



# Australian Society of Indexers Newsletter

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## Challenges in indexing nineteenth century periodicals: *The Dawn* and Automatic Indexing

*Liz Lee discusses the indexing of the periodical The Dawn.*

*The Dawn* was considered in its own time – as it is by modern day researchers – the major feminist journal of its period. This reputation is linked not only to the contents of the journal but to its wide circulation and the activities orchestrated by Louisa Lawson around the journal, such as The Dawn Club, mail order services, and vocational training of women. Research interest in the journal is multi-disciplinary, and thus the challenge to index the journal both comprehensively and appropriately is great.

From the indexer's point of view, *The Dawn* exemplifies many of the challenges associated with the indexing of nineteenth and early twentieth century material, including 1. incomplete sets, 2. poor quality paper/microfilm, 3. euphemisms, 4. misspellings, 5. name inconsistencies, 6. outdated terminology, 7. small paragraphs crammed with material requiring multiple headings, 8. mention without explanation of events and names, and 9. difficulties with assigning authorship of articles.

Thus the project to index *The Dawn* has also stimulated my own thinking around the development of a method of automatic indexing for long runs of newspapers and journals. Theorising along the lines of computerised methods of indexing germinated from, first, an analysis of the challenges embedded in the indexing of a journal of this period and humanities/social sciences material in particular, and secondly the practicalities of indexing a journal such as *The Dawn* (monthly and spanning the years 1888–1905). The time (and therefore the cost) involved in large scale indexing is prohibitive.

### The Challenge

*The Dawn* was named by the Australian Advisory Council on Bibliographical Services (AACOBS) Working Party on Bibliography as one of 26 Australian journals considered to be national priorities for indexing. The Working Party's recommendations on the indexing of nineteenth century journals are

detailed in Victor Crittenden's INCAP Report [1].

Comprehensive indexing of the journal is being undertaken for many reasons: 1. the depth of information included in the journal, 2. the widening of research interests in areas such as women's studies, history, and cultural studies, 3. the fact that categories of material such as advertisements, illustrations, etc., are often not indexed hence a gap exists in these areas, 4. to test the time and effort involved in indexing manually the full contents of a journal, 5. to gauge the content of different categories of material and therefore their need for indexing in future projects, and 6. to test the level and form of indexing for each category.

Confirmation came from the results of a 1993 survey of researchers by the Bibliographic Projects Committee of the South Australian Centre for Australian Studies which detailed the categories of material within newspapers and journals considered by researchers to be priorities when indexing, and correlated the results to research areas. [2].

Once the decision was made to index all categories of material the vastness of the project came to light as the indexing proceeded. The need to tailor the individual indexes more closely to the needs both of

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# Noticeboard

## Obituary

### Dr William Coppell

AusSI members will be saddened to hear of the passing away of ACT Branch member Bill Coppell on 6 November.

Bill was a distinguished teacher, educational administrator, author, bibliographer and indexer. He has been heavily involved in education in the Pacific Islands and some of his major works were in the field of Pacific bibliography. His writing interests ranged from catalogues of theses about the Pacific Islands to encyclopedias of abbreviations and sport.

He was a leading practitioner in indexing, a frequent attendee at AusSI meetings and always ready to act as a guest speaker or panel participant.

Bill will be fondly remembered and sorely missed. Our sincere condolences to his wife Merle and son Ian.

Lynn Farkas

## Recommended rates

The National Committee has issued the following statement, to take effect from 1 January 1999:

"The Australian Society of Indexers recommends that the minimum hourly rate of pay for freelance, self-supporting, registered book indexers, working on short-term contracts, be \$38.00 per hour."

"The Society recommends that professional indexers working as freelance database indexers, or in other areas where remuneration is on a piece-work basis, should be paid a rate equivalent to the hourly rate recommended for registered freelance book indexers."

The rate has not increased since January 1995. The National Committee considered a detailed report on the factors involved in setting the rate, and intends to review the recommended indexing rate in July each year, taking into account particularly:

- a) changes in inflation and other economic indicators since the previous recommendation was made;
- b) the rates of pay of comparable professions in Australia, particularly book editors and librarians;
- c) factors and costs involved in running freelance businesses; and
- d) the recommended rates of overseas indexing societies.

Alan Walker

## SI Indexers Available on web

The Society of Indexers is pleased to announce a major addition to its website.

*Indexers Available*, the major resource finding aid for publishers and authors is now available online. It allows indexers to be sought on the basis of subject specialisms, their experience of particular publications and media and their skills in fields other than indexing which are relevant to publishing.

The Society's web site is at:

<http://www.socind.demon.co.uk>

and links are provided to the *Indexers Available* part of the site from the 'what's new' page, accessed from the site's home page.

John Halliday, SI Webmaster

**More notices on page 108**

## New members

A warm welcome to the following new members:

Ms Linda Graham, NSW  
Mrs Rae Lorenz, NSW  
Dr Anitra Nelson, Vic

## Membership renewals and *Indexers Available*

A form requesting information for membership renewal and inclusion in *Indexers Available* is enclosed with this newsletter.

Renewals (\$50) are due on 1 January 1999. Applications received after 31 January 1999 will be ineligible for inclusion in *Indexers Available*.

## Dates for your diary

All the Christmas parties will be over by the time you receive this newsletter. Next AusSI meetings will be the National and Branch AGMs next year (Victorian on Tuesday March 16th; others to be set).



# Noticeboard



## President's Letter: Selling Ourselves

Dear Colleague,

Many people do not realise that they need an indexer until it's too late. Maybe it's because we don't sell ourselves as well as we might.

A small group of us met in Canberra on 7 November at a workshop to produce a guide to indexing services. This guide, or brochure, will explain to prospective clients what indexers can do for them, setting out the types of services and skills we offer. With the efficient co-ordination of Lynn Farkas, and the help of a number of members of the ACT Region Branch, the workshop participants spent the day writing a draft, on which we reached agreement, and which is now undergoing copyediting before publication. It will then be distributed as widely as possible amongst publishers, editors and other potential clients.

This is the culmination of a process starting with the award of a research grant to the ACT Region Branch in 1997, and involving members of all Branches since then, through a series of meetings on defining indexers' skills, and related topics. Thank you for your contributions.

Our other, longer established means of advertising our services is the publication of *Indexers Available*, which is also widely distributed throughout the publishing industry. The National Committee has taken the decision to mount this on the AusSI website next year. In this we will be following the example of the Canadian and British societies of indexers. The Society of Indexers' *Indexers Available*, which you can look at on their website at <<http://www.socind.demon.co.uk>>, provides a particularly fine example of an online directory of indexers, and of course it has excellent detailed indexes.

With this issue of the Newsletter you will find your membership application/renewal form, together with the form for your entry in *Indexers Available*. Please get these back to us as soon as possible, so that we can get the directory up and running early in 1999.

We will publicise the presence of *Indexers Available* on our website by sending out a flier to publishers and

other potential clients. We will also monitor the need for the printed versions of *Indexers Available*, which we will produce from our database when required.

Finally, an apology for the big form you have to fill in this year. We are taking the opportunity to improve the quality and completeness of data in our membership database. Maintaining this database allows us to answer queries and to provide information to prospective employers, and is another way in which the Society can help you sell your services.

My best wishes for the summer.

Alan Walker, President

## From the editor

**I**t has been a pleasure working on the newsletter in 1998. I have enjoyed communicating with indexers from around the world, reading and reviewing books, and learning new skills.

The satisfaction of a finished newsletter is much the same as the satisfaction of a finished index. You gather disparate elements and work them gradually into a logical order. Towards the end it all looks chaotic, and you wonder how it will ever work. But bit by bit things slip into place, and by the end it looks as though everything has a place made just for it. (As with indexing though, you can always find a small error that slipped through, or something that you would do differently next time). Like indexing, newsletter preparation is solitary, with communication via phone, email and snail mail. Monthly stuffing bees give welcome human contact. And as with indexing, you get very little feedback, but when it comes it is gratefully received (advice as well as approval).

Thank you to all people who have contributed in one way or another to the newsletter this year. I depend on regular contributions from branches and National Executive members, as well as special articles and items from all members.

Please consider sending articles or snippets next year. If you know of someone outside the society with great ideas, suggest to them that they write an article for us too.

The next deadline is 31st January for the combined January/February issue due in mid-February.

*Best wishes for the  
New Year*

Glenda Browne.





(*The Dawn*, Continued from page 101)

the category of material being indexed and the use to be made of the index became more necessary as the size of the indexes (and therefore the cost of publication) increased by leaps and bounds. The Advertisement Index is a case in point.

From 1891, the number of advertisements per issue began to increase markedly and from the mid 1890s they make up a substantial part of the journal. For example the September 1896 issue of 44 pages has 20 full pages of advertisements, many of which are only a few lines, and a further 8 pages include additional advertisements. The index had been completed to 1897 when the publisher advised that the size of the index must be reduced. The parameters of the Advertisement Index were therefore amended to index only the first occurrence of each advertisement in each year, noting also changes of content as the year progresses. Several things need to be accommodated, including seasonal advertisements (for example clothing, household requisites, holiday accommodation, novelties) as these reflect buying patterns, and changes in the content of long running advertisements. The aim is to reduce the number of entries under advertisers such as David Jones, where advertisements (for example the Orient Clothing advertisements) are largely repetitive, but to register those advertisements which change repeatedly (for example Horned Bros. advertisements change every few months). In addition, the popularity of *The Dawn* as an advertising vehicle and the consistent loyalty of many advertisers (both large firms like David Jones and Palings, and individuals, such as dentists, dressmakers and teachers) need to be documented as they attest to the social significance of the journal.

## The Strategy

Research interest in the contents of *The Dawn* is now inter-disciplinary. Thus the challenge has been to cater for the research needs of a wide range of users.

The Dawn Project has encompassed a three-pronged approach to the indexing of a nineteenth century journal. It is viewed by the participants as a developmental and therefore somewhat experimental project at several levels.

The prime concern of the project has been to test out various methods of indexing particular categories of material within the journal and to identify the level of indexing and the type of headings needed to make both the factual and conceptual elements of the text readily retrievable.

Several aspects needed to be accommodated in the headings and style of indexing:

- \* the language of the text
- \* the factual/literal content
- \* the conceptual/implicational content

Given the focus of the journal on women's issues and the *mores* of the period, of particular interest is the unravelling of euphemisms which mask gender-related issues such as prostitution, and the linking of nineteenth and early twentieth century terminology to current usage both within the women's movement and outside it.

Above the literal content there is a need to insert additional headings to cover the conceptual layer, linking modern feminist concepts with the content of a nineteenth century journal. Thus essentially an hierarchical system of headings was evolved to cater for the requirements of researchers in the prime subject area [3]. Again the inclusion of all personal names mentioned in advertisements in the Advertisement Index is at the request of researchers.

## The Result

The index has been tailored to meet the needs of the material being indexed (the complexity thereof) and of the researcher. Both the factual content of the article and its place in the modern 'women's studies' canon is being addressed. Hence the practice of including 'grouping' headings to draw together relevant material has been widened to encompass a layer of 'conceptual' headings which link nineteenth century preoccupations into twentieth century feminist theoretical concepts. Headings in this category are taken substantially from *The Women's Thesaurus* [4]. As with the style of the headings themselves the descriptive string of indexes has been varied for each index, generally in accordance with the level of information available from the text. The simplest subject indexing - based on key words appearing in the text - is reserved for the subsidiary indexes, for example Health Hints and Cures.

The Illustration Index follows the pattern found in the journal, where the illustrations fall mainly into four categories: advertisements, fancy work, fashion, and gardening. Duplicate entries are tailored individually - with regards to information content - to the requirements of each specific category/layer in which they appear. This index is being used to develop (1) a database format which will accommodate the automatic integration of disparate indexes of the same journal, (2) synonym strings to accommodate personal name inconsistencies, (3) hierarchical data layers around the level of detail/type of information required

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(*The Dawn*, Continued from page 104)

for specific purposes, and (4) linkages across and within separate indexes. Given the usefulness of this index to persons creating films, drama, exhibitions, as well as craftpersons, entries are provided in some detail including style of costume, for example, Norfolk, Eton.

One of the aims of the project has been to look at words and patterns of terminology with a view to automatic indexing. The emphasis has therefore been on using language which appears in the text both in subject headings and for description. Since the computer would index from terms in the text, the ability of the natural language terms to easily convey the subject matter (i.e. their practicality as key words), the proximity and frequency of both specific and general terms and combinations of terms, and possibilities for linkages, hierarchical relationships, etc. are an important consideration. The Illustration Index and the Advertisement Index were used as a basis for exploring the practical problems associated with the need to link related subject terms to allow effective ('relevant') retrieval in a large database. The use of the 'string' form for entries is primarily to test possibilities for hierarchical linkages. In an automatic indexing package additional terms could be inserted automatically in response to 'trigger words' in the text.

While the original idea was for the indexes to be interfaced, it quickly became obvious that both the size of the project and the research orientation made this untenable. As many ways of indexing various categories are possible, the form and level chosen for *The Dawn* is not necessarily applicable to all journals or researchers. Researchers are invited to provide input into the automatic indexing project by making their indexing/retrieval requirements for specific categories of material and/or specific research areas/subject disciplines known to the systems team at the address given below.

## Conclusion

It is well recognised that indexing is somewhat idiosyncratic, and that even the same indexer will approach the same passage with a different slant depending on the mood of the day. Chasing the goal of the perfect index is therefore comparable with chasing the gold at the end of the rainbow. The indexers have aimed to provide a true representation of the contents of the journal, varying the indexing to reflect the category of material.

[1] If anyone would like a copy of the INCAP Report they can secure one by writing to: Victor Crittenden P.O. Box 82 Jamison Centre ACT 2614.

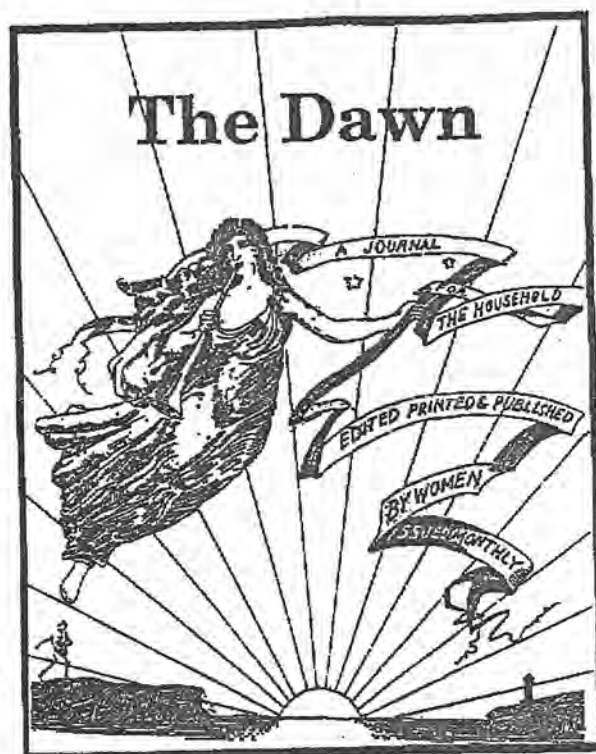
by Liz Lee, C/- Spoken Language Systems Research Group, Thebarton Campus, University of Adelaide. 5005. Email [liz@dvcr.adelaide.edu.au](mailto:liz@dvcr.adelaide.edu.au). Comments are welcomed. Send them to PO Box 265, Kent Town 5071 SA. This article was previously published in *Margin*, April 1997.

*The Dawn* is currently being indexed by a research team at the University of Adelaide consisting of Professor Penny Boumelha, Cheryl Hoskin and Liz Lee.

## References

- 1 INCAP (*Index to Nineteenth Century Australian Periodicals*) Report, comp. Victor Crittenden. Canberra, AACOBs Working Party on Bibliography, [1986].
- 2 *Report on Indexing Priorities for South Australian Materials*, comp. Elizabeth Lee. Adelaide, South Australian Centre for Australian Studies, 1993
- 3 Boumelha, Penny. 'Breaking up the Woman Question: Indexing *The Dawn*'. Paper given at the 1993 Annual Conference of the Bibliographical Society of Australia and New Zealand, Order Out of Chaos.
- 4 *Women's Thesaurus*, ed. Mary E.S. Capek. New York, Harper and Row, 1989.

For background information see also Liz Lee's article in *Cataloguing Australia* vol. 22 (3/4) Sept/Dec 1996 titled Cataloguing (and Reference) at the Crossroads



*The Dawn: a journal for the household. Printed & published by women. Issued monthly.*

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## Book Review

### **Don't Just Surf: effective research strategies for the Net**

Maureen Henninger

UNSW Press - \$14.95

138 pp. ISBN: 0 86840 480 2

Reviewed by Jonathan Jerney

Maureen Henninger is the coordinator of Continuing Education in the School of Information, Library and Archives Studies at UNSW. In this book, written primarily for students, but aimed at anyone beginning to use the World Wide Web for serious research, she describes some of the most effective ways of finding Web-based material. The book is worth its price in the sheer number of useful URLs it supplies, and includes many useful hints and tips to boot, as well as a few warnings.

The book begins with an extremely brief overview of the Internet, the Web and the use of a browser program. If more space had been available I would have liked to see more discussion of the ongoing commercialisation of the Web, and the resulting financial motivations behind search engines, push technology, and information 'portals', rather than the book stopping short, as it does, with the university era. The browser introduction is pretty basic - it's hard to imagine that someone who needed the book wouldn't have picked up this much already.

Chapter 3 briefly describes the use of browser bookmarks, the page history cache, and the under-utilised Edit/Find option. Some more information on the distinction between working on- and off-line might have been helpful here, but for a quick guided tour of Netscape this is adequate. Again, given that Microsoft now has about 45% coverage of the browser market, an expanded edition could say a little about the way MS-Internet Explorer does things, including the use of 'favorites' rather than bookmarks. The bookmark material reappears in Chapter 12, which seems rather wasteful of space when a cross-reference would have done just as well.

The meat of the book begins in Chapter 4 with an overview of text-based vs subject-based search systems. Boolean logic and proximity operators (e.g. searching for 'cheese NEAR sheep' will find 'sheep milk cheese', 'sheep cheese', 'cheese from sheep', etc). This might have been a useful place to introduce wildcard searching, too, rather than deferring it until later in the book. A discussion of subject classification

in this chapter probably goes beyond the needs of the target group, but is useful to have. The chapter finishes with some tips on search strategy, at least the first of which should be engraved in large letters on every computer connected to the Web: 'Have a firm concept of what you are looking for - *write it down!*' (my emphasis).

Exercises throughout the book give users a chance to try out their new skills: the earlier ones are pretty basic, but later ones will require some thought and preparation. 'Answers' are given at the back of the book. One exercise involves the construction of URLs by guesswork from company and organisation names - a useful skill to acquire, although sometimes likely to land the user in unwanted and unsalubrious places!

Chapter 5 compares Web searching to 'traditional' sources of data, including some rules of thumb. I would like to have seen some mention of the Usenet newsgroup system here - a wonderful source of information for those prepared to sift out the wheat from the chaff. Chapter 6 lists the main categories of search engines, and when to use them.

Chapter 7 goes into detail about finding email addresses, including the tried-and-true method - ring up and ask! Perhaps users should be warned that email listings are often out of date. They should also be encouraged to enter and update their own email details in return for the privilege of using the service.

Chapter 8 deals with the increasing number of subject directories. As with everything on the Web, this is a moving target, and no doubt many will have come and gone by the time the next edition appears. (My current favourite is the Mining Company <<http://www.miningco.com>> which hasn't made it into the book.) A useful table here lists the strengths of each gateway described.

Chapter 9, on text-based search engines, is the longest in the book. Several tables list the most prominent current search engines, their relevance and ranking methods, and ways of broadening or narrowing a search. This is an area where practical experience is essential, and the chapter ends with some exercises for the user.

Chapter 10 describes some multiple access tools which allow the user to access several search engines - either in sequence or simultaneously - at a time. Many of them then 'massage' the results by removing duplicates, categorising, and ranking. New developments, discussed in Chapter 11, include attempts to provide configurable search systems that can be used to deliver information of a particular

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*(Don't just surf. Continued from page 107)*

kind: thus an immunologist, say, could regularly 'sweep' the Web for new information on AIDS.

Chapter 12 covers organising bookmarks. This is the kind of material that gets out of date very quickly, and I believe that in Version 4 Netscape have already modified their bookmark system: so while the principles are sound the level of detail might be inappropriate. Serious students might also be interested in 'bookmark management' programs such as Powermarks, which are becoming available through both shareware and commercial sources.

Chapter 13 gives some timely warnings about the credibility of Web information. Chapters 14 and 15 briefly review copyright and citation issues. There is a glossary, index, bibliography and reference list - which last two pieces of scholarly apparatus could have been combined (or, dare I say, omitted and moved to the Web?) in the interests of space in such a short volume as this.

The index contains a few oddities - the three subheadings under 'graphics' all point to the same page, for instance, and Boolean logic is listed (twice!) on page 33, where it's defined, but not on page 72, where it's used. The layout of the book is marred by

the use of unnecessarily heavy lines for tables. I also found a few typos (e.g. 'biotechnolgy' on p.72). And when will book cover artists finally lose their fascination with the ugly Macintosh Chicago font? Give it a rest, guys!

On the whole, though, the book suits its target audience admirably. There are signs that, faced with the Web, the public mind is girding itself to wrestle with the unfamiliar concepts of Boolean logic and discriminatory searching, and this book will surely help the process along. I will be recommending it to my Advanced Internet students. Its only real problem is its brevity. I believe a second, expanded edition is already on the way.

## Online and on disc conference

Information Online and On Disc 99 will be held in Sydney from 19-21 January 1999. Speakers include the editor of *Database* and the chief executive of The Dialog Corporation. Speakers will discuss the future of the online information industry and specific products which are available. More information at <http://www.csu.edu.au/special/online99/> or phone (02) 93324622. G.B.

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## Business Advice

by Michael Wyatt, Keyword Editorial Services

All businesses depend on expert advice to function competitively. Large companies have in-house departments to deal with such things as legal matters and accounts. Small businesses have neither the resources nor the need to employ full-time experts in areas outside their product or service line. Instead, they hire consultants to provide these services. It is important that you ensure access to these experts when you begin business, rather than wait until you need them in a hurry. Choose consultants as carefully as you would choose full-time employees, and make sure you are comfortable with them and trust them completely before you entrust them with your livelihood.

What sort of advisers do you need? All businesses need more or less the same range of advice, regardless of what line they're in.

### Financial

An accountant is not just someone who prepares your tax return, but someone who understands your business and can advise you on appropriate business structures, book-keeping methods, budgeting, and planning. Accountants don't have to be licensed in order to practise, so check that they are a chartered accountant (ACA) or a certified practising accountant (CPA).

If you have additional business interests, such as investments, shares, or superannuation, you will need a financial adviser. Financial advisers must be licensed in order to operate; some accountants are also licensed to provide financial advice.

Be on first-name terms with your bank manager and the branch staff. Although they can really only advise you on products that their bank sells, they may also advise you on an appropriate financial structure. Arrange for an overdraft to swing into action when required, even if you don't need one now.

### Legal

Get a solicitor. Now. Don't wait until you're in trouble; that may be too late. Have access to someone you can phone up for advice on such matters as professional liability, run doubtful correspondence past, draw up water-tight agreements, or chase up debts. Solicitors are obliged to be qualified and registered, so check this.

### Insurance

Hire a licensed insurance broker to advise you on your insurance requirements. Don't use an agent or go to an insurance company – they'll just sell you what they have for sale. (If they don't have a broker's licence then they're an agent.) Your broker should contact you each year to ascertain whether your needs have changed.

### Advertising

My experience is that in the indexing business spending money on advertising doesn't bring in enough work to warrant the expenditure. Word-of-mouth seems to be the

most successful avenue. Join as many professional societies as you can that cater for members of your target consumer group and network, network, network.

## Industry bodies

What can I say? Join the Australian Society of Indexers and become an active member, and take advantage of the cumulated expertise of other indexers.

Although it's not the Society's job to provide advice on running a business, the *Newsletter* is there to serve you. If you think indexers could benefit from some specialised business advice, ask the editor to commission an article from an expert.

## Computers

Patronise a single computer store whenever possible, one that both supplies and services equipment. Choose one that is small enough to provide personal service, but large enough to be around in a few years time. If you are a regular purchaser, they will be happy to provide technical advice on the hardware they provide.

Choose an Internet service provider that supplies access software and unlimited technical support – communications protocols are very complex and fragile.

For peer advice on using software, join a user group. If there isn't one, consider forming one.

## Conclusion

I urge all members to make full use of business advisers available. Of course, whether this applies to you depends on whether you consider you are running a business or simply working for yourself.

## Indexes reviewed

In Suzy Baldwin's review of *How to be a man*, she writes: "...I don't pretend to understand how the male mind works...But when I see not one, but two index entries for clitoris – 'how to find the bloody thing', followed by 'what it's used for' – I know these boys are at least trying".

*How to be a man*, by John Birmingham and Dirk Flinthart. Duffy & Snellgrove, 325 p, \$24.95.

Thanks to Michael Wyatt for this review.

## Schools Indexing Project

In the May 1998 issue Diane Jarvie wrote about planning a genealogical indexing project. She has written an update in the July 1998 issue of *Between the Lines* (WA Genealogical Society Rockingham Branch Newsletter).

A number of research teams have been formed to work on specific geographical areas. Most people are gathering information about pupils, while some are looking for teachers and locations.

Research methods include interviews, examination of photos in museums, and transcription of information from school admission registers. G.B.





## From the Webmaster

Membership of the Web Indexers' Mailing list continues to grow - we are now into the 90s, and although current traffic is slow I cherish the hope that it will burst into fully-fledged life like Athena from the brow of Zeus any day now.

Meanwhile, like all mailing lists, we receive our share of moaning messages saying "Why doesn't anybody write?", to which the only possible response is "Why don't *you*?" The enrolment page and archives of the list are at <http://WINDMAIL.listbot.com>.

I hope to take advantage of the Christmas slow-down to prepare and deliver an on-line training course in JavaScript. This will be of use to Web indexers, as well as to other Web page authors. Contact me for details on [Diagonal@bigpond.com](mailto:Diagonal@bigpond.com).

Discussions of email problems on Index-L prompted me to request and review a book by David Strom and Marshall Rose called *Internet Messaging: From the Desktop to the Enterprise*. The review was sent out to my Internet Beginners' Mailing List in October, but here's an excerpt:

*This is a book with a split personality. The first part of each chapter describes the technical issues associated with different aspects of corporate e-mail; the second part how these come into play through the users' point of view. Ordinary users are likely to find themselves reading only the second part of each chapter, while system administrators and tech support people focus on the first part - but there's enough cross-over of useful information to make it worth taking the time to go through the whole book, bleeping over the technical words if you have to.*

Details of the book are:

Internet Messaging: From the Desktop to the Enterprise  
Marshall T. Rose and David Strom  
Prentice Hall Internet Infrastructure Series, 1998  
ISBN 0-13-978610-4: US\$44.95

The full review can be found in the list archives at <http://IBG.listbot.com>. New list members are always welcome!

**WWWalker**



Web indexing:

\* online notes \* onsite training \* consulting  
\* WEBIX software (due 1999)

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