the capital. But trying to get close to it during its run at MoMA was a task, such was the interest and so eager were the crowds.

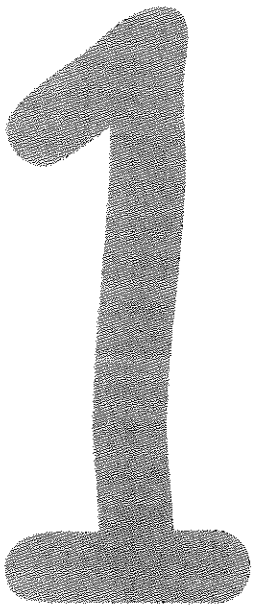
So I think we live in healthy typographical times. Steve Jobs and his digital rivals have brought about a world in which we are all masters of our type, and one in which we are more aware of fonts – their names, their design, their pedigrees – than ever before.

The modest purpose of this book, beyond entertainment and elucidation, is to extend this awareness and to celebrate our relationship with letters. Things we take for granted may disappear without our knowing; things we treasure should not pass without commemoration.

But we should begin with a cautionary tale, a story of what happens when a typeface gets out of control.

Just My Type:
A Book About Fonts (2010)
Garfield. Simon
New York: Gotham Books.

We don't serve your type



A duck walks into a bar and says, 'I'll have a beer please!' And the barman says, 'Shall I put it on your bill?'

How funny is that? Quite funny. The first time you heard it. It's the sort of joke you can remember – one that shows people you are not totally unable to tell a joke. A joke that a child can tell, or an uncle. The sort of joke that if you saw it on a greetings card would appear – as it does above – in Comic Sans.

Even if you didn't know what it was called, you will be familiar with Comic Sans. It looks as if it was written neatly by an eleven-year-old: smooth and rounded letters,

nothing unexpected, the sort of shape that could appear in alphabet soup or as magnets on fridges, or in Adrian Mole's diary. If you see a word somewhere with each letter in a different colour, that word is usually in Comic Sans.

Comic Sans is type that has gone wrong. It was designed with strict intentions by a professional man with a solid philosophical grounding in graphic arts, and it was unleashed upon the world with a kind heart. It was never intended to cause revulsion or loathing, much less end up (as it has) on the side of an ambulance or a gravestone. It was intended to be fun. And, oddly enough, it was never intended to be a typeface at all.

The man to blame – although you wouldn't be the first to do so, and he takes any criticism with a genial shrug of his shoulders – is Vincent Connare. In 1994, Connare sat at his computer terminal and started to think that he could improve the human condition. Most good type starts out this way. In Connare's case, he wanted to fix a problem his employers had stumbled into without thinking.

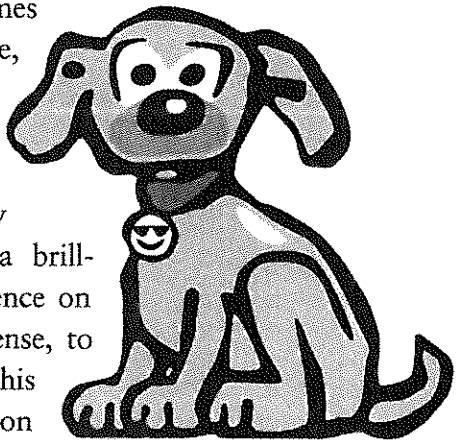
Connare worked at Microsoft Corporation. He joined not long after the company had started to dominate the digital world, but before it became known as the Evil Empire. His job title was not 'font designer', for that might have implied some sort of old-world arts-and-crafts chair whittler, but 'typographic engineer'. He had arrived from Agfa/Compugraphic, where he worked on many type designs, some of them licensed to Microsoft's rival, Apple, and had trained first as a photographer and painter.

One day early in 1994, Connare looked at his computer screen and saw something strange. He was clicking his

way through an unreleased trial copy of Microsoft Bob, a software package designed to be particularly user-friendly. It included a finance manager and a word processor, and for a time was the responsibility of Melinda French, who later became Mrs Bill Gates.

Connare spotted that there was one thing particularly wrong with Bob: its typeface. The instructions, designed in accessible language and with appealing illustrations (designed, in fact, for people who might otherwise be scared of computers), were set in Times New Roman. This looked ugly, because the software was warm and fuzzy and held your hand, while Times New Roman was traditional and chilly. It appeared an even stranger choice when paired with the child-friendly illustrations that accompanied it, not least of Bob himself – a waggy, sweet-talking dog.

Connare suggested to Microsoft Bob's designers that his experience of working with the company's educational and kids' software might render him suitable for revamping the look of their newest product. He probably didn't need to list the reasons why Times New Roman was unsuitable, but the first was that it was ubiquitous, and the second was that it was boring. It had been designed in the early 1930s by Stanley Morison, a brilliant typographer whose influence on modern publishing was immense, to update *The Times* newspaper. This work had nothing in common

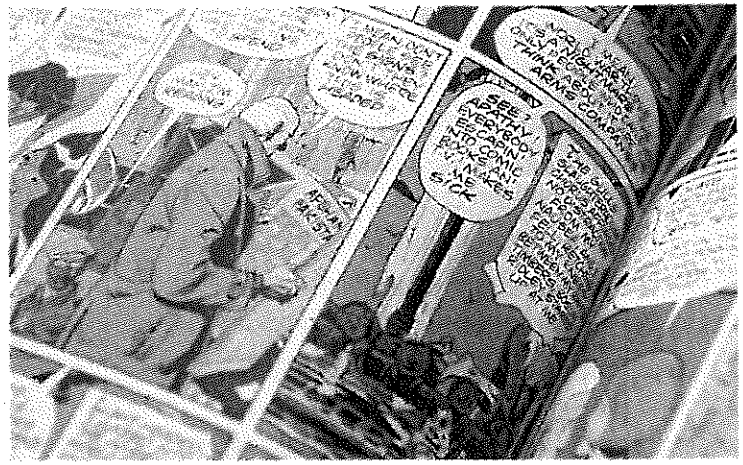


Microsoft Bob, a dog in search of a font

with the way papers are updated today – redesigns intended primarily to increase the impression of youthfulness and upend a decline in circulation. Its prime intention was clarity; Morison maintained that 'a type which is to have anything like a present, let alone a future, will neither be very "different" nor very "jolly".'

But types have their time, and in the middle of the 1990s, at what was still the dawn of the digital age, Vincent Connare set about proving Morison wrong.

In many ways, Comic Sans existed before Connare made it legitimate by giving it a name. It existed, naturally enough, in comics and comic books (indeed the typeface was originally called Comic Book). One of the books that Connare had by his desk at Microsoft was *Batman: The Dark Knight Returns*, by Frank Miller with Klaus Janson



Watchmen – a dark inspiration for Comic Sans

and Lynn Varley. This told the tale of the elderly justice-doer jumping from his anxious retirement to take on terrible foes, only to find that he was even more unpopular with Gotham authorities than ever. The book was a huge crossover hit, reaching people who would previously have been embarrassed to carry what was then becoming an acceptable art form, the graphic novel. Along with Alan Moore's and Dave Gibbon's *Watchmen*, another influence on Connare, it marked the point where comics staked their claim as both literature and art.

Batman: The Dark Knight Returns was not that dissimilar from DC and Marvel comics of old, although it was now increasingly sinister, its characters taunted by terrible inner demons. Its value to the typographer was that it achieved that near-sublime melding of visuals and text, where one didn't swamp the other, and both could be absorbed simultaneously. It was like watching a perfectly subtitled film. When the Joker, seemingly dying, spits out 'I'LL ... SEE YOU ... IN HELL—' the reader skips from box to box gasping. This is perfect type, or at least perfect type suited to the medium; it might look odd in a Bible.

This was Connare's goal too, but he was aware that comic-book text was not always used so seamlessly. Those not exposed to comic books for years would perhaps be more familiar with Roy Lichtenstein's pop art type, inspired both by comics of the 1950s and the poetry of Phil Spector records. There was a primitive irony in Lichtenstein's use of the words 'WHAAM!' and 'AAARRRGGGHHH!!!', and a knowing humour in his yellow-haired damsels sobbing, 'That's the way it should

have begun! But it's hopeless!' But this was obtrusive type, type with an arresting message.

Of course, Connare knew that both Lichtenstein and Frank Miller's Batman didn't use type at all, but letters that had been hand-drawn for each box. This gave it great flexibility and variety – no two letters exactly the same, the possibility of stressing a syllable by gently increasing the pressure on the nib – but Connare's appreciation of the craftsmanship did nothing to solve the problem of Microsoft Bob. This new software required a new type interface that looked as if it had been drawn by a creative and friendly hand (a hand that would hold your hand as you clicked through). His letters would be the same every time they were used but they would still look human.

Connare used the then-standard tool for designing type on a computer – Macromedia Fontographer – drawing each letter repeatedly within a grid until he got the style he required. He chose the equivalent of a child's blunted scissors – soft, rounded letters, with no sharp points to

Aa Bb Cc Dd Ee Ff
Gg Hh Ii Jj Kk Ll Mm Nn
Oo Pp Qq Rr Ss Tt Uu
Vv Ww Xx Yy Zz

Comic Sans in all its childlike glory

snag you. He drew both capitals and lower case, and printed them out to examine their dimensions when placed next to each other. Like most designers, he had a way of relaxing his eyes so that he could concentrate on the white paper behind the letters, gauging the space between the characters, the space between lines of text and their 'weight' – how light or bold they were, how much ink they used on a page, how many pixels they occupied on screen.

He then sent what he had made to the people working on Microsoft Bob, and they replied with bad news. Everything in the software package had been set with Times New Roman measurements – not only the choice and size of the type, but also the size of the speech bubbles that contained it. Comic Sans was slightly larger than Times New Roman, so it couldn't just be slotted in.

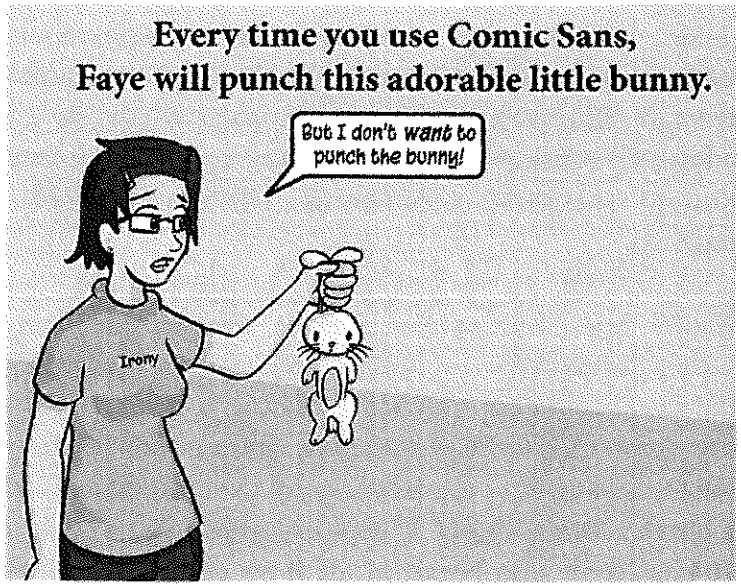
Microsoft Bob duly appeared in its formal state, and was not a success. No one officially blamed the unsuitable typeface. But not long afterwards, Connare's work was adopted for Microsoft Movie Maker, a distinct hit. And thus the typeface intended only as a solution to a problem took off.

Comic Sans went global after it was included as a supplementary typeface in Windows 95. Now everyone in the world could not only see it, but use it. Because it was irreverent and naive, it may have appeared better suited to the heading of your student essay than something with a heavier formality like Clarendon (which dates back to 1845). People also began to use it on restaurant menus, greeting cards and birthday invitations, and self-printed

posters stapled to trees. It was viral advertising before such a thing existed, and like a good joke it was funny at first. Connare explained why it worked so well. 'Because it's sometimes better than Times New Roman, that's why'.

Then Comic Sans began to appear in other places: on the sides of ambulances, on online porn sites, on the backs of the shirts worn by the Portuguese national basketball team, on the BBC and in *Time* magazine, in adverts for Adidas boots. It became corporate, and suddenly Times New Roman didn't seem so bad any more.

In the new century, people began to get upset with Comic Sans, at first in a comic way, and then in a more emetic one. Bloggers turned against it, a dangerous thing,



The bunny gets it – hard-hitting propaganda from the Ban Comic Sans website

and Vincent Connare found himself at the centre of an Internet hate campaign. A husband and wife cottage industry sprang up around it, with Holly and David Combs offering mail-order 'Ban Comic Sans' mugs, caps and T-shirts. Alongside their own manifesto:

> We understand font selection is a matter of personal preference and that many people may disagree with us. We believe in the sanctity of typography and that the traditions and established standards of this craft should be upheld throughout all time . . . Type's very qualities and characteristics communicate to readers a meaning beyond mere syntax.

The Combs, joint authors of a book called *Peel*, which documents the social history of the sticker, met one Saturday at a synagogue in Indianapolis; Holly says she was smitten as soon as they started discussing fonts. Both of them were clearly fans of type with authenticity and purpose, as their manifesto makes clear:

> When designing a 'Do Not Enter' sign, the use of a heavy-stroked, attention-commanding font such as **Impact** or **Arial Black** is appropriate. Typesetting such a message in Comic Sans would be ludicrous . . . analogous to showing up for a black tie event in a clown costume.

The Combs' manifesto then began to sound like something the Futurists would write after too much absinthe, calling on the proletariat to rise up against the evil of Comic Sans, and to sign a petition for its prohibition.

Their website has attracted international feedback, highlighting the far-reaching and rapid spread of a font in the digital world. One post from South Africa lamented, 'I am forced to study a national language called Afrikaans, which is similar to Flemish. Almost every textbook is printed ENTIRELY in Comic Sans.'

The campaign also neatly demonstrated that the public, beyond the world of type design, has an awareness and an opinion about the everyday appearance of words. The *Wall Street Journal* wrote a column about Comic Sans and the banning movement on its front page (in its dour Dow Text font with a crisp Retina headline), explaining that the typeface was so unpopular that it was becoming retro chic, like lava lamps. *Design Week* went so far as to put Comic Sans on its cover, with a provocative Lichtenstein-style speech bubble asking, 'The world's favourite font!?'

The Combs don't really believe that Comic Sans is the plague of our time. In interviews they sound reasonable: 'Comic Sans looks great on a candy packet,' says Dave Combs. 'A place where it doesn't look great, in my opinion, is on a tombstone.' You've actually seen that? 'Yes, actually I have.' Where else was no good? 'I was in a doctor's office,' Holly Combs remembers, 'and there was a whole brochure describing irritable bowel syndrome . . . '

Connare could have taken this one of two ways, but he was smart and appreciated the attention. He came to Comic Sans' defence, but also acknowledged its strict limitations. Like Dr Johnson's lexicographers, type designers can rarely expect acclaim, but they do well if they avoid

recriminations. And they rarely receive even ignominious fame, unlike Connare, who for a while became the most famous type designer in the world.

In the sixteen years after he developed Comic Sans, Connare has designed several other noteworthy typefaces, notably Trebuchet, which is a nicely rounded semi-formal humanist font ideal for web design.* But his fame rests with his original creation. 'Most everyday people that aren't in my industry know the font,' he says. 'I get introduced as the Comic Sans Guy. "What do you do?" they ask. "I design type." "What do you design?" "You might have heard of Comic Sans." And everybody says yes.'

One reason for this may be Comic Sans' emotional attributes, not least its warmth. Connare has written a monograph about his own type hero, William Addison Dwiggins, who in 1935 designed Electra, a sturdy book face that he intended to reflect the clanking machine age, its edges like the sparks and spits from a furnace. This too was emotional type, and Dwiggins envisaged a conversation in which he would justify his ambitions. 'If you don't get your type warm it will be no use at all for setting down *warm* human ideas – just a box full of rivets . . . By jickity, I'd like to make a type that fitted 1935 all right enough, but I'd like to make it *warm* – so full of blood and personality that it would jump at you.' (Dwiggins was a man for the catchy phrase: he is credited with inventing the term 'graphic design'.)

* Both Trebuchet and Comic Sans are highly regarded by those who work with dyslexic children – their easy, unthreatening clarity proving far more accessible than harsher and more traditional fonts.

Connare can sometimes be elliptical about his fame. 'If you love Comic Sans, you don't know much about typography. If you hate it, you really don't know much about typography, either, and you should get another hobby.' And sometimes, rather than regale new acquaintances with the whole naive saga, he can email them a pdf slideshow. This shows not only odd uses of his font, but also a letter he received from the Ban Comic Sans campaigners thanking him for being 'a good sport'; on subsequent slides he showed a letter of appreciation from Disney after it used Comic Sans at its theme parks (it was signed by Mickey Mouse). His conclusion as to why Comic Sans has become one of the most widely used fonts in the world is arresting: people like it, he says, 'because it's not like a typeface'.

By jickity indeed. This suggests that, even in the digital age, we don't know very much about type, and may in fact be frightened of it. Here is something that has always been central to our lives, but when the pull-down menu offers us the opportunity to choose type for our own ends we appear to opt for the one that most reminds us of the schoolroom. At every opportunity our computer asks whether we might like to spend the day with Baskerville, Calibri, Century, Georgia, Gill Sans, Lucida, Palatino or Tahoma. But we choose old Comic Sans.

Perhaps this is just as it should be. In its attempt to resemble handwriting, Comic Sans has its roots in type from the Middle Ages. It is the logical conclusion to a technological breakthrough that transformed everything. Of course, if Johannes Gutenberg had imagined that his greatest endeavour would end up as a funny sign above

a funeral parlour he might just have wrapped his plump stained fingers around all the printer's ink in Europe and thrown it in the sea.

But come on Johannes, loosen up! Tell us a joke! As the *Wall Street Journal* observed, at least Comic Sans has stepped out from under a computer's toolbar to become a punchline:

> Comic Sans walks into a bar and the bartender says, 'We don't serve your type.'