

ISC/SCI Executive Committee Meeting

Saturday, September 19, 2020

1 pm EDT

Participants (via Zoom): Alexandra Peace, Jason Begy, Lisa Fedorak, Judith Clark, Julia White, Stephen Ullstrom, Ronnie Seagren, Vicki Gregory, Carlisle Froese, François Trahan, JoAnne Burek, and Margaret de Boer.

Regrets: None.

The meeting was called to order by Alexandra Peace, President, at 1:02 pm Eastern Time. Carlisle Froese recorded the minutes.

1. Welcome and Roll Call (recording secretary Carlisle Froese)

Welcome to new executive members, roll call, and introduction of members of the executive

2. Approval of Agenda

Motion to approve movement of the outreach (TIDE) 4k to discussion.

Margaret moved to approve, Ronnie seconded, all approved. Carried.

3. Approval of Minutes: July 4, 2020 Executive Meeting

Ronnie moved to approve minutes Lisa seconded. No questions. Abstentions: new exec. Carried.

4. Consent Agenda

Motion to approve consent agenda. Stephen moved. Jason seconded. All in favour. Carried.

Regional Updates:

- a) British Columbia (Lisa Fedorak, no report)
- b) Central Canada (Ronnie Seagren)
- c) Prairies (Stephen Ullstrom, no report)
- d) Eastern (Jason Begy, no report)

Committee Reports:

- e) Archives (Alexandra Peace for Christine Jacobs)
- f) Awards (Margaret de Boer for Judy Dunlop, no report)
- g) Bulletin (Vicki Gregory)
- h) Communications (Judith Clark)
- i) Conference 2021 (Lisa Fedorak)
- j) Finances (JoAnne Burek)
- k) Inclusion, Diversity, and Equity committee (Ronnie Seagren for Siusan Moffat)
- l) International Liaison (François Trahan)
- m) Membership (Julia White)
- n) Mentorship (Stephen Ullstrom, no report)
- o) President's report (Alexandra Peace)
- p) Special Projects (Alexandra Peace, no report)
- q) Web Administration (JoAnne Burek)

Ongoing Projects:

- r) Book and Periodical Council (Margaret de Boer, no report)
- s) Webinar Program Development (Alexandra Peace for Wendy Savage)
- t) *The Indexer* (Alexandra Peace)

5. Items for Discussion (ongoing)

- a) Publisher's Letter (Judith Clark)

See report.

The proposal put forward suggested that the letter to publishers gets sent out in March rather than waiting to send it until the fall.

Judith suggested that the ISC/SCI focus on sending one letter rather than two. This would be accompanied by a social media push. Rather than introducing the ISC/SCI through a letter, this would create a more regular presence and allow the ISC/SCI to interact with publishers, authors, current events and anything else deemed appropriate by communications. Judith observed that other indexing societies are pushing their social media as a tool to create presence. This would also function reach more people than just publishers.

Judith proposed that letter is sent out in paper this time but then next summer the ISC/SCI should take time to decide if this was successful or if it

would be better to switch to email. It was observed that last year the letter to publishers was sent as paper copy and that seemed to go well. The benefits of sending the letter out through the physical mail were suggested to be permanence and the bookmarks; email is easy to delete without a thought, lose in Spam folders, or to just ignore.

Judith asked how the previous letters were addressed. Ronnie answered that the labels were printed with addresses and then the central Ontario region meeting stuffed envelopes. It could be done at another meeting if things calm down but right now that is limited by the COVID-19 circumstances. The executive committee agreed that letter to publishers should be sent in March. It will be decided what form this will take in January, depending on the state of things. How this will happen will be done in January.

Lisa added that the membership survey said that people want to promote awards more and that this could be something that fits into communications and the publisher letter.

Lisa wanted to know how the ISC/SCI will be determining the success of the publisher letter. Judith answered that there is no tool to evaluate this yet. This was determined to be the biggest flaw in the first letter, according to Ronnie. There had been discussion of creating a URL to create an action that publishers could follow through on that could be counted. Judith would like to set this up on a social media account. This would allow for interaction but it was established that it is important to make sure that there is a benefit for the publishers (this could be follow for follow on Twitter and Facebook, or a draw); the committee decided that this was something that could be determined in further discussion.

Alex said cost of snail mail was less than \$200 last year. She added that there is no easy way to track success for the letter to publishers but that it could be thought of as a gesture of goodwill which does not need to be tracked. Sometimes people get a response to outreach four years later. Alex suggested that Margaret could talk to the book and periodical council to see what they think about the letter coming once a year. Alex also suggested that the ISC/SCI may need a social media committee. For the letter to publishers, JoAnne suggested putting in a link that sends publishers to a landing page which would give them something (for example How to Get an Index Written for Your Book for their authors). The ISC/SCI could count the number of people who use that landing page and follow through on the action. Judith will connect with JoAnne to set this up.

It was decided that the letter to publishers will be put out in March. Margaret with check with book and periodical council to see if they are getting it, mention the award and check if they want to continue getting the letter. Judith said she would be happy to serve on a social media committee. Judith added a link to her report which leads to a social media article from SI which she thought was helpful.

b) Survey (Lisa Fedorak)

See report.

The main things that survey respondents saw as benefits to membership were the potential for networking and *The Indexer*. The survey found that there are a lot of long-time indexers and new indexers but that there seems to be a drop off of middle experience indexers. This is common through other societies as well. It is important that ISC/SCI determines how/why this happens.

Looking to the next survey, Lisa determined that questions need to be clearer (training vs. self-trained became an issue – what do people mean by this?).

Moving forward, the ISC/SCI will be sending out three styles of survey: short, medium, and long, as written in the report. The short and medium form surveys will be sent out on alternate years with the long form sent out every five years instead. It was suggested that someone will need to be assigned the responsibility of adjusting the questions as things go forward. Someone will also need to be in charge of collecting and organizing the information from the survey. This year it went out in August which may not be an ideal time. Alex suggested that the survey be sent out September of next year (2021). Renewal email should include suggestion to check listing.

New member attrition was highlighted by the survey; there are lots of new indexers and indexers that have a lot of experience but not many in the middle of their careers. Lisa has brought this up several times. This is an issue for the ISC/SCI. The society gets new members, but then they disappear. Alex would like to organize a meeting with the regional reps because she believes that they can help with the issue of membership attrition. Ronnie suggested that it would be beneficial to track lapsed members to see who they are and why they leave. This already happens in the form of email outreach. Alex emails people who leave and does get a response about half of the time saying why the person has left.

Lisa said that find-an-indexer numbers were a big part of the survey response as well. The conversion rates were not as high but at least people are getting contacted. Lisa suggested that we find out why members come in without a listing – what are they hoping to get? They could be unaware of the marketing and business push that goes into being an indexer. This could be something that regional reps do – find out why people join without a listing.

Vicki was asked if she would like an article from JoAnne about what value a good listing has? She has done something similar for SI, an article about how to write a good profile.

Lisa said that ISC/SCI has listing stats from the survey and this will be something that gets updated every five years.

Lisa wanted to know what information should go in *The Bulletin* and what should be kept private for ISC/SCI members only? Alex suggested putting the listing conversion rate information in for the review section for executive review and commentary. JoAnne asked about what information can be shared in article for *The Bulletin*.

The thanks of the executive committee were extended to Lisa and Martin for running the survey and gathering the information. Stephen said he would try to find the rate survey from a few years ago. This was followed by discussion about purchasing a harddrive to back up the executive Dropbox once a month. This was followed by the suggestion of backing it up on another cloud service (not American) instead. This would prevent someone from having to hold onto the harddrive. Will this get sent to archives?

Judith proposed that ISC/SCI needs to develop a knowledge management plan, which would dictate what information goes where when.

c) Translation committee (Alexandra Peace)

Slow but sure progress. Committee meets periodically to work through the list of places from JoAnne checking that it is correctly translated already or if it needs to be translated now. JoAnne explained that the ISC/SCI website has English only pages, bilingual pages, and French pages. The English pages are the default. If a visitor is on a French page and is trying to go to a bilingual page, they are bounced back to the homepage. JoAnne proposed that the ISC/SCI buy a new program extension that will allow movement from the French pages to the bilingual ones.

Alex made a **motion** that ISC/SCI purchase Polylang Pro plug in so that readers can move smoothly from the French and bilingual pages. Lisa seconded this proposal. Lisa asked for further discussion of the price. The plug in will cost \$150 this year and \$75 every year after that; these numbers are approximate as the given price is in Euros. There were no other questions. All were in favour. The proposal **carried**.

d) *Bulletin* past issues (Alexandra Peace)

It was suggested that the discussion last meeting may have faced issues as it followed *The Indexer* discussion. The question therefore carried over to this meeting: should ISC/SCI keep *The Bulletin* available to public? The ISC/SCI is the only society to do so.

JoAnne said that if ISC/SCI decides to make the issues of *The Bulletin* private, there could at least be a sample issue placed on the website. Ronnie had previously said that the newsletters influenced her to join. Judith looked at *The Bulletin* before joining as well. As did Vicki. Vicki suggested that allowing it to be public was a little more inviting. The people become real and you can connect with the society. Julia said that she had looked at *The Bulletin* before joining but doesn't remember it being very influential. However, Julia believes it is appealing as it shows the community side of the ISC/SCI.

Lisa looked for survey results regarding this issue. François looked in constitution for anything about *The Bulletin* to discover the initial purpose to having it the way it is now. He didn't find anything. Lisa said that she looked at it but was already going to join. Ronnie suggested that it was a good way for people to keep in touch with the society.

Alex asked if there is any reason that we should not have it public. Lisa answered that information like the survey results should be for members only. Summaries are ok but full details should be kept separate. She suggested that this could also incentivize people to join. If *The Bulletin* is kept public, the information that appears needs to be considered. JoAnne liked the idea of holding back that type of information (survey results, member names). *The Bulletin* and that privileged information should be part of membership (increases value).

JoAnne suggested having a few sample issues and updating them every once and awhile. Margaret suggested a sample issue or past issues give people an idea of community without giving away the farm. Alex suggested that it is important to protect the member benefits. She proposed that we follow

JoAnne's suggestion. JoAnne asked if the ISC/SCI put names of new members in *The Bulletin*. It does. It was suggested that this a lot of information to just make public.

Ronnie asked if putting *The Bulletin* behind the membership wall would mean it was still worth it to index *The Bulletin*. The committee said yes.

Stephen seconded Vicki's comment that *The Bulletin* provides a personal touch and suggested that it is important that the chosen samples do that and that the ISC/SCI consider adding a personal touch to the website.

Lisa and Alex made **motion** that the ISC/SCI keep three issues of *The Bulletin* available to non-members and that these issues should get changed periodically; the rest will be kept for members only and the names of new members will be redacted from public issues. JoAnne seconded this. All were in favour and the motion **carried**.

Ronnie suggested revisiting this issue in a year or two as things evolve (in person meetings etc.) and making the website more personable; it is important to maintain and display the values of membership. Ronnie suggested that the ISC/SCI maintain a balance between website outreach and services for the membership and acknowledged that the current circumstances (COVID-19) mean that everything is done online, making a sense of community difficult to create but everything is changing.

Alex and JoAnne discussed stats on the website. JoAnne said that a stat counter for the website would be expensive. Website stats are a challenging issue; the use and counting of stats would depend on what the ISC/SCI wants the website to accomplish and this can change with each page. Paying for a stat counter might be paying for something that cannot be used. Lisa suggested that the intention of the website is different depending on if a visitor is looking to hire an indexer, to join the society, or to use the website as a member.

e) Outreach/TIDE

See TIDE report. The diversity bursary is successful so far.

Ronnie reported that Word on the Street Toronto will have a content page about indexing. This page will be put together by Ronnie and Ann Kennedy from the information on the ISC/SCI website. Alex told Ronnie to ask JoAnne about an older ISC/SCI blurb which may need updating but could be useful for building this webpage. Judith was asked to find it under communications. The file is called ISC/SCI Talking Points 2017 – it may need to be updated.

Alex reminded everyone to work together and check in about what each person is doing. Ronnie said that ISC/SCI can do a 15 min Instagram booth chat next Friday (September 25, 2020) at Word on the Street, Toronto. They just told her yesterday (September 18, 2020). This event will serve to answer questions about indexing for people who are at Word on the Street, Toronto and are interested in indexing.

Alex told Ronnie to check with Christine Jacobs. Alex asked for other suggestions, Gillian Watts came up or possibly Stephen Ullstrom. Ronnie extended thanks to everyone for helping bring together the six-month trial membership for people who had applied for the bursary. She said that there had been some successful discussion and good ideas.

The presentation for authors should be seen by exec before it goes public. Ronnie asked if the executive committee wanted a summary of the six-month trial membership discussion.

f) Emeritus reports

Alex's quote (David Edelstein – has worked for the ISC/SCI before) said \$200 max to design the certificate and badge, Lisa's person did not provide a quote. Alex said more quotes could be found if necessary. The executive committee decided that the existing relationship is a good reason to go with David and stop looking for quotes.

Ronnie suggested that the more that ISC/SCI works with David, the more he comes to understand the society, which makes for a more successful relationship.

Alex asked if someone from the emeritus committee could take over discussion with David to give him a clearer idea of what they want. Jason said he could give it a try, with support from Lisa. Margaret said she would get involved as well.

Motion: Alex moves that the ISC/SCI executive committee accept the quote from David Edelstein for \$200 to create two designs for a certificate and a badge for emeritus committee. Ronnie seconded. Everyone approved.

Carried.

6. Action Items

a) Volunteers

The idea of a volunteer coordinator came up in the previous discussion of volunteerism. The welcome letter says that anyone interested in volunteering should contact Alex. The ISC/SCI website currently sends an auto renewal letter. It was suggested that this could serve to ask people to volunteer as well.

There was discussion around whether this could potentially be detrimental. It was suggested that this letter could be an opportunity to communicate what the executive committee has been doing. A potential issue lies in the fact that everything is moving towards automatic. JoAnne suggested a thank you letter be sent out to each member after renewal which could report the executive committee's activities or to suggest volunteering. Alex suggested member renewal could link to posts that show what exec has been doing. JoAnne said this should not be part of the renewal reminders. This should serve one purpose.

Ronnie suggested it might be easier to ask people to volunteer for something specific. JoAnne and Lisa suggested providing categories "I would like to volunteer for" and check categories as people sign up or renew. This information would sit in the website database and need to periodically be exported. This would show Alex (or the coordinator) who would like to participate in different areas. This could be added to the Dropbox once a quarter. Lisa asked if this is something that the membership secretary should do when someone signs up. JoAnne suggested that it is something new going forward. It would not be possible to get the current members to do a whole list right now.

The information gathered from asking renewals and new members if they would be interested in volunteering and where would be kept so spots could be filled as they come up. This information could also be exported as the ISC/SCI needs a position filled but Alex suggested potential volunteers need to be contacted soon so information should be gathered once a month as there are always roles to fill.

b) Policies

The question of should policies be on the website was raised. They are currently behind the membership wall. The ISC/SCI constitution is on website, available for the public to view. The executive Dropbox has the copyright policy. Alex asked which people thought was the best idea: putting the constitution or policies on public pages, leaving it the way it is, making everything just for members, or making policies available for members only and the constitution available for the public; she asked the executive

committee to weigh in on these options. Alex suggested policies should at least be on the membership website so that members can see and argue with them if they want. Alex suggested leaving the constitution where it is and having a policies and procedures folder in the website dashboard for the policies. Everyone agreed to that.

c) Emeritus profiles

The membership secretary could identify long-term members and work with Christine Jacobs (archives committee) to identify what each long-term member has done and how long they have been part of the society. The profiles could be built from this.

d) *The Indexer*

March issue reissued and sent with September issue.

7. New Business

a) Canadian heritage townhall meeting.

Margaret said that this is more of a funding discussion. Someone could attend and be a fly on the wall to see how it goes down. Margaret said that she would go on behalf of the ISC/SCI. She suggested that it would be a good way to remind people that the ISC/SCI exists. Alex asked Margaret to write a report on it. Alex suggested that a periodic email should go to members to let them know what we are doing (outreach). Lisa said that many of the survey respondents were newer members, so the data that showed that they did not know what the executive was doing (example: award promotion) could come from the fact that they have not yet had the chance to see everything. Alex suggested that the next survey should ask how the respondent got their ISC/SCI information.

Margaret's presence at townhall will remind people that we are an important part of the publishing industry.

François asked if the ISC/SCI has any plans to get more involved with the publishing industry. Margaret responded that her reports to the book and periodical council get published to their members. It was concluded that it would be good that constitution be public for people that come to the site from these reports.

b) Notes from a lapsed member

In response to Alex's enquiry as to why the member left the ISC/SCI, the member said "I gave up and went to ANZI." Alex asked for details and they provided them. Their issues were as follows: lack of accreditation, listing not allowing space for recent publications, and award decisions not democratic. The executive committee chose to address these one by one in their discussion.

Accreditation is currently provided by ANZI and SI. This provides the indexer a badge to display. Alex asked if this is something that ISC/SCI should consider providing to its members. Alex feels that the society does not currently have the resources to provide this right now. JoAnne said this idea should not be dropped; it sounds like a good idea. The SI gets revenue from their accreditation courses, according to Lisa. ANZI does an evaluation as part of their provided accreditation. This could be a long-term goal for ISC/SCI.

The second issue was that there is no room in the provided listing (Find an Indexer) to list recent publications and projects. The member said that ANZI's listing allows a listed indexer to put recent publication information. The ISC/SCI's members can do that, but it is up to them to add it to their listing. Discussion ended at this.

The next issue was that the Tamarack Award recipient is decided by the president only; the lapsed member thought that this award should be member nominated. Lisa suggested that members do not always see the names of people who do a lot of the background work that keeps the ISC/SCI running. Alex agreed that the Tamarack Award is for people inside the workings of the society, but a member voting/nomination award could be a good idea. JoAnne reminded the executive committee that an award like this would entail a lot of work from a volunteer. Alex may work to move forward with this new award idea. It may not need to be stringent or complex. JoAnne suggested that there could be other ways to allow members to thank the people that work with them on a more regular basis. Lisa said it could be an AGM thing, a people's choice award style concept. JoAnne called it a "Thank You Award," a one-on-one idea to allow people to recognise each other. It could also be published in *The Bulletin*. This could work to create a culture of appreciation. The executive committee agreed to the name the Thank You Awards.

8. Next Meeting

The next meeting will be a small meeting for anything that needs a motion or discussion, and to talk about the conference.

The next meeting of the executive committee of the ISC/SCI is scheduled for November 28th, 2020.

9. Other Business: motions passed between meetings

MOTION on something to offer the shortlist for the Diversity Bursary in 2020

Ronnie/Judith

The Executive Committee accepts the recommendation from TIDE that the bursary applicants be offered half-price membership for one year to encourage them to consider indexing.

Comments and concerns

- We assume that any memberships we get in this way are memberships we wouldn't get at this point at all.
- ... should cover costs ... discount of \$75 (or ... no Indexer: \$55)
- ... also \$75/\$55, preferably the \$55 no Indexer option
- ... now doubting usefulness to someone with no indexing experience, and having to pay for a consolation prize
- ... to just the short-list, discount to \$55 (half price)
- ... to just the short-list, and use student pricing (\$65)
- ... use student pricing (\$65)
- ... to just the short-list, free, but what about having to give numerous free memberships out to future applicants ... adds up to a lot
- Will it look bad that we are asking the applicants for money for membership? I believe this was answered: It is an opportunity offered to short-listed applicants.

Revised Motion

that we offer 6-month free trial memberships to bursary applicants on the short list.

Comments and concerns

- ...the intangible requirement to support anyone who does take us up on the offer
- ... a student membership is clearly defined (includes The Indexer, etc.)
- The membership plugin is set up to handle trials. When the trial expires, they have the option to move to one of the paid memberships.

Voted yes: Judith, Jason, Stephen, Ronnie, Lisa, Vicki, Julia, Margaret, and JoAnne

Carried

Motion on flowers for Mary Newberry

Moved by Alexandra Peace; Seconded by Margaret de Boer

that ISC/SCI spend up to \$100 (taxes and delivery included) to purchase flowers for Mary Newberry when she gets out of hospital from surgery.

Lisa, Stephen, Judith, Jason, Vicki, JoAnne and Ronnie voted for the motion.

Carried

10. Adjournment

Meeting adjourned by president at 3:41pm Eastern Time, September 19, 2020

Archives Committee, September 19, 2020

Completed:

Intern Nathalie Malaket finished her hours and delivered the last of her boxes to me. She has done a complete weeding of duplicates and obvious peripheral material and we are down to five bankers' boxes of papers. The boxes are now stored in Christine's home.

The following have been deposited in the ISC Archives dropbox:

- Scans of the Bulletins 1:1 (1978)– 41:1 (2019)
- List of Society officers 1977–2016 (Int'l Liaison not included)
- 7 bibliographies produced and circulated by IASC – perhaps of historical interest, but scanned and kept for the moment – File: Miscellaneous publications

Moving forward:

- The five boxes will need a second pass by someone familiar with ISC business and structures (probably me, since the papers are here); there is certainly more to be weeded out. Perhaps a slow winter project.
- I have the possibility of asking for an intern to do some scanning in the winter semester (Jan–May) if I can sort through enough of the material by then. The person could also work on a draft-retention schedule and procedures so that we have a document to start retention discussions within the Committee. However, much depends on how heavy the lockdown will be in the winter. In all probability, we will be giving our courses online, and it is possible that we would not have access to the high-speed scanner that is in my department. College plans for the winter will be clearer in the next month or so.

- Begin the process of contacting former Executive members in case they have boxes under their beds.

Archives Committee

Christine Jacobs (Chair)

Carlisle Froese

Siusan Moffat

Gillian Watts

Nathalie Malaket (intern)

Bulletin newsletter report – Vicki Gregory

I'm now working on my first full issue of the bulletin. Alexandra continues to be a great help with my many questions!

On the Spring issue I made great use of the *Policy on Bulletin Content and Production* file, which must have taken many hours to bring together. It's invaluable from my perspective coming into this with no knowledge of the process.

I kept a log as we went of the process for myself to consult going forward and I'm writing it as a 'step-by-step' procedure file to be consulted for the next person who takes on this role. Once it's in a more final stage I will make it available in the Board's Bulletin folder.

My main concern is article acquisition. I am keeping a file of article ideas as I think of them, inspired by member discussions; my perspective as a new indexer; and reading past issues of the Bulletin. For example, bringing back the *Focus On* articles. That being said I would love to hear from members with ideas for articles, and volunteers to write them.

I really appreciate everyone's encouragement. I have spent quite a bit of time browsing past issues and can see it has been a labour of love for all involved. Going forward, the proposed idea of a master index to consult would be essential for newbie and experienced indexers alike.

This report is for information only.

Communications Report (Judith Clark)

I have been familiarizing myself with the role (and am grateful for the help I've received from many members – thank you!).

- I have created a task list to track Communications responsibilities. It is in the Communications folder in Dropbox.

Press Releases

The Diversity Award press release went live on August 31, 2020. A press release was sent to the ISC press distribution list. There were a few bumps, but next time should be smoother.

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- The student letter is now on the website with a not-public URL: <https://indexers.ca/for-indexing-students/> The email sent to instructors/coordinators will consist of a short introduction and a request to share the link with students. The target audience is indexing students, but also students in fields who may feel membership in an organization for indexers would be a good professional fit for their careers.
- I have created a spreadsheet to store addresses of recipients: <https://www.dropbox.com/s/jdnvp82rtosodac/Student%20letter%20emailing%20addresses.xlsx?dl=0>
- The draft is in progress and I welcome suggestions for recipients to add.

Informational, no discussion needed

Conference Report (Lisa Fedorak)

The Conference planned for June 2020 in St. John's was not held and it was planned when that decision was made that we would aim to keep as many sessions as possible for the 2021 conference.

The conference committee will begin meeting in September to begin planning for the 2021 conference which will include plans for an online conference that could be held in person should circumstances of the pandemic change early enough in the planning process.

Financials (JoAnne Burek)

This report is for information only.

As we are just two months into the current quarter, these are interim financials. After October, they will be replaced by the financials for the complete quarter.

This month, one of our GICs matured. That's the reason for the sudden increase in our bank balance.

Balance Sheet	Current Quarter		
	2020 Q2 Jun 30	Change	2020 Q2 Sept 7
Cash Account	\$ 21,888.78	\$ 6,964.01	\$ 28,852.79
GICs	\$ 19,634.08	\$ (5,935.25)	\$ 13,698.83
Stripe	\$ 251.86	\$ (83.29)	\$ 168.57
Total	\$ 41,774.72	\$ 945.47	\$ 42,720.19

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Income & Expense	Fiscal Year 2020 - 2021					9/7/2020	
	2020 Q2 Apr-Jun	2020 Q3 Jul-Sep 7	2020 Q4 Oct-Dec	2021 Q1 Jan-Mar	Fiscal YTD	Budget	Var
INCOME							
Membership							
Individual	\$ 2,281.62	\$ 1,570.00			\$ 3,851.62	\$ 10,820.00	36%
Institutional		\$ 125.00			\$ 125.00	\$ 1,010.00	12%
Student	\$ 130.00				\$ 130.00	\$ 195.00	67%
Emeritus		\$ 50.00			\$ 50.00	\$ 150.00	33%
Find an Indexer	\$ 905.81	\$ 495.00			\$ 1,400.81	\$ 3,795.00	37%
Total Membership	\$ 3,317.43	\$ 2,240.00	\$ -	\$ -	\$ 5,557.43	\$ 15,970.00	35%
Other Income							
Advertising - Bulletin					\$ -		
Award E-D entrance					\$ -	\$ 150.00	0%
Indexing Booklet (Burek)					\$ -		
Magpie pins					\$ -		
Mentorship program	\$ 100.00	\$ 100.00			\$ 200.00	\$ 400.00	50%
Total Other Income	\$ 100.00	\$ 100.00	\$ -	\$ -	\$ 200.00	\$ 550.00	36%
TOTAL INCOME	\$ 3,417.43	\$ 2,340.00	\$ -	\$ -	\$ 5,757.43	\$ 16,520.00	35%
EXPENSES							
Awards							
Banquet tickets (E-D award winner)					\$ -		
Frames, certificates, mailing					\$ -	\$ 370.00	0%
Translation	\$ 75.94				\$ 75.94	\$ 100.00	76%
Total Awards	\$ 75.94	\$ -	\$ -	\$ -	\$ 75.94	\$ 470.00	16%
Bulletin							
InDesign		\$ 48.74			\$ 48.74	\$ 150.00	32%
Postage					\$ -	\$ 125.00	0%
Printing					\$ -	\$ 615.00	0%
Translation					\$ -	\$ 700.00	0%
Total Bulletin	\$ -	\$ 48.74	\$ -	\$ -	\$ 48.74	\$ 1,590.00	3%
Executive Expenses							
International liaison travel					\$ -		
Executive Travel							
Executive Meetings					\$ -		
Regional meetings						\$ 400.00	0%
Total Executive Expenses	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 400.00	0%
Membership expenses							
Memb Stripe/Bank Fees		\$ 72.67			\$ 72.67	\$ 479.00	15%
The Indexer	\$ 1,906.59				\$ 1,906.59	\$ 7,725.00	25%
Total Membership expenses	\$ 1,906.59	\$ 72.67	\$ -	\$ -	\$ 1,979.26	\$ 8,204.00	24%
Mentorship program					\$ -		
Honorarium payouts	\$ 90.00				\$ 90.00	\$ 360.00	25%
Miscellaneous expenses						\$ 150.00	0%
Operating Expenses							
Bank Fees	\$ 103.26	\$ 4.50			\$ 107.76		
Postage					\$ -		

Income & Expense	Fiscal Year 2020 - 2021					9/7/2020	
	2020 Q2 Apr-Jun	2020 Q3 Jul-Sep 7	2020 Q4 Oct-Dec	2021 Q1 Jan-Mar	Fiscal YTD	Budget	Var
Total Operating Expenses	\$ 103.26	\$ 4.50	\$ -	\$ -	\$ 107.76	\$ 120.00	90%
Promotion							
Association memberships, etc.		\$ 452.03			\$ 452.03	\$ 420.00	108%
Printing						\$ 300.00	0%
Advertising					\$ -	\$ 1,000.00	0%
Word on the Street Toronto					\$ -		
Total Promotion	\$ -	\$ 452.03	\$ -	\$ -	\$ 452.03	\$ 1,720.00	26%
Software < \$500							
QuickBooks Online		\$ 327.70			\$ 327.70	\$ 300.00	109%
Zoom					\$ -	\$ 200.00	0%
Total Software	\$ -	\$ 327.70	\$ -	\$ -	\$ 327.70	\$ 500.00	66%
Volunteer Appreciation					\$ -		
Volunteer Appreciation					\$ -	\$ 100.00	0%
Website and Listservs					\$ -		
Hosting		\$ 289.67			\$ 289.67	\$ 300.00	97%
Maintenance (including plugins)		\$ 139.21			\$ 139.21	\$ 160.00	87%
Web Networks		\$ 170.00			\$ 170.00	\$ 170.00	100%
Translations					\$ -	\$ 200.00	0%
Total Website and Listservs	\$ -	\$ 598.88	\$ -	\$ -	\$ 598.88	\$ 830.00	72%
TOTAL EXPENSES	\$ 2,175.79	\$ 1,504.52	\$ -	\$ -	\$ 3,680.31	\$ 14,444.00	25%
NET OPERATING PROFIT/LOSS	\$ 1,241.64	\$ 835.48	\$ -	\$ -	\$ 2,077.12	\$ 2,076.00	100%
Extraordinary and Special Project expenses							
TIDE Bursary					\$ -	\$ 3,400.00	
Archival material expenses					\$ -	\$ 250.00	
TIDE webinar					\$ -	\$ 350.00	
Publishers Outreach mailing					\$ -	\$ 180.00	
Membership surveys					\$ -	\$ 50.00	
Other new projects					\$ -	\$ 2,000.00	
Total Extraordinary	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 6,230.00	0%
NET BEFORE CONFERENCE	\$ 1,241.64	\$ 835.48	\$ -	\$ -	\$ 2,077.12	\$ (4,154.00)	-50%
Conference							
Revenue	\$ (217.50)				\$ (217.50)		
Expenses	\$ 53.37				\$ 53.37		
Conference Net	\$ (270.87)	\$ -	\$ -	\$ -	\$ (270.87)	\$ -	
Accrued Interest	\$ 24.51	\$ 109.99			\$ 134.50	\$ 100.00	135%
NET PROFIT/LOSS	\$ 995.28	\$ 945.47	\$ -	\$ -	\$ 1,940.75	\$ (4,054.00)	-48%

Balance Sheet

Current Quarter

	2020 Q2		2020 Q2 Sept 7
	Jun 30	Change	
Cash Account	\$ 21,888.78	\$ 6,964.01	\$ 28,852.79
GICs	\$ 19,634.08	\$ (5,935.25)	\$ 13,698.83
Stripe	\$ 251.86	\$ (83.29)	\$ 168.57
Total	\$ 41,774.72	\$ 945.47	\$ 42,720.19

International Liaison (F. Trahan)

We responded to SI's questions about proposed changes to *The Indexer* by Liverpool University Press (LUP). The first, and seemingly most important, question was about removing the five-year open access wall (thus making all content available at a cost only). The ISC/SCI executive was not in favour of this, preferring to keep open access to anyone (even considering that all ISC/SCI members have free access since we are subscribers to the journal). Our position was the same as most other indexing societies. In the end LUP agreed to keep open access beyond five years.

SI didn't say anything related to the other questions. One question was about what to do with theindexer.org website if open access was removed, because this would have meant most of the website would become irrelevant. ISC/SCI was in favour of keeping as much as possible of this website and even to add new content.

For information

September 2020 Membership Report (Julia White)

Activities completed

- Julia White started as the new Membership Secretary in August. Lisa Fedorak provided training and support during the transition.
- Lisa produced a Membership Secretary Manual documenting the tasks and responsibilities of the role.
- Welcomed new member Sandra Muchekeza, winner of TIDE's Diversity in Canadian Publishing Bursary Award
- Established new membership category for Award runners up: Basic Trial, accepted by three people
- Communications with SI regarding *The Indexer* missing March 2020 issues (Lisa)
- membership survey sent to members and responses collated. (Lisa)
- prepared Membership Report for *The Bulletin* (Lisa)

Planned activities

- Resources for newcomers
- send survey to members and summary of survey to *The Bulletin*

Membership numbers

As of September 12, 2020, we have 108 members.

On a year-over-year basis, membership numbers have increased 4.9%. Canadian memberships have risen and international memberships have been stable.

Since the last report in May 2020, the total number of members is unchanged. Individual memberships declined by four, but this decrease was offset by three new Basic Trial memberships and one new Institutional membership.

Comparative	Sept 2020	May 2020	Sept 2019
Total	108	108	103
Canada	91	91	87
International	17	17	17
Individual Basic	26	28	29
Individual Listed	65	67	63
Student	3	3	1
Emeritus	3	3	3
Institutional	8	7	7
Basic Trial	3		

RESIDENCY OF MEMBERSHIPS							
Canada	Total	Basic	Listed	Student	Basic Trial	Emeritus	Institutional
BC	20	5	12	-	1	1	1
AB	12	2	8	-	1	-	1
SK	1	-	-	-	-	-	1
MB	1	-	1	-	-	-	-
ON	42	8	27	1	1	2	3
QC	9	3	4	2	-	-	-
NS	3	-	3	-	-	-	-
PEI	1	1	-	-	-	-	-
NB	1	-	1	-	-	-	-
NL	1	1	-	-	-	-	-
Total Canada	91	20	56	3	3	3	6
International							
United States	15	5	8	-	-	-	2
Other	2	1	1	-	-	-	-
Ttl International	17	6	9	-	-	-	2

New members

The following members have joined since the previous report in May:

Mikayla Cameron, Maple Ridge, BC; Individual Basic
 Allan Cho, Vancouver, BC; Basic Trial
 Marco De Petrillo, Saint-Laurent, QC; Individual Basic
 Amron Gravett, Tucson, AZ, USA; Individual Listed
 Victoria Gregory, Val-des-Monts, QC; Individual Basic
 Gina Guilinger, Arvada, CO, USA; Individual Listed
 Leah Horlick, Calgary, AB; Basic Trial
 Don Howes, Burnaby, BC; Individual Listed
 Janice Logan, Victoria, BC; Emeritus
 Ren Milmine, Edmonton, AB; Individual Listed
 Tere Mullin, Hubbards, NS; Individual Listed
 Sandra Mucchekeza, Edmonton, AB; Individual Listed
 Puneet Sekhon, Brampton, ON; Basic Trial

This report is for information and can go in the consent section of the Agenda.

President's Report, September 19, 2020

I looked at the list of what I had planned to get done, and sadly, I haven't managed to get much of it done. It's been a bit of a rough summer for me. However, things are looking up!

I did get the following items done:

- I found three new executive committee members: Judith Clark (communications), Vicki Gregory (*Bulletin*), and Julia White (membership).
 - I struck a succession committee consisting of Mary Newberry, Margaret de Boer, Jason Begy, and myself. We will be starting to meet at the end of September or the beginning of October.
 - I filled out the form and got the invoice paid for our BPC membership.
 - I sent all the questions generated by the executive committee about a potential webinar program to Wendy Savage.
 - I worked with François Trahan to gather the press releases about and photos of the award winners for him to send to *The Indexer*.
 - I updated the annual letter to members with contact information and sent it to Julia to send out.
 - I helped Judith get organized to send her first press release out.
 - I helped Julia get the first *Bulletin* of 2020 out, and am helping her (minimally) with the second.
 - I am working with Ann Kingdom (SI), Clare Hooper (LUP), and Kirsten Poole (LUP) to sort out the problems with getting both the print issues of and the online access to *The Indexer*.
-

Website Administration (JoAnne Burek)

The website continues to hum along. Activities since July include the following:

- Modified the calendar entries for monthly chats so that the Zoom meeting link is displayed if you are logged in.
- Removed the "Emeritus" membership type from the registration page.
- Added the "6-month free trial" membership as a membership type and created a special registration page for it. You can access this page only if you are given the link to it by the membership secretary. The membership automatically expires after six months. However, a trial member can still up at any time to upgrade to a paid membership.

- Created the “Dear Indexing Student” page based on the letter we have been sending. This link will be shared with the Berkeley course students as well as any other student groups we wish to send this to. Here is the link:
- Applied several edits and updates for French and bilingual content.
- Updated the website user guide in Dropbox (under the Board/Website folder)

This report is for information only.

ISC/SCI Webinar Program

Wendy Savage

It doesn't seem that any of our sister indexing societies, other than ASI, have active webinar programs. This may be due to lack of resources or lack of perceived need. Communities in European countries tend to be physically closer together, and in-person seminars are always better than webinars! However, communities in countries such as South Africa and Australia are much further apart, and although they do hold seminars, they don't appear to have any active webinar programs. Covid-19 looks set to stay with all of us for a while, and this may change the way that societies operate.

Although our Canadian Society has access to ASI webinars at discounted rates, the prices are still quite high, especially when the exchange rate is taken into consideration. For this reason, it is worthwhile considering whether a Canadian webinar program is feasible. Some subjects do have a particular Canadian bias (as per Paula Butler's TIDE meeting), which is also worth taking into account.

Online learning is an essential tool for Indexers, both new and experienced. Members of the Indexer's Discussion Group (IDG) are often referred to ASI webinars when questions arise. There is a pool of expertise in Canada - maybe we can create our own online learning program?

To my knowledge, ISC/SCI has a Zoom subscription for meetings. The ISC/SCI AGM this year was held successfully online, and that was held as a meeting rather than a webinar. The TIDE 'webinar' was successfully held without needing added features. A webinar subscription does have extra capabilities, the applicability of which are being investigated.

I have had discussions with Girl Guides of Canada, who are using Zoom webinars extensively at this time. I am also in discussion with Gwen Henson from ASI, about experience and recommendations that they may have in this regard. Online research is also continuing.

Indexer Problems, report

Alexandra Peace

Lisa as membership secretary, reported multiple problems with LUP ... receiving the print copies of The Indexer and also getting access to the online version.

After discussions with Lisa and François, the international liaison, we decided to contact Ann Kingdom from SI and ask her to intervene on our behalf.

LUP agreed to resend the March issue, and between all of us, determined a method of getting online.

Lisa, François, and Julia (now membership) have informed the membership of this several times.

I have asked for an update (as this all happened at the beginning of August), and have been referred to LUP directly (as Ann is on holiday at the moment). I have asked when the March issue was resent and who the contact person is at LUP for those people still having problems getting online.

I will keep the executive committee and the membership updated.

The letter that I sent to Ann is below.

This is for information only.

Dear Ann,

We need some help to solve some challenges ISC/SCI is having with The Indexer. Paul at the SI office seems unable to help us.

We are having the following problems:

1. Access to the online version is difficult or sometimes impossible to obtain. For example, members are getting error messages such as
“The email validation link you have followed is invalid.”
“You have not entered your email address correctly.”
2. Liverpool University Press are unresponsive to our membership secretary’s requests for more information on behalf of our members. Our membership secretary is aware that LUP has just changed websites, but when she asked for information from LUP to send to the members to alert them that access may be difficult, she was told how SHE could access the site.
3. The March print issue has not been delivered to our members, and we have no idea when it will be. The membership secretary first started asking where it was on June 24—over six weeks ago.
4. The June print issue has not been delivered to our members, and we have no idea when it will be.

We have members asking about getting the print copies and access to the online version, and we have been unable to help them, for months. We pay a considerable amount of money to allow our members to have access to both print and online versions of The Indexer. It is August, and some of our members have yet to see a single copy this year in any form.

Could you please help us solve these issues?

Publishers' Letter Report (Judith Clark)

Recommendations for the committee to consider.

- When to send the PL
- Format for the PL
- Frequency of the PL
- 2021 and beyond

When to send the PL

The 2020 PL was sent in March. I suggest sending the 2021 letter in March. Judi suggested the fall, but that would create an 18-month gap between letters one and two.

Format for the PL

For 2021, I suggest the letter be sent as a paper document with accompanying bookmarks. Something physical is more likely to be shared with junior editors and other staff. Emails may be sent to SPAM folders before they can be seen or, if received, simply deleted by the recipient without sharing among staff.

Frequency of the PL

A suggestion was made that a separate second letter that focuses on society accomplishments go out, but at a different time of year. I think raising ISC's profile and reinforcing its message on social media where authors, indexers, editors, and publishers hang out would be more useful.

Social media is a better place for this kind of information because it can be shared by people who see it, and it will potentially be seen by any other organization (or author, indexer, editor) following ISC or being followed by ISC. Any time an ISC post is liked or shared, non-followers may see it as well. For example, the ISC Twitter account could follow all the publishers on our mailing address list on Twitter (also editors, indexers, indexing organizations, authors, and other relevant persons or groups) to broaden ISC's reach.¹

2021 and beyond

I suggest evaluating the program six months after the next letter is sent to consider whether to adjust or change anything, perhaps in the 2021 September Executive Meeting.

Discussion

- Are the recommendations for the letter acceptable? If so, will the members who did envelope stuffing be available for a repeat session? Is a motion required to choose a time to send the letter?

¹As an example of fun, attention-grabbing ideas to promote indexers and indexing, see **The Indexer**, Volume 38 (2020), Issue 3 -- *National Indexing Day 2020 in the United Kingdom* by Ann Kingdom.

Membership Survey Report (Lisa Fedorak, Martin Gavin)

This ad hoc committee put together a survey of the membership with the object of gaining more information about the members to help inform the work and recommendations of committees and the decision-making process of the Executive. Another idea of the survey

was to find out how members are dealing with the COVID-19 situation and how the society could help.

The survey was compiled and sent to the membership. Forty-seven members responded which is 46% of the membership.

Sixteen days were given to the membership to complete the survey in the latter half of August. The deployment of the survey was not optimal as many are on vacation at this time of the year, and perhaps additional time could have been allowed for those who only review non work-related emails once a week. The average time to complete the survey was about 15 minutes.

Throughout the survey a feature in the form of a reverse, or inverse bell curve of the membership was noted. Long-time, experienced full-time indexers were well represented, as were beginning indexers with little to no experience, but there were fewer indexers in the middle who had been in business a handful of years. There appears to be attrition in the profession amongst new indexers after a couple of years. Given the smaller numbers of indexers who haven't been at it for as long as the large, experienced group maybe we are in for a shortage of indexers if the attrition rate of new indexers continues and more experienced indexers retire. Or, this could be normal: we don't have other numbers to compare to. The attrition rate of new indexer memberships is quite high with many not renewing after one or two years and this seems to be an ongoing trend.

Key observations:

- **Training:** The highest number of individuals report being self-taught. It is unclear if this is the only training that these individuals have, as people could select more than one method of training. This raises the question how much formal training Society members have. ISC/SCI advocates that the trained indexer is one's best bet for indexing; but is that representative of our membership?
- **Software:** A large number report using Word; however, it is unclear whether people were using Word for its indexing functions or for other tasks (word count, spell check, etc.). Additionally CINDEK is the most popular indexing software.
- **Types of client:** Individual authors and presses are the top clients. In hindsight it is unclear if these were freelance editors, or merely a relationship with a specific editor at a press. Perhaps the indexer felt the editor was the client rather than the press (or perhaps the editor had moved from press to press and kept the indexer).
- **Valued aspects of ISC/SCI membership:** Networking and association membership as signalling professionalism are essentially tied; however, it appears professionalism was more often selected as a first choice than networking. Arguably, improving indexing skills and keeping up to date on current trends could be viewed as being in the same category. Notably, improving business skills is the least important to the respondents; yet marketing, invoicing, quoting, cold calling,

and running a business show up frequently as desired conference topics, and there is also a desire for the ISC/SCI to help the membership get more work.

- **Ranking of ISC/SCI benefits - paid listings:** The paid listing is by far the most popular; The Indexer was close behind. The ratio of paid to unpaid listings echoes ratio of experienced to new indexers. Most listing holders 72% (24) note receiving at least one query per year, with 51% (17) reporting a conversion to at least one client. It should be noted that these numbers only represent clients known to have come through the ISC/SCI email system. It cannot track any secondary effects of the listing such as clients referred to the indexer by an existing client who originally found the indexer through a listing, or a client checking the ISC/SCI listing, then contacting an indexer through the indexer's website.

Additional services for ISC/SCI to consider:

- a. Many suggestions for various professional development topics, and general support for ISC/SCI's advocating for indexing (which confirms the work ISC/SCI is currently doing).
- b. Dispute resolution service or advice for working with difficult clients.
- c. Encourage publishers to nominate for the Ewart-Daveluy award.
- d. Events or discussions targeted at new members (which the Exec has recently identified as something to work towards).

Conference:

- e. Professional development is the main reason people attend—which stands to reason.
- f. The networking aspect is also popular, which agrees with responses showing networking as a membership benefit.
- g. Cost is cited as the biggest reason for not attending, which is not a surprise, given the size of Canada. The decision to alternate locations (West, East, Central) seems to be a good attempt to make the conference as accessible as possible to Canadian members at least every 4 years.
- h. Parliamentary indexers may not be granted time and funds by their employer to attend. It is unclear if this is because Parliament is in session, , lack of sessions with relevant sessions or other reasons.
- i. Many ideas put forward are currently on the conference list of possible topics. Support for the consecutive sessions (as opposed to break-out or concurrent sessions) was noted, as well as the consistent quality of presenters.

Recommendations

- The committee recommends that the membership be surveyed annually, as follows:
 - a. A Very Short Survey (2–3 questions) every other year. The Very Short Survey will help alert the Executive to shifts in satisfaction and give members an

opportunity to voice concerns or kudos. An annual survey also invites people to comment and participate. The Very Short Survey asks:

- i. On a scale of 1–10 how happy are you with your membership in ISC/SCI?
 - ii. Tell us what we do not know (or words to that effect!).
- b. A Brief Survey (10–15 questions) every other year (alternating with the Very Short Survey). The Brief Survey asks the same two questions as above as well as touching on key areas of the Long Survey or other topics if necessary, but without diving too deep.
- c. A Long Survey only every five years. It would be based on the 2020 survey, but with the following changes:
- d. **Satisfaction:** On a scale of 1–10 how happy they are with their membership in ISC/SCI.
Training: rephrase to focus on the main formal training one has and only allow one response. Include as options: USDA, librarian, library technician training.
Work Hours: add option for organization members who do not index.
Software: Include two options for Word, one for using Word to index and the other using Word for non-indexing features. Consider asking what PDF software people use, paid vs unpaid versions.
Main clients or employer: specify freelance editors.
Volunteer: this question does not need to be asked in the future.

Other recommendations that arose from discussion:

- The renewal reminder email sent to members could mention that this is a good time check your paid listing, if you have one, to ensure it best reflects your skills and experience.
- Track new member attrition to assist in predicting potential shortages of new indexers and possible areas for improved engagement with new members and new indexers.
- Recommend that the conference committee aim to always have one presentation on other types of indexing such as parliamentary indexing.

The survey results should be made available to the general public, but should be posted in the members only section. A brief summary should be noted in The Bulletin.

For Discussion

2020 09 19 Translations Committee Report

The committee continues to meet regularly, going through each page on the website and determining whether there is any translation needed. If it is just a few words, François does it. If we think it may need longer, we mark it to decide at the end whether to send it to the translation coordinator (after executive committee approval).

In addition, we often run across odd bits of things on the website that generally need cleaning up, and JoAnne adds those to her list. At the end of this process, we will be recommending some way to keep checking the website for proper connections and links.

One of the things we have discovered is that if the reader clicks on a button for which there is no stand-alone French page, they get popped out to the home page, rather than the bilingual page. Therefore, the translation committee recommends the purchase of a website plugin.

MOTION: To purchase the Polylang Pro plugin (99 euros, one time, 49.50 euros each year after) for the website, so that French visitors can move from French-only web pages to our bilingual web pages without disruption, providing a user experience equal to that of English-speaking users.

2020 07 04 Bulletin Back Issues, Revisited 2020 09 19

Current ISC/SCI Position (from our policy accepted October 2019)

Public access

Issues will be restricted to members for two issues then made public.

The website administrator will add the new issue to the members'-only section of the website and move the oldest issue to the public section.

The communications chair will send an email to members about the availability of the *Bulletin* on the website.

The international liaison will send a copy of the *Bulletin* to ICRIS members for dissemination to their members.

ANZSI's Position

Further discussion of the *ANZSI Newsletter* embargo (which for many years has been set at three months) resulted in a decision that the Newsletter is a benefit of ANZSI membership and as such will be available to members only. Sample issues will be made available on the public area of the website. This decision is in line with the practice followed by many other membership organisations **and all but one of our sister indexing societies.**

Discussion

Should we continue to allow non-members to have access to our newsletter, or should we reconsider and keep it a members'-only benefit?

Emeritus Membership, September 19, 2020

The ad hoc committee on Emeritus Membership asked for a design to be created for a certificate and for something that people could put on their emails.

I asked David Edelstein for a quote, as he did a good job on the *Bulletin* design, and the new bookmarks. He has all our logos and he charges a reasonable rate.

David gave me a rough quote of up to \$200 for both designs, though he thought it would come under that in the end.

I am happy to pass David's name on to someone from the committee.

Motion:

I move that ISC/SCI executive committee accept the quote from David Edelstein to create two designs for the Emeritus Scholarship: something small that people can use themselves and a certificate.

Canadian Heritage Town Hall

From BPC: Please note that all are welcome to register and we encourage you to share this invitation with your own members. Registration will be open until Monday at noon ET. See details below.

NOTE: This event is an opportunity for you to share your ideas with the Minister of Canadian Heritage, the Honourable Steven Guilbeault, on **recovery measures that would ensure the publishing sector's economic recovery in response to the COVID-19 pandemic.**

Notes from a Lapsed Member, September 19, 2020

Background: Lapsed Member Procedure

The membership secretary has a detailed list of what to do when a member lapses. One of the things is to let me know. I then send out a letter to them (see below), basically asking them whether there is anything we can do better.

I get a high rate of response to these letters. In July, I received a list of items that a member felt could be done or was done better by ANSZI. I thought it good to discuss them.

1. Accreditation (usually; that's suspended due to the pandemic). Members apply by submitting an index. If they win accreditation, they can display that on their member's page. This would be a nice thing for ISC to offer.
2. ANZSI's member listing form has a space for recent publications indexed. (OTOH, their subject categories are high-level with no option to drill down, so that's one thing that ISC does better.)
3. I think there should be a call for nominations for the Tamarack award. Currently it's decided by the President, which is a very centralized and top-down way of doing things. The members will have a different perspective; they'll think about volunteers who have been helpful to them.

For Discussion