



Bulletin

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2008 Conference Issue: Burnaby, British Columbia



Conference coverage begins on page 5.

Indexing Society of Canada

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Audrey McClellan
Membership Secretary

Call for Bulletin Contributions

Author Guidelines: submit unsolicited articles electronically in DOC or RTF formats, artwork in PDF format, and photographs in TIF or JPG format. Please send correspondence attention to:
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President's Message

Flourishing

Burnaby was a beautiful place to hold our 2008 conference and AGM. I was impressed by the venue, the views, the presenters, the organizers and, perhaps most of all, the attendees.

The lushness of the surroundings as the gorgeous rhododendrons flourished in their springtime blossoms was also impressive—and fitting, as one of our focus points for the coming year will be encouraging all our ISC/SCI branches to flourish, too. During a one-hour brainstorming session on regional activities and services, a wealth of bright ideas came forward: information to add to our website, ways to use ISC-I more, methods for encouraging members to get together, places

we can look for more members and strategies for promoting ISC/SCI. Debby Schryer recorded the session to ensure that we don't lose any of these ideas, and I hope we'll be able to act on some of them this coming year.

It appears that one thing, at least, has already started, as we've seen increased use of ISC-I since the conference.

Thanks to everyone who was able to attend the conference for your contributions there, and to all of you for what I am sure will be your ongoing contributions throughout the months to come. I'm looking forward to a flourishing year for ISC/SCI.

— Heather Ebbs

Message de la part de la présidente

Prospérité

Burnaby a été l'endroit idéal pour tenir notre conférence 2008, ainsi que l'assemblée générale annuelle. J'ai été impressionnée par les sites de rencontre de la conférence, les paysages, les animateurs, les organisateurs et, par-dessus tout, par les participants. Les alentours luxuriants et les rhododendrons fleurissant étaient spectaculaires. Ils ont formé un arrière-plan très approprié car une de nos préoccupations pour l'année à venir sera d'encourager tous les chapitres de l'ISC/SCI à s'épanouir. Concernant les activités et services régionaux, on a eu une tempête d'idées concernant entre autre :

- le contenu du site Web
- les moyens d'augmenter l'utilisation de l'ISC-I
- l'organisation des rencontres entre les membres
- les stratégies pour promouvoir ISC/SCI et recruter de nouveaux membres

Debby Schryer a pris des notes détaillées sur tout ce qui a été discuté.

J'espère qu'on va pouvoir mettre en place quelques-unes de ces idées pendant l'année à venir. Il semblerait qu'au moins une chose soit déjà amorcée: l'usage de ISC-I a augmenté depuis la conférence.

Merci à tous ceux qui ont pu participer à la conférence pour leur aide. Et à vous tous, merci pour les contributions que je suis convaincue vont être faites pendant les prochains mois.

En les attendant avec impatience.

— Heather Ebbs

Traduction par Mona Iordache

Editor, comments from . . .

Welcome to another issue of the *Bulletin*!

This is my favourite issue of the year, as we're treated to a look at the annual conference. This year we had a stellar crop of reporters covering the conference. Without them our look at the conference wouldn't be as tantalizing. As you read, remember their contributions. This year our conference reporters were: Shelley Brown, Vivien Cartmell, Jennifer Hedges, Adrian Mather, Audrey McClellan, Trine Schioldan and Debby Schryer.

We're also treated to photos by Brian Hogan and Audrey McClellan, which give this issue more colour than normal.

In addition to the conference coverage (page 5), we've got more content for you. From the executive, there are the annual reports (page 17) and the results of the rates and salary survey (page 28).

We also have a letter from the editor of *The Indexer*, Maureen MacGlashan, which immediately follows below.

My thanks to all who contributed to the production of this issue. I'd like to thank Vivien Cartmell, Christine Dudgeon and Gillian Faulkner for assisting with proofreading the newsletter.



From the editor of *The Indexer*

I am delighted, as editor of *The Indexer*, to respond to Natalie Boon's request for contributions to the ISC/SCI *Bulletin* with a few words about *The Indexer*. For once, I can be confident that my audience will actually already know a bit about the journal since it comes to all ISC/SCI members as part of their membership subscription. It was a great endorsement of what we are trying to do when the ISC/SCI executive took the decision earlier this year to continue this arrangement. It's now my task as editor and that of the rest of the team to ensure that we go on earning your trust. And to do that, we need feedback. What do you like about the journal, what don't you like? How could we do better? Is there any way in which we could help societies other than the SI feel a greater sense of ownership in the journal? Do let us know (me – editor@theindexer.org – on general policy, Liqun Dai – marketing@theindexer.org – on marketing, or Ruth Pincoe – ruth.pincoe@gmail.com – as the ISC/SCI corresponding member).

In the meantime, in terms of content, we'll be looking to maintain something like the present mix of material, ranging from the very scholarly

article to the purely entertaining, from cutting-edge technology and techniques to practical advice for novice and experienced alike on how to manage an effective indexing career. And we'll want to sustain the present geographical spread of contributors, some two thirds of whom now come from outside the UK with Canada putting in a strong showing.

And, of course, we will go on working to keep subscription costs (hidden though they may be in the case of ISC/SCI members) to an absolute minimum. A key factor in this will be expanding our subscription base, so if you have bright ideas for how we might coax in new subscribers from outside the societies, in particular institutions such as libraries and publishing firms, do please let Liqun know. Don't forget (picking up on ASI's recent change of name), it's a journal not just for indexers but about indexing, about information management, of interest to all sorts of people who might not even realize that there is such a thing as a professional indexer. Just leave your *Indexer* in your dentist's waiting room and watch what happens!

Maureen MacGlashan, editor@theindexer.org

Conference 2008 Coverage

Coordinator's Report,

Conference Coordinator Beth Macfie

Our conference in Burnaby, BC, in early June was a great success, thanks to our cheerful and organized volunteers, expert speakers, and friendly participants. This year we continued our traditional conference approach: keeping the cost low, holding all sessions as plenaries, moving around the country to maximize access to all members and increase contact between members all over Canada, and including people from outside Canada as registrants and speakers.

We had 41 registrants (up about 25% over previous years), from across Canada and several US states. We achieved our financial goal (break-even plus a small margin), achieving a surplus of approximately \$2000. One sister society sent a representative: Carolyn Weaver, past president of the American Society for Indexing.

Content ranged widely: business operation tips, details of handling a certain topic area for book indexes, usability analysis, taxonomies and controlled vocabulary, software use, and discussions of particular indexes. Other activities related to society business: our annual general meeting (which addressed the results of the recent Rates Survey) and discussions of regional services and a possible award for indexing excellence.

This is a summary of the conference evaluation:

- Site, price, timing, length and advance information were rated mostly good to excellent.
- Speakers were well appreciated.
- Most registrants found out about the conference from ISC publicity and our website. Some found out through the Editors' Association of Canada, Index-I, or their workplace.
- Registrants attended in order to learn, meet other indexers, find out about ISC, meet indexing "personalities," and see another part of Canada.
- They'd like future conferences to include more structured networking opportunities.

Dozens of volunteers helped with the conference. Those who did a particularly large amount were Cheryl Lemmens (web pages), Judith Anderson (facilities, catering, social events and accommodation), François Trahan (sponsorships), and Clara Johnson and Meral Alakus (promotions).

Innovations this year:

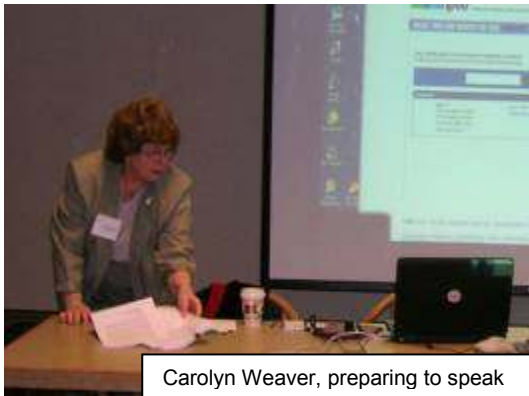
- Sponsorships: we recruited a coordinator, who gathered many in-kind donations (particularly door prizes), as well as \$100 for refreshment breaks.
- Billet service: we recruited a coordinator, advertised the service, received two offers of space, and placed one person.
- Software training: the Cindex session was integrated into a conference day rather than an extra day.
- Executive meeting the day before the conference: the conference program invited all registrants who were interested and available to attend.
- Sessions: addressed association as well as indexing-related topics.
- Promotion:
 - Instead of creating and distributing a printed brochure, we promoted the conference through a program page on the ISC Conference website. Advertising was done through emails and email-forum postings that directed readers to the website.
 - A promotions team handled publicity—thinking of where to advertise, and drafting and circulating a series of varied messages over several months.
- Printed program and sponsors sign: created by converting the web page program and sponsors page to print versions rather than starting from scratch.

In 2009 we gather in Toronto, June 3rd and 4th. If you'd like to participate in the planning or operation, please contact Heather Ebbs [hlebb@gmail.com](mailto:hlebbs@gmail.com).

Conference 2008 Coverage

The Little Extras: A Customer Service Approach to Indexing — Presented by Carolyn Weaver, session reporter: Jennifer Hedges

Carolyn Weaver believes there are two approaches to customer service, which she names for the retailers that exemplify them: Wal-Mart and Nordstrom. After you pass the greeter at Wal-Mart, you are on your own. At Nordstrom, you may pay more for your purchases, but you'll enjoy a customer-focused service.



Carolyn Weaver, preparing to speak

For indexers, good customer service is what brings clients back. The key is to educate clients, to familiarize them with various elements of the index, and to help them choose the best for their particular index.

Be clear and specific when negotiating contracts. What does an "indexable page" mean to the client? When a client asks for an index Friday, does that mean he or she needs it at the start of the working day, or will it sit in someone's e-mail until Monday?

When you cannot take on an index, it helps the client if you make a referral to another indexer whose work you know. Make sure that person is available and interested before passing on his or her name to the client.

A website that you update constantly is an asset and saves time when a prospective client contacts you. The best websites are more than résumés, with value-added features such as links to reliable sources of information. Carolyn's site is a good example: <http://www.weaverindexing.com>

*For indexers,
good customer service is
what brings clients back.*

Good customer service is not just for clients. New indexers can benefit from your value-added approach. Refer them to websites with a focus on newbies and invite them to contact you later with specific questions.

Unfortunately, time ran out before Carolyn could cover all that she planned. Other "little extras" include a no-excuses approach to deadlines, an emergency backup plan, fixing the client's mistakes and taking responsibility for your own, and knowing when to say no to a project even if you have time for it (for example, if the material is personally offensive to you).



Registration Table

From left to right:
Viv Cartmell,
Mona Lordache,
Sheilagh Simpson

Conference 2008 Coverage

Taxonomies — Presented by Meral Alakus, session reporter: Shelley Brown

Meral Alakus provided conference attendees with a thorough overview of taxonomies, indexing, and their respective places in knowledge management and relation to each other.

Indexing acts as a road map to information in a book or a document, for example, and makes the information within retrievable for users. The language of the index is subject-specific with regard to term selection and analysis. Terms for social science indices can be ambiguous and inconsistent, while terms for format indexing (like newspapers) are controlled by the use of a thesaurus. Another type of index is an image index, which uses generic or specific descriptive terms.

Book indices contain terms from the book, and are closed indexing, as once the book index is complete there is no further development for the index. Journal indices are indexed using terms from a thesaurus and are open, as the thesaurus and controlled vocabulary are both being developed (as long as the journal continues to be published).

Web indexing consists of an index of the contents of a particular site and is closed. There are two structures commonly used: a *site map*, whose structure is similar to a table of contents, and a *site index*, which is closer to a back of the book index.



Meral Alakus

Ms. Alakus' next topics of discussion were metadata and metatags. *Metatags* identify the properties of a book or a website: the author and title for example. *Metadata* elements include the content of a piece (title, subject,

description, type), the intellectual property of a piece, and its instantiation (date, format, and language). Two types of keywords exist: description keywords, which describe the information on the website in 20–25 words, and keywords, which use a thesaurus. She gave the example of Dublin Core Metadata and its application in HTML as a way to illustrate the use of metadata and metatags. This is different from both a website index with an A–Z index, and an embedded index, where articles have terms embedded within.

Next, Ms. Alakus introduced taxonomies. A taxonomy is a logical ordering of information categories. Many scientific disciplines use them to name organisms (like Carl von Linné's taxonomy that named all living creatures). Essentially a taxonomy divides objects into groups according to their characteristics. While an index points to information in a document, a taxonomy classifies information from multiple documents or sources. An index is dependent on the content it provides access to, while a taxonomy can stand alone.

A taxonomy is hierarchical in structure, with categories that progressively narrow. Information can be retrieved from it through keywords. Essentially it is a system that can organize databases or journals, for example, and helps the user retrieve information from these objects. Taxonomies must be updated to reflect user language to aid in information retrieval. They can be used to define user interests, topics, areas of expertise, or communities and their objectives.

In a business enterprise, a taxonomy can serve to organize internal knowledge from work done within the business, or external knowledge (e.g. correspondence between the enterprise and outside bodies). To develop an enterprise taxonomy, it is best to study the administrative structure and talk to administrators and working personnel, and develop scenarios for document retention and access.

Meral's engaging presentation style made this an accessible introduction to the sometimes complex world of taxonomies, metadata, and their relation to indexing.

Conference 2008 Coverage

Index Usability Studies — Presented by Cheryl Landes, session reporter: Adrian Mather

Cheryl Landes and Cynthia Landeen conducted usability tests on two indexes. The goal was to determine which index was most useful and whether an indexer's background affects the way he or she indexes.

Cheryl outlined how this project has gone through a number of changes since its beginning in 2002. Indexers have changed and the project book has as well. By 2006 the project book was *Riverwalking*, by Kathleen Moore, which was published without an index (author Moore hopes a new edition will include one). Three indexes were created for *Riverwalking*: one by a scholarly indexer (Cynthia), one by a technical indexer (Cheryl), and a third by a new indexer. The new indexer's work was not used in the usability study.

A usability test on these two indexes was done by fourteen students from Washington State University and Portland State University.

The test's goals were to determine which index was easiest to use, to examine how readers look for information, and to see if readers could find specific information using the indexes. Students were given tasks to complete, which involved looking for specific information about places and animals and more observational information concerning moods and feelings.

Results showed that in general WSU students preferred the scholarly index while PSU students preferred the technical one. It was determined that students' backgrounds were largely responsible for the difference.

Cheryl felt the study was worthwhile and believes more studies of this type would be entirely worthwhile. Questions and suggestions from the audience included the idea that usability tests might yield different results if they included people who had read the book. Another participant suggested it might be worthwhile to go through a book club to find such readers.



Conference Dinner and Show-and-Sell

From left to right:
Brian Hogan, Sheilagh Simpson, Judith Anderson, Elizabeth Macfie, Carolyn Weaver, Ruth Pincoe, Paul MacDonell

Conference 2008 Coverage

Regional Services and Activity Discussion (Summary) — Facilitated by Heather Ebbs, session reporter: Deborah Schryer

This is a brief summary of some of the topics covered at the session in June. A more complete description of the discussion will be posted on the ISC/SCI website in the near future.

The Regions include: Atlantic, Central, Prairies & North, West Coast

Heather Ebbs began the discussion by outlining a framework:

- What do we want? What are members' expectations?
- Are expectations being met by regional services and activities?
- What barriers do we face and do these barriers affect the services and activities offered?
- What are the success factors? How have they been created and can they be strengthened?
- How can regions help each other?
- How can the executive help?
- How sustainable are solutions?

Here's an overview of the topics that were discussed after Heather's introductory comments.

Expectations:

- The opportunity to meet face to face is important for networking opportunities.
- Regional meetings bring a feeling of belonging.
- Motivation

Barriers:

- Length of trip to get to a meeting (especially with the rising costs of fuel)?
- Lack of specific programs?

Success stories:

- Pacific Northwest meetings and activities: variety of topics, workshops for newbies, national speakers, networking dinners, peer reviews

- Toronto meetings – even those with an “interest” in indexing are welcome; lots of peer reviews; meetings held on Saturdays
- Meral Alakus's meetings with Halifax indexers; both members and potential new members

Suggestions:

- Various mailing lists to stimulate interest
- Better use of ISC website
- Ask senior indexers to attend as a draw for meeting attendance
- Formal promotion of ISC and indexing
- Outreach coordinator
- Piggy-back on other meetings like those of EAC, STC, library organizations
- Learn from each other and share each other's ideas
- Ways to handle presentations given at meetings
- New ideas for future conferences

Other discussion:

- History of PNW branch of ASI
- Regional budgets morphing into legal status of ISC – whether to be a non-profit, non-charitable organization



Pre-Conference Dinner

From left to right: Jennifer Hedges, Cheryl Landes, Meral Alakus, Mona Lordache, Heather Ebbs, Judith Anderson (at the head of the table), Thérèse Shere, Frances Lennie (mostly obscured), Carolyn Weaver

Conference 2008 Coverage

**Indexing Environmental and Natural History Titles —
Presented by Thérèse Shere**, session reporter: Adrian Mather



Thérèse Shere

One of Thérèse's specialities is indexing books on the environment and natural history. She has identified specific problems and challenges related to indexing in these fields.

Terminology changes rapidly. She has found that meanings for terms become more specific as the public becomes more familiar with them. She offers the terms "climate change" and "global warming" as examples of this.

Scientific and technical books easily develop unfriendly-looking indexes because of their length and the number of

subheadings in many entries. Thérèse feels a certain amount of art is necessary to improve on their usability. She favours the use of page spans after main headings, and before subheadings, to make large entries less intimidating. She also tries to cut down on the number of words in her main headings while still making them as specific as possible.

Thérèse details the particular difficulty of dealing with family/genus/species names and how they correspond (or don't) with common names. Frequently publishers want only page references for scientific names on the pages where these names are actually used in the text, despite the fact that the discussion of these scientific names may continue for many pages under their common names.

It was also pointed out that common names in botany and biology come in multiple forms, and that some common names (such as ducks) don't correspond directly with scientific ones. Cross references can help, but indexers should also keep in mind the fact that overloading an index with see and see also cross references isn't an ideal solution.

Maps and charts in these books present problems as well. Many illustrations (also lists) can add dozens of locators to an index. Thérèse warns indexers taking on books with many such illustrations that they must take into account the extra time needed to index them.

Thérèse enjoys indexing in these fields and feels there is a lot of potential work out there when you consider the number of government reports already published without indexes.



Conference 2008 Coverage

Herding Cats: The Challenges of Multi-authored Documents Using Controlled Vocabulary — Presented by Julie McClung,

session reporter: Trine Schioldan

Julie McClung's professional, multi-media presentation on vocabulary control showed how and why the team of Hansard indexers at the British Columbia Legislative Assembly employs vocabulary control in their work practices. The Hansard text, which the team indexes, is the official report of the debates in the legislature. Most Commonwealth parliaments refer to their transcribed debates as the "Hansard." The British Columbia Hansard Debates have been published since 1970. The indexing team uses controlled vocabulary to answer two critical questions: "What do I call this topic?" and "Where do I put this topic?"

Julie began her presentation by defining controlled vocabulary as "an authoritative list of terms to be used in indexing." She also defined related terms: thesaurus, taxonomy, ontology, and folksonomy. Julie reviewed how controlled vocabulary is important to indexing multi-authored and open-ended documents. It is particularly relevant in her workplace scenario, where a team of four people creates entries for the same index. Their use of controlled vocabulary assures consistency and reduces ambiguities, not just within a given year's index, but over the span of the ongoing series of annual indexes.

The British Columbia Hansard indexers read, mark up, and write the indexes that are generated throughout a parliamentary session, and cumulate them at the end. They create a Subject Index, a Member Index and a Business Index (for matters pertaining to various parliamentary procedures). For vocabulary control, they started out by using a subject heading list, having considered the Library of Congress Subject Headings (LCSH) and content particular to British Columbia. The master vocabulary list is in Cindex and features the capacity to point to broader and narrower terms, associative terms, and the preferred term. Their controlled vocabulary strives for neutrality and non-partisan language.



Jean Lawrence (right) introducing Julie McClung (left)

Some practice exercises were provided in the handouts to demonstrate the British Columbia Hansard indexing process. Excerpts of Hansard text were provided, along with the broadcast versions. The audience was invited to suggest subject headings for matters raised in Question Period. This exercise illustrated some of the problems familiar to other federal/provincial/territorial jurisdictions' Hansard indexers. For example, the answer to a question sometimes bears little or no connection to the question itself (and deciding what to do about that), and a question may include two or more important topics (and deciding how to handle that), etc. Julie also discussed the problems that arise with emerging topics and their terminology, microtopics, the changing nature of terminology, and the need for some use of natural language.

A lot of materials were covered in this well thought out, multi-media presentation. The opportunity to consider the issues of controlled vocabulary from a unique work environment perspective provided food for thought for all.

To view the British Columbia 2008 Hansard Index online, go to: www.leg.bc.ca/hansard/8-2.htm Do take a look at the short video "Herding Cats" at www.youtube.com. It certainly struck a chord with conference attendees.

Conference 2008 Coverage

Peer Review — Facilitated by Ruth Pincoe, session reporter: Vivien Cartmell

The peer review session was a first for some of those who had submitted indexes, and Ruth Pincoe's guidance made for a positive experience. The approach was informal, a look at indexes written by colleagues in the spirit of working together to enrich the corporate experience. There were enough participants to create five groups of four to five people. The groups were charged with the responsibility of listening to an overview from the indexer, then of reviewing and commenting on the index, looking for such things as structure, headings with large numbers of subheadings, and cross references.

The indexes reviewed were an interesting range of disparate works that were introduced by each indexer. A spokesperson from each peer group reported on their findings during the wrap-up of the session. A synopsis of this discussion follows.

***Memoirs, 1939-1993*, by Brian Mulroney.** Index written by Heather Ebbs.

Some of the challenges presented by this index were the short timeline, the fact that two indexers were needed to complete the task on time, and the run-in format of this index for a large work. That format issue reappeared in the critique where it was suggested that adjusting it would have facilitated its use. Other issues noted were the descriptive nature of the entries, the sorting by preposition, and that years are sorted numerically as subheadings.

***Drive: A Road Trip Through our Complicated Affair with the Automobile*, by Tim Falconer.** Index written by Paul Washington.

This work on car culture includes factual information as well as impressionistic text. The indexer, a novice, had to deal with personal names, all of which had to be included. He also expressed concerns about vocabulary lists and wondered if indexers should be concerned about them. However, he had some fun and placed a few "zingers" in the index, none of which were noted in the critique. The peer group provided a positive review: a good job of the bones of the main structure, good cross references, generic cross references that were helpful. The group did have a problem with the metatopic, automobiles but found that the subheadings to automobiles were good, such as automobile design.

Meyers Norris Penny, LLP, corporate history book. Text and index written by Lana Okerlund.

This book was written specifically for the company and every name mentioned had to appear in the index. There was a space constraint for the index that resulted in a five column per page format. Ways to better use the space available for the index and to enhance its readability were useful suggestions from the peer group. The group also noted the mechanics within the references. As well, it noted the use of acronyms and how spelling them out would ease use of the index.

***The Small Cities Book: on the Cultural Future of Small Cities*, edited by W.F. Garrett-Petts.** Index written by Audrey McClellan.

Kamloops, BC, is the base town for this multi-authored work. The timeline for writing the index was short but the indexer was interested in the metatopic. The peer group noted the use of acronyms and references. The group found inconsistencies in how subjects were gathered.

Conference 2008 Coverage

Peer Review continued

Draft of Committees index of 26th Legislature, Saskatchewan Legislative Assembly. Index written by Vivien Cartmell.

This is a work in progress as the committees of the current Legislature commenced in November 2007 and will continue until the next Saskatchewan provincial election in November 2011. The index is compiled from the verbatim transcript of the committee discussions. Some of the challenges of a lengthy index include the wide range of subjects discussed; transcription conventions as concepts; plans, programmes, etc. evolve and their appropriate reflection in the index; and the descriptive nature of the entries. The peer group was interested in the process of compiling the index and some time was spent on that topic. The importance of controlled vocabulary was emphasized.

In her closing remarks Ruth Pincoe pointed out that peer reviews are easy to conduct. They can be done with small groups of people as is so clearly demonstrated by the peer reviews of the Toronto group of ISC indexers. Each participant in a peer review benefits. Ruth encouraged everyone to do it again, saying that reading indexes is fun.



A Canadian Award for Indexing: First Steps

— A Discussion Chaired by Ruth Pincoe, session reporter: Audrey McClellan

Should we have a Canadian award for indexing? This question has been floated at ISC/SCI meetings for the past few years, and in 2007 a committee was struck to look into the possibility. Committee members Christine Jacobs (chairwoman), Noeline Bridge, Mary Sue Stephenson, and Ruth Pincoe are at the earliest stages of discussion, focusing on questions of administration: What kind of indexes will receive the award? What judging criteria will be used? What process will judges follow? At the recent conference, Ruth Pincoe chaired an informal lunchtime discussion about indexing awards, attended by 10 to 15 ISC/SCI members and guests.

Ruth started off by emphasizing that she and her committee colleagues want to talk to the various indexing societies that have awards in place to find out what problems they've had, what they'd do differently, and what has worked. She mentioned that the Association of South African Indexers and Bibliographers, which is about the same size as ISC/SCI, established an indexing award within the past decade, and it would be interesting to hear what ASAIB's experience has been.

Carolyn Weaver described the system for judging the American Society for Indexing's H.W. Wilson Award. Because the six or seven judges meet to go over the indexes, the award

Conference 2008 Coverage

A Canadian Award for Indexing (continued)

is administered by a different chapter each year. This means judges don't have to travel across the country to meet. Three or four judges are selected by the chapter, and three are the chairs. (Each chair serves three years: the first year as incoming, the second as chair, and the third as past chair, acting as the institutional memory.) All judges are members of ASI. Judging is blind, which means the indexer's name must not be visible anywhere on the publication. The judges go over the indexes on their own and then meet to determine the winner. (For more details of the process, see <http://www.asindexing.org/site/WilsonAward.shtml#awmech>.)

The issue of geography is certainly one that ISC/SCI has to deal with. Ruth Pincoe and Heather Ebbs described how the Editors Association of Canada ships boxes containing submissions for its Tom Fairley Award for Editorial Excellence to three judges in different parts of the country. EAC's Toronto office couriers the boxes to the first judge, who evaluates the submissions and sends them to the second, who does the same and ships them to the third before they are returned to Toronto. The judges then decide on a winner in a teleconference, email conference, or a face-to-face meeting (if they live close enough to each other).

Shipping submissions to judges or bringing the judges to the submissions are both potentially costly processes. The first is more time-consuming, while the second will certainly be more expensive every year. It might make sense to time the judging to coincide with an executive meeting or conference so that the judges had more than one reason to travel to a central spot to meet and evaluate the submissions.

In discussing the Fairley Award, Ruth pointed out that you can end up judging apples and oranges. She was a judge one year in which a website was submitted for the prize along with the usual books, and she feels the website may not have been judged properly. This example is relevant to an indexing award, because judges may find themselves comparing a website index to a back-of-book index. Heather remarked that the Fairley

administrator chooses the judges before the entries are submitted, which precludes the possibility of choosing judges who may have expertise in the area they'll be judging. ISC/SCI could consider choosing judges after submissions are in hand in order to select judges suitable to the entries.

Jennifer Hedges wondered if an ISC/SCI award would be strictly for books or if we would rotate, giving an award one year for books, the next for web indexing, and the third for journals or Hansard, etc. Carolyn Weaver said that ASI is encouraging SIGs and chapters to establish their own awards, following the example of the web indexing SIG.

Cheryl Landes said that the Society for Technical Communication gives awards in several categories, including online communication, technical art, and technical publications. Judges evaluate each submission, and score it, in relation to set criteria. In any year, several submissions might receive awards of merit, excellence, or distinguished technical communication, but only one entry per category will receive the trophy for best in show. According to Cheryl, winning the best in show award increases the recipient's marketability. She also mentioned that some people submit entries simply to get feedback on their work.

Speaking more generally, Cheryl said that, when an association establishes an award for excellence in its field, it needs to let the industry know it has strict criteria for judging the indexes submitted and for determining the winner. This also has the effect of promoting indexing as a valuable process. Carol Hamill pointed out that all judges will have different styles and strengths, so even though there are criteria, they will bring their own perspective to the job. Ruth Pincoe added that sometimes you have to break a rule in order to make a good index for a particular project. Judges have to be able to gauge whether a rule is broken for a good reason or whether there would be another way to get around a problem. Taking another perspective, Carolyn noted that some worthy indexes have dropped out of contention for the Wilson Award because of errors made by the publisher, so his award is not simply recognition of the indexer's skill.

Conference 2008 Coverage

A Canadian Award for Indexing (continued)

At the end of the hour, we realized we were just beginning to understand some of the questions that needed to be asked. How do you publicize such an award? To publishers? To editors who hire indexers? To indexers themselves? Who would make the submission for such an award? Indexers? Publishers? If the latter, would they need the indexer's permission to submit their work? (Our consensus was that yes, they would.)

Would indexes for a Canadian award have to be published in Canada? Indexed by Canadians? Or specifically by ISC/SCI members? Carolyn said that the ASI web indexing SIG presented an award for the first time this year, and two non-Americans won. Ruth added that ANZSI has offered a web indexing award that had no geographical limitations. And Cheryl said the STC competition is open to members and non-members.

We didn't come up with a lot of answers, but all who attended the session gained an appreciation of the work the committee is doing. Perhaps this is a discussion that could continue on the ISC/SCI listserv.



TOP LEFT – Viv Cartmell (left) and Tia Leschke (right) at the raffle and show-and-sell table.



RIGHT – Frances Lennie presenting the new Cindex.
BELOW – Viv Cartmell (left) introducing Frances Lennie (right).



At lunch – From left to right:
Trine Schioldan, François Trahan, indexer from behind,
Susan Larkin, Paul MacDonell

Conference 2008 Coverage

Ruth Pincoe Wins ISC/SCI's Tamarack Award



Above –
Ruth Pincoe, in a good mood

Below – (Ruth at work)
From left to right:
Carolyn Weaver, Audrey McClellan,
Ruth Pincoe, Cheryl Landes, Carol
Hammill, Jennifer Hedges

Long-time member Ruth Pincoe was honoured with ISC/SCI's Tamarack Award during the Annual General Meeting on June 3, 2008.

The Tamarack Award was instituted in 2004 to recognize members who go "above and beyond the call of duty" in their volunteer work for the Society. It is awarded annually and is the subjective decision of the President. It is called the Tamarack because the physical acknowledgement of the award is a small version of a tamarack-twig decoy created by the Cree people of the James Bay area. Past winners are Beth Macfie (2004), Noeline Bridge (2005), Cheryl Lemmens (2006) and Jane McGuire (2007).

Despite a difficult year for Ruth personally, she continued to serve in stellar fashion as Acting Vice-President and International Liaison Representative. As Vice-President, Ruth was promptly available to the President with wise advice throughout the year. As International Liaison Rep, Ruth kept in close touch with our sister societies and sorted out the concerns about *The Indexer* in a way that made it affordable for ISC/SCI. She is assisting with handling the ISC/SCI archives, and is also serving on the Indexing Award committee, which is researching the possibility of a Canadian award for excellence in indexing. Ruth, a Past-President of the Society, is a tireless promoter of ISC/SCI. For all she has done over the years and for all she continues to do and be, Ruth Pincoe is richly deserving of this year's Tamarack Award.



Annual Reports 2008

Officer Reports presented at the executive meeting and the annual meeting, in Burnaby, BC, June 2008

Also available online at: http://www.indexers.ca/AGM_2008_Annual_Reports.pdf



Annual Reports 2007/08

Indexing Society of Canada
Société canadienne d'indexation

President: Heather Ebbs

In the following pages you'll read the annual reports of a very dedicated group of people. We've had a successful year thanks to all their efforts. I very much thank each and every one of them for making my job easy. In particular, the advice and support of Past-President Beth Macfie and Acting Vice-President Ruth Pincoe have seen me safely through my first year as President. I extend extra thanks to Beth for rescuing me by taking over as Annual Conference Co-ordinator, with Judith Anderson as her Venue and Catering Manager in Vancouver. Thanks very much to all of you.

You'll notice that a number of us have a list of non-executive volunteers who have participated in the smooth running of this society. My personal thanks to all of you, as well. For me, I want to thank Marie Gabe for drafting our rates and fees survey, as well

as Christopher Blackburn and Alan Yoshioka for their feedback on the various drafts. The results of the survey are being presented separately at the AGM and will also appear in the *ISC/SCI Bulletin*. My thanks are also extended to Stéphanie Bilodeau for her translations of my messages in the *Bulletin*. I'm very grateful to Christine Jacobs for taking on the long-term task of chairing a committee to look into an indexing award for Canada; she and her excellent committee of Noeline Bridge and Mary Sue Stephenson will be keeping us apprised and no doubt looking for input.

Finally, I truly appreciate the feedback I get on the e-mail forum when I send out requests for help, advice and opinions. It seems to me that all members are participating in the smooth running of ISC/SCI.

Past-President: Beth Macfie

In addition to the usual past president role of advising the president on ISC/SCI process and business and participating in executive discussions, I took on the role of conference coordinator.

Conference Coordinator

- I took over mid-January 08.
- Preparation was aided by the conference planning documents that Jane McGuire (conference coordinator in 2007) provided, which integrated those created by Clive Pyne (conference program coordinator in 2005).
- Finances: continued with historic goal of break-even with a slight cushion. It looks promising that we will achieve this.

- Theme: we didn't pick one. We recruited a variety of speakers based on quality rather than on fitting a theme, and that seems to have been okay.
- Registration is about 20% above the average of past years (36 this year). Twenty are from BC, 3 are from the neighbouring Pacific Northwest in the U.S., and the other 13 are from elsewhere in Canada and the U.S. I'm pleased that we're meeting in B.C., because it's important to make the conference, AGM and June executive meeting accessible in as many parts of the country as possible. This brings in new members in different parts of the country and gives us access to varied and high-quality speakers from different parts of the continent (this year

**Past-President: Beth Macfie
continued**

from B.C., California, Washington State and Oregon, as well as from elsewhere). I would have liked to have drawn more participants from the Pacific Northwest indexing community. It will be useful for future activities to find out what would attract more of them to ISC/SCI events in B.C.

➤ Innovations:

- Sponsorships: recruited a coordinator, who gathered a lot of in-kind donations (particularly door prizes), as well as \$100 for refreshment breaks. In exchange, the sponsors get publicity on a Sign of Thanks and verbal thanks at the conference, as well as mention on our web page of sponsors:
www.indexers.ca/conf2008_sponsors.html
- Billet service: recruited a coordinator, advertised the service, received two offers of space, and placed one person. The coordinator recommends we “keep offering the option, because once people find out how much fun it can be, billeting may become more popular.”
- Software sessions: integrated CINDE X into a conference day rather than an extra day by keeping it short, starting it early (8 a.m.), and delaying the start of the conference sessions for that day by half an hour.
- Invitation of all members to pre-conference executive meeting included in the conference program, to encourage more attendees.
- Included sessions on association- as well as indexing-related topics: facilitated discussions on awards (a table at one lunch) and regional services and activities.
- More speakers from outside Canada: this year four of our speakers, if we include the CINDE X session, are from the U.S. (one of whom is an ISC/SCI member).
- Holding the Show-and-Sell Dinner at an off-campus restaurant, which we have entirely booked for our use. We have six exhibitors, slightly up from the first Show-and-Sell (in 2005) and well up from the 2007 Show-and-Sell.
- Door prizes: the quantity of door prizes increases each year, thanks to our executive members as well as our sponsorship manager.
- Launches society-wide recruitment of next year’s conference coordinator before the

current conference had taken place, in order to lose no time in preparing for the 2009 conference.

- Converted the web page program and sponsors page into the printed program and sponsors sign (thanks to webmaster for this service), rather than starting from scratch to create these print versions.
- Promotion:
 - For the first time, we have no printed brochure. The website includes a program page, which Cheryl turned into a program for inclusion in the registration packages. Promotion consisted of direct e-mails and e-mail-forum postings that directed readers to the website. This approach was very convenient and economical.
 - A promotions team (Clara Johnson, Meral Alakus and Cheryl Lemmens) handled publicity—thinking of where to advertise, drafting a series of varied promo messages over several months, and circulating them. This was effective and a great help.
- My recommendations for the future:
 - Finances: retain goal of break-even with a slight cushion.
 - Integrate all this year’s innovations into our conference planning system.
 - Recruit more assistant coordinators for
 - Program and speakers
 - Volunteer recruitment and assignment
 - Social events (dinners, tours, etc.)
 - On-site registration system (includes registration package preparation and registration)
 - Request brief written post-conference reports from all assistant coordinators about their experience and their recommendations for future conferences.

Register of Indexers Available Editor: Debby Schryer

The summer and fall of 2007 saw me on a steep learning curve to produce the *Register of Indexers Available*. Thanks to Christine Dudgeon for her help with previous years' files, instructions and advice. I finally did get the *Register* published in early 2008.

The 2008 edition contains 48 entries for indexers who work in English and 6 entries for indexers who work in French, and of those 1 entry for an indexer who works in French only.

When I had produced the booklet, it suddenly seemed reasonable that the *Register* should not straddle ISC/SCI's year end as it had in the past when it was published in the fall, but should come out at the beginning of the year and carry only one year on its cover. So I made the suggestion to change deadlines. At a meeting this past February, the executive appointed a committee to investigate

formally changing the publication date. By now you will have heard about that change.

The *Register* will be easier to manage now. We have new members being added to the online version as they come on-stream and I think that system is working. All is in place to produce next year's print edition in early 2009, and I am sure it will go smoothly.

The executive has another project to review the list of publishers to which I mail the print version. We should make sure that the *Register* is reaching as many of the right people as possible and that publishers' addresses are kept up to date.

I welcome any suggestions members have for improvement to the *Register*, both for the format and appearance of the document and for its content. Please don't hesitate to get in touch with me at register@indexers.ca.

Treasurer: Gillian Watts

The 2007 financial year was one of transition for ISC/SCI. Richard Johnson stepped down as treasurer after many years of stalwart service, to be replaced by Gillian Watts in mid-year. The new treasurer's principal task was to re-establish a computerized accounting system after the unfortunate loss of all data earlier in the year and to centralize record-keeping. Members are now receiving printed receipts for their membership dues, *Register of Indexers Available* fee and conference fees. Our accounting system now tracks these various revenue streams, making it possible to generate detailed reports on demand.

The revenue and expenses report (attached) for this year is as complete as possible, but because of the data loss, cannot be guaranteed accurate. The budget for 2007 forecast a surplus of just over \$3,000. While overall income was less than projected, expenses were also down; the figures available indicate a surplus for 2007 of \$1,861. The 2008 budget is a break-even budget; it is included as part of the attached revenue and expenses report (see page 20).

In order to reduce the amount of cash in our chequing account, where it was earning no interest, the executive decided to purchase a guaranteed investment certificate (GIC). This was done in February 2008 in the amount of \$15,000. That sum (or a part of it) is readily redeemable

without penalty when we need to pay out large amounts, for example, to pay for *The Indexer*, which will cost more than \$2,000 per half-year. (As of May 23, 2008, the GIC had earned \$111 in interest.) The attached balance sheet indicates the state of the Society's assets at the end of 2007 (before the GIC was purchased).



ISC/SCI 2007 Revenue and Expenses

	2007 Budget	2007 Actuals	Notes for 2007 Actuals	2008 Budget
Income				
Membership fees	9400	5430	includes all payments rec'd July–December 2007	9700
Conference registrations	5000	7210		5300
<i>Register fees</i>	1300	1920		1800
Publications revenue	1000	280		300
Other		6	U.S. exchange	
Total Income	16700	14846		17100
Expenses				
Membership (including Directory)	800	454	stationery, printing & postage	840
Conference	4000	5381		4300
International liaison travel	800	811		1200
Executive/conference travel	350	466	2 executive meetings in Toronto	1200
<i>Bulletin</i>		1000	\$500 per issue	1500
<i>Register of Indexers Available</i>	1000	818	stationery, printing & postage	1015
<i>Indexer</i>	2900	2577		3500
Website and listservs	640	468		300
Telephone & exec. expenses	700	24		730
Stationery, postage, mailbox	750	292		760
Bank charges	25	10		25
Regional groups				
British Columbia	200			200
Edmonton	200			200
Calgary	200			200
Toronto	200			200
Ottawa	200			200
Montreal	200			200
Volunteer management	300			330
Outside services		684	logo redesign	
Miscellaneous expenses	200			200
Total expenses	13665	12985		17100
Income less expenses	3035	1861		
Balance Sheet as of December 31, 2007				
Assets				
Current assets				
Chequing account	18250			
Undeposited funds	1210			
Total assets	19460			
Liabilities & Equity				
Equity				
Opening balance equity	14908			
Net income	4552			
Total liabilities & equity	19460			

Membership Secretary: Jennifer Hedges

As of May 15, 2008, we have 122 members.

Fourteen members did not renew last June, which is fairly typical. However, the renewal rate for December was the highest I have seen since I became Membership Secretary. All but five renewed. Of the non-renewers, one is retiring, one has died (Donald Tupling), two gave no reason and one has not responded to any of my e-mails (however, as she attends meetings of the Central Canada branch, I expect she will renew).

The geographical breakdown of the membership is as follows:

Within Canada

British Columbia	30
Alberta	6
Saskatchewan	3
Manitoba	1
Ontario	54
Quebec	11
New Brunswick	2
Newfoundland & Labrador	1
Northwest Territories	1
Nova Scotia	2
Prince Edward Island	1

Membership Types

Individual	107
Student	4
Institutional	11

Institutional members are distributed as follows:

British Columbia	3
Ontario	2
Quebec	2
Germany	1
Italy	1
United States	2

Outside Canada

United States	8
Germany	1
Italy	1

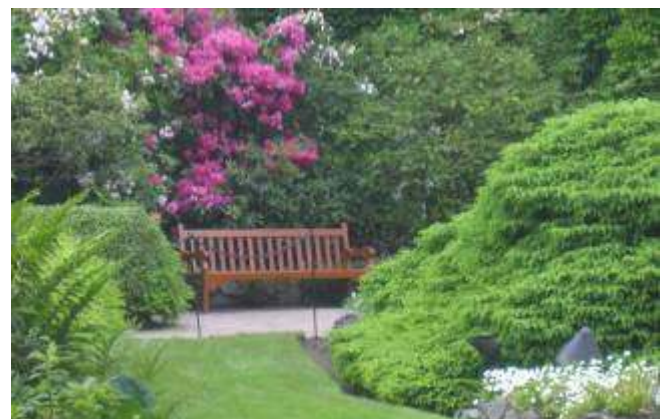
Members who have joined since the last AGM follow:

Shelley J. M. Brown of North Vancouver, BC
 Kerry Cathers of Toronto, ON
 Jan Collins of Etobicoke, ON
 Pauline Côté of Saint-Côme-Linière, QC
 Beverly Dunne of Vancouver, BC
 Marie Gabe of Ottawa, ON
 Albert Giesbrecht of Vancouver, BC
 Gillian Akenson Griffith of Kingston, ON
 Roberto Guarasci of Rende (Cozenza), Italy
 Alena Hikanik-Gregorian of Ottawa, ON
 Brian Hogan of Hamilton, ON
 Mona Lordache of Montreal, QC
 Clara Johnson of Vancouver, BC
 Jennifer Knowlan of Yellowknife, NT
 Maha Kumaran of Saskatoon, SK
 Tamzen LeBlanc of Barrie, ON
 Tia Leschke of Sooke, BC
 Vicki Soon-Ai Low of Toronto, ON
 Paul MacDonell of Surrey, BC
 Andrea McKay of Arnprior, ON
 Lana Okerlund of Vancouver, BC
 Anna Olivier of L'Ancienne Lorette, QC
 Arleane Ralph of Whitby, ON
 Sharon Rankin of Montreal, QC

John Sabljic of Guelph, ON
 Elaine Seepish of Roberts Creek, BC
 Kashmira Suraliwalla of Vancouver, BC

The following members returned:

Louise Henein of Edmonton, AB
 Pamela Ovington of Dewdney, BC



Webmaster: Cheryl Lemmens

Web-related activities during the first six months of 2008 can be summed up as follows:

Register of Indexers and new date for Register applications and renewals

The online *Register* appeared on February 13, 2008, following publication of the print version.

At the executive meeting of February 8, it was determined that a committee consisting of the *Register* editor, membership secretary and webmaster should investigate the possibility of moving to a single date for both membership and *Register* renewals. Although this process will be discussed in a separate report, it may be briefly stated here that:

- (i) the idea of a single membership date was eliminated, as the dual January and June dates are enshrined in the ISC/SCI constitution;
- (ii) a proposed new *Register* application and renewal date of October 31, and proposed elimination of the mid-year online update, were presented to the executive for discussion via e-mail. Feedback on the proposal was extremely positive. As a result, the changes will now be implemented and announced.

Conference web pages

The following pages devoted to the 2008 conference were created:

- Conference home page (<http://www.indexers.ca/conf2008.html>)
- Conference program (http://www.indexers.ca/conf2008_program.html)
- Conference sponsors (http://www.indexers.ca/conf2008_sponsors.html)
- AGM info and forms (http://www.indexers.ca/conf2008_agm.html)
- Registration and fees (http://www.indexers.ca/conf2008_reg.html)
- Venue and accommodations (http://www.indexers.ca/conf2008_venue.html)
- Area attractions (http://www.indexers.ca/conf2008_attractions.html)

Many thanks to:

- Beth Macfie for putting together the conference registration form, which was made available as a PDF file (http://www.indexers.ca/Conf2008_Reg_Form.pdf);
- François Trahan and Shelley Brown for providing links to attractions in Vancouver.

Web style guide

A new style guide has been created and posted as a PDF at http://www.indexers.ca/Web_Style_Guide.pdf.

Bulletin Editor: Natalie Boon

First of all, I'm happy to say that we published all three of our constitutionally required issues this year! That's the biggest news. Now, on to the details.

I'd like to thank the following people who made this year's *Bulletins* possible.

- Our contributors:
 - Meral Alakus (for her article on taxonomies)
 - Christopher Blackburn (for conference coverage 2007)
 - Heather Ebbs (for her article on "What Would You Do?" and "Odd, Wonderful Entries" contribution)
 - Margaret Gibbs (for her "Odd, Wonderful Entries" contribution)
 - Mary Sue Stephenson (for her "Odd, Wonderful Entries" contribution)
 - Ruth Pincoe (for her online books alert, and "Odd, Wonderful Entries" contribution)
 - Trine Schioldan (for conference photography 2007)
 - Alan Yoshioka (for conference photography 2007)
 - ... as well as executive and conference reports.

- Our proofreaders: Vivien Cartmell, Kerry Cathers, Christine Dudgeon, Cheryl Lemmens, Maureen O'Connor and Gillian Watts.
- Our translator: Stéphanie Bilodeau, who translated the President's messages.
- The ISC/SCI Webmaster, Cheryl Lemmens, who handles electronic publication of the PDF.
- The ISC/SCI Membership Secretary, Jennifer Hedges, who e-mails the membership regarding new issues and maintains our mailing lists.
- The ISC/SCI International Rep, Ruth Pincoe, for her invaluable assistance in considering the thorny issue of courtesy copies.

I'd also like to thank all those who volunteered at various times, even when circumstances made their involvement problematic for them.

Our first priority this year was to publish all three of our constitutionally required issues. This was made possible by the fact that there were more meetings of the executive this year, producing more reports. The largest challenge of the year was getting enough content.

The biggest glitch this year was the publication of mistaken information regarding the fee increase and *The Indexer*. The mistake was found out shortly after electronic publication. The original version of the issue was pulled, a corrected piece was provided by the executive, and the issue was replaced. The print version of this issue provided to our institutional members was of the corrected issue.

Over the past year and a bit, we have been talking about the distribution of the PDF. We've made a few changes. First of all, access to the most recent *Bulletin* is available only to members. All members receive an e-mail from the Membership Secretary with the relevant link when a new issue is produced. When it is replaced, it becomes publicly accessible.

In an effort to reduce the cost of the *Bulletin* this year, we examined our policy regarding print copies. This delayed the distribution of some print copies slightly, and we apologize for any inconveniences.

Currently, most of the membership receives an e-mail link to a PDF online. The online version is much more attractive than the print version, which is a black-and-white photocopy. We had considered moving to a glossier print delivery, similar to EAC's newsletter, but the cost was extremely prohibitive to what we realized was an extremely limited potential member benefit.

The decision was made to eliminate the distribution of paper courtesy copies to our sister organizations overseas. They will be receiving the same link that our members do. The print copies that we produce can be duplicated easily on any decent printer, so we feel that providing electronic access meets our international obligations. We're still working on confirming that this is okay, but we expect it to be confirmed by our International Rep, Ruth Pincoe.

International Liaison Representative (ISC/SCI) and International Coordinator (All Societies): Ruth Pincoe

Affairs on the international scene have been relatively busy, and my reports over the last while have been few and far between. Herewith is a capsule account of "Indexing International" over the last 18 months or so.

I have continued to explore possibilities for ISC/SCI members to take the training courses offered by SI and ASI for their members. I am happy to report that at this point, Canadians who are members in good standing of ISC/SCI may take the SI training course at member prices. I am hoping that a similar arrangement for ISC/SCI members can be made with ASI,

but unfortunately nothing as yet has been established.

As most ISC/SCI members will be aware, the Triennial International Meeting of the Indexing Societies takes place every three years. These meetings include, if possible, representatives from all the Indexing Societies around the world, and they take place during the annual conference of one society. The agenda consists of common issues and concerns, along with any necessary updates to the international agreement. Since the triennials were established, meetings have been held in Britain, Australia and most recently Canada (at

International Liaison Representative (ISC/SCI) and International Coordinator (All Societies) continued

our joint conference with ASI in 2006). This meeting was attended by representatives from the Society of Indexers (Britain, SI), the American Society of Indexers (ASI), the Australian and New Zealand Society of Indexers (ANZSI), the China Society of Indexers (CSI) and two newly formed networks—the Deutsches Netzwerk der Indexer (DNI) and the [Nederlands Indexers Netwerk](#) (NIN). Unfortunately, the Association of Southern African Indexers and Bibliographers (ASAIB) were unable to send a representative. Our meeting was quite productive, and in addition to updating the international agreement our discussions concerned the establishment of a website on good practice in indexing, training courses for new indexers, improving communication among the indexing societies, and dealing with problems of outsourcing. At this meeting I also took over the position of International Coordinator, a role that Jill Halliday of SI had filled for many years. We agreed that the 2009 triennial meeting would be hosted by ASAIB and held in South Africa. At that point, March 2009 seemed a long way off, but now we are beginning serious planning.

Since that meeting, a good portion of my activity as the ISC/SCI International Liaison Rep has concerned keeping in touch with representatives of the various societies. In addition, whenever I attend conferences of the other societies, I gather any international representatives present for an informal meeting, and these face-to-face meetings have been valuable. It is impossible for ISC/SCI to send representatives to every society, but we usually have representatives at the ASI and SI conferences. Beth Macfie (who was then our president) did a wonderful job as our representative at the 2006 SI conference in Durham, England. The year 2007 marked the 30th anniversary of ISC/SCI (founded in 1977), the 40th anniversary of the American Society of Indexers (founded in 1967) and the 50th anniversary of the Society of Indexers (founded in 1957). I had the privilege of

attending all three anniversary conferences, and since these were special affairs, they included a number of representatives from other societies.

Although I was the ISC/SCI representative at the ASI conference in Philadelphia in May 2007, I was certainly not the only Canadian in attendance: I was in the excellent company of Nicole Blais and Joan Blanchard (Ottawa), Jennifer Knowlan and Shad Turner (Yellowknife), Natalie Boon (Toronto) and Emma Hill Kepron (Winnipeg).

For me, the real value of the SI conference—held at Roehampton University, in the suburbs of London—was the opportunity to meet with indexers from around the globe. Maureen MacGlashan (editor of *The Indexer*) and I agreed that since meeting time was limited and the same people were involved in both my informal international meeting and the *Indexer* editorial board, it made sense to combine the two, which we did around a huge table at the Sunday lunch. The list of international attendees at the conference includes Caroline Diepeveen and Pierke Bosschieter (from Netherlands, but the former also representing the German network), Caroline Weaver and Heather Hedden (from the United States), John Simkin and Kerry Biram (from Australia), Marlene Burger (from South Africa), Liquin Dai (who is currently resident in Yorkshire but is in close touch with the China Society), Ufuoma Lamikanra (from Nigeria) and, finally, Judith Brand and Ruth Pincoe (from Canada). Throughout the four days of the conference I was able to spend valuable time with all these people. Our short meeting was concerned partially with issues involving *The Indexer* and partly with preliminary plans for the upcoming Triennial Meeting in 2009. All of this had led me to reflect on how fortunate we are, in our profession as indexers, to have such a well-established international network. This is due in no small part to the hard work of indexers around the world who, at an early stage, recognized the value of such international ties. Today, in a growing climate of globalization, true international understanding and co-operation are of utmost importance to all of us.

Eastern Canada Representative: Meral Alakus

As the Eastern Canada Regional representative for ISC/SCI, I sent in my first report on 26 March 2008, which was a brief summary of the present situation regarding our members located in this part of Canada and what could be done for promoting regional activities. It was more of some questions I had about what our duties were as regional representatives and what we should be doing. These questions were clarified by a very good description of duties prepared by Gillian Faulkner.

The number of indexers who are members of ISC/SCI in this region is six in total. Members are scattered in four provinces as follows: New Brunswick, two; Newfoundland, one; P.E.I., one; and Nova Scotia, two. There are also two professional people who are seriously considering and planning to become our members very soon.

Getting together with other members as well as with those who are interested in indexing would be most beneficial; however, there seemed to be difficulties in getting people together from different parts of the region:

- There are not enough indexers in the region to form a strong regional group and to promote professional activities.
- Indexers are scattered in cities and towns far from each other; travel is expensive, time consuming and not easy; and winters are quite cold and not favourable for travel.
- Publishing activities are not very high in the region.

Two encouraging developments regarding the regional groups have come up recently:

- An ISC/SCI Regional Representative Position, which describes the position and duties, was prepared by Gillian Faulkner. It is a great help and will serve as a basic document; more details can be added as required.
- Another positive attempt is the decision about organizing a meeting on regional services and activities, which will be attended by regional representatives and other interested indexers during the conference in Vancouver.
- A third suggestion to consider might be forming regional indexing

group blogs eventually to share ideas among the indexers through the Internet.

Actions taken in Eastern Canada: The first letter to the members in the region was sent on April 23, 2008, as well as to interested people who previously wrote letters enquiring about indexing and ISC/SCI, also stating that they were considering becoming members in the future. Altogether I received five replies to my first letter, three from our members (Noeline Bridge, Daphne Davey, Trine Schioldan) and two from prospective indexers (Terri Roberts, Linda Lefler).

Here I would like to mention specifically the letter I received from Noeline Bridge. She being someone who has been a member for a long time and who once acted as regional representative in Alberta, I do take her views and suggestions as very helpful points of view. These ideas bring further suggestions to my mind as to what we might be able to do regionally, which might be starting points for us:

NB. Alberta, my previous stamping ground, had few members when I was regional representative, then suddenly got strong, and now is back to fewer members, I heard on my recent trip.

MA. This shows that, in a way, when the number of members is high, it makes the regional group stronger, and when there are not enough people the group is weakened.

NB. As regional representative in Alberta, I held regular meetings (usually discussions over lunch; social as well as indexing-related) and because only a few members would be coming, I opened them up to anyone interested in indexing.

MA. It might be a good idea to talk to the School of Information Management at Dalhousie University, and the Community College, where they teach library science courses. Dalhousie University Libraries and Archives and Special Collections, Nova Scotia Archives and Records Management, the Public Library and NovaNet network staff who are doing indexing one way or another would be the right places to contact. This might be a way to motivate people to get interested in ISC/SCI. Maybe local meetings once or twice a year can also be supported by a local speaker from the university, publishers,

editors, archivists, etc. to make these meetings attractive.

NB. Even as recently as the 1990s, Canadian indexers didn't travel to meetings—any conference saw only local members. This has changed, fortunately.

MA. The next ISC/SCI conference, 2009, if organized in Halifax, or in one of the Atlantic provinces, will surely motivate many information management students as well as subject specialists, archivists and librarians to consider indexing seriously in the future.

NB. I knew people in the library and library school fields, so I got the message to the libraries, and there were always some who came. Likewise when I organized the 1998 conference in Edmonton: there was a strong library/library school component; in fact, the library school hosted the meeting and were very supportive. There may well be other groups, like those in editing and publishing, who'd be happy to join in and provide input. I'm not sure where I'm going with this idea, but Meral may be able to make use of it in Vancouver.

MA. These contacts can be arranged with the assistance of the regional members. I am sure regional members will be happy to give some of their time for the promotion of indexing in the region.

Ideas bring forth new ideas, and they are very motivating. So I am thankful to Noeline Bridge for sharing her experiences with me and with all of us. Following her suggestions will help us

to start regional meetings in this region. I hope during the regional representatives meeting in Vancouver, we will have a chance to share more ideas and see what can be done locally to promote indexing in different regions.

First regional meeting: Finally, after several attempts and letters written back and forth, a decision was made to meet in Halifax on 20 May, at a restaurant for lunch. Three ISC/SCI members attended: Noeline Bridge from Moncton, Katherine Howlett from Dartmouth and myself from Halifax. I also invited all those interested in indexing, and these are the ones who could join us: Linda Lefler, who is already taking the USDA indexing course and seriously considering to become a member very soon, and two librarians, Barbara MacKenzie and Johan Shaw, who are very interested in the subject, and I hope they will also consider becoming ISC/SCI members.

This meeting was more of a friendly get-together, also to give the feeling of belonging to a professional group. Before we left, everyone said they enjoyed it very much and that we should get together a few times during the coming year, perhaps meeting in different cities and sharing ideas and experiences.

I hope that the Eastern Canada regional group will attract more people and also grow as it gets to become a professionally motivating activity in the region.

Central Canada Representative: Gillian Faulkner

Central Region has continued to receive new members and a variety of indexing-related queries, which either I have addressed or I have referred to more experienced executive members for help.

This year, indexers in the Greater Toronto Area have been meeting regularly on the third Saturday of the month, alternating peer reviews with other topics of interest: back-to-school texts, working as a co-operative, indexing gardening books and, for May, a CINDEX update meeting is being arranged. Meeting group size has varied according to members' other commitments and perhaps this

winter's weather! In an attempt to include all area members, an overview of each meeting has been sent out.

I have been corresponding intermittently with Clive Pyne in Ottawa. He has been trying to encourage Ottawa indexers to get together. We will both appreciate any input from the meeting the needs of members session.

I have been working (very slowly) on position descriptions for executive positions, some of which are at the second draft stage.

Prairies and Northern Canada Representative: Viv Cartmell

Geographically the Prairies and North region is enormous, but most of the population huddles along its southern margin. The number of indexers with ISC/SCI membership in this part of Canada is low: nine at last count. Edmonton has five members, so it really is the only place in which local meetings for discussions are likely. Two members are listed for Manitoba. In that province the person who worked in the Legislative Assembly has moved to a librarian position at the University of Manitoba. The new indexer in the Hansard office at the Manitoba Legislative Assembly is Tammy Klingbell. Saskatchewan has two ISC/SCI members in Regina.

In March this year an enquiry about the availability of mentorship in this region was forwarded to me. A librarian at the Saskatoon Public Library was looking for a mentor, but I was unable to find one in this region. However, I was able to send an invitation to the librarian to visit the Saskatchewan Legislative Assembly to see our entire process, from live discussion in the House, through transcription, editing, proofreading to indexing.

News from the Alberta Hansard indexer, Deirdre Grist, is always interesting, particularly for those of us doing similar work in the legislatures and parliaments across the country. Alberta had a provincial election earlier this year, so life has been hectic with the additional work of updating their Standing Orders index. As well, the legislature has increased its number of policy field committees from four to five. They have five regular

standing committees. All 10 committees are indexed by a freelance indexer "who seems to relish them for some strange reason." Deirdre continues, "We are back to night sittings for this spring anyway, which the editing staff are not too glad about. The main business of the House this spring is passing the budget and estimates, with a few bills thrown in, but most legislation will be left until the fall sitting, which is scheduled for Oct. 14."

As with other less populous regions in the country, it is very difficult to drum up interest in the association and the great variety of indexing work that is actually being done. Messages sent by e-mail have had responses from only a few stalwart members: they're wonderful, as they respond every time, and those responses have appeared in previous regional reports. I have found that telephone messages left on answering machines have been ignored. Perhaps I'll have to follow the example of the previous Saskatchewan NDP government and go around the region on a promotional bus trip.

Despite the low response rate to enquiries, there's indexing work being done in the Prairies and North region. One member is busy with mainly history and environmental texts while all those who work in legislatures are gradually chewing through mountains of transcription from House and committee discussions. There are also members working in other fields and indexing part-time.

Western Canada Representative: Karen Griffiths

The B.C. chapter of ISC/SCI welcomed 10 new members this past year, welcome e-mails were sent to everyone, and any questions from new members were answered as they came up. While we had no in-person meetings, we are looking forward to the conference coming up in June 2008 in Vancouver.

JOURNAL ALERT!

The v.15, no. 4 (2007) issue of the journal
Australian Law Librarian
has an article called
"Indexing and taxonomies-helping users make choices"

(brought to our attention by Trine Schioldan)

Are we on the same page?

Preliminary results of the 2008 Rates and Salaries Survey –

Prepared by Heather Ebbs, President.

Background

Discussion at the 2007 AGM prompted the ISC/SCI executive to move forward with a rates and salaries survey in 2007/08. A call to members for volunteers was promptly met with offers from Marie Gabe to write the initial draft and from Chris Blackburn and Alan Yoshioka to provide feedback. After that committee had gone through a couple of drafts in late 2007 and early 2008, the executive reviewed and revised the survey further, beta-testing it in February and March of 2008. The final draft was circulated to members on 13 March, with a response deadline of 13 April.

Results

We had an excellent response of 44 members, which, from a total individual membership at the time of about 103, shows a response rate of about 43%. In addition to simply learning the range of rates and salaries of our members, we had also hoped to identify whether variables such as education and training, geographic residence, years of experience and so on had any effect on rates charged or salaries earned. Partly because of the small numbers and partly because of the general uniformity of rates charged, there did not appear to be any significant links between any variable and the fees or salaries.

Q1: Sex: Five (5) men and 39 women responded.

Q2: Location: Respondents reside in Newfoundland ($n = 1$), Nova Scotia ($n = 2$), Quebec ($n = 4$), Ontario ($n = 19$), Saskatchewan ($n = 1$), Alberta ($n = 1$), British Columbia ($n = 11$) and the United States ($n = 5$, all West Coast).

Q3: Education: Of the 44 respondents, 18 (40.9%) had a master's degree as their highest level of education, 13 (29.55%) had a BA, 6 each (13.64) had an incomplete post-grad degree or a doctorate, and 1 (2.27) had high school.

Q4: Groups: We're a joining group. Thirty (30, 68.18%) of us were members of some other organization, mostly the Editors' Association of Canada ($n = 20$, 45.45%). Six (6, 13.64%) were members of ASI. A number were members of regional indexing or editing organizations, and of course a variety of other organizations were mentioned.

Q5: Training: Twenty-eight (28, 63.64%) respondents indicated that they had received some specialized training in indexing. However, if we repeat this question on a future survey, we will need to clarify whether ISC, ASI and EAC workshops and seminars, either at conferences or one-day or part-day sessions, count as training, as the responses indicated that some members clearly considered these as training and others clearly didn't. Nine (9) people had taken the USDA course, 6 had taken indexing courses for their library degrees, 3 had taken Simon Fraser courses, 3 had taken the University of California at Berkeley distance education course, and 1 each had taken courses at George Brown College (Toronto) and Rapid Results College (London, England). One (1) is taking the SI course, and 1 had taken courses in Turkey and England. One respondent indicated training through a mentoring relationship, and, as noted above, a number identified conferences, workshops and seminars.

Q6: Experience: The highest percentage of respondents (34.1%, $n = 15$) had been working as indexers for 0–4 years, with the next highest percentage (25%, $n = 11$) working 5–9 years, and 15.9% ($n = 7$) working 10–14 years. One (1) respondent had been working 15–19 years; 3, 20–24 years; 4, 25–29 years; 2, 30–34 years; and 1, 35–39 years.

Rates and Salaries Survey continued

Q7: Languages: All the respondents indexed in English, but 6 also indexed in French and 2 indexed in other languages (1 = Turkish, 1 = German and Slovak).

Q8: Software: Almost half of the respondents use CINDEKX exclusively as their indexing software ($n = 20$, 45.46%), with SKY being used by 10 respondents (22.73%) and MACREX by 6 (13.64%). Two (2) people use word processing software for indexing, and 1 person each use CINDEKX and MACREX, or CINDEKX and word processing, or no software. One (1) respondent uses specialized software, and 1 did not answer this question.

Q9: Position: Most of the respondents ($n = 36$, 81.82%) were independent contractors. Four (4) worked in-house, 2 were employers of indexers and 3 marked "other". The number adds up to more than 44 because some respondents fell into more than one category.

Q10: Employment status: Again, this question will need clarification in any future survey. Some respondents indicated that they worked only part-time as indexers, but they noted 30 or more hours a week; others indicated full-time status with fewer hours. The intent was to identify whether the individual *considered* herself or himself a full-time indexer or a part-time indexer; the number of hours alone did not make one full- or part-time, but the hours were of potential interest. In addition, because beta-testing of the survey indicated that some respondents preferred to answer in terms of hours/week and others in terms of hours/year, both answers were permissible, making comparisons difficult. Finally, 10 of the full-time or part-time indexers did not indicate an hour range. In general, however, most respondents ($n = 30$, 68.18%) considered themselves to be part-time indexers, 9 (20.45%) considered themselves full-time, 2 each were managers or students, and 1 was an apprentice.

Q11: Percentage of time indexing: The answers to the question about percentage of time as an indexer varied widely, with a minimum of 0% to a maximum of 100% and with almost every quintile in between mentioned by one or two respondents.

Q12: Indexing-related work: Over half of the respondents ($n = 24$, 54.55%) said that they do not do other indexing-related work, and 6 respondents (13.64%) did not answer this question. The remaining respondents do consulting ($n = 6$), information retrieval ($n = 6$), teaching and training ($n = 5$), thesaurus design ($n = 2$) or "other" ($n = 3$, company taxonomies, archives, index editing and library reference work pertaining to parliamentary research). (Respondents could check more than one category.)

Q13: Types of indexing: The vast majority of respondents ($n = 38$, 86.36%) do back-of-the-book indexing, and 10 (22.73%) do journal or periodical indexing. Three (3) do web-based indexing, 2 do database indexing, and 1 each do embedded indexing and newspaper indexing. Six (6) respondents indicated "other" types of indexing, which included archives, proceedings, Hansard and genealogy charts.

Q14: Types of documents: Most respondents cited scholarly books ($n = 29$, 65.9%), trade books ($n = 25$, 56.82%) and textbooks ($n = 20$, 45.45%) as the three primary types of materials indexed. Other materials identified were journals/periodicals ($n = 8$), reference books ($n = 8$), local/regional histories ($n = 6$), government documents ($n = 3$), archival materials ($n = 2$), web-based documents ($n = 2$) and Senate materials, policies, genealogies, legal materials and product catalogues.

Q15: Indexing income: Reflecting the large number of respondents who consider themselves just part-time indexers, the indexing income for 2007 was \$0–\$9,999 for 18 respondents (40.9%). Eight (8) respondents made \$20,000–\$29,999 from indexing, 7 reported \$10,000–\$19,999, 5 reported \$50,000–\$59,999, 2 each reported \$30,000–\$39,999 and \$40,000–\$49,000, and 2 did not answer the question.

Q16, Q17 and Q18: In-house indexing: Six (6) respondents worked in-house as indexers. Four (4) said that they receive a salary, 1 gets an hourly wage, and 1 gets a combination. Five (5) said that they received benefits, but only 2 were able to put a dollar value on them, of \$22,000 and \$12,000 respectively. Given the subjective nature of this question, there may be little value in trying to derive any meaning from these answers.

Rates and Salaries Survey continued

Q19 and Q20: Freelance/Other services: Of the 37 respondents who answered these questions, 25 (67.57%) provide a service or services other than indexing. Most of these ($n = 20$) provide editing services, 10 provide writing services, 2 each provide abstracting or library work, 13 provide other publishing-related services (production management, proofreading, page design, teaching, book consulting, research, fact-checking, design and layout) and 4 provide other services not related to publishing.

Q21: Freelance/Work-finding strategies: Respondents employ a wide variety of work-finding strategies, including word-of-mouth ($n = 31$), repeat business ($n = 28$), the ISC/SCI *Register* ($n = 27$), other freelancers ($n = 22$), networking ($n = 19$), the EAC *Directory* ($n = 13$), a website, speaking engagements, advertising, cold calls, mentoring, other registers, Internet-based marketing, writing for trade journals and applying to advertised or announced projects.

Q22: Freelance/Register: The response to this question was encouraging in terms of the apparent success of the ISC/SCI *Register of Indexers Available*. Of the 36 respondents who answered this question, 10 said that they did get work from the online *Register*, 2 said that they got work from the print *Register*, 6 said that they got work from both the online and print *Register*, 2 said they got it from one or the other but weren't sure which, and 4 said that they did not know. Only 12 said that, no, they did not get work from the *Register*, but of these, 9 had not paid for a listing. In other words, of the 27 respondents who indicated in Q21 that they paid for a listing in the *Register of Indexers Available*, 20 knew that they had received work as a result.

Q23: Freelance/Types of clients: Publishers were the primary indexing client type for respondents. However, in the future, this question must be clarified, as 2 respondents indicated that they included university presses in the publisher category, and it is unknown whether others may have done the same. In the following table, the numbers indicate how many respondents got the given percentage of work from that client type.

% of Work	Authors	Gov't	Publishers	Libraries	Corp's	NGOs	Univ's	Other ^a
no % given	0	0	0	0	1	1	0	0
0-25	15	2	5	0	1	10	7	6
26-50	6	2	13	0	0	1	8	1
51-75	2	0	7	0	0	0	2	0
76-100	2	1	8	0	0	0	0	1

a. Identified "other" client types included book designers, medical journals, communications companies and funded publications.

Q24: Freelance/Client locations: Not surprisingly, most Canadian-based respondents get most of their work from clients in Canada, and most of the U.S.-based respondents get most of their work from U.S. clients.

% of Work	Canada	United States	United Kingdom	Other ^a
no % given	1	0	0	1
0-25	2	11	7	4
26-50	4	4	0	0
51-75	3	1	1	0
76-100	23	5	0	0

a. "Other" client locations included Hungary, Italy, Jamaica, South America and Turkey.

Q25: Freelance/Indexing charges: The majority ($n = 24$; 66.67%) of the 36 respondents to this question charge by the typeset page for book indexing. Most individuals charge a range, usually within the \$3 to \$6 range. The lowest end of a per-page rate identified was \$1.85 for trade books, but that individual's range goes up to \$7 for scholarly books. The highest end of a page range was \$10 for government documents.

Rates and Salaries Survey continued

Six (6) charge by the manuscript page (not defined by 3, defined as 250 words by 2 and as 300 words by 1). Interestingly, the higher rates (ranging from \$5.50-\$8) are charged by the 2 people who define a manuscript page as 250 words. Other individuals charge within the range of \$3 to \$6/manuscript page.

Thirteen (13) charge by the hour for book indexing (note: the numbers do not add up to 36 because some people charge both per-page rates and hourly rates).

For both these groups, most respondents maintained the same or a similar range for every type of book indexed, although the few who indexed government documents charged more for these, and often scholarly books were charged at a higher rate.

No one identified a per-entry rate. A number of individuals charged more than one type of rate, and about a dozen identified per-project rates that tended to vary by client and type of document.

	By the hour			By the typeset page			By the ms page		
	No. ^a	\$ Min	\$ Max	No.	\$ Min	\$ Max	No.	\$ Min	\$ Max
Books, trade	10	20.00	50.00	19	1.85	7.00	3	3.00	7.00
Books, scholarly	8	20.00	60.00	22	3.00	10.00	3	5.00	6.00
Books, textbooks	6	20.00	55.00	13	3.00	5.50	3	3.00	5.00
Books, other	3	30.00	50.00	4	3.00	6.00	3	5.00	6.00
Journals/periodicals	3	30.00	65.00						
Gov't documents	5	35.00	65.00	2	3.50	10.00	2	6.00	8.00
Web-based docs	1	25.00	25.00						
Other	1	50.00	50.00				1	6.00	8.00

a. "No." refers to the number of respondents who indexed the given type of document and charged by the given method; some indexers charged by more than one method.

Q26: Freelance/Charges, non-indexing: Only 9 respondents answered this question, and one (1) simply wrote "nil" under Consulting, so presumably consulting about an index is offered as a free service. Of the other eight, 4 offered teaching services (at \$30/hr, \$65/in-class hour, \$75/in-class hour, and "negotiated/depends on type of client"). Two (2) offered information retrieval (at \$25/hr and \$30/hr). Three (3) offered consulting services (\$40/hr, \$50/hr, and \$100-\$1,000/project). One (1) respondent indicated "Other" at \$7,000-\$10,000/2-3 months.

Q27: Freelance/Last rate increase: Of the 28 respondents who answered this question, 10 (35.71%) had raised their rates within the past 12 months, 7 within the past 6 months, 7 within the past 6 months and 4 more than 24 months previously.

Q28: Freelance/Next rate increase: Of the 34 respondents who answered this question, 15 (44.12%) had no specific plans for when their next increase might be, 12 said they would decide after seeing the results of this survey, 4 said within 12 months and 3 said within 3 months.

Q29: Comments: Two or three respondents offered comments to explain earlier answers, and a few also said that they were pleased the survey was being done. Two respondents indicated that they were too new to indexing to answer all the questions in a worthwhile manner. One individual asked if it might be possible to get age demographics; this was not asked but it could be considered for a future survey. Other comments included the following:

- I always ask for the money up front from all new clients. If they plead poverty, then I will accept about 70% beforehand and the rest when the index has been completed. Sometimes it works out to less than I had quoted (rarely) because I do my calculations based on both a per-page and an estimate of the time required. Sometimes it comes out to less. New clients are always aghast at the cost of the index, but I explain that the great effort they put into writing the book needs an equally carefully prepared index. I write it right into my contract and at that point my authors don't seem to mind. No pay, no work; it's that simple. Of course they

Rates and Salaries Survey continued

get more than just an index from me. I always direct their attention to errors in syntax and formatting so that they can really be proud of their book when I get finished.

- I haven't done much indexing in the past few years, and, out of the blue, I've been asked in the past few months to index two trade books and a major legislative project. Frankly, one of the reasons I haven't (yet) listed in the Directory or gone out of my way to seek out indexing work is that I find it very hard to make indexing pay decently. I invariably underestimate the time required and end up overworking myself and undercharging the client. I have a much better handle on estimating editing work, and that's where I focus my business efforts. I suppose it's one of those circular dilemmas. If I took on more indexing work, I'd get faster at indexing and better at estimating, wouldn't I?
- With respect to rates, sometimes you don't have a choice — you just have to take what's offered (if you want the job).

Conclusions

The current results indicate is that most of us who are independent contractors are charging within about the same rate ranges. As suggested when these results were presented at the AGM, I am planning to plot the specific hourly and per-page ranges onto a graph, which I will submit to the next *Bulletin*, and if other members have other data they would like me to try to pull out of the results, please let me know. The broadly uniform nature of the hourly and per-page ranges means that no conclusions can be drawn about whether experience, education or other factors make a difference in the rates charged by freelancers.

It was pleasing to confirm that the *Register of Indexers Available* is an effective marketing tool for the freelancers among us, with 20 of the 27 respondents who use this strategy knowing that they get work from it.

It is hoped that this survey will be refined and regularly repeated as a service to members. Although few conclusions can be drawn from this single effort, the ongoing accumulation of data will be useful.

Jean Lawrence of B.C. won the draw of a \$50 gift certificate to Chapters/Indigo from amongst the people who responded to the survey.

New ANZSI Website!

The Australian and New Zealand Society of Indexers is pleased to announce the launch of their new website, www.anzsi.org.

In an effort to promote ANZSI Newsletter articles and conference papers, Indexing Resources have been developed to include key print and electronic indexing resources from around the world, and grouped into sections covering:

Indexing, Standards, Names, Types of indexing, Subject specialism, Indexing as a

business, Thesaurus, Software, Email lists, and Indexing Societies.

The Publications area includes: ANZSI Newsletters since 2003, with details of what is in each issue. The current three issues are located in the Members' area. Conferences section includes details of the 2009 Conference, as well as details of past conference papers, with links to papers, where available. ANZSI Indexing Series, the series of indexers published as part of the Mentoring Scheme.

NEW ANZSI WEBSITE Continued

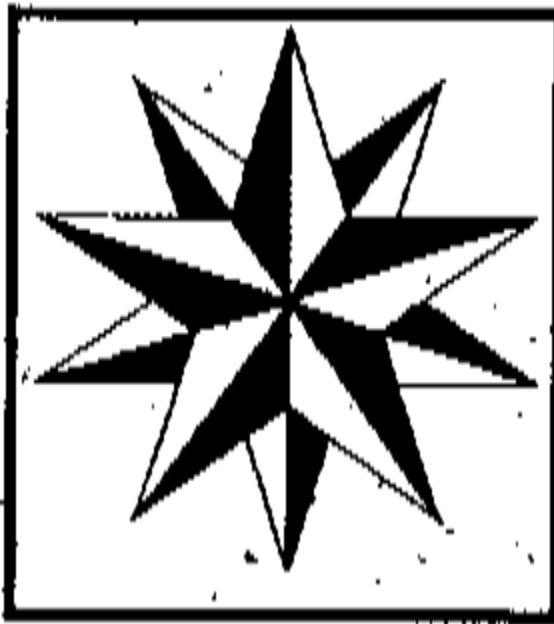
Training and Awards includes details of training courses available, distance learning, Mentoring Scheme, Registration, and the ANZSI Indexing Medal.

At the bottom of each page is a link to the website index.

The style of the website is such that you will need to move your mouse over the text to see the links, so use your mouse to explore the information available on the new website.

Mary Russell
ANZSI Web Manager
ANZSIinfo@anzsi.org

South African Indexing Award



Association of Southern African Indexers and Bibliographers

ASAIB AWARD for BEST INDEX

The 2007 Award goes to

Abdul S. Bemath

For his index to

Euro-Jews and Afro-Arabs: the great Semitic divergence in world history, by Ali A. Mazrui.
Lanham, MD: University Press of America, 2008. 468pp.

Notes from *The Register of Indexers Available*

Note 1

This spring's survey results have reaffirmed what we already know: the *Register* is a valuable tool for indexers. The survey revealed that most indexers with an entry in the *Register* obtained work from either the print version or the online version (or both).

To make the *Register* even more valuable, we have to make sure it reaches the right people: publishers, associations, societies, agencies — any person or group who may require an indexer.

With that in mind, I would like our ISC/SCI members to give it some thought, and let me know of anyone involved in publishing who could use a copy of the *Register*. Please send me a note by email (register@indexers.ca) with the name and address so I can send them a copy.

Note 2

We need to “proofread” the list of addresses to which the *Register* is currently mailed. We can check our list information against the directory information of *Quill and Quire, Canada's Magazine of Book News and Reviews*. If anyone can help with this project, I would be most grateful.

Again, send me an email and we can chat.

Debby Schryer
Editor, *Register of Indexers Available*

Upcoming Books

Hazel Bell is publishing two books that might be of interest to indexers — an index of A.S. Byatt's fiction entitled *The Frederica Indexes*, and a history of indexers, which is mentioned below.

From Flock Beds to Professionalism: a history of index makers

by Hazel K. Bell

At the laundress's at the Hole in the Wall in Cursitor's Alley up three pair of stairs ... you may speak to the gentleman, if his flux be over, who lies in the flock bed, my index maker'. Jonathan Swift, *Account of ... Mr Edmund Curl, Bookseller* (1716)

“Indexing is an anonymous profession. An index may be praised or blamed, but rarely is the indexer named, lauded, or shamed,”

laments Professor David Crystal in his preface to *From Flock Beds to Professionalism*. This book, however, initiates a change. Hazel Bell presents here brief biographies of 65 individual practitioners, the makers of indexes, from the 15th to the 20th centuries, considering their working methods, techniques, training, remuneration, lives and personalities. Crystal observes, “Although it is the history of indexing which governs the structure of the book, it is the personalities of the indexers themselves which shine through it ... I was unprepared for the range, diversity, and sheer brilliance of the personalities lying behind the names.”

After the biographical section on the “Lone Workers,” Bell outlines in “Banding Together” the history of groups and societies of indexers world-wide up to 1995: the year she sees as entailing “The end of print-only indexing.” The book includes photographs of indexers and of their tokens of recognition.

**From Flock Beds to Professionalism:
a history of index makers continued**

Hazel Bell has been a freelance indexer since 1964, having compiled to date more than 700 indexes to books and journals, and won the Wheatley Medal for an outstanding index in both 2005 and 2006. She has been a member of the Society of Indexers for 44 years, serving on its Council as editor of its journal, *The Indexer*, for 18 of them. In 1997 she was presented by the Society with the Carey Award for services to indexing. She has written many articles for *The Indexer* and other learned journals. Bell is the author of *Indexers and Indexes in Fact and Fiction* (British Library / University of Toronto Press, 2001) and *Indexing Biographies and Other Stories of Human Lives* (Society of Indexers, 3rd edition 2004).



Close-up of a rhododendron,
the official flower of Burnaby, BC



ONLINE ALERT!

From A to Zafran now online!

Enid Zafran's column – From A to Zafran – originally published in ASI's *Key Words*, is now available on her website:

www.indexingpartners.com.

There are currently 10 of the columns up as PDFs. You should have no problems accessing them, as you will find the link on the first screen that will take you directly to the articles. Enid plans to add more as she writes them. If you have not read her columns, you should be sure to look through her website for them. They are informative, educational and interesting.

Judy Reveal, editor of *Key Words*, posted this information to Index-I in May of this year.

Book Review

Indexing for Editors and Authors: A Practical Guide to Understanding Indexes –

by Fred Leise, Kate Mertes, and Nan Badgett



Review by Natalie Boon.

This is an interesting and useful book for the professional indexer. At first glance, I have to admit that the first thing that popped into my mind as an indexer was, “This isn’t for me; this is for authors. Why do I need it?”

Then I started to read it.

I realized that I can definitely use this book. Before I started to index professionally, I never realized how much time I would be spending explaining things. Things like what an index is, why they should hire a professional, why it costs so much, what I mean when I ask what kind of alphabetical order they want, how to edit an index... the list goes on. It can be frustrating trying to deal with it without a resource – but no longer - it’s all covered in this book. And it’s useful.

As an indexer, sometimes I get so entrenched in the minutiae of indexing that it becomes hard to step back and explain things from scratch from the point of view of people who don’t know anything about indexes. This book helps me to remember what it was like before I became obsessed with the details of inverting names and cross-referencing techniques.

The book is a good purchase for someone who has to deal with clients who don’t know much about indexing. I deal with primarily with authors, so it’s a good fit for me. Ideally, I’d like to see editors and authors actually buy the book themselves, as it would make the whole indexing process smoother.

Now, as a Canadian, I do have to point out one small thing that a Canadian indexer dealing with Canadian clients should note. This book is written by Americans, for Americans. In most cases, that doesn’t really affect things. It’s little things like the section where it suggests that indexers will always use American spelling unless told otherwise; so if an editor wants British spelling they should be sure to say so.

Where it does differ more significantly from Canadian practice is the section on how to find and hire an indexer. It suggests that the best way to find an indexer is through ASI. It’s a reasonable statement, as that’s a very good place for an American publisher to start.

It also gives suggested rates. It turns out that rates in Canada are higher. At least when comparing the 2008 ISC/SCI survey (see page 28) to the ASI 2004 survey rates. I suspect that they’d be comparable for most sectors of publishing, but if you happen to be in an expensive one (lucky you!) you might not want to show it to your clients.

Overall, these are minor points that do not detract from the value of the book to an indexer. After all, when you’re trying to explain to an author how to review an index and they’re still thinking that they have to check every reference – it’s nice to have something to look at.

