

# **ISC/SCI Executive Meeting Minutes**

**Saturday, September 25, 2021, 1 p.m. EDT**

## **1. Welcome (Alexandra Peace and Jason Begy) and Roll Call (recording secretary Carlisle Froese)**

In Attendance: Alexandra Peace, Liese Achtzehner, Vicki Gregory, Margaret de Boer, Tere Mullin, JoAnne Burek, Jason Begy, Judith Clark, Carlisle Froese, Lisa Fedorak, Ronnie Seagren (Regrets: Julia White)

Reminder to use "ISC/SCI" for anything written and to put a copy of reports in own folder (ease for annual general report).

Called to meeting at 1:06 EST.

## **2. Approval of Agenda**

Motion to approve agenda from Jason, seconded by Ronnie. All in favour. Carried. Agenda approved.

## **3. Approval of Minutes: May 8, 2020, Executive Meeting**

Motion to approve minutes from Ronnie. Seconded by Tere. Discussion brought up two highlighted typos to be fixed, proposed that minutes be approved pending those be addressed. All in favour. Carried. Minutes approved. Discussion brought up the following question:

- Should the minutes reflect who abstained/objected/voted in favour if a vote is not unanimous.
- The general rule in the past has been to ask to have your vote recorded if it is different.

**4. Consent Agenda: Motion to accept the consent agenda brought by JoAnne. Lisa seconded. All in favour. Carried.**

**Regional Updates:**

- a) British Columbia | Colombie-Britannique (Lisa Fedorak)
- b) Eastern Canada | Est du Canada (Tere Mullin)

**Committee Reports:**

- c) Archives (Alexandra Peace for Christine Jacobs, no report)
- d) Book and Periodical Council (Ronnie Seagren, no report)
- e) Bulletin (Vicki Gregory, no report)
- f) Conference 2021 (Lisa Fedorak)

Note: remove the survey appendix before the minutes are finalized

- g) Emeritus Membership (?, no report) – removed.

No active committee right now. Kicks into gear if there is wind that someone is retiring. Remove from action items as well.

- h) Finances (JoAnne Burek) Treasurer's report issue is all on a cash basis and the issue that Alex
- i) International Liaison (Margaret de Boer)
- j) Membership (Julia White)

Alex asked why there were more paid listings than actual listings. Lisa answered that when she was the rep for membership she did notice that there were people who had paid for a listing without putting one up.

- k) Mentorship (Tere Mullin)
- l) President's Report (Alexandra Peace and Jason Begy)
- m) *The Indexer* (Alexandra Peace)
- n) Translation Committee (Alexandra Peace, no report)
- o) Web Administration (JoAnne Burek)

**Ongoing Business**

- p) Dictionary Report
- q) Knowledge Management Report

## 5. Items for Discussion

### a) Communications (Judith Clark)

Challenges have arisen around the system of communication procedure. Judith presented the formal communications procedure for the ISC/SCI. Questions and concerns that arose in this discussion are as follows:

- Is there a formal communications procedure for TIDE?
  - No, there is an expected procedure, but it has not been formalized.
- Are there currently bottlenecks for communications coming from the ISC/SCI?
  - Yes, committee heads don't always realise that the membership announcements and translations need to happen first before anything gets sent public. This adds time to the process and can create delays. Information must be translated, released to membership before it goes up on the website or out through social media. Judith is waiting on three things right now: translation of the announcement for Stephen's award, has been released to members; announcement of the conference speaker for Lisa, blocked at website part, cannot be posted on social media without a link, has been released to members;
- Where is the announcement for the new diversity bursa
  - It is waiting on a headline and press release from the committee chair.
- Does this formalised process work for releasing information from the ISC/SCI?
  - Yes, with the reminder that every communication (website, social media) needs to go through Judith first. Nothing should go out directly from committees.

### b) Prairies and Northern Canada | Prairies et Nord du Canada (Liese Achtzehner)

Liese said that there was a mix up with the times on the website. The website has BC meeting listed as 7EDT and 7PDT. She brought this for executive discussion to see if there was a way that this could be standardised. Discussion produced the following comments and questions.

- What causes this issue?
  - The plug in that is used is an eastern time zone (has to have a setting) and that causes issues. The company cannot be contacted for help as the ISC/SCI uses the free version and this support is not part of the package.

There is investigation happening into whether or not the ISC/SCI should be using the pro version to address this and other issues.

Other plug ins have been investigated but the one being used currently is the best for what the society needs.

- What would be the best way to standardise this?
  - Suggestions that were made were listing the time in the subject line so it is seen first or just listing meetings without the times, as they are already standardised. Conclusion was that listing with no time would be best as listing more than one is too confusing. This forces attendees to go in and check, which gives them the best chance to get the right time.

c) Ewart-Daveluy Award (Margaret de Boer for Judy Dunlop)

The awards committee have presented changes to the eligibility for the Ewart-Daveluy award, as presented in the report (see attached). These changes came from the June 10<sup>th</sup> meeting in which Mary Newberry, Christine Jacobs, and François Trahan, reviewed the eligibility.

They concluded that the eligibility should be expanded and wanted the executive to review and decide whether or not to approve them. Before this discussion, nominees were required to be citizens or residents of Canada and members of the ISC/SCI, and could be self-nominated.

The recommendation is that this be changed to the following criteria: must be a Canadian citizen or resident but does not need to be a ISC/SCI member OR must be a member of the ISC/SCI at the time of writing the index nominated if they are not a Canadian citizen/resident and can nominate themselves.

MOTION: Margaret moved that the executive committee approve the recommendation by the awards committee to change the eligibility as described above and in the report. Seconded by JoAnne. Discussion followed.

- What was the prompting for this change?
  - No clear prompt. This could open the door for American members to nominate themselves.
- Could this open the ISC/SCI to the risk of losing its culture?
  - Canadians can apply for the American award and it seems strange that they cannot apply for the ISC/SCI award. It had been mentioned in committee that the British and Australian awards used to be closed off as well but now they are open to more indexers. The fact that other indexing awards are open to foreign applicants shows that the Ewart-Daveluy should be as well.
  - The given criteria in the proposed changes prevent any issues of people just joining for the award.
- Could this affect ISC/SCI and Ewart-Daveluy standing within Canadian publishing? For example, what if the award goes to an American three years in a row?
  - Probably not as the high-profile American indexers have access to many other awards and it is unlikely that they would flood into this one. It might see more action from newer indexers.
  - This could be addressed down the line if it becomes an issue.

All in favour. Motion carried.

- Alex asked if anyone could take over for Margaret as liaison for this committee to Judy Dunlop. Liese said that she thought that she could do it. Alex asked Margaret to ask her for a meeting again. Margaret would be making the connection between Judy and Liese

#### d) Outreach (Ronnie Seagren for Siusan Moffat)

Outreach committee reporting success in the bursary – winner is already working and enrolled in the Berkley course – and asking for executive committee approval for extending trial memberships to the number of applicants for the diversity bursary as the group was very strong. Discussion brought up the following questions and comments:

- Would offering this number of trial memberships create a lot of extra work for the volunteers of the ISC/SCI?

- The only work that would come with this would create would be done by the TIDE committee and they have agreed to take this on. There has been good luck with these trial memberships thus far.
- Could this raise any unforeseen issues for the ISC/SCI?
  - No, TIDE is aware of the work that it would entail and is willing to take it on. There is expected to be a difference between the level of work needed for each trial membership as people's needs and expectations are different.
- The executive committee had previously approved the offering of a trial membership to a set number of the runners up, not the whole group of applicants, why has this changed? Should it just be added that the executive committee does not need to address the number of trial memberships offered?
  - The group was incredibly strong this round and it was very difficult for the committee to even choose a winner. This request reflects the strength of the group and their individual applications.
  - There doesn't need to be an expectation set for number of trial memberships offered for each year as there is a limited number of years left for this bursary.

MOTION: Ronnie moved that the executive committee accept the recommendation of TIDE that the ISC/SCI offer trial memberships to the six other applicants of the 2020/2021 diversity bursary. Vicki seconded. All in favour. Carried.

e) Conference 2022 (Lisa Fedorak)

The keynote speaker will be Duncan Dannis, author of *Index, the History of*. There is lots of interest in this book and he is known to be a good speaker.

The conference committee has already started asking people to present. It was brought to the committee that they used to send out a call for proposals, but this hasn't been done in the past few years. This had been done but there was never enough response to fill every slot, so they ended up recruiting anyway.

There will be a call for speakers this year, which could allow the committee to look for specific topics that they think should be covered. Recruiting only could be exclusionary.

The challenge is that indexers tend to be introverted in the first place and may not put themselves forward to present.

No specific dates for the conference have been chosen yet but it will be in the same block of time that is usually is in the summer.

The conference committee is mostly the same. Mara Blaine-Brown is the new attendee, doing documentation. JoAnne is doing the website. Maggie is doing programming again. Nancy is doing registration again.

The conference is mostly being kept the same as last year but the committee will be including some of the recommendations that were offered after this year's conference.

MOTION: Lisa moved that the executive committee accept the recommendation of the conference committee to upgrade the Zoom account for the month of May and/or June 2022 (for the conference of 2022) as needed from pro level to business level. Ronnie seconded. All in favour. Carried.

f) Conference Fee Ad Hoc Committee (Margaret de Boer)

Margaret asked that the executive committee go through the fee recommendations piece by piece, trusting that all had read the report, so that each recommendation from the conference fee ad hoc committee could be addressed on its own.

MOTION: Margaret moved that the early bird conference pricing be set based on the last conference pricing with a 5 dollar increase per year for the next several years. Lisa seconded. All in favour. Carried.

MOTION: Margaret moved that the banquet fee be kept in the 60-75 dollar range for the next in-person conference and revaluated if the costs go up (section b of the conference report). Seconded by JoAnne. All in favour. Carried.

- The idea is to keep this event as accessible as possible because it encourages people to come together. This addresses the conference being in a big city, where costs would be higher and addresses rising food costs.
- This could possibly be subsidised in the conference fee, should there be a need.

MOTION: Margaret moved that the price of a virtual conference be raised to 100 dollars for early bird members and that the fireside chat have a ten-dollar nominal fee instead of free. Seconded by JoAnne. All in favour. Carried.

- Should the motion address all the different levels of fees?
  - This was addressed in the report. There was a scale for fees depending on when/who was buying already. The incremental fee has already been established.
- Why the jump from 60 to 100?
  - The fee was undervaluing what was being offered. Virtual conferences will help the ISC/SCI support the in person conferences. The idea is not to break even at each conference but to break even over a few conferences.
- What is the division of categories?
  - Categories divided into early bird and regular.
  - There was a suggestion that a formula be set up so that only one fee has to be set. The rest will just adjust. This could be a challenge because not everyone knows excel very well. However, the formula could be written out on paper.
- Proviso: more information about the other categories provided later (AI: committee to come back with information about other categories and formula).

MOTION: Margaret moved that the executive committee create a stand alone conference surplus fund to draw down or top up the conference from year to year, amount restricted to only conference expenses and based on the 2021 surplus. Ronnie seconded. All in favour. Carried. Comments and questions from pre-vote discussion:

- How will it be managed? How much money will be allowed to be accumulated before it is decided that something else need to be done with it?
  - The thought would be that the committee review it every year and decide if there is too much or what it needs to be used for. It could offset banquet costs right away and it would allow for the conference needing extra things (AV for example).

This would allow the conference to bump up the conference tokens of appreciation given to presenters and volunteers as well. It allows the



committee flexibility to make different parts of the conference more appealing to attend.

- Because it is going back and forth year to year, the amount should not accumulate too much but that there is room for discussion down the road if circumstances change.

This is very helpful for budgeting for the conference. It creates a buffer that will allow for planning to be done earlier. This is also based on the recommendation to announce the conference earlier.

- Would the escalator cost be applied to the digital conference fees as well?
  - This has not been discussed yet. It would probably stay the same (at 100). The focus of discussion was the in person conferences because there are so many other costs (venue, food, etc.) and these changing costs have not been addressed in many years.

The virtual conferences cost less money. There could be push back with the 100 dollar fee and that this should be monitored.

- It was observed that a total on table 2 in the report was incorrect.
  - Total will be removed. Excel issue.
- Has anyone looked at the last conference surplus policy?
  - Unknown.

#### g) New Indexer Resources Committee (Tere Mullin/JoAnne Burek)

This was moved to the discussion portion as it is a new committee. The new indexer committee has started to implement a plan and Alex thought that it should be discussed. Executive were asked for questions or comments:

- Resources are not currently in alphabetical order. This could make it easier for people to use.
- There is a lot of excitement around this new committee.
- TIDE could be a resource for review of ethical questions as that is something that they already discuss.

- What will be available to the public and what will be restricted to members?
  - There are teasers. The answers are partially available and then it says sign in to read more.
- “Newcomers” copies cannot be published at all. They are personal copies and were purchased as such. These were purchased from the SI by the ISC/SCI for new members when the SI was in charge of *The Indexer*. A copy is being used as a guide for articles.
- A list of new articles for possible use has been made and sent to the committee.
- Will a copyeditor be asked to review it before it goes up on the website?
  - Yes.
- How will other resources be addressed and where?
  - These will be addressed in the answers as a “for more information, see.”
- Other resources:
  - *How to Start an Indexing Business* is out of date and American centric.
  - Alex offered a list of websites that she recommends to new editors that could be generalised for indexers.

#### h) Central Canada | Centre du Canada (Ronnie Seagren)

The question of the name has been raised as the naming of the different groups is inconsistent – for example, the western group is called B.C. but many of the members are from the pacific northwest. It could be helpful to have more clear naming and consistency across the board. Discussion resulted in the following:

- The suggestion of a gradual change: Central Canada (Ontario) then Ontario (Central Canada) then slowly drop the bracketed part. This could be carried further through work with communications to announce it to members. The final change would be the email.
- What about members from Gatineau?

- They can choose the Ontario or Eastern group. New Ottawa Gatineau members emailed when they join with an inquiry as to whether or not they want to be on the eastern mailing list. This often goes unanswered.
- Further discussion put off to next meeting and to include a discussion of time zones.

i) Webinar Program Development (Alexandra Peace for Wendy Savage)

Alex asked if people had any questions about the webinar program going forward. This is what came out of discussion:

- Are there any topics that need to be covered with a Canadian bias to fill gaps?
  - This will depend on what is offered.
- Will fees be different depending on what is being offered? This could present a problem. Without webinar experience, it is difficult to set hypothetical pricing.
  - It could be better to have consistent pricing, as seen with SI webinars. People will know what webinars will cost and can plan for them. This increases accessibility.
- There was concern about the wording surrounding the webinars being low cost – they should not be devalued and the presenters should be paid.
  - Wording was based on the fact that the committee doesn't know what individual people will charge.
- Committee is not certain as to whether our not ISC/SCI webinars with cost less than SI ones.
- The presenter is offering a service and helping to provide revenue for the ISC/SCI so they should be paid.
- Fees are inconsistent across the board but there is an assumption that one of the goals is to contribute to knowledge.

- The wording surrounding the webinars will be addressed to that it no longer comes across as if there is a concerted effort to keep costs low.
- The next phase is to tidy it up based on comments and then start to think about volunteers and presenters.

j) Bourinot's Rules (Jason Begy)

A need for a discussion of ISC/SCI practice and Bourinot's Rules by the executive committee was based on a discussion from the summer. There is a summary of the rules in the executive drop box but it cannot be found anywhere else. The constitution says that the meetings of the ISC/SCI executive follow the rules of order, but it was noticed that this is not always the case in procedure. Jason asked if the executive wants to change how things are done in meetings to follow the rules more vigorously or should the constitution be amended to say that the rules are followed up to a certain point? He also asked if the ISC/SCI should stick with the summary or create a new one? There could be a combined version. Or should everything be left as is? No motion on the table, just discussion which resulted in the following comments and questions:

- The parliamentary system doesn't have the chair vote because they are the deciding vote in a split.
- The ISC/SCI executive could arrange it so that the chair votes last?

This is to stop people from bulldozing their agenda onto a committee but it can be nice if there is an impartial person present to stop discussion if it is going off the rails (better for the perceived fairness of the discussion) but this has not been an issue with the ISC/SCI executive.

The Robertson rules' chair rule is the same.

- There was hesitation to amending the constitution so that it appears less formal (rules followed to a certain point rather than just rules followed). This could get very confusing.

Concern voiced that changing the constitution so that the president could vote could present as a red flag to those outside the ISC/SCI who don't know how the society works.

- Suggestion made that the co-presidents could alternate as chair meeting to meeting.

- This is the way that it is set up now, but with years. Alex is running everything right now with Jason running back up; next year they will switch.
- Constitutional change could be a large undertaking.

Someone present at the meeting had been part of an ISC/SCI constitution change. It was not onerous, but it was very procedural. It was fairly straightforward.

- What should the presidents' role be?
  - They should be further removed from debate but allowed to ask questions.

Role of presidents and committee chairs should acknowledge the fact that they may have more of an understanding of a particular issue than the others in the room.

Presidents could flip within a meeting, if necessary. If there is a topic coming up that they feel strongly about, the other can take over as chair to allow for full participation.

There is no advantage to taking away someone's ability to participate.

- The constitution will not be changed but the chair will only be allowed to ask questions and the chair will vote last. The chair will not enter the debate. The way the ISC/SCI proceeds right now is perfectly acceptable.
- Knowing what the rules are is important to cover the society if there is ever a disagreement.
  - A discussion of the rules could be added to the first meeting of a new executive so that everyone knows what is going on.

## **6. Action Items**

## **7. New Business**

## **8. Next Meeting – November 20, 2021, at 1pm EST**

## **9. Adjournment – Meeting adjourned with thanks from Alex at 345pm EST**

## Reports

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### *BC Regional Report (Lisa Fedorak) September 25, 2021*

There was one BC since the AGM on August 4<sup>th</sup>.

We discussed the conference – preferences for in person, online and alternating in person and online conferences to give feedback to the Executive and Conference Committee.  
Consensus: switching between the two is a good idea.

Small attendee numbers as there was not topic for the session (we usually get better numbers with a topic). We discussed what to do when a book is really light for indexing, and thus could be less expensive than the quote, but due to the file received it is slower progress. Is it a bad practice to keep the quote?

As we both had self-published authors we were indexing we had a gripe session about how to index something that isn't well written. How do you do a good job when you don't have a good starting place?

Consent agenda.

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### *ISC – Eastern Region Report, September 13, 2021*

Having assumed the role of Eastern Regional Representative in June, I have been familiarizing myself with executive procedures and the mechanics of hosting virtual meetings.

On August 18<sup>th</sup>, I held my first regional chat. We had a great turnout, and a lively discussion around Alex's index which she volunteered for critiquing. We also discussed the ISC/SCI 2022 conference, and attempted to gauge members' preferences with respect to the format of the conference. One of our members also brought a question about taxes. I really enjoyed our meeting and I look forward to more engaging discussions such as this one; I really want our members to feel comfortable making suggestions for meeting topics, so that they can get the most out of these meetings. I'm working on how to encourage people via the email I send out, perhaps by including a few suggestions. It would also be nice to know who might be interested in having a guest speaker at some point, and on what topic.

We have welcomed two new members to the Eastern region: Vivian Unger (from New Brunswick), and Kevin Keys (from Nova Scotia). Vivian was an ISC member previously, and Kevin is new to ISC and is a new indexer.

**I do not have anything to bring to the executive committee for discussion.** A few weeks ago, one of our Eastern members asked if I could propose conducting a survey to gauge interest in conference formats, with respect to next year's annual conference. However, Lisa Fedorak has since explained that this information has already been gathered through a previous survey, and so another survey is unnecessary in order for the conference committee to move ahead.

Submitted by Tere Mullin

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## *Conference 2021 Report (Lisa Fedorak)*

September 26, 2021

### **Committee members**

Maggie Billard, programming  
JoAnne Burek, website & publicity  
Moirra Calder  
Lisa Fedorak, chair  
Ronnie Seagren  
Nancy Willis, registration

[Recommendations for future years in blue. See Appendix C for recommendations as list.](#)

### **Venue and Format**

2021 was a digital conference via Zoom due to the uncertainty of the ongoing pandemic and took place over three days instead of two to help reduce Zoom fatigue. It was deemed a success from feedback by attendees who appreciated the various ways of networking. Some feedback noted that three days might be a bit long and could be a bit more compact. We also saw numbers fall away on the third day, however as this could have been due to that it was held on a Saturday while people were at home, as opposed to during the work week.

### **Program**

There was a good mix of practical and theoretical sessions for all levels of indexers. The panel discussion needed more time to allow for questions as the presenters did not stick to their individual time limits and thus went over their allotted window for speaking. Future online conferences should consider extending time for panel discussions. Some individuals had difficulty moving into breakout rooms, while others responded we spent too much time going how to get into the rooms. [It is recommended that the next virtual conference should provide some written instructions a week ahead of time in the website portion of the conference.](#) Opinions varied as to what type of networking people wanted (more speed, more themed rooms, more casual talking) but overall people loved the various ways to speak to other attendees as opposed to just watching presentations. [Some global attendees requested more networking earlier in the day.](#) The

introduction of the Fireside Chat was aimed at new indexers to allow them to ask questions when one is beginning indexing that usually aren't covered in the conference. The topic of the questions were usually about starting a business and acquiring clients. It was also seen as a means for new indexers to meet their cohort and begin networking. We had two hosts. There was good feedback on the sessions and we recommend to continue with this session. [Having the sessions at the end of the day made for a long day for the hosts and so a change in scheduling may be better for future conferences.](#) We held a quiz that used trivia sent in by registrants. As the request for trivia did not explicitly say to send it in the form of a question, a number of submissions weren't able to be used. [Ask for trivia in the form of a question for future years.](#)

### **Budget**

See Appendix A: financial report. The main cost was paying for the services of tech support (Lee Stickles). [It was noted that his hourly payment was not at market value and thus future budgets should take this into account.](#) The budget had been developed when the paid person was going to do much less than what Lee Stickles ended up delivering. We ended up with more attendees than expected and reduced, costs so a larger surplus. The committee had originally planned to send all registrants a digital coffee card as their 'welcome swag', however upon further we realized that it was not possible to deliver this to all attendees worldwide. The same goes for the gift cards we had intended to send to presenters. Instead, we sent art cards.

### **Banquet**

There was no banquet however, the ED Award was presented online during the conference. The session gave some background to the award and the committee with the winner speaking as well.

### **Registration**

There was some confusion regarding the Fireside Chat, as very experienced indexers signed up for the session. This could be due to the reduced publicity that the conference had this year and/or that the Fireside Chat was a new concept, meaning regular attendees didn't read the smaller print, they simply signed up.

### **Publicity**

The conference had reduced publicity this year compared to recent years due to constraints on the availability of the conference committee, however we had about double the usual attendance. See Appendix B. Some attendees were asking for the hashtag for the conference before it started. As they were tweeting throughout the conference, this is an opportunity for publicity about the conference and society. [For future years, the committee should determine the hashtag to use ahead of time, publicize it in materials sent to attendees/on the conference website and gather the twitter handles of anyone presenting.](#)

### **Sponsorship**

No sponsorship was attempted this year. There were sessions in the themed discussion rooms for vendors who registered to attend and meet their potential and existing clients (Index Manager and Cindex).

### **Evaluation**

Some new questions were added this year as the conference was online. See Appendix C for full survey results.

Summary of written feedback:



- Some of the presenters had text heavy slides that they were reading, which reduced how engaging they were. [Suggest presenters keep slides very simple.](#)
- Comments about the speed networking not being random, however it was random. Perhaps towards the end of the sessions, people were not participating which left a smaller pool of people to randomize. [Pay attention to the timing \(earlier in the conference\) and keep the rounds short.](#)
- [appoint a group chair to start things off and keep things going in themed discussions and speed networking.](#)
- [on the program listing and describing events, can you add the times they will be held?](#)
- [Have print outs available in advance for people to print at home.](#)

### Conference Handbook

A number of additions were made this year to the handbook, including instruction for holding a virtual conference as well as an in-person version. Some template were added to standardize financial and attendance reporting so we can have accurate comparisons between years.

### 2022 Conference

Returning will be JoAnne, Nancy, Maggie, Moira and Lisa.

### Final thanks

As conference chair, I send a big thank you to the whole committee for their and hired technical support Lee Stickles. In a year of many unknowns, that included some team members needing to step away from the committee due to issues beyond their control, we managed to redesign the conference and pull off a successful event.

Lisa Fedorak

Submitted on behalf of 2021 Conference Committee:

Maggie Billard, programming  
 JoAnne Burek, website  
 Moira Calder, gifts  
 Lisa Fedorak, chair  
 Ronnie Seagren  
 Nancy Willis, registration

## Treasurer's Report (JoAnne Burek)

### Financials

Our financials remain healthy. Since the financials were last reported, we have had a net increase of \$988.29.

	2021 Q1		
	Mar 31	Change	31-Aug
Cash Account	\$ 31,655.39	\$ 895.13	32550.52
GICs	\$ 13,703.33	\$ 93.16	13796.49
Stripe	\$ -	\$ -	\$ -
Total	\$ 45,358.72	\$ 988.29	\$ 46,347.01

The Profit and Loss statement is below:

	2021 Q2 Apr-Jun	2021 Q3 Jul-Sep 11	2021 Q4 Sep 8-Dec	2022 Q1 Jan-Mar	Fiscal YTD	Budget
<b>INCOME</b>						
<b>Membership</b>	\$ 4,373.56	\$ 1,890.00	\$ -	\$ -	\$ 6,263.56	\$ 16,465
Individual	\$2,919.03	\$1,450.00			\$ 4,369.03	\$ 11,020
Institutional	\$410.48				\$ 410.48	\$ 1,020
Student					\$ -	\$ 260
Emeritus					\$ -	\$ 150
Find an Indexer	\$1,044.05	\$440.00			\$ 1,484.05	\$ 4,015
<b>Other Income</b>	\$ (30.00)	\$ 200.00	\$ -	\$ -	\$ 170.00	\$ 550
Advertising - Bulletin					\$ -	
Award E-D entrance	(\$30.00)				\$ (30.00)	\$ 150
Magpie pins					\$ -	
Mentorship program		\$200.00			\$ 200.00	\$ 400
<b>TOTAL INCOME</b>	\$ 4,343.56	\$ 2,090.00	\$ -	\$ -	\$ 6,433.56	\$ 17,015
<b>EXPENSES</b>						
<b>Awards</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 400
Banquet tickets (E-D award winner)					\$ -	
Frames, certificates, mailing					\$ -	\$ 150
Translation					\$ -	\$ 120
Emeritus						\$ 50
Tamarack						\$ 80
<b>Bulletin</b>	\$ 46.32	\$ 277.17	\$ -	\$ -	\$ 323.49	\$ 900
36+	\$46.32				\$ 46.32	\$ 150
Postage					\$ -	\$ 90
Printing					\$ -	\$ 240
Translation		\$277.17			\$ 277.17	\$ 420
<b>Executive Expenses</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 200
International liaison travel					\$ -	
Executive Travel						
Executive Meetings					\$ -	
Regional meetings						\$ 200
<b>Membership expenses</b>	\$ 2,228.75	\$ 2,147.67	\$ -	\$ -	\$ 4,376.42	\$ 8,846
Memb Stripe/Bank Fees	\$143.20	\$67.85			\$ 211.05	\$ 494
The Indexer	\$2,085.55	\$2,079.82			\$ 4,165.37	\$ 8,352
<b>Membership Survey</b>	\$49.00				\$ 49.00	\$ 100
<b>Mentorship Honoraria</b>		\$90.00			\$ 90.00	\$ 360
<b>Miscellaneous expenses</b>					\$ -	\$ 150
<b>Operating Expenses</b>	\$ 12.00	\$ 27.92	\$ -	\$ -	\$ 39.92	\$ 41
Bank Fees	\$12.00	\$17.00				
Postage		\$10.92			\$ 10.92	
<b>Promotion</b>	\$ 159.92	\$ -	\$ -	\$ -	\$ 159.92	\$ 840

Association memberships, etc.							\$	-	\$	450
Printing, mailing, supplies	\$159.92								\$	220
Word on the Street Toronto							\$	-	\$	170
<b>Software &lt; \$500</b>	<b>\$ 45.20</b>	<b>\$ 15.99</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$</b>	<b>61.19</b>	<b>\$</b>	<b>226</b>
QuickBooks Online	\$45.20						\$	45.20	\$	-
Dropbox		\$15.99								

	2021 Q2 Apr-Jun	2021 Q3 Jul-Sep 11	2021 Q4 Sep 8-Dec	2022 Q1 Jan-Mar	Fiscal YTD	Budget
Zoom					\$ -	\$ 226
<b>Volunteer Appreciation</b>	<b>\$50.20</b>				<b>\$ 50.20</b>	<b>\$ 100</b>
<b>Website and Listservs</b>	<b>\$ -</b>	<b>\$ 361.31</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 361.31</b>	<b>\$ 1,097</b>
Hosting		\$289.67			\$ 289.67	\$ 325
Maintenance (including plugins)		\$71.64			\$ 71.64	\$ 402
Web Networks					\$ -	\$ 170
Translations					\$ -	\$ 200
<b>TOTAL OPERATING EXPENSES</b>	<b>\$ 2,591.39</b>	<b>\$ 2,920.06</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 5,462.45</b>	<b>\$ 13,260</b>
<b>NET OPERATING PROFIT/LOSS</b>	<b>\$ 1,752.17</b>	<b>\$ (830.06)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 971.11</b>	<b>\$ 3,755</b>
<b>Extraordinary Expenses</b>	<b>\$ 525.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 6,950</b>
TIDE Bursary #1					\$ -	
TIDE Bursary #2	\$525.00					\$ 1,300
TIDE Bursary #3						\$ 1,300
TIDE webinar					\$ -	\$ 200
Translation of letter to Publisher					\$ -	\$ 50
Congress or other ad					\$ -	\$ 1,100
Website translations						\$ 1,000
Other new projects					\$ -	\$ 2,000
<b>NET BEFORE CONFERENCE</b>	<b>\$ 1,227.17</b>	<b>\$ (830.06)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 397.11</b>	<b>\$ (3,095)</b>
<b>Net Conference</b>	<b>\$3,941.61</b>	<b>(\$3,443.59)</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$498.02</b>	
Revenue	\$4,084.85				\$ 4,084.85	
Expenses	\$143.24	\$3,443.59			\$ 3,586.83	
<b>Accrued Interest</b>	<b>\$2.24</b>	<b>\$90.92</b>			<b>\$ 93.16</b>	<b>\$ 100</b>
<b>NET PROFIT/LOSS</b>	<b>\$ 5,171.02</b>	<b>\$ (4,182.73)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 988.29</b>	

Accounting is on a cash basis

## Balance Sheet

## Current Quarter

	2021 Q1 Mar 31		
Cash Account	\$ 31,655.39	\$ 895.13	32550.52
GICs	\$ 13,703.33	\$ 93.16	13796.49
Stripe	\$ -	\$ -	\$ -
<b>Total</b>	<b>\$ 45,358.72</b>	<b>\$ 988.29</b>	<b>\$ 46,347.01</b>

### ***Accounting Software Update***

As I had proposed in the budget meeting in May 2021, and the executive committee agreed, we have moved off of Quickbooks due to the 100% price increase, and we are using GNUCash (open-source and free). The migration was straightforward and went smoothly.

GNUCash has all the data that we had on Quickbooks. This data goes back to January 2018. If we ever need access to records before 2018, we will likely find it in paper records stored with Gillian Watts or whoever else was keeping books.

**This report is presented for information only.**

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### *International Liaison (Margaret de Boer)*

Communications have been fairly quiet over the summer - a sharing of society newsletters were received which were uploaded onto our website and communicated to our members.

The most recent communication came this week, with ASI announcing a 3 part online learning event with Kate Mertes: *Indexing Theology, Spirituality, and Religion*. Members will be receiving this information shortly.

In addition, there continues to be positive feedback about our conference!

While there isn't much to say at the moment, all this will change on September 29 when ICRIS will hold its second online meeting. Societies have been communicating about this event and giving agenda suggestions. It looks like it will be a productive meeting.

ISC/SCI will be giving a full report. If you think of something you feel ICRIS needs to know about please let me know ASAP and I'll confirm I have it in my report already or will add it.

Stay tuned for news and events from that event!

Margaret de Boer

*September 2021 Membership Report (Julia White)*

**Activities Completed**

- Provided membership reports for *Bulletin* issues
- Sent update to Society of Indexers for September 2021 *Indexer* mail out
- Ongoing updates of membership renewals, activations and lapses
- Sent out mass emails to membership

**Membership numbers**

As of September 18, 2021, we have 124 active members.

On a year-over-year basis, overall membership numbers have increased 14.8%.

Canadian memberships have risen and international memberships have gone up as well.

Since the last full report in May 2021, the total number of members has increased by two. The increase was due to a rise in individual listed and emeritus memberships. Numbers of student and individual basic memberships have gone down slightly.

<b>Comparative</b>	<b>Sept 2021</b>	<b>May 2021</b>	<b>Sept 2020</b>
<b>Total</b>	<b>124</b>	<b>122</b>	<b>108</b>
Canada	103	103	91
International	21	19	17
Individual Basic	30	31	26
Individual Listed	76	72	65
Student	2	3	3
Emeritus	4	3	3
Institutional	11	11	8
Basic Trial	1	2	3

Residency of memberships							
Canada	Total	Basic	Listed	Student	Emeritus	Institut'l	Basic trial
BC	20	7	10	1		1	1
AB	12	1	9		1	1	
SK	3	1	1			1	
MB							
ON	52	11	34		3	4	
QC	9	2	7				
NB	2	2					
NS	4	1	3				
PEI	1	1					
NL							
<b>Total Canada</b>	<b>103</b>	<b>26</b>	<b>64</b>	<b>1</b>	<b>4</b>	<b>7</b>	<b>1</b>

International	Total	Basic	Listed	Student	Emeritus	Institut'l	Basic trial
United States	19	3	12	1		3	
Other	2	1				1	
<b>Total international</b>	<b>21</b>	<b>4</b>	<b>12</b>	<b>1</b>		<b>4</b>	

### ***New members***

The following members have joined (or rejoined) since the last full report in May 2021:

datejie cheko green, Toronto, ON; Individual Listed  
 Jan Collins, Etobicoke, ON; Individual Listed  
 Heather Ebbs, Carleton Place, ON; Emeritus  
 Pamela Erwin, Corvallis, OR; Individual Listed  
 Kevin Keys, Truro, NS; Individual Basic  
 Jolanta Komornicka, Kitchener, ON; Individual Listed  
 Do Mi Stauber, Corvallis, OR; Individual Basic  
 Vivian Unger, Fredericton, NB; Individual Basic

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

### *Mary Newberry Mentorship Program (Tere Mullin)*

Since my appointment as coordinator of the program in June, I've familiarized myself with the program and its supporting documentation (thanks to Stephen Ullstrom), and I'm really enjoying this role.

When I took over from Stephen, there were three applicants awaiting matches, and they are now paired with mentors:

- Céline Parent is paired with Mary Newberry
- Lora Marchand is being mentored by Gillian Watts
- Matthew MacClellan will be mentored by Christine Jacobs (I am awaiting final paperwork).

I currently do not have any applicants awaiting matches, and so I would like to approach the editor of the Bulletin about publicizing the program.

I've been working on the mentor database: Some information is missing, such as software used, indexing specialties, etc., and I have emailed a short survey to mentors, requesting this information. I've also asked if mentors are interested in collaborating with or learning from other mentors, since a "mentor's mentor" aspect of the program was suggested by Stephen. If there is interest in this, perhaps I could facilitate short-term meetings between mentors.

I would like to expand my list of mentors, and I have a few people in mind that I'd like to approach. I'm currently working out how to word this in an email.

My focus now is to address problems with the program's paperwork, which needs a bit of updating. The confidentiality form electronic signature feature appears to be broken, and the text needs to be modified in a few places. I've approached Alex Peace about this, and she has generously agreed to help me.

Although this role is designed for two volunteers, I'm not sure two people are needed right now. This might change as the volume of applicants increases, but at the moment I doubt there would be much work for a second person.

**I do not have anything to bring to the executive committee for discussion.**

Submitted by Tere Mullin

September 13, 2021



## *Co-Presidents' Report*

### ***Alexandra Peace***

It has been a pleasure working with Jason Begy as co-president. It is great to be bouncing ideas with him! We have been meeting about every two weeks for about an hour.

I finally got everything done for and after the AGM ... collated the annual report, chaired the meeting, got the Tamarack Award to Siusan (thanks to Margaret, who delivered it personally!), and wrote the thank-you cards.

Other routine tasks included writing material for the *Bulletin*, meeting with new executive committee members, meeting with the regional reps, and the conference chair (Yay, it's Lisa again!).

I have (still) been working on documentation, and that is likely to continue over the next year ... position descriptions, generic AGM to-do lists, and presidents' procedures!

I am also in the process of investigating what other organizations are doing about helping their members get paid (report by next meeting).

### ***Jason Begy***

My first term as co-president has largely been filled with following Alex's lead and learning as much as I can from her. We have been meeting every two weeks for about an hour, going over the tasks-in progress and preparing to hand larger things off to myself. We have also been scouring the membership directory looking for people to ask to volunteer.

Off the bat Alex asked me to take over the Knowledge Management committee, which only managed to meet twice before the lead committee member had to withdraw, so the committee is currently on indefinite hiatus.

I also looked into the Society's use of *Bourinot's Rules of Order*; see report for details.

## *The Indexer*

Some of you may have noticed that the last issue of the *Indexer* arrived not three months after publication but three weeks!

Liverpool University Press decided to try printing the journal in Montréal and mailing it out from there instead of mailing it surface from overseas.

The experiment turned out to be successful, and we will be receiving our copies in good time from now on!

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## *Website Administration (JoAnne Burek)*

### **Congress of the Humanities Ad**

Our ad ran from December 3, 2020 until the conference ended in June 2021.

As promised, they sent us website analytics. However, they were for the whole congress website. When I inquired about statistics on click-throughs for just our ad, our contact, Rachel Jacob explained as follows:

“My intention was to send you analytics for your ad only as our website team shared that they would be providing specific metrics for each ad post-event, but we’re currently going through a complete website overhaul and have switched providers making these unavailable. My sincere apologies on this – I was not aware this would be an issue and neither were they.”

And then she offered us a discount of 15% on a future ad of our choice.

“Should you wish to advertise again with us in future years, I’d be happy to provide you with a 15% discount on an ad of your choice.”

The website statistics reports are embedded below:

- January 1 to June 16



Congress 2021  
website analytics - Jar

- During the conference May 27 – June 4



Congress 2021  
website analytics - Mæ

## **Website updates**

Updates included the following:

- Added a plugin so that members can post their pictures for the Members Directory
- Created web pages for the 2021 Virtual Conference

In addition, I created a “development” version of the website so that changes can be tested here before they are put on the production version of the website. The URL of the development website is [staging.indexers.ca](http://staging.indexers.ca).

A problem we were having with the calendar on the right sidebar not linking to the calendar page was fixed by the plugin vendor.

**This report is for information only.**

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## *Dictionary of Basic Indexing Terminology*

At the conference, in one of the late-night informal chatting sessions, Jochen Fassbender talked about a dictionary of indexing terms in various languages. Mary Coe suggested he take that on and write it up into an article.

Jochen wrote to me about this, asking for input from our Francophone members. Several ISC/SCI members were able to help.

Jochen ended up with terms from the following languages: English, French, German, Spanish, Dutch!

My understanding is that an article will be forthcoming in the next *Indexer*.

### *Knowledge Management Committee (Jason Begy)*

Consent agenda.

The knowledge management committee is currently on hold. The key person on the committee, who had some knowledge management experience, had to withdraw soon after beginning due to increasing work commitments. No significant progress was made.

In the meantime, Alex and I have been cleaning-up our Co-President's folder and experimenting with some best-practices for file names and folder structures. If this goes well we may consider documenting everything and then applying it to the Board folder.

We have also begun regular back-ups of the Dropbox folders to our own personal computers, alternating every-other week, just to have an extra safety net on everything. Although the folders bump-up against the size limit for a free Dropbox account they are actually not very big, so space is currently not an issue.

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### *Communications (Judith Clark)*

#### **Student Letter**

- Updated letter for website is in the works (Alex is updating it). When it is posted, I will proceed with contacting instructors.

#### **Press Releases**

- Diversity in Canadian Publishing Bursary: Sent out a release about the 2021 winner per Communications procedures to stake-holders, including distribution list recipients and social media.
- Diversity in Canadian Publishing Bursary: Sent out a release about the 2021-2022 call for applications to the distribution list. Social media reminder posts submitted to Jess for posting.

- 2021 Tamarack Award recipient information sent per Communications procedures to distribution list recipients and social media.
- Post-AGM new executive committee: Sent out a press release to the distribution list and a short version for social media.
- Ewart-Daveluy award: Press release [awaiting translation to send, per committee request]. Will send editors.ca text for newsletter when the award announcement is available to link to on indexers.ca.
- ISC/SCI 2022 Annual Indexing Conference keynote speaker sent per Communications procedures to distribution list recipients and social media.

### ***BPC website***

- Placed a list of changes to be made to the BPC website information about ISC into the BPC rep's folder in Dropbox and notified rep.

### ***AGM***

- Attended as voting member.

Consent agenda.

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### ***Prairies Regional Report (Liese Achtzehner) September 25, 2021***

There was one prairie regional chat on August 14<sup>th</sup>. There were just two of us who joined, so we took the opportunity to get to know each other.

For discussion, can we talk about scheduling zoom meetings and how the times appear on the website? There was a mix-up with the prairie regional meeting on August 14<sup>th</sup> and I know someone was trying to connect when the meeting hadn't started yet (I felt terrible). It could just be me but when I look at the website, I'm unsure about when the chats are happening.

## Upcoming Events

- SEP 2:00 pm - 4:00 pm EDT  
**25 Executive Committee Meeting Sept 2021**
- OCT 7:00 pm - 8:30 pm EDT  
**5 BC Region Meeting 7 pm PDT**
- OCT 6:00 pm - 7:30 pm EDT  
**20 Eastern Region Meeting 6 pm EDT**
- NOV 1:00 pm - 2:00 pm EST  
**13 Members National Video Chat Nov 2021**

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*Ewart-Daveluy Indexing Award Committee (Judy Dunlop)*

September 25, 2021

### ***Presentation of 2021 Award at the 2021 Conference***

We were delighted to present the award to Stephen Ullstrom for his impressive index for the *Shield of Psalmic Prayer* by Donald Sheehan, published by Ancient Faith Publishing.

### ***Eligibility criteria***

At our meeting on June 10, the committee reviewed the guidelines that were established when the award was created and the guidelines used by sister societies. We want to expand eligibility for non-Canadian members. Participants in the discussion were Mary Newberry, Noeline Bridge, Audrey McClellan, François Trahan, and Christine Jacobs (guest).

According to our website, our current guidelines require submitters to meet these criteria:

- must be Canadian citizen OR resident in Canada
- are not required to be members of ISC/SCI
- may nominate themselves

The committee unanimously recommends the replacement of the above criteria with the following criteria:

- must be a Canadian citizen or resident in Canada, but does not need to be an ISC/SCI member OR
- if not a Canadian citizen or resident, must be a member of ISC/SCI at the time of writing the index
- may nominate themselves

We would like to have board approval for this change.

### ***Changes to submission procedures and documents***

We experienced several technical problems during the year, including one paid submission that failed to arrive. Submissions will now be sent directly to the chair, who will confirm the receipt of the documents and handle any transmission problems. Instead of using a website payment system, the chair will ask the Treasurer to send the submitter an invoice for the fee.

In the past we asked for a PDF of the published book. Because of difficulties encountered with some presses, we will now accept a PDF of the published book OR the PDF sent to the indexer to write the index and the Word file sent by the indexer to the press.

### ***Outreach Committee – Sept 25, 2021 (Siusan Moffat)***

**TIDE (The Inclusion, Diversity and Equity committee) – The Executive asked TIDE to change our cadence for the bursary to fit better with the budget cycle. Therefore, we are just completing the third bursary award, which makes it possible to spend the budget in the same year as it is allocated.**

**Our first bursary winner Sandra Muchekeza finished her Simon Fraser course, attended our conference and some online chats, and has done 4 indexes. Her first index was completed with the help of Mary! Trial member Leah Horlick finished the Berkeley**

course, attended our conference, some online chats, JoAnne's session on marketing and has done 2 indexes. Trial member Matthew MacLellan finished private indexing instruction, attended the conference and all online chats, is in the mentorship program, has done 4 indexes with 3 more planned (and a repeat client already!) PLUS is now a TIDE member! Our 2<sup>nd</sup> bursary winner Nicole Riguidel finished her Simon Fraser course and is negotiating her first index.

And we now have a 3<sup>rd</sup> bursary winner! datejie cheko green found our bursary announcement through the Canadian Association of Black Journalists. She is a part-time audio journalist and part-time scholar who is also involved in archiving and athletics. She is currently working on an indexing project for Black news gathering. She has decided on the Berkeley course and is enrolled for November. As soon as we decide on the trial memberships action item, the winner will be announced.

This round we'd also like to offer the 6-month trial membership to 6 applicants, since they all show promise as indexers. We have found that folks getting the 6-month memberships have benefited greatly, really taking advantage of what we have to offer and many staying engaged after the trial period.

Each TIDE member has reached out to all our bursary winners and trial members to make sure they feel welcome and have people to answer questions or come to with any issues.

In February we had a great Zoom meeting with Sandra, Leah and Puneet to talk about how things are going with them and their ISC memberships and indexing in general. In August we had the same meeting with Matthew and Nicole.

***More on the memberships:*** These memberships are for six months without the *Indexer*. We got the OK for 4 and gave 3 in both the first and second years we offered the bursary, but this year it was really hard to choose. And you never know who will take the ball and run with it, now or later! Now that we're doing national and most regional chats on Zoom, there are many opportunities to get a real flavor of indexing and network with indexers.

The only cost to us beyond our normal activities is the administration of adding them and taking them off the membership list, and the work that TIDE members do through meetings with them, individual contacts, and helping them find training and their first jobs. It's great having them in our national and regional Zoom meetings, and which give them a real sense of the profession and what the possibilities are. We think these memberships provide a significant and tangible method of outreach for the indexing profession, as well as helping address the proven lack of diversity in the publishing industry.

**Question for the Executive meeting:** Are we alright with offering 6 six-month trial memberships this time, given the quality of this year's applicants?



**Publishing – Nothing new to report. Judith send out mailings of a letter to publishers about indexing, along with some bookmarks. She plans to send another letter out in 2022.**

**Users and Usability** – Ronnie is participating in the Virtual Locators task force, along with indexers Mary Coe and Pilar Wyman, looking at use cases for how locators can work well in ebooks. One main use case is for effective embedded indexes, but such locators will also help teachers, book clubs, and others who work collaboratively with ebooks. Other participants work on ebook design, W3 Internet standards, textbook design, and Google. Our Outreach committee has always wanted to go further with usability of indexes, and are delighted to see Mary's thesis when she's done, though we've seen hints in her articles in the *Indexer*.

**Outreach** – This year's Word on the Street Toronto is a very different format so there wasn't an easy way to participate. It's going on now, with talks with authors and virtual tours of independent bookstores. Here's the schedule: <https://toronto.thewordonthestreet.ca/event-directory/festival-week-schedule/>.

**Emily LeGrand's presentation for academic authors to introduce them to indexing skills and ISC/SCI is in review. We have always contemplated reaching out to institutions to familiarize them with our society and proper indexing techniques. Emily's webinar will help both authors who index their own books and ISC/SCI indexers working with academic authors.**

**Technology and Skills** – Nothing new to report.

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## *Conference 2021 Report (Lisa Fedorak)*

September 26, 2021

### **Committee members**

Maggie Billard, programming (returning)  
Maura Brown, documentation (new)  
JoAnne Burek, website (returning)  
Moira Calder, publicity (returning)  
Lisa Fedorak, chair (returning)  
Nancy Willis, registration (returning)

The committee has met once this year.

## Venue

A digital conference via Zoom due to the uncertainty of the ongoing pandemic, international travel and the success of last year's conference.

## Dates

Not determined yet as we are waiting to hear from Editor's Canada about their conference dates. Given that it will be virtual, there is more latitude to select a date as it is not dependent upon the venue. The dates will take place during the usual ISC/SCI window between the May long weekend and mid-June on a Thursday, Friday and Saturday. The conference will be 2 and a half days, with slightly more programming on the first two days and the Fireside chat(s) on the last day.

## Programming

The committee has begun work to develop the slate of presenters and a theme for the conference. Dennis Duncan, author of *Index, A History of the*, has been secured as the keynote speaker. The conference will be similar to last year's taking into consideration suggestions from the 2021 conference evaluations and lessons learned.

## Budget

The committee is waiting for the recommendations from the Ad Hoc Conference Fee Committee regarding the setting of conference fees. The proposed budget will be presented at the next Executive Meeting.

## Requests

1. The AGM be held separately from the conference
2. The Ewart-Daveluey Award be presented at the conference
3. Permission to use the ISC/SCI Zoom account and upgrade to Business level for the month of May (currently at Pro level \$200/year, Business level \$270/year). The conference fees will cover the costs.

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*Conference Fee Ad Hoc Committee (Margaret de Boer)*

## Proposal for Conference Fee Pricing

### Background

The ISC/SCI approach to conference pricing has been based on conferences breaking even each year. In practice, however, this is difficult to do because of two conflicting priorities:

1. There is a strong desire to keep the fees consistent year over year so that the conferences remain "affordable" to attendees.

2. The cost of putting on in-person conferences varies from city to city and increases over time. It's inevitable that if we try to maintain the same level of venue and banquet each year, without adjusting prices, some conferences will make money and others will lose money. See Table 1 for the conference profit and loss statements since 2015.

Each year, the conference committee spends a lot of hours juggling these priorities while trying to build the conference budget, and much time is spent in executive committee meetings debating and discussing our pricing approach.

The goal of this committee was to settle the issue of pricing approach and to propose principles, guidelines, and processes that will facilitate the setting of conference fees for both in-person and virtual conferences going forward.

Our scope included the following:

- A. Conference fees for in-person conferences
- B. Banquet fees
- C. Conference fees for virtual conferences
- D. Conference budgeting—managing (and living with) profits and losses
- E. Early Bird deadline and non-member pricing

## A. Conference Fees – In-person Conferences

The conference fee is an important driver of conference attendance, and as a result, conference success.

The driving principle behind our conference pricing has been year-over-year consistency. Returning conference attendees have a price set in their minds. Where this leads is that any price change, up or down, must have a good reason. If a price increase is due to “more expensive venue”, then the conference committee may be criticized for not working hard enough to find an affordable venue or city. If the increase is due to having an expensive speaker, that might be a tough sell.

An adjacent principle of consumer behaviour is that price is an indicator of value. If the price is too low relative to “typical” conferences, then prospective attendees (especially those not familiar with our conference reputation) might decide it's not worth the time and travel cost to attend.

Finally, we think that conference attendees can accept pricing that changes with inflation, as we deal with inflation everywhere. Recall the encouraging and supportive response of the members at the 2019 AGM when they voted to increase membership fees.

With these principles and realities in mind, we concluded that having conference fees solely driven by cost is not acceptable as it violates prospective attendees' sense of fair and predictable pricing. At the same time, periodic small conference fee increases to cover inflation probably would be acceptable.

### **Recommendation:**

We propose that Early Bird conference pricing be set based on the last priced conference, with small increases year over year. With an increase of \$5/year, the pricing for the next several years would look like this:

Year	Members Early Bird 2 days	Y/Y Increase
2018	\$285	n/a
2019	\$291	2.1%
2020	\$290	-0.3%
2021	\$295	1.7%
2022	\$300	1.7%
2023	\$305	1.7%
2024	\$310	1.6%
2025	\$315	1.6%

## B. Banquet Fees

The setting of banquet fees is intended to be based on cost. However, it is sometimes impossible to find a suitable banquet venue in the price range that members are comfortable paying. Increasingly, the banquet ends up being subsidized by the overall conference revenue. We support the approach of subsidizing banquet fees because the banquet is such an important part of the conference experience. It's an opportunity to network in a natural and relaxed environment, and the awards ceremony can be a powerful motivator for attendees. We believe it's in the best interest of conference attendees to attend the banquet, which means we should be making it as affordable as possible.

### **Recommendation:**

Our recommendations are the following:

1. Keep the banquet fee in the \$60-\$75 range for the next in-person conference, and periodically revisit it when banquet costs persistently trend far outside the range.
2. Cover any banquet shortfall as an expense in the conference budget. In other words, continue allowing the conference revenue to subsidize the banquet.

## C. Conference Fees – Virtual Conferences

Our first virtual conference (2021) was very well-attended and we made a profit (see Table 2). In fact, the conference committee thinks, and others may agree, that we underpriced the conference relative to its value and that it would have been reasonable, and an easy sell, to price it much higher.

### **Recommendation:**

We recommend that the price of a virtual conference be raised to \$100 for early-bird members. The fee for Fireside Chat should be kept to the nominal amount of \$10, as opposed to free.

## D. Conference Budgeting

Over the years, as we have sought to have our conferences break even, we have inadvertently accumulated some conference surpluses and had only a few small losses. This is reflected in Table 1. As we go forward with the recommendation of predetermined prices, it would seem that losses are inevitable, especially in the years that we host in an expensive city.

In any case, we want to avoid a situation where membership fees are subsidizing conferences. That's because it's unfair to members who would never attend an in-person conference.

We also note that virtual-conferences have proven to be a reliable money-maker as long as we price them on value (not cost) as proposed. Virtual conference revenue could help offset future in-person conference losses.

### **Recommendation:**

To give conference committees the flexibility to plan conferences under the constraint of predetermined revenue, we recommend that we create a stand-alone Conference Surplus Fund to draw down or top up with conference profits and losses from year to year. This fund would be balance sheet line item and spending of it is restricted to expenses related to putting on the conference.

Then when a conference budget indicates an unavoidable loss, the budget can be balanced by drawing down from the conference fund, provided there is enough money there to cover it.

When the conference is over and the actual revenue and expenses are added up, the conference fund line item would be increased or decreased as applicable by the exact actual amount.

By “directing” surpluses to a conference fund instead of general revenue, we can give the conference committee the flexibility to plan conferences that maintain the level of quality our members expect, while staying within the pricing already established. Furthermore, showing the conference fund separately on the balance sheet will help us keep an eye on cost trends so that we can tweak our approach to conference spending and activities going forward.

We propose that the initial Conference Surplus Fund be the exact amount of the surplus from the 2021 conference, which is \$2,590.

## E. Early Bird deadline and Non-Member rates

We reviewed the timing of the Early Bird deadline. The deadline is important because it helps the conference committee confirm the interest in the conference and give us time to change the room size, in the case of an in-person conference. We think that a deadline of six weeks before the conference, which is what we have been maintaining, is adequate.

The incremental fee after the deadline has been consistently \$40, and we recommend this be maintained.

With regard to the fee increment for non-members, there are no real costs that justify the increment. Presumably, its purpose is to provide an incentive to attendees who are not yet members but are on the fence about joining. It's to their advantage to join sooner rather than later, so that we can introduce them into the society and make them better able to have a



productive and enjoyable conference experience. We recommend that the fee increment continue where it is, at \$50 for the two-day conference.

**Table 1: In-Person Conference History**

<b>Table 1: Conference Actuals for In-person Conferences</b>				
Year	2015	2017	2018	2019
Host city	Victoria	Montreal	Winnipeg	Ottawa
Type of venue	hotel & Leg. dining room	hotel	hotel	campus & restaurant
Conference Attendees		48	49	53
Paid Registrations (estimate)		37	37	41
Number of free attendees (estimate)		11	12	12
Conference rates - 2 days, Early Bird				
Members	\$275	\$275	\$275	\$291
Non-members		\$325	\$325	\$344
Students		\$150	\$150	\$158
Banquet attendees		48	33	35
Banquet price	\$40	\$40	\$50	\$63
Banquet cost per person		\$42	\$52	\$85
Profit and Loss				
Revenue				
Conference	\$11,747	\$10,118	\$9,600	\$14,574
Advertising				\$138
Banquet	\$1,880	\$1,760	\$1,500	\$2,205
Total Revenue	\$13,627	\$11,878	\$11,100	\$16,917
Expense				
Banquet cost	\$1,719	\$2,031	\$2,024	\$2,987
Room plus catering	\$5,855	\$9,103	\$6,404	\$10,221
Stationery, printing, admin, paypal/stripe fees	\$41	\$579	\$643	\$1,077
Swag/bags	\$292	\$201	\$208	\$249
Speaker Gifts	\$985	\$131	\$172	\$218
Extras				
reception/after-party		\$380	\$0	
speaker costs			\$1,000	\$200
Total expenses	\$8,892	\$12,425	\$10,451	\$14,952
Profit (loss)	\$4,735	(\$547)	\$649	\$1,965
Conference profit (loss)	\$4,574	(\$276)	\$1,173	\$2,609
Banquet profit (loss)	\$161	(\$271)	(\$524)	(\$782)
Cumulative loss/profit since 2015	\$4,735	\$4,188	\$4,837	\$6,802
Note: 2016 conference was held jointly with ASI in Chicago				





**Table 2: 2021 Virtual Conference Profit and Loss**

ISC/SCI Conference 2021				
	BUDGET	ACTUAL	fees	# of attend
<b>Revenue</b>				
Early Bird, 3 days (mbr)	\$ 4,200	\$ 4,140	\$ 60	70
Students, 3 days (mbr)	\$ 35	\$ 45	\$ 35	1
Regular, 3 days (mbr)	\$ 150	\$ 1,200	\$ 75	2
Non-Member	\$ 200	\$ 645	\$ 100	2
Fireside Chat registration	\$ 300	\$ 210	\$ 10	30
Total Fees	<b>\$ 4,885</b>	<b>\$ 6,240</b>		105
<b>Expenses</b>				
Technical Director payment	\$ 1,120	\$ 2,360		
AV equipment rental - if needed	\$ 200	\$ -		
Thank-you cards (presenters)	\$ 25			
Speaker thank you gifts	\$ 400	\$ 536		
Coffee Cards (swag)	\$ 1,280	\$ -		
postage - mailing to attendees if needed	\$ 268	\$ -		
Postage - mailing thank yous to speakers	\$ 130	\$ 47		
Stripe fees	\$ 300	\$ 215		
Keynote speaker fee	\$ 250	\$ 250		
office supplies	\$ 50	\$ -		
Zoom, Vimeo expenses	\$ 70	\$ 243		
Total Expenses	<b>\$ 4,093</b>	<b>\$ 3,650</b>		
<b>Profit (Loss)</b>	\$ 792	\$ 2,590		

## *New Indexer Resources Committee Report*

### **Background**

There's no question that indexers ask a lot of questions about their craft. And there are a lot of resources that hold answers. You can find solutions to all kinds of problems in the decades of *The Indexer* issues, in numerous ASI publications, in the societies' periodicals, and in the brains of other indexers.

The questions asked by new indexers, however, are narrow in scope in that they are mainly business-oriented. They are also not unique and rarely new. Whether the available resources are actually helpful to new indexers is another matter. (For a list of some current resources see the Appendix.)

The inadequacy of the available resources may be why our monthly online chats have been so well-attended by newer members who are just starting out—the chat is an opportunity to get quick answers to initially-vague questions and get practical advice they can use.

This committee was formed in response to what we observed in the monthly chats—the same questions popping up, and the fact that the resources out there for new indexers are extremely limited and probably out of date.

The goal of this committee is to develop resources for new indexers. In addition, we are including:

- a method to build resources over time and to keep them up to date
- a format to help the readers find answers to their questions in a precise and focused way

The method we developed for this is to build an FAQ-style web page that can be added to over time and updated as often as we need to.

### ***Proposed Solution***

The New Indexer Resources web page is taking shape with the following features:

#### **1. Organization by topic**

For the initial implementation, the topics are:

- Money and Business Management
- Client relations
- Work-life balance
- Home office and work habits
- Marketing
- Training
- Ethical issues

#### **2. Reader-friendly content structure**

The content is presented in a question and answer format. The question, or headline, is stated in the first person, and it's tightly-focused and even elaborated, e.g. "How do I make a good impression with a client so that I can secure repeat jobs?" The answer is presented as a short piece of content of 300-500 words.

At the end of the answer, we include further resources.

We found when writing our first few pieces that it was tempting to tackle several questions and once (one thought leads to the next). Rather than write a long essay covering everything on a topic, as much as possible we try to break up the content into pieces that each answer a more precise question. In other words, depth over breadth.

### **3. Restricted access but with “teasers” for the public**

Most of the time, content will be intended for members only, as it is high value and should not automatically be given away. Nevertheless, the question (headline) and the first few lines (teaser) will be readable to the public, with the rest of the response requiring log-in: “To see more, login or become a member”.

Content meant for people who want to know more about indexing, such as training, should be public in whole.

### **4. Feedback to responses**

Each content piece will allow the reader to comment and possibly ask a follow-up question.

### **5. Process for updates and additions**

The FAQ plugin will make it convenient for members to become contributors so that multiple people can make updates and add new content.

## ***Project Status – September 18, 2021***

### **Website Platform**

- FAQ plugin installed on staging.indexers.ca (a test website) - completed
- Styling – in progress

### **Content**

- At this time, committee members are contributing content and JoAnne uploads it. JoAnne edits the content for web readability standards (e.g., short paragraphs, subheadings to permit scanning)
- A few articles have already been uploaded. We have found that writing these articles is creative and interesting work.
- Martha Osgood, retired indexer who wrote the blog post “Let Me Talk You ‘Out’ of Indexing” (now unpublished) has given us permission to update the article and post it in our resources.

### **To be developed**

- Define processes to enable and encourage many people to contribute and edit content
- Create and document a style guide for content
- Decide when we can launch the page to the membership and public
- Determine how this committee will be organized/relaunched once the initial page is launched

This report is for information only.

Submitted by  
Tere Mullin  
Lora Marchand



Pat Richards  
JoAnne Burek

**Central Canada Regional Report, Sept 2021 (Ronnie Seagren)**

We held our first Central Canada meeting since the conference in person in a park steps from Lake Ontario. Eight of us from as far away as Guelph and Kitchener gathered opposite Ann Kennedy’s coop, where we used to meet in the common room.

Participants ranged from a new indexer in training who’s making the transition from academia to someone who’d done four indexes to Mary Newberry, who’s done over 20 years’ worth.



It was such a delight to meet in person and people wanted to talk — about our indexing and all manner of things. Two snippets: A new indexer told of teaching a class about the plague in medieval Europe just as the pandemic started. Another described getting caught in Newfoundland until very recently. Much of the discussion was about our favorite indexing

experiences, such as Boyd Holmes’ index of a book on the history of comics.

A highlight was Margaret de Boer presenting the ISC/SCI Tamarack Award to Siusan Moffatt in person for “going above and beyond the call of duty” to the society as a volunteer, especially the creation of the Outreach Committee, including TIDE (Inclusion, Diversity and Equity). TIDE administers a bursary to attract people from



marginalized or underrepresented groups, now in its third year. Members publicize the bursary, run the selection process, and support the winner and runners-up in selecting an indexing course and getting their first work. The tamarack is a goose decoy traditionally made of larch twigs by the Anishinaabe people. This one now has pride of place on Siusan’s plant shelf.

Our next meeting is scheduled for Saturday, October 23.

## *ISC/SCI Webinar Program Policies*

This policy will guide the production of webinars by laying out the direction and position of ISC/SCI. It was created based on a research document prepared by Wendy Savage.

This policy addresses the parts of the mission statement of ISC/SCI that deal with communication and education.

### **Background**

Online learning is an essential tool for indexers, both new and experienced.

Although ISC/SCI has access to ASI webinars at discounted rates, the prices are still quite high, especially when the exchange rate is taken into account. In addition, some subjects do have a particular Canadian bias.

The society sees this as one way to provide low-cost education as a benefit to our members.

### **Format of Production**

The term **webinar** in this document can include events produced by ISC/SCI and can be meetings, seminars, and online learning. The format of the event is dependent on the topic/presenter/number of anticipated attendees. If necessary, a one-month access to Zoom webinar capabilities may be purchased.

### **Meetings**

A standard Zoom meeting is designed to be a collaborative event with all participants being able to screen share, turn on their video and audio, and see who else is in attendance.

In this environment, dialogue is important, and participants are asked to contribute and share ideas. The presenter must therefore engage the audience.

Additional tools that can be useful include chats, annotation, whiteboards, slides, polls, and so forth. The session can be recorded for later viewing by the attendees. Breakout rooms are also useful.



### ***Seminars***

A Zoom webinar is designed to allow view-only attendees, so they can't see who else is in attendance. The host and any designated panelists can share their video, audio and screen. Attendees have the ability to interact via Q&A, Chat, and polls.

These are typically one hour in duration.

### ***Online Learning***

These are typically several seminars in a series. These are courses that require more time, and the presenter is typically a subject matter expert.

### ***Webinar Topics***

People may volunteer to present a webinar or just suggest webinar topics to the webinar coordinator. Topics should be relevant and of interest to Canadian members of ISC/SCI.

Experts should be arranged for (and possibly paid) when a request for a topic cannot be met from within the Society.

### ***Tone***

The overarching feeling of the webinars should be respectful. The webinars should be informative, the atmosphere should be positive, and criticism should be constructive. The webinar coordinator should consider whether article topics have been covered in recent years.

### ***Fee***

Based on the idea that people will act professionally, the Society assumes that we won't have a high sign-up/no-show segment, that is—people who sign up will show up.

Based on the idea that the mission of the Society is to provide information on indexing, the program should attempt to break even. That is, if there are no costs incurred—there should be no charge for the event. If the Society pays a presenter to give a talk, then a fee should be charged based on an estimate of anticipated audience, such that on average, the webinar program breaks even.

Recordings of the webinars will be available for a small fee to encourage members to attend in person and to partially cover costs of storing the videos for later viewing.

### ***Recordings***

Recording webinars enables ISC/SCI to archive the presentations and then allow them to be viewed by members who were unable to attend. This provides an enormous benefit to members to have a bank of content. Some members may not have been able to attend, or may not need the information until the future.

Webinars will be available to members only, not to the general public. This leaves space for improvement and development as the program moves forward and relieves pressure in the beginning stages. This could change as the ISC/SCI webinars improve, and the Society feels that they can be shared. However, any webinars made under the condition that they would only be available to members, will remain available to members' only.

Attendees must be informed that the webinar will be recorded. See procedures.

The Society and the presenter can negotiate the terms of the recording.

### ***Schedule***

To commit to holding webinars regularly will require too large a commitment from volunteers. The Society will attempt to present a minimum of two webinars a year. Webinars should be held as a topic arises either from a presenter or from a request.

### ***Volunteers***

Both the coordinator and the host will have access to the dedicated email address: [webinars@indexers.ca](mailto:webinars@indexers.ca).

#### ***Webinar Coordinator***

This person will organize the schedule and publicity of the webinar.

#### ***Webinar Host***

This person will host the event: making the introduction and helping the presenter to answer questions.



### ***Intellectual Property***

The content of the recording belongs to the presenter in all cases.

The presenter may or may not be reimbursed for their time. This is to be negotiated between the presenter and the Society.

The recording may be produced by either the Society or the presenter.

#### ***Society Produces Webinar***

Webinars produced by the Society remain in the control of the Society. The Society may charge the members as much as is needed to cover the costs of producing the webinar. The recording is not available for the use of the presenter.

#### ***Presenter Produces Webinar***

The recording—without the use of materials or other resources of the Society—belongs to the presenter and may be used by them. The recording may also be used by the Society under conditions negotiated between the presenter and the Society, for example, fees, timing, length of availability, and so forth.

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## *ISC/SCI Webinar Program Procedures*

### ***Webinar Coordinator Responsibilities***

#### ***Topic***

- Receive suggested webinar topics from members at [Webinars@Indexers.ca](mailto:Webinars@Indexers.ca).
- Receive suggestions from presenters who volunteer to present a webinar at [Webinars@Indexers.ca](mailto:Webinars@Indexers.ca).
- Determine the intended audience for a suggested topic (e.g., experienced indexers / new indexers / specific category of indexing, etc).
- Determine whether a suggested webinar topic is relevant to the Society, and if it has been covered in recent years.

- Arrange for member(s) within the Society to present a topic, or arrange for expert(s) when a topic cannot be met from within the Society.

### ***Presentation Details***

- Determine the format of the webinar (meeting / seminar / online learning).
- Determine whether the webinar will be recorded or not.
- Determine the fee (if any) for the webinar.
- Determine a date and time for the webinar, making sure that it is available on Zoom.
- Determine the likelihood of needing to upgrade Zoom for large numbers of people.

### ***Publicity***

- Get the generic press release or announcement from the communications director.
- Add the unique information and send to either the executive committee liaison for review or put into the Board/For Review folder and ask the executive committee to review it.
- Get translation, either directly (if chair is on the executive committee) or indirectly (via the executive committee liaison if no one on the committee is on the executive committee) send the document (unique part only) to [editeur-francais@indexers.ca](mailto:editeur-francais@indexers.ca) and ask for translation.
- Then, send the English (and French) press release to the following
  - [membership@indexers.ca](mailto:membership@indexers.ca) (for emailing to members)
  - [admin@indexers.ca](mailto:admin@indexers.ca) for posting on the website
  - [Bulletin\\_editor@indexers.ca](mailto:Bulletin_editor@indexers.ca) (for inclusion in the next issue)
  - [communications@indexers.ca](mailto:communications@indexers.ca) (who will send it to their external list after the members have the news)

### ***Preparation***

- Coordinate with treasurer and website administrator to ensure continuity of information about participants, registration, and payment.
- Upon registration and payment, send emails to would-be participants, with the webinar details / URL.
- Include a disclaimer in the email sent to would-be participants, stating "This webinar will be recorded, and your consent is required. By joining the webinar, you are deemed to be giving your consent."
- Maintain a database of all registrants of the webinar (for sending evaluations).
- Maintain a list of all questions asked by participants before a webinar, if applicable.
- Create polls before the webinar, if necessary.

### ***Post-Webinar***

- Evaluate the success of the presenter and the topic by sending out the generic evaluation to participants within five days of the webinar.
- Get link of recorded webinar from website administrator and send to participants.

## ***Webinar Host Responsibilities***

### ***Prior to Webinar***

- Contact the presenter before the webinar to rehearse and time the presentation.
- Ensure that the presenter is familiar with all the basic Zoom tools, such as unmuting, screen sharing, breakout rooms, and so forth.

### ***During the Webinar***

- Host the event by introducing the presenter, and giving house rules, such as recording of the webinar, method for asking questions, and suggestions for muting/disabling of video, and so forth.
- Facilitate questions that are asked both during and before the webinar.
- Post polls if necessary.
- Organise breakout rooms during the webinar, if necessary.
- Thank the speaker at the end of the presentation.
- Inform the participants about access to recorded webinars.
- Request the participants to respond to the evaluation.
- Close the meeting.

### ***Website Administrator Responsibilities***

- Set up registration for the webinar on the website.
- Post the press release/announcement on the website.
- Coordinate with treasurer to ensure receipt of payment from participants.
- Set up the recorded webinar for viewing and prepare link. Communicate link to webinar coordinator.
- Bourinot's Rules of Order: Recommendations (Jason Begy)
- For discussion.
- Introduction
- Over the summer François Trahan noticed that we had a scan of the 4<sup>th</sup> edition of *Bourinot's Rules of Order* in the Dropbox, which we should not have. However, the ISC/SCI Constitution specifies that we should be using the "most recent edition" of the Rules in our meetings, so a

motion was passed to reimburse (co-) presidents on purchases of the Rules up to \$20.

- The scan of the book has been deleted. We also have a file labeled “Bourinot’s Rules of Order At a Glance,” which summarizes the rules in table format. This is not a scan of a text, and the author metadata on the file attributes the document to Biljana Cuckovic, a professor at University of Toronto. I have not been able to find a version of this file online, but many Canadian universities and institutions make freely available similar summaries.
- Constitutional Considerations
- The ISC/SCI constitution Article 6 reads as follows:
- “The rules contained in the most recent edition of *Bourinot’s Rules of Order* govern all deliberations of the Society, provided they are not in conflict with the Constitution or any special rules of order the Society may adopt.”
- We as a Society tend not to rigorously follow the rules as-written, which I think can be attributed to our small size and generally informal culture. Notably, we allow meeting Chairs to debate and vote, which is expressly forbidden by the Rules. We may wish to amend Article 6 to specify this exception to the Rules, or alter our meeting practices going forward.
- Question to be Addressed
- Should we amend Article 6 to allow meeting chairs to debate and vote, as a specified exception to the Rules, or, should we alter our meeting practices to more rigorously follow the Rules?
- Should we: 1) “Bourinot’s Rules of Order at a Glance” on-hand as a reference for everyone on the board; 2) we replace it with another version that is freely available online; or 3) create our own summary?