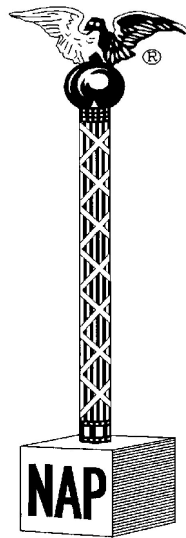


NATIONAL ASSOCIATION OF PARLIAMENTARIANS®



Writing Style and Standards Style Guide

Version 1.0

Contents

NATIONAL ASSOCIATION OF PARLIAMENTARIANS®	i
---	---

Introduction **1**

Purpose and Audience	1
How to Use This Guide	1
Organization	1
Introduction	1
NAP Logo	1
Elements of Style	2
E-mail	2
Appendix	2
Bibliography	2
Update and Maintenance Process	2

NAP Logo **3**

NAP Logo	3
LOGO Placement	3
NAP Logotype	4
Logotype Construction	4
Logotype Placement	5
When to Use Logo and Logotype	5
Association or Unit use of Logo	5
When Not to Use Logo and Logotype	5
Logo Colors	6

Elements of Style **7**

General Style Conventions	7
Abbreviations	7
Active vs. Passive Voice	8
Affect vs. Effect	8
All Caps	8
Between vs. Among	8
Bold	8
Buttons	9
Cannot vs. Can Not	9

Capitalization.....	9
Click vs. Click On	11
Colons.....	11
Commas.....	11
Compose vs. Comprise.....	12
Dashes.....	12
Dates.....	13
Display vs. Appears.....	13
Each vs. Every.....	13
E-mail vs. Email.....	13
Emphasis.....	13
Ensure vs. Insure.....	13
Etc.....	13
Fax vs. FAX.....	14
Federal.....	14
Fields.....	14
File Name vs. Filename.....	14
Fonts.....	14
Forms.....	14
Gender Reference.....	14
Hyphens.....	14
In vs. Into.....	15
Initialism.....	15
Italics.....	16
Its vs. It's.....	16
Keyboard Key Names.....	16
Key-Stroke Combinations.....	16
Latin Abbreviations.....	17
Lists.....	17
Log On To, Log Off, Logon.....	18
Numbers and Figures.....	18
Online, On-line, On Line.....	19
Parallelism.....	19
Percent.....	19
Periods (Spacing After).....	19
Prescribe vs. Proscribe.....	19
Previous/Following vs. Above/Below.....	20
Quotation Marks.....	20
Refer To vs. Refer Back To.....	20
Report Names.....	20

See vs. Go To.....	20
Sign Off vs. Sign-off	20
Telephone Numbers.....	21
They're vs. Their vs. There	21
Type vs. Enter.....	21
Use vs. Utilize.....	22
Vice-President vs. Vice President.....	22
Which vs. That.....	22
Who vs. That.....	22
Window vs. Screen.....	22
E-mail	23
Creating E-mail Signatures.....	23
E-mail Do's and Don'ts	23
Appendix	26
Initialisms	26
NAP Copyright Statement.....	27
Version Numbering	27
Bibliography	28

Introduction

Editorial guidelines and formatting standards are tools for ensuring consistency among paper-based documents and the Web sites.

Purpose and Audience

Writing Style and Standards is for the National Association of Parliamentarians® (NAP) leadership, committee members, and staff who write letters, e-mails, presentations, educational materials, documents for Web sites, forms, dues notices, and other documents for internal use. It is used for guidance for members and staff who design and maintain the NAP Web site, www.parliamentarians.org. It is a guide for editorial styles, document organization, and page format. In addition, it is a training aid for new leadership, committee members, and staff.

The purpose is to ensure consistency among documents, e-mails, and Web sites in such items as the use of the logo and terminology.

How to Use This Guide

This guide is not designed to be read sequentially. Feel free to skip around. Use it as a reference.

Organization

Six chapters make up the style guide: Introduction, NAP Logo, Elements of Style, E-mail, Appendix, and Bibliography.

Introduction

This chapter states the purpose of this guide and identifies its audience. In addition, it suggests how to use the guide and identifies the method for updating and changing the guide.

NAP Logo

This chapter describes the logo and logotype. It explains how and when to use each in addition to when not to use the logo and logotype. Consistency in the use of logos and logotypes is a major factor in an organization's identity and branding.

Elements of Style

This chapter delves into the editorial issues of writing such as punctuation, spelling, word usage, and capitalization. How an organization uses these editorial elements says a lot about an organization; they are a part of an organization's standards.

This chapter addresses just the most commonly made mistakes and sets a standard for matters where there can be more than one accepted spelling, punctuation, and so forth.

E-mail

This chapter explains some of the e-mail standards and focuses on conveying a professional image.

Appendix

This chapter contains such matter as illustrations on organization initialisms, copyright statement, and version numbering.

Bibliography

This chapter contains the references upon which this style guide is based.

Update and Maintenance Process

If you feel something should be added to or changed in this guide, send an e-mail to NAP's Communication Committee.

Your e-mail message must be specific about what you feel needs to be changed or added and why. The reason for change or addition must add value. You must show this in your request.

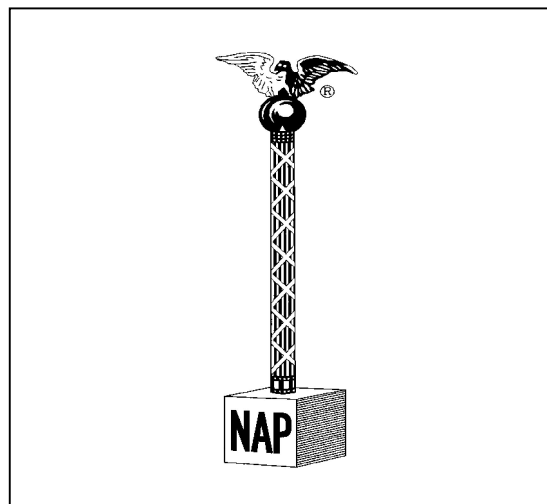
NAP Logo

The NAP logo and logotype graphically represent the National Association of Parliamentarians[®]. They compose our visual brand, and the following guidelines will help you use the logo and logotype appropriately in your printed and online material.

NAP Logo

The logo features a graphic of a mace on a cube with the letters NAP in caps inside the block.

The mace is Pantone Reflex Blue. Inside the cube are the letters NAP in bold caps in Pantone Reflex Blue. The font is Arial.



Do not superimpose other words on the logo or distort the shape of the logo. In other words, do not change the logo.

LOGO Placement

An amount of white space should always surround the logo.

Other text or graphics should not occupy this white space. Use your best judgment when inserting the logo into your document or web page.

NAP Logotype

The NAP logotype is the organization name appearing in small caps in Times New Roman typeface. The logotype is designed to be used alone.

NATIONAL ASSOCIATION OF PARLIAMENTARIANS®

Logotype Construction

The following are procedures for constructing the logotype.

Step	Action	Results
1	Type the words in initial case.	National Association of Parliamentarians®
2	Highlight the words.	National Association of Parliamentarians®
3	On the Format menu, click Fonts .	The Font dialog box appears.
4	In the Font dialog box, click the Font tab and the Small caps checkbox. Click OK .	NATIONAL ASSOCIATION OF PARLIAMENTARIANS®
5	Highlight ®.	®
6	In the Font dialog box, click the Font tab and the Superscript checkbox. Click OK .	NATIONAL ASSOCIATION OF PARLIAMENTARIANS®

Logotype Placement

The logotype is designed to be used in text.

When to Use Logo and Logotype

Use the logo or logotype or both on all NAP material, especially the following:

- **Stationery.** All official stationery and stationery items of NAP.
- **Publications.** Magazine, brochures, pamphlets, educational materials, miscellaneous communications, and forms.
- **Web sites.** All Internet and intranet sites.

Association or Unit use of Logo

All active associations and units are permitted to combine the NAP logo with a graphic of their state/province or similar characteristic in order to design a logo that represents that they are a division of NAP. The NAP logo should never be distorted. Any misuse of the NAP logo will not be tolerated.

When Not to Use Logo and Logotype

- Never use the logo and logotype on personal stationery or on any publication or document not officially sanctioned by NAP. The NAP logo is a connecting link between NAP's operations and members and the public, and its use on personal documents may give the false impression that NAP has approved or monitored these documents.
- Do not use the logo and logotype on personal Web sites. If members wish to promote membership with NAP, he or she may spell out the organization name, which may also be used on Web sites as a link to the NAP home page.
- The logo and logotype should not appear in ads, literature, or other communications that promote, or include the promotion of, products or services of others without written permission.

Logo Colors

- The use and consistency of NAP's colors are important parts of our identity.
- The logo and logotype are Pantone Reflex Blue. No other colors may be used in the logo and logotype. In a one-color logo, white and black can be used.
- The four-color process equivalent to Pantone[®] Reflex Blue is 100% Cyan combined with 72% Magenta and 6% Black with 0% Yellow.
- When designing web sites, the hexadecimal equivalent of Pantone Reflex Blue is #00209F.

Elements of Style

The editorial styles and notational conventions are based on recommendations from the following sources and from research of writing practices:

- *The Chicago Manual of Style*
- *Microsoft Manual of Style for Technical Publications*

General Style Conventions

This section addresses editorial styles and notational conventions that affect paper-based documents and web pages.

Abbreviations

The following are rules of usage concerning abbreviations:

- Use abbreviations in tables, notes, bibliographies, and lists.
- Words of one syllable should not be abbreviated.
- The name of an organization should be written out in full the first time it is used in an article; thereafter it can be abbreviated.
- Use periods after lower case abbreviations (no. and mo.).
- Use a period and a space after initials for personal names (J. J. Wales).
- In an abbreviation with an internal period there should be no space after the internal period (Ph.D.).
- Always abbreviate Dr., Mr., Mrs., and Ms.
- Mr., Mrs., Ms., and Dr. are always dropped if another title is used (John Wilson, Ph.D.).
- In quoting from bylaws the words “article” and “section” are spelled out the first time they are used and abbreviated thereafter. For example:

ARTICLE III. The members of the organization shall be...

ART. IV. The officers shall be...

SECTION 1. The bylaws committee shall...

SEC. 7. The finance committee shall...

Active vs. Passive Voice

In general, use the active voice, which tells who or what is performing the action. For example, “NAP implements a new program every quarter” instead of “A new program will be implemented by NAP every quarter.”

Affect vs. Effect

Affect is normally used as a verb meaning “to influence, change, assume.” *Effect* can be either a verb meaning “to bring about” or a noun meaning “result, impression.” For example,

- The court’s decision in this case will not *affect* (change) the established legal precedent.
- She *affects* (assumes) an unsophisticated manner.
- It is essential that we *effect* (bring about) an immediate improvement in sales.
- It will be months before we can assess the full *effect* (result) of the new law.

All Caps

Avoid using all caps (Example: ALL CAPS), which is viewed as shouting at the reader. In addition, research shows it affects reading comprehension.

Between vs. Among

Between should be used when discussing being in the middle of two items, and *among* should be used when discussing being in the middle of three or more items.

Bold

Make the following bold:

- Button titles. For example,
 - ↳ Press the **Cancel** button.
- Window titles. For example,
 - ↳ In Oracle, select **Batch Sheets** in the **AP Batch and Vendor Control** window.
- User input. For example,

- △ Type **1** in the quantity field.
 - Menu names. For example,
 - △ Select **Edit** on the menu bar.
 - Commands on menus and options. For example,
 - △ The **Copy** command duplicates and distributes the material.
 - △ Click **New** on the **File** menu.
- Dialog box titles and options. For example,
- △ Click **Close** in the **Information** dialog box.

Note	In addition, use bold to show emphasis.
------	---

Do not

- Make field names bold; instead capitalize field names.
- Make keys bold; instead use small caps.
- Use *bold* as a verb.

Buttons

Refer to buttons by title in procedures, as in “click **Close**” instead of “click the **Close** button.”

Cannot vs. Can Not

Use cannot—the correct spelling.

Capitalization

Use capitalization with caution. Do not over capitalize. Capitalize the following:

- Proper nouns (Missouri, Jane Smith, Florida Alpha Parliamentarians Unit)
- The first word of a sentence or an expression standing as a sentence
- The first word of a bulleted item

- Titles of honor or academic, professional, and business titles when listed with a proper name (President Washington; General Robert; Susan Johnson, Professional Registered Parliamentarian)
- Official names of national or international governmental bodies or documents (Charter of the United Nations)
- Name of congresses, councils, organizations, and institutions (National Association of Parliamentarians)
- Field names
- The names of functional elements in software interface such as toolbars (the **Standard** toolbar) and toolbar buttons (the **Insert Table** button)
- Internet
- Web, World Wide Web, and Web site
- All words with four or more letters in titles and headings. Also capitalize words with fewer than four letters except:
 - △ ARTICLES: *the, a, an*
 - △ SHORT CONJUNCTIONS: and, as, but, if, or, nor
 - △ SHORT PREPOSITIONS: at, by, for in, of, off, on, out, to, up

Do not capitalize

- Common nouns and verbs that derive from proper nouns. For example,
 - △ Did you xerox this page?
but
Do you work for Xerox?
 - △ I own an IBM Personal Computer III.
but
Last Sunday I bought a personal computer.
- The word *intranet*. If the intranet has an official name and “intranet” is part of the name, capitalize. For example,
 - △ The document is posted on the intranet.
 - △ The document is posted on NAP’s intranet.
 - △ The document is posted on the NAP Intranet (if this is the official name of the intranet).

- Software interface elements used generically such as toolbar, menu, scroll bar, and icon.
- The word *federal*.
- The word *social security number*.
but
The Social Security Administration.

Click vs. Click On

Use *click* to describe the user's action of choosing or selecting a command or option. Do not use *click on* although it is acceptable to "*click in the window*."

When you must click once, use *click*; when you must click twice, use *double-click*. Do not use *click twice* or *click two times*.

Colons

A colon is used to introduce a formal direct quotation, a direct quotation, or a direct question. For example, Robert: "Where there is no law, but every man does what is right in his own eyes, there is the least of liberty."

A colon can be used to introduce a listing, generally after "the following."

Use a colon after the salutation business letters. For example, Dear Sirs: or Madame President:

Insert two spaces after a colon.

Commas

Do not overuse commas. A comma does not always precede the word *and*.

Use a comma

- To separate three or more elements in a series including the element before *and* or *or*. For example, "He dropped the ball, bat, and glove on the ground."
- To set off nonessential expressions that interrupt the flow of thought from subject to verb to object or complement. For example, "There is, *no doubt*, a reasonable explanation for his behavior at the board meeting." (You do not need *no doubt* to complete the meaning of the sentence; it is

nonessential.)

but

There is *no doubt* about her honesty. (Without *no doubt*, the structure of the sentence would be incomplete; it is essential.)

We is the subject and step is the verb of the first clause.

- Before a coordinating conjunction (*and*, *but*, *or*, or *nor*) in a compound sentence that joins two independent clauses (each clause has a subject and a predicate). For example,

△ “Either we step up our promotion efforts, *or* we must be content with our existing market share.”

Mary is the subject and is going and will stop is a compound predicate.

Do not confuse a compound sentence with a simple sentence that contains a compound predicate. For example,

We is the subject and must be is the verb of the first clause.

△ “Mary is going to town *and* will stop by the bank.”

- Note the use of commas with the expression of dates in the following examples.
 - △ On *August 13, 2000*, Mary and John received a bank loan that permitted them to purchase a new car.
 - △ The *Third Quarter 2006* issue of the *National Parliamentarian* carried an informative article on scope of notice.

Compose vs. Comprise

Compose means to create or to make up. *Comprise* means to include or to contain.

Dashes

Use an em dash (—) to indicate an abrupt change. For example, “Don’t believe him—ever!”

Use an en dash to indicate a span (a range). For example, “You will find the information on pages 20–23.”

Note

Do not use a hyphen (-) to indicate a span.

Do not use a space before or after an en dash, an em dash, or a hyphen.

Dates

Express dates in the following manner:

- When the day *precedes* the month, express it in ordinal figures (1st, 2nd, 3rd, and so forth). For example, “This year’s conference runs from Monday, the 2nd of August, through Thursday, the 5th.”
- When the day *follows* the month, use a cardinal figure (1, 2, 3, and so forth.). For example, “Florida is holding a special election on March 6.”
- Express complete dates in month-day-year sequence. For example, February 21, 2007.

Display vs. Appears

Use *display* as a transitive verb only, as in “The screen displays the program.” Use *appears* as an intransitive verb as in “The dialog box appears.”

Each vs. Every

Use *each* to refer to individual items of a group as in “Give each member a ballot.” Use *every* to refer to a group of individual items as in “Every member received a ballot.”

E-mail vs. Email

Hyphenate e-mail.

Emphasis

Don’t overemphasize. Use bold to denote emphasis when necessary as in **caution**, not CAUTION.”

Ensure vs. Insure

Ensure means to make certain or to imply a guarantee. The use of *insure* is restricted to providing or obtaining insurance to indemnify or guarantee someone or something against loss.

Etc.

See Latin Abbreviations.

Fax vs. FAX

Use *fax*—the abbreviation for facsimile, not FAX.

Federal

Capitalize *federal* only when it is part of the official name of a federal agency, a federal act, or some other proper noun. For example,

- The Federal Reserve Board meets on Thursday.
- We are subject to federal, state, and local laws.

Fields

Do not bold field names; capitalize them. For example, “Complete the Name field.” not “Complete the **Name** field.”

File Name vs. Filename

Write file name not filename.

Fonts

Use Times New Roman for text and Verdana for headings. Font type and size are established in template styles for paper-based documents.

Use Verdana exclusively on the Web.

Forms

Capitalize form names. For example, Form 941, Employer’s Federal Quarterly Tax Return.

Gender Reference

Avoid using he/she or s/he; use he or she. Additionally, do not use *they* as a singular pronoun. For example, write “the user,” “the system administrator,” or “enter your logon name.”

Hyphens

Words are usually hyphenated when:

- Two or more words are combined to form a compound adjective.

- The second element is capitalized or thought of as representing something official or institutional. For example, anti-American or ex-Governor.
- Containing three or more words and a prepositional phrase. For example, behind-the-scenes, heart-to-heart, or attorney-at-law.
- The first element is self. For example, self-determination, self-starter.
- The same letter occurs three times in succession. For example, bell-like, cross-stitch.
- A vowel would be confusingly doubled in combination. For example, co-owner.
- They contain numerals and fractions used as adjectives. For example, a two-thirds vote, *but* two thirds of those present.
- Using “elect” with a name of office unless the name of office is two or more words. For example, president-elect, treasurer-elect, city tax collector elect.

In vs. Into

Use *in* to imply a position within. For example, “The correspondence is *in* the file.”

Use *into* to imply entry or change of form. For example, “He walked *into* the outer office.”

but

Mr. Wilson came *in to* see me. (*In* is part of the verb phrase *came in*; *to* is part of the infinitive *to see*.)

Initialism

An initialism is an abbreviation made up of the initial letters of the components of the full form of a designation or from syllables of the full form, and pronounced letter by letter. Use abbreviations sparingly. Spell out the complete term the first time an abbreviation or initialism appears, and then show the abbreviation or initialism in parentheses. For example,

- NATIONAL ASSOCIATION OF PARLIAMENTARIANS[®] (NAP)

A list of NAP initialisms are in the Appendix.

Italics

Use italics to indicate the name of a complete work. For example, “The styles and standards for NAP’s paper-based documents and Web sites are in NAP’s style guide, *Writing Style and Standards*.”

Its vs. It’s

Use *its* when you are showing possession. For example, “The corporation must protect *its* assets.”

Use *it’s* when you mean *it is*. For example, “*It’s* time to take stock of our achievements.”

Keyboard Key Names

Use small caps on text representing a key on the keyboard. For example, TAB, ENTER, M, and ESC.

The following are procedures for constructing the small-cap effect for keyboard key names.

Step	Action	Results
1	Type the name of the key in lowercase.	tab
2	Highlight the name of the key.	tab
3	On the Format menu, click Fonts .	The Font dialog box appears.
4	In the Font dialog box, click the Font tab and the Small caps checkbox.	TAB

Do not bold key names or enclose them in brackets.

Write “Press ENTER,” not “Press the ENTER key.”

Key-Stroke Combinations

Use a plus sign to indicate key combinations such as shortcut keys and access keys. For example, write ALT+O if the user

needs to press and hold down ALT and then press O. Note that the plus sign is in small caps along with the key names. Do not enclose key names in brackets.

Latin Abbreviations

Avoid using Latin abbreviations such as *etc.*, *i.e.*, and *e.g.* in running text. Use similar expressions like *and so forth*, *and so on*, *such as*, and *for example*.

Latin abbreviation usage is acceptable in lists, tables, and parenthetical series.

Lists

We use two types of lists: bulleted lists and numbered lists.

Bulleted Lists. Use a bulleted list for an unordered series of concepts, items, or options rather than a sequence of events or steps. The order of a bulleted list is not important:

- Introduce the bulleted list with a sentence or fragment ending with a colon.
- Bullet each item in the list.
- Begin each item in the bulleted list with a capital letter.
- End the bulleted list item with a period if it is a complete sentence or completes a sentence.
- Construct bulleted lists to be parallel in structure; that is, begin each one with the same part of speech such as an infinitive, verb, or preposition.

Example:

The database owner can:

- △ Create and delete a database.
- △ Add, delete, or modify a document.
- △ Add, delete, or modify any information in the database.

Numbered Lists. Use a numbered list for procedures or sequential lists (the order is important):

- Number each procedure sequentially.
- Introduce a procedure with an infinitive phrase or imperative.

- Capitalize the first word of each procedure.

Example:

To log on to a database:

1. On the **File** menu, click **Open Database**.
2. In the **User Name** box, type your name.
3. In the **Password** box, type your password.
4. Click **OK**.

Log On To, Log Off, Logon

Use *log on to* when referring to connecting to a network and *log off* (not *log off from*) when referring to disconnecting from a network. Do not use *log in*, *login*, *log onto*, *log off of*, *logout*, *sign off*, or *sign on*.

Example:

- You are prompted for your password while *logging on*.
- Remember to *log off* the network.
- Reconnect when you *log on to* the network.
but
- Some networks support this *logon* feature.

Use *logon* only as an adjective, as in “logon password,” not as a noun. For example, it is incorrect to say, “You are prompted for your password during logon.”

Numbers and Figures

Use numbers and figures as follows:

- Spell out numbers from one through ninety-nine and any of these followed by: hundred, thousand, million, and so forth.
- Use figures for 100 and larger sums.
- Avoid beginning a sentence with figures; numbers at the beginning of a sentence should be spelled out. If this is cumbersome, rewrite the sentence.
- Use figures in tables, directions for construction, and to express degrees in temperature.

- Approximations used in place of exact figures are spelled out. For example, two thousand members at the convention or three hundred people attended the seminar.
- Common fractions should be spelled out. For example, a two-thirds vote is required to amend the bylaws.
- Quantities containing whole numbers and fractions should be expressed in figures. For example, 8 ½ -by 11-inch paper.
- Times of the day are spelled out in text, but use figures to emphasize the exact moment. For example, the first meeting of the convention was held on Saturday at nine o'clock; be sure to attend the meeting on bylaws at 2:00.

Online, On-line, On Line

Use as one word (online) in all instances whether used as an adjective or an adverb.

Parallelism

Construct headings and bulleted lists so they are parallel in structure; that is, each beginning with a verb, gerund, infinitive, and so forth.

Percent

Avoid using % in text; spell *percent* except when presenting statistical or technical information in tables or charts.

Periods (Spacing After)

Use one space after a period. This includes a person's initials.

but

Do not space when using P.O. for post office and U.S. for United States.

Prescribe vs. Proscribe

Use *prescribe* to recommend something. Use *proscribe* to forbid it.

Previous/Following vs. Above/Below

To avoid confusion when referring to graphics or illustrations that may move inadvertently from one page to another, avoid using above and below. Use previous and following.

Quotation Marks

Periods and commas **are always inside** a closing quotation mark; colons and semicolons stand outside quotes.

Quotation marks are not used when the quotes material is set in smaller or different type.

Refer To vs. Refer Back To

Use *refer to*. For example, “*Refer to* your book for additional information.”

Report Names

Present report names with initial caps; do not bold or italicize. For example, “Run the Financial Report before tomorrow’s meeting.” Do not capitalize “report” unless it is included in the report’s title.

See vs. Go To

Use *see* for referring to figures, lists, and references. For example, “*See* List 12 for names of committee members.”

Use *go to* when a step is continued elsewhere in the procedure. For example, “If the sum of the numbers is not 100, *go to* step 5.”

Sign Off vs. Sign-off

Use *sign off* and *sign-off* to refer to getting approval. For example,

- Will you *sign off* (verb) on this proposal?
- We finally received the last *sign-off* (noun) we needed to move ahead on this project.

Telephone Numbers

Now that all local numbers require use of the area code, do not put the area code in parentheses. Instead, simply use a second hyphen: 303-735-1079. For extension numbers, use: Ext. 2, Ext. 364, Ext. 4071.

They're vs. Their vs. There

Be sure to distinguish between words that sound the same but have different meanings. For example, there are contractions and possessives that sound the same (*they're* and *their*) but have different meanings.

- *There're* is a contraction meaning *there are*. *There're* 20 of us going on a picnic.
- *Their* is a possessive pronoun (shows ownership). Fire damaged *their* house.
- When *there* is used as a function word to introduce a sentence or clause, it is a pronoun. *There* shall come a time when we will realize how important it is to learn technology.

Note	If the two words that make up the contraction make sense in the sentence, then you can use the contraction in the sentence. For example,
------	--

- | | |
|-------------------------|--|
| | You're dress is red. |
| (You are dress is red.) | The contraction is incorrect—use <i>your</i> , the possessive pronoun. |
-

Type vs. Enter

Use *type*, not *type in* or *enter*, if information the user types will appear on the screen. An exception to this rule is that you can tell users to *enter* a file name (e.g., in a combo box when they have the choice of typing a name or selecting one from a list). For example,

- Type your password.
- Enter the file name.

Use vs. Utilize

Use *use* when you mean to put into action or to consume. For example, “*Use* your spare time to learn more about the real-estate industry.”

Use *utilize* when you mean using something in a way in which it was not meant to be used.” For example, “Many homemakers *utilize* vegetable peelings in compost piles.”

Vice-President vs. Vice President

Hyphenate vice-president.

Which vs. That

Use *that* to introduce restrictive clauses. Restrictive clauses are essential for the sentence to make sense. Commas do not separate restrictive clauses. For example, “The garage *that* my uncle built is falling down.”

Use *which* to introduce nonrestrictive clauses. Nonrestrictive clauses are not essential to the meaning of the sentence. Commas are used to separate nonrestrictive clauses. For example, “John’s car, *which* is red, is a Mustang.”

Who vs. That

Use *who* and *that* when referring to persons.

Use *who* when the person or the individuality of a group is meant. For example, “She is the only one of my managers *who* can speak Spanish fluently.”

Use *that* when a class, species, or type is meant. For example, “He is the kind of student *that* should take advanced math.”

Window vs. Screen

Generally, use *window* to refer to levels of graphic display in a program. Use *screen* to refer to the graphic portion of a monitor. For example,

- Double-click the Word icon on the screen.
- The screen displays the Word program.
- The **Document** window appears.
- Click **File, Close** to exit the **Document** window.

E-mail

We use e-mail for much of our correspondence; therefore, it is important to implement e-mail standards focused on conveying a professional image, promoting efficiency, and protecting the corporation from liability.

Creating E-mail Signatures

Each e-mail will contain the following standard signature information:

Name

Title

NATIONAL ASSOCIATION OF PARLIAMENTARIANS®

Telephone number, extension

Fax number

E-mail address

Web address

For example,

Sarah Niefert

Executive Director

NATIONAL ASSOCIATION OF PARLIAMENTARIANS®

Phone:

Fax:

sarah@nap.org

www.parliamentarians.org

E-mail Do's and Don'ts

Follow these guidelines when writing an e-mail:

Do	Do Not
Use a meaningful subject.	Write in CAPITALS. It is looked upon as shouting and is rude.
Be concise and to the point.	Forward chain letters.

Do	Do Not
Use proper spelling, grammar, capitalization, and punctuation.	Forward virus hoaxes.
Use short paragraphs and a blank line between each paragraph.	Reply to spam.
Use short sentences.	Send or forward e-mails containing libelous, defamatory, offensive, racist, or obscene remarks or pornographic material.
When making points, number or bullet them.	Copy another person's message or attachment without permission.
Use active voice instead of passive.	Use e-mail to discuss confidential information.
Respond to e-mails swiftly.	Send a message when you are angry.
Use Arial 12pt for all messages. Note: In Outlook, on the Tools menu, select Options, Compose, Font Settings .	Use "reply all" unless all need to see your reply.
Take care with abbreviations and emoticons.	
Copy all individuals whose name you use in an e-mail.	
As a courtesy, copy a person whose area of responsibility you are discussing.	
Carefully read all e-mails before you click Send .	

Although e-mail is considered an informal method of communication, your writing skills are reflective of your knowledge and abilities.

Because a person cannot see your face or read your body language when corresponding via e-mail, emoticons can be useful especially if you are trying to convey a feeling. Just be careful and not overuse them.

Appendix

The appendix contains reference information you may find useful.

Initialisms

Below is a list of NAP initialisms.

NAP Initialisms	
Initialism	Complete Form
NAP	National Association of Parliamentarians
NP	National Parliamentarian
NTC	National Training Conference
PDC	Professional Development Course
PQC	Professional Qualifying Course
PRP	Professional Registered Parliamentarian
RO	<i>Robert's Rules of Order</i> (1st, 2nd, and 3rd editions)
ROR	<i>Robert's Rules of Order Revised</i> (4th, 5th, and 6th editions)
RONR	<i>Robert's Rules of Order Newly Revised</i> (7th, 8th, 9th, and 10th editions)
RP	Registered Parliamentarian

NAP Copyright Statement

NAP's copyright statement is as follows:

- Copyright © *year* by NATIONAL ASSOCIATION OF PARLIAMENTARIANS®. All rights reserved.

Year indicates the year the document was first produced. Additional years indicate the year of each subsequent edition. Multiple subsequent years are concatenated with an en dash. In addition, the version number changes.

Example: A document that was produced in January 2002 and updated in March 2003 the copyright statement would read:

- Copyright © 2002–2003 by NATIONAL ASSOCIATION OF PARLIAMENTARIANS®. All rights reserved.

Version Numbering

Whenever a minor or major change is made to a document, the version number changes. Indicate a minor change by adding a .01, .02, and so forth. Indicate a major change by changing to whole number.

Example 1: A publication is produced in February 2005 and is updated in September 2005. It is a minor update. The version number and copyright statement read as follows:

Version 1.01

Copyright © 2005 by NATIONAL ASSOCIATION OF PARLIAMENTARIANS®. All rights reserved.

Example 2: A publication is produced in January 2006 and is updated in November 2006. It is a major update. The version number and copyright statement read as follows:

Version 2.0

Copyright © 2006 by NATIONAL ASSOCIATION OF PARLIAMENTARIANS®. All rights reserved.

Example 3: A publication is produced in May 2005 and is updated in March 2006. It is a major update. The version number and copyright statement read as follows:

Version 3.0

Copyright © 2005–2006 by NATIONAL ASSOCIATION OF PARLIAMENTARIANS®. All rights reserved.

Bibliography

“Email Etiquette.” 2001. *Emailreplies.com* 12 March 2002 <<http://www.emailreplies.com/>>.

“E-Mail Etiquette for the 90s.” *Information Technology Digest* April 1996. 12 March 2002 <<http://www.cuc.claremont.edu/email.htm>>.

Gallagher, Sue. “Re: A Far Broader Question.” Online posting. 11 February 1997. 13 February 1997. >TECHWR-L@LISTSERV.OKSTATE.EDU@Internet>.

Quesenbery, Whitney. “Building a Better Style Guide.” 11 February 2002 <<http://www.cognetics.com>>.

Shaw, K. L. “Re: A Far Broader Question.” Online posting. 11 February 1997. 13 February 1997. <TECHWR-L@LISTSERV.OKSTATE.EDU@Internet>.

Simon, Joshua S. “Master Style Guide.” 2001. 11 February 2002 ><http://www.clock.org/~jss/work/sg/preface.html>>.

Weber, Jean Hollis. “Developing a Departmental Style Guide.” Online posting. 2002. 15 February 2002 <<http://www.techwr-l.com/techwhirl/index.php3>>.

Wilson, Chauncey E. “Guidance on Style Guides: Lessons Learned.” *STC Usability SIG Newsletter: Usability Interface* 4 April 2001. 11 February 2002 <<http://www.stcsig.org/usability/newsletter/0104-style.html>>.

Worthington, Janis, PRP, and Donna Reed, PRP. *Style Manual for Parliamentarians* Texas: Preferred Printers, Inc. 1991.