

INDEXING SOCIETY OF CANADA
SOCIÉTÉ CANADIENNE D'INDEXATION

Bulletin



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Indexing Society of Canada Société canadienne d'indexation

133 Major Street, Toronto, ON
Canada M5S 2K9

www.indexers.ca

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Submit unsolicited articles electronically in Word or rich text format (*.rtf). Artwork should be sent as PDFs, and photographs as TIFFs or JPGs. Send submissions to the editor:

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MANAGING EDITOR: Vicki Gregory
PRODUCTION EDITOR: Sergey Lobachev
COPYEDITOR: Gillian Watts
PROOFREADERS: Vicki Gregory, Alexandra Peace, Tere Mullin
TRANSLATION COORDINATOR: Anna Olivier

Editor, Comments from

In spite of the state of the world at the moment ISC/SCI members are as busy as ever! This issue is packed with interesting goings-on and it was a pleasure to see all the great contributions arrive in my inbox.

First off, congratulations to 2020 ISC/SCI Diversity in Canadian Publishing Bursary Award recipient Sandra Muchekeza, as well as ISC/SCI member Jess Klaassen-Wright, winner of the Institute of Certified Indexers Purple Pen award!

Alexandra Peace reviews the Annual General Meeting and sends out a warm welcome to our new members. Looking to volunteer? With our limited ability to get together in person, volunteering virtually is a great opportunity to stay connected. Check out the *Volunteers Needed* article and get in touch!

I'd like to thank Siusan Moffat for the return of the *Focus On* articles. This issue's interviewee is Gillian Watts!

The Outreach Committee has been very busy! The Diversity and Equity committee (TIDE) presented ISC/SCI's first ever participatory webinar, *Caring about Equity, Diversity and Representation* with presenter, Paula Butler. Several other initiatives are in the works including publisher outreach, usability studies, and new presentations.

Have you created a profile on our website "Find an Indexer" page? Get inspired with JoAnne Burek's article all about writing a listing that brings you new clients.

On a related note, the Survey Committee has analyzed the results of the latest membership survey. One of the findings – a paid listing often pays for itself by gaining a new client.

Frances Lennie shares insights on Cindex version 4.1 – very timely as a new member-organized Cindex study group is starting soon!

Wendy Savage brought news of the ISC/SCI webinar program, and great advice on Zoom meeting etiquette.

Have you joined in on our monthly Zoom chats? You will want to after reading Ronnie Seagren's excellent recap of the past four virtual meetings.

Thank you so much to the writers and volunteers who all pulled together on this issue.

Vicki Gregory

Upcoming Meetings and Events

The next **BC** region members meetings will be Tuesday October 28th at 7 p.m. and Tuesday, November 25th at 7 p.m. For more information contact Lisa Fedorak, bc_rep@indexers.ca.

The **Central Region** video chat will be on Saturday, October 24, from 2 p.m. to 4 p.m. For more information contact Ronnie Seagren, central_rep@indexers.ca.

There will be an **Eastern** regional video chat on Oct 21 at 7 p.m. For more information contact Jason Begy eastern_rep@indexers.ca.

Members' Monthly Video Chat

The national monthly video chats are held every month on the second Saturday. Dates and links can be found on the website (<https://indexers.ca/members-area/on-line-chats/>) under upcoming events on the home page. The next will be held on Saturday, November 14.

The next executive committee meeting will be held on

Saturday, November 28, 2020. Please let your regional rep know if you have any questions or concerns for the executive committee.

Cindex study group

We're planning some Zoom sessions to study Cindex. Whether you're a beginner or veteran, lots of information and advice, as well as on-screen illustration, will be offered. Cindex can do worlds more than simply format and alphabetize—blessings in themselves.

Join us to learn and exchange ideas. Experts will be on hand to teach and answer questions.

For more information and to register, please contact Ronnie Seagren at ronnie.seagren@gmail.com.

President's Message

President's Remarks

Alexandra Peace

I remarked in the previous *Bulletin* that I enjoy seeing people's faces at the Zoom meetings, and this is even truer as the pandemic carries on. I'm looking forward to seeing folks at the monthly video chats; the dates for these are on the calendar on the website.

We held the AGM by Zoom (see the report on that on p. 10), and more people attended than usually do in person! Be sure to read the annual report, which is available in the Dashboard (the members' area of the website).

Thanks to all the members who completed the survey. One item that I noted: 70 percent of those members have volunteered for the Society. I have to say that warms my heart. We are a volunteer-run organization (100 percent of the survey respondents answered that question correctly), and we are accomplishing amazing things these days with all the volunteers chipping in. At the AGM we awarded the Tamarack Award for volunteerism and four Certificates of Recognition, and thanked 37 people for their work this year alone. Following the tradition, as president I sent thank-you cards to those 37 people, and it was a heart-warming exercise!

I'd also like to give a shout-out to those folks who offer suggestions and advice on ways that the Society can do better. This month alone we had comments from a lapsed member, suggestions for Bulletin articles, and a query

to the executive committee from a member through their regional representative. We appreciate all such communications.

For varied reasons, recently we were a few people short on the executive committee. Thanks to Judith Clark (communications), Julia White (membership), Vicki Gregory (Bulletin editor), and Lisa Fedorak (who moved to BC rep from membership), we have a full roster again. Since the last issue we have also filled several other volunteer positions: Jess Klaassen-Wright is our new social media coordinator, Carlisle Froese is our new recording secretary, Wendy Savage is the webinar program developer, and Judith Clark has taken on the publishers' letter project.

Finally, please make sure you give a warm welcome to some of our newest members, who have come to us via the Diversity Bursary. Sandra Muchekeza won the award (see p. 6), and the Society was also able to give three free six-month trial memberships to the shortlisted candidates.

I look forward to seeing you at the monthly video chats. If you can't attend them but have something you need to ask, do connect with your regional representative.

Thanks to everyone for all the hard work that goes into keeping this organization running.

Cheers.

Message de la présidence

Alexandra Peace

J'ai noté lors du dernier *Bulletin* combien j'aimais voir les visages des gens dans les réunions Zoom et c'est encore plus vrai au fur et à mesure que la pandémie se poursuit. J'ai hâte de voir le monde aux clavardages vidéo mensuels.

Nous avons tenu notre assemblée générale annuelle par Zoom (voir le compte-rendu p. 10). Nous avons davantage de monde que d'habitude lorsque nous nous voyons en personne! Assurez-vous de lire le rapport annuel disponible sur le Bureau (dans la section réservée aux membres).

Merci à tous les membres qui ont répondu au sondage. Voici un point que j'ai noté : 70 % des membres ont déjà fait du bénévolat pour la Société. Je dois dire que cela m'a réchauffé le cœur. Nous sommes une association qui fonctionne sur la base du bénévolat (100 % des répondants ont répondu correctement à cette question) et nous accomplissons des choses extraordinaires en ce moment avec tous les volontaires qui s'investissent. À l'assemblée générale annuelle, nous avons décerné le prix Tamarack pour le bénévolat, quatre certificats de reconnaissance et nous avons également remercié 37 personnes pour leur travail rien que pour cette année. Comme le veut la tradition, en tant que présidente, j'ai envoyé les cartes de remerciements à ces 37 personnes et c'était un exercice réchauffe-cœur!

Je voudrais aussi remercier tous ceux et celles qui offrent des suggestions et des conseils sur la manière d'améliorer la Société. Rien que ce mois-ci, nous avons eu des commentaires d'un ex-membre, des suggestions pour les articles du *Bulletin* et une demande auprès

du bureau de direction de la part d'un membre, par l'intermédiaire de son représentant régional. Nous apprécions tout cela aussi.

Pour diverses raisons, nous avons été moins nombreux au bureau de direction il y a quelque temps. Merci à Judith Clark (communications), Julia White (service aux membres), Vicki Gregory (rédactrice en chef du *Bulletin*) et Lisa Fedorak (qui est passée du service aux membres à représentante pour la Colombie-Britannique), notre tableau de service est de nouveau complet.

Depuis notre dernier numéro, nous avons aussi comblé d'autres postes de bénévoles : Jess Klaassen-Wright is notre nouveau coordinateur pour les médias sociaux, Carlisle Froese est notre nouvelle secrétaire pour les enregistrements, Wendy Savage est responsable de la programmation des webinaires et Judith Clark a pris la responsabilité du projet de lettre aux éditeurs.

Enfin, assurez-vous d'offrir un mot chaleureux de bienvenue à nos nouveaux membres qui sont là grâce à la Bourse de la Diversité. Sandra Muchekesa a remporté le prix (voir p. 6) et la Société a aussi été en mesure d'offrir aux autres candidats un six mois d'adhésion gratuite à *l'association*.

J'espère vous voir aux clavardages vidéo mensuels. Si vous ne pouvez pas participer mais que vous avez quelque chose à demander, adressez-vous à votre représentant régional.

Merci à chacune et chacun pour l'immense travail dédié au bon fonctionnement de notre association.

Au plaisir.

Awards and Recognitions

Diversity in Canadian Publishing Bursary Award for 2020

The Indexing Society of Canada / Société canadienne d'indexation (ISC/SCI) is pleased to announce that Sandra Muchekeza is the 2020 ISC/SCI Diversity in Canadian Publishing Bursary Award recipient. The selection committee received ten applications, from which four applicants were shortlisted.

Sandra Muchekeza was born and raised in Kenya before moving to Australia for her Bachelor studies in Psychology. After completing her studies, she joined her family in Toronto, Canada where she started a career in Project Management in the non-for-profit sector. Over time, Sandra developed a keen interest in Diversity, Equality and Inclusion and works hard to ensure the voices of the marginalized are heard.

Sandra is currently the Executive Director at the Council of Canadians of African and Caribbean Heritage (CCACH) based in Edmonton, Alberta. CCACH supports activities that enhance the social, economic and educational life of African and Caribbean heritage communities in Edmonton. Passionate about the rights of women in every aspect of their lives, Sandra sits on the Board of YWCA Edmonton, an organization that fights for the right to equal economic opportunities for women and girls and works towards ending gender-based violence.

Sandra loves the world of books, so it is hardly a surprise that she and her sister founded a children's books publishing company called Asili Kids. The company produces and distributes books that have content and characters that children of African heritage can identify with and introduces children from all over the world to African stories.

Married with two young boys Sandra loves spending quality time with her family, dabbling with photography,



Sandra Muchekeza, winner of the Diversity in Canadian Publishing award for 2020. Photo provided.

trying out new food recipes and of course, reading.

Since 2014, when the hashtag #WeNeedDiverseBooks appeared, the Canadian publishing industry has slowly been waking up to both the lack of diverse voices and the demand for them. With this bursary, ISC/SCI aims to help achieve equality of opportunity for aspiring indexers belonging to underrepresented and/or marginalized groups. The bursary covers fees for an approved indexing program, two years of ISC membership with listing, and entry into the Mary Newberry Mentorship program.

Announcement from Institute of Certified Indexers

Jess Klaassen-Wright has won ICI's 2020 Purple Pen Competition. Her index appears in the book *Deep Knowledge: Ways of Knowing in Sufism and Ifa, Two West African Intellectual Traditions* by Oludamini Ogunnaike (to be published in October 2020 by Pennsylvania State University Press). She created an index for this 450-page book dealing with interdisciplinary practice combining the fields of religion and philosophy, a most challenging text for a newer indexer. The judges noted Jess's work for its attention to detail in a book with many non-English terms and diacritics, and for the web of connections she built through many helpful cross-references, especially linking the foreign phrases to their English synonyms.

In response to the news of Jess's award, the author, Oludamini Ogunnaike, wrote: "Jess was amazing. While doing the indexing, she caught several typos and mistakes in the text that the copyeditor and I had missed, and did a remarkable job tracing the arguments and concepts across the book, which is quite long and complicated—involving terms in Arabic, Yoruba, French, and English, and multiple conceptual traditions. Her index has made the book much easier to navigate and provided a sympathetic and insightful guide for readers. I was particularly impressed by the way she tracked distinct, but related concepts across the different traditions discussed, and represented both these distinctions and relations in the index. Ms. Klaassen-Wright was also incredibly professional and worked remarkably swiftly and carefully, I cannot recommend her work highly enough."

With her undergraduate degree from the University of Saskatchewan (major in English and minors in Spanish and psychology), Jess completed her indexing training at Simon Fraser University and then participated in the Mary Newberry Mentorship Program of the Indexing Society of Canada / Société canadienne d'indexation (ISC/SCI). In particular, Jess has appreciated the guidance of such well-known indexers as Noeline Bridge and Audrey McClelland.

Jess completed her first index in 2019 for a scholarly monograph on the history of magic in Elizabethan



*Jess Klaassen-Wright, winner of the ICI 2020 Purple Pen award.
Photo provided.*

England. Since then, she has indexed books in local and oral history, biography, Black feminism and feminist theory, English literature, biblical studies, international relations, and agrarian politics and economics. In addition to indexing, she works as a freelance copy editor and proofreader. An active member of the ISC/SCI, she serves on the Society's Inclusion, Diversity, and Equity Committee (TIDE).

This is the seventh year that the international contest has been held by ICI, and the fifth time that a Canadian indexer has won the prize. For a list of previous winners, please see the website: www.certifiedindexers.com.

OUTREACH COMMITTEE REPORT

by Siusan Moffat

The Inclusion, Diversity, and Equity Committee (TIDE) has had a couple of huge successes in the past few months. We chose a recipient for the Diversity in Canadian Publishing Award to offer support to people of colour who are interested in becoming indexers. Sandra Muchekeza, from Edmonton, was chosen from ten applicants, and we are very excited to welcome her to the world of indexing and ISC/SCI specifically. Originally from Kenya, she's no stranger to publishing, having published several children's books. Three runners-up received six months of membership. Two are from Vancouver: a literary editor and academic librarian, and a poet. Another is in the publishing program at Ryerson University in Toronto. We'll be seeing some new faces around!

TIDE also hosted a very successful webinar. Indexer, author, and professor, Paula Butler presented "Caring about Equity, Diversity, and Representation: A Conversation on Ethical Dilemmas and Best Practices for Members of the Indexing Society of Canada" to a Zoom group of more than 35 participants in June. This was ISC/SCI's first participatory webinar and we were delighted at how smoothly it went. You can find the presentation and an initial list of resources at <https://indexers.ca/resources/news-and-articles/caring-about-equity-diversity-and-representation/>

Publisher Outreach

Judith Clark, who is also our communications director(!), has taken up the torch from Judi Gibbs. This past winter Judi began sending letters to Canadian publishers, letting them know about ISC/SCI and our Find an Indexer listings. Our next mailing will be in spring 2021.

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. Often when there is one, the ebook 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) versus an index. If you are interested in exploring this area or if you have other ideas about what needs to be explored, please contact Ronnie Seagren (ronnie.seagren@gmail.com).

Other Outreach Initiatives

We have tabled with Editors Canada at the Word on the Street event in Toronto for the past few years. Ann Kennedy had plans to do this again in 2020, but COVID changed the event to online. We will have a content page about indexing and we are on the waiting list for a "Booth Chat" opportunity.

On a different front, Emily LeGrand is putting finishing touches on a presentation for academic authors to introduce them to indexing skills and ISC/SCI. We have always contemplated reaching out to institutions to familiarize them with our society and proper indexing techniques. Emily's webinar will help both authors who index their own books and ISC/SCI indexers working with academic authors.

The Society for Technical Communication (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 discussing how we might be able to work together. If you are a member of STC as well, please get in touch with Siusan Moffat (siusanmoffat@gmail.com).

EXECUTIVE COMMITTEE MEETING, SEPTEMBER 19, 2020

by Alexandra Peace

At the September executive committee meeting, we welcomed three new members:

- Judith Clark, Communications Director
- Julia White, Membership Secretary
- Vicki Gregory, *Bulletin* Editor

We quickly moved through the easy part of the meeting: the welcome; approval of the agenda; approval of the July 4, 2020, minutes; and the reports in the consent section of the agenda. These reports had been sent in from executive committee members and committee chairs for information only, and we approved them as a batch. Andrea Hatley suggested this procedure several years ago, and it works very well. At this meeting, the consent agenda included reports on the archives, the *Bulletin*, communications, Conference 2021, finances, TIDE, international liaison, membership, webinar program development, *Indexer* issues, and web administration, plus one from the president.

We had a few ongoing issues to discuss.

Communications

Judith Clark has taken over the publishers' letter from Judi Gibbs (as well as communications), and she brought some recommendations to the executive committee for approval. The outcome of the discussion is that we will be sending out another snail-mail letter in the spring along with some bookmarks. Margaret de Boer will ask the publishers at one of the Book and Periodical Council (BPC) meetings she attends about the best way to contact them. (One of the benefits of belonging to the BPC is direct access to sectors of the publishing industry.) Judith also recommended that we up our game on social media. We agreed that was a good idea and will be asking for volunteers to join the committee that makes a plan for creating content.

Membership

Lisa Fedorak presented the results of the member

survey, which had some interesting findings. Lisa and Martin Gavin wrote up a summary for the *Bulletin* (See p. 20). The executive committee will be combing through the data, looking for ways to improve the Society. Here's a teaser: 75 percent of the respondents were experienced indexers, 25 percent considered themselves new, and 70 percent of respondents had volunteered for the Society. Yay for volunteers!

In a previous meeting, an ad hoc committee on developing an emeritus membership had received approval for its recommendation and had asked for quotes on the creation of two designs—for a badge and a certificate. At this meeting the executive committee approved the quote. We will be getting the designs created by David Edelstein, who also worked on our bookmarks and the template for the *Bulletin*.

Translation

The Translation Committee is chugging along, slowly but surely going through each page of the website. It will eventually present a recommendation on what pages should be translated. At this executive committee meeting, the Translation Committee asked for a website plugin that will make it much easier for francophones visiting the site to stay on bilingual pages, rather than getting bounced to the English home page.

Bulletin

The executive committee had a long and fruitful discussion about whether past issues of the *Bulletin* should be made available to the public or not. None of the other societies allows the public to see their newsletters, but we have been allowing all but the most recent two to be viewed. In the end we decided that making available a sample of several issues would serve the purpose of showing a bit—particularly the friendlier side—of the Society to prospective members but that the majority of the newsletters would be kept as a members-only benefit.

New Business

We then went through the action items, checking to see whether they were closed/done, ongoing, or needed some attention. Finally we tackled a couple of new items.

Margaret, via the BPC, brought our attention to the Canadian Heritage Town Hall that will be held on Monday, September 21, 2020, with the heritage minister and interested parties from the publishing industry. Margaret agreed to attend on our behalf. Although we don't have much to say (the meeting is primarily about funding, and we don't receive any), it is an opportunity to take part in an industry-wide session, and another way to increase our presence.

Our last item to discuss was some notes from a lapsed member. The executive committee strives to improve the Society, and we were glad to receive some ideas on how to do that. Several good suggestions came out of the discussion, including the idea of establishing some sort of accreditation. This is a long-term project, and one that will need much research.

The other idea that we will be moving on directly is thank-you awards, which will be available for anyone to take part in. We will tell you more about them as they are developed.

We were able to finish the meeting shortly before our three hours were up. We shall be meeting again briefly in November to hear what is happening with Conference 2021 and to go through the action items.

Reports

ANNUAL GENERAL MEETING 2020

by **Alexandra Peace**

This year the AGM was held online. More people attended it than in previous years in person! We had 31 people altogether on our screens.

Most of the meeting—which was less than two hours long—was taken up with the usual business of approving minutes, reports, and the agenda. We then chatted about some accomplishments and made some announcements. Natch, I made a pitch for volunteers!

JoAnne Burek presented the financial statements for the year and then we held a brief poll about next year's conference dates.

Then the really good part came—the awards! Mary Newberry and Christine Jacobs spoke about the high

quality of indexes nominated for this year's Ewart-Daveluy Award and the challenges of narrowing the entries down to just one winner. As a result, the award was presented to two winners: Carla DeSantis for an index in English, and Anna Olivier for an index in French.

The Tamarack Award was presented to Margaret de Boer for her years of hard work for ISC/SCI. Then three Certificates of Recognition were given out, to Linda Christian, Lisa Fedorak, and Peter Grieg.

Finally we came to thanking all the people who had volunteered for ISC/SCI over the past year—37 people. How fabulous! This concluded the AGM for 2020.

Write a Listing that Brings You New Clients

by JoAnne Burek

If you are serious about attracting indexing clients, you must have a listing on [Find an Indexer](#). This key page on our website is the number-one source for finding an indexer in Canada.

At the time of this writing there are 56 randomly ordered listings on the page, enough to assure visitors that there are plenty of candidates who could write an index for them. That's what helps make this page a credible—not to mention convenient—marketplace for hiring indexers. That puts it miles ahead of LinkedIn profiles, and possibly light-years ahead of Google searches.

Obviously Find an Indexer is the place to be. But you still have a problem. How do you make your listing stand out among the dozens of other ones on this page? The solution is to write an effective bio in the freeform section of your listing. It's how you help your prospective clients, who are already motivated to hire *someone*, know that you're the one they're looking for.

Here's how you do it, in six steps:

1. Specialties

Before you start writing, identify your specialties. "But," you say, "I'm open to indexing anything." The problem with this approach is that clients have many candidates to choose from, and most (or all) of these candidates are unknown to them. So they need to narrow down who they will consider. The easiest way to do that is to look for subject and materials expertise.

Now, you may think that specializing means you're limiting yourself forever, but I don't think that's true. In my experience, when a client is in a position to offer you repeat jobs and they like your work and like working with you, they'll no longer care about your specialization. They just want to put you on their list of reliable indexers. They'll likely offer you indexes on any topic and hope you say yes.

2. Proof points

Think about what draws you to some of these specialties. Is it your education? Experience? Passions or obsessions? These "proof points" give credibility to your specialties—and personality to your bio.

3. The first sentences

Write the first sentences of your bio to take advantage

of the "above the fold" principle. Similar to the above-the-fold copy on the front page of a newspaper, the first 70 words of your bio will show up on the listings page, among all the other listings that match the visitor's query. Whatever words you put here should deliver value, impact, and uniqueness. The descriptions of your specialties and proof points, which you identified in steps 1 and 2 above, have these qualities.

To illustrate what *doesn't* belong here, consider a statement about the indexing training you took. It does not have value, impact, or uniqueness because, quite simply, almost everybody in the listings has indexer training (at least, the prospective client assumes that's the case). There's nothing about this statement that will compel the reader to click through to the full listing.

4. The rest

Write the next sentences to include information such as the following, if you have it: other skills and knowledge that a prospective client might be looking for (such as languages), testimonials, a list of books that contain your indexes, a list of publishers you have worked for, presentations given, courses taken, and your indexing training.

5. Editing

Edit the bio to make it easy to read. Your potential clients are busy people, and they may have several other listings they need to get to. Make your points quickly and skip any content that doesn't help make the case that you are likeable, trustworthy, and professional.

Remember too that your listing is a web page, and we tend to scan such pages. Keep the text from appearing too dense by using shorter sentences, shorter paragraphs, and bullets and em dashes to break up text.

6. Photo

Choose a photo that's friendly and professional-looking. You would think that authors and editors won't judge us on our looks, but you never know how people will react subconsciously. At the very least, make sure your face is in focus and not in shadow. If you don't want to include a photo, you can always opt for your logo or another image that evokes your business or your personality.

If you have a free hour today, why not use it to evaluate your listing against these tips?

And if you don't have a listing but could use more clients, what's stopping you? First make sure your membership is the type with "Listed" in the name. You can upgrade your membership at any time (visit **Your Account** under **Members** on the menu bar) and you will pay only the prorated fee. Then scroll to the bottom of the **Your Account** page, click **Edit My Listing**, and get started.

In the next *Bulletin* I'll talk about some statements that you commonly see in listings that you must avoid if you want to retain your professional dignity!

JoAnne Burek is an indexer and a copywriter specializing in websites. She also helps beginning freelancers learn to do their own marketing in ways that feel comfortable and natural to themselves. Follow her blog on marketing tips for freelancers at Wordbeats.com.

Monthly Members' Chats Are a Treasure Trove

by Ronnie Seagren

A highlight of the month is our chat, when some members gather to talk about the whole range of indexing concerns. There's room for everyone: some points are a boon for newer indexers, and some provide insight to those who are more experienced. We meet the **second Saturday of every month** at 2 Atlantic / 1 Eastern / 12 Central / 11 Mountain / 10 Pacific time.

I have only started attending chats regularly myself and was surprised at how helpful I've found every one so far. Every one is different. To give you a flavour, I'll share some snippets of our conversations over the last several months.

JULY

Four months into the pandemic, we shared our experiences of indexing and changes in the overall publishing scene. There didn't seem to be a general shortage of work and publishers seemed to be lining up books for the fall. However, some indexers experienced schedule changes when expected jobs were postponed. Many of us were experimenting with work-life balance during isolation. One indexer, for example, decided to work in the morning and take a 3-hour break before going back to the current index.

Gale Rhoades explained the importance of using spreadsheets to track work. She offered to share a basic one that some indexers have found helpful. Elements to include: hours worked, days elapsed, and tax calculations, as well as other information that will be useful in the future for comparison, such as how you found the customer (referral or listing or whatever). It's important to include a contact email address in case anything happens to you; be sure to give it to a partner or close friend.

Several indexers compared notes on how many pages they can index in a day. There was quite a range, depending

on the type of material, from 25 to 120 pages or more. One person said she can edit two to three trade jobs in the time it takes to do one scholarly index. Another estimates a job, expecting that she'll be able to do 100 pages a week, and that helps her with scheduling when publishers juggle start dates. Everyone agreed that if you track your work, you can see your averages for specific publishers and subjects, which helps in planning. And there was an outlier – they do crop up from time to time – the 1000-page archaeology book that ended up averaging \$17/hr after many complications.

In a discussion of software it turns out that indexers use quite a variety:

- Toggl for scheduling – or just paper or whiteboard
- Zoho Books, QuickBooks, Quicken Home and Business, Excel spreadsheets, or Wave for accounting, invoicing, or at least expense tracking
- PayPal invoicing (and then tracking the invoice number)
- Wave for photos of receipts

As we discussed the skills involved with running an indexing business, newer indexers were recommended not to put off the things on this checklist: (1) time-tracking process (2) invoice template, (3) spreadsheet of jobs, and (4) expense tracking.

Chats also provide an opportunity for input on very specific questions, such as the forced sorting of the locators for double notes (300nn29-30). It was noted that you can do a global search and replace at the end, and that the new version of Cindex should help.

AUGUST

We started off with how we work and how to make



*Top row, left to right: Jason Begy, Ronnie Seagren, Alexandra Peace, Judith Clark, Moira Calder
 Centre row, left to right: Marta Steele, Angela Wingfield, Leah Horlick, Wendy Savage, Vicki Gregory
 Bottom row, left to right: Puneet Sekhon, Julia White, Lisa Fedorak, Emeline Vidal, Judi Gibbs*

the best use of some of the benefits of membership, such as the ISC, IDG (subscribe@idg.groups.io), and Index Peers (peer-review@groups.io) lists. Other practical reminders were about [Margaret Berson's macros](#) and the Cindex study group that Lisa and Ronnie are going to start in late October.

Time management was a big focus, especially because of the feast-or-famine nature of indexing. It's important to map out the next month and discipline oneself to maintain a schedule. It's so helpful to quote with the longest possible time frame to give you room to juggle. And if you can leave a day to review your finished index with a fresh eye, the product will be better.

Time of day and your personal biorhythms also affect your work. Two people work in different rooms to keep their minds fresh during the day. One person explained how she does her best analytical work when she's fresh in the morning and then her productivity goes down; and then later she gets a second burst of energy that's the time for more creative thinking. We also discussed ways to fit families into your work at home, mostly by managing time expectations. Someone else said that if the door is shut, let me be.

A recent article explained how we have the ability to make about 200 decisions a day, with no discrimination of scale, so don't use up your decisions on insignificant things. In fact, Steve Jobs and Barack Obama both dress and eat consistently to reserve their energy for more important decisions.

Not everyone reads the book before indexing. One way to prepare for establishing concepts in the index is to read the Table of Contents, introduction and conclusion, and sometimes make a mind map, before starting the index.

SEPTEMBER

This month we focused on what was most helpful to each of us when we started indexing. The key takeaway is that you're not only an indexer, you're also a business and have to think that way. Here are some highlights of members' stories and learnings:

- Keep important things from the email lists, maybe in a binder or in OneNote, etc.

- Use the W8BEN tax form for American employers, especially universities (and don't give your SIN).

- Charge GST from the first so you don't have to go back if you earn more than \$30,000 in your first year. The quick method works well because you don't have that many purchases. Calling the government gets questions answered quickly.

- Use your ISC/SCI discount for training and webinars with our sister societies.

- Consider attending a business overview like Sergey Lobachev's [ASI webinar on business strategies](#) or Kate Mertes' [ASI webinar on the business of indexing](#). Be sure to factor into your rates administrative and conference costs.

- Use a separate bank account and transfer funds to your family accounts immediately, obviously reserving funds for taxes.

- Specialize, target your services. At first most of your business comes from your contacts; then you learn how to market. "When I started, I was very unfocused and took any work I could get, which didn't work so well." Madge Wells' [ASI webinar on getting started in indexing](#) was helpful.

Getting a mentor has been really helpful for several people.

Volunteering, regional meetings, and conferences help you make connections that can share indexing experience and sometimes even work. Getting to know people means sometimes someone sends you a project that they can't take on.

Value yourself enough to ask for enough money for your work, depending on the complexity of the text. Log your time so you can see the patterns of your work over time, what's profitable, what you enjoy the most.

Become more selective with experience, finding your niches.

OCTOBER

Alex brought us up to date on what the Executive has been up to over the summer; those details are covered on page 9 in this *Bulletin*. Then we discussed two main questions. One was how to get started with embedding, and especially how to negotiate the cost of one's first embedded index. Some people are using Index Manager, and others are using traditional indexing software with word embedding software. There were different opinions on whether one should charge more for embedded indexes, especially if the content is complex. A recommended resource is Jan Wright's [ASI webinar on working with your client for embedded indexing](#).

The other focus was how to handle end notes in our indexing workflow. The Berkley course recommends the "OHIO process": **only handle it once**. Not everyone finds this works for them. For both footnotes on the page and end notes after the chapters or at the back of the book, we tend to index only substantive information and not bibliographic sources. Some of us ask the author; others assume this approach. We discussed details of numbering in different situations, such as when each chapter restarts the numbering of notes and you have two notes with the same number – for those you might end up needing to use the chapter number as a gloss.

WHAT WOULD BE USEFUL FOR YOU?

Want to socialize? From now on the chat will open up **15 minutes early** to give time for people who want to socialize a little first.

The chats are for experienced and beginning indexers. The host will try to suggest a **topic** in the reminder email. And if you have something you'd like to talk about, mention it to your regional representative.

Best timing? Is there a better time for you than Saturday? We're thinking of alternating with one other afternoon or evening (depending on your time zone), perhaps Mondays. Will that work for you?

Next chats: November 14 & December 11.

Webinars

by Wendy Savage

Whilst COVID-19 has prevented most of us from meeting face-to-face for the past six months, a silver lining to the pandemic is that we have now been able to meet people from across the country and even across the world with increasingly popular webinar platforms. Many of us will by now be familiar with the ubiquitous Zoom. Love it or hate it, Zoom and other video conferencing apps have made their way into most homes worldwide.

However, we are probably all starting to feel 'Zoom burnout'—while it might have been fun at the beginning of COVID-19 to attend a library talk in pyjamas, while eating doughnuts, that's almost become passé now. Without meeting face-to-face with 'warm bodies', we social beings are perhaps in danger of becoming a bit feral.

Manners

Manners maketh man, to quote Sting* and Harry Hart** (who were both quoting William Horman***). Although in a virtual environment we are not meeting face-to-face, manners are still important. Here are some `W_E_B_I_N_A_R T_L_P_S` from the experts to consider:

Please note that I am using the terms webinar and meeting interchangeably.

Webcam: Using webcams promotes engagement in the meeting/webinar, and helps to provide some of the visual communication tools that we use in face-to-face meetings. Before joining the meeting, make sure that your webcam is directed at you (and not the ceiling or

elsewhere), and that it is in a stable position. This is especially important if you are using an iPad or tablet—if it is on your lap the video moves constantly, which is very distracting to others.

Etiquette: Webinar etiquette is no different from that of any other meeting. Be on time, preferably early, especially if the host has to let you join the meeting or if you want to greet other attendees. Arriving late, besides being rude, causes a disruption to the meeting. Don't eat in the meeting—this is not acceptable in face-to-face meetings, and is distracting to others. If you have to eat (and we all do, at some time or other), rather mute yourself and turn off your video. Be concise when giving an introduction, and don't self-promote.

Background: If you don't have your own office, and are sharing home space with family, your video background could either be distracting or embarrassing. Most of the video conferencing software apps have a feature to either blur the actual background or change it to a virtual background. As in photography, the 'background blur' feature blurs your actual background, removing details and keeping focus on the subject in the foreground—YOU! If you are able to change to a virtual background, the possibilities to jazz up your presence can be endless. There are default pre-made vendor options, or you can create your own—yay, now everyone in your meeting can see the best of the dream vacations that you used to have before the pandemic! Some tips here: use a high-resolution image that doesn't look blurry when enlarged; don't choose an image that is too bright, too dark, or too busy; if you are choosing a stock online picture ensure that it is unrestricted free-to-use; make sure that the image matches the aspect ratio of your webcam—sometimes photos taken on a mobile device will get cut off in a virtual background. Of course, you can also do some personal branding by inserting your logo on a virtual background.

Interrupt: It is never polite to interrupt, but sometimes one has to in order to be heard. Unfortunately, because of the inherent latencies in computer networks, attendees often talk over each other in a virtual environment. So, it can be challenging to interrupt in order to ask for clarity or make a point, without being rude or disruptive. The least intrusive way of interruption is to use non-verbal cues to indicate that you want to speak, use a virtual 'raise hand' feature to attract attention, or the chat function (if there is one) to ask a question or make a point. The moderator should then invite the person with a 'raise hand' to speak, or to address the chat message.

No hackers: When you receive online meeting IDs or meeting URLs, do not share. If a friend wants to join

the meeting, ask the organiser to add their name to the attendee list, so that they can receive their own invitation. We have all heard the horrors of 'Zoom bombing'—don't allow the hackers in!

Attire: Although wearing pyjamas may be fun in meetings, it's not professional. While wearing suits or formal attire is not necessary, dress in comfortable—but not overwhelming—clothing that is appropriate for the type of meeting/webinar you are attending. Remember that the purpose of most virtual meetings is to share or acquire knowledge, not to show off fashion trends!

Reliable connection: Lagging and freezing of video and audio can occur when internet connections are not reliable. Advice from webinar experts is to either use an ethernet connection or to be as close to the router as possible. If you still have lagging issues, try turning off video and maybe dialing in by phone for audio. Use of a headset with a microphone arm, or earbuds with in-line microphone generally give a better sound quality, both for broadcasting your voice and hearing other speakers.

Test: Before you join a webinar, familiarise yourself with the technology and software that you are going to use. Most webinar platforms provide testing for audio video settings—it's best to confirm that they work before joining the call, and allowing time to troubleshoot beforehand if need be. Of course, if you are a presenter, do a test presentation with the moderator some time before the actual webinar to iron out issues and time the presentation (being aware that you may speak faster during the actual presentation, due to nerves). And PLEASE practice sharing screens and/or documents (there is a difference) before the presentation!

Involvement: Just as in a 'warm body' meeting, attendees should try to stay focused, especially when the video is on. Turn off notifications and mute your smartphone. Just because you are attending the meeting from home doesn't mean that it's okay to do home tasks such as drying dishes or folding laundry! Don't multi-task during the meeting—this is discouraging for the speaker to see people disengaged and it's also distracting for other attendees. Maybe some work needs completing (such as an urgent index that is due the next day), emails that need answering, or text messages to reply to, but if you really have to do it, rather turn off the video while you are working on it, or leave the meeting. Taking notes is not a problem, though!

Parting ways: Before leaving a meeting temporarily, turn off your video and mute yourself. Besides being distracting to others and rude to the presenter to see you actually get up and leave, you don't need people

witnessing whatever disturbance has caused you to leave. If the meeting is small enough to see everyone on the call, part with a farewell message when the meeting is finished, just as you would in a face-to-face meeting.

Silence: Be sure to mute your microphone when joining a meeting, otherwise background noise in your environment may bring the focus on you, and interrupt any conversation that is taking place. When you are not speaking your microphone should remain muted—this is especially important if you eat during the meeting, if you are in a noisy environment, or if you are expecting interruptions. While you are unmuted, try to limit ambient noises such as shuffling papers, or moving your chair around. Make sure that you check out how to mute/unmute before starting the call!

As an indexing fraternity, many of us are new to the virtual environment, so we may feel like beginners. But unless you have a background as a professional presenter, we are all learning together. While we eagerly look forward to warm body, face-to-face meetings again, virtual technology is here to stay, with all its advantages of distance learning and communication. But let us never forget that, in person or virtually, we are social beings, and hopefully well-mannered ones!

ISC/SCI Webinars

The Indexing Society of Canada is considering starting a webinar program. The American Society of Indexers already has an active webinar program, and we have no intention of competing with them. However, there is a lot of Canadian experience and knowledge that we can tap into, and some topics have a particular Canadian bias.

If you have any suggestions, either for topics or format for webinars, please let us know at webinars@indexers.ca.

Don't forget to join us for the monthly online video chat. This is a great way to meet other indexers and to share information. Full details about joining and the dates of future meetings are available in the members area of the website at: <https://indexers.ca/members-area/on-line-chats/>.

Notes:

- * Sting—Englishman in New York
- ** Harry Hart (aka Colin Firth)—Kingsman
- *** William Horman—author of *Vulgaria* (1519)

Focus On ... Gillian Watts

by Siusan Moffat

How long have you been indexing?

23 years (ack!)

How long have you been a member of ISC/SCI?

20 years

Where did you get your indexing training?

Mostly self-taught, via EAC seminars, ISC/SCI workshops and conferences, and books about indexing.

Which indexing software do you use?

CINDEX

What did you do before you started your indexing career?

My first career was in museums, first as a conservator of artifacts at the ROM and then as a conservator, museum advisor and grant administrator for community museums all over Ontario and for the Ontario Heritage Foundation (now Ontario Heritage Trust). Then I went through the

Ryerson Certificate in Publishing program and became an editor.

Do you see your career in museums as laying groundwork for indexing or helping you get into it/be a good indexer?

Insofar as museums are about collecting, classifying and cataloguing objects, there is a resemblance to indexing. But my career was geared toward preserving and conserving the artifacts, so I don't think there was much influence there. However, I do remember being fascinated by the registration aspect of museums. Each accession number is like a locator that leads you to the catalogue information (and the artifact, of course), which I find delightful.

What was it that attracted you to indexing? Why did you think it would be a good fit?

I've always liked sorting and ordering information (and things, like my spice collection), so it seemed very natural

to give it a shot when a sociology professor friend asked me to index his book. It just came very naturally, in spite of the fact that the subject matter was unfamiliar to me and I was doing it in Word. A desire to organize objects in a sensible, logical way so that they are easily accessible certainly applies to indexing information as much as it does to closets and book collections.

What do you hope to do next that isn't related to indexing?

I would dearly like to do some travelling before my husband and I get too old to enjoy it. Of course, at the moment that's not possible because of COVID, and also because we look after my centenarian mother.

What is the craziest thing you have ever done in your life?

Dancing like a maniac in a Korean bar until the wee hours, wearing too-tight shoes and with an early flight the next morning. (Blisters plus altitude-related pressure changes is not a happy combination.)

Is there anything you would like to share about yourself that people would never, in a million years, guess?

I have a weakness for talent-based reality shows (singing, dancing, cooking, makeup — you name it) and I particularly adore *Ru Paul's Drag Race* and assorted spinoffs.

What other sorts of things do you like to do?

Puzzles: jigsaws, crosswords, Sudoku, KenKen, computer adventure and hidden object games, murder mysteries. etc. Languages: At the moment I'm learning Korean, Spanish, German and Old English and am refreshing my knowledge of French and Latin. Physical activity: biking, yoga, fitness classes, and dancing (especially tap).

You are learning so many languages! Do you think you might eventually be fluent enough to index in any of them?

I got started with the language thing through my son, who lives in Korea and is now married to a Korean woman he met in Toronto. I wanted to become more familiar with a culture he loves and now, of course, to be able to talk to my in-law counterparts. At first it was just Korean and continuing ed courses, but the online learning programs I started using offer so many languages that I couldn't resist expanding my scope. (For those who may be interested, I'm using Duolingo, Memrise, and the Drops vocabulary app.)

No, I don't expect to be able to index in another language, because I'm simply not fluent enough. But I do



Gillian Watts. Photo provided.

find them useful when I'm editing, for catching mistakes in spelling or awkward translations.

You are known at ISC/SCI as being the cookbook indexing guru. Have you had the opportunity to index any Korean food books?

Sadly, no. Korean dishes often turn up in mixed cookbooks, but books that focus only on Korean food are still fairly rare in Canada. Maybe I should send that thought into the universe . . .

What is the most interesting index you have ever worked on?

The one that sticks in my mind was for *From Eve to Dawn: A History of Women*, by Marilyn French, Vol. 3: *Infernos and Paradises* (McArthur, 2003). Readers had complained that the first two volumes didn't have an index. It's 816 pages of text covering from the 19th century to the present, and global in scope. The index had to be so multi-dimensional (places, people, periods, movements, philosophies, etc.) that it was both challenging and fascinating to work on. I'm still proud of being able to contribute to an important feminist project.

What index was the most fun to work on?

Jeanne Beker's memoir *Jeanne Unbottled: Adventures in High Style* (Stoddart, 2000). Fashion, music, movie stars, plus name-dropping galore — who wouldn't love it? The hard part was cutting out the passing references to famous names.

Share a nightmare index experience, one where everything that could go wrong did.

It was a health and recipe book by a very hands-on author. She had micromanaged the entire project, driving the editor and publisher nuts, and then she turned her attention to the index. Not only did she keep making changes to the text (in third pages!) that affected the index, she also kept demanding changes to the index that were completely inappropriate. The editor, typesetter and publisher were sympathetic to my protests, which was nice, but ultimately I couldn't take it anymore and asked for my name to be removed from the credits. This was quite recently, and I can't remember ever being so incensed by a high-handed, uncooperative author. Otherwise I've been really lucky. The worst that's happened has involved major cuts with a very short time frame, but that's almost par for the course, in my opinion.

It does seem like most nightmares come from authors and not publishing houses. Have there been many indexes you've taken your name off?

As far as I can remember, only two, and that's out of hundreds of indexes. So either I'm lucky or it doesn't happen all that often.

Do you have any thoughts about your indexing career that you would like to share?

I tend to sound like a broken record about this, but I've found that the best way to get work is through word of

mouth. And the way to get those referrals is not only to create a great index but also to be really easy to work with: flexible (exercise helps!), easy to get along with, and a real team player. These qualities are important not only in relationships with clients but also with colleagues — another reason to volunteer with ISC/SCI (plug!).

Do you have any thoughts that you would like to share about ISC/SCI?

Besides the promo in the previous answer, I must say that the Society provides a beacon of light in the otherwise somewhat lonely world of indexing. It's so good to interact with people who understand the kinds of problems you're struggling with and who are so collegial and eager to help (and smart — boy, are they smart!). That sense of solidarity is an important reason why I belong and volunteer. These are my people!

Do you have any suggestions or words of wisdom for other indexers out there, new and old?

Don't be afraid to index material that you may not be familiar with. The text itself will teach you. There's a caveat, though: If your unfamiliarity with the material has the potential to cause serious repercussions (i.e., life-threatening, as with a medical manual) or damage (e.g., highly technical material), pass it up in favour of a subject expert.

Do you have any advice specifically for new indexers?

It can be hard getting started, so I always recommend indexing part-time in the beginning to build up skills and your résumé. Once you feel fully competent and have some indexes under your belt and have built your network, you can ease into full-time work. (Or like me, you can combine indexing with related work such as editing.) My only other advice is to remember this is a business, so learn the ins and outs of running a small business and treat it as such.

“And Why Would I Ever Need That?”

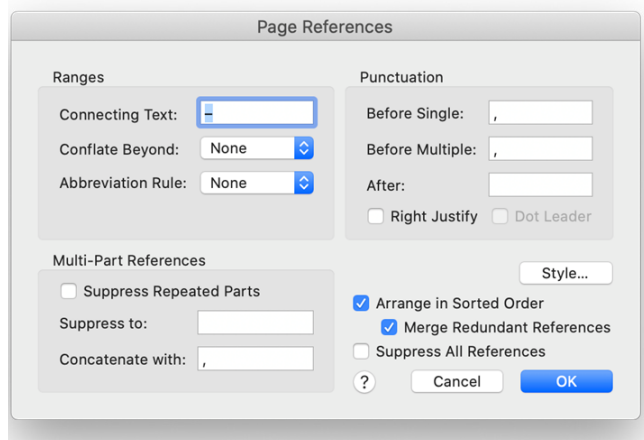
by Frances Lennie

To meet changing production needs in the publishing industry, and thus new requirements placed upon indexers, we have introduced some capabilities now available in CINDEX™ v.4.1.1

1. You can now export an index in the format required for embedding in Index•Manager. Import of indexes prepared in other indexing software has also been significantly enhanced.

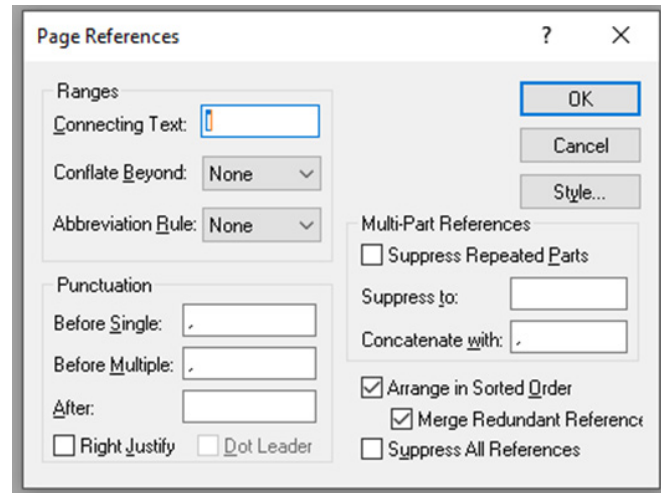
2. We have tweaked the handling of reference locators to better serve the needs of indexers working for publishers (e.g., Oxford University Press) that require indexing to chapter and paragraph numbers, which are then automatically translated to page numbers later in the production process.

With this last change in mind, I would like to draw your attention to a new setting in the page references panel, accessed from the document menu. At the bottom right of the panel you will see merge redundant references in both the Mac and Windows versions.



Formerly when CINDEX displayed an index in the full format view, it automatically hid “stray” (redundant) page numbers that fell within an overlapping range of pages (e.g. 26,26-30,29,30 would be displayed as 26–30). The new setting, merge redundant references, gives you control over whether the redundant references will be suppressed in the formatted output. It is checked by default, so CINDEX continues to behave as it did previously.

If you are indexing a text that does not have final pagination, and you must use chapter numbers, paragraph/section numbers, or line numbers (or some combination



thereof), you will want to keep every single reference as entered for transfer to the publisher’s system. Consequently you will need to uncheck the merge redundant references setting.

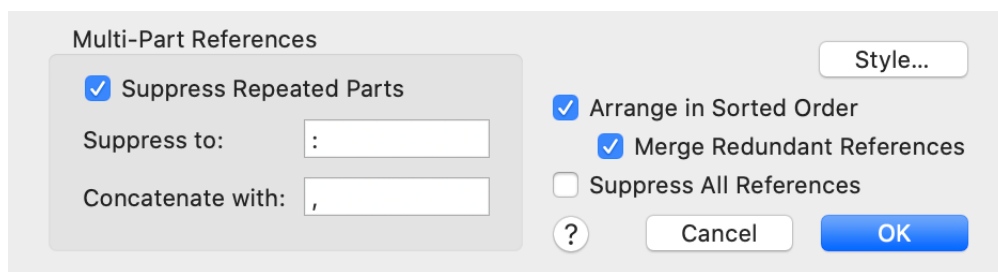
The new indexing requirements generally also use punctuation to separate elements of the reference, e.g. 24:11 (chapter:paragraph). You may end up with a range such as 24:11-24:12 in the record entry, which you will need to represent exactly—that is, include the prefix 24: in front of the second number in the range.

If your preferences are set so that CINDEX will complete page ranges when you are adding or editing records, CINDEX will now add the prefix when completing a range (formerly it added only the last element of a compound reference).

“But wait a minute,” I hear you mutter. “I’m just doing regular indexing with a volume:page number reference construct. I have final page proofs and do not need the repeated volume number.” Do not despair! The suppression feature at multi-part references will take care of this for you, a setting you would likely be activating anyway when indexing with a volume:page number construct, as shown below in the Mac version panel.

And remember, additional formatting options are available in the ranges and punctuation boxes,

- automatically providing an en dash to separate components of a range so that you don’t have to worry about extra keyboarding or coding;



- conflating individual sequential locators (e.g., 12, 13, 14, 15, 16) to a range (12–16) if you wish, or as your client requires;
- abbreviating page ranges automatically per standard conventions; and
- inserting appropriate punctuation at the end of the text of an entry and before and/or after the locator(s). The default setting is “comma space” to separate text and locator(s). Generally the before single and before multiple settings will be the same. Legal indexes, which often have lengthy and complex locator structures, employ variable settings to alert the user to the number of locators being provided.

If you are asked to provide a tab character between the end of entry text and locator(s), you will do the following: (1) strip the characters in the before single and before multiple boxes and (2) click the right justify box. When the index is displayed in full format view, you will see

the locators shift toward the right-hand margin, but any formatted output file (e.g., RTF) will have a tab character inserted between the end of the text entry and the start of the locators. The client will define the value of the tab on their typesetting system.

Please note that these settings affect only the appearance of the index in full format view. They have no effect on the content of index records.

More information on CINDEK can be found at Indexing Research (www.indexres.com)

Notes

CINDEK v.4.1 is a free update for users currently running v.4.0, and is available as a paid upgrade from previous versions of the program.

Membership

MEMBERSHIP SURVEY RESULTS

The results of the membership survey are in. Thank you to all who responded to the survey! The response rate was good, with just under half of the membership completing the survey. The most important membership benefit was a paid listing. Members also consistently noted networking as a valued benefit. Of 33 members with paid listings, 24 receive at least one query per year through Find an Indexer and 17 of those members converted a query into a client. This suggests that a paid listing does often pay for itself by gaining a new client. Improving business skills is rated as the least important reason to join or renew a membership, yet a number of write-in responses suggested the society provide professional development sessions on marketing and other activities to

assist members in getting more work.

The Executive Committee will continue to survey the membership with a tweaked version of this long form survey every five years to begin to develop data that can be tracked and analyzed over time. Members will also be given an opportunity annually to reflect on their membership and give feedback to the Executive Committee through a short survey. The full [Membership Survey \(2020\) report](#) is available on the website under Society Administration, Special Reports and Other ISC Documents section. Note: Please, the survey is for members only and not intended to be shared publicly.

Survey Committee (Lisa Fedorak and Martin Gavin)

TIDE Committee webinar – Caring about Equity, Diversity and Representation

by Jess Klaassen-Wright

On June 20, the Inclusion, Diversity, and Equity Committee (TIDE) presented ISC/SCI’s first participatory webinar, “Caring about Equity, Diversity and Representation.” Paula Butler, a long-time indexer and educator, presented this hour-long webinar with the support of TIDE Committee members to an online audience of more than 35 indexers.

This webinar offered insights into questions of racialized language in historical texts, author and indexer bias, Indigenous naming practices vs. colonial terms, offensive subject matter, multiculturalism, the Truth and Reconciliation Commission, and more. Some key discussion questions included:

What do we do as indexers when the material we are asked to index expresses views, opinions, or attitudes that we find disturbing or offensive?

How do we handle changes in acceptable terminology, such as the change from “Aboriginal” to “Indigenous” as the preferred terminology in Canadian texts and contexts?



Paula Butler, presenter for Caring about Equity, Diversity and Representation webinar.

To see a PowerPoint of the presentation, as well as a list of resources compiled by TIDE, visit <https://indexers.ca/resources/news-and-articles/caring-about-equity-diversity-and-representation/>.

To learn more about TIDE’s work, visit <https://indexers.ca/volunteer/>

Crossword Solution

1	C	H	I	L	I	6	A	G	R	E	E	11	S	U	E	14	B	O	A				
17	A	U	T	U	M	18	N	S	H	O	W	S	19	U	N	K	N	O	W	N			
21	D	E	C	A	P	I	T	A	T	E	S	22	S	H	E	A	R	E	D				
23	S	H	U	24	C	O	T	E	S	25	S	H	A	D	E	S							
26	S	C	H	U	S	27	P	I	T	28	P	I	T	29	C	P	A						
32	P	E	T	34	R	O	N	35	L	Y	E	36	L	Y	E	38	U	S	H	O	W		
40	U	N	W	41	I	E	L	D	42	Y	43	E	A	C	H	44	R	E	T	I	E		
46	P	R	I	C	E	S	47	O	I	N	K	48	E	A	S	T							
51	P	A	N	E	D	52	A	G	O	G	53	T	W	A	54	E	M	S					
57	E	G	G	58	B	E	A	U	T	I	F	U	L	59	B	E	A	U	T	I	F	U	L
62	T	E	E	63	W	A	R	64	H	O	O	P	65	L	L	A	N	O					
67	M	A	G	I	68	B	E	N	E	69	S	E	E	S	A	W							
70	A	B	L	E	R	73	E	A	R	N	75	S	E	T	P	I	E	C	E				
77	L	A	I	T	Y	78	L	O	S	79	I	R	E	80	R	E	D						
81	L	A	C	82	O	U	T	84	L	A	G	E	R	S	86								
87	I	T	I	S	T	O	89	S	I	G	H	T	91	A	L	L	E						
94	B	A	T	H	M	A	T	96	S	P	L	A	T	T	E	R	I	N	G				
99	M	I	L	E	A	G	E	100	L	E	T	T	H	I	N	G	S	G	O				
101	W	R	Y	102	M	E	R	103	Y	E	S	E	S	104	D	E	A	R	S				

Solution to Leaving Summer by Heather Ebbs

“Autumn shows us how beautiful it is to let things go.” —
Author unknown

Membership

ISC/SCI MEMBERSHIP REPORT, OCTOBER 9, 2020

by Julia White, Membership Secretary

As of October 9, 2020, we have 110 memberships. Since the previous report, eight members have joined.

Within Canada	95
British Columbia	21
Alberta	13
Saskatchewan	1
Manitoba	1
Ontario	44
Quebec	9
New Brunswick	1
Prince Edward Island	1
Newfoundland & Labrador	1
Nova Scotia	3
Outside Canada	15
Australia	1
South Africa	1
United States	13
Membership Types	
Individual	102
Basic	30
Listed	65

Student	3
Emeritus	4
Institutional	8
British Columbia	1
Alberta	1
Saskatchewan	1
Ontario	3
United States	2

New Members

The following members joined, or rejoined, since the previous report:

Allan Cho, Basic, Vancouver, BC
Marco De Petrillo, Basic, Saint-Laurent, QC
Amron Gravett, Listed, Tucson, AZ, USA
Gina Guilinger, Listed, Arvada, CO, USA
Leah Horlick, Basic, Calgary, AB
Sandra Mucchekeza, Listed, Edmonton, AB
Puneet Sekhon, Basic, Brampton, ON
Julie Walters, Basic, Redland Bay, QLD, Australia

Announcement

Volunteers Needed!

Alexandra Peace

Since the previous issue of the *Bulletin*, more than seven volunteers have come forward. Yay! Many thanks to all, and especially to those who have volunteered to be on the executive committee. However, there are a few more things that need doing. At our last executive committee meeting people kept coming up with great ideas, and we said each time, “We should get a volunteer for that!”

Mary Newberry Mentorship Program Coordinators

The positions that most urgently need filling are those of coordinators for the Mary Newberry Mentorship Program. This is a fantastic program and, as noted by Jess Klaassen-Wright—the latest winner of the Purple Pen Award—an extremely helpful one. At the moment, Stephen Ullstrom is filling in, but two coordinators are needed. Please contact mentorship@indexers.ca if you can see your way to helping out here.

Social Media Content Plan

We have a social media coordinator who posts press releases and announcements to Facebook, Twitter, and LinkedIn, but we also need someone to develop content, or at least a plan. We have one person from the executive who will be on that committee, but more are needed.

Knowledge Management Plan

As the Society has developed in the past few years, we have been flying by the seat of our pants in terms of records and what gets kept and what goes where. If you know what knowledge management means, then we need you!

Special Projects Committee

The Special Projects Committee has been running for several years now. It was formed to develop ways to spend some of the money that the Society has accumulated over the past 20 years, on projects that will benefit members. This committee needs one more person. If you like spending someone else’s money, this position is for you!

Webinar host/coordinator

After the webinar program has been developed, a host/coordinator will be needed. Given that we don’t yet have a program, a description hasn’t been created. Want to write your own job description? Here you go!

If any of these positions are of interest to you, please let me know at presidents@indexers.ca. If there are any positions not listed here that you might be interested in, we’re always open to ideas!

Crossword (solution on p. 21)

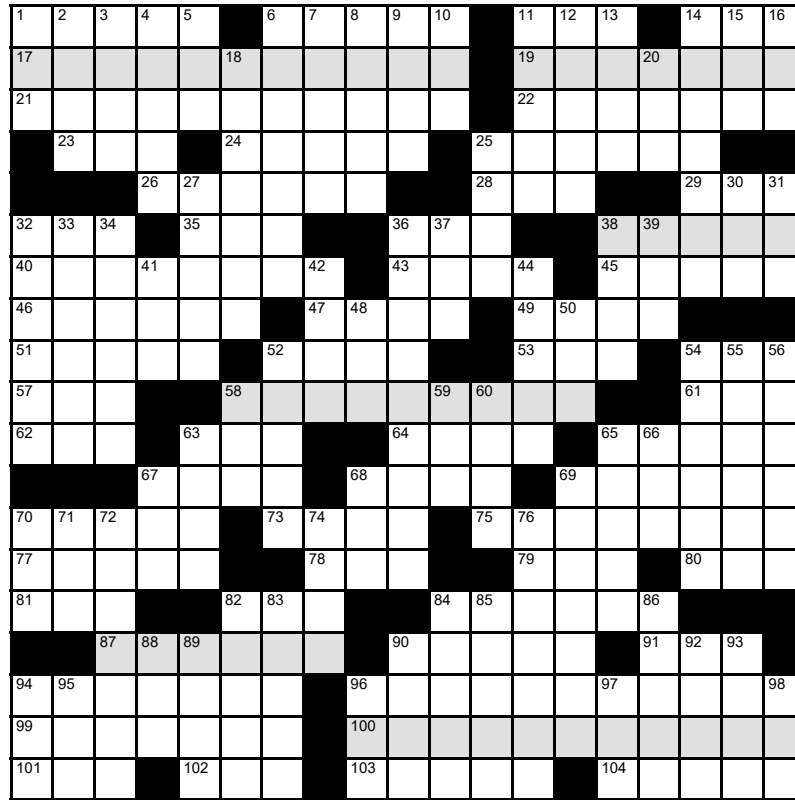
Leaving Summer by Heather Ebbs

Across

1. Hot dish for cool weather
6. Affirm
11. Take to court
14. Fluffy accessory
17. START OF QUOTE
19. Source of quote
21. Makes lowercase?
22. Trimmed one of 9 Down
23. Moo ___ pork
24. Doves' digs
25. Sunglasses
26. Ski downhill
28. Dugout
29. Tax prep. expert
32. Favourite
35. Wood of the Stones
36. Caustic chemical
38. PART II OF QUOTE
40. Cumbersome
43. Per
45. Knot again
46. Values
47. Farm call
49. Whence 67 Across, with "the"
51. Like windows
52. Amazed
53. Bygone airline
54. Printer's measures
57. Grade A item
58. MIDDLE OF QUOTE
61. Soak (flax or hemp)
62. Driver's aid
63. Combat
64. Band
65. Grassy plain
67. Crêche trio
68. Nota ___
69. Playground piece
70. More fit
73. Make
75. Standard arrangement
77. Flock
78. ___ Angeles
79. Lather
80. Scarlet
81. Henri's lake
82. In the open
84. Brews
87. PART IV OF QUOTE
90. Vision
91. Brew
94. Tub rug
96. Like rain on a sidewalk
99. Odometer reading
100. LAST PART OF QUOTE
101. Sardonic
102. Henri's ocean
103. Affirmatives
104. Loved ones

Down

1. Bounder



2. Tones
3. Yen
4. Pukalani parties
5. Little devil
6. Amaze
7. Indian riverbank steps
8. Repetitious learning methods
9. Farm females
10. Double curve
11. Japanese dish
12. Flip one's lid?
13. Scraped (out)
14. Beet soup
15. Be in debt
16. Plus
18. *The Graduate* director
20. Dundee denial
25. Small detail?
27. Belief system
30. Dish for 4 Down
31. Amaze
32. Lamb Chop, e.g.
33. Lather up?
34. Pang
36. Stretches
37. Gab
38. Celestial bear
39. Fixed
41. Rocks
42. Spiritual discipline
44. In a lather
48. Debtor's note
50. Its point is to make holes
52. Falcon's home
54. Rubber
55. Dennis was one
56. Cached
58. Catch
59. Charged item
60. Adversaries
63. Cautious
65. Untouchable
66. Guest's accessory for 4 Down
67. Came across
68. Sis's sib
69. Quicker musical passages
70. Everyone
71. Farm call
72. Legally
74. Choir member
76. Pie sections?
82. Midwest native
83. Say
84. Says musically
85. Small type
86. NCO
88. Article
89. Muslim leader
90. *Admiral Graf* ___
92. Simpson girl
93. Pro designation
94. Otto's auto?
95. Broadcast
96. Sneaky
97. Finale
98. Type of hawk