

## editor's note



**THE OTHER DAY** my boys were playing Super Smash Brothers Brawl on their Wii when all of a sudden, the gaming console stopped working. No matter what disk we inserted, the system would not read any files.

I Googled the problem and quickly learned I was not unique in having this problem after playing that particular game. So I called Nintendo to find out what to do and a pleasant help desk professional listened to my tale of woe. Unfortunately, she explained, we were way beyond the warranty period; however, they could provide a mailing label and I could send the system in for repair—for just \$85.

When I complained that the problem was a known issue caused by one of their games, she readily agreed to waive the fee AND extend the warranty by a year! While not outstanding customer service, it was pretty good, especially considering the general reputation of the electronics industry.

At AISC, though, we hope to do better than just pretty good.

Last year we introduced a digital version of the 14th Edition AISC *Steel Construction Manual*. While some users raved, others pointed out a variety of shortcomings, including:

- ▶ Most people own more than one computer. Engineers wanted to load the file on their desktops *and* their laptops.
- ▶ It was difficult and slow to navigate through the file; there was no easy way to jump to a desired section.
- ▶ Most people repeatedly use certain sections of the manual. Everyone wanted to be able to bookmark specific locations.
- ▶ With the growth of tablets, there was a demand to use the digital manual on iPads and other handheld devices.

Since these were all good suggestions, we revamped the digital Manual. Now, users can load the file on up to six of their personal devices—including tablets (and even their phone—but trust me, reading tables on a tiny screen is not a good experience). We added a hyperlinked table of contents so you can jump to specific sections. We enabled bookmarking. And because we don't want our customer service to simply be pretty good, we automatically sent the new version to all purchasers of the old version. If you want to check out the new version, we'll be demonstrating it at this year's NASCC: The Steel Conference ([www.aisc.org/nascc](http://www.aisc.org/nascc)) in Dallas from April 18-20. Or, visit the AISC bookstore at [www.aisc.org/bookstore](http://www.aisc.org/bookstore).

And speaking of the Steel Conference and digital files, for those of you who can't make it to Dallas but still want to take advantage of this wonderful educational opportunity, we're offering a series of streaming sessions. We'll be broadcasting live from two rooms throughout the conference. Registrants can log into either room, listen to the sessions, ask questions through the user interface and receive PDHs. For more information, visit [www.aisc.org/2012live](http://www.aisc.org/2012live).

**SCOTT MELNICK**  
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