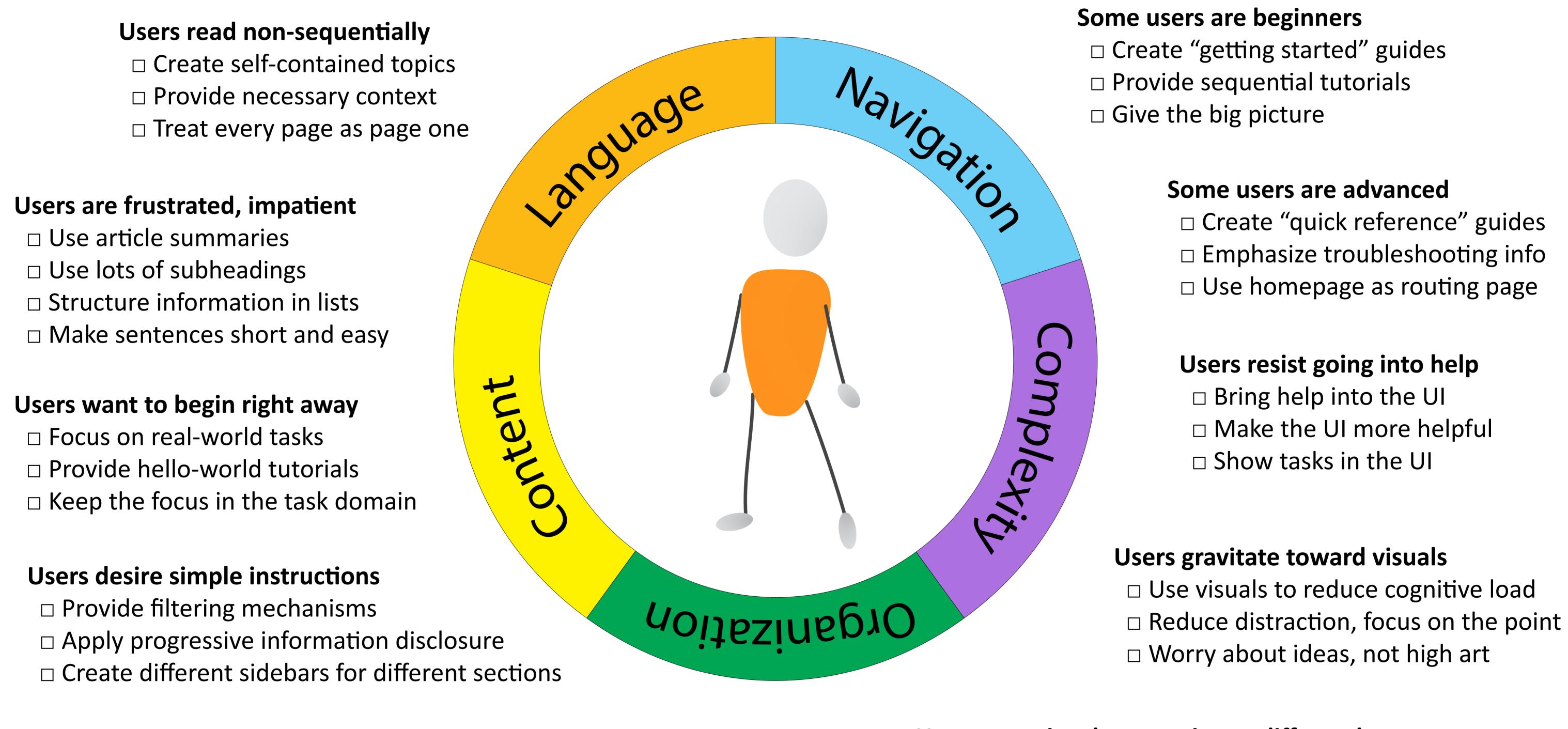
User-Centered Documentation



Users may not speak your "language"

- □ Define unfamiliar terms in a glossary
- □ Put keywords + synonyms in page metadata
- ☐ Write for people who *really* don't speak your language

Users organize the same items differently

- □ Leverage facets if they make sense
- ☐ Use tags to provide other groupings
- □ Provide bottom-up navigation