Bulletin

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Proposition de congrès conjoint avec l'ASI

In January, discussions resumed with Kate Mertes of the American Society for Indexing (ASI) about a joint conference in Chicago in 2016. Joint conferences have been held periodically, the two most recent being in 2003 (Vancouver) and 2006 (Toronto).

Nous avons, en janvier dernier, repris la discussion avec Kate Mertes de l'American Society for Indexing (ASI) au sujet d'un congrès conjoint à Chicago en 2016. Des congrès conjoints ont été organisés à l'occasion dans le passé, le plus récemment à Vancouver en 2003 et à Toronto en 2006.

The most important factor in participating in a joint conference will be cost. The two societies have a basic difference in philosophy with regard to conferences: ASI sees them as revenue-producing, while ISC/SCI sees them as a member benefit that is planned on a cost-recovery basis.

Le facteur le plus important dont il faudra tenir compte pour l'organisation d'un congrès conjoint est celui du coût. Les deux sociétés divergent fondamentalement d'opinion sur un point essentiel en matière d'organisation de congrès : l'ASI les considère comme une source de revenus alors que la SCI/ISC estime qu'un congrès est un bénéfice offert aux membres et le planifie sur une base de recouvrement des coûts.

The registration fee for our standalone conferences over the past few years has ranged between $325 and $375. This year ASI is charging $469 for a regular registration but offering early-bird ($419) and super-early-bird ($399) options. Members of both societies tend to take advantage of the lowest rate available.

**Indexing Society of Canada
Société canadienne d'indexation**

ISC/SCI
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Toronto, ON, CAN M5S 2K9

Website/Site Web
http://www.indexers.ca

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(to June 2015)**

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Membership Renewal

Please remember, with the increased frequency of *The Indexer*, the grace period for renewing is shorter. To renew online, please go to the following link:

http://indexers.ca/contact-us/renew-your-membership/

Our mailing address is:

**The Membership Secretary, ISC/SCI
133 Major Street
Toronto, ON
Canada M5S 2K9**

Important: Please remember to add the ISC/SCI Membership Secretary to your list of people to contact when your details change.

*Frances Robinson
Membership Secretary*

You can now purchase or renew an ISC/SCI membership online using PayPal.

Write for the *Bulletin*

Author guidelines: Submit unsolicited articles electronically in Word or rich text format (*.rtf). Artwork should be in PDF format, and photographs in TIF or JPG format. Send submissions to Production Editor Marnie Lamb: lambmarnie@yahoo.ca.

Board members, 2014-2015: Christopher Blackburn, Moira Calder, Marnie Lamb, François Trahan, Gillian Watts.

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Editor, comments from . . .

This is an election year for ISC/SCI, which means that the terms of office for volunteer service are coming to an end. Some people will continue in their current positions or take on different tasks. Others will step down, and new people will put their names forward. I'm one of those planning to step aside. I took on this position a few years ago with the idea firmly in mind that the position would have an end date. I saw it as my mandate to help get the *Bulletin* back up and running and then make room for a fresh voice and perspective. Someone will become the new editor, and I'm looking forward to seeing the ideas and innovations they bring to our newsletter.

The end of a term is a time to look forward but also backward with gratitude. First and always, thanks to Marnie Lamb, who has done an amazing job as production editor, keeping things going when I didn't have the time or energy. It has been an honour working with her. Marnie is a gifted and insightful writer, editor, and indexer, and I'm glad that she is focusing her energy on developing those talents and skills even further.

Thanks also to the *Bulletin's* board members: Gillian Watts for copy editing; François Trahan for handling translation and posting; Chris Blackburn and, earlier, Pietro Cammalleri, for proofreading; Heather Ebbs for the crosswords; Mary Newberry for advice and support; and everybody on the *Bulletin* board and ISC/SCI members. So many of you offered ideas, articles, photographs, and puzzles (thank you, Heather!). You wrote book reviews and reports from conferences that made those of us who couldn't attend feel as though they had been there (I've usually been one of them).

The word *volunteer* comes to us, through a rather scenic linguistic route, from the Latin *volo,* "I wish" or "I will." You have all helped the members of this small, scattered society get to know each other a little better, and you did it just because you wanted to. Thank you.

Moira Calder
Bulletin *Editor, 2011-2015*

The magpie picture series in the Bulletin was started as a way of acknowledging our emblem but also of resolving issues related to doing layout in Word. For those of you who have tried it, and those who haven't, reflow of text can be challenging.

Shown here is a Tasmanian magpie in Maria Island. The photo is from the Wikimedia Commons media resspository and is used under a GNU free documentation licence. Photographer: KeresH.

Editing Goes Global, June 12 to 14, Toronto

The Editors' Association of Canada/Association canadienne des réviseurs recently hosted its first international conference, with speakers from the United Kingdom, Ireland, Australia, New Zealand, the United States, and Canada. For more information on the association's conferences, see http://www.editors.ca/conference/index.html.

Co-presidents' Report (continued)
Rapport des co-présidentes (suite)

Les frais d'inscription à nos congrès indépendants organisés au cours des dernières années se sont échelonnés entre 325 $ et 375 $. Cette année, l'ASI a fixé le montant de l'inscription dans les délais normaux à 469 $, mais elle offre également un tarif d'inscription anticipée de 419 $ et un tarif d'inscription très anticipée de 399 $. Les membres des deux sociétés ont tendance, en général, à profiter des tarifs les plus intéressants offerts.

At first glance the difference between a super-early-bird ASI registration and a regular ISC/SCI registration is not a deal-breaker. However, as we are aware, the value of the Canadian dollar has dropped considerably in the recent past. The exchange rate for the loonie as of early March is just under 80 cents American.

À première vue, la différence entre le tarif d'inscription très anticipée de l'ASI et le tarif d'inscription dans les délais normaux de la SCI/ISC n'est pas vraiment significative. Cependant, comme vous le savez, la valeur du dollar canadien a considérablement baissé dernièrement. Le taux de change au début mars était de 80 cents américains pour chaque dollar canadien.

ASI is in the process of choosing a location, and they are looking at the possibility of a campus-based conference to keep costs down. However, as we know from our experience with finding a venue for the Victoria conference, campuses are not always convenient.

L'ASI est en train de choisir un site et envisage la possibilité d'organiser le congrès sur un campus, ceci pour limiter les frais. Cependant, comme nous l'avons appris lors de notre recherche d'un site pour le congrès à Victoria, les campus ne sont pas toujours pratiques.

A decision on a joint conference will be made soon. We will notify the membership as soon as possible.

La décision d'organiser ou non un congrès conjoint sera prise bientôt. Nous en aviserons nos membres dès que possible.

Jennifer Hedges
Co-president / Co-présidente
Indexing Society of Canada / Société canadienne d'indexation

This will be my last year as co-president, a position I've held since 2009. The experience has been exceedingly rich and rewarding. And I've enjoyed a successive string (if three counts as a string) of impressive co-presidents with whom I've shared this office: Vivien Cartmell, Gillian Watts, and Jennifer Hedges.

Ceci est ma dernière année en tant que co-présidente, un poste que j'occupe depuis 2009 et qui s'est avéré être une expérience particulièrement riche et épanouissante. J'ai également eu la chance de travailler avec toute une série (si trois représente une série!) de co-présidentes aux compétences impressionnantes : Vivien Cartmell, Gillian Watts et Jennifer Hedges.

My colleagues on the executive have delighted and surprised me throughout the experience. I've grown to depend on them for solutions to what appear to me to be intractable issues; I am impressed by the exemplary standard of work submitted for each project; I marvel at each person's creativity and humour; and I am humbled by the respect with which every thorny problem is handled. I can honestly say that I look forward to and enjoy our meetings for many reasons, not the least of which is the charm of the company of my colleagues. And maybe a little because I like being in control!

Mes collègues du bureau de direction m'ont à la fois ravie et surprise tout au long de cette expérience. J'ai fait appel à leur aide pour trouver des solutions à des problèmes qui semblaient impossibles à résoudre. J'ai été impressionnée par la qualité exemplaire de leur travail, ceci dans le cadre de chaque projet que nous avons entrepris, par la créativité et l'humour dont ils ont fait preuve et par le respect

avec lequel ils ont abordé les problèmes les plus délicats. Je peux dire, en toute honnêteté, que je me réjouis toujours de participer aux réunions et que j'en profite pleinement, ceci pour plusieurs raisons, la charmante compagnie de mes collègues n'en étant pas la moindre. Et peut-être aussi, soyons honnêtes, parce que j'aime bien « être maîtresse de la situation »!

Alas and hurrah—it's time to pass over the reins, all of which is quite exciting. But don't worry, I'm still around as past-president for two more years.

Malheureusement et heureusement à la fois, il est temps de passer le flambeau, ce qui ouvrira de nouvelles portes. Mais, ne vous inquiétez pas, je serai présidente sortante pendant deux ans.

While so much other important work has gone on around me—our new indexing award; renewed energy around regional meetings; a vibrant, regularly published *Bulletin*; new social media initiatives; constitutional reform—most of my energy in this past quarter of my final term has focused on two things: organization of the conference (along with a team of very hard-working people) and recruitment of a new executive. In both cases my excitement and optimism for the society have been greatly buoyed.

Alors qu'autour de moi on exécutait des travaux extrêmement importants – la création de notre nouveau prix d'indexation; l'émergence d'une énergie renouvelée pour les réunions régionales; la publication régulière du Bulletin, un bulletin d'informations vibrant; la mise en œuvre de nouvelles initiatives concernant les médias sociaux; et la réforme de la constitution – j'ai consacré la plus grande partie de mon énergie au cours du dernier trimestre à deux questions : l'organisation du congrès (avec l'aide d'une équipe qui a travaillé dur) et le recrutement d'un nouveau bureau de direction, tâches qui n'ont fait qu'augmenter l'optimisme et l'enthousiasme que je ressens en pensant à l'avenir de la Société.

Other than the always extraordinary business-as-usual contributions from the executive, I've noticed strong contributions coming from new members. I'm hoping to be able to reflect this in the roster of members standing for the executive at the MayAGM.

Autres que les contributions régulières, mais toujours extraordinaires des membres du bureau de direction, j'ai remarqué que certains de nos nouveaux membres avaient fait des contributions exceptionnelles. J'espère que ceci sera reflété dans le groupe de membres candidats à l'élection du bureau de direction lors de l'assemblée générale annuelle en mai prochain.

There may also be a chance for people to stand for the executive in 2016, as we're expecting to propose some changes to the constitution. One thing being considered is a staggered schedule for electing new executive members. We'd like to change it so there is not a full turnover in the executive every two or four years. To facilitate this change, some executive members may continue for one year, expecting to stand down in 2016.

Il est également possible que le bureau de direction recrute de nouveaux membres en 2016, comme nous avons l'intention de proposer certains changements à la constitution. Nous envisageons, entre autres, la création d'un calendrier échelonné pour l'élection des nouveaux membres du bureau de direction, ce qui permettrait de ne pas modifier la composition du bureau dans sa totalité tous les deux ou quatre ans. Pour aider à mettre en œuvre ces changements, certains membres du bureau de direction pourraient continuer à officier pendant un an et démissionner en 2016.

I write this on the first day of spring in 2015, feeling full of the optimism of the season. I hope to share it with you in Victoria.

Je vous écris en ce premier jour de printemps 2015, pleine d'optimisme pour cette nouvelle saison et j'espère pouvoir le partager avec vous à Victoria.

Mary Newberry
Past president/ Présidente sortante
Indexing Society of Canada / Société canadienne d'indexation

Seasonal Verse
by Heather Ebbs

Across
1. Taxi
4. START OF SEASONAL VERSE
10. Pig feed
14. Morgue et de Rivoli
16. Fairy chimney
17. Weighty book
18. By word of mouth
19. European queendom
20. Zone
21. Arctic deer
23. Orange section
25. PART TWO OF SEASONAL VERSE
27. Big bird's home
28. Leg joints
30. Anxiety
34. Most deceptive
38. Lonely line
41. U.S. MDs org.
42. Verse
43. Roof edge
45. Food scrap
46. Negative (prefix)
47. Party in Pukalani
48. Loneliest number
49. Big mythical bird
50. Author of many verses, in short
51. Badges, for short
52. Earth's star
53. One of Louisa May's girls
54. Art ___
55. WWW
56. Author Allende
58. Effervescent
60. Assignation for 32 Down
62. Songstress Keys
64. Exaggerated
67. PART THREE OF SEASONAL VERSE
72. Japanese warrior
75. Hormone
76. Above
77. Bounce back
81. Wise one
82. Deceptive one
83. E.B. White's Little hero
84. Jane Austen's youthful heroine
85. Whirlpool
86. PART FOUR OF SEASONAL VERSE
87. Big tree
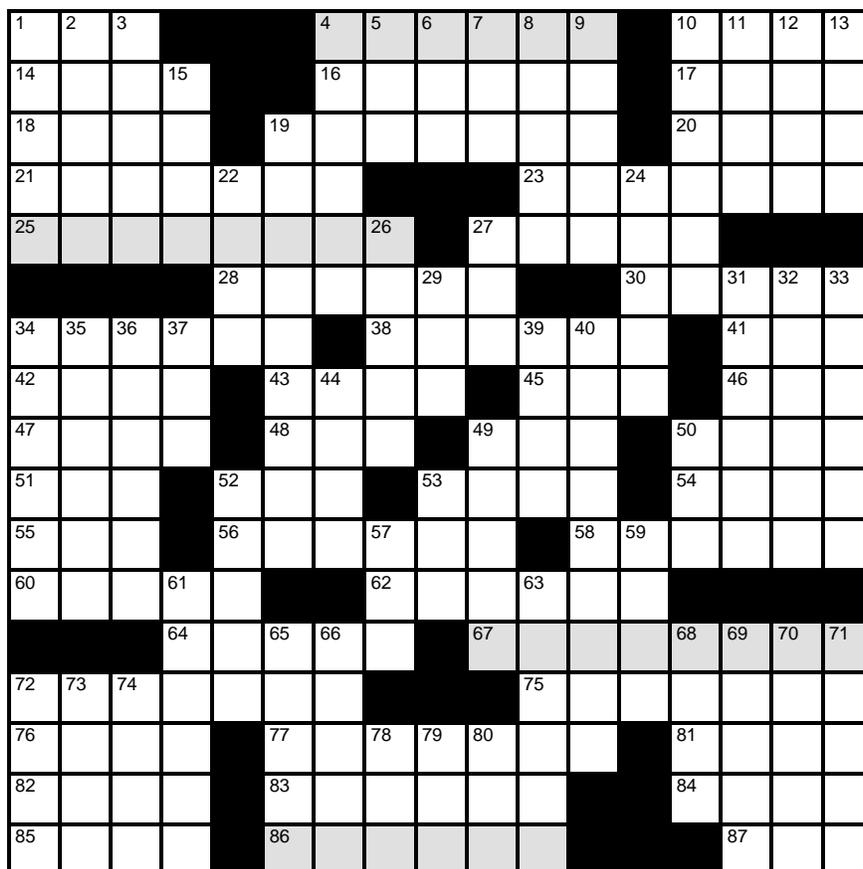
Down
1. Seasonal flowers
2. Radiant lights
3. They can be polar or grizzly
4. "Honey, I ___ the kids!"
5. Staple for 47 Across
6. Decay
7. Cdn pharmacy chain
8. Sound
9. Doomed one
10. Flower part
11. Folk knowledge
12. Sign of doom
13. Mossy fuel
15. Err
19. Generously giving
22. Victoria's secrets?
24. Gogmagog
26. Mitt
27. Cleopatra's doom
29. Before, poetically
31. Big seabird
32. Kiss
33. Sound-system speaker
34. Bone brace
35. More sound
36. Effervescent
37. Big bird
39. Bird sound
40. Devil
44. Author Sewell
49. Ignited again
50. Bustle
52. Indian instrument
53. Unit of sound
57. Cove
59. Tattered clothes
61. Bustle
63. Cotton cloth
65. Wetland
66. Virgin mourner
68. Deception
69. Memorable mission
70. 18th Greek letter
71. Stealthy one
72. Flatfish
73. Eager
74. Honey brew
78. Coach
79. Paddle
80. Spoon-bending Geller

SKY Index's Core Editing Commands

What Are the Core Editing Commands?

The core editing commands are the editing commands you're most likely to use while editing index entries in your index. There are nine core editing commands and they are each assigned a single function key, making them very easy to execute. The core editing commands are:

Command	Shortcut	Description
Swap	F4	Swaps the contents of two heading levels.
Promote	F5	Combines a subheading with its parent heading following a comma and a space.
Demote	F6	Moves text following a comma from one heading down one level and removes the now unnecessary comma.
Combine	F7	Combines a subheading with its parent heading following a single space.
Select Heading	F8 (data entry view only)	Selects all records for the current heading.
Select Entry	F9 (data entry view only)	Selects all records for the current entry.
Shift Left to Main	F10	Same as Shift Left but moves the current heading all the way to a main heading, regardless of its current level.
Shift Left	F11	Moves a subheading up one level, *replacing* its parent heading. Child headings are also moved up one level.
Shift Right	F12	Moves a heading down one level, thus opening a blank parent heading. Child headings are also moved down one level.

All of these commands allow you to add two modifiers that enhance the command. The modifiers are:

Ctrl – duplicates the record(s) you wish to edit before editing them, leaving an unaltered copy of the original index record(s) behind.

Ctrl+Shift – duplicates the edited records as with Ctrl and also creates a group out of the duplicated records. This allows you to manipulate those records further without worrying about affecting the rest of the index.

Some Editing Examples

Please note that, because of space limitations, we can provide only some very basic examples and as a result are only touching the tip of the iceberg with respect to what can be achieved. Also, although these are made-up scenarios, they still effectively demonstrate how to use the core editing commands.

Example 1: Using the Promote command

Scenario: You've imported a list of names with locators from your client as shown below (locators are omitted):

Main	Sub1
Adams	John Quincy
Jefferson	Thomas
Washington	George

You want the names to be in the main heading like this:

Main	Sub1
Adams, John Quincy	
Jefferson, Thomas	
Washington, George	

How to do it

1. Select all records (**Ctrl+A**).
2. Press **F5** (the Promote command). You'll be asked which level you wish to promote.
3. Press **Enter** to select the default of "Sub1."

That's it. With what amounts to three keystrokes, every name will now be in the main heading and will be in the form "Jefferson, Thomas." If any sub-subheadings existed, they would have been automatically promoted to the Sub1 level.

Note: You can easily do the reverse too. If you already have names in the main heading like "Jefferson, Thomas" and want "Jefferson>Thomas," just use the Demote command instead of the Promote command. It will demote "Thomas" and remove the trailing comma and space from the main heading.

Example 2: Using the Swap and Combine commands

Scenario: Same list of names as in example 1. This time you want to end up with "Thomas Jefferson" in the main heading, not "Jefferson, Thomas," like this:

Main	Sub1
George Washington	
John Quincy Adams	
Thomas Jefferson	

How to do it

1. Select all (**Ctrl+A**).
2. Press **F4** (the Swap command). You'll be asked which level to swap.
3. Press **Enter** to select the default of "Sub1."
4. Press **F7** (the Combine command). You'll be asked which level you wish to combine.
5. Press **Enter** to select the default of "Sub1."

Notice that the Combine command combined each subheading with the parent heading with a single space between them, whereas the Promote command used a comma plus a space.

Example 3: Double-post a main heading with subs under a different main heading

Scenario: You have the following main heading with subs:

cars
      inspection
      maintenance
      safety
      service

You want to double-post these subheadings under the main heading "automobiles":

        automobiles
                inspection
                maintenance
                safety
                service

How to do it

1. Place the marquee over the main heading of any record that includes the main heading "cars."
2. Press **Ctrl+Shift+F8.** This selects all records for that main heading, duplicates those records, and then groups those records to isolate them from the rest of the index.
3. Press **F2** (this lets you edit the main heading) and change the main heading to "automobiles."
4. Press **Alt+Ctrl+Enter** to propagate this change to all subheadings.

You're done.

If you haven't already, you should take time to learn the Core Editing commands. They will save you a tremendous amount of time down the road. A companion video with additional information can be found at http://www.sky-software.com/videos.

Kamm Schreiner

Upcoming and Recent Conferences

The American Society for Indexing 2015 conference was held April 30 to May 1 in Seattle, Washington. The conference theme was the State of the Art. The 2016 conference will be in Chicago. For information on ASI conferencess go to http://www.asindexing.org

The Australian and New Zealand Society of Indexers held their national conference May 6 to 9, 2015, in Canberra, Australia. It was hosted jointly by the Institute of Professional Editors (IPEd) and ANZSI local branches. For conference papers see http://www.anzsi.org/publications/conferencepapers

The Association of Southern African Indexers and Bibliographers (ASAIB) held their 2015 conference on May 21 and 22. To view presentations, see their website: http://www.asaib.org.za/index.php/conferences/conference-2015

The U.K. Society of Indexers and Society of Editors and Proofreaders will hold their first joint conference on September 5 to 7, 2015, at Derwent College, University of York. See http://www.indexers.org.uk/index.php?id=664 for more information.

The 2015 ISC/SCI conference was held May 28 and 29 in Victoria, British Columbia. The next issue of the Bulletin will contain reports from the conference Check http://indexers.ca/annual-conference/ for information on 2016.

ISC/SCI members and other indexers recently met in Victoria, British Columbia, at the annual conference.
.Photo used under Wikimedia Commons licence CC-By-SA-3.0, File 2009-0605, Original work of Bobak Ha'Eri.

Book Review

Smart Calling: Eliminate the Fear, Failure, and Rejection from Cold Calling, by Art Sobczak

Marketing your indexing services can include making cold calls to publishers. If you want to reach out to publishers who don't know you, cold calls are necessary. As a new indexer, I am unknown to all the publishers, so I need to able to do this. However, I have no instincts for cold-calling. Fortunately I came across *Smart Calling: Eliminate the Fear, Failure, and Rejection from Cold Calling*, by Art Sobczak (Hoboken, NJ: John Wiley and Sons, 2010, 253 pages). According to a book summary, I would learn "(1) Why cold calling doesn't work, (2) Why 'Smart Calling' does, and (3) How to do it."[1]

The primary audience is salespeople, whose job is to speak to prospects. I was surprised to learn that even salespeople fear making cold calls. My impression from the book is that most of them do it badly, if they do it at all. However, the author points out that "anyone who has to pick up the phone to talk to someone they don't know—with the objective of persuading that person to take some action—will learn from this book," and he specifically includes freelancers.

Sobczak claims that "telephone prospecting is the quickest, cheapest, and most interactive way to make a sale." Furthermore, it creates opportunities that you wouldn't get otherwise; for example, you may be calling at a moment of real need. The message is, if you are not picking up the telephone, you are missing out. These statements further convinced me that cold-calling should be a key component of my marketing approach.

The three steps of Smart Calling involve acquiring company intelligence before making the call, using that information in a proven sales process, and helping prospects take actions. The sales process turns cold-calling on its head by moving the focus away from the seller ("I have something to sell you") to the client ("What do you need?").

Art Sobczak is the owner of Business by Phone, which gives training workshops and seminars to salespeople.[2] This book flows like a workshop, in that he makes you pause and work out the next step, such as your value proposition, before you move on. Because not all the steps apply to our narrow field of freelance indexing, I found the book quick to get through.

This is how I used some of the concepts and techniques when I made my first Smart Calls to publishers:

1. I went to their websites and found out everything I could about them. I made sure that I would not ask questions about information that is already publicly available. Specifically, I looked for information about the type of books they publish, so that I could talk about it in my call.
2. I scripted my opening statements and key questions so that when they picked up the phone, I didn't lose my nerve. In addition, I scripted the message I would leave if I got voicemail. I also reviewed the list of speech tics that damage credibility.
3. I talked directly and respectfully with whoever picked up the phone. Screeners and gatekeepers, Sobczak says, can be your allies.

Most important, I made my Smart Calls fearlessly. If I had not read this book, I don't know where I would have begun. Knowledge begets confidence, and this book delivered.

JoAnn Burek

Notes

1. getAbstract, 2014, www.getabstract.com.
2. Art Sobczak has two websites, www.smartcalling.com and www.businessbyphone.com, with tips and free e-books.

Links

Microsoft no longer provides clip art or photos with its office suite. Not a problem for most of us, who have never used them anyway because of possible copyright issues. To supplement your own photography and art work, below are a few interesting sites. Many sites provide some open access images and some for pay. You should always read the copyright notification carefully.

Wikimedia Commons (http:commons.wikimedia.org): This site stipulates who owns the copyright and, if the image is available under a creative commons licence, what the user's obligations are in terms of use and attribution.

For an explanation of creative commons licensing, see https://creativecommons.org/licenses/. The website Top Ten Reviews describes legalities of using stock and royalty-free clip art: http://clip-art-review.toptenreviews.com/clip-art-when-illegal.html.

Flickr (www.flikr.com) is the largest photo-sharing site. Licensing varies, so read carefully.

Openclipart (https://openclipart.org/tags/online) has a Licenses link at the bottom of the home page that explains the licensing permissions.

A number of site reviews are also available; for example,

TechRadar, "12 Best Places to Get Free Images for Your Site (http://www.techradar.com/news/internet/web/12-best-places-to-get-free-images-for-your-site-624818)

- You can also make your own clipart using MS Word or PowerPoint; e.g.,
- Create Clipart Using MS Word: https://www.youtube.com/watch?v=-Heg9P2DY3M
- How to Create Your Own Clipart in PowerPoint, by Digital Inspiration: http://www.labnol.org/tech/create-clipart-in-powerpoint/19043/
- How to Make Cute and Colorful Clipart in PowerPoint, by the Teaching Sweet Shoppe: https://www.youtube.com/watch?v=xfyd55K-zwQ

For some fun, even if you don't have a sophisticated graphics program, there are sites that will allow you to modify a graphic image that you own. For example these two sites will let you create effects such as turning a photo into pop art:

- http://bighugelabs.com
- http://anymaking.com

Here are my before-and-after photos of a pencil, a pen, and a sticky note using their pop art creator (http://anymaking.com/fun-pop-art-photo-maker-effects):

Moira Calder
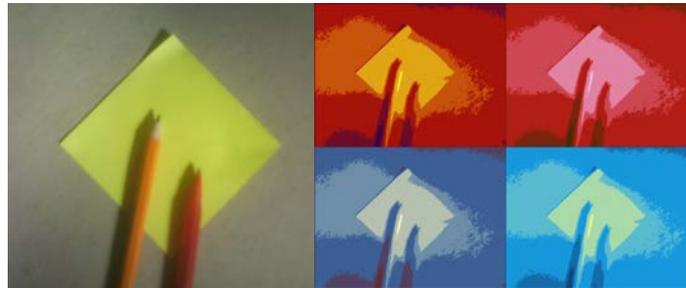
Report from the Prairie Provinces and North

In November, four of the members in the region met in Edmonton over coffee. We had an informal discussion on the embedded indexing course from Berkeley and the business of indexing in general. Since the majority of members in the region are in Edmonton, we will do this again and try Skype for the others who can join.

We discovered that the Edmonton Public Library cardholders have free access to online courses at Lynda.com (including Adobe InDesign and Microsoft Office). Further searching revealed that the public libraries of Calgary and Regina offer free access to Gale Courses (also including InDesign and Office, but less comprehensive). Indexers who are looking for online education should check what their local library offers.

JoAnn Burek

Book Review

Introduction to Indexing and Abstracting, 4th Edition, by Donald B. Cleveland and Ana D. Cleveland

A standard indexing and abstracting resource for students, first published in 1983, this fourth edition of Cleveland and Cleveland (Santa Barbara, CA: Libraries Unlimited, ABC-CLIO, 2013) has been expanded considerably from the previous 2001 edition. As such, it is a work spanning 30 years of considerable change in the fields of publishing and information technology. Structured by sections on foundations, applications, techniques, and professional practice, the book addresses fundamental concepts of organizing information through indexing and abstracting and adds more updated content on these fields in an electronic environment. It offers both theory and concrete examples of indexing practices, as well as a variety of types of indexes.

For newcomers to indexing, the book-indexing chapter covers the basics and provides many useful examples. The closed nature of book indexes—in that they tend to be defined projects with a single indexer—is helpfully contrasted with content on journal and periodical indexing, which is open-ended, covers multiple publications, and requires a system that can anticipate new content. Here, information on term selection, controlled vocabulary, and authority lists will be useful for indexers taking on long-term indexing projects or indexing in a team environment. Detailed examples emphasize the systematic and consistent approach necessary to indexing publications over many years. Many indexers will find the new material on indexing and the digital environment welcome, and content on resources and indexing as a professional career will also be useful to new indexers. The chapter on professional ethics, legal issues, and best practice is an interesting and informative read. I found the references gathered at the end of each chapter, as well as the resources chapter, helpful, although it would be desirable to have all the journal articles listed in a single resource.

However, having read Susan Klement's review of the third edition,[1] I must agree with her main complaint that, in general, information is buried in "content-free blather" and "technobabble." This makes it a trying read. The academic tone, unnecessarily wordy and confusing language, and often trite and dated comments abound: "A rose by any other name is still a rose"[2]; a Bob Dylan reference, "the times they are a-changin'"[3]; and "you punch a button on your cell phone."[4] And is it really necessary to quote oneself (in a marvel of understatement): "Without doubt the Internet is a wonder of communication (Cleveland 2010)"?[5] The authors' race to keep up with the times is obvious; I noticed that the "freewheeling libertines" said to be driving the Web[6] have now been tactfully revised to the "new generation of information professionals."[7] The Clevelands seem to have (sort of) embraced the information age: "Although most of us are not yet totally true believers that all good things must be new and that technology itself will solve all problems, there are many reasons to be optimistic."[8]

In all, it is heavy going, but I can still recommend *Introduction to Indexing and Abstracting,* 4th edition, as a resource for a newcomer to indexing, simply for the breadth of indexing topics it covers.

Julie McClung

Notes

1. Susan Klement, "Review of *Introduction to Indexing and Abstracting, Third Edition*," *Keywords* 10, no. 5 (September/October 2002), 133–38.
2. Donald B. Cleveland and Ana D. Cleveland, *Introduction to Indexing and Abstracting*, 4th ed. (Santa Barbara, CA: Libraries Unlimited, ABC-CLIO, 2013), 12.
3. Ibid., 17.
4. Ibid., 22.
5. Ibid., 10.
6. Donald B. Cleveland and Ana D. Cleveland, *Introduction to Indexing and Abstracting*, 3rd ed. (Santa Barbara, CA: Libraries Unlimited, ABC-CLIO, 2001), 229.
7. Cleveland and Cleveland, *Introduction*, 4th ed., 252.
8. Ibid., 253.

Book Review
# *The Accidental Indexer*, by Nan Badgett

The Accidental Indexer (Medford, NJ: Information Today, 2015, 213 pages) is an ideal read for new indexers, people contemplating the profession, and potential indexing clients. After an opening chapter that deals with those basic questions we all hear—What is indexing? Don't authors do that? Don't computers do it?—the second chapter takes a pleasantly light look at how various indexers started out, with brief paragraphs describing the start for various US indexers and including statistics from a small survey conducted for the book. From there on the chapters deal with practical issues: what types of materials are indexed and why (with some useful points for discussions with clients); the characteristics of indexers; indexing training and education (American only); working for an employer or setting up a business (financial considerations, office issues, equipment and software, etc.); marketing; client relations; and balancing work and home life.

The penultimate chapter looks at creative ways of putting indexing skills to use, and the final chapter offers guidance on taking the plunge into an indexing career. Appendices include samples of an indexing agreement, a project spreadsheet, a marketing log, a job checklist, and so on, as well as benchmarks for a good-quality index and information on the AIS/EIS Publishing Award for Excellence in Indexing (formerly the Wilson Award). And, of course, the excellent index by Kate Mertes makes all of this information easily accessible.

For experienced indexers, the book doesn't offer a lot of new information, but I'm glad to have a book that covers all these different aspects of indexing in one tidy, well-written, thorough package. And although I'm a long-time indexer, there are parts of the profession that are new to me, such as ebooks, and *The Accidental Indexer* contains good reminders for me in a number of areas, such as client relations and balancing work and home life. For the new indexer, on the other hand, the book is chockfull of useful information. I really wish it had been available when I was stumbling my way through my first few years as an indexer. The checklists are wonderful (I especially like the checklist for starting an indexing business), as are the sample business forms.

There are only a very few areas where the information is US-specific, and it takes little mental exercise to Canadianize most of those bits in one's head. Overall, the book is a useful addition to any indexer's library, and a must-have for the new or aspiring indexer.

Heather Ebbs
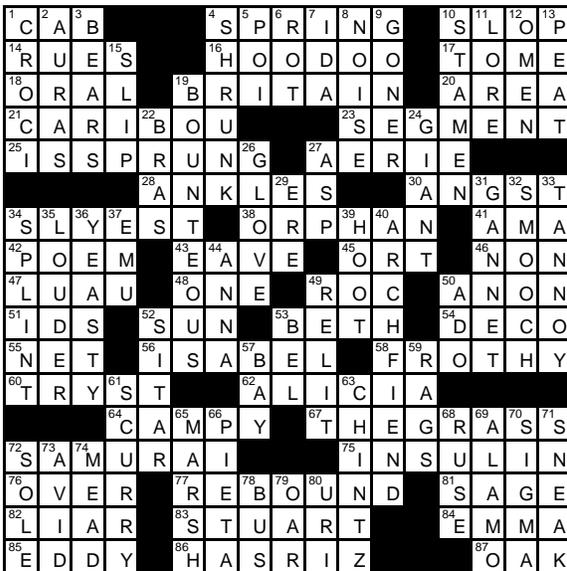
Seasonal Verse Solution

The puzzle is on page 6.

Ontario Hansard's Indexers

Indexers at the Legislative Assembly of Ontario were awarded the 2013 ASI Web & Electronic Indexing SIG Award for their web index of Hansard, the official record of the House and committee debates. Hansard is consulted frequently and as such, a good subject index to the debates is critical and must meet the needs of casual users and specialized researchers alike. To that end, the branch employs three indexers and one indexing assistant that work as a team to publish both hard copy and electronic indexes. The electronic versions are updated daily, while a final, stand-alone, paper version is published at the end of each parliamentary session. The indexing team, whose biographies follow, also provide reference and research assistance to transcribers and editors working on the debate transcripts.

Cheryl has been working in both print and online indexing since 2003. Her first indexing job was at a small publishing company in Toronto, where she worked for four years before completing a Master of Library and Information Studies degree at Dalhousie University. Cheryl has indexed digital content for OurOntario.ca and completed formal training through UC Berkeley Extension. At Hansard, Cheryl is primarily responsible for the subject indexing of the House Hansard, as well as assisting with any committee indexing backlogs.

Fresh out of the University of Toronto's Library and Information Studies program, Erica began her indexing career at Hansard. Though new to indexing, it corresponded well with her information organization skills. After a few years of on the job training, she completed the intensive Indexing: Theory and Application course through UC Berkeley Extension. As the other full-time indexer, Erica is in charge of the indexing the committee Hansard with subject headings. Erica is similarly responsible for aiding with indexing backlogs of the House when necessary.

Rosalind is the supervisor of the Index and Reference section at Hansard. Prior to assuming that role in March 2011, she was an indexer in the same department. As a graduate of the Faculty of Information at the University of Toronto, she has also worked as a reference librarian in the public library system. Indexing was not taught at library school and she also developed her skills on the job. Rosalind has studied political science and has an interest in current affairs so the subject matter in Hansard keeps her intrigued. As the supervisor, Rosalind's responsibilities include managing the section's staff and projects, liaising with other departments, reference and assisting with indexing backlogs as required.

The team also relies on an indexing assistant who performs a variety of tasks related to daily production: these include assigning business headings to new House content daily, and uploading the online draft indexes. Business headings are main headings, informed by the table of contents, that reflect the *type* of proceedings being carried out in the House and committees – some examples are headings such as "Deferred votes, "Members' statements" or "Government motions". Similar headings are assigned for committees by the committee indexer. Both the headings and online drafts provide quick and easy access for our index users while Hansard is read thoroughly and subject headings are assigned – a process that can take several days. The indexing assistant also proofreads the final paper versions of the indexes and assists with desktop publishing.

Ontario Hansard indexes are steeped in history; print versions have been produced for each session of parliament since 1949, with web indexes available since 2000. Consistency must be maintained over time and this is achieved with the help of a subject authority list (SAL) which has been maintained since 1994. However, the list is not a stagnant document - certainly, it is not possible to use the same vocabulary from 1994 to reference today's political landscape. To maintain its currency and usefulness, the subject authority list is reviewed by the team on an ongoing basis. In the Legislative Assembly of Ontario, new topics reflecting the province's political environment come up daily, so indexers must have the flexibility to develop new headings for subjects that are not covered by the subject authority. These are created by researching subject material and consulting outside subject authorities such as the Library of Congress. A recent example of this is a discussion of Uber and Airbnb in the legislature's Standing Committee on Finance. These new, web-based services allow people to access taxis, cars or rideshares, and to find accommodation and vacation rentals. The team used the broader term "sharing economy" to describe this new industry and cross references from Uber and Airbnb were added to direct readers.

The award winning web index from the 1ˢᵗ session of the 40th legislature was the very first one produced by this team of indexers. Receiving an ASI award was a confirmation of their group effort to produce a quality web index for their users. While they all share library studies backgrounds, each of them brings a different pair of eyes and experiences to the job. This group believes that team indexing is crucial to their success. Dealing with such a large volume of information and meeting the demand for quick access would be too much for a lone indexer to accomplish. The ASI Web & Electronic Indexing SIG Award strives to recognize, encourage and promote high quality web indexes and the field of web indexing – this mission aligns with the team's aspirations to create an excellent resource for Hansard clients. In the future they hope to improve their web index by making it compatible with recently legislated accessibility standards and to create direct linkages from the index entries to Hansard content.

Cheryl Caballero, Erica Smith and Rosalind Guldner
Index & Reference Section, Hansard Reporting & Interpretation Services,
Legislative Assembly of Ontario.

ISC/SCI Membership Report for February 2015

As of October 29, 2014, we have 115 members. Six new members have joined since the previous report (June 2014) and 13 members did not renew during the June renewal period.

The geographical breakdown of the membership is as follows:

Within Canada

British Columbia	27
Alberta	7
Saskatchewan	1
Ontario	56
Quebec	8
New Brunswick	2
Nova Scotia	3
Prince Edward Island	1
Newfoundland & Labrador	1

Outside Canada

United States	5
Italy	1
Latvia	1

Membership Types

Individual	104
(Listed – 65, Basic – 38, Emeritus – 3)	
Student	2
Institutional	6
Emeritus	2

Institutional members are distributed as follows:

British Columbia	1	Ontario	2	United States	1
Alberta	1	Quebec	1		

The following members have joined since the last report:

Andrea Hartley, Thompson, BC
Clare Cruickshank, Hamilton, ON
Kendra Millis, Maine, USA
Liese Achtzehner, Regina, SK
Siusan Moffat, Toronto, ON
La commission de la santé et de la sécurité du travail du Québec (CSST), Quebec

There is a full membership list in the Members' Area on the website:
http://indexers.ca/members-area/members-directory.

Frances Robinson
Membership Secretary

Best Wishes and Thank You to the New ISC/SCI Executive Members

The following people were elected to serve on the ISC/SCI executive for the next two years:

Presidents:	**Jennifer Hedges and Margaret de Boer**
Vice-president	**François Trahan**
Past-president	**Mary Newberry**
Treasurer	**Sergey Lobachev**
Membership secretary	**Frances Robinson**
Member at large, publicity	**John Barkwell**
Bulletin editor	**Andrea Hatley**
International liaison	**Heather Ebbs**
Regional representatives	
British Columbia	**Elena Gwynne**
Prairies and North	**JoAnne Burek**
Central Canada	**Siusan Moffat**
Eastern Canada	**Alexandra Peace**

And May All Your Tidings Be Good Ones

In some Western cultures magpies have been seen as bearers of portents or omens. For that reason, the English-language collective noun for these birds is a *tidings of magpies* (http://www.palomaraudubon.org/collective.html).

In the winter 2012 issue of the *Bulletin* I gave a brief summary of why our society has taken the magpie to heart. But I only just learned that a group of magpies connotes communication and information sharing.

Isn't that what we as indexers are charged to do?

Here's hoping that the coming days bring nothing but good tidings to you and yours.

Moira Calder