

From the President



Olympic Games may bring out the best in athletes, but they also bring out the worst in commentators' sporting clichés. One of my bugbears is 'sporting hero'. I fail to see anything heroic in people competing against a clock or playing games. I was so annoyed by what I considered the misuse of this term that I checked it in the Macquarie Dictionary—only to find that the definition 'person of distinguished courage *or performance*' has, in fact, been correctly applied. Under this expanded definition, not only those who put their lives in danger to assist others are 'heroes', but anyone who excels in the performance of their tasks can also lay claim to this title.

This made the meaning of another cliché, 'unsung hero' much clearer to me. Unsung heroes really *are* the 'quiet achievers' of advertising fame (although I'll leave it to you to decide whether this quality is as exclusively 'Aussie true blue' as our advertisers would like us to believe!) And pretty high up on my Olympic roll call of unsung heroes are volunteers.

Volunteers are the lifeblood of ANZSI. In a society with about 220 members, almost 20 percent hold a formal position and are actively involved in the running of the society. About another 40 percent attend branch meetings and activities. Our conferences usually attract over 50 percent of members, plus others from allied professions. With the exception of Peter Judge, our newsletter editor, which is a paid position, all the work done for ANZSI is by volunteers. Even Peter's contributions go far beyond the payment he receives. I can attest to his cheerful acceptance of late copy, returning phone calls on Sunday evenings, and writing extra articles when promised contributions are not forthcoming!

Our volunteers achieve enormous amounts for the Society. We take for granted our branch meetings, our training program, our mentoring scheme, our membership database, our website, our *Indexers Available*, our conferences and workshops, our library, our newsletter, our reciprocal arrangements with other indexing societies, our new constitution, our new branches, etc. Each of these achievements has come about because of the good ideas, and hard work, of our volunteer committee members. When I discuss our activities with members of other professional societies of a larger size, they are often surprised that we have been able to accomplish so much—thanks to our unsung heroes.

Volunteers are the lifeblood of ANZSI

The most amazing part of these achievements is that our volunteers have maintained this commitment and enthusiasm for over 30 years. Next month marks the 30th anniversary of the founding of the Australian Society of Indexers, whose inaugural meeting was held on 27 April 1976 in Victoria. Many of our members will remember those early days of our Society. Who would have dreamed that 30 years on it would be a thriving international body which continues to expand in membership and ideas?

Other societies would organise a formal celebration to mark such a milestone. ANZSI is no exception—our members love an excuse for a social occasion! Because of our uniquely autonomous branch structure, each Branch will arrange its own way to celebrate. My local ACT Region Branch will be combining its celebration with our 'federal' ANZSI Committee during our next administrative outlook conference in May, when office holders from various branches will meet with us in Canberra. The ACT Region has planned a dinner for the meeting weekend, so that local members have an opportunity to find out what others are planning, in an informal atmosphere. And we hope to announce the culmination of a long-term project—but the details of that will remain secret until the night!

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It is *your* newsletter, and we are totally dependent on contributions, both large and small, from members. Please contact the editor if you have any questions about the suitability of items for publication. The editor reserves the right to edit or abridge contributions.

Please send files via email in MS Word Rich Text Format or plain text (ASCII). Do not embed footnotes in Word files.

Next deadline

31 March for the April 2006 issue.

Graphics

Image files can be accepted in most common formats. Do not embed images in text files. Camera-ready art and photos can be scanned by the editor. Note that photos need to be clear, sharp and contrasty if they are to copy well in black and white.

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News from the Society of Indexers

Wheatley Medal nominations

Nominations are open for the 2006 Wheatley Medal for an outstanding index (closing date 31 March 2006).

First awarded in 1963, the Wheatley Medal has since been presented for indexes to a wide range of publications, from encyclopedias to journals, with subjects ranging from law and medicine to biography, literature and history. All indexes published in English throughout the EU between 1 January 2005 and 31 March 2006 are eligible.

For further information about the Wheatley Medal (including a list of previous winners) and to download a nomination form, visit <www.indexers.org.uk/awards/Wheatley.htm> or contact the Honorary Secretary of the Society of Indexers (secretary@indexers.org.uk)

Durham Conference 2006

The annual Conference, titled *Aidan Bede Cuthbert: The ABC of Indexing*, is to be held at St Aidan's College, University of Durham on 7–9 July 2006. The deadline for bookings is 31 March 2006, although late bookings may be possible subject to availability.

ANZSI Queensland Branch news

Dear Queensland Indexers,

My name is Moira Brown. I am quite new to the wonderful world of Indexing—my background was in libraries (Queensland State Library) and self employment—but I have volunteered to be the ANZSI representative for the Queensland Branch in 2006. I will do my best to contact all Branch members personally by email or telephone as soon as possible.

I am sure that we would all like to thank Ian Odgers, our outgoing ANZSI representative, for all the hard work he put in on our behalf. Ian represented the Queensland Branch for several years. He was a great help to me, as I am sure he has been to many others, when I first entered this profession of Indexing. Our heartfelt thanks, Ian, and best wishes.

Meet your colleagues!

You can enjoy some really useful networking at the Society of Editors

The Conference will focus on education for and about indexing, and will feature topics including the teaching of index use in schools and the psychology of indexing, along with a variety of seminars, workshops and peer reviews. Durham's unique surroundings and heritage will provide a spectacular backdrop to the Conference. Further details are available on the website at <www.indexers.org.uk/conferences/conf2006.htm>.

50th Anniversary Conference

The Society celebrates its 50th Anniversary in 2007, and this milestone will be marked by a special Anniversary Conference in London, on 13–16 July 2007. Further details will soon be available on the website, or from the SI Office.

Workshops

Details of workshops in London and Durham are on the SI website.

*Jane Coulter, Society of Indexers
news@indexers.org.uk*

(Queensland Branch) meetings, on the first Wednesday of each month at The Coffee Club, 349–351 Logan Road, Stones Corner, Brisbane, at 6.00 pm for 6.30 pm. Nonmembers pay a \$5 entrance fee and you can buy meals and snacks there. The meetings feature guest speakers on a wide variety of topics of great professional interest.

The Editors are a friendly group, and as we Queensland Indexers do not have meetings of our own, this Editors group is perhaps a starting place to find work contacts and friendships for the future. If you live in the Brisbane area, do please come along.

My best wishes for 2006. May it be a busy and prosperous year for us all. Please contact me if you have any questions and I will try to help—my contact details are on the back page of this newsletter.

Moira Brown

(From the President, continued from page 1)

Victoria, too, has already organised their event, and this occasion will have great impact for them as a joint celebration of the founding of AusSI and the Victorian Branch. Other Branches will, I hope, follow suit—watch for details of your Branch's activities.

These are wonderful activities and I urge you all to attend. However, in keeping with our tradition of volunteering and joining in, I would like to ask an additional effort from each of you reading this column. In this our 30th year, I would like every one of our members to individually do one thing for the Society. This might be as simple as attending just one meeting, or making contact with one indexer, or even helping to organise an activity. If you live remotely, why not join *AliaIndexers*, our online discussion group? If you aren't into meetings, drop the newsletter a line and let us know if you like the format (I'd love to know if you enjoy my ramblings, or if I should 'sit down and shut up'). Have you seen an interesting item about indexing in the media—send it to Glenda Browne for her 'From the Literature' column. If we can achieve all that we do with 40 percent of our members contributing, imagine how we could excel with 100 percent involvement!

I'd like to continue on this theme of volunteers and highlight just two of our Society's many unsung heroes. The first is the newest of our volunteers, and it gives me great pleasure to welcome Moira Brown as our new Queensland contact. Moira introduces herself in a separate article in this issue, and as you will see from her background and enthusiasm, she will be a great asset to the Queensland contingent. Those of you who are new to ANZSI may not be aware that we do not have Branches in Queensland, South Australia, Tasmania or Western Australia. To form a Branch, there must be at least ten members in a region, and most of the above regions either have less members or (as in Queensland) they are spread over such a vast area that it would be difficult to carry on Branch-like activities. In these regions, members have volunteered to act as ANZSI contacts. They keep an eye on any activities that occur in their area which might interest or involve indexers (in Queensland and South Australia, for example, many indexers attend Society of Editors meetings), report activities for the newsletter, are available for indexers in that area to contact and generally put people in touch with others in the region. Susan Rintoul has been our South Australian contact for many years, and we are grateful for her

continued involvement. The position of Western Australian contact is currently vacant and we would be very happy to accept a volunteer for this position. Tasmanians have traditionally worked through the Victorian Branch, but as their numbers grow we would welcome anyone who would like to act as a local Tasmanian contact as well.

Our next unsung hero has been active in ANZSI for many years. Most of you are probably familiar with his work as our Webmaster. This year Jon Jermeý has also taken on the role of NSW Branch President. With his wife and partner Glenda Browne they raise two children (who have grown up at AusSI/ANZSI conferences!) run a business, devote enormous amounts of time to our Society and provide excellent practical contributions to the running of ANZSI. On top of all this, Jon has been working on ways to improve updates to *Indexers Available*, which until now has been a complex task for both the Membership Secretary and the Webmaster. Jon has now developed a trial site for ANZSI members to update their own entries to *Indexers Available*. Details of how to do this are in a separate article in this issue, and each member will receive an email explaining it in more detail. Access to this site is by individual password for security. The site resides on Jon's own website for this trial period, but clients will seamlessly link to it from the *Indexers Available* link on our ANZSI website. When the ANZSI website redevelopment is finalised (and by the way tenders are being sought at present), this new version of *Indexers Available* will be incorporated into the new ANZSI site.

These improvements to *Indexers Available* have been long awaited by many of you, and would not have been possible without Jon's perseverance and initiative. Bear in mind that it is still a trial, and we welcome your feedback if things go wrong or you would like other features incorporated—we can fix the problems and promise to consider the suggestions! I lived with a programmer for many years and can attest to the amount of time, effort and patience which would have gone into this work. Please take the time to look at this new development and update your own entry. We thank Jon for this enormous contribution to the business side of ANZSI. If the definition of hero is 'person of distinguished performance' then I have no doubt that Jon's contribution is truly heroic.

Lynn Farkas

ANZSI *Indexers Available* going live

ANZSI has arranged for members to update their membership details and their *Indexers Available* details via the web. In future this will be incorporated into the new website, but until this is ready it is being hosted at the Webmaster's site.

You can find a list of members at <www.webindexing.biz/ANZSI/NameList.asp>. To edit your details click the link marked EDIT next to your name. You will then be prompted to enter your surname and password. Passwords have been sent out via e-mail. If your name is not in the list, or if you have not

received a password, please contact the Membership Secretary on memsec@aussi.org.

If you indicate that you want to appear in *Indexers Available*, part of your information will be available for searching by employers on <www.webindexing.biz/ANZSI/SearchForm.asp>. This will reflect whatever you have entered into the information form, so please ensure that your details are correct.

Jon Jermeý

From the literature and other thoughts

inCite, September 2005

Matthew Rimmer (p. 10) discusses two legal cases in which universities sued academics for private commercialisation of projects which started in university-paid time. One judge noted that the loyalty expected of public servants in the past can no longer be assumed because of changes to employment conditions including an increase in contracted positions and emphasis on business priorities. It may be that the cost-cutting employee-hurting measures that have been implemented in some public service areas are now coming back to haunt them. In my part-time library job, comments from the Premier of NSW that 'books and magazines' are one area of waste in the health service that should be cut certainly doesn't make me feel more dedicated! But why do bureaucracies get away with it for so long? Because people often retain loyalty to their team and their customers long after they lose respect for aspects of the organisation as a whole.

inCite also notes (p.16) that ISO has published a new edition of its ISBN standard, moving from a 10-digit to a 13-digit ISBN from 1 January 2007. This will make book numbers consistent with barcodes used by other retailers. See also <www.thorpe.com.au/isbn/isbn13.htm>.

IQ: InfoRMAA Quarterly, May 2005

'Computer forensics' by Neil Barrett (pp. 24–26) is an interesting warning of the persistence of supposedly-deleted files on a computer. Even though it looks as if a file has been deleted, it may still be lurking somewhere. Similarly, changes made within a file can often be traced, leading to some public red-face moments.

Key Words, July – September, 2004

On p. 82 of this issue, ASI recognises dedication to the Society by awarding members with an 'order of the Kohlrabi' pin. The list of these members includes ANZSI's Madeleine Davis and Tricia Waters, both of whom have attended ASI conferences.

Key Words, October – December, 2004

This issue contains an interview with Karin Newton (p. 116), representative of ASI organisational member **Matthew Bender** (part of LexisNexis, which is part of Reed Elsevier). Indexers of books published by Matthew Bender won the H W Wilson Award for Excellence in Indexing in 1992 and 1999. Matthew Bender has two indexing teams, one based in California and New Jersey, and the other in Virginia. Between them they employ 2 index managers, 7 index supervisors, and 37 in-house indexers! They have 1300 publications, with indexes ranging in size from one page to 1500 pages, with an average of 500 pages. Most are in looseleaf format. Many of the publications have been put online, and some print indexes are also being moved online.

The company is also maintaining some indexes from publications they have purchased. These tend to be simpler than their traditional indexes, and are being managed in a semi-automated fashion. A program created by Leverage Technologies is used to extract section headings from the table

of contents and export them to CINDEX. An index editor then converts the headings into index entries. This process takes about a quarter of the time a traditional index does.

Given that many legal indexes are largely created from section headings I can see the possibility in this. But it does depend on the editor creating content-bearing headings, rather than headings such as 'Future directions' or 'Practical approaches' which have no subject content.

Karin notes with concern that LexisNexis is investigating the feasibility of offshoring some indexing and editorial work. Results from a pilot project are of lower quality than in-house work, but she is concerned that the extremely low cost might persuade the company to compromise on quality.

Peer review

In 'Peer reviewer guidelines' (p. 119), Martha Osgood provides a checklist for people performing a peer review on a colleague's index. Points to consider include: treatment of the metatopic (i.e. main subject of the book), consideration of the audience, ease of reading (e.g. keywords first in entries or subentries), level of detail, and use of cross-references. In 'Logistics for peer reviews' (pp. 120–121), Martha Osgood presents advice for organising face-to-face group peer reviews.

What we learn from indexing

As we were driving down Old Bathurst Road last week, Jenny complained that her ears felt like they needed to pop. We suggested she hold her nose and blow to equalise the pressure, and Jon said: 'And Mum even knows the word for it!' The week before I had indexed a book that mentioned this, and could now succinctly describe a technique I had used for years. It is called **Vaslava equalising**, and is also important in scuba diving.

Because I have always enjoyed the way snippets of information from books I have indexed came up in real-life situations, I enjoyed Nan Badgett's article 'Lick the needle, not the thread: a how-to guide for how-to books' (pp. 127–129) in which she described some of the useful things she had learned from books she had indexed. These included using a potato to remove a broken light bulb from a socket, and painting every second stair so you don't get stuck at the top or bottom. Some of the practical issues she thinks are important in how-to indexes are: index length, unanalysed page references, subject-matter expertise, deadline pressure and specific requests (including being asked to index everything in a book about tomatoes under tomatoes).

Key Words, January – March, 2005

In 'When the check isn't in the mail' (pp. 22–23), Enid Zafran presents practical advice on chasing up non-paying or slow-paying clients. Hints include: confirming the initial agreement in an email, keeping an evidentiary trail of all important decisions, asking for a third of the fee in advance when dealing directly with authors, sending the invoice in a separate email from the index, following up on non-payment, and using copyright ownership in the case of non-payment. She also recommends using invoice numbers (which I would have assumed is standard) and stating terms on invoices (e.g.

'Payment due in 30 days. Late fee of 12% applies for past due amounts.'). She doesn't think it is necessary to state these conditions upfront, but I feel it is part of the agreement and needs to be discussed if it is to be insisted on. I have felt put-upon by an invoice from an accountant stating that payment was due in 7 days, which seems like an unwarranted presumption. I much preferred a bill from a surveyor which said that payment was due in 30 days, but that payment within 7 days would bring a 10% discount.

i-Torque, issue 25

The second edition of Nancy Mulvany's book *Indexing books* has been published. In this issue of *i-Torque*, Nancy has included an interview with Victoria Baker, who indexed the new edition. Victoria used hybrid subdivisions in this index, and found them very useful. Hybrid subdivisions use indented subdivisions and run-on sub-subdivisions. The advantages are that it is clear what is a sub, and what a sub-sub, and that the sub-subs don't have as many runover lines as they would if indented.

Nancy notes serious problems that can be caused by Spyware, and an apparent lack of concern shown by many computer users. There is good information in Wikipedia at <<http://en.wikipedia.org/wiki/Spyware>>. One possible spyware detection program is Spybot Search and Destroy (<<http://www.spybot.info/en/index.html>>).

i-Torque has temporarily ceased publication while Nancy takes a sabbatical.

Words matter

'Seeded for your convenience' reads my raisin box. 'Seeded' alone would have said enough. Received a record email disclaimer last month 350 words long, following a message 21 words long. The last clause reads: "This

email disclaimer will at all times take precedence over any other email disclaimer received by employees/students utilising the communications facilities of the University of"

I thought I was a fairly cynical shopper, but have been caught out twice this month. I bought some Grenadine from the bottle shop, and got it home to discover a small 'imitation' on the label. (Grenadine *should* be pomegranate syrup, this was artificially flavoured sugar water). Bought some dried strawberries, and discovered they were 65% sugar – in addition to any sugar the original fruit contained. But luckily I avoided the 'Cracked lemon pepper lobster – taste' which doesn't even name the main ingredient on the front of the packet.

Names matter

Names matter, but while marketing gurus may focus on style, people often prefer clarity.

The National Film and Sound Archive controversially changed its name to ScreenSound. Although the URL is still <www.screen-sound.gov.au>, the site notes that it has changed its name back to National Film and Sound Archive, and that the wording is gradually being changed back throughout the site.

After some 'business realignment', Dialog Intelliscope is now called Broker Research, and Profound is called Market Research, suggesting that they too have decided to return to meaningful names.

A letter to *The Press* (Christchurch, 6 October 2005) pointed out that if a library changes the name 'overdue fine' to 'extended loan charge', they can't complain if borrowers assume (wrongly, as it turns out) that this means they are welcome to extend their loan if they are willing to pay the charge.

Glenda Browne

New Zealand Branch

Two mentoring projects are currently under way and one is almost complete. I am hoping to keep pushing these projects through, keeping several going at the same time as people do tend to be busy and there are delays in completing projects.

The Freelance Register has been printed and will soon be sent out.

Our Branch library is slowly but surely acquiring books and will soon be up and running.

We are currently looking for a venue for more training courses in Wellington around May/June.

Tordis Flath, President NZ Branch

ACT Region Branch training courses

Thesaurus construction course. To be conducted by Lynn Farkas on Saturday 8 April, 9.00 am to 1.00 pm.

Back-of-book indexing courses. To be conducted by Max McMaster on 26 May (introduct.) and 29 May (intermed.).

Annual reports indexing course. To be conducted by Michael Harrington on Saturday 17 June.

Edyth Binkowski

The Pied Peter of Burley Griffin



A pair of swans brought their extended family to share, rather aggressively, in the ACT Region Branch barbecue (see next page). Your editor bribed them into following him away from the picnic area, then coaxed (well ... shooed!) the disgruntled mob back into their natural element.

ACT Region barbecue, December 2005



1



2



3



4

A perfect summer day and a perfect setting!

Pictured in photo 1 are (*l. to r.*) John Tarbath, Joan Merrell, Rob Merrell, Susan White, Penny Whitten, Barry Howarth, Walter Lee.

Photo 2: Joanne Seccombe and friend, with the Olde family in the background.

Photo 3: Kaaren Sefton, Marion Gilmour, Deveni Temu, David Sloper, Susan White.

Photo 4: Lynn Farkas and little Adrian Olde.

Photos by Geraldine Triffitt.

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