality whereas they provide a web-based editor allowing you to translate your content online. Soon you may find that this is insufficient.

If your source content format is fairly rich, the subject linguistically elaborate, or the updates frequent, you may need a more robust multilingual translation solution. Your CMS will store the multilingual content but you will need a more elaborate environment and methodology to create and maintain the translated content.

A good solution is to use the CMS in conjunction with the translation memory and automated connectors.

Open Source, Page 2

with. Plus, you had to pay your dues with endless envelope stuffing.

As I got older I learned that any organization that relies on volunteers is permeable. If it's healthy and active, it needs new people all the time. In a business corporation, a law firm or an educational institution, you usually find a lot of people on the ladder ahead of you. In a professional association, you can quickly do important work that makes a clear difference. The need for new people is ever present and you get responsibility fast.

Of course, STC Boston is a professional association that relies on volunteers. I and all the other chapter leaders are chronically conscious of all the beneficial, even necessary, activities we don't launch because time is so limited. In response, we can't invent an Einsteinian time expander. The best we can do is persuade you to become incrementally more active than you have been.

Volunteering generously boosts the chapter and aids your fellow technical communicators. No matter how group oriented you are, though, you can be altogether selfish in calculations about how to use your time. Getting active creates opportunities for leadership, networking, and professional growth that are hard to create any other way. Getting active deals with those unhappy doubts that come to you at odd moments: "What happens if I lose my job," and, "I haven't had time to keep up with the latest in my field."

Chapter activities give you a ready springboard for securing a job that's even better than your last one. We'll never have perfect job security, and probably wouldn't like it if we did. But if you're involved with your colleagues in a professional association like STC, you'll have a the best of everything. You'll have opportunities for interesting work because you know what's happening in your field, and energizing confidence because you know you won't be left on the sidelines.

So what should you do to get active? At this point you should take the initiative, today or at your next social opportunity.

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Translation Memory

Translation memory is a computer-aided translation (CAT) technology that allows for an efficient and consistent reuse of translated content. It has been widely adopted by the localization industry because it effectively decreases the translation cost and yields consistent translation quality.

CAT tools are powerful optimized translation environments for the translators. The tools work in conjunction with electronic dictionaries and store translated content in databases for reuse. When translating content updates, the tools will recuperate what has been translated previously, thus only the delta is left to be translated by the translator. While a CMS typically just tells you that a source article has been updated, a CAT tool will allow you to update only that content that is new or has changed.

Connectors

If your website is large and contains rich content that changes frequently, you will soon find a need for a connector. A connector is a piece of code that automates the exchange of content between the content repository and the translation environment. It is typically designed to facilitate the following tasks:

- It extracts the content in a structured and systematic manner (using generated IDs) while it preserves the source formatting.
- It pushes the content through the translation process.
- It reintegrates the translated content and makes it ready for publishing.

A Final Note on the Translation Quality

CMS and translation tools have been designed to facilitate the management and translation of websites' content. However, much of the work still depends on humans. Producing high-quality translations is teamwork of translators, reviewers, subject matter experts, and localization specialists.

Jana Bily is the Director of Sales and Marketing at EzGlobe (www.ezglobe.com), a full service localization company. She draws on her experience from having managed complex multi-language, multi-million-word localization projects at PictureTel, Rational Software and IBM. She can be reached at jana.bily@ezglobe.com.

The *Broadside* needs your input!

We're always looking for contributions from our readers. If you want to submit something for publication, send it to Managing Editor Bryan Davis at: boston.broadside@gmail.com.

The following is the publishing schedule and deadlines for upcoming issues:

- **November** - Deadline is **Oct. 19**
- **January** - Deadline is **Dec. 21**
- **March** - Deadline is **Feb. 22**

In general, the *Broadside* is published in the second or third week of the month.

Remember, the *Boston Broadside* is for our readers, by our readers, so it's what **you** make of it. Thanks!



Undertake a small push to reach out. Contact a council member or someone else who is active in the chapter. Place a friendly phone call, write a quick note, strike up a conversation at a meeting. Mention your interest and you'll be amazed at the good things that follow. Yes, you have to force yourself to take the first step or two. After that, though, you'll find chances to do great things.

Write to me at sgreffenius@gmail.com. Say you saw this article and want to follow up. If you'd like to contact a familiar face, try any other member of the chapter's administrative council:

- Virginia Adams, Membership
- Donna Ayres, Treasurer
- Mike Ball, Immediate Past President
- Cindy Cookson, Administration
- Bryan Davis, Broadside Managing Editor
- Rolfe Dlugy-Hegwer, Second Vice-President and Website Development
- Linda Fritz, Sponsorships
- Dan Greenberg, Alternate and Special Interest Groups
- Rebecca Hopkins, Public Relations
- Rick Lippincott, Secretary, Programs and Administration
- Pamela Sarantos, First Vice-President and Programs
- Lynda Schiff, Scholarships
- Judy Stitt, Alternate and Special Interest Groups

No matter who you contact, your expression of interest will get results. Your colleagues in STC Boston need you. When you think for a moment about your professional goals, the ones that seem to languish for lack of time, you see how much you need your colleagues. You'll see that opportunities to contribute to STC Boston and opportunities to develop professionally come wrapped together in one tight package.



Society Rebate Up Big, Dues Up Small

By Mike Ball

STC-Boston Immediate Past President

As with any large organization, the STC is facing financial issues and has done more than react to similar pressures we face in our companies and the Boston Chapter. The result is that there is good news and not-as-good news.

The good news is that we are going to see this winter a much higher share of dues back to our chapter, which previously seemed as though it was going to be either very low or non-existent. The not-as-good news is that the Boston Chapter is facing a moderate dues increase.

At the Society level, they are cutting their own costs, more actively recruiting new members, and seeking additional non-dues income.

The overview is that the new dues-sharing model will return us to similar levels from when the previous rebate was slashed by more than half. On the other hand, it was time for a dues increase and Society will raise the typical fee by \$25, which is its estimate of its break even point.

Chapter Cash

The huge drop in the rebate had been a problem. To maintain our programs and service offerings to the chapter members, we had to hustle and both expand existing revenue sources and add new ones. This again is similar to what Society is doing.

The new model does not use rebate, although it has the same impact locally. Society responded to comments and complaints from chapters and virtual communities. The new model of pass-through revenue sharing has a major feature of giving a chapter \$25 for each member that joins.

The new dues structure drops the option to join neither a chapter nor a SIG for a slight discount. Membership will include one chapter and one SIG, or up to three SIGs, and members can add an additional chapter for \$25.

This evens out the cash flow for chapters, permitting reliable budgeting for these funds. However, chapters receive the income when Society does. So, the bulk of the pass-through will arrive between December of this year and April of next.

Dues Bump

The basic STC membership package will rise from \$150 to \$175. Society points out that it continues to expand its offerings and that this rate is in the middle of dues for associations of comparable size.

However, in both its expenses and income, Society is working for major improvements. The two areas that are not where it wants are overhead and percentage of dues income.

By their own admission, STC's offices have expensive, unused space. They have been seeking a tenant to sublease and seem to have found a good one. On the income side, the average of associations like ours is 38% of revenue from dues, while Society has 58%. They are working hard to increase that from programs and services to members and outsiders. Doing so will relieve pressure for dues increases, while permitting more member benefits.

Executive Director Susan Burton said that it costs Society about \$300 a year to provide programs and services, plus its operating expenses. Shortly, figures and charts showing income and expenses, and how we compare to similar associations will be available.

So, what does all of this mean for the Boston Chapter? The bottom line is that while we will be receiving more money from Society, we have to be smart with it.

Welcome to STC Boston Chapter's 2007-2008 Program Season

By Pamela Sarantos
Boston Chapter First Vice President

Hi, I'd like to take this opportunity to introduce myself and this year's Program Committee. I am Pamela Sarantos, the Chapter's First Vice President, and lead of the Program Committee. The Committee's team includes Doug Bonin, Bill Gruener and Rick Lippincott. We are very fortunate to have this team working for us this year, and I appreciate the time they are expending in an effort to keep you informed of industry topics, and to maintain a successful Chapter.

Our goal for 2007-2008 is to offer you programs and workshops related to new tools and technology, and issues that we encounter due to the continued changes in our professional industry. Along with our monthly programs, we are planning to schedule more workshops.

Our program season opens with a panel discussion by Ed Marshall and Neil Perlin; you can refer to the [Chapter's Event page](#) for detailed information about this program. Example of Program topics we are planning are: marketing communication, writing and publishing a book, our services as a return of investment. A sample of the workshop topics we are planning are: Web 2.0 design, Usability, DITA.

The Chapter also would like to get more students involved. We believe it is important that our seasoned membership pool help these students learn about our profession and we want to be a part of their success. We would also like to partner with other related organizations. We believe doing do broadens our program offerings and offers you more benefits.

The continued success of our programs and workshops and the Chapter not only depends on its Council and Committee members, but also on your participation. Your ideas and suggestions are needed. Also, if you would like to help at the workshops or in any other capacity, please don't hesitate to contact a Committee or Council member.

You can find our contact information on

It's Time To Enter the 2007 Technical Communications Competitions!

By Mark Decker
Online Communications Competition Chair

People who participate in the STC's annual competitions get more for their membership dollar. Here's how:

- Entrants learn from judges who are experienced in evaluating technical communications.
- Judges enjoy the satisfaction of applying their knowledge to help entrants improve their work.
- Committee Members grow from the fulfillment of giving something back to the profession, while honing leadership skills.

Entrants and Judges

Register now to participate in the 2007 Online Communications, Technical Art, and Technical Publications competitions at <http://www.stcboston.org/competitions>.

Sign up now. Registration is open.

Deadlines for Entrants' Registration

- Technical Publications: **September 21**
- Online Communication: **October 12**
- Technical Art: **November 3**



Deadlines for Judges' Registration

- Technical Publications: **September 21**
- Online Communication: **October 12**
- Technical Art: **October 27**

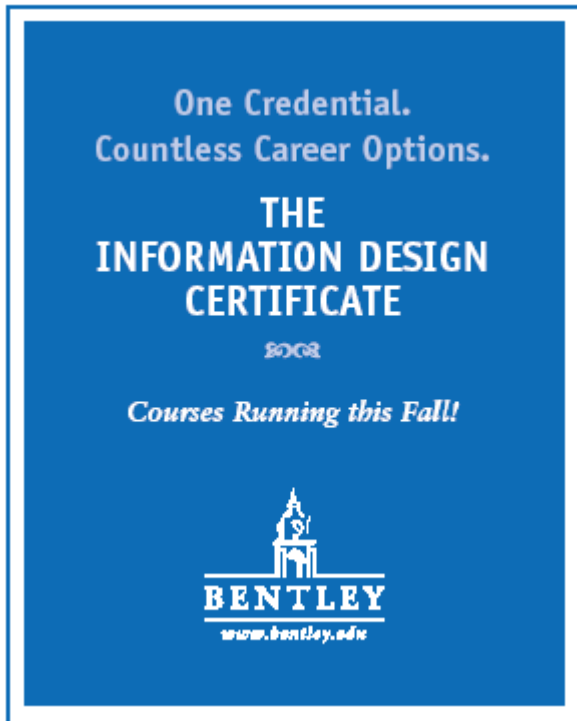
Judges and entrant's registration is now open and Competition Committee members are needed! Contact a committee Chair today to see how you can get involved:

- Publications - Mike Nelson at: mnelson@kvh.com
- Online Communications - Mark Decker at: mdecker@rsa.com
- Art & Illustration - Patty Morin at: patty.morin@hp.com

the Chapter's Web site at www.stcboston.org and choose the [About Us/Chapter Contacts](#) link.

I look forward to meeting many of you this year. Most Council and Committee members are available at each monthly program, so don't hesitate to introduce yourself to us if we haven't had a chance to meet.





Results of the 2007 STC Region 1 Special Election

Suzanna Laurent
STC Nominating Committee Manager

The following are the results of the 2007 STC Region 1 Special Election, which ended at noon ET (4 PM GMT) on August 3, 2007:

Total Votes Cast: 359 (including 39 paper ballots)

- Donna Ford, 23.40% (84 votes)
- John Garison, 36.49% (131 votes)
- Rob Hanna, 40.11% (144 votes) - **ELECTED**

A total of 359 votes were cast using Votenet Solution's SAS70 certified system, eBallot. The certification and accompanying examination were performed according to the standards established by the American Institute of Certified Public Accountants.

The eBallot election platform detected zero attempts of third-party interference by rogue visitors. All ballots were cast during the election period by eligible voters (only) using valid user names and passwords.



Votenet technical officials have verified the vote collection and data storage algorithms that are a part of the eBallot election platform and have determined that the results are accurate.

Rob Hanna fills the office vacated by Cindy Currie, who was elected STC's Second Vice President in May 2007 and subsequently resigned her position as Region 1 Director. Because Cindy was elected to her Director position by Region 1 members, by law the person who filled her remaining one-year term as Region 1 Director had to be elected from Region 1.

Rob will serve until STC's next annual business meeting in June 2008.

Suzanna Laurent can be reached at: slaurent@prodigy.net

Chapter Membership Report

By Virginia Adams
Membership Committee Manager

We would like to welcome the following people who joined the Boston Chapter in June and July, 2007:

Total STC Members: 14,333

Total Boston Members: 656

New Community Members (12):

- Linda Christle
- Yvonne Guzman
- David E. Irons
- Mary B. Johnson
- Makeda Keegan
- David A. Lance
- Ronald F. Mac Donald
- Daniel G. Parker
- Andrea Muren Shanahan
- Leslie E. Smith
- Neil I. Thompson
- Jennifer Younce

Members Transferring into Chapter (1):

- Michele A. Fagan

About the Society for Technical Communication

Mission: *Creating and supporting a forum for communities of practice in the profession of technical communication.*

For more information, visit us online at:

Society for Technical Communication

www.stc.org

Boston Chapter

www.stcboston.org

Includes FREE Pre and Post Conference Workshops

DOCTRIN EAST 2007



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OCTOBER 16 - 20, 2007

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Advancing your Career

Held in the birthplace of the American Industrial Revolution, Lowell, Massachusetts, the theme of the 8th Annual Documentation & Training East Conference is **Advancing Your Career**. The event takes place October 16-20, 2007 and is designed to help you improve the skills and expertise you'll need to future proof your career and improve your value as a professional technical communicator.

For \$999 you get all of the following:

- Choice of pre-conference half-day workshops (October 16-17)
- Choice of over 40 conference sessions (October 18-19)
- Choice of post-conference half-day workshop (October 20)
- Access to the Management Summit (October 18-19)
- Access to the networking cocktail reception (October 18)
- Breakfast and carving station lunches during conference



Lowell, MA - The Venue

Lowell, Massachusetts was founded as the first planned industrial center in the United States in 1836, and has a rich cultural and artistic heritage. Lowell is a National Historical Park run by the National Park Service, and its rich history shows today in its restaurants, museums, art galleries, and entertainment opportunities... all within a few minutes walk of the Double-tree Hotel, the conference venue.

Visit the conference website for complete session information, featured speakers profiles, hotel and travel information, sponsor profiles, conference news, conference price comparisons, and more.

www.doctrain.com

“Down and Dirty” Usability Testing: When Sweating the Small Stuff Pays Off

By Mike Ball

STC-Boston Immediate Past President

As tech writers, usability should always be on our minds. A little awareness of for whom we are writing can go a long way for both our end users and the companies for which we work. While I have never worked for a company where I had a real usability lab or a budget for outside testing, I often sneak it in where I can.

This need for this awareness came into sharp focus while I was working on documentation for a hardware upgrade years ago. I was either smart or lucky or a combination of both to produce solutions that worked for our customers. “Down-and-dirty” usability testing changed the kit we gave customers and the instructions we shipped. While it saved the company money, I was more pleased with the fact that it made life easier for both our customers and our support team. To this day, I keep the experience in mind when I work on pure software docs as well.

The products were the line of Microcom DeskPorte modems. They were the luxury cars of modems, from one of the original companies and certainly the most highly engineered of all modems. We had about 400 employees, half of them engineers, designing hardware, software and firmware for all aspects of telecommunications.

The Deskporte FAST was the only parallel-port modem and as such offered much higher throughput and reliability. It also cost two or five times more than its competition. It included a front LED panel that showed status messages and current connection speeds. That became the source of one of the quirks of upgrade documentation.

Back to the thrilling days of yesteryear before ubiquitous broadband, the modem business was highly competitive. One aspect of that time was manufacturing models to use the latest standards. So that meant building your products with the not-yet-formalized V.FC chips, knowing that in a year or so, the V.34 standard ones would be available.

So there we were, churning out the kick-butt modems. We knew the upgrade would come, but until the sample chips arrived, we had no way of knowing how smooth the process would be.

As you might surmise, that’s when Murphy’s Law reared its ugly head in Norwood and made life ... interesting. When that is true for the engineers, it can be more intense for technical writers.

The upgrade docs were mine. The first inkling of trouble I got was noise rumbling up from the second floor to the third that the sockets were too snug. Of course, none of the modem companies manufactured the chips. We bought the chips to fit “standard” sockets from several major manufacturers. While the new V.34 chips were a tiny bit larger than the V.FC

ones they replaced, they would fit - just push down with your thumb.

The problem was getting the V.FC chip out without breaking it or damaging the socket. If either one happened, we were certain to get an expensive return and replacement...plus an unhappy customer. Also, as these high-end modems tended to ship by the dozens (or even hundreds) to big customers, a clear directive was to make this simple enough for customers to handle.

Of course, cost was also a factor. We offered a swap-out deal for customers: they could send us their current modems for a modest fee but receive the same model (but different modem) a few days later. Of course, Microcom would lose money on every swap. So, the pressure increased for an easy upgrade. In addition, most customers did not want to be out of connection with the Internet, faxes and bulletin-board systems for up to a week.

Along with the new chip and the procedures, we could also supply a chip extractor, which was essential for the job. Back then, \$10 each was about as cheaply as you could get those in bulk. Lackaday, the company did not like the idea of millions for extractors customers would likely use once.

Our hardware team had a great - and terrible - idea. They designed a punched-out steel version that could be had for well under \$1.

Voilà! ... but not voilà. Murphy’s Law was back and things went wrong.

There were two lines of these modems, each with a different sized chip. The hardware engineers developed variations on the extractor to accommodate the different chip and socket sizes.

I used them and found them easy. I roughed out the upgrade docs. I even had another tech writer test with the extractors and my instructions successfully. It did not enter my mind at the time, but the tech writer/tester had hands that were larger than normal for a woman, which became important later.

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We had no usability budget or department. Yet those of us with the interest and the ability to think like a user added what we could. The company had many years of responding to thousands of customer requests and complaints, which is its own crude form of usability engineering.

The geeks were happy, but I was not. I sought less sophisticated users - and by accident also found an entire other class we had not considered.

I always like to consider the range of my users. In the case of DeskPorte FAST modems, those people doing the upgrades would be experienced telecommunications professionals. On the other extreme, some would be small-business owners with one or two of these essential, high-end products. The latter might be bright and earnest, but they likely would not be comfortable with tricky technology procedures.

In hardware or software documentation, the interplay with managers and staff who do not accommodate a range of users can be tough. At Microcom, I recall an otherwise delightful firmware engineering manager with that problem. He is a charming fellow, who is very bright and a fine story teller. However, when we were dealing with fine points of such documentation, he might tell me that if the customers were too dumb to figure that out, they were too dumb to use our products. I responded that that was always the wrong answer. The customers were why we were in business. Our jobs included making the products and documentation easy enough to use that the customer did not feel dumb or think we were.

So for the matter at hand, I took the upgrade kits far from engineering. Administrative assistants, artists and marketing people got a DeskPorte FAST, an extractor, a new chip, the instructions, and my rapt attention.

There was another wrinkle to the DeskPorte FAST upgrade, the front-panel display that wowed reviewers and customers alike. Under the hood, it was a tightly and thoroughly engineered as the rest of the modem. That included keeping the case as uncluttered as possible so it would not overheat, which in turn meant a very short ribbon cable connecting the main circuit board and display.

If customers unscrewed the case and popped it open, they could end up holding one half of the case in each hand, figuring they had ruined their modem. In reality, pushing the cable back into its connector would do the trick, but it would not be a comforting experience, and would surely lead to those expensive support calls.

So, the instruction also had to include steps to get to the chip without removing the cable. This required quite a few hands, bodies and bellies. It turned out that what worked for the most and least technical here was the same. Get your upgrade kit handy, unscrew the case, put the display on the edge of a desk or table facing you, and open the case from the back so that it rested on your belly. It worked with the thinnest and plumpiest testers and seemed to give everyone an organic sense of the upgrade.



I went to the admin assistants with great - and misguided - confidence. The failures here have convinced me to do as much usability testing as I can sneak in, whether the product is hardware, software or Web based.

Everything worked, the docs were right on, and we were ready to ship. Then there was this messy detail. Only men and large-handed women had tested the extractor.

Nearly all women and all the small men had similar insurmountable problems. First, the steel extractor was too stiff for small hands to squeeze the legs and rock the extractor simultaneously. The procedure assumed a grip and hand size that did not work with many testers.

Also, the pointed edges at the top of the extractor cut into the palms of the new set of testers. If they could squeeze hard enough to use the extractors, they ended up with raw and in one case, bleeding palms.

It turns out that the hardware guys only needed another day to redesign the extractors. They used a thinner blank, with narrower legs and a larger center "keyhole". Finally, the top edges were curved to replace the sharp angles. I'm no hero, but I have little doubt that the upgrade kit might well have gone out to thousands of customers without the extractor and belly improvements that became obvious in informal usability testing.

The lessons here include:

1. With incremental planning and effort, extra usability can be part of doc and product development, even without a lab.
2. Concepts like standard, normal and predictable can lull us into oversights.
3. Trying to duplicate a range of users can have big payoffs, even with small numbers of users.
4. Any testing is likely to be better than no testing.

STC in Minneapolis? You Betcha!

By Mike Ball

STC-Boston Immediate Past President

Our chapter had a strong presence at the STC annual conference in Minneapolis in May. Officers Greg Bartlett, Steve Greffenius, Pam Sarantos and Mike Ball attended, as did members including Steve Jong, Rick Lippincott, Neil Perlin and Jonathan Baker.

In addition, the outgoing STC president, Paula Berger is one of ours and a former STC Boston president. Our former Region 1 Director, Cindy Currie, was elected as second vice president of the Society and Steve Jong (also a former STC-Boston president) is a new board director.

Our chapter won the Community of Distinction award for our activities and accomplishments in the previous 2006-2007 year. Locally, we owe thanks to Council Member Bill Gruener for shepherding the Community Achievement Award application through its many steps leading to this award.

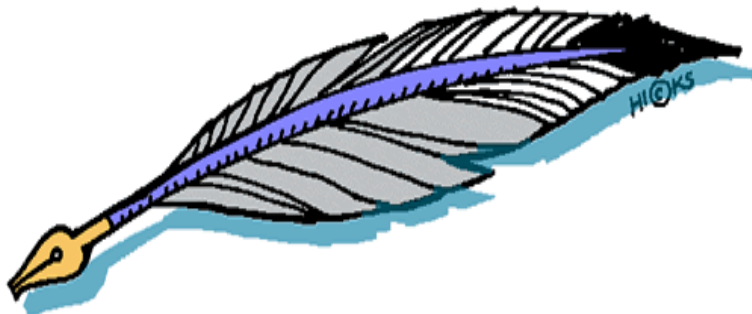
The first day of the conference was for leadership. We met with Society officers and staff, and had the chance to hear their plan as well as say what we expected and needed. Finances were instrumental to this. Society has had the same challenges in retaining and expanding membership as virtually all the chapters. As part of its multi-year transformation effort, it has examined finances, including rebates to the chapters and other STC communities.

Many chapter presidents met both as a group and with Society representatives to discuss economics and options. A result from a request at the annual business meeting was a task force that includes 12 communities' representative dealing with the revenue-sharing model (the erstwhile rebate). Mike Ball is on the task force, which planned to meet via conference call at least twice over this past summer. He will continue to report through the Broadside and likely through one or more emails to membership.

One likely possibility is that the Society board will follow through with its concept that rebates as such will go away. The replacement will be for Society dues to decrease in an amount equal to what are in effect chapter dues. The chapter portion would pass through, in the new argot.

There are many convolutions to such a switch. For example, each chapter and Society would have to differentiate what member would get and not get by joining STC. The chapters would in turn re-market themselves, drawing attention to the benefits of access to resources such as the job bank and online library, as well as reduced costs of programs, free access to SIG meetings, and huge discounts to workshops.

There seems to be no plan at present to permit chapter-only membership. However, it is one proposal. Stayed tuned ...



The Broadside Staff

The *Boston Broadside* is published six times throughout the calendar year and would not be possible without the hard work of dedicated volunteers. Many thanks to the following people for their contributions:

Broadside Staff

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Managing Editor

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Columnist

.....

This Issue's Contributors

Virginia Adams

Mike Ball

Jana Bily

Bryan Davis

Mark Decker

Steve Greffenius

Suzanna Laurent

Pamela Sarantos

Thank you, everyone!

.....

Write for the Broadside

The *Boston Broadside* encourages Chapter members to share their skills, thoughts, and ideas with other professionals in the Chapter.

If you would like to write for an upcoming issue of the *Boston Broadside*, send email to: boston.broadside@gmail.com

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