

From: Dago G <dagog2@gmail.com>

Subject: Suggestions for Technical Writing 101

Date: April 8, 2013 5:20:11 PM EDT

To: books@scriptorium.com

Dear Mr. Pringle & Ms. O'Keffe:

I am writing this letter in regards to your book, Technical Writing 101. After reading Too Big To Know by David Weinberger, in which he expresses the ideas of networked knowledge and information overload, I urge you to consider revising your book.

Weinberger's argument, in a nutshell, is that knowledge; which was previously a finite body of expert opinion and accepted fact; is now, thanks to the Internet, unbounded and impossible to master. When looking up technical information, people no longer rely on just one expert's opinion on the matter. To quote Weinberger, "...as the digital age is revealing, that's how knowledge worked when its medium was paper" and "Every blogger is a broadcaster, and every reader is an editor." To me this means that technical writing should be done in a way that's interactive, because there are many more experts on a particular topic than before and that's a good way to keep your information up to date and relevant.

Weinberger also argues the idea of information overload. Technical writers should keep this mind in this day and age. Users of a particular product want very specific information; fast and to the point. The thought of reading through pages and pages is not something people want to do now. Weinberger expresses that "Alvin Toffler," who "introduced the idea of information overload to the general public in 1970," "pointed to research indication that too much information can hurt our ability to think." he continues writing that "if too many bits of information are transferred into our wetware, we can exceed our 'channel capacity.'" For this reason I believe a lot of technical writing to shift to including more images and videos, which makes it clearer to the user and reduces the potential of information overload.

As Weinberger points out, "the change in the infrastructure of knowledge is altering knowledge's shape and nature." The way knowledge is presented and is expected has changed drastically, which is why I once urge to consider a revision of your book Technical Writing 101.

Sincerely,

Dagoberto Guerra