

## More Tips for Contributing to the Community Knowledge Center

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### [Customer contribution tips from Ex Libris](#)

- Know the limits on size
- Don't duplicate
- PUBLIC in Google - nothing too personal
- Numbered vs bulleted lists
- and much more

### **More Suggestions**

Single-issue only - cover only 1 topic

WYSIWYG editor has Source button

- can copy/paste from other WYSIWYG editor
- can save standard format (such as email), then copy/paste

Consistent terminology helps, for example, in action descriptions:

- Dialog boxes and windows open, they do not appear or display
- Dialog boxes and windows close, they are not dismissed, cancelled or x'ed out
- Click a button in a dialog box, do not hit, select or press
- Press a keyboard key, do not hit, type or depress it

It's a lot to think about, but the goal is: simple, succinct, uncluttered, unambiguous, accurate, findable, reusable, thorough, unique

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