

Report of Group 3

**THE NEED FOR PRINTED MANUALS AND GUIDES IN SUPPORT OF
ON-LINE SERVICES**

By

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Results of Discussion

The need for printed manuals and guides will vary depending on the user. Users come from different backgrounds, different generations and have different expectations. All of these factors will have an impact on the need for printed manuals.

The group concluded that there was still a need for printed guides, but mainly because on-line help is generally inadequate and not intuitive enough. It was felt that on-line help is generally poor and often appears to have been added as an afterthought.

The need for printed guides will decrease if the quality of on-line help improves. It was agreed that online information services should:

- Ideally be intuitive, educating ourselves and our users,
- Provide split screen help, and
- Provide help that has been adequately tested on users to ensure that it meets their needs.