

Editorial

The digital age has naturally unleashed a new lexicon of terms, some of which had no previous existence, others coloured by primary new uses. An example of the latter is Zoom. It's proverbially an ill wind that blows none any good and, by virtue of driving meetings away from offices, Covid has enormously benefitted Zoom. In its first active month, just over a decade ago, the conference program attracted 400,000 users. By the fourth month of the pandemic, 300 million were accessing it daily.



For some, the first experience of a Zoom link with more fellow participants than may be accommodated in one window will have been last November's SI Conference. 70 of us variously sat before our screens, to a greater or lesser extent regretting that we had chosen that top, not fixed our hair more diligently or omitted to move that eye-catching book from the background. Some of us were a touch slow fully to get the hang of how to navigate this curiously regimented confrontation. But the event passed off without serious delay, collision or embarrassment. Rather more SI members may be embraced by the baby boomer than the baby zoomer generation, but we acquitted ourselves gamely.

Like everything else on the Internet, of course, Zoom has its risks, its weaknesses and its downsides. The phenomenon of 'Zoombombing', whereby undesirables disrupt teleconferences, cost Zoom dear by exposing its vulnerability to security breaches. A class action was brought against Zoom Video Communications Inc in San José last summer, accusing the company of exposing itself to penetration through the improper sharing of customers' data. Zoom agreed to pay \$85 million to the action participants. Anyone who used Zoom before 30 July last might be entitled to recompense. Read [ZoomMeetingClassAction.com](https://www.zoommeetingclassaction.com) carefully; it may be too nominal to justify the effort.

An earlier complaint, by the Electronic Privacy Information Center (EPIC), alleged that Zoom had "intentionally designed its web conferencing service to bypass browser security settings and remotely enable a user's web camera without the knowledge or consent of the user". Zoom's security and privacy practices have continued to come into question.

Some simple precautions offer themselves. Zoombombing may be avoided by participants being given a password, as the SI did for conference. It's also safer to join a meeting via your browser rather than Zoom's own desktop software, an option always available when clicking the link but easy to overlook.

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Sidelights January 2022

Editor: W. Stephen Gilbert, Meadlands, Pickwick, Corsham, Wilts, SN13 0JD
email: sidelights@indexers.org.uk

Page layout by Watermark, Cromer, Norfolk, NR27 9DA
Proofreading by Christine Shuttleworth

Sidelights is the quarterly newsletter of

The Society of Indexers
Woodbourn Business Centre
10 Jessell Street
Sheffield S9 3HY
tel: +44(0)114 244 9561
fax: +44(0)114 244 9563
email: admin@indexers.org.uk

It is issued free of charge to members. The Society wishes to assert that all opinions expressed are those of the contributors.

All enquiries should be directed to the Office Manager or to the Secretary, Philippa Jevons, at the above address or secretary@indexers.org.uk

Articles, letters or other items are always welcome but should be discussed with the editor to ensure they are suitable and can be accommodated. Unexpected and unsolicited material will be treated as a letter and will normally be limited to a half page. Any copy may be edited, cut or refused publication, or submitted to the Executive Board or others for comment. Items should be emailed; text attachments should be in .doc, .rtf or .txt formats, pictures as .jpg files capable of being reproduced at 300dpi at the intended size.

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Missed an article in *Sidelights*?
Back issues and the cumulative index for 2006–2015 are [on the website](#)

April 2022 *Sidelights*

Copy deadline

Friday 8 April 2022

(for electronic distribution mid-April)

Presidential musings

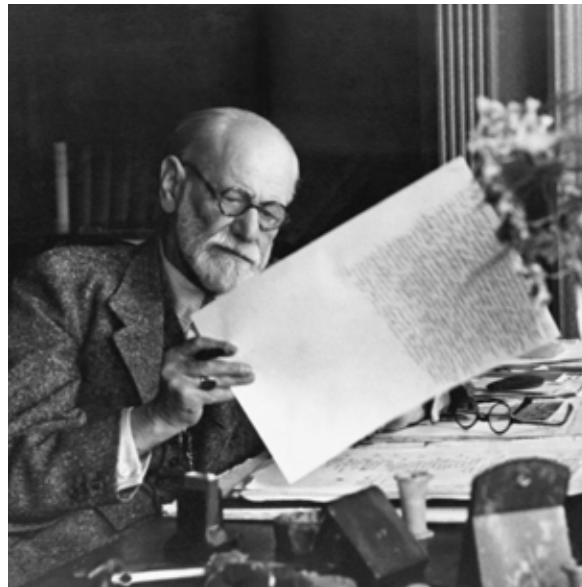
Ah, curses: another book with no index. This one is *Freud's Patients: A Book of Lives*, in every other respect a handsome edition from Reaktion books. I've been reading it to interview the author, Mikkel Borch-Jacobsen, on the weekly books podcast I host for *The Spectator*.

Now, I should say, this is really a most interesting book. The author – a leading historian of psychiatry – has ferreted assiduously in the archives to establish the real names of the patients who rested their Mitteleuropean bottoms on Sigmund Freud's consulting couch. In Freud's own case studies, they were (more or less clumsily) anonymised. You may remember 'Wolf Man', 'Rat Man', 'Mathilde H' and 'Elisabeth Von R'.

Prof Borch-Jacobsen has not only identified them (discovering, *inter alia*, that Freud's own wife Martha Bernays appears as a case study, not to mention Arthur Koestler's dear old mum). He has discovered what there is to be discovered about their real lives and their real symptoms. And let it be said that not all of what the record shows accords with what Freud tells us about them.

In fact, the founding father of psychoanalysis, not to put too fine a point

on it, was a howling great fibber. A startling number of those patients whose lives he claimed to have turned around ended up spending the rest of their days in mental institutions, cripplingly addicted to the drugs he prescribed them, or killing themselves. There was the odd one that even Freud knew wouldn't get better. Still, he had bills to pay. Of 'Frau A', aka Elfriede Hirschfeld, he wrote: "She has no chance of getting cured", but added: "At least psychoanalysis



Dr Freud

should learn by her case and profit by her". And so psychoanalysis – in the person of Sigmund Freud – did. She spent 1,600 hours in paid analysis.

Not only would an index here have made it easier to cross-identify the flesh and blood patients with their often multiple pseudonyms in Freud's writing and letters, but I fancy it would have offered the opportunity for some pert editorialising. "Freud, Sigmund: falsifies record, *passim*; collects huge fees for failure...; loses another one to suicide...; gets analysand high..."

Sam Leith

CONGRATULATIONS TO

New Advanced Member – MSocInd(Adv)
Emma Caddy, Berlin



Betty Moys Award for Accredited Indexer qualifying in 2020

◀ **Graine Milner**

Betty Moys Highly Commended
Anna Lord ▶



Institute of Certified Indexers
Purple Pen Award for New Indexers

◀ **Ruth Martin**

Honorary Membership of the Society
Dennis Duncan ▶



Executive Board Report

The Executive Board last met on 6 December. **Nicola King** was unanimously re-elected as Chair. **Tanya Izzard** joined the Executive Board at this meeting and agreed to take on the role of Marketing Director. **Rachel Gee** stepped into the role of Training Director.

Feedback from the 2021 Conference was reviewed. This had been generally positive, with some members able to attend an online conference for the first time, and the conference sessions had been well received. Building on the Conference, EB agreed to explore the development of a series of webinars or less formal online CPD sessions that could be offered throughout the year; these might inform future conferences. Planning would start shortly for the 2022 Conference; this would be scheduled to allow participation in the ICRIS conference scheduled to run on 17–18 October, in a hybrid online/in-person model.

The date for National Indexing Day was agreed as 30 March; a meeting would take place in January to discuss activities, most likely to be virtual in form. This will be the fifth NID and the 65th anniversary of SI's founding.

Tanya Izzard

tanya@tanyaizzard.co.uk

Behind the Chair

As a new year gently creeps in, I look back on where we were this time last year and very much hope that 2022 will be easier for us all. I am looking forward to more local group meetings, both in-person and online. We've already welcomed some new members to the society who will be able to kick-start their membership with another excellent issue of *Sidelights* and I hope they will be joining in with our meetings in due course. Members with more time under their belts can look forward to the new Fellowship scheme which will come on stream shortly [see p 10].

Dennis Duncan's book *Index, A*

History of the is about to take North America by storm, where it features on Literary Hub's 'Most Anticipated Books of 2022' list and will doubtless generate further great reviews when it is released in February. It has continued to garner approving notices on Twitter and seems to have been a widely-given present in certain circles. Well done to both **Dennis** and **Paula Clarke Bain** for keeping the ball rolling.

The Executive Board will start planning for this year's National Indexing Day event, at the end of March, just as this newsletter goes out. As noted at the AGM, the Executive Board is

at the bare minimum number of members. So, if you think you can help with the running of the Society, please do get in touch. We can offer a "try before you buy" experience and let you sit in on our meetings without having to commit to anything further. We would like to think that some members will step forward in due course because we do have to stand down after two consecutive stints and it would be so much better for the society if we can hand over to people who have seen something of what goes on.

Nicola King

chair@indexers.org.uk

Website and Social Media

Membership renewals were opened at the start of December and have been going well apart from a slight hiccup with processing currency payments from members abroad. After investigation, it turned out that one particular part of the site wasn't compliant with the SCA regulations (Strong Customer Authentication). Thankfully it was resolved within a day or two. My thanks to **Silvia Benvenuto** for patiently trying to process membership payment more than once whilst we fixed this.

Below on the left is the 2021 review of where site visitors come from when first accessing the site. These have not changed much from previous years, though there is one

new entry this year with authors coming to us from a link on the Wiley website. They may not be the only publisher providing links to us because many others offer guidance in a pdf, so if a link was in those guides, it would be hidden in the direct links totals below. Excluded from this list are the hits from individual



indexers' sites, which do add up to a decent list – many indexers at least have a link to the fees page if not to others. The more sites that link to us, the higher we appear in search rankings.

The table below right shows the first page visitors arrive on before going elsewhere on the site.

On social media, the main event this last quarter was of course our own conference. Even if you have no Twitter account, you can read the summary of comments on our Wakelet story [here](#).

Since then, further positive reviews for **Dennis Duncan's** book along with an entertaining online discussion with John Lloyd led to further promotion for the society. This is available to watch again [on YouTube](#).

Ruth Ellis
website@indexers.org.uk

Referrer site	Visitors	% Share
Search engines	6275	42.20
Direct link (bookmark, email, &c)	6270	42.16
Twitter	295	1.98
nationalcareers.service.gov.uk	213	1.4
Wikipedia	213	1.4
Facebook	120	0.8
authorservices.wiley.com	87	0.58
afepi-ireland.com	79	0.53
ciep.uk	77	0.52
anzsi.org	68	0.45
linkedin.com	45	0.30
societyofauthors.org	21	0.14
indexers.ca	13	0.09


Page	Views	% Share
Forums	35864	17.75
Home	22320	11.06
Log In	10417	5.16
Directory of Professional Indexers	8898	4.04
Indexing fees	4248	2.10
A career in indexing	2999	1.49
Training course overview/features	2901	1.44
Training course	2666	1.32
Conference 2021 home page	1969	0.98
Training course prices and ordering	1213	0.6
Shop	1125	0.56
About indexing	1004	0.5

Conference 2021: Boosting Your Indexing Business

Conference: the freelancer's mini-break. It's 'away', but still a bit work-y, and so is allowed. I've attended a few of the Society of Indexers' conferences in recent years, as a day participant. It's an opportunity to meet other indexers and to chalk up some continuing professional development. I've always enjoyed the day-trip aspect: catching the early train with a complicated

takeaway coffee; putting faces to names; actually leaving the house. Discovering a new city. But life has changed, for now, and in November, the Society's first online conference was held. The previous year's event, planned for October 2020, had been cancelled, and the move to Zoom was a pragmatic response to the ongoing uncertainty of COVID-19 risks and restrictions. So: no train, no

fancy coffee, no leaving the house. We could wear ... pyjamas? Finally. The introvert's dream.

Surely here was the most accessible conference ever, open to all, including those unable to travel due to health, finances, or caring commitments. More than 70 delegates – and a few cats – attended, including a good number of international attendees. 

p4 ↻ The two-day conference started on Tuesday afternoon, with a full day on Wednesday. The programme followed a similar structure to in-person conferences, starting with a welcome from SI chair **Nicola King** and honorary president **Sam Leith**. In an entirely suitable dicky bow, he told us how great we are: how trendy, ahead of the lockdown curve with our “scholarly solitary” WFH ways; and praised the indispensable work we do. In researching a book proposal for a history of children’s literature, Sam described rediscovering the joy of reading for research, with its lists of notes and quotes and connections,

Indexing, process of

📖 **Metaness of indexing a book about book indexes:**

- ▣ awareness of audiences – index knowledge or not
- ▣ dual natures of text – scholarly and trade, serious and silly
- ▣ letter-by-letter and word-by-word example from its own index

from Paula Clarke Bain's presentation

which would be impossible without indexes. Hurrah for indexers.

One would have to have been in a very deep lockdown to miss the excitement about the publication of

an informed eye. This index, with its knowledge, wit, and snark, could only have been written by a human, and the book includes a computer-generated index as a contrast to Paula’s. No index was provided to the presentation slides, but they did include manicule (pointy finger) bullet points (with mini-manicules for sublevels).

In recognition of his role in publicising indexing and indexers and his close links with the Society, it was agreed unanimously at the AGM to award honorary membership to Dennis Duncan.

Working alone, who do you ask when you’re stuck? Well, there’s Sldeline and the forums for students and new professionals, and there are software forums online. But sometimes you don’t even know what you want to find out. So the ‘working smarter’ software sessions on Tuesday afternoon were great: the online interface worked well as a classroom, with the presenters sharing their screens and demonstrating directly in the software. **Frances Lennie** and **Maria Sullivan** presented CINDEK; **Katharina Munk** and **Pilar Wyman** promoted Index-Manager; **Tanya Izzard** demonstrated SKY Index; and **Barry Campbell** explained how to use IndexExploit and Word. Here was an opportunity to pick up tips on the software that indexers use every day, and to research alternatives or additional programmes.

I attended the session ‘Working smarter with SKY Index’, or “everything you wanted to know about SKY, but were too impatient to look up”. Tanya’s presentation was packed with practical tips and ↻ **p6**



President Leith dressed for indexing



Paula Clarke Bain's book-themed gown

Dennis Duncan's *Index, A History of the*. It’s been reviewed extensively, and several reviewers have mentioned the index and its indexer, the SI’s very own **Paula Clarke Bain**. In fact, the cover blurb of the American edition highlights it: “Don’t miss the amazing index!” As the conference keynote lecture, Dennis and Paula presented their adventures in writing the book and its index, and its mind-bending levels of metaness. This was a talk about indexing a book about indexing, in which the indexer is herself indexed. Perhaps there’s another book (and index) in that: a book about indexing a book about indexing.

It was an inspiration to hear Paula describe the work of building the index, of fulfilling the brief (personality and humour, eek), and the pressure of knowing that other indexers would read it with

p5 ➡ techniques to automate and simplify the work of inputting and editing an index. In future, I'll be using the acronym manager to set up abbreviations for lengthy text (useful for long entries that start with the same word); pattern-matching codes to search particular types of entry (such as ##### for any year); and setting up templates for each publisher or imprint. The presentation covered grouping and autocomplete functions, dictionaries, translations, labels, bookmarks, and tools to collapse and consume headings and subheadings and convert cross-references; the accompanying handout included page numbers for the software user guide. I opened a file and set up some of these processes on my computer during the session. The value of working along with the presentation was immense, and I look forward to more sessions like this at future conferences. Tanya's final tip? Pick a keyboard shortcut to learn each time you start a new index.

The teabreak was a bring-your-own affair. On Tuesday, we were zapped into mini-meetings (technical

term: breakout rooms) for a friendly chat with random (alphabetically adjacent?) delegates. We discussed local groups and the international conference in Berlin later this year, and were nudged to join the Society's executive board – several indexers have got commissions as a result of being on the board. Wednesday's morning break gave us choose-your-own-adventure breakout rooms: client relations, Macrex, science and medicine, biography, or embedded indexing.

Kim Birchall, Rohan Bolton, Caroline Diepeveen, Ann Hudson, and Caroline Wilding answered questions on the more practical side of the indexing process and running a business. This was a lively discussion, with lots of audience input in the chat box. Under discussion were sources for names, cross-referencing between subheadings, how to file hashtags, the benefits of personal versus business office software (personal is sufficient), entries for footnotes, and how to deal with keyword lists from clients. Kim Birchall calls this 'pagination', not indexing; it's unsatisfying and boring,

and takes longer, and she charges accordingly. It was agreed that it's vital to wait between finishing the index and checking it before sending; this is not a luxury and should be considered when scheduling the work. Ann Hudson reads through a finished index in the morning, as she's more alert; Rohan Bolton keeps reading until she finds at least one mistake, and sometimes reads the index out loud; Tanya Izzard suggested printing in an unfamiliar font; and **Jochen Fassbender** advised us to "let your index mature like a good Swiss cheese". If you're concerned that nobody will read your introductory statement, make it a running note.

Wednesday kicked off with 'Getting started', with Nicola King on finding work, negotiating terms, and communicating with your client, and **Ruth Ellis** on using social media to boost your business. This section was packed with information, from setting up an entry in the Directory of Professional Indexers, to advice on personal websites, other marketing and networking tools, and using Twitter and LinkedIn. Use these to build a network ➡ **p7**

The Indexer

The International Journal of Indexing

Articles in Volume 39, Issue 4 (December 2021) include:

The Manual de estilo Chicago-Deusto and indexing techniques in Spanish-language indexes
Jochen Fassbender

Navigating the information space of the Mary MacQueen Scrap Book wiki
Bob Jansen and Glenda Browne

Dictionary of basic indexing terminology
Jochen Fassbender



Did you know that the indexes to the journal are available on *The Indexer* website?

Visit www.theindexer.org/indexes/

You can also search for content in the journal via the LUP website site or through Scopus.



www.liverpooluniversitypress.co.uk/r/index



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p6 ↻ by sharing information, highlighting examples of good practice and referring users to reputable sources of information, such as the SI website. Ruth told us to “be human, but don't over-share”. Your LinkedIn page will be ranked higher on a Google search of your name than an entry in the SI directory or a personal website, so it's worth setting up a profile and including links to these other sites.

Sue Goodman led the discussion on 'Financial matters: dealing with late payment'. What does 'late' mean? It depends on the contract you've agreed with the client. In the UK, the Late Payment of Commercial Debts Act 1998 applies, and additional interest is due after 30 days from supply of the index. Send the invoice immediately, with the completed index. **W. Stephen Gilbert** has used the small-claims process and has even contacted his MP to resolve issues in the past, although a client 'in the hand' is valuable. **Caroline Jones**, among others, sends a 'statement' rather than second invoice, detailing a late payment fee. Ruth Ellis suggested that standard wording for late payment might be added to the resources in the members' area of the Society's website.

The conference closed with

Melanie Gee's presentation on 'Indexing the metatopic'. In order to unpack what goes on behind “it depends”, she had surveyed indexers' approaches to the main topic and gathered examples of how metatopics are indexed, from minimal treatment of simple metatopics to heading clusters for multiple metatopics. Melanie took us through the examples and provided a reading list. Mind. Blown.

Is an online conference better than a physical one? Well, it depends ...

In order to take notes and use my computer during the sessions, I used a tablet to join the Zoom call. This meant I could only see nine attendees at a time (these varied, as the display changed to include the current speaker). Once the sessions started, the screen showed only the presenter, who could share their screen to display slides, or to demonstrate 'how-to'. The desktop version of Zoom is more user-friendly – it displays more attendees, if nothing else – and some functions, such as the polling buttons, were difficult to find on the tablet. I muted the microphone, but kept the camera on – it's a bit spooky being faced with black screens without seeing who's behind them – positioned to avoid views of office clutter.

There's no travel, saving time and money. You can get organised at a desk or sofa with notebook, delegate list, snacks, handouts, and further snacks, without the packing up and moving about that goes with in-person conferences. It's efficient – attend every session, or some, and fit the rest of the day around the conference.

Several sessions had two presenters, allowing the speaker to focus on presenting, and the partner to flag up or respond to items raised in the chat. As a result, questions and comments were more organic than the traditional end-of-session Q&A format.

The names-to-faces element was present, more so than in person, perhaps, without having to peer at stickers on chests. I did miss meeting others in person, chatting to the next person in the tea queue, and the buzz of being at a live event.

With its presentations on using social media, getting jobs, using software more efficiently, and getting paid faster bookended by the talks on *Index, a History of the* and the metatopic, *Boosting Your Indexing Business* delivered on its promise.

Non Lowri Evans
non_evans@outlook.com

Berlin Conference 2022

We may have left the European Union, but cross-channel cooperation among indexers from Germany, The Netherlands and the UK is alive and well, with plans for 'Continental connections', the international indexing conference in Berlin (and online) on 18 and 19 October this year, well on the way to being finalised.

Every conference is different, throwing up challenges associated with a particular venue or with speakers dropping out at the last-minute, for example, but the COVID-19 pandemic has been something of a game-changer. Initially forcing conferences to be cancelled or postponed (the Berlin conference was originally scheduled for 2021),

there is no doubt that it has dramatically accelerated the move to virtual events. For indexers around the world these have led to a feeling of belonging to an international professional community. It is so much easier to attend online events; and without the major constraints of distance, time and cost, it is just as convenient to attend overseas conferences as national ones.

In many ways it is also much easier to organise an online conference. However, as the feedback from our first online conference showed, although one of the best aspects was 'seeing' other indexers and putting faces to names, at the same time, the lack of face-to-face networking, both

chance encounters and meeting old friends, was one of the worst aspects. Meeting other indexers has always been seen as a key benefit of conferences, particularly for freelancers working largely in isolation. As things gradually return to 'normal' (we hope), a mixture of online and face-to-face events looks like being the preferred pattern. As far as the Berlin conference is concerned, we are venturing into new territory with a hybrid conference. We are determined to run a face-to-face event in Berlin, but we recognise the importance of catering for those who are unwilling (or unable) to make the journey. Presentations will be live-streamed via Zoom

↻ **p8**

p 7 ↻ (and off-site presenters on Zoom projected onto a large screen in Berlin), while for breakout sessions, the conference will effectively divide into two separate strands: several separate rooms in Berlin, and a set of online breakout rooms. The experience of online breakout rooms in both the SI and the Canadian conferences will be useful in ensuring these are as effective as possible.

Why Berlin? The International Agreement that sets out the relationships between the indexing societies stipulates that it should be reviewed every three years at a formal meeting of the International Committee of Representatives of Indexing Societies (ICRIS), which would normally take place immediately before one of the indexing conferences. (See [here](#) for more about ICRIS and reports of its meetings).

At the 2018 Shanghai meeting (see the March 2019 *Indexer*), the Nederlands Indexers Network (NIN) and the Deutsches Netzwerk der Indexer (DNI) offered to look into holding the 2021 triennial meeting, together with an indexing conference, in Germany or The Netherlands. The working group set up by **Caroline Diepeveen** and **Pierke Bosschieter** of NIN (joint ICRIS coordinators and also SI members) includes several DNI members (currently **Walter Greulich** and **Katharina Munk**) and SI has been formally involved since 2019, when I joined. And thanks to Walter and Katharina being members of Deutsche Gesellschaft für Informationswissenschaft und Informationspraxis (DGI), we have a partner organisation to host the conference website and handle the booking administration.

An online survey established that there was sufficient interest in a European indexing conference, but there was no strong preference for one or other of the proposed locations – Berlin or Frankfurt. We spent an unbelievably long time weighing up the relative merits of the two proposed locations, eventually plumping for Berlin. But to cater for those wishing to combine it with



The Frankfurt Book Fair in 2019

a visit to one of the biggest events in the publishing year – the Frankfurt Book Fair – we settled on an October date. We hope that conference attendees will be able to stay on in Berlin for a day or two to explore this cosmopolitan and once-divided city, whose tumultuous history is celebrated in cultural landmarks from the iconic Brandenburg Gate, the Holocaust Memorial and the remains of the Berlin Wall to the amazing reconstructed Reichstag building, the second-most visited attraction in Germany. Some of Europe's best museums can be found on Museum Island or a half-hour S-bahn journey away is Potsdam, where Truman, Churchill and Stalin decided the future of post-war Europe. To whet your appetite, have another look at **Emma Caddy's** kurzer Aufenthalt

in the 'My Neck of the Woods' series (October 2021 *Sidelights*).

Throughout 2020, the committee had regular online meetings, brainstorming ideas for speakers, roughing out a draft programme, considering conference venues researched by Katharina and Walter and manipulating Excel spreadsheets to establish a draft budget. We placed adverts in *The Indexer*, highlighting the attractions of Berlin and mentioning our first keynote speakers – Judith Flanders (author of *A Place for Everything: the Curious History of Alphabetical Order*) and Professor Kiene Brillenburg-Wurth (editor of *Book Presence in a Digital Age*).

But as COVID-19 continued its relentless march around the world, and there was no guarantee that an effective vaccine

↻ **p 9**



Berlin's reconstructed Reichstag building

p 8 ↻ would be available any time soon, by October it was obvious that we should postpone the conference for a year. Fortunately, nothing was set in stone; we hadn't yet committed ourselves to anything and now we had another year to plan an even better conference. ICRIS members also agreed to postpone the formal triennial meeting rather than holding it online, but in the meantime, thanks to the initiative of Canada's **Alexandra Peace**, two very successful [informal Zoom meetings](#) have taken place, helping to cement already close relationships. These were carefully timed in relation to daylight-saving time changes so that representatives from all the societies could attend. (SI members who were at the 2019 SI conference will remember Alex for her enthusiastic presentation on the attractions of Newfoundland, where the next Canadian indexing conference was due to take place).

Having more time to plan the conference has had the added advantage of enabling us to reconsider the venue and we are now booking several conference rooms in the *WeiberWirtschaft*, which has been assisting women in establishing their own businesses for over 20 years. This seems a particularly appropriate venue for a profession dominated by women. Lunch will be provided at neighbouring restaurants and recommendations for dinner and for hotel accommodation will be provided when booking opens in the spring.

In terms of the programme, our third keynote speaker, Urs Stäheli, is now confirmed; he will be looking at indexes and lists from a sociological point of view. Reflecting the international nature of conference, we also have speakers from the USA and Australia: Gwen Henson and Devon Thomas will be exploring indexer-publisher relations, Kate Mertes will talk about developing an indexing plan for unconventional texts and **Mary Coe**. Max McMaster and I are planning a session on the future of

indexing *The Indexer*. There will also be a publishers' panel and we are working out exactly which options to include in the in-person and online breakout rooms. Full details of the programme will be available on the [conference website](#) before long, as well as booking information. But if there's a burning issue you would really like to lead a seminar on, it's not too late to get in touch with me directly or use the [conference email address](#).

Whether hybrid or in-person, before the advent of fast broadband



Berlin's Weiber Wirtschaft

and Zoom it would have been difficult for a committee split between three different countries to meet regularly to organise an international conference. Indeed, the last European conference (in the beautiful Netherlands town of Middelburg in 2010) was largely organised by Caroline Diepeveen and the NIN, liaising by email with **Adele Furbank** on the SI Executive Board and with the office. And **Sally Roots** will remember (and not fondly) all the addition-

al hassle of setting up a euro bank account; nowadays we take online card payments for granted – booking for the SI's November conference was just as easy for overseas participants as for those based in the UK.

Digital technology has transformed not only the way indexers work but the way our societies are run, streamlining many administrative processes, including conference organisation. Back in the late 1990s, when I was first involved in conference organisation, email was beginning to be used more and more for communication, helping to reduce the number of face-to-face meetings, and information was also posted on the website. But we were still very much paper-based and reliant on postal services for conference administration, with each local conference committee treasurer having to set up a separate bank account and deal with all the booking forms and accompanying cheques (remember them?). The SI office, which was only staffed on a part-time basis, played a minor role at that time; virtually every aspect of running the conference was largely the responsibility of whichever local group had volunteered (or had its arm twisted) to take it on, with the Council (later the Executive Board) very much at arm's length. Only gradually did conference organisation come to be more centralised, spearheaded by a conference director on the EB, and with much more administration being done in the office and through the website.

What has not changed, however, is the challenge of providing a balanced programme that caters for both newcomers and old hands, that widens our horizons, that helps us to hone our skills and learn new ones, and that enables us to network with our professional colleagues. The Berlin committee is doing its best to rise to this challenge; do come along and join us in the heart of Europe in October.

Ann Kingdom
conference@indexers.org.uk

A Fellowship model for the future

What is the purpose of Fellowship 2022?

Fellowship, 2022 style, is designed to encourage quality in indexing and to support the Society's aim to develop and maintain good professional standards. It remains the highest grade awarded by the Society, available to Advanced Professional Members of two years standing. It completes the grading structure, which starts when Professional Membership is awarded to those achieving accreditation through the Society's training course, and goes on to recognise the establishment of a commercial indexing career with the Advanced Professional Grade.

What does Fellowship 2022 consist of?

The new model is composed of two elements focussing on a) continuing professional development (CPD) as a means of raising personal indexing standards beyond qualification level; and b) critical self-evaluation of indexing practice to give the indexer self-knowledge of strengths and weaknesses. CPD is measured by points gained for a wide variety of indexing-related activity, including work for the Society, but with a weighting towards indexing skills. Critical self-evaluation is developed through an exercise critiquing one of the indexer's published indexes, guided by a questionnaire and submitted for feedback (but *not* for assessment) to a tutor. The completion of these two components will lead to the award of Fellowship. More detailed information will be available at launch and will be downloadable from the SI website.

How will I get my CPD points?

New Professional members can start collecting and recording CPD points on their CPD Activity form after qualification even before attaining Advanced status. Established Professional and Advanced Professional members who have already taken part in a variety of CPD activities in recent years will be able to count these towards their total of points, as the SI Office has compiled a back record for all graded members of individual CPD activity from 2015 (where this is known). You will be able to access your record when you purchase the CPD component of Fellowship. A total of 30 points is required – a few people already have all the points they need in the correct categories, and a few more will have most of their points.

What sort of CPD do I need?

The model has been constructed to allow a wide range of CPD activity. While many will have points to be added from conference and local group activities or workshops (live or online) it is recognised that not all indexers can travel long distances or have time available to attend these kinds of sessions. Other kinds of indexing-related activities will also qualify if accompanied by a report of benefit gained e.g. ASI webinars, self-study of professional journal articles, specialist courses to enhance subject knowledge in specific areas etc.

Some of your points must be for indexing-related activities. However, you can also gain points from business-related learning, and from any roles you hold, or activities you carry out for the Society; these carry



p 10 ➔ fewer points than indexing, but nevertheless will help towards your total. So, for example, participating in an indexing related workshop will carry more points than serving as a member of an SI committee, but both are valid ways of building your points total. There is also a slightly higher weighting for running an activity compared to just participating – leading a conference session will award you more points than just attending one. When the grade is launched there will be detailed information and a table, downloadable from the SI website, which will clearly set out how points are awarded.

What does the self-evaluation require?

For this you will choose one of your published indexes, ideally of a standard length, which you will then evaluate yourself by working through a detailed questionnaire. When you have completed this and written up your evaluation, you will submit it, together with the text and your index, and a tutor will provide feedback. The questionnaire itself will be downloadable from the SI website once Fellowship is launched and will provide further insights into what is involved.

The new model sounds more complicated compared to the older style Fellowship. Why is this? The previous version of Fellowship required an exceptionally high standard of indexing assessed through a demanding evaluation of a published index; this proved to be a challenge few members were prepared to embark on in recent years. It is recognised that this level of perfection is difficult to achieve on a day-to-day basis in the current commercial climate. However, it is important that Fellowship still recognises a high

standard of personal indexing practice, so the assessment component is being replaced by evidence of commitment to continued learning and improvement through CPD activity. In addition, the original index self-evaluation component is being retained. The grade of Fellow will continue to recognise a high level of indexing knowledge and skill.

While the CPD points system may seem a little complicated, with its wide range of valid activities and its weighting of points towards indexing skills, a careful reading of the documentation that will be provided should make the process clear.

What if I have further questions?

After launch, the SI office will be happy to answer any queries and provide advice. For more complex queries, for example if you have CPD activity that you think might qualify but doesn't fit with any categories listed, the office will be able to pass these on to a Fellowship Advisory Panel, which will advise and make a decision.

How much will this all cost?

The fee for Fellowship is split into the two components: the CPD Record Check, costing £27.15 and the Fellowship Self-Evaluation Tutorial, costing £135.75. You will be able to buy them in either order, but will probably want to compile your CPD points record before tackling the exercise; however, the exercise can be done before completing your CPD activity form if this suits you better.

The Society is planning to launch the new version of Fellowship in March.

Jan Worrall
CPD Director 2018–21

Obituaries

Barbara Britton

Barbara was a long-time and significant member of the Society, making valuable contributions to its activities over many years; the Society recognised this by presenting her with the Carey Award in 1993 and the Bernard Levin Award in 2000.

Barbara Marshall was born in 1934 in Middlesbrough, North Yorkshire; she said that her lifelong love of classical music, especially chamber music, came from her father (an amateur cellist), and her love of sewing from her mother (a trained dressmaker). She was at primary school from 1939 to 1945 – “being so little, I was excited by the war, the bombs, the guns and watching the searchlights”. As Middlesbrough was a steel town with docks and an aerodrome it was a target. “We had to sit in cold brick shelters when the siren went, well away from the main buildings”.

She loved her time at grammar school (1945–1953), where there was “good teaching” and “I fell in love with the Elizabethan poets – and then later, Literature”, a delight which lasted all her life. She stayed in touch over many years with several of her sixth-form fellow pupils. After school she enjoyed some months working at various counters of a local department store and then spent time as an au pair with two families in Brittany, which led to a love of French. From 1953 to 1956 she was at Somerville College, Oxford, studying for a degree in English Language and Literature; during this time she also met the man she was to marry, Albert (Joe) Britton.

After Oxford, she trained as a librarian at Newcastle-upon-Tyne Public Library, working at some of its many branches, including one “where ships in the making loomed over the streets”. In 1958 Joe Britton, now at Cheltenham Public Library, told her that an assistant was needed at Cheltenham Ladies’

College library, so she applied and got the job; the library was for staff and sixth form only and had been started by Ruskin with some of his own books.

In 1959 she and Joe married; she retired from the library and they remained in Cheltenham until 1963. By this time they had two children; Barbara recalled that the head of Somerville College had said very firmly “An educated mother will educate her children. Motherhood is also a career”.


They moved to Reading, where Joe worked in the Periodicals Department of the University Library. Cambridge became their home in 1967 when Joe moved to the Scientific Periodicals Department of the University there. Barbara’s indexing career began in 1976 after a publisher’s agent scoured the University libraries looking for indexers: “I began with an index for a textbook on boiler maintenance”. She joined the Society of Indexers and in 1980 was asked by the Secretary, **John Gordon**, to be Treasurer to the first Cambridge Conference, and then to be the Society’s Treasurer, a post she held until 1992 and to which she attended carefully and responsibly. After this she remained a member of SI Council and was then involved with the initiation, preparation, development and monitoring of the Society’s training course as a member of the training committee and as a marker.

She retired in 2002. After Joe’s death she remained in Cambridge, reading and in some cases re-reading her many books and taking an interest in the activities of her children and grandchildren. I knew Barbara first as a colleague, then as a friend. In recent years we had many long phone conversations, which were illuminated by her great knowledge of literature and history – she was always ready with a snippet of information, a quotation or an anecdote to augment (or

end) a discussion; her pleasure in reading and learning was always evident. In her work for the Society, she was moral, modest and meticulous (even providing in advance a wealth of information, from which I have drawn and quoted for this obituary: “this should save someone a bit of trouble”). It seems to me that she enjoyed almost every stage of her life and was determined to get the most out of every experience. Another SI member wrote to me recently: Barbara was “a magnificent, true lady”.

Pat Booth

Arnia van Vuuren

Dr Arnia van Vuuren of Durban, South Africa, who died in November, became an Accredited Indexer in 2015. Born in Johannesburg, she was a social worker there before returning to university to gain a doctorate in sociology, which she then taught. When she and her husband decided to relocate to Durban she looked around for a new career: one which “would provide me with mental stimulation, independence and thus the ability to decide when I want to retire (never, if I can help it), and mobility – something I could do from anywhere”. She discovered indexing and found the SI website very informative. “I enrolled in their distance learning course in indexing and found it a very difficult but also very thorough course setting a very high standard for their students and the profession. The disastrous exchange rate makes it a very expensive course but I consider it money well spent – by the time one finishes the course one really knows how to index and work at a high professional standard. Knowing from personal experience as a researcher and reader how much value a good index adds to a text and how frustrating a poor index is, it is important to me that I produce a high-quality  p13

p 12 ☞ index". She spoke highly of the SI office as very professional in their service and her fellow-indexers on the emailing list, both new and very experienced, as supportive and generous with their advice on how to deal with "the various issues that crop up unexpectedly to stump a newbie indexer". Arnia specialised in indexing texts in sociology and environmental sciences, but she was open to other subjects too; after successfully completing a course in light steel frame building, she then indexed a book on that subject.

Arnia was also a passionate birder, doing voluntary work for various environmental organizations. She was a keen 'citizen scientist' for the Animal Demography Unit's Virtual Museums and Second Southern African Bird Atlas Project (SABAP2). She ran environmental education for BirdLife Port Natal and was a member of the Vulture Media Group established by Ezemvelo KZN Wildlife (having "fallen head-over-heels in love with vultures"). The January 2018 issue of *Sidelights* includes a 'My Past Life' article by Arnia on her birding activities, which is well worth reading. She described there her introduction to birding in 1989: on the way home from a bird identification course, "I spent an hour in the African noonday summer sun trying to identify the white bird moving in the top of the thorn tree in the distance before I finally decided it was a plastic bag after all". Indexing proved the ideal occupation to combine with her birding activities: "I have spent holidays in some remote corner of South Africa discovering our wonderful biodiversity early morning and returning to work on an index in the heat of the day and well into the night. There is nothing quite like spending time running around in the bush to clear one's head and return to an index with new eyes".

In 2018 she ran a workshop on indexing basics for the Durban branch of the Professional Editors' Guild and asked for my advice; she



had already got to know me as a tutor on the SI training course. I always enjoyed my email exchanges with her, and she made me smile at Christmas 2014 when she ended an email: "If I'm allowed a very South African new year's wish: may 2015 bring exciting times as well as cosy, thoroughly enjoyable pig-out days". This was accompanied by a photo of a "warthog mom and teenagers basking in a sunny mud patch in

one of our local reserves".

I am grateful to Madely du Preez of ASAIB (the Association of Southern African Indexers and Bibliographers), of which Arnia was also a member, for supplying biographical details and the photograph taken at their 2016 conference. Quotations in this article, unless otherwise stated, come from the biography she supplied for that conference.

Ann Hudson



Melanie Gee weighs good and bad work

I gave up on New Year resolutions a long time ago: vague intentions are more my thing. One intention that I stuck with last year was to take the time to reflect in writing on each index I created. Reflecting on my year's reflections has put me in mind of preparing for my annual work appraisal back in the day; nowadays there are only the cats to appraise me, and frankly they're not interested. Assuming you're not much interested in the minutiae of my reflections either, instead I will share why I did this, how I approached it, what I made of it, and why I think you might like to try it too.


My main motivations for reflective writing were efficiency and curiosity. Efficiency, as I am hopeless at remembering even the last thing I indexed, so if I encounter indexing problems and figure out neat solutions I should probably note them down for future reference. Curiosity, as I wondered what a year of reflective writing would look like. Would it read positively or negatively? Would profound insights emerge that would change my life? At the very least I

hoped I would learn something from my end-of-year review.

So much for the 'why', now for the 'how'. I usually left it a couple of days or so between finishing an index and reflecting on it. In all honesty, I couldn't face doing it straight away, but this distance did enable me to view my indexes more objectively. While indexing, I maintain a working document of issues needing sorting out and decisions made. Previously, I would delete listed issues from my working document once they were dealt with, but now I just highlight them in a different colour. So, even though these things will have dropped out of my head, they aren't lost.

For each reflection, my first heading was 'General observations' where I noted my rationale for accepting the job and how it went in general terms. The main function of this introductory information was to provide something easy to get me going, although for index projects that I didn't enjoy for one reason or another, my writing occasionally bordered on catharsis. My second

heading was 'Client relationship' where I recorded if there were any communication problems, or conversely if the client was particularly helpful or enjoyable to work with. My notes here were usually cursory, often reading along the lines of "All fine". You can probably guess the sort of thing I wrote about project managers working for certain off-shore packaging companies. I always wrote something, and usually rather a lot, under the heading 'Metatopic': I had decided at the outset that I would focus on this area of my practice this year. As well as describing my approach to the metatopic, I also copied-and-pasted full metatopic entries into the document for ease of future reference. This proved very helpful when I was putting together a conference presentation on this subject.

For some indexes, this was all I felt the need to write about. Otherwise, I captured any other issues the text threw up. The matter of indexing cited authors came up several times, motivating me to organise some Zoom discussions about it. 

'Good work'	'Bad work'
I find the subject-matter interesting	I find the subject-matter boring
The subject-matter is within (or not too far from) my comfort zone	The subject matter is too far outside my comfort zone and/or is impenetrable
The book is well written and well put together	The book is poorly written and has many errors and/or needs a good edit
I am able to use some creativity when I index	Indexing is purely mechanical, requiring no creativity Indexing involves a disproportionate amount of grunt work, e.g. indexing all cited authors, or needing to look up lots of additional information to inform how to index individuals/places/things
I am not hampered (to the detriment of the index) by constraints on time, index presentation and/or index length	I am hampered (to the detriment of the index) by constraints on time index presentation and/or index length
I enjoy an easy-going and constructive relationship with the client	The client is difficult, unhelpful, or uncommunicative
I receive decent remuneration and prompt payment	I receive poor remuneration and/or experience payment delays
The work gives me a sense of wellbeing	The work actively makes me feel low (this may be due to the subject-matter or other issues)

p14 ↻ Occasionally I included memos to myself, including SKY tips and settings that were new to me, and a reminder to further increase my rate for embedded indexing.

Late in 2020, I indexed a book that introduced me to the notion of 'good work' and 'bad work' experienced by people working in the creative and cultural industries. (The original citation was Hesmondhalgh and Baker's book *Creative Labour: Media Work in Three Cultural Industries*). In the book I indexed, there was an account of a freelance composer whose sense of professional identity was compromised when she was directed to make her TV jingles "more cheesy" and to "add bells": this was most definitely 'bad work'. There are obvious parallels with indexing for clients who are less well-informed, as even a brief perusal of *Sideline* will attest (author-provided keyword lists, anyone?). Recollecting this book, I sometimes thought as I finished a job, "that was good work" or "that was bad work". But what was it that made the work 'good' or 'bad'? Reviewing my year of reflective writing has helped me identify some common attributes of each (see Table). I haven't assigned weightings to any of these attributes, although some will be more important than others. These attributes are personal to me, and I expect they (and their relative importance) will change as I progress through my indexing career. Yours might look a little different although I am sure we all want to receive decent remuneration for a job well done. Of course, there are other pieces of (mostly unpaid) indexing work that I do, such as organising peer reviews and meetings. These are all unquestionably 'good work' but

for other reasons than those set out in the Table.

I have been surprised by experiencing 'good work' with books having subject matter quite outside my comfort zone, which I typically accepted because I got on well with the client and/or had a gap to fill. The 'good' part came from their intrinsic interest and readability, in my having the space and time to figure out an indexing approach, and not least, in my producing indexes that I was happy with. There's been the



Cartoon by Tom Gee

odd bit of 'bad work' too, naturally. Mostly these have involved lower than desirable fees, time constraints, and subject matter that I didn't get on with: guaranteed misery. One memorable project started off 'good' and turned 'bad' due to a large number of unfortunate factors - and this in spite of the fee being decent: remuneration isn't everything. Most work has fallen somewhere between the two camps: 'Perfectly fine' work? The trick, of course, is knowing how to recognise 'good work' or 'bad work' when it's offered: I'm not there yet.

Reflective writing has made me a more thoughtful indexer, and, I believe, an improving one. I have not been shy of critiquing my own approach: again, this is helped by

leaving it a couple of days between finishing the index and writing the reflection. One entry ends with "[...] perhaps I just overcomplicated it when I indexed it?". Yes, with the benefit of even more hindsight, for this particular index I think I did. In fact, ensuring my indexes are as simple and user-friendly as possible is something I will be focussing on next year: a decision that has crystallised through reviewing my reflections. As I continue this exercise in 2022, 'User friendly indexing' will certainly be a new heading.

As intended, my reflective document is a repository of indexing decisions I have taken: something that should prove useful, provided I remember that I did indeed encounter something similar once before and think to look it up. Perhaps my document needs an index ... The standalone memos need pulling out and collating somewhere else, although I am not yet sure how or where.

I would heartily recommend giving reflective writing a go, especially if there are any elements of your indexing practice that you want to work on. It might even lead to a Zoom discussion with colleagues, a conference presentation, or an article or blog if you're that way inclined. If you're looking towards gaining SI Fellowship, you will also be well prepared for the index self-evaluation element of the application. Even if you don't fancy doing any reflective writing, why not think about what makes 'good work' and 'bad work' for you? Share it with the cat, if they're interested. And this year, let's all start out with an intention to attract more of the good stuff.

Sharon Laverick goes through the numbers

Like many other indexers, I can consider a wide range of topics and subject areas for book indexing, based upon the subject knowledge gained through my interests (particularly history, and the arts). However, I find many of the texts that I am most comfortable with fall into the areas related to my career experiences of finance, economics, and investment. Reflecting on my journey towards becoming an indexer, I can see how this thread began with my first full-time employment opportunity many years ago.

I left school at the age of sixteen, abandoning sixth form after making some poor A level choices (shorthand anyone?) and successfully applying for a job at the local tax office. I enjoyed a reasonable first salary and some fantastic educational development opportunities with the Inland Revenue (now HMRC) during my six years in their employment, with them funding both additional O levels and then A levels (in Economic History and English). Mathematics had never been one of my strengths at school. However, I gained what could be perceived as valuable experience working with numbers and accounts, which would carry me through to subsequent opportunities in the future.

I left the Inland Revenue to embark on a university degree course in a subject I was really interested in – history – combined with a subject I hoped would give me subsequent employment – library studies. Three years later I applied for a job as a civil service librarian and was invited to interview by HM Treasury in London, who felt my tax office experience with figures and accounts would be most appropriate for their vacancy. This proved to be an exciting opportunity to work at the heart of a central government department servicing the Treasury, the Cabinet Office and the Central Statistical Office during a time of many changes wrought by Margaret Thatcher's government. Many of the decisions and policies of that time

including around procurement, privatisations and relations with Europe are still having resonance and impact on our lives today. We dealt with requests for data in relation to Parliamentary Questions, liaised with and provided information to economists, and serviced day-to-day enquiries from a range of government officials. Answering some of these enquiries would often entail an unaccompanied trip to the basement, packed full of historical government publications, parliamentary papers, legislative documents and statistics, and it was just so creepy, I never felt completely alone down there.

I then took forward the developmental experience gained in this role into the City, working for an investment company (Fidelity International as they were then); employed in their research library providing services to some of the most successful fund managers of that time. In those pre-Internet days, we librarians were the gatekeepers for database searches from the likes of Datastream, Reuters Textline, and MSCI, accessible from dedicated terminals centrally positioned in the library rather than on everyone's desk; and the skills I developed in getting the most from these and other information services were very much appreciated and respected. I did start to take a course in investment analysis but unfortunately never completed it, because of a move out of London.



Standing outside the old Fidelity offices – the buildings nicely frame the Shard, which wasn't there in my day

I loved my job but had had enough of commuting, and wanted to work closer to home, although corporate librarian jobs were fairly scarce outside the capital. When an opportunity came along for such a role with career progression, I had to take it.

I began working for Chesterton, a property company based in Milton Keynes with a strong investment department, who again had selected me based on my knowledge of accounts and numbers as well as research librarian skills. As an Information Manager I was with them for twelve successful years, dropping down to a part-time basis following maternity leave. Our library served the needs of a nationwide business so involved a lot of travel

➔ p17



My first employer as a librarian – HM Treasury

p16 ☞ around the country visiting the various offices, which I enjoyed. When the company fell into difficult times I took voluntary redundancy, happy to spend more time concentrating on parenting and bringing up my two children. I decided then I was not interested in applying for another management role, I just wanted something I could do to fit in with my key role of being a mother.

I therefore applied for and got the only job I had seen advertised in the old *Library Association Record* vacancy list as a suitable opportunity for working from home, and then had my first experience as an indexer. Employed by a company in Kent called BDP, who managed the indexing of journal articles for subsequent database output, my focus was once more in the investment world with one of my regular journals based around financial advice. In addition to this role, I subsequently gained further indexing experiences through work commissioned by the CSA database company, this time dealing with abstracting and indexing arts-related journal articles. I also did some work for the Paley Centre for Media in the US, listening to transcripts of television interviews, correcting them and adding the appropriate indexing keywords.

Having seen adverts for the Society of Indexers' training course, I felt that book indexing might be the next logical step for me to take, and so I decided to bite the bullet and start the course. I took rather longer than usual in completing this because of family bereavement, but was pleased to eventually successfully complete the four units. My past experiences in indexing and the knowledge gained from the course made me feel fully equipped to embark on my first book; however, the initial commission I was offered was quite terrifying. The publisher had agreed to send me the text to have a look at before I committed to anything. It was a book about China containing many different chapters on aspects of Chinese life, but having looked through the text I could not even begin to imagine where to start

– there just seemed so much content compared to the much shorter journal articles I was used to. I therefore had to turn the work down. I am so glad I did this instead of trying to tackle it, for the next commission that came was for a book that was an absolute dream of a first experience. It was basically a short higher education toolkit for literature searching and needed a light-touch index. This time I attempted the book without any issues, and the index almost seemed to write itself – the

years for which I am always grateful, as I find them a pleasure to deal with.

Despite having a regular income stream from indexing, I was not yet done with my librarianship career. Working at home was convenient but I missed the buzz of being in a regular workplace with colleagues. Thus, I applied for and got a part-time job with De Montfort University – as a subject librarian for Fashion, Architecture, and Interior Design subjects – so this time having nothing to do with figures.



Kimberley Library at De Montfort University – very useful for searching out indexes for previous editions.

main headings were obvious and there were no difficult decisions to take along the way. That successful task gave me the confidence to carry on.

Many of my earlier books were quite general in coverage, but over the years I have found my past knowledge and experience in investment, finance and accounts have led to me developing specialisation in those areas and gaining repeat work from publishers in these fields. Some examples of the titles I have indexed in these subject areas include *The Economics of Government*, *The DIY Investor*, *Business Angel Investing*, and *The Financial System Limit*. Recently I completed the index to a book called *Better Homes*, having been contacted by the author who selected me based upon my Chesterton property experience. I have also had several history- and arts-related texts over the

The familiarity developed with these topics over my ten years of working at DMU has given me the confidence to add them to my list of possible areas for indexing, although as yet I am still waiting for my first Fashion-related indexing job.

My part-time employment means that I do not have as much time for indexing as I might like, and I do have to turn down many commissions. However, I will try and make sure I undertake anything that falls within my areas of specialism, and I also do try and enjoy the opportunities to index within my areas of interest, particularly history. I will always be grateful to that early Inland Revenue experience which gave me the career development tools, qualifications and subject knowledge to develop my career over the years and end up in the indexing environment where I currently work.

Ann Hudson tends her roots and underpinnings in Chichester



Chichester Cathedral seen from the Bishop's Garden. Picture by Ann Hudson.

Chichester "stands sweetly in a pleasant fertile Leuell, and not far from the maine Sea, her Buildings are indifferent, and her Streets fayre and cleane, especially those 4 cheife Streets that with the 4 Windes, runs streight along from the 4 Gates to the neat, round-built Freestone Crosse, which stands in the very centre of this sweet little City". These are the words of a traveller, Lieutenant Hammond, in 1635 [quoted in *Restricted Grandeur: Impressions of Chichester 1586–1948*, compiled by Timothy J. McCann, 2nd edition, 1995]. The market cross still stands at the intersection of North, South, East and West Streets; the gates succumbed to modern traffic requirements long ago, but the city walls survive almost complete as a pedestrian walkway. The cathedral, described by Hammond as "not very large, but reasonable faire", still dominates the city, though its spire is a 19th-century rebuild. I once indexed a book about Walter Farquhar Hook [1798–1875], vicar of Leeds; he became Dean of Chichester in 1859, hoping for a quiet life, but two years later the spire collapsed into the middle of the cathedral and he had to organise the rebuilding. As for Hammond's "indifferent" buildings, in the century and a half after his visit they were largely replaced

– or simply re-fronted – in the red brick Georgian style which now gives the city its flavour.

One of the smallest of English cathedral cities, with a population of under 25,000, Chichester's centre is compact enough for everything to be reached easily on foot. My husband and I have lived for nearly 27 years in a modern house outside the historic centre, within 15 minutes walk of cathedral, library, banks, post office, Waitrose, Marks and Spencer and many other useful shops. The hospital is also within easy walking distance – quite an asset as one gets older.

But while enjoying these modern amenities, the past is never far from my mind as I walk around Chichester. As an indexer specialising in archaeology and history, I

have eagerly seized opportunities to index books on the city. One was *Chichester City Walls* by Andrew Westman [Museum of London Archaeology, 2012], which describes how the walls were built in the late Roman period when the empire was disintegrating and threatened by invaders. Chichester, close to the Roman Palace at Fishbourne, was a prosperous Roman town. The walls were originally much higher, with impressive bastions. I took part in an excavation of one some years ago, finding impressive ashlar work well below current ground level. Another great opportunity was a multi-author book, *Chichester Cathedral: An Historical Survey* [ed. Mary Hobbs, Phillimore, 1994]. And as the indexer of the county journal *Sussex Archaeological Collections*  p19



Walking the city walls in Priory Park. The castle mound and the chancel of the Franciscan friary church can be seen in the background. Picture by Ann Hudson.

p18 ☞ (I have done the last 58 volumes and hope to get well past the 60th), I regularly index articles on aspects of Chichester from prehistory to the 20th century.

Chichester's architecture is a constant source of delight and interest, enhanced a few years ago when my husband was one of the editors for the revised edition of the Pevsner 'Buildings of England' volume on West Sussex [Elizabeth Williamson, Tim Hudson, Jeremy Musson and Ian Nairn, *Sussex: West*, Yale University Press, 2019]. Tim was responsible for the article on Chichester (apart from the cathedral) and I helped him by checking his account and by taking photographs for publicity lectures.

I have family connections to Chichester too. My great-grandfather, William Parry Crawley, was Priest Vicar at the cathedral in the 1870s and I have photographs of the family outside their house in the Cathedral Close. Tim, my mother and I once spent an afternoon visiting all the houses in the row called the Vicar's Close and asking if we could look at their back windows; eventually we identified the actual house, no. 1. Later in life, William returned to the area as vicar of the nearby parish of Walberton from 1899 until his death in 1907. His younger daughter, my grandmother, met and married the vicar of neighbouring Yapton.

William's elder daughter, my great-aunt Gertrude, later settled in Lewes at the other end of Sussex, and that was where I grew up. She died in 1955 and I remember her well. Although East Sussex is now a separate county, it is all part of the

diocese of Chichester, and I always thought of Chichester cathedral as 'my' cathedral. We visited Chichester regularly in the early days of the Chichester Festival Theatre in the 1960s; one highlight was seeing Sir Laurence Olivier and Joan Plowright in Shaw's *St Joan* in 1963.

I have always enjoyed walking into the city centre, often with the excuse of something I really need to get from a shop. During the Coronavirus lockdowns, with most shops closed, I had to just go for walks, often in Chichester's parks and gardens. These are all very different. Oaklands Park, to the north of the

also a bowling green and a children's playground. A rather insignificant-looking grassy mound is all that remains of Chichester's Norman castle; later there was a Franciscan friary here, of which just the chancel survives. The city wall runs round part of this park too, a pleasant walkway with many old trees and a large grey squirrel population. During lockdown it was a popular place to walk and to watch and feed the squirrels, prompting various conversations with strangers, valuable opportunities to interact with another human being.

Going further back, there were some grand Roman town houses here and, as little of Priory Park has subsequently been built on, impressive remains survive underground. The Chichester and District Archaeology Society have excavated here in recent years, finding an elaborate bath house complete with hypocaust and painted wall plaster. I took part



Cricket in Priory Park, July 1877. My great-grandfather is seated front row right, with little Gertrude. The contrast of clerical dress with cricket boots is striking.

Festival Theatre and outside the walls, has several sports fields, and slopes rapidly uphill, making it a great place for a brisk walk. What was once part of the Bishop of Chichester's private garden is now a well-loved and well-used public park, the 'Bishop's Garden', richly stocked with trees and flowering plants. The city wall runs round part of the garden and gives good views of the cathedral. I'm sure my great-grandparents enjoyed garden parties here when it was still private.

But probably my favourite is Priory Park, where my great-grandfather played cricket in the 1870s. Cricket is still played, and there are

in the annual dig in 2019 and 2021 (not in 2020 for obvious reasons), spending most of my time on finds processing – washing pottery and tile and cleaning other more delicate items with toothbrushes and dental picks (kindly donated by someone's dentist). Being the first person for thousands of years to see a Roman object with the mud washed off is always a thrill.

Chichester has many other delights too: a flourishing musical scene, the Pallant House Gallery specialising in modern British art, and easy access to the sea and to the South Downs National Park. A great place to live.

Indexing projects come in many guises. It isn't only those that inspire us to do "good work" or "bad work" in **Melanie Gee's** terms [see p 14]. Different assignments ask of us differing responses, skillsets, sensibilities. Even the basic premises can vary. At Conference, **Kim Birchall** and **Richard Munro** both assailed those authors who imagine that they're helping – or, more likely, controlling – the indexer by furnishing a list of entries they feel should figure in the index [see **Non Evans'** report, p 4].

Your correspondent found himself caught up in one of these bear traps last summer. Through an intermediary, he was offered an index for a volume to be published by one of the more notoriously stingy payers in the business. When he expressed his reluctance, it was suggested that, because the author would be supplying keywords, half the work was already done. It was not a circumstance that had arisen in his career hitherto; naïvely, he bought the proposition.

Although the skimming of a sample did not reveal the extent of the text's style, the prevailing mode soon fell into that kind of academic extrusion that seems more concerned to compete with the writer's peers in a race to jargon-laden obscurity than to illuminate a subject. It's the sort of windy rhetoric that Chekhov (at any rate, in English translation) was apt to mock as "philosophising".

As a generalist whose task is to serve a general as well as a specialist readership, the indexer can only construct an index according to general principles. Authors who write specifically for a coterie need to hire a fellow speaker of the private language the coterie speaks to carry out the task.

Keeping the author's list of keywords to hand, one checked those that there seemed to be a call for. There weren't many. There was a preponderance of terms like 'affect', 'agency', 'analysis', 'concept', 'difference', 'discourse', 'experience', 'history' . . . it seemed clear that no reader would seek out such terms in an index and, if encountering them, would be unlikely to be moved to follow them up. As Melanie Gee put it in her Conference presentation, these notions are simply too nebulous. If the index entry isn't immediately self-explanatory, it needs to be intriguing enough in its resonances to send the reader to the designated page(s). These blanket terms indicate nothing and stimulate no one. They are cited by someone coming from the text, based on knowledge of the text. But readers come from the other direction, seeking entry points in an unread text or direct reminders of where to find material.

One of the author's required keywords was 'epistemology'. It's an abstraction that might well be proposed as the book's metatopic; indeed the word 'epistemologies' appears in the volume's subtitle. And what analytical book doesn't in some sense or to some

degree treat of epistemology? Putting 'epistem' in the text pdf's search to determine how often the notion and inflections of it occurred in the text raised 175 in all. That would be a big entry, with multiple subheadings to sort out its various uses. And how useful would it really be? It wasn't difficult to decide "not at all". Further, the author had proposed 'knowledge' as a head word. This turned up 226 times in the text.

An index is not a concordance. It is not an objective list of words that occur throughout, but a subjective response to the text, pointing readers to places where they can follow the indexer's leads, furnishing "synthesised access points to all the information obtained in the text" [*Indexing Books*, Nancy C. Mulvany].

Tangentially, this particular project raised the much-debated question of citations in a particular way. Some few of the sources cited appeared in the author's keywords list, but many did not, including some that were quoted on numerous occasions. One gradually twigged that those in the list were either philosophy celebrities – what self-respecting academic volume doesn't name-drop Michel Foucault and/or Jacques Derrida somewhere? – or personal friends of the author. The indexer needs to be objective about the guidance the index provides. This indexer's rule of thumb is that a cited source is indexed if it provides direct quotation, not if it merely informs a view expressed by the book's author. But it's not up to the indexer to lubricate the author's relationships (unless of course the author is William F. Buckley Jr).

The delivered index was clearly a very different beast from the one expected. Given how it departed from the author's expectations, it was felt necessary to append an explanation, addressed not to the author but to the enabling packager. Happily, she proved entirely sympathetic to the argument and so, contrary to expectation, did the publisher. It isn't known to what extent she shared my document with the author. At any rate, the opening gambit from the author was the wish that the indexer should be paid nothing. The ensuing negotiation took place mostly behind closed doors, save that it's known that the publisher told the author either to make a new index or to propose no more than twelve changes to the one delivered. How the published outcome played out will never be known or cared about at this desk, but when the full fee was paid (much delayed by the registration process that is now standard, with university presses having to determine that one is "an approved supplier"), the packager quoted the author as conceding that the indexer had offered "thorough and careful work". Damn right.

The Locator

Letter to the Editor

Dear Sir,

A constant gripe among my contemporaries is that things are not as good as they used to be; yes, we've turned into the Grumpy Old brigade.

However, the October 2021 issue is the best I can remember. True, retirement allows more time for reading all the pages, and I may have

missed some past gems. A particular treat was the review of **Dennis Duncan's** book by **Christopher Pipe**, the long-time (and usually invisible) production manager of *Sidelights*.

May I add my voice to those encouraging new blood to become more involved in the Society. There may not have not been much

opportunity for informal chat in coffee queues of late, but mutual support abounds.

Best wishes,

Moyra Forrest

[The editor welcomes letters from readers and longs to welcome more. Being complimentary is by no means mandatory.]

Practical & Technical

CINDEX™ Tips and Tricks: Out with the Old . . .

Upgrading your software and/or computer

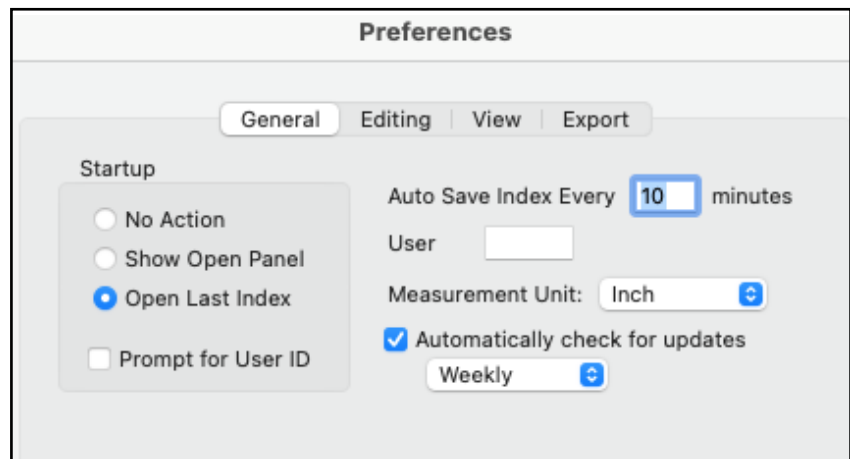
This isn't what I had intended to write about, but our support bag has been overflowing as users contemplate moving to the latest Windows or Mac operating systems or setting up a totally new machine. So, let's set the record straight about Cindex version 4:

Windows: if you are moving to Windows 11 we anticipate no discernible difference – except that Cindex will be faster than before. Cindex 4 will run on 64-bit Windows 7 and higher (yes, that includes Windows 11)

Mac: We are not encountering any problems running Cindex v.4 with Monterey (OS 12.0.1). Cindex v.4 will also run under Mavericks (OS 10.9), and all the in-between macOS releases named after Californian landmarks.

What about earlier versions of Cindex on these latest operating systems?

We discontinued technical support for Cindex v.3 (both Windows and Mac) in May of 2021 (two years after the release of v.4). We haven't extensively tested v.3 on the new operating systems so cannot guarantee that it will work correctly in all instances. We have seen that it seems to be running correctly on machines with Windows 11. With the legacy versions, please remember that if anything does go wrong, we will not



be able to troubleshoot with you.

Reminder: Set your Cindex Preferences to automatically notify you when a free update becomes available. It is fast and easy to update your software – from within Cindex – and ensures you stay current.

Updating other software/hardware

Never for the faint-hearted, upgrading your operating system or setting up a brand-new machine may also mean upgrading other software and hardware that you rely upon as part of your whole set-up – such as email programs, word processing programs, PDF readers, accounting applications, monitors, printer drivers, and cables. If possible, allow yourself adequate time – even as much as two days – to get all moved in and settled in your new machine.

Believe me, I know. I've just moved to a new Macbook Air

which came with macOS Monterey (12.0.1.) Although always current with my version of Cindex, I was woefully behind with my accounting and database applications, not to mention my version of Microsoft Word for Mac. It wasn't always just an issue of paying for the upgrade and installing it, sometimes it involved a whole new business model: subscription. As one user recently said "[it seems] you're now paying something for nothing".

On the positive side, however, I am experiencing more speed (if only my keyboarding could keep up) and a huge improvement in some operational 'clunkiness' I had experienced in the intervening years as I upgraded my OS, but not my non-Cindex software. Now I must make sure I am fully aware of what has changed since my prior installation. I've already been pleasantly surprised.

➔ p22

p21 ➡ If you have skipped over a previous Cindex upgrade, please be assured that we provide (a) a fully updated PDF of the User's Guide, (b) current Release Notes, and (c) Release Notes for any version(s) you may have missed.

That 'other' topic – embedding

This topic has also emerged recently among Cindex users and I thought it would be useful to provide an overview of current options that work in concert with Cindex, thoughts on where the publishing world might be headed in this regard, and the impact on indexers.

I would remind you that Cindex employs a manual technique for embedding index entries, with all the requisite formatting and sorting codes automatically added as you drag and drop the entry into the receiving RTF document – a task that is undertaken at the end of the indexing process. Available to users since 2008, it has proven to be adequate for indexers wishing to dip their toes in the embedding pool on occasion, but you may not find it satisfactory for a manuscript of serious length.

As I started gathering my thoughts and materials, however, I realised my research into the

available options required more careful perusal of third-party software (WordEmbed, DexEmbed, PubINDEX), stand-alone software (Index • Manager), and a technique in Microsoft Word (see Walter Greulich's series of articles in *The Indexer* – Vol. 38 Nos. 2–4, 2020, and Vol. 39 Nos 1–3, 2021).

Additionally, two further elements – publishing in general, and indexer impact – needed further exploration and corroboration. Hopefully this will come together for my next column.

A happy New Year to you all,

Frances S. Lennie
Indexing Research

Local Groups

East Anglia

The members of the East Anglian Group met over Zoom in October 2021 for a general exchange of news and a discussion focused on specialist subject areas. These can be a useful way of making your skills stand out when approaching potential customers. We compared the degree to which we took on work outside our main topics of interest and then ways of keeping our knowledge fresh. Most people use the Society publications and activities (including the conference and local group meetings of course) to keep up to date with indexing and there are numerous ways of staying in touch with specialist interests including newsletters, magazines and mailing lists, general reading of books (not forgetting to analyse their indexes) and watching documentaries on tv.

We decided that, for 2022, another Zoom meeting would be more practical early in the New Year followed by a face-to-face get-together in the spring.

Carol Maxwell
eastanglia@indexers.org.uk

London

We were very pleased to be able to have a proper Christmas lunch this year at Ye Olde Watling pub, one of our pre-pandemic haunts located on one of Britain's most famous Roman roads. There was a good turnout of seven including two new members who we'd previously only met via Zoom: **Valeria Padalino** (who we were delighted to congratulate on her recent Accreditation) and **Jeremy Crumplin**, a student indexer.

As well as festive cheer and general indexing chat, we spent some time trying to figure out the answers to **Melanie Gee's** Advent Calendar quiz posted earlier on Sldeline. I think we only managed about half of them before resorting to the Answer Sheet kindly provided by Melanie. The most intriguing entries were "tampon poetry", surprisingly found in *Stasi poetry circle* and "vest-



Beverley Winkler, Christine Shuttleworth, and Sue Bosanko attempt the Advent Calendar quiz

ments, missing or deficient, dirtied in processions by cow dung in churchyard" from *The visitation of Hereford diocese in 1397*.

Rohan Bolton
londongroup@indexers.org.uk

Yorkshire

The 'Sheffield branch' held an impromptu gathering on 25 November at Whirlow Hall Farm. Four of us (me, **Paul Machen** whom we now consider as one of our local group, student member **Sheree Mosley**, and former member and retired indexer **Barbara Salmon**) spent a very jolly morning in their shiny new café (*pics: p23*) before enjoying a stroll in the sunshine. Conversation topics included being unknowingly the coolest boy in school, the delights of flexitime when working in the Civil Service, and how to ace needlecraft and geology exams. The others helped me choose the 'best' entries for my A-Z Christmas Lists, and we persuaded Sheree to put in for her next training course assignment – there's nothing like a group meeting for giving a timely nudge. ➡ **p23**



*Dishes at the café visited by the Yorkshire group
(pics from www.whirlowhallfarm.org)*

p22 ↻ Another Christmas, another Zoom meeting; this time it was a very select gathering (**Joan Dearnley, Ruth Ellis, Ann Kingdom** and me) who met on 2 December. We discussed the practicalities of Zoom choir rehearsals and harp groups (we are a very musical crowd, it seems), compared our office arm-chairs/reading nooks, and swapped updates on our respective offspring, grown-up and teenaged. Indexing talk focused mainly on indexing conferences, past and future, and possible ways of making group activities and workshops etc. more inclusive across the Society.

Looking ahead, we really hope to visit Shibden Hall next summer, and York for our Christmas lunch during the first week of December. (I am well aware that I sound like a stuck record.) Indexing-related activities will include a peer review exercise with a difference, and a session on time management for the frazzled freelancer. These will most likely be Zoom affairs, open to all: keep an eye on Sldeline for details.

Melanie Gee
yorkshire@indexers.org.uk



Who's Who

Executive Board

Chair & Members Services	Nicola King chair@indexers.org.uk
Secretary	Philippa Jevons secretary@indexers.org.uk
Vice-Chair	Sue Goodman vice-chair@indexers.org.uk
Internet	Ruth Ellis website@indexers.org.uk
Marketing	Tanya Izzard marketing@indexers.org.uk
Training	Rachel Gee training@indexers.org.uk
Minutes Secretary	Lyndsay Marshall

Committees

Conference	Ann Kingdom conference@indexers.org.uk
Training Course	Kim Birchall training@indexers.org.uk

Office-holders

Office Manager (also Training, Fellowship and Workshops)	Paul Machen admin@indexers.org.uk
Training Course Co-ordinator	Kim Birchall iccoord@indexers.org.uk
Website Content Manager	Ann Kingdom website@indexers.org.uk
Groups Co-ordinator	Pam Scholefield groups@indexers.org.uk
Social Media Co-ordinator	Ruth Ellis publicity@indexers.org.uk
International Representative	Ann Kingdom international@indexers.org.uk

The Indexer

Editor	Mary Coe editor@theindexer.org
Indexes Reviewed	Christine Shuttleworth indexesrev@theindexer.org