



INDEXING SOCIETY
OF CANADA
SOCIÉTÉ CANADIENNE
D'INDEXATION

Annual Report
2019–2020
June 12, 2020

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About the Association

The Indexing Society of Canada / Société canadienne d'indexation (ISC/SCI) is Canada's national association of indexers. Established in 1977 as the Indexing and Abstracting Society of Canada / Société canadienne pour l'analyse de documents (IASC/SCAD), we changed our name in 2006 to reflect the fact that indexing is the major specialty of our members.

Our mission is to

- encourage the production and use of indexes,
- promote the recognition of indexers,
- disseminate information on indexing techniques, and
- provide a means of communication among individual indexers across Canada.

Our vision is "Accessible information; informed people."

Awards

The Ewart-Daveluy Award is presented each year to an individual who has created an index that demonstrates outstanding expertise, ability to analyze complex text and ability to design an index that significantly enhances reader use of the text.

The Tamarack Award was instituted in 2004 by Ruth Pincoe, then president, to recognize members who go "above and beyond the call of duty" in their volunteer work for the Society.

Certificates of Recognition are also given out by the presidents in recognition for members who contributed in a meaningful way.

International Affiliation

We maintain close ties with the global indexing community both formally, through an international agreement, and informally through our sharing of education, news, and attendance at national conferences.

Membership

ISC/SCI membership is open to individuals and institutions anywhere in the world. Full-time students are offered a discounted rate.

Communications

The Society maintains a number of ways of communicating. The members have an email list and the newsletter that is published three times a year. On our website, we maintain a list of resources on indexing and indexes.

Executive Committee for 2019–2020

President	Alexandra Peace
Past-President	Margaret de Boer
Membership	Lisa Fedorak
Treasurer	JoAnne Burek
Communications	Maria Hypponen
BC Regional Representative	Martin Gavin
Prairies and Northern Regional Representative	Stephen Ullstrom
Central Regional Representative	Ronnie Seagren
Eastern Regional Representative	Jason Begy
<i>Bulletin</i> Managing Editor	Catherine Plear
Website Administration	JoAnne Burek
International Liaison	François Trahan

President (Alexandra Peace)

This year had been a bit of a wild ride ... I had to say good-bye to my regular presidential meetings with Margaret (that were often filled with hilarity rather than presidential gravitas). I contracted a chronic illness. I said hello and then good-bye to Pierre as he started in the position, but had to leave because of other commitments. I had to cancel plans to go to Newfoundland, as the conference was cancelled. I went to visit my brother in Australia (for a once-in-a-lifetime trip), but had to come home after two weeks.

This all sounds a bit sad, but in fact, there have been some great points in the past year. I gained confidence in chairing meetings (when I had been so afraid—right, Margaret?). I learned how to prioritize my time because of my illness. I'm looking forward to going to Newfoundland next year. And that once-in-a-lifetime trip ... I'm definitely going back to visit my brother and listen to the kookaburras, cockatoos, and magpies!

This is a fun job ... there is always so much to do, but there are so many people to do what needs to be done. This has been a great year for the Society. Lots of things are getting done. I do hope you enjoy reading through this annual report to see what all the committees have been up to.

Here are some of the things I got up to over the past year:

Communication

- chugged away on getting a letter to Canadian students at Berkeley
- continued to work on getting blurbs from all the committees for our page on the website ... hope to get more info to members about what is going on and where they could volunteer
- wrote to lapsed members
- got the copyright policy and the constitutional amendment (from 2018) translated
- wrote innumerable items for the *Bulletin*

Publicity

- looked into an ad with the Federation of Humanities Congress and took the info to the executive committee
- organized printing and mailing of bookmarks to volunteers at the Word on the Street, Toronto
- wrote a summary of ISC/SCI news for Key Words, the American Society for Indexing (ASI) newsletter
- gave a lightning talk about ISC/SCI and Conference 2020 at the Society of Indexers conference in London, UK
- staffed a booth at Book Arts at the Market, Wolfville, NS

Committee Work

- found and passed the Survey 2017 to Lisa Fedorak and Martin Gavin

- worked with the Conference 2020 committee to wrap up the cancellation of the conference
- wrote reports and chaired various committees: translations, special projects, Conference 2020; was liaison for archives
- gave Society news to regional reps for the monthly video chats and attended most of them
- contacted past volunteer bookkeeper for past financial statements
- organized someone to talk to *Quill and Quire* about the diversity bursary

Administrative Tasks

- got ready for several executive committee meetings and the annual general meeting (AGM) ... involves gathering reports, sending out information to the membership, organizing presentations for the Tamarack Award and the Certificates of Recognition
- organized a timeline for all the meetings and reports in May and June for the executive committee
- worked on position descriptions for membership and communications

Past-President (Margaret de Boer)

Sitting in this ‘sunset’ position on the executive allows time to make some observations.

For one, your executive committee members are an enthusiastic and hard-working group of dedicated ISC/SCI members. Improved ideas and new ideas are regular points of discussion. They are no slouches and they are eager to work on a project when needed.

You only need to scroll through this report to see what they’ve been up to—for you.

I am especially heartened to see the fruit of the labour of those working to find wise and beneficial ways to use our surplus funds for added value to members. It is no easy task. Wise decisions take time and deliberation.

Part of my role this past year has been as the Society representative on the Book and Periodical Council, develop the new Emeritus Membership with Jason Begy and Lisa Fedorak, and support Alex when needed.

A few years back I was asked to stand for nomination as a regional representative. Reluctant at first—yes, but hey, no regrets.

I’m very grateful to be part of this Society, and especially as an executive committee member for the community, the resources, the support, and the warm friendships that have developed over the years.

So ... if someone contacts you to be involved in our Society, please say yes.

It will enrich your indexing experience in so many ways!

Membership (Lisa Fedorak)

Since the last AGM report we have seen an overall increase in the number of members from 104 to 108 (3.8% increase).

Increases were seen in regional distribution in the following provinces: Alberta (57%), BC (5%), and Nova Scotia and New Brunswick both doubling by moving from one member to two (100%).

The membership residing in Quebec remains the same while Ontario is down by 2% and Manitoba by 300%.

Our international members are from the United States, Germany and South Africa.

	May 2020	May 2019
Total	108	104
Canada	91	89
International	17	15
Basic Individual	28	31
Listed Individual	67	62
Student	3	2
Emeritus	3	2
Institutional	7	7

This year the Membership Secretary

- Maintained the membership lists for the Society
- Maintained the isc-l and the executive list-servs
- Liaised with SI regarding mail delivery, and digital access of the *Indexer*
- Assisted individual members with their queries, or forwarded those queries to the appropriate executive member
- Attended all executive meetings, either in person or via Zoom
- Transitioned the membership to MailChimp to for email management
- Developed a membership survey to send to the membership
- Began work on a rate survey
- Sat on the Emeritus Membership committee to develop guidelines regarding the honorific
- Began work on a membership retention program
- Sat in on all member monthly video chats

Treasurer (JoAnne Burek)

Executive Summary

In the 2019–2020 fiscal year, the Society generated a total income of \$34,926, of which \$19,416 was attributed to conferences and \$15,510 to operating revenues (membership

fees, Find an Indexer fees, Ewart-Daveluy Award nominations, and Mentorship Program fees).

Total expenses were \$31,805. Of this, we incurred \$17,716 for conferences, \$14,709 for operating expenses, and \$1,782 for Extraordinary and Special Project expenses.

The profit on operating revenues was \$1,431. After accounting for the conferences, the Extraordinary and Special Project expenses, and the income from accrued interest (\$169), the profit for the year was \$1,507.

The balance sheet remains strong with \$21,170 in cash and \$19,610 in investments, for total assets

Proposed Budget

The proposed 2020–2021 budget, excluding conferences—which are expected to break even—and the extraordinary expenses, will result in an operating profit of \$2,076. The profit is unusual. Normally there would be meeting costs at the 2020 conference and travel for the international liaison to other conferences. This year, however, we have the COVID-19 pandemic. The executive meeting will be virtual and other conferences have been cancelled.

New items in the operating budget include costs associated with Emeritus membership and advertising at the 2021 Congress of the Humanities.

Under Extraordinary and Special Projects costs, the executive committee voted unanimously for projects and activities amounting to \$6,230 for the year.

The budget is presented for ratification by the members attending the AGM.

Highlights 2019–2020

First Quarter (April to June 2019): Compilation of 4th quarter and yearend 2018–2019 financial statements as well as 2019–2020 budget preparations. The 2019–2020 budget and the membership fee increase were approved by the membership at the AGM in Ottawa. The final tally on the 2019 conference was \$19,198 revenue, \$16,409 cost, for a profit of \$2,788. Our PayPal account was frozen for a week because we did not respond quickly enough to their new security requirements. To meet these requirements, the few who had access to the account had to send PayPal detailed personal information. We quickly switched to Stripe, a trusted and secure payment platform, and we have stuck with it ever since. Stripe's payment processing fees are the same as PayPal's.

Second Quarter (July to September 2019): The membership fee increase kicked in on July 1. Preparation and posting on website of 1st quarter financial statements.

Third Quarter (October to December 2019): Preparation and posting on website of 2nd quarter financial statements. Licensing for Quickbooks software was changed from \$30 per month to \$330 per year. A deposit of \$500 was placed with the conference hotel.

Fourth Quarter (January to March 2020): Preparation and posting on website of 3rd quarter financial statements. Upon cancellation of the conference, all fees were refunded to the registrants. The Stripe fees and a portion of the flight that was booked for our keynote speaker were non-refundable and represent a loss of \$712. On the other hand, the deposit with the hotel and some purchases for the conference still carry value for the conference

next year. In total, the loss associated with the staging of the 2020 conference is \$1098, but \$603 of this is really a prepayment of expenses for next year's conference and will be part of that conference's budget.

April and May 2019: Compilation of 4th quarter and yearend 2010–2020 financial statements as well as 2020–2021 budget preparations. Planning for the budget included a detailed analysis of our costs at various levels so that we could understand how much cash reserve we need to keep in order to keep delivering services to the members in the event of revenue shortfalls.

Bookkeeping Approach

Upon taking over the books, I have simplified the bookkeeping. There are no accounts receivable, no accounts payable, and no need for journal entries. It is no more complex than what you would do if you were balancing your chequebook and doing simple household budgeting. There are two reasons for this approach:

- Our needs are not complicated. We have no assets, no depreciation, no special reporting requirements, and we pay no taxes.
- The learning curve for the next treasurer will be quick. Anyone who can balance a chequebook would be able to take over.

I wish to thank the members for accepting the changes of this year, especially the move to Stripe, which was sudden.

Also, thank you to the executive committee for their support.

Communications (Maria Hypponen)

Industry Publicity

A number of press releases were sent during the year to a list of publishing and writing associations, Editors Canada, and our sister societies. These included the following:

- Indexing Society of Canada announces new Executive (July 4, 2019),
- Indexing Society of Canada announces 2019 Tamarack Award recipient (July 4, 2019),
- Save the Date for ISC/SCI Conference 2020 (August 28, 2019), and
- Indexing Society of Canada congratulates winner of 2019 Purple Pen Competition (October 7, 2019).

In keeping with a member-first approach to communications, these press releases were shared with the membership in advance of public distribution. They were also distributed on ISC social media channels and published on the website.

New Bookmark

A new promotional bookmark was designed and printed to have on hand at events, including BookArts at the Market, Word on the Street.

Inquiries via the Website

A new process for tracking incoming inquiries from the website was developed, in the hopes of ensuring a consistent and timely response. The intent is to develop FAQs that could be posted to the website and social media once a “bank” of such FAQs are developed.

Letters

Our welcome letter was updated and shared with the president, to be distributed to students of indexing courses at Mohawk College and Simon Fraser University.

Another letter, written by volunteer Judy Gibbs to promote the “Find an Indexer” feature on ISC/SCI website, was edited and shared with the president for review.

TIDE Bursary

The Inclusion, Diversity and Equity committee (TIDE) sought support in the development and distribution of materials to promote the new TIDE bursary.

Unfortunately, due to changing personal circumstances, I was unable to continue in the role of Communications Director beyond early 2020. My thanks to everyone on the Executive for allowing me to work with them during my short tenure, and to the membership for allowing me to serve.

British Columbia Region (Martin Gavin)

At the 2019 AGM, the new executive discussed the difficulty geography presents for bringing all the BC indexers together. The solution seemed to be to organize separate meetings for a) the Lower Mainland, and b) Vancouver Island/Gulf Islands/Coast.

We were able to bring a small but enthusiastic group together for a lunch meeting in Victoria on the 7th of December, although without any indexers from elsewhere on the coast or from the Gulf Islands. Attempts to organize a meeting in the Lower Mainland continue.

However, the recently introduced Zoom video chat account opens up new possibilities for BC members—who are separated by both distance and salt water—to connect with other indexers. A successful first Zoom session for the BC Region was held on the 23rd of April.

Prairie and Northern Canada Regional (Stephen Ullstrom)

The number of prairie and northern Canada members has held steady at around fifteen, with a small amount of turnover. We only managed to have two meetings this last year, in part because I was away for three months over the winter. With COVID-19, we are not having any in-person meetings at the moment, but did have a meeting using Zoom, which allowed us to try a different time and day of the week. I think we will continue online for the foreseeable future.

Central Regional Report (Ronnie Seagren)

Because we have a lot of indexers in the Central Region, we've had seven meetings since September in Toronto and via Zoom, in addition to the country-wide ISC/SCI chats.

In **September** we started off hearing from Anne Laughlin, former managing editor of the University of Toronto Press, talking about her experiences working with indexers. Margaret de Boer shared details about the Book and Periodical Council, where she represents ISC/SCI. They discussed having a directory of indexers, proofreaders, and copyeditors through the Association of Canadian Publishers and having a guest speaker at the 2020 Frankfurt Book Fair. Their member hub could include ISC/SCI information. Ann Kennedy reported on Word on the Street, where we had three reps and got seven new interested people. And at our next meeting in **October** people shared their current projects.

In **November** we all tried our hand at indexing a chapter on the Métis experience of Canada's residential schools, part of the Truth and Reconciliation Report. We had a spirited discussion about who would want to find what kind of information, and how best to serve those users by how we word the index entries. It was especially satisfying because we were in dialog with Margaret de Boer and Mary Newberry, two of the original indexers, who shared how they handled certain issues.

At our **February** meeting we stuffed over 80 envelopes to publishers across Canada with an introductory letter about ISC/SCI indexers and the new bookmark. Then we shifted to a very lively discussion of what we wished we'd known when we started indexing. The discussion ranged widely, from how we got our first indexes, to LinkedIn and ISC/SCI listings, to business strategy and types of clients, to time management and more. For details see the spring newsletter.



Sergey Lobachev offered a double header on embedded indexing. In **March** he shared his experience using traditional indexing software with LaTeX, a typesetting system used for scholarly manuscript production, especially in science, math, and computer science. In **May** he presented about using WordEmbed and DEXembed for clients such as Cambridge. He prepared us to understand potential problems and learn to troubleshoot Word errors so we can get the results we want. Not many of us are doing embedded indexing yet, but it's sure to become more common with our publishers, and it pays

more. You can find Sergey's presentations on the ISC/SCI website.

In **April** we discussed our experience indexing in the COVID-19 reality, as well as two useful Editors Canada webinars: one on [persuasive websites](#) and another on writing headlines at work. Much of our conversation focused on contracts or agreements with clients. A good reference for copyright is <https://www.accesscopyright.ca/>. We also took a few minutes to think about what we'd like to talk with the Executive about, especially since our plans are changed so much by not having the conference in St. Johns this year. New or

experienced, we're all interested in building our skills and learning from each other and our sister organizations.

Eastern Region (Jason Begy)

The eastern region has had two meetups since I became the representative. The first was a small gathering of three in November 2019, where we caught-up on our personal lives and discussed the ongoing activities of the archives committee.

On March 25, 2020 we held a Zoom meeting for the region, which was attended by eight people and lasted about an hour. The meeting went very well: no technical hiccups, and it was nice for everyone to share their pandemic-coping strategies.

I am organizing another Zoom chat for the region in June.

I would like to do more in-person meetups and activities, but given the pandemic and the vast distances, Zoom is likely to be our method of choice for the foreseeable future.

Bulletin (Catherine Plear)

ISC/SCI's *Bulletin* continues to appear regularly, thanks to the excellent work of the writers and the volunteers who copy edit, proofread, design, and produce the newsletter. The Spring issue is behind schedule, but is in progress, and planning continues for the summer issue.

Priorities are the continuing sourcing of high-quality content for each issue, ongoing communication with writers and volunteers, and keeping costs stable.

We appreciate the involvement of all who have contributed in any way to the *Bulletin* over the past year and welcome all suggestions.

Website Administration (JoAnne Burek)

After developing the website in 2017 and providing technical support, it felt natural to pick up the website administrator role.

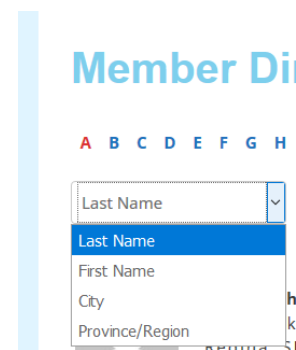
Following are the activities of the year.

Membership Directory Enhancements

An enhancement was made that allows members to search the directory on more than just last name. First Name, City, and Province/Region was added.

Membership Registration and Renewal

- Our payment processor was changed from PayPal to Stripe.
- Price changes on membership fees were implemented for July 1.
- The membership descriptions were made bilingual with help from François Trahan.



French Translations

As a member on the translations committee, I work with Alexandra Peace and François Trahan to implement the corrections and enhancements to make our website more bilingual.

New Alternate Domain Name

The domain name findanindexer.ca was purchased. It redirects to our Find an Indexer page.

Mary Newberry Mentorship Program Application Form

The mentorship application form was added to collect the mentorship fee and to send emails to the parties involved.

Zoom Software Implementation and Management

We adopted Zoom as a replacement for Skype. A user guide was developed to document our setup and to support anyone who is scheduling and hosting a Zoom meeting. As web administrator, I am responsible for managing the list of members with access to Zoom hosting and scheduling.

International Liaison to ICRIS (International Committee of Representatives of Indexing Societies) (François Trahan)

This has been a quiet year on the ICRIS front. Between triennials there are informal ICRIS meetings at each annual conference held by one of the member countries (and whenever there are enough international representatives to warrant it). There was one meeting last September in the UK, but the one planned for the US this April was cancelled.

Conferences Attended: London (UK), 7–9 September 2019

Alexandra Peace represented the ISC/SCI, where they had an informal ICRIS meeting (see below for details). For 2020 all conferences have been cancelled (ASI, ISC/SCI, and SI), although ASI offered a one-day virtual conference on 2 May 2020.

ICRIS Meetings: Informal Meeting in London, UK (Sept 2019)

Six people were attending: Caroline Diepeveen, Ann Kingdom, Devon Thomas, Katarina Munk, Pierke Bosschieter, and Alexandra Peace. They met at lunch on the Sunday of the

conference and discussed the Terms of Reference, links for Find an Indexer, and renaming National Indexing Day. There was also an update on next year's triennial.

Terms of Reference

The suggestion is that the sentence directing people to Schedule A will be removed, and instead a sentence directing people to a place similar to the 'about ICRIS,' but in a different tab that just lists the current members and is available to the public.

Find an Indexer

The agreement reached in Shanghai was rejected. Ann Kingdom (SI) felt that no one would go to the ICRIS site looking for indexers. It was acknowledged that different societies have different criteria and fees for their individual findanindexer areas. It was suggested that societies voluntarily put a list of other findanindexer locations on their own site, but not necessarily in the same place as their own listings.

The ISC/SCI is open to reciprocal links with other societies, but none have come forward.

National Indexing Day

There was a suggestion that it become International Indexing Day. Denied.

Triennial 2021 for ICRIS

This was discussed informally at the London, UK meeting. This has been confirmed as a joint conference between NIN, DNI, and SI and will take place in the fall of 2021 in Germany, probably in Berlin.

National Indexing Day (March 2020)

The Society of Indexers (UK) cancelled their events planned for 30 March 2020 due to COVID-19 and replaced it with an online competition. The ISC/SCI was hoping to do something but our plans didn't take shape in time.

Archive Committee (Christine Jacobs, Carlisle Froese, Siusan Moffat, Gillian Watts)

Following the June 2019 Conference, the handover of the Archives that had been in Peter Grieg's keeping since the early days of the Society, was accomplished with Alex driving a van with the boxes to Christine's office at John Abbott College in Ste-Anne-de-Bellevue. Peter handed on to us:

- 15 banker's boxes of records
- 6 boxes of books and manuals to do with indexing
- 6 boxes of ISC/SCI *Bulletins*, the *Indexer*, *Sidelights*, the Australian Society bulletin

Work Undertaken June 2019–June 2020

- Nathalie Malaket, an intern from the Information and Library Technologies program took on the project (as part of her academic requirements for 105 hours of fieldwork)



to sort the papers, removing duplicates and consolidating files in consultation with Christine. She was also mandated to scan all Bulletins in the collection, and to create a list of all the executives. Unfortunately, the College, where she was doing the work, has been closed since March 14th (we had two-hours notice), but the work was more or less complete at that time. There remain a few ends to tidy up.

- Christine sorted through the boxes that contained books, journals and articles about indexing. Anything completely out of date (descriptions of old software etc.) or in very poor condition was recycled. Books relating to records management (RM) were put aside to offer to teachers of RM courses. After that was done, there remain four small boxes of books that she suggests should simply be given away at conferences etc. They are of interest to some, but we have no practical way of maintaining a reference collection.
- Carlisle Froese has been looking after reaching out to past executive members, but has not had too much to do as Christine were waiting for the inventory to be finished to figure out which executive members we should contact. General email notices and a notice in the Fall Bulletin, produced few results.

Findings and Accomplishments to Date

- Early days of the Society are well-documented. It was founded almost as an offshoot of the National Library of Canada, and papers indicate that it was not deemed necessary to incorporate at that time. No evidence of reconsideration of that.
- The documents and correspondence have been sorted and inventoried.
- We have a complete list of the executives.
- We have a complete run of the Bulletins (missing one issue?)

Looking Forward to 2020–2021

It is iffy to make plans with the current state of the COVID-19 lockdown, but the general plan was to proceed with

1. contacting executive members for material outstanding
2. working methodically through the inventory, consulting within the committee and with the executive to determine the Society's archival needs
3. creating a retention plan for the various types of documents
4. scanning those documents deemed of continuing historical / vital record value
5. contacting Library & Archives Canada and the UofT Archives to see if possibly interested in storing an electronic archive
6. next winter requesting another intern to work on the project under Christine's supervision.

It looks very much like the College will be semi-shuttered this Fall semester and when it is possible to do so, Christine will move the boxes to her home for safe-keeping and possible ongoing work.

Book and Periodical Council (Margaret de Boer)

Book and Periodical Council (BPC) member hub meetings were held this past year on June 27, 2019, September 26, 2019, February 6, 2020, and an emergency COVID related meeting was held on April 16, 2020. The next member hub will be held on June 25, 2020.

Visit the [BPC website](#) for more details. Read there about who is a member of BPC and see what they are doing.

June 27, 2019 Meeting Highlights

BPC members heard about ISC/SCI conferences, mentorship, awards, special projects, and regional meetings. Many member hubs have also developed or are developing programs on mentorship and diversity.

September 26, 2020 Meeting Highlights

- Gillian Fizet, representing Canada FBM 2020, the organizing committee of the Canadian contingent at the Frankfurt Book Fair 2020 gave a presentation. Canada will be the guest of honour. Visit canadafbm2020.com for more details.
- Kate Edwards of the Association of Canadian Publishers (ACP) has offered to promote the E-D award in their newsletter. ACP is also musing about creating a directory of publishing specialists, including indexers. I'll keep a close eye on its progress.
- From the Cultural Human Resources Council, BPC is offering a workshop on *Maintaining Respectful Workplaces*. Many BPC members employ staff. Space is limited. As we do not employ staff, regrets will be sent in order to ensure other members are able to attend.
- Word on the Street (WOTS): The member was not present. I'll follow-up to hear their perspective on the event in Toronto.
- The Ontario Library Association is holding a copyright symposium on Indigenous Knowledge on November 22. The cost may be \$100. It sounds interesting but all the details aren't available yet so not determined yet if attendance is of benefit to indexing.
- BookNet Canada is hosting TechForum in March 2020 in Toronto. With further investigation, there may be workshops on ebook technology that might be useful to indexers.

February 13, 2020 Meeting Highlights, Some Items of Note for ISC/SCI

- The BPC reminded associations to continue to send any updates to be included on the BPC website. We have a good presence on the website. Whenever ISC/SCI has any announcements, this news could come from ISC/SCI Communications or through the BPC rep. I've communicated some bits of news, but haven't always been as intentional about it. It's worth discussing and establishing a clear process.
- PR crisis management plan: There was discussion about this as it came out of the controversial author reading at the Toronto and Vancouver public library systems. After discussion a consensus was reached confirming all associations might benefit from such a plan. At a future date we will collectively begin to work on this possibly with a workshop or by some other means.

- **Mentorship Program:** Some other associations are beginning to start the research on developing a mentorship program. We had received some resources from another association when we began our program so in an effort to 'pay it forward' ISC/SCI will be sharing some of its mentorship program documentation with two associations who have kindly requested it.
- **Conference venue (Toronto):** I asked whether any association had any suggestions on a conference venue. A few members suggested the St. James Cathedral Centre in the downtown core. I will offer to investigate this venue as an option and see whether the costs are viable and if the facilities are appropriate. Stay tuned.

As we think about setting a budget in the spring, there are moments when I wonder whether membership is worth it. Does BPC bring any specific benefit to ISC/SCI? However, this membership is important. It's a forum to have in-person communication with other associations around the same table. It increases our profile and brings awareness to what indexing is within the publishing realm.

April 16, 2020 Meeting Highlights

This was an emergency Zoom meeting in response to COVID-19.

Some roundtable notes (in no particular order) in response to the pandemic and its impacts on organizations:

- Most organizations who had a conference planned have either cancelled them or are doing a scaled-down online version. Many are ramping up on webinars as well as increased Zoom member gatherings.
- Most organizations are hosting their AGM online. One organization shared information about [simplyvoting.ca](https://www.simplyvoting.ca) in order to process motions. It requires a pre-determined slate of questions. If you want 'live' motions it would cost more. I would think our motion to approve the budget could be done with a show of hands.
- Word on the Street (WOTS) is still hopeful events will occur in the fall. They're making a final decision in June. A contingency plan may include online presentations or hosting it in Spring 2021 instead.
- Most organizations were concerned about continued grant funding, which currently appeared safe. They were aware that the Heritage Minister had announced arts funding but no details were forthcoming yet. This meeting was held this past Thursday. This past Friday, Prime Minister Trudeau announced \$500 million to arts, sports, and culture funding. Some organizations maintain staff and offices so there was discussion about CERB and funding for small businesses. Cash flow was an issue for many. While grant money appeared stable, some organizations were concerned about private sector support. Comment made about funding for future recovery vs current relief funds—will need the help continued further down the road, not just now.
- It's particularly difficult for writers—huge impact. There's an emergency fund. Some book launches have moved online. Authors have been doing more 'read-alouds' online. This email will contain a link for an event this Monday, April 20.

- Most organizations were concerned about membership retention. Some are considering or planning dues relief in some form. None had made any definite decision yet on what it would look like.
- Small Canadian publishers having difficulties—no spring book launches = no revenue. Publishers connected to larger US houses seem to be okay for the moment. No information about academic presses.
- Frankfurt Book Fair: seems to be still on course. Wait and see.
- Tech Forum is offering free webinars now.
- Organizations supporting periodicals have been particularly hit hard as ad revenues and sales have tanked. Speculation that many won't survive.
- Most organizations are offering increased Zoom gatherings for their members and becoming advocates between government and members—getting funding information to them.
- Overall, compared to other organizations ISC/SCI is well positioned and ready in its response to the pandemic. We've taken important steps. We already have a strong online presence for our members which we plan to increase, we've cancelled our conference, will hold our AGM online, and have already begun to consider some sort of members' dues relief. However, some organizations have better capacity to host webinars than us and are able to implement them quickly.

Conference 2020 (Alexandra Peace, Lisa Fedorak, Frances Curry, Trina Schioldan, Nancy Wills, JoAnne Burek)

The Conference 2020 committee had done an amazing job of organizing. Trine Schioldan had found so many wonderful places in St. John's, Newfoundland, for the sessions, for the pre- and post-conference dinners, for the banquet. And she found a very exciting event for the Thursday evening ... a boat tour with *Iceberg Quest Ocean Tours*.

The committee had done a tremendous amount of publicity ... Alex spoke at the SI Conference in the UK and Lisa spoke at the Pacific North West conference in the US. Frances placed a lovely ad in the *Indexer* with a photo.

Nancy kept us organized with excellent meeting notes, got ready for registration, and ordered the themed jigsaw puzzle.

The committee had organized a new event ... the Fireside Chat for Newbies.

Lisa had confirmed all the presenters including Mary Norris as the keynote speaker.

JoAnne had started her amazing weekly announcements.

Attendees had started to register with us and to book at the Murray Premises Hotel.

Then, the World Health Organization declared COVID-19 a pandemic and the committee decided it would be best to cancel the conference for this year and try to hold the same (as much as possible) conference in 2021.

The committee (with some new people) will start to organize for Conference 2021 in September 2020.

Conference Scholarship Implementation (JoAnne Burek and Maria van Beuren)

A new committee was formed to create and deliver a set of scholarships for people to attend certain ISC/SCI conferences. The committee missed the chance to start offering scholarships this year (because the conference was cancelled), but intends to resume at the next opportunity.

The concept of the scholarship and the development of the guidelines and criteria was the work of the Special Projects Committee: Maria van Beuren, Ronnie Seagren, Siusan Moffat, and Alexandra Peace (chair). Following are the highlights of their report to the executive committee and the guidelines.

Special Projects Recommendation

Why

The ISC/SCI mission includes providing a means of communication among individual indexers and to improve indexing techniques.

We believe that the annual conference is an excellent way for the organization to fulfill these parts of its mission.

The executive committee believes that the conferences are particularly beneficial for people new to the indexing field and asked the special projects committee to develop this scholarship.

When

Because the conference is held in central Canada (Toronto, Ottawa, and Montréal) every other year and because transportation to these places is easy, the scholarships will not be given out in these years.

The scholarships will be given when the conferences are off centre, that is, the coasts or smaller centres east and west of central Canada.

Scholarship Program

Three scholarships will be given each time for exactly the amount of a member's early-bird two-day conference fee. The conference scholarships will continue until \$6000 has been spent.

Eligibility, Selection Criteria, and Terms

All applicants must live at least 1000 kms from the conference city. This scholarship is very specifically to help people who cannot get to the conferences because of distance and expense.

Preference will be given first to new indexers, then to people who have never been to a conference, and then to everyone else. A *new indexer* is defined as someone who has taken an indexing course or equivalent within the past five years.

What will we require of the winners to help them be engaged? The recipients can choose from one of the three tasks to contribute to the conference: write an article, generate a list of five questions (from which the committee will choose one or two) to ask the general audience at the conference, or help at the registration desk.

ISC/SCI Conference Scholarship Implementation Committee

The implementation committee was formed to perform the following tasks:

- generate an application form
 - publicize scholarship (in conjunction with communications)
 - gather applications
 - make decisions
 - let applicants know
 - let the executive committee, the conference committee, and the treasurer know
 - publicize the results to membership (in conjunction with communications)
 - find two coordinators for the next scholarship implementation
-

Ewart-Daveluy Indexing Award (Mary Newberry)

Push for More Submissions

In 2019–2020, we made a concerted effort to encourage the membership to submit their indexes. We had added the bonus of providing feedback to up to three runners-up the previous year, and we emphasized the value of this in our messaging. We also reworded the call for submissions, clarifying that the challenge overcome by the indexer is not necessarily that the text is particularly difficult. There are many challenges we as indexers must creatively overcome, anything from a publisher wanting a very short index to a long text to the audience for the text being very diverse or unlikely to understand indexing conventions to a cookbook that mixes recipes with narratives, to name only a few!

Whatever the reason, we have been successful this year in attracting a good crop of interesting and diverse submissions.

Committee Members

We have a full committee, including Mary Newberry, as chair and Judy Dunlop, Noeline Bridge, and Audrey McClellan as members. This gives us one more than the usual number.

Audrey McClellan agreed to join the committee. It was decided that an additional member was useful since Christine Jacobs dropped off after filling in for an additional term and Noeline took her place. This will mean that when Noeline leaves the committee (she is only committed to filling in for one term), Audrey will be in-line for chair after Judy.

Things of Note

- Call for submissions and a website announcement based on the 2019 *Ewart-Daveluy Indexing Award: Your Name Here* announcement was sent 10 December 2019
- We accepted submissions of indexes to books published in 2018 and 2019

- All website materials, including application forms were up to date on the website (and tested) as of 14 Jan 2020 (We did have a glitch with one submission but luckily it was caught and the website functionality was reviewed)
 - Reminder was sent to membership end of January / beginning of February
 - Application deadline was February 24, 2020
 - Call for Nominations article appeared in the Fall edition of the Bulletin, in English and French
-

Mary Newberry Mentorship Program (Linda Christian)

The Mentorship Program has been operating since the January 2019 launch.

Status of Applications

Number of applications: 8

- Mentorships in progress: 3
- Mentorships completed: 3
- Mentorships not yet matched: 1
- Mentorship application on hold while mentee moves: 1
- Mentorship applications that did not go forward: 1

Issues

Payment status of mentorships: two mentorship fees are still owing.

Work Completed

Not much done since last report—I have been very busy.

Next Steps

- Recruit mentors.
- Recruit new co-coordinator.
- Review mentor applications—coordinate support from senior mentors as required re: applications. Mary Newberry and Heather Ebbs agreed to help out. I have not followed up with them yet.
- Recruit “super-mentor(s)” to mentor the mentors. Requires some thinking about what their roles will actually be. In the meantime, Heather and Mary are willing to provide informal support to mentors as questions arise. They are the best candidates for the job but have not been asked.
- Review and select coordinators.
- Advertise Mentorship Program (depends on our ability to recruit mentors but goal would be to start this up before the next Conference). I can’t go to the Conference but I can prepare the materials and deal with questions etc. If we recruit another coordinator who is going to the conference, he/she can promote it and speak to people there.

- Create tips-for-mentors and tips-for-mentees documents.
 - Update Dropbox.
 - Revise documentation to reflect decisions of last executive committee meeting re:
 - Mentorships not to commence until payments are made up front;
 - Maximum time limit for mentorships to be 6 months.
-

Outreach Committee (Siusan Moffat)

TIDE (The Inclusion, Diversity and Equity Committee)

This committee has been working hard on the Indexing Society of Canada Diversity Bursary. So far we have six applications and we extended the deadline to July 1 because of the COVID upheaval. If you have any people in your life who are considering taking up the career of indexing and fit our categories of diversity, send them to TIDE webpage for more information and the application: (<https://indexers.ca/committees/tide/>)

****We are extremely pleased that the executive has given the green light for another TIDE bursary in 2021. ****

TIDE is also very excited to be hosting a webinar soon! Indexer, author and professor Paula Butler will be presenting “Caring about Equity, Diversity and Representation: A Conversation on Ethical Dilemmas and Best Practices for members of the Indexing Society of Canada.” We have a potential date in September for this webinar. Stay tuned!

Publishing

Judi Gibbs did an excellent job of putting together a list of over eighty Canadian publishers. Judi and Maria Hypponen wrote a letter that introduced ISC/SCI and our Find an Indexer tool. In February the Central Region participated in an envelope-stuffing party to get the letters out. The executive has approved funding for another round of letters, possibly for fall 2021. The next letter would require an action from the publishers via online questions, in order to better measure the effectiveness of the letters we send. The Publishing group is looking for a person to update the publisher list and write an effective communication. If you are interested in taking up this volunteer role, please contact Siusan Moffat (siusanmoffat@gmail.com).

Users and Usability

This group is interested in doing a usability study of readers’ behaviour with indexes, though we haven’t been able to tackle this yet. We know that it’s necessary to find many ways to encourage publishers to include linked and usable indexes in online material, especially as more and more nonfiction books are being published with minimal indexes or even no index at all. And when there is one, the ebook often just reproduces the print index.

One idea is to do an observational study of the findability of information in online material. For example, we could measure the time it takes participants to find specific information in PDFs and ebooks using search / Ctrl+F or an index. If you are interested in exploring this

area or you have other ideas about what needs to be explored, please contact Ronnie Seagren (ronnie.seagren@gmail.com).

We have attended the Word on the Street event in Toronto with Editors Canada for the past few years. We have plans to do this again in 2020 but COVID might shut down the event.

Technology and Skills

Society of Technical Communications (STC) would be a great sister society to ISC/SCI. We have many of the same skills and both organizations know the importance of indexes! In the near future we will be reaching out and dialoging about how we might be able to work together.

Special Projects Committee (Alexandra Peace, Ronnie Seagren, Maria van Beuren, and Siusan Moffat)

About the Committee

The ISC/SCI has accumulated some funds over the years. Some of these funds will be kept aside as a reserve in case of deficit. However, the rest of the money is available to spend.

The Special Projects Committee was struck in 2017 to assess projects for ISC/SCI to spend money on. These surplus funds are to enrich our small but enthusiastic organization in the years to come. The committee started with proposals from the executive committee. It also sent out a request for proposals.

In past years, the committee has recommended two projects to the executive committee, including the Diversity Bursary and the publisher's letter.

Projects Approved

During the past year, we brought a recommendation for a conference scholarship to the executive committee.

Moved (Alex/Lisa) that the ISC/SCI offer three scholarships every second year, starting with 2020. The terms of the scholarship are as follows:

- The amount of the scholarship will be equal to the early-bird fee for the two-day conference program.
- Recipients must live at least 1000 km away from the conference venue.
- The recipients will choose from one of the three tasks to contribute to the conference: write an article, generate a list of five questions (from which the committee will choose one or two) to ask the general audience at the conference, or help at the registration desk.
- Preference will be given first to new indexers, then to people who have never been to a conference, and then to everyone else.

Carried.

A conference scholarship implementation committee was formed with JoAnne Burek and Maria van Buren to perform the tasks required to grant the scholarships in 2020.

Current Activities

The committee is presently researching a project with the hopes to take it to the executive committee by September 2020.

The committee continues to elicit and evaluate suggestions from the membership.

If you would like to suggest an idea or to work on this committee, please contact special_projects@indexers.ca

Emeritus Membership Committee, Ad hoc (Jason Begy, Margaret de Boer, Lisa Fedorak)

This ad hoc committee was given the task to research and recommend whether the Society should offer lifetime memberships, and if so, what would be the criteria for inclusion and how would the offering differ from Emeritus membership. (Executive committee minutes 20200125 Item 7b)

At the May 9, 2020 executive committee meeting a new membership category—Emeritus membership was adopted. We look forward to recognizing and honouring retiring indexers. A description follows below.

In addition:

The Membership Secretary and the Archives Committee will collaborate to build membership profiles, documenting the activities of selected long-time members, using for example, ISC/SCI AGM minutes and *Bulletin* content.

The job description of the Membership Secretary will be amended to include the documentation of member activities into membership profiles.

An emeritus graphic and a certificate will be designed.

Emeritus Membership

Purpose

- The Emeritus Membership will be used to recognize and honour retiring members who have made significant contributions to the Society and/or to the indexing profession.
- *Emeritus* is an honorific meant to indicate distinction and thus should be bestowed on the individual and not chosen by the individual.
- There should be no Emeritus/Honorary/Lifetime membership that one can self-select at registration or renewal time. Due to the average age of indexers, and that it is a second career for some, retirement and reduced fees for membership has the possibility to negatively impact the Society's finances.

Eligibility

- Hard and fast rules regarding eligibility are to be avoided in the first few years and possibly after that. Eligibility requirements to be reviewed by committee in 3–5 years (from 2020) and possibly at regular intervals

Emeritus Membership Benefits

- comes with all the discount benefits of a basic membership, minus the *Indexer* subscription
- includes a special ISC/SCI emeritus graphic for their email signature
- includes a certificate and letter listing their accomplishments
- is free to the member for the lifetime of the member
- cannot upgrade to a Listed Membership

Proposed Granting Process

- Emeritus memberships should be granted by the Executive
- At Executive meetings, the Membership Secretary to bring forward name(s) of members who are retiring from the industry or are lapsing for other reasons such as health or changing location.
- Others on the Executive may also bring forward names to the Membership Secretary, if they are aware of a long-standing, contributing member who will soon be leaving the Society. The Membership Secretary will research length as member in good standing and/or provide any other notes in the membership files.
- Research to be provided with the nomination that includes years of membership, volunteering details (years, committees, positions held, significant initiatives/contributions), other contributions to the indexing profession (books published, teaching at institutions, mentorship of individuals, conference / webinar presentations etc).
- There is no set number of years of service before putting a name forth, to allow for extraordinary circumstances, however it is expected that the commitment and contributions of the individual is noteworthy.
- It should be noted that as Emeritus Memberships reduce the amount of membership revenue, some thought is needed when nominating individuals to ensure the Society remains viable with enough paying regular paying members.
- When the Executive decides to bestow the Emeritus Membership on an individual, a profile will be put in the Bulletin and the Emeritus Membership announced at the AGM.

Certificate Presentation

- The certificate will be a letter-sized certificate embossed with a gold seal, including an accompanying letter listing their accomplishments. Both the certificate and letter will be signed by the ISC/SCI president.
- Presentation is to be made at the conference awards banquet. Should the recipient be unable to attend, request a photo and a prepared thank you response from the recipient. Alternatively, a short online video presentation may be considered.

- Past recipients previous to June 2020 to be announced and presented at the next AGM using the same criteria as above.

Communications Timeline

- Recipient is informed of award (2 months before conference early-bird conference registration deadline)
- Recipient is presented with certificate of Emeritus Membership at the conference awards banquet
- Website announcement (and press release)
- *Bulletin* article with recipient profile inserted in the issue following the conference
- *Bulletin* article in the issue following the conference including
 - call for nominations of retiring members who may be considered for this award
 - request members to inform the Membership Secretary if they have plans to retire soon

Executive Travel Funds, Ad Hoc (Mary Newberry and Sergey Lobachev)

Policies & Procedures

See *Executive Travel Policy and Procedures-2020-04-12*. The Executive travel ad hoc committee's Policies & Procedures proposal was approved by the Executive in their May 9, 2020 meeting.

The committee had met on and off for over two years. At issue was: Should there be a subsidy for executive members to allow more members to meet more frequently face-to-face? And if yes, then how much and how should it be administered?

Context to Proposal

The process involved

- examining the history of in-person attendance at executive meetings by executive members,
- tracking subsidized travel for executive members in the past, and
- researching other indexing societies treatment of subsidized executive travel and if offered what is their process.

The committee then discussed and asked questions of the executive, and the executive returned responses and additional questions. This process took place over many meetings and months.

Below are some of the issues considered by the committee.

Is an Executive Travel subsidy needed?

- The committee (with feedback from the executive) found the use of electronic meetings to be valuable. They also agreed that an annual face-to-face meeting of all of the executive was useful and worth some expense

What are the objectives of the Executive Travel subsidy?

- After much discussion and back-and-forth between the committee and the executive, it was decided that the objective should be one face-to-face meeting annually for full executive. There was little or no enthusiasm for subsidizing senior executive (co-presidents) attending regional meetings or for face-to-face meeting for co-presidents. Short electronic meetings were considered a good option.

What would the criteria be for receiving the subsidy?

- Again, after much discussion and attempts at working out the administration process, the criteria were narrowed down. These criteria were further adjusted when the practicalities of administering such a subsidy for our small organization were discussed. This was the most difficult.

International Travel Funds, Ad Hoc (Stephen Ullstrom and JoAnne Burek)

The International Travel Committee, composed of myself and JoAnne Burek, completed its work earlier this year.

The committee was originally formed on November 3, 2018, and then reconstituted November 2, 2019, with the mandate to write an expense policy for ISC/SCI members representing the Society on international trips, typically to other conferences and to the ICRIS triennial meetings. The executive realized that reimbursement for expenses had been handled on a case-by-case basis, and amounts reimbursed varied widely. A policy was also needed so that the Society would know how much to budget each year for international travel.

Being a small society in a niche industry, maintaining our international relationships is important. A lot of the speakers at our conferences come from abroad, we benefit from the *Indexer*, many of the indexing training and software options are from abroad, and many of us also work with clients overseas. Since representatives are also obligated to perform a few tasks, which may include attending ICRIS meetings, speaking on behalf of the Society, and writing a report, we want to make sure that we are supporting our representatives, while also making sure that funds are distributed fairly and that ISC/SCI can be represented as more than one conference or event per year. To that end, it was decided that the Society will support two representatives per year and cover 50% of major expenses.

The policy was presented to the executive at the January 25, 2020 executive meeting, and accepted. The full policy is below.

- That the Society budget for sending representatives to two international conferences per year.

- Items to be reimbursed will include airfare (or equivalent); accommodation for the duration of the conference; conference fee, if applicable; and visa, if applicable. These items will be reimbursed at the rate of 50% of cost.
 - Smaller, discretionary costs, such as meals, public transportation, taxis, travel insurance, and vaccinations, will not be reimbursed.
 - Gifts for the conference hosts or ICRIS organizers, if appropriate, will be decided by the executive and will come from a separate budget line item.
 - Expenses beyond the budgeted amount, or for additional conference, will be decided by the executive on a case-by-case basis.
 - The budget for travel will be based on the assumption of \$900/conference, or \$1800/year. Any amount left over in the budget will not be carried over to the following year. At the same time, the \$1800 assumption will not be a cap.
-

Translations Policy Committee, Ad Hoc (Alexandra Peace, François Trahan, and JoAnne Burek)

This committee was created in May 2019 to continue the work of the previous translations policy committee. That committee created a policy that dealt with translations for the *Bulletin* but did not sufficiently cover the website. The current committee is working on developing the website section to add to the previous policy.

The members are François Trahan, JoAnne Burek, and Alexandra Peace.

The committee meets regularly, about once a month or so. JoAnne created a spreadsheet of all the pages on the website. At our meetings, we go down the list, checking each page for translations needed and for broken links. If only a few words need translating, François does it. If a larger section needs translating, we put it aside. JoAnne also makes adjustments to the pages as needed.

At the end of this process, the committee will make a recommendation on commissioning translations for some pages. We anticipate this report to come sometime in the 2020–2021 year.