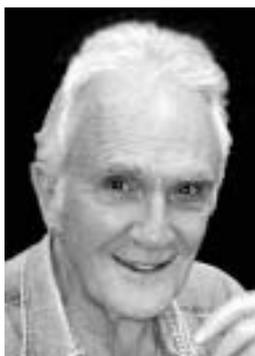


## From the President



### Mentoring Scheme

Geraldine Triffitt's 'Letter to the Editor' in this issue asks me to clarify the situation regarding the Mentoring Scheme. Council has no doubts about the value and intention of the scheme but has found a number of practical problems in carrying it out, such as differences in the expectations of mentors and quite wide variations in the time taken to

carry out the projects. Of course, in looking into these questions, others may appear which touch on wider issues regarding education and training for the profession. These issues need to be kept separate while we get the Mentoring Scheme back into effect as quickly as possible.

### State branches

A couple of weeks ago I had an interesting trip north, travelling by train to Brisbane and Sydney. I had been invited to attend the first get-together of the newly formed Queensland Branch. I was made very welcome and put up by the President, Moira Brown. The meeting took the form of a lively round table discussion with refreshments. In an exchange of presents I gave Moira a copy of Pam Peters' *Cambridge Guide to Australian English Usage*, since Moira intends to include editing and proofreading in her range of skills.

While the ACT, New South Wales and Victorian Branches have members spread around the capital cities and their hinterlands, Queensland and New Zealand have a much greater spread with, in Queensland, a group of members in Townsville, 900 kilometres from the capital. In New Zealand the forthcoming courses to be held in Christchurch may help to put members in the South Island in closer touch.

The New South Wales committee reports success in handling some business by telephone conferencing. Although I recognise the use of such methods my preference is, wherever possible, to meet face to face; such is the value of conferences where sometimes important contacts are made which last for many years.

In Sydney I was invited to sit in on the meeting of the 2009 Conference committee. This committee has its plans well on the way. The theme 'The Practice of Indexing' recognises the

need to develop the highest level of practical skills. I have found that this is the need most often expressed.

There is considerable interest in cookery book indexing. Cookery book indexes must be one of the most consulted forms. They vary in their style and, I suspect, usefulness. With this in mind I was interested to see an exhibition of Australian cookery books, covering over 100 years, in the Mitchell Library. The report of the Victorian meeting on this topic occurs elsewhere in this issue.

### Getting work

I am still awaiting, from Ian Crane of SI, a summary of his talk on sources of work and I plan to pass on his words of wisdom as soon as I have them.

In the meantime I suggest that it can be helpful to stay close to the worlds of local and family history, where there is always a need for indexers of self-published works. This may not be well-paid work but can be useful experience and can lead to other contacts. And members could also help set up courses in indexing for amateur historians or be involved in setting up cooperative indexing projects.

*John Simkin*

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**Deadline for the August 2008 issue: 1 August**

## Newsletter, Webmanager and Registration contacts

### Editor: Peter Judge

<peter.judge@bigpond.com>

### Web Manager: Mary Russell

<russellmf025@ozemail.com.au>

Website: <www.anzsi.org>

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This newsletter is published monthly 10 times per year, with combined issues for January/February and November/December. It is sent free to all members of the Australian and New Zealand Society of Indexers. Opinions expressed in the newsletter are those of the individual contributors, and do not necessarily reflect the opinions of the Society.

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, .doc files or .rtf, but NOT .html or .pdf. And please, no images or footnotes in Word files.

### Next deadline

1 August for the August 2008 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.

### Advertising charges

Full page A\$175; half page A\$90; quarter page A\$35; full year 10 for the price of 8.

### Membership charges

A\$70 per year from 1 Jul 2008.

Institutional membership \$95.

Subscriptions to the Newsletter A\$55 p.a.

### The Indexer

(*international indexing journal*)

Maureen MacGlashan, Executive Editor

<editor@theindexer.org>

### ANZSI Corresponding Member

Glenda Browne <world@theindexer.org>

To subscribe at the special rate for indexing society members, go to <www.theindexer.org> and click on the subscriptions link.

### Registration

Shirley Campbell

Ph +61 2 6248 8297

<shirley.campbell4@bigpond.com> or

<www.anzsi.org/registration.asp>

### Indexers Available

<www.anzsi.org/site/Indexers\_available.asp>

## NSW Branch Annual General Meeting

The NSW Branch AGM and dinner will be held on Wednesday 3 September 2008 at 6.00 pm in the Golden Cinnamon Restaurant, upstairs (above Cafe Kasturi) at 767-769 George Street, Sydney, a short walk from Central Railway Station. Cost: \$25.00 per person for a Malaysian Banquet (see the restaurant's website at <www.valentineongee.com>).

All NSW members are welcome. A nomination form for membership of the NSW Committee is included below. Please consider coming along and/or running for office or standing as a Committee member – especially if you are new. Working with the Committee keeps you abreast of developments and discussions within the NSW Branch and offers you the opportunity to participate in decision making for future Branch activities both social and training. In particular, the NSW Branch is currently responsible for organising the next ANZSI Conference in October 2009 and would welcome input and assistance from all NSW members. The Committee meets approximately every 4-6 weeks by teleconference i.e. you simply need access to a phone or computer!

Please confirm your attendance at the AGM by contacting Lorraine Doyle <Lorraine.Doyle@thomsonreuters.com>, ph +61 2 85877229 no later than Friday 29 August.

If you would like to discuss any matters about the work of the Committee please contact Madeleine Davis <madeleinedav@gmail.com>, ph 02 47875583.

*Madeleine Davis*

### NOMINATION FORM – NSW Branch Elections

We, the undersigned members of the Australian and New Zealand Society of Indexers, NSW Branch, nominate the person named for the office indicated for the year following the Annual General Meeting for 2008.

Name of person nominated: .....

Office (please circle one):

President Vice-President Secretary Treasurer Committee Member

Signature of nominator: .....

Signature of seconder: .....

Signature of nominee: .....

Nominations must reach the following address by 13 August 2008:

Returning Officer, ANZSI NSW Branch  
The Basement  
10 Rockwell Crescent  
Potts Point NSW

## Queensland Branch News

Celebrations at the first General meeting of the Queensland Branch of ANZSI lasted well into the evening on 18 June at the Salisbury Hotel in Brisbane. Seven members and a budding author from the library fraternity attended on the night to meet John Simkin, ANZSI President. John had travelled up from Victoria specially to be guest speaker at our first Queensland Branch general meeting in Brisbane.

This, our first general meeting, was conducted by the Branch President, Moira Brown. She expressed her regret that our inaugural Secretary, Sandy Liddle, who had given such great support in the formation of the Branch, has had to resign for health reasons. Sandy's happy determination and cheerful demeanour will be sadly missed in our Executive

Committee. In her place we welcome Jacinda Wilson, an inaugural committee member, to the position of Branch Secretary.

Business included the unveiling of the new Branch banner sign, chosen by the Executive Committee, which will be used for training sessions and at Branch meetings. We also asked whether members would like to have a membership card denoting their link to the Queensland Branch? The card would last for one year and be renewed when membership was renewed. What do members think about this?

Our Treasurer, Franz Pinz, urged members to renew their ANZSI membership as soon as possible. ANZSI Treasurer, Margaret Findlay, has advised that we, like all ANZSI Branches, will receive an annual per capita grant of \$12, based on the number of members who are *fully paid up* at 30 September.

Our guest speaker John Simkin is a founding member and an Honorary Life Member of AusSI/ANZSI; he has been a Committee Member since 1976 and four times President. It

was a great thrill to have John share his experiences at our first Branch meeting. He told us several stories of indexing projects which he had undertaken in Kuala Lumpur, in Bali and aboard a cargo ship en route to England – thus demonstrating the 'transportability of indexing', to quote Jacinda. John had more than thirty years as a chief librarian and bibliographer, then over eighteen years as an indexer. He has indexed a wide range of topics in literature, law, art, archives, business, and relating to Indigenous people and South Sea Islanders. His answers to members' questions were both knowledgeable and insightful.

Many Queensland members who attended this first meeting are new and inexperienced in the indexing world. They need advice, knowledge and information on how to succeed from their more experienced fellows.

Thanks to John Simkin for his wonderful address and indeed to all members who attended. We ended the evening by enjoying a celebratory fruit cake shaped like a huge 'I', the ANZSI logo. The meeting ended as the clock struck 10.00 pm.

Our next general meeting will be on Wednesday 16 July, starting at 7.00 pm. The informal guest speaker will be committee member Mei Yen Chua, author, poet and indexer, who will discuss 'The Indexing Experience'. The venue is the Salisbury Hotel, 668 Toohey Road, Salisbury, Brisbane; meals and coffee may be purchased from the Restaurant from 6.00 pm.

We have our own Branch now. Keep in touch.

*Moira Brown  
President, Queensland Branch*

P.S. Would you like to be an informal guest speaker at one of our monthly meetings? Any interstate indexers coming to Queensland would be most welcome as guest members or guest speakers. Please contact Moira Brown or any Branch officer listed on the back page.



*ANZSI President John Simkin and Queensland Branch President Moira Brown with that logo!*



## Legal Indexing Workshop and panel discussion

**Saturday 27 September 2008**

**N**SW Branch will hold a Legal Indexing Workshop followed by a Panel Discussion from 10.00 am to 4.00 pm at the NSW Writer's Centre, in the grounds of Rozelle Hospital. The location and transport details are at <[www.nswwriterscentre.org.au](http://www.nswwriterscentre.org.au)>. Plenty of free parking is available at the rear of the Centre.

The Workshop in the morning will provide an introduction to the special requirements of subject indexing for legal materials, including books, periodicals, looseleaf services and databases. The cost for ANZSI members is \$150.00; nonmembers are also welcome at a cost of \$ 175.

From approximately 2.00 pm to 4.00 pm there will be a panel discussion and question time on legal indexing with a mix of experienced legal editors, librarians and indexers. This session will be free and both ANZSI members and nonmembers are welcome to attend.

Booking is essential for both sessions. Please contact Madeleine Davis for more details and to confirm attendance: <[madeleinedav@gmail.com](mailto:madeleinedav@gmail.com)>, +64 2 4787 5583.

More details in the August newsletter.

*Madeleine Davis*

## Tips and hints – but it's not full text on the web!

Articles on indexing are elusive and in compiling the references for the website I was keen to promote all relevant ANZSI conference papers, articles and books. I have had a comment from a member 'but it's not full text on the web, why bother?' The items can be obtained in other ways and just because it is not available full text should not condemn the item to be excluded from the website.

So how do you obtain items that are not full text? I realise that many members are librarians and the answer to this question is obvious, so skip to the next article.

Let us suppose you wanted to obtain a paper from *The August Indexer: second international conference of the Australian Society of Indexers, Hobart, 27-29 August 1999*.

Firstly you need to find out which libraries hold a copy. The National Library of Australia coordinates **Libraries Australia**, a resource sharing service for Australian libraries and their users ([www.nla.gov.au/librariesaustralia](http://www.nla.gov.au/librariesaustralia)). By searching this you can find out which Australian libraries hold a copy of the proceedings. On *The August Indexer* web page I have included the link to the Libraries Australia entry for this conference <<http://nla.gov.au/anbd.bib-an21445695>>. From this you will see that many academic and state libraries hold a copy of this item.

Now you have several choices:

- You could visit the nearest library and copy the article there.
- You could print off this information, go to your local library and ask for an Inter Library Loan of either the complete conference proceedings or the paper you require. Ask the cost of this service as it varies from library to library.

- A copy of the article can also be obtained by pressing the 'Get this item' button, selecting 'at Bookshops/Suppliers' and using Copies Direct via the National Library of Australia.

While many of the articles in *The Indexer* are available via their website <[www.theindexer.org](http://www.theindexer.org)>, some are not. Again you can search Libraries Australia and find the entry for *The Indexer* <<http://nla.gov.au/anbd.bib-an4586106>> and follow the alternatives above to obtain a copy of the article required. Make sure you check that the library you plan to use has the year you require. You will not be able to borrow the whole issue.

A similar process can be applied for locating books. You may find there are no Australian library holdings so you need to consider persuading your library to do an International Interlibrary Loan or consider purchasing the book.

New Zealand members remember that your Branch has a library and a similar service is offered by the National Library of New Zealand <[www.natlib.govt.nz](http://www.natlib.govt.nz)> and local libraries.

By the way, the copyright for ANZSI conference papers is owned by the author. For full text to be placed on the website, permission needs to be sought from the author. If there are any ANZSI Conference paper authors reading this article who would be happy for their paper to be full text on the website let me know.

Mary Russell

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## ACT Branch annual reports indexing workshop

Michael Harrington's recent workshop was an opportunity to work through the latest *Requirements for Annual Reports*, dated 13 June 2007, which are on the website at <[www.dpmc.gov.au/guidelines/index.cfm](http://www.dpmc.gov.au/guidelines/index.cfm)> (although following the change of government, they may well be different by next year).

Of the three levels of government, we deal only with Federal Government, and the three sections of Parliament, Executive Government and the Law Courts. There is also the problem of dealing with the 'Minister', whether he/she has portfolio responsibility (i.e. Cabinet) or is a Junior or a Parliamentary Secretary. Most departments have a Minister and a Parliamentary Secretary. Secretaries are heads of departments and CEOs are heads of agencies.

Michael gave us useful tips on indexing the copy, as well as his tip for quoting; he quotes at 10 pages per hour, assuming that financials and appendices will not need indexing. This may seem generous, but consider how much the particular department will have changed. Ask to see a copy of the

previous annual report, so that you can get an idea of how style changes from year to year. Watch out for poor editing, spelling mistakes, changes from lower case to upper case and vice versa, as the annual report index is in fact a periodical index, continuing from year to year. Work out your timeline, allowing for late changes.

For pagination use the Hart system, 1-10, 11-14, 11-25, 20-3 and so on. Insert a comma between the index term and the page number, eg., F111, 6. The end rule is an em, between a hyphen and a dash. Ask for a hard copy to work on, single-sided. If the work is under embargo, you must respect that. Finally, Michael produced an annual reports core index, using all the core terms we had discussed, and including *see* and *see also* references. Sandra tabled the timeline for the National Library annual report, from February to October 2008.

As always this was a most useful workshop. All of us, though we had done the course before, learned much that was new and useful.

Edyth Binkowski

## Cookbook indexing workshop

On a wintry night in June, sixteen Vic Branch members assembled in a Kew Anglican Church hall to determine what the perfect cookbook index should look like. Samples of good and not so good indexes were examined among the diverse culinary books displayed. Titles included *The White House Cook Book* (1901) which had squirrel recipes, *The Gretta Anna Recipes, Oh for a French Wife, From Tree to Table: Cooking with Olive Oil, Mrs Beeton's Book of Household Management, The Commonsense Cookery Book (1941), The Aussi Emu Cookbook* and *Manifold Destiny: Cooking on your Car Engine*.

After fortifying ourselves with sherry and toothsome offerings à la 1960s, Jenny Restarick opened the session, eliciting from her audience the different ways that we organise our cookbooks. Jenny herself favours the concertina-folder type in which to place clippings under classified headings such as Soups or Desserts. Other people mentioned the Internet. One had inherited an excellent cookbook (and index) handed down from her mother-in-law. Nobody kept his or her recipes on computer. Some indexers specialise in culinary and cook books; Jenny spoke of history cookbooks, regional cookbooks such as those of Native Americans living in Canada and travel cookbooks. She also noted that today's busy thirty-something daughters often use recipe blogs and 'just in time' preparation, where they shop at the last minute for ingredients. Jenny then showed us a National Trust (Victoria) cookbook, *Cook, Fork and Ladle*, which had an index of contributors such as Lord and Lady Buck or restaurants that had contributed recipes.

Max McMaster then told us that, after indexes to IT manuals, cookbook indexes were the worst he had seen, citing how he had once looked up pumpkin soup unsuccessfully before finding it under 'G', Golden Pumpkin Soup. He asked us, as cookbook indexers, whether we wanted more detail or less? What would be most helpful for our users? Max said that *Cooking without Tears* had two indexes: the alphabetical type, including a delightful entry to 'cheese cake, no fail', as well as a classified type listing dips, pasta etc. He felt the classified types though were often oversized tables of contents. Travelogues with recipes often had two indexes too.

Max then distributed four copies of recipes from a general cookery book for us each to index and to work out all entries we felt should be included. When we had done this, he wrote all suggestions on the whiteboard and we discussed what was essential, eliminating some sub headings and double entries.

Discussion then ensued on issues such as whether we needed to insert an index entry under chicken, where a seafood recipe had said 'may substitute chicken for this'.

*The Joy of Cooking* contained an index of 60 pages with 7200 entries. Surely this was excessive? Should we index photos? It was thought best not to. The American Society for Indexing contains a culinary indexing website <[www.culinaryindexing.org](http://www.culinaryindexing.org)>. Should it also include a glossary? If so, should it be indexed as well? Max believed yes. There should be a glossary of unusual terms and a 'g' placed after the page number in the index.

Alan Eddy brought along *Margaret Fulton's Cook Book* (1968) and showed that there were six entries for two pages, plus an illustration. But, does any cook need such a level of guidance?

Indexing, like food, has come a long way in the last forty years. Many thanks to Max, Jenny and Alan for such a well-planned, enjoyable, lively and informative evening.

*Catherine Tully*

### Letter to the editor

Together with Max McMaster and Tordis Flath, I was a member of the former ANZSI Mentoring Committee. Therefore I was concerned to read in the June 2008 issue of the ANZSI Newsletter that the Mentoring Scheme has been suspended. Why? No reason has been given.

The guidelines and documentation for the Mentoring Scheme were developed after discussions over a period of more than a year and were based on mentoring programs undergoing trials in Victoria and New Zealand. The final guidelines were agreed to by all Branch representatives at the GAMES Meeting in May 2006 and were incorporated into the policy documents which accompany the Constitution.

*Geraldine Triffitt*

*(The President's reply is on page 1)*

### Branch activities

<i>Date &amp; time</i>	<i>Organiser</i>	<i>Name of activity</i>	<i>Venue</i>	<i>Contact details</i>
Wed 16 July from 7 pm	Qld Branch	General meeting: 'The indexing experience'	Salisbury Hotel 668 Toohey Rd Brisbane	Moira Brown < <a href="mailto:brown5moira@yahoo.com.au">brown5moira@yahoo.com.au</a> > ph: +61 7 3893 1252 or 0416 097 629 (more details on page 3)
Sat 26 July	NZ Branch	Basic indexing Pt 1	Christchurch, NZ	Carol Dawber < <a href="mailto:carol.dawber@xtra.co.nz">carol.dawber@xtra.co.nz</a> > Max McMaster will be the trainer
Sun 27 July	NZ Branch	Basic indexing Pt 2	Christchurch, NZ	Carol Dawber < <a href="mailto:carol.dawber@xtra.co.nz">carol.dawber@xtra.co.nz</a> > Max McMaster will be the trainer
Sat 2 Aug	Vic Branch	Seminar	Amora Riverwalk	Details on page 5 of June newsletter
Sat 3 Sep 6-9 pm	NSW Branch	AGM and dinner	Golden Cinnamon Restaurant	Lorraine Doyle (All details on page 2) < <a href="mailto:Lorraine.Doyle@thomsonreuters.com">Lorraine.Doyle@thomsonreuters.com</a> >
Sat 27 Sep 10 am - 5 pm	NSW Branch	Legal Indexing Workshop	NSW Writers Centre	Madeleine Davis < <a href="mailto:madeleinedav@gmail.com">madeleinedav@gmail.com</a> > (more information on page 3)

## American Society for Indexing conference

The 2008 annual conference of the American Society for Indexing was held in Denver, Colorado from 30 April to 3 May. Denver is called the 'Mile High City' because it is exactly 5,280 feet (1 mile) above sea level. While the altitude did not bother me, I did get a shock when I woke to see snow falling outside my window on my first morning there. Fortunately, it all cleared up within hours, though I could still see snow on the mountain peaks just beyond the city.

There were nearly 150 attendees at the conference, with a wide range of experience and interests. Richard Shrout organized an excellent 'Buddy System', which partnered first-time attendees and new indexers with experienced conference attendees. I had several buddies, and I thoroughly enjoyed my role as 'mentor'. As I explained the world of indexing to them and introduced them to my colleagues, I realized how far I have come since attending my first conference and writing my first index. And, having joined two indexing societies during my career (ASI and ANZSI), I can confidently say that indexers are a very welcoming, friendly group of people.

The conference program covered a wide range of topics. Workshops were offered on 30 April and 1 May on taxonomy and thesaurus creation, indexing software, medical indexing, and introductory indexing. On 2 May, Jeff Duntemann delivered the keynote address, 'Can the Humble Page Survive the Ebook?', which explored the gap between print and digital publishing. This was followed by breakout sessions on

embedded indexing, art catalog indexing, controlled vocabularies, self-publishing, marketing, using subcontractors, learning from indexing 'disasters', and degunking your PC. Individual chapter and SIG meetings as well as the general ASI business meeting rounded out the program. While the conference officially ended on Saturday at lunchtime, many attendees took advantage of an optional walking tour of historic Denver during the afternoon (fortunately, spring had returned to the Rockies and it was a pleasant, sunny day!).

I have to admit that I spent a lot of time at the conference catching up with friends rather than attending all of the sessions. I moved to Sydney from the US in December 2006 and had not seen them for a long time. There were also many indexers that I had corresponded with in cyberspace but had never met in person – and that alone was a great reason to attend the conference. I now have a much wider range of contacts, and for an indexer who works mainly alone in a home office, that is a huge benefit.

I learned a few new tricks at the breakout sessions and broadened my business network, but, to be honest, the conference mainly provided me with an affirmation that I am in the right profession. For many American indexers, the ASI conference is an annual pilgrimage to connect with friends and colleagues, and, as I found, an opportunity to renew our enthusiasm for indexing.

*Mary Coe*

### Australasian Reporting Awards

The Australasian Reporting Awards ([www.arawards.com.au](http://www.arawards.com.au)) are conducted by an independent not-for-profit organisation supported by volunteer professionals from the business community and professional bodies concerned about the quality of financial and business reporting. They have been running since 1950.

The 2008 winners were announced on 5 June. The **Report of the Year** winner was OneSteel Limited, but their annual report does not contain an index. **Communication Award** winner Gold Coast City Council does have an index, but other Communication Award winners do not. The two **Governance Reporting Award** winners have indexes, and so do the winners of the awards for **Occupational Health and Safety Reporting**, the **Knowledge Capital Reporting** and the **Best First Time Entry**. The **Sustainability Reporting Award** winner does not contain an index, neither does the winner of the **Electronic (Online) Reporting Award**.

Overall, a study of the 37 Gold Award winning annual reports revealed that 10 (27%) of them are without indexes.

ANZSI Victoria Branch contacted Australasian Reporting Awards last year pointing out the importance of annual reports including an index, and the Commonwealth government requirement. I am pleased to tell you that the 2009 criteria now require entries to include 'an index of contents, preferably with some description'.

*Mary Russell*

### The Open Publish conference

This conference will be held at Rydges World Square Hotel on 30 and 31 July, <[www.openpublish.com.au](http://www.openpublish.com.au)>. It examines quality, productivity and cost issues related to content management – on webs, intranets, and in structured XML for print or electronic delivery. While not directly applicable to day-to-day indexing issues, there is always something of interest, and it offers a different perspective on the publishing process, especially for those involved in website or electronic delivery projects. James Robertson (who spoke at our 2003 conference in Sydney) says it is for 'those who believe in the potential of technology but understand the importance of people.'

Remember that if you are a NSW member and attend external events you are eligible to apply for an ANZSI event sponsorship. We ask you to share the ANZSI message and report back to the society on key features of the event. Details in ANZSI Newsletter, 2007;3(6):2, or contact one of the committee.

*Glenda Browne*

### . . . but don't be confused!

The **Index Award Exhibition**, in Melbourne 17–27 July, focuses on 'Design to Improve Life' and draws attention to 'designs which are valuable through their form, impact and cultural context'. Not quite **index** as we know it.

## From the literature and other thoughts



### Have you backed up lately?

**H**ave you really backed up **everything**?... We recently had a total hard disk collapse, so lost the lot. Fortunately we had a system that backs up the whole hard disk every few days, so all that was permanently lost were the documents that had been written in the last few days, but not backed up individually.

It could have been much worse.

### Thinking of getting Vista?

When our son was young, he was fond of Sara Lee frozen quiche. They then made a 'new and improved version' which he didn't like. Whenever offered quiche, he'd say 'Not if it's the new and improved version'.

We feel the same about Vista (the new Windows operating system). If we had our time again and could buy this 'new and improved' operating system, we wouldn't, but would take the optional downgrade. (As it is we are now using the downgrade – Windows XP – but had to purchase an additional copy). Vista has had a lot of problems, and while we can't be certain that it was to blame for our hard disk failure, it certainly didn't make things easy to fix.

### Lost in plain sight

At our Evaluating Indexes forum, Michael Harrington noted that the index to the *Yellow Pages* worked well for him when he looked up 'Trains' and found a reference to 'Railway Services'. I piped up that there was no such entry in the Blue Mountains copy. Looked again, and there it was, hidden in plain sight.

Last week I attended the launch of a book I had indexed, and a librarian said to me 'I looked up 'computers' and it wasn't there'. I thought it should have been, and we looked together, and there it was, with six locators. I mentioned this to a class I was teaching, and one of them looked up the index to the book (which I had passed around as a sample) and said she couldn't find it either.

This shows how important typography is in indexes. It's not enough to have the entries, they also have to be findable. In the case of the *Yellow Pages*, Michael had noted issues with the typography, including the use of all capitals. In my index, we had used bold font for main entries – a style I think works really well for indexes with lots of subheadings. Unfortunately in this area of the index there were a few bold entries together, and I think this made the 'computer' entry harder to find.

*Glenda Browne*

<h1>CINDEX™</h1>		for Windows and Macintosh	
from Indexing Research: the full-service indexing company			
<b>Simple</b>	Install the program and begin adding entries in 3 easy steps. No formatting pre-sets necessary.	<b>Sophisticated</b>	employ Cindex's ability to interact with other software: drag & drop between indexes and word-processors, embed index entries in RTF-compatible word processor documents, export & import files to and from other indexing, spreadsheet, and database programs.
<b>Flexible</b>	adapt the program to your preferred work habits, not vice versa: user-selectable views, work with subsets of entries or multiple indexes at the same time, assign text to hot (function) keys, print out directly from the program in multiple formats from the same index file, etc.	<b>Support</b>	free to registered users.
<b>Powerful</b>	exploit powerful capabilities for easy and efficient data entry and editing, search and replace, macros and abbreviations, auto-completion etc.	<b>Try it today</b>	Visit our website <a href="http://www.indexres.com">www.indexres.com</a> and download a demonstration copy and a PDF of our acclaimed <i>User's Guide</i> . See for yourself why CINDEX is the foremost software for indexing professionals.
Available for <b>Windows</b> (including Vista) and for <b>Macintosh</b> (OS X 10.3 and higher) <b>Student and Publishers' Editions</b> are also available. Contact us to find out how these might best suit your needs.		<b>Indexing Research</b> <a href="http://www.indexres.com">www.indexres.com</a> 520 Park Avenue #183 Rochester, NY 14607 tel: +1-585-413-1819 email: <a href="mailto:info@indexres.com">info@indexres.com</a>	<b>CINDEX™</b> Simplify index preparation with the software that does everything you need to produce quality indexes.

# ANZSI and Branch Committee contacts

## ANZSI Council 2007–08

ABN 38 610 719 006  
PO Box 5062, Glenferrie South VIC 3122  
<ANZSIinfo@anzsi.org>

### President: John Simkin

Ph +61 3 9752 6972  
<simmo27au@yahoo.com.au>

### Vice-President: Mary Russell

Ph: 0408 952 710  
<russellmf025@ozemail.com.au>

### Secretary: Anne Dowsley

<ad4ind@yahoo.com.au>

### Treasurer: Margaret Findlay

Ph: +61 3 9818 1760  
<mafind@bigpond.net.au>

**Council members:** Alan Eddy, Max McMaster

**Branch Presidents** (ex officio): Moira Brown, Madeleine Davis, Jill Gallop, Barry Howarth, Jane Purton

## ANZSI officials

### Registration Committee:

Contact: Shirley Campbell  
<shirley.campbell4@bigpond.com>

### Awards Committee

Contact: Alan Eddy  
<aeddy@surf.net.au>

### Webmanager: Mary Russell

<russellmf025@ozemail.com.au>

### Newsletter Editor: Peter Judge

Ph +61 2 6296 6211  
<peter.judge@bigpond.com>

### Membership Secretary: Joanna McLachlan

<bandoola1@bigpond.com>

## NT contact

**Contact:** Frieda Evans

Phone: +61 8 8999 6585 (w)  
<Frieda.Evans@nt.gov.au>

## ACT Region Branch

GPO Box 2069, Canberra ACT 2601

### President: Barry Howarth

Ph +61 2 6292 4473  
<blh@cyberone.com.au>

### Secretary: Eleanor Whelan

Ph +61 2 6257 7749  
<eleanor.whelan@bigpond.com>

### Treasurer: Sandra Henderson

Ph +61 2 6231 0303 (h)  
<shirmax@actewagl.net.au>

**Committee members:** E Binkowski, S Campbell, L Farkas, S Quinn, A Sloper, G Triffitt

## New South Wales Branch

### President: Madeleine Davis

Ph +61 2 4787 5583  
<madeleinedav@gmail.com>

### Vice-President: Glenda Browne

Ph +61 2 4739 8199  
<webindexing@optusnet.com.au>

### Secretary: Mary Coe

Ph +61 2 8012 0693  
<mary.coe@potomacindexing.com>

### Treasurer: Sue Flaxman

Ph/fax +61 2 4861 3589  
sueflaxman@optushome.com.au

**Committee members:** Lorraine Doyle, Caroline Jones

## SA Group with SocEd (SA)

**Contact:** Jane Oliver

Phone; +61 8 8356 1807  
<janeoliver@ozemail.com.au>

## WA contact

**Contact:** Alex George

Ph +61 8 9337 1655; fax +61 8 9338 9404  
<a.george@murdoch.edu.au>

## Victorian Branch

ABN 58 867 106 986  
PO Box 1006, Caulfield North, VIC 3161

### President: Jane Purton

Ph: +61 3 5122 6483  
<jane.purton@lib.monash.edu.au>

### Vice President: Alan Eddy

Ph: +613 9853 0991  
<aeddy@surf.net.au>

### Secretary: Mary Russell

Mob: 0408 952 710  
<russellmf025@ozemail.com.au>

### Treasurer: Max McMaster

Ph +61 3 9500 8715  
<max.mcmaster@masterindexing.com>

**Committee members:** M Findlay, S Hacker, B Mills, J Restarick, L Tomazic, C Tully

## Queensland Branch

### President: Moira Brown

Ph/fax +61 7 3893 1252  
<brown5moira@yahoo.com.au>

### Vice President: Beryl Macdonald

Ph +61 7 3821 6276  
<bayorst@bigpond.net.au>

### Secretary: Jacinda Wilson

Ph +61 7 3138 6111  
<jacinda.wilson@qut.edu.au>

### Treasurer: Franz Pinz

Ph +61 7 3848 3698  
<franzpinz@yahoo.com>

**Committee Member:** Mei Yen Chua

## New Zealand Branch

### Acting President: Jill Gallop

Phone: +64 4 384 8282 (w)  
<jmgallop@ihug.co.nz>

### A/Vice-President: Susan Brookes

<s.brookes@auckland.ac.nz>

**Committee member:** Julie Daymond-King

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paid

Australian and New Zealand  
Society of Indexers  
PO Box 5062 Glenferrie South  
VIC 3122 Australia