We record the passing of a notable member, Jean Hagger. Jean was a member of the committee of AusSI from 1976 to 1986, secretary, 1979-80, vice president, 1982-83 and president, 1984-86. She represented the Society at conferences of the Society of Indexers (UK) in 1978, 1983 and 1985. During her presidency in 1985 she inaugurated the Society’s Medal and during 1996 she and Joyce Gillespie, another life member, organised the deposit of the Society’s archives in the State Library of Victoria. Her service to the Society was recognised in 1998 by the award of Honorary Life membership.

She retained her interest in the profession to the end of her long life. Recently I visited her to receive some more records which are destined for the archives. Michael Ramsden, her colleague at RMIT, has written the account of Jean’s life which appears below.

John E. Simkin

Jean Hagger (11 October 1917 - 16 July 2008)

Jean Hagger, who died on 16 July, was one of the foundation members of the Australian and New Zealand Society of Indexers (then the Australian Society of Indexers) and was a life member of the Society. She was a remarkable woman who pursued four careers with vigour and total professionalism.

Jean was born on 11 October 1917. She was educated at West Preston Primary School and Coburg High School before winning a scholarship to Melbourne Girls High School (later MacRobertson High). She attended Melbourne Teachers College and was awarded the Trained Primary Teachers Certificate in 1937. Her first position was in the country but by 1943 she was teaching third grade at East Coburg Primary School. The headmaster at that time was interested in starting a school library and sought volunteers. Jean expressed interest and her offer was accepted. So began Jean’s second career as a librarian.

Typically she approached her new career professionally. She discovered that the Australian Institute of Librarians (now ALIA) offered examinations and certification, though no courses. She therefore began to study for these examinations and received encouragement from a number of people, most notably Colin McCallum (the State Librarian) and Ellinor Archer (Chief Librarian at CSIRO). In 1946 she decided that she would pursue a career in Librarianship and resigned from the Education Department in order to attend the University of Melbourne where she gained her BA while also working in the university library and completing her basic professional qualification.

In 1952 Jean worked in the library of the United States Information Service. Thelma Posso was the librarian and became both a mentor, imbuing Jean with the notion of librarianship as service, and a friend. This experience inspired Jean to seek experience in the United States. She was fortunate to go to the Carnegie Library in Pittsburgh which was not only an exemplar of public library service but was also adjacent to the University of Pittsburgh which had one of the leading schools of librarianship in the US. Whilst in Pittsburgh Jean was able to attend some of the classes at the library school.

Following that experience Jean returned to the University of Melbourne. Very soon, she was doing part-time teaching at the library training school attached to the State Library of Victoria. In 1960–61 Jean was awarded a Fulbright Scholarship to attend the School of Librarianship at the (continued on page 3)
**Queensland Branch News**

**The Mei Yen Chua indexing experience**

The Queensland Branch was treated to a talk by author, poet, indexer and founding member of the Queensland Branch, Mei Yen Chua at the second general meeting on 16 July, held in the Salisbury Hotel meeting room.

Mei Yen has enjoyed some publicity of late through her involvement as a chapter author in the anthology *Growing Up Asian in Australia*. Her involvement began when she responded to an advertisement in the *Arts Hub* newsletter, calling for writers of Asian background. *Growing Up Asian in Australia* was recently launched at the Sydney Writer’s Festival which Mei Yen attended. A particular highlight of the launch for Mei Yen was meeting her heroine Kylie Kwong. The book has also featured in Melbourne’s *The Age* newspaper and been discussed on ABC Radio.

Mei Yen Chua, however, is now an avid indexer, who has completed 14 indexes in the past 8 months! What a marvellous effort!

At the branch meeting in Brisbane, Mei Yen discussed several indexing projects she has undertaken. She recommended that fledgling indexers visit a library and study indexes from a range of book genres, to gain insight into what makes a good and bad index. She also suggested that being able to speed read is an extremely valuable asset for an indexer.

The President Moira Brown had asked Mei Yen to bring some examples of her own indexing to show the meeting. With four books to study as examples (most of which had more than 300 pages), attendees could identify the good and bad points. Bad points included using chapter headings as index entries, giving too much or too little information. It was generally agreed that Mei Yen’s indexing was of a very high calibre.

In her enthusiastic manner, Mei Yen also related details of her current project, as author and indexer of Brisbane’s first ‘cheap eats’ guide. The guide (to be available this October and retailing for under $15), will review restaurants, cafes etc. where it is possible to enjoy a meal (main and entrée) for under $20. Multicultural eateries, top coffee spots and restaurants serving good value breakfasts will also feature in the guide.

Mei Yen, who trained using Glenda Browne and Max McMaster’s indexing courses, now uses Sky indexing software. Our Branch looks forward to hearing about her future indexing and writing projects.

The Queensland branch meetings are informal gatherings and we were once again joined by two industry friends, author/librarian Graham Potts and freelance editor and writer Wendy Sargeant. Wendy has kindly agreed to speak at a Branch meeting in 2009.

Our next branch meeting is to be held on Wednesday 20 August at 7.00 pm in the Brisbane City Council Toowong Library meeting room, at Toowong Village Shopping Centre, 9 Sherwood Road, Toowong, Brisbane. Entry to the Branch meeting is free and parking is free in the shopping complex. Supper will be provided for a $2 tax deductible donation. Our guest speaker will be Franz Pinz, treasurer and founding member of the Queensland Branch, presenting the Franz Pinz ‘Document Control Exordium’.

Come and network with fellow Indexers. We have our own Branch now. Keep in touch.

*Jacinda Wilson (Secretary) and Moira Brown (President)*

P.S. Queensland Branch AGM will be on Wednesday 15 October, so please think about being part of the Branch team. Nominations close 14 days prior to the meeting. All positions will be open. We hope to increase the whole team to ten (we are just five at present), so why don’t you consider becoming a Committee Member?
University of Illinois at Urbana-Champaign. Returning to Melbourne she found that the State Library of Victoria was reducing its classes, especially those conducted in the evening. There were loud protests from students, and the Victorian Branch of the Library Association of Australia formed a committee, of which Jean was a member, to assess the demand for professional education. Meanwhile the branch conducted classes, with RMIT providing accommodation, Jean being one of the lecturers. The response was overwhelming and the Branch approached RMIT and the Victorian Education Department, to see if there would be interest in establishing a course. This led to the establishment of a Department of Librarianship at RMIT, and Jean was appointed as the foundation Head. She was the first female Head of Department at RMIT and was the only one in the Institute's first century. So began a third career.

The first courses were offered in 1963 and were for the Registration Examinations of the Library Association of Australia. The courses were, from the first, in great demand; 189 part-time students were enrolled in the first year. At the end of that first year Jean was awarded a British Council grant to study librarianship education in the United Kingdom. This proved to be a valuable experience because education for librarianship in Australia was developing along British rather than American lines, with undergraduate and postgraduate courses rather than purely postgraduate as in the US. She visited all the library schools in England and Scotland (at that time there was no school in Wales or Northern Ireland) and the experience was put to good use when it came to the design of courses at RMIT.

In 1965 the Department offered a two year course leading to an Associateship Diploma of RMIT – the first undergraduate course in librarianship in an Australian institution. However, with the establishment of the Victoria Institute of Colleges, and the decision by RMIT to join the Institute, it became possible to design a course leading to a first degree, and in 1970 approval was gained for a four year program leading to a Bachelor of Social Science in Librarianship: the first undergraduate degree in Librarianship in Australia. With courses beginning in 1970 the first full-time students completed the program at the end of 1973 and graduated in a VIC ceremony in May 1974. There was also a one year program leading to a Graduate Diploma. Both courses were available part-time.

Jean was interested in research in librarianship and, on her retirement, endowed the Jean Hagger Librarianship Research Support Fund. Part of this concern was an ambition before she retired to see a graduate from the Department with a higher degree in Librarianship. That ambition was realised when the first student submitted his thesis in 1977 and graduated in May 1978. Jean retired from RMIT in December 1977. She had by then become one of the founding members of the Australian Society of Indexers (as it was then), and she now embarked on a fourth career as an indexer. She undertook several commissions for Hyland House but perhaps her best memorial is the index to six of the eight volumes (counting Parts 1 and 2 of Volume 2 as two volumes) of Historical Records of Victoria. In 1998 her contribution to the Society and to the profession of indexing was recognised by the award of life membership.

As well as her professional concerns Jean was an active member of Zonta. When this women's service club was re-introduced into Australia in 1965 Jean was one of the founding members and remained active until her final illness. She was one of two life members of her branch.

Jean was a totally thorough person; she would not otherwise have achieved all that she did. She set high standards for herself and expected others to aim high also. She was a loyal friend and colleague, always helpful and a great mentor. She was widely respected and left a large footprint as a librarian, as an academic leader and as an indexer. She will be greatly missed.

Michael Ramsden

The photograph of Jean Hagger, taken in around 1979, is from the RMIT archives.
From the literature and other thoughts

indexers, differing opinions of

teach the indexing component of
the Book Editing and Publishing
course at Macleay College, Sydney.
With a recent class, whenever I’d say
‘The rule on this is ...’ the class would
add ‘... but’, because for every rule
I suggested there seemed to be
multiple exceptions.

The same applied at our recent ACT Region/N SW forum
on evaluating indexes, at which people talked about the things
that bugged them about indexes – such as indexing of passing
mentions, and the presence of undifferentiated locators – and
then other indexers stood up in defence of these practices!

We really need a wiki or some other group forum for
documenting these opinions because, as Madeleine Davis
pointed out, she makes her defence of undifferentiated locators
on a regular basis.

undifferentiated locators, sometimes
needed, often bad

Madeleine also pointed out that for some books, such as
biographies, there is often the need for undifferentiated
locators where a person is mentioned a number of times, but
nothing particularly stands out each time. Hazel Bell from the
UK has made similar points. Alan Walker also noted that for
some looseleaf services, it is inevitable that the number of
locators will grow large, but that at least the user knows that
the more recent content is indexed last (to some extent this is a
form of differentiation). He also noted that it is impossible to
say the optimal number of locators, as it differs for different
types of books. For legislation, e.g. even two locators at the
same entry is probably too much, because each section of
legislation should be dealing with a different aspect of the
topic.

passing mentions, see Cauchi, Simon

Alan Walker also stood up for the inclusion of passing
mentions – at times – noting that Simon Cauchi had said all
that needed to be said on this topic. See: Cauchi, Simon 2000.
‘The problem of the “passing mention”’, in The August Indexer:
proceedings from the Second International Conference, 1999,
Hobart, Tasmania, ed. Margaret Findlay, Melbourne: Australian Society of Indexers, pp. 41–47.

minor mentions, see also boilerplate text

A related problem is that of minor mentions – valid topics, but
with not much said. One of the problems with deciding about
passing and minor mentions is that we serve a range of users
with differing needs. The thorough researcher wants
everything on the topic, so will be grateful for a pointer to each
discussion, while the skimmer will be annoyed to waste time
going to pages with little of interest. For example, I have
indexed a sentence that said: ‘For more on ... see the following
website.’ The text says absolutely nothing on the subject, so
perhaps doesn’t warrant indexing. But the website says
everything you need to know, so is well worth accessing. With
the internet instantly accessible to nearly all of us, surely a link
to a website is nearly as good as a bird in the hand?

Also, specialist users may be interested in detail for their
own area of interest, while not needing it for other areas. I have
read a book for authors which mentioned indexing very briefly,
twice. It was the most interesting content in the book for me, and
I would not have wanted to miss it, although any indexer
doing a moderately detailed index would not have included it.
For this reason, I think indexing supplemented by search is the
ideal solution.

Michael Harrington, who led the forum, mentioned that
he hates it when duplicated text within a document is indexed
every time it appears. We didn’t get to discuss this, but it is a
topic that has come up on Index-L (from which I got the name
‘boilerplate text’). The consensus there seemed to be that the
discussion should be indexed every time it occurs, because this
provides the topic in context. I tend to index duplicated text
numerous times, except sometimes it gets excessive, and I try
to be more selective. I do find, also, that it is time-consuming
to check each time that it is exactly the same content, and find
it quicker just to include it all.

4 legs good, 4 leg bad

Lynn Farkas made a passionate plea for more attention to
generally-accepted standards, and less to the approach ‘it all
depends’. I have sympathy for this view, as I often find the
comment ‘I do this because my users expect it’ a bit of a cop-
out. On the other hand, the discussion that followed her point
made it clear how difficult it is to find a generally-accepted
standard – we all want to make exceptions based on our own
perceptions.

On the issue of the use of the plural rather than the singular
form of terms for countable things (things about which you
can ask the question ‘How many?’) – generally accepted by
indexing and thesaurus authorities to be preferable – we came
to the problem of body parts. Following best practice, we
would index body parts in the plural form – ‘arms’, ‘alveoli’,
‘arteries’ and so on. So far, so good. But it reads a bit oddly
when you have ‘hearts’ and ‘livers’ – more appropriate to an
offal cookbook, to my mind. My approach is therefore to use
plurals for body parts that we have more than one of, and the
singular form for others. Unfortunately, however, this breaches
the general principle (so perhaps I should revise it?), and also
differs from the practice of a long-standing authority, Medical
Subject Headings (MeSH), which uses the singular form in all
cases. (MeSH, however, breaches a number of modern
principles, such as in its use of upper case initial letters and a
significant amount of inversion, so while it is a guide to what
has been done for a long time, it is not necessarily a guide to
what it would be best to do in the future).

The NISO thesaurus standard (ANSI/NISO Z39.19-2005,
Guidelines for the Construction, Format, and Management of
Monolingual Controlled Vocabularies) allows for the use of the
singular form for countable objects in two cases: for museum
catalogues and ‘If in the domain of the controlled vocabulary
(continued at foot of next page)
**Letter to the editor**

John Simkin, in his last month’s President’s Report, noted the success of the NSW telephone committee meetings, but expressed his preference for face-to-face meetings. In NSW we would agree that, all other things being equal, face-to-face meetings are preferable. In my case, however, a telephone meeting saves me 4 hours travelling time, which is a great advantage. It is also a more environmentally-friendly solution.

With respect to ANZSI Council meetings the situation is quite different, however, as for out-of-state members face-to-face attendance at meetings is not practical in most cases. This means that electronic or telephone meetings would be a huge advantage, as they would provide the benefit of some ability to contribute versus none at all.

For ANZSI Council to truly represent its members, it needs to explore alternative methods of decision making, including more use of email, and the option for long-distance attendance at meetings. While a preliminary exploration of teleconferencing options was done by the Council we have not seen any details so are not aware of how far it looked, and why it could not find an affordable solution. There are numerous teleconferencing options – including some that are free – and we should be trialing these. Other indexing societies including ISC/SCI and SI have also found it necessary to meet electronically, and have found successful ways of doing so.

Glenda Browne  
ANZSI NSW Vice-President

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**Membership renewal reminder**

Members are reminded that the ANZSI financial year is July–June so your membership subscriptions are now due. Those who have not renewed become unfinancial at the end of September.

You can pay on the secure website via credit card by following the link in your email renewal reminder. Or you can download the membership form and post your renewal if paying by cheque or money order. You will need to go to the member’s area of the website which requires a password. If you have forgotten your password please contact me at <bandoola1@bigpond.com>.

Please remember to notify the newsletter editor and your Branch if you change your contact details online.

Joanna McLachlan, Membership Secretary

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**From the Literature, continued from previous page**

there is literary or user warrant for the expression of count nouns in the singular, establishment of terms in that form is acceptable. They give the example of biomedicine, and it would also apply to the law in some cases.

A similar issue exists with the use of the singular form for animals in veterinary books, where it has been explained that the use of ‘horse’ in the singular is standing for the concept ‘the horse’. (Nonetheless, anything that applies to ‘the horse’ equally well applies to ‘horses’). Thank goodness for fish and sheep, where we don’t have to worry!

Glenda Browne

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**Thesaurus development workshop**

ACT Region Branch is pleased to offer a course for those involved in developing thesauri and taxonomies for intranets, websites or information services. This is a repeat of the popular full-day workshop held in Canberra in October 2006. The presenter, Lynn Farkas, is an experienced thesaurus developer and indexer who will take you through both the theory and practice of thesaurus work. The workshop covers:

- basic terminology;
- thesaurus components and structure;
- rules and standards for thesaurus construction;
- an afternoon of practice in developing a thesaurus.

There is an emphasis on practical hands-on work in small groups, with plenty of time for discussion and questions. A workbook will be provided. Morning and afternoon tea is provided, but participants are responsible for their own lunch (there are plenty of cafes nearby). Minimum 8 participants.

**Date:** Saturday, 20 September, from 9.15 am to 4.30 pm.  
**Venue:** Meeting Room 10, New Griffin Centre, 20 Genge Street, Civic, ACT.  
**Cost:** ANZSI and affiliated society members (Editors, ASTC) $190.00, nonmembers $250.00.  
**Contact person:** Lynn Farkas, ph (02) 6286 4818 or email <lfarkas@webone.com.au>.

**Booking information:** Cancellations will be accepted free of penalty until Friday 12 September. Cancellations after this time will incur a 50% fee. Invoices will be emailed to government Departments or organisations on request. Individuals should send payment with their registration application. More details and registration application form on the ANZSI website at <www.anzsi.org/site/calendar_details.asp?id=43>

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**New Zealand indexing course**

Christchurch City turned on some of its worst weather for Max McMaster when he came to tutor a group of new indexers at the end of July. The Southern Alps were thickly coated with snow and there was even a dusting on the Port Hills, but the rain forced him indoors and he chose to visit the Antarctic Centre for a truly icy experience.

The weekend course at the University of Canterbury was organised and hosted by Carol Dawber and Peter Rivers for the New Zealand branch. It attracted librarians, editors and academics from both islands. Although there were only eight participants on Saturday and six on Sunday, the sessions were lively and intense. Discussions and questions reflected the high level of professional expertise in the group. One outcome was a greater awareness of the variable quality of indexes published in New Zealand and the need for professional indexers to make themselves known to publishers.

We hope that the heightened profile of the Branch may result in an increase in membership – there were a number of enquiries from people who were unable to attend this course but were interested in future activities. There also seems to be a demand for a course on web-based indexing and the branch may address that at some stage.

Contact person for the New Zealand Branch is Jill Gallop, <jmgallop@ihug.co.nz>.

Carol Dawber
What makes a good index? And more importantly, how do you know when an index is good? Twenty-six indexers re-visited this basic issue of indexing in a half-day forum held jointly by the ANZSI ACT and NSW Branches on 21 June. Amid the beautiful grounds of the Craigieburn estate in Bowral NSW, an equal number of people from the ACT and NSW Branches pondered good and bad indexes and how to assess them. The forum was led by Michael Harrington, Chairperson of ANZSI’s Registration Committee, and Alan Walker (pictured above), one of our Society’s most experienced longstanding indexers.

Michael began by asking us what we, as indexers, hated most about indexes. High on the list were undifferentiated locators, poor choice of terminology, poor headings structure, inaccuracies, and problems that stemmed from the publishers, such as poor time frames or bad formats for the indexes. Everyone had an opinion, and the point of the exercise was that we all make judgements, and our judgements are the basis of evaluation. To be useful, however, we need to base these judgements on a consistent set of criteria.

We then looked at various criteria for evaluating indexes. Alan Walker presented the criteria for the Wheatley Medal and also discussed evaluation by the ‘3M’ method:

- **Matter** (subject content),
- **Manner** (style of index), and
- **Method** (adherence to standards) – and added a fourth, **Mechanics** (accuracy of page numbers etc.).

By weighting the first two more heavily than the last, you can put more emphasis on the content of the index rather than on the process of indexing. This simple method could be a useful tool for all of us to apply as we work through our own indexes.

Michael showed us the current criteria for assessing Registration applications, as well as the preliminary assessment sheets that were used to judge the AusSI medal when he was involved in that process in the late 1990s. It was reassuring to note that the Wheatley and AusSI (and now ANZSI) criteria were quite similar. But underpinning them all, Michael stressed, was the ISO indexing standard (AS/NZS 999:1999). Applying the standard to any index allowed one to evaluate stressed, was the ISO indexing standard (AS/NZS 999:1999).

To illustrate his point, Michael led us through an evaluation of the ‘Fast Find’ index to the Sensis Yellow Pages. Even though this index has some characteristics that differ from a back-of-book index (like its emphasis on the concrete rather than the conceptual, and terminology that was built and maintained by many people over long periods of time), Michael was able to use the guidelines in the indexing standard to highlight good and bad points in this index. He particularly focused on what the Standard said about: functions of an index, headings, use of author’s words, structure, relationships between concepts, see and see also references, page locators introductory notes, and consistency. This measured approach allowed all of us to see not only how an index can be taken apart and analysed, but where and how it could be improved.

Alan then challenged some of our core perceptions by putting forward a case for using undifferentiated locators, and discussion ensued on when this could be considered an acceptable practice. A number of participants brought examples of poor indexes (none of which were created by ANZSI members, of course) and we ended the day by examining these over drinks in front of Craigieburn’s lovely open fires.

Although many of us continued ‘talking shop’ and sharing experiences during the excellent Forum dinner, this was also an opportunity for us to meet indexers from the other Branch in a purely social setting.

Sunday gave us a chance to experience some of the beautiful countryside around Bowral, and a relaxed atmosphere to set out on the leisurely drive back to our respective home bases later in the day. Congratulations to the organisers and presenters for an interesting and rewarding forum.

Edyth Binkowski and Lynn Farkas

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**ANZSI Newsletter by email**

The results of the 2007 ANZSI survey revealed that over 60% of respondents would be happy to receive the **ANZSI Newsletter** via email. So, from the September 2008 issue, this means of distribution will be available.

How will it work?

If you want to continue to receive the printed **ANZSI Newsletter** in the post, as at present, you need do nothing.

Otherwise, you log into the members section of the website and update your details by placing a tick in the **Receive Newsletter via email** box.

At the beginning of each month the email and post lists will be compared. If you have chosen **via email**, I will email the pdf file of the **Newsletter** to you.

Mary Russell
Tips and hints - names in family histories

National Family History Week (2-10 August) is a good reason to focus on indexing family histories. Names in family histories can be complicated. People have nick names, names are repeated through generations and females change surnames. Hopefully there is a family tree to help you understand the various connections, but sometimes there isn’t and you have to work it out. Of course all this is made even harder when you don’t know the family.

I recently indexed the history of a large Italian family, let’s call them Fabbro (well, that does mean Smith!). As I read through the book I realised that I would have to qualify the names so I could identify who was who. Here is a sample. When I completed the index I had to keep most of the qualifiers. All the females required double postings for their respective maiden and married names:

Fabbro, Andrea (Archbishop)  Fabbro, Cristiana  Fabbro, Dominic
Fabbro, Andrea (Cristiano’s brother)  Fabbro, Cristiano (Andrea’s son)  Fabbro, Giovanna (Giovannina) (later Collins)
Fabbro, Andrea (Cristiano’s son)  Fabbro, Cristiano (Cris)  Fabbro, Giovanna (née Turner)
Fabbro, Andrea (Girolamo’s brother)  Fabbro, Cristiano (Girolamo’s son)  Fabbro, Girolamo (1884-1964)
Fabbro, Anthony  Fabbro, Cristina (née Brown, later Murphy)  Fabbro, Girolamo (Domenico’s son)
Fabbro, Anthony (Andrea’s son)  Fabbro, Cristina (later Vincent)  Fabbro, Girolamo (Momi)
Fabbro, Anthony (Meni’s son)  Fabbro, Domenica (Ninetta) (later Shaw)  Fabbro, Maria (Andrea’s wife)
Fabbro, Antonietta (later Brown)  Fabbro, Domenico (1889-1949)  Fabbro, Maria (Cristiano’s daughter)
Fabbro, Antonietta (Ninetta) (later Miller)  Fabbro, Domenico (1911-1961)  Fabbro, Maria (later Martin, later Hope)
Fabbro, Antonio  Fabbro, Domenico (Meni)  Fabbro, Maria (later Vincent)
Fabbro, Antonio (Tony)  Fabbro, Domenico (Nino)  Fabbro, Maria (Mariska) (later Brown)
Fabbro, Beverly (née Collins)  Fabbro, Domenico (Nino) (Doctor)  Fabbro, Maria (née White)
Fabbro, Beverley (née Dean)  Fabbro, Domenico (Rosso)  Fabbro, Maria Rosa (later Brian)

The American Society for Indexing has a publication called *Genealogy and indexing* and further references are given on the ANZSI website <www.anzsi.org/site/bib_types.asp>.

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