

# Writing User Guides and Tutorials

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- director, assistant director, engineer
- 7 NMR spectrometers : Varian + Bruker  
(3 × 300 MHz, 360 MHz, 2 × 500 MHz, 600 MHz)
- > 200 users from Chemistry  
campus  
local corporations
- we train our users (no service work)

A. Importance YES! · vendors (manuals)  
· facilities

B. Usefulness & Need to write FACILITY guides YES!  
NO!

1. Instrument usage (Varian, Bruker, JEOL)

YES!

→ does feedback mechanism exist to  
improve vendor guides?

Data Processing

2. Software. DEPENDS on software  
on users

⇒ 3. Can we collaborate? OPINIONS...  
ie. Generalization of User Guides  
(consolidation & distribution)  
Use of wikis?

4. "To Write a UG or Not to Write a UG"  
our time is VALUABLE  
When to demand a better manual from vendor?

## C. Effectiveness: How to write a successful UG?

1. Balance between good & straightforward explanation and too many details
2. How handle different levels of users?
  - use of flags (advanced vs. beginners)
  - other ideas?
3. Web based interactive guides? NSF cyberinfrastructure
  - good for general instruction (D. Scott, U Iowa)
  - great for automation (UW Chem → Remote Users)
4. How gauge if your guide is effective
  - don't get swamped with student Qs
  - is there a better way?

## D. Legal: Liability issues

What happens if someone damages equipment while following your instructions?

# User Guides:

Collaborations in writing them?

\*VERY\* positive

BUT...

Varian <sup>VNMR6.1C</sup> vs Bruker <sup>VNMR2-2C</sup>  
 2 channel vs. 3 channel  
 small molecule vs. biomolecules

Aspect  
 ↳ twin  
 ↳ TopSpin

chem student

beginning vs.

student vs.

post-doc w/ previous experience

DATA acquisition!!

We care about our instruments

(vs. Data Processing)

Wiki

vs.

AMMPL Web Site

↳ who does or doesn't contribute?  
 ↳ "quality control" (for facility managers) \*NOT students\*

most favored!

↳ someone write 'bare bones' guide

w/ LINKs to various facility web pages

Quality? + How much info provide?

↳ material appropriate to post on our facility web site

vs. "

NOT appropriate

(ex. <sup>29</sup>Si tuning)

Students as judges: BEST student vs. WORST student