![ANZSI newsletter masthead]

Newsletter of the **Australian and New Zealand Society of Indexers Inc.**

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Wishing all ANZSI members, families and friends the very best for the festive season and a happy new year for 2021.
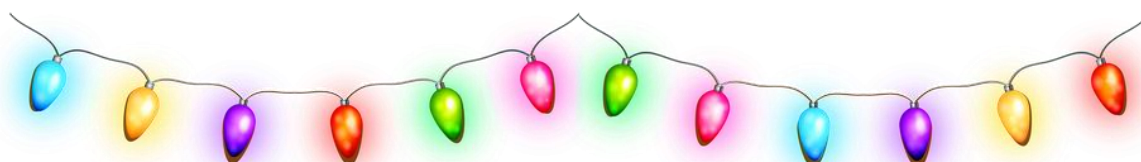
Council update

The most recent meetings of Council were held on 1 November and 7 December 2020.

As the COVID-19 situation seemed to be improving, Council agreed that the John Simkin Medal process would go ahead in 2021. Information will be distributed to members and interested parties in February 2021.

Similarly, and following the re-opening of the ANZSI Library on 23 October 2020, Accreditation will re-open from 1 January 2021. Eligible members are invited to consult the website Accreditation pages and submit applications.

The ICRIS Coordinators proposed that the ICRIS triennial meeting scheduled for October 2021 be postponed to October 2022, to be held in conjunction with the postponed Berlin conference and sought the views of affiliated societies. The consensus and final agreement was that postponement to 2022 was the best option. The Coordinators' term has also been extended by one year until the October 2022 meeting.

National Indexing Day 2021 will be held on Thursday 25 March 2021 and be marked by an online event. More information will be distributed closer to the date.

A successful professional development session on quoting was held via Zoom teleconferencing on 10 November, with a total of 27 members attended the meeting (ie. 28 per cent of personal membership). A report is on page 16 of this Newsletter.

Updated policies posted on the members' area of the website in recent months include the Policy on Communications, and a position description for the Education Officer. The rolling review of policies continues, with the updated Policy on Conferences the next to be posted.

Council noted with sorrow the deaths of Carolyn Kearney and Alan Eddy, both long-time members of ANZSI. Carolyn's obituary appeared in the October 2020 issue of the *ANZSI Newsletter*, and Alan's is in this issue.

Sherrey Quinn, Secretary
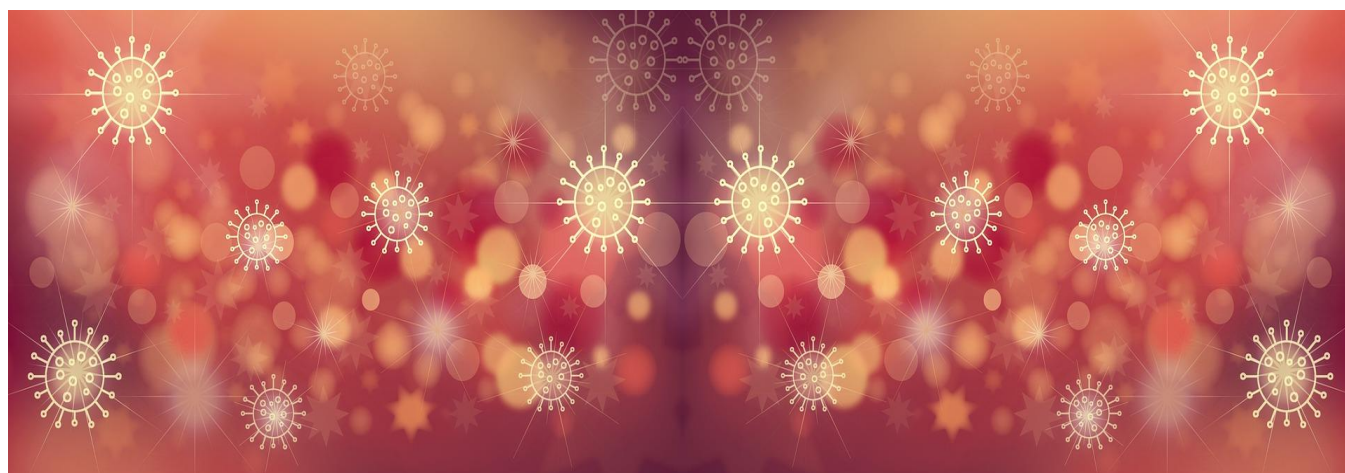
NISO's updated Draft Standard on Criteria for Indexes now open for public comment

Baltimore, MD, December 14, 2020: The National Information Standards Organization (NISO) announced today that the **Z39.4 Criteria for Indexes Working Group** [**https://www.niso.org/standards-committees/criteria-indexes**] has released its draft standard for public comment. It replaces the original ANSI/NISO Z39.4 standard (Guidelines for Indexes and Related Information Retrieval Devices) and is an updated and expanded version of NISO's Guidelines for Indexes and Related Information Retrieval Devices (a technical report, TR02-1997).

This updated draft NISO Z39.4 standard provides guidelines that better meet today's requirements for the content, organization, and presentation of indexes used for the retrieval of information, including those used for electronic searching, regardless of the type of material indexed, the indexing method used, the medium of the index, or the method of presentation for searching.

The draft Z39.4 standard will be available for public comment through January 31, 2021. Anyone with an interest in indexing — authors, editors, publishers, vendors, and others — is encouraged to share their feedback.

"Formalizing the new NISO Z39.4 as a standard that is applicable for both print and online publications will ensure that it is seen as authoritative and encourage wider industry support," said Marti Heyman, Executive Director, Metadata Strategy and Operations at NISO member organization OCLC, and a Co-chair of the Z39.4 Working Group. "Wider adoption will, in turn, lead to a better, more consistent end-user experience."

Her fellow Co-chair, Pilar Wyman, Chief Indexer at Wyman Indexing agreed, "By emphasizing the three processes essential for all indexes — comprehensive design, vocabulary management, and syntax — the Z39.4 standard, once formalized, will enable a more efficient and effective process and experience for all who create or use indexes, irrespective of the medium. We welcome their feedback on the draft standard."

NISO Associate Executive Director, Nettie Lagace, added, "We are delighted that this important standard has now been fully updated to better serve the needs of today's indexers and index users. Our thanks to Marti, Pilar, and the Z39.4 Working Group members for their hard work to update the previous guidelines and develop new ones. We look forward to receiving additional input from the community through this comment period, which the Working Group will use to improve the final version of the standard, planned to be approved by ANSI in 2021."

The draft NISO Z39.4 standard is available at **https://www.niso.org/standards-committees/criteria-indexes**.
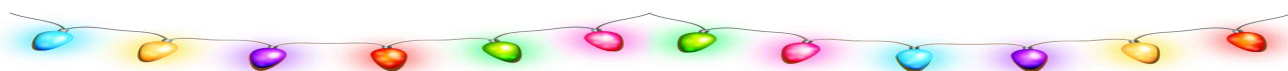
About NISO

NISO, based in Baltimore, MD, USA, aims to build knowledge, foster discussion, and advance authoritative standards development through collaboration among the cultural, scholarly, scientific, and professional communities. To fulfil this mission, NISO engages libraries, publishers, information aggregators, and other organizations that support learning, research, and scholarship through the creation, organization, management, and curation of knowledge. NISO works with intersecting communities of interest and across the entire lifecycle of information standards, and is a not-for-profit association accredited by the American National Standards Institute (ANSI). For more information, visit the NISO website (**https://niso.org**) or contact us at **nisohq@niso.org**.

NISO press release

John Simkin Medal planned for 2021

The John Simkin Medal will be making a return in 2021, we hope. The process will still depend on the COVID-19 situation.

Have you, or has an indexer you know, created an excellent and effective index in recent times? Consider nominating for ANZSI's medal.

Full details including dates for submission eligibility and entry details will be in the next (February 2021) *ANZSI Newsletter*.

Biography indexing Q&A report – Part 2

The questions submitted by participants in the Biography Indexing Q&A, held on 26 July 2020, were collated into three blocks:

1. Headings and locators
2. Subheadings
3. Compilation and production issues
4. Some additional questions taken during the session via chat,

This report summarises the panel's answers to all questions. The format is not so much a stream of consciousness as a stream of discussion. While the panel (Tordis Flath, Trevor Matthews and Michael Wyatt) agreed on most issues there were also a number of differences, with specific context being a determining key factor, which only goes to underline the indexers' adage: *IT DEPENDS!*

1. Headings and locators

Q. Minor mentions of persons—What do you do if there are a lot of minor mentions of a person that do not merit subheadings?

Yes, they should be indexed … they are walk-on players in the story.

Mentions of minor characters in a book suggests that they have played a not-insignificant role in the main character's life. They may be a work colleague, a frequent correspondent, a neighbour, a tennis partner and so on. They could well have been a constant presence in the main character's life. Who is the indexer to say that they are unimportant and should be left out of the index?

Certain users may also want to see these minor characters included, eg. the minor character himself/herself, family members and more importantly, historians and other writers who may have a specific interest in that minor character.

As general marketing policy, you should index everybody as a matter of course—it may attract new buyers for the book, eg. grandchildren.

Should we simply list all the mentions with a string of undifferentiated locators? Long strings may be a no, no. It used to be that with ANZSI Medal deliberations, indexes with long strings would not be regarded as a quality index.

To avoid long strings, it would be useful to group the locators by analysing the way these minor characters are connected to main character—perhaps family friends, cabinet colleagues or you may come up with a common theme and group mentions under that. People in photographs may create the opportunity for a subheading for these mentions. But remain careful to avoid making artificial entries simply to clump page references together.

In *Ten Characteristics of Quality Indexes: Confessions of an Award-Winning Indexer* (Information Today, 2016), Margie Towery uses the subheadings 'mentions' or 'also mentioned' to cover minor characters. Hazel Bell covers this topic in great detail—see her chapter 'Just Mentioning' in *Indexing Biographies and Other Stories of Human Lives* (Liverpool University Press, 2020). (NB. These books are available for loan from the ANZSI Library).

A further question was submitted via chat regarding where such subheadings should appear. If collecting strings of undifferentiated locators under the term 'mentioned' or 'also mentioned' they should be included at the end of subheadings. This makes it clear that these are incidental, passing references and certainly not the most significant to that individual main entry. (See also the last question in this block on locator strings.)

Q. Single mentions of persons—If a person is only mentioned once in the text, do you index them if they played a seminal role in the story and/or if they are well known?

Yes, it's all about quality not quantity, eg. in a book with lots of correspondence, there may only be one mention of a particular letter to the main character, but it could be very relevant.

Yes, on the basis that if well known, a user may likely search for it. The same question could be asked about a topic that is only mentioned once, and definitely if it plays a seminal part in book.

Yes, seminal is the crucial word, eg. in a book of 120 pages on the Korean War, Harry Truman is only mentioned once, but the crucial decision he made was a turning point in the war. However, this raises the question of orphan subheadings. It may be better to add this detail to the character's main heading followed by a semicolon and page reference.

Q. Qualifiers—When should you use qualifiers after people's names, and what information should you use , eg. dates, occupation, relationship to main character and so on?

Qualifiers (or glosses) are added for disambiguation purposes. There may be more than one person in the text with the same name or the text may be confusing. A qualifier may also include place of origin, former/later name or any other distinguishing feature. There is no need to be consistent—you can use a mix of qualifiers, eg. Smith, John (surgeon), Smith John (born 1970). It is important that all qualifiers are indicated in the same way, eg. in parentheses.

Qualifiers also indicate relationships for members of the main character's family regardless of whether there is any ambiguity, but for the user to know if the entry is about the mother, father, brother, grandson and so on. It was strongly recommended use qualifiers for relationships to the main character, particularly when text mentions his/her mother or father several pages into the text—to clarify the reference for both for reader and indexer.

It is also important to add a qualifier when a name in the index might just be a surname or first name, eg. Mary (cleaner). Qualifiers are also needed where someone is known by a pseudonym, eg. Buffalo Bill (William Frederick Cody), Scotty (dog), names of boats (the boat on which Fidel Castro left Mexico for Cuba was named 'Granma'—definitely needs a qualifier!), the female names of roses and so on.

For a work of art or a book about art or authors, it is useful to add the artist's name or author's name as a qualifier after the particular work of art or composition, eg. in the biography of a composer where there are lots of musical works as separate entries with his name in brackets. This also serves to distinguish the works of other composers mentioned.

How to index Stalin caused an animated discussion. Joseph Stalin was not his born name—that was Joseph V Dzhugashvili. Hazel Bell indicated the difficulty of such pseudonyms—to index 'Stalin, Josef', the name by which he is commonly known should be followed by a qualifier with his real name in brackets together with his other pseudonyms and childhood names. But what if these are not in the text?

One response was what would the reader look up? If a famous name is used in the text only with the surname then it may be useful to add the Christian/first name, ie. 'Stalin, Joseph' or 'Stalin (Joseph)'. Again, if there is a mention of Lord somebody, but he has another name—then index by whatever name they are commonly known by and include a cross-reference.

There was disagreement, however. If the additional name information is not mentioned in the book, ie. only the name Stalin is mentioned, then the indexer should think very hard about whether to add this. In the Stalin example, if the book only refers to him as Stalin, and everybody knows him as Stalin, then perhaps only include him in the index as Stalin.

We must remember that when we are indexing a book, that is the world we are indexing. Perhaps sometimes it is worth adding the Christian/first name (where not mentioned in book). At other times it may not be necessary, and it is best to go with what is in the book.

The importance of family trees in biographies cannot be overestimated. Beg the author/editor to provide this—even if it is not in the final publication. In a book about Miles Franklin, there were two lots of families including over 50 people and each one had been meticulously entered in the family trees with birth/death dates and all their relationships. This was printed in the final publication and was very helpful for indexer.

Q. Cross-references—How do you cross-reference people's changes of name during their lives, and should you include qualifiers [eg. (née …), (formerly …)]?

In respect of women, one Panel member uses the maiden name and puts all entries under that name, eg. where some characters get married twice and the author explains in detail about each family group before marriages and so on. Indexing this material under the maiden name means they are grouped with their family. In one example, the wife of the main character was an author in her own right, and it made sense to enter all information about her under that name. Everything about one person should be in one place with cross-reference from married name and any subsequent marriages (née or later, to clarify).

Again, citing uniform entry, all information about a particular topic or person should be gathered in one place regardless. Where people's names vary in the narrative, choose the name which is most often used in the text—place all the material under that and refer from other forms of the name. However, if Mary Jones marries John Smith halfway through the narrative, it is essential to add a qualifier to alert the reader that in the earlier part of the book they will not find her referred to as Smith but look for Jones instead—eg. Smith, Mary (née or formerly, Jones), with a cross-reference from Jones, Mary (later Smith) *See* Smith, Mary. In this way both names can be found.

Another example given is where a person is known equally under two names—eg. Antony Armstrong-Jones/Lord Snowden. Again, a *See also* reference is needed from one to the other, or entries can exist under both names for different parts of their lives with a cross-reference to each.

Titles—eg. Sir, Lord, Professor, Cardinal—should they be put before given names or left out altogether in the index entry? Regardless of when they did what? Or, what if a person was only knighted halfway through book? One answer was to always puts titles in brackets—eg. (later Sir), or where army personnel can go through multiple ranks. You can always put a subheading in the example eg. the main entry can be 'Armstrong-Jones, Antony' with a subheading 'as Lord Snowden' to indicate an action that occurred after he was knighted.

Q. Main character—Should the main character have an entry in the index? If so, when and why; and if not, when and why?

When? Always. Why? A reader expects to have an entry for the main character.

How to index the metatopic is the subject of continual discussion on indexer chat groups. Kay Schlembach's webinar session '**Taming the Metatopic**' (ASI, 2014), outlined research showing that when a user searches the index, the first thing they look up is the subject of the book and are baffled if it is not found. So yes, always. Most of the entries may then consist of a list of subheadings with locators or cross-references to other headings, eg. 'Doe, Jane – university career *See* university career' and so on. Indexing the main character can add a lot of value to the book by bringing to the forefront some things mentioned in passing in various places, eg. the person's personality, or their opinions on a variety of topics.

Yes. Always. Gives you a good overview of the person's life; reviewers love it; gives you an entry point into the whole biography.

Alan Walker's index to the biography on John Howard (*Lazarus Rising*, HarperCollins, 2010) did not have a main entry for Howard—interesting! Panel members agreed it was a tour de force, but absolutely the exception to the general consensus.

Facing the Text: Content and structure in book indexing, by Do Mi Stauber (Cedar Row Press, 2004), contains an extensive examination of the metatopic. (NB This book is available for loan from the ANZSI Library).

Q. Fictional character—How would you treat fictional characters with 'real names'? Eeg. in a biographical work there is a discussion of Jane Austen's fictional character 'Jane Fairfax' and parallels between her fictional character and the character of the subject of the biography?

Where there is lots of information about fictional characters in a book, the name of the fictional character in double quote marks as a main entry and with the qualifier (character) can be entered. If the surname is entered first, then family groupings in fiction can be browsed together.

In the biography of Anthony Trollope, all the characters in all his books were indexed (at the specific request of the author) as main entries. In all, 240 names were listed with locators.

Whether to index fictional names in direct order or inverted order is again a controversial topic in indexer discussions—should the name of a real person and that of a fictional character be treated differently? It needs a convincing study to see what users will look up.

Q. Locator strings—What are your views about undifferentiated locators, how many is too many, and when would you make exceptions?

Example 1: numerous locators at heading level with no subheadings—depends on how much space is available for index and also on the type of publication and audience for the book. The general reader is unlikely to persevere beyond five or six page locators; an academic reader may be reconciled to plodding thru all forty references. Again, some publishers may insist on having no more than a single locator or two.

Example 2: numerous locators at heading level with subheadings. This was covered above at the question on minor mentions.

Aim for five to six locators. If there are more than ten, then you definitely want to split them into subheadings, but, if you cannot make a sensible subheading, then leave the string.

'Where you sit depends on where you stand'. As an academic, long lists of page references were once deplored; as a compiler of indexers one can now see the case for a longer list. Basically, an index should be where you go to find quickly and easily the subject for which you are looking.

2. Subheadings (selection, language, order, partiality and so on)

Q. Order for main character—Any preferred views on how to index subheadings under the metatopic's name, ie. alphabetical or chronological. For example, birth, death, marriage; or birth, marriage, death?

This is probably one of the most debated topics in biography indexing. Subheadings usually go well beyond the main character's birth, marriage and death, because they also deal with other aspects of main character's life—career, relationships, opinions, personality, writings. One solution is to use neither an alphabetical arrangement nor chronological there are inherent defects in both–but to use a combination of the two such as a topical arrangement.

Hazel Bell's recommendation is to break a massive number of subentries into topics/organisational headings—eg. for a politician those topics might include personal life, early legal career, political career, diplomatic career, relationships, opinions, health, writings. In each of these organisational blocks, the entries can be organised as run-on, chronological topical blocks. This enables the indexer to capture the chronological synopsis of the person's life; run-on format for these events can be read as mini-stories on their own right.

Typeface is important. Consider using small caps or bold typeface for the main character and the organisational/topical subheadings under this name which enhances visibility of index. Ask the publisher to send you the final typeface layout of the index before publishing to make sure there are no glitches (which have been known to happen!)

A chronological index may be useful for a user who already knows the trajectory of the main character's life, or who has read the book and wants to go back to find a particular incident or quotation, but not for someone, trying to find a specific incident, who is not already au fait with the character. Sometimes run-on chronological order is hard to browse and it is difficult to find information—you have to read the whole block to get what you want. Using indented, alphabetical layout for biography indexes is much easier, unless there is something that tends to be better listed chronologically eg. rugby games and years.

There are problems with alphabetical indexes as well. It assumes that the term the user is looking for will be the term that the indexer chooses, which is not always the case. Alphabetical order works best as an indented arranged index rather than a run-on index, however the user then needs to deal with the death before marriage conundrum!

Many British biography indexers use a chronological approach eg. Lord Mountbatten's subentries start with a verb: 'invited to become Viceroy of India', 'accepts appointment', 'picks his staff', 'travels to Delhi' and so on.

Scanning an alphabetical index is better when a noun is the key word used and preferably as the first word in the subentry.

A problem with both an indented chronological or an indented alphabetical index can be the sheer number of entries, eg. Mountbatten had 480 subentries under his name (not uncommon)!

Trying to put things in chronological order can be very time consuming. Make sure you let editor in on your plan for the index.

Q. Order for headings other than the main character—Are there instances where chronological order could, or should, be used for subheadings to entries other than that of the main character?

This question was mostly answered in the preceding discussion.

Sometimes an editor can help eg. in a book on Reg Mombassa, Australian musician and artist, the editor provided a separate discography. The indexer then compiled a separate artwork index, a separate exhibition index and a general index. This worked well doing away with the necessity for numerous cross-references.

Q. Use of prepositions—How do you use prepositions in subheadings; when do you use them and where do you put them?

This is another area of immense disagreement among indexers. Where the relationship is clear, additional verbiage is redundant. If a preposition or conjunction is needed for clarification, it should follow the subheading, not precede it, eg. 'management' as a subheading could mean 'management of' or 'management by'.

Only use prepositions to provide clarity eg. a subheading 'books' or 'books on' (on the main character) are two very different things.

There may be occasions where the preposition must precede the subheading. In such cases the convention is to ignore the preposition in filing, but again indexers disagree. When connecting a subheading to its heading, be as specific as possible to indicate the relationship between the two.

The conjunction 'and' (which is frequently used in a subheading to avoid a longer entry such as 'in relation to') is sometimes preferred as the first word in the subheading. Others prefer it as the last word. For an alphabetical scan it is preferable to index the latter, with the noun as first word.

Use of the preposition 'on' is common with a subheading for opinions, eg. Mao>> opinions>> on Khrushchev; on Cuban missile crisis, where the 'on' can be ignored in filing. Or the subheading can be changed to read 'opinions on', then a list of topics can be arranged alphabetically under this.

Q. Bias and language—How do you retain neutrality of language in the index when the language and information presented in the text is highly biased (eg. in political memoirs or biographies)? And, on the other hand, are there times when it is appropriate to allow a little 'colour' into the index, to capture the 'flavour' of a text?

There are two schools of thought: that the function of an index is not to provide information and opinion, but it is to indicate where this information can be found and therefore the language should not suggest any particular point of view; or the argument that the index is an integral part of the book and must reflect the tone of the book.

Neutrality is preferred. Indexers are supposed to be impartial bystanders creating access to the information in the book. While to some extent we are asked to use the language of the text, we are also looking to create concise and topical headings, so maybe a balance of the two is needed. Sometimes more colourful or humorous entries can be added, however, neutrality is foremost—try not to take sides.

An indexer can build up a list of anodynes, neutral words to use in subheadings eg . explanation of, treatment of, opinions on, concept in, reaction to, inspired by, perception of, and so on.

3. Compilation and production (presentation, layout, proofreading, text errors, working to a brief and so on.)

Q. Errors in the text—If one knows that eg. a date/place in the biography is wrong, do we correct it, correct it in brackets, or mark it as an author query?

Where there are obvious mistakes eg. in dates, say 1790 instead of 1970—definitely correct and notify the editor immediately. If perhaps there is the omission of a diacritic, then submit a query to the editor and ask that the index entry conform with what is decided for the text. Always follow the text.

It is useful to make a list of typos as an author/editor query as well as any other questions for clarification. In historical texts sometimes you have no choice and must use the term in the text for something that is quoted and has already been published. In this case you may wish to put a square bracket next to it with the correct term.

Q. Layout and structure—If you know how the index is to be typeset (ie. indented or run-on subheadings and number of columns) should that influence how you should structure your index (eg. how you structure and order subheadings)?

The layout always influences your work. If you have an indented index you can use multiple subheadings. If you have a run-on index, then your choice of subheadings may be quite limited. It is the chronological versus alphabetical question as discussed previously. Run-on indexes may save some space, if that is a concern.

You need to know how many columns per page are expected for the index. Run-on indexes in three columns can be a disaster, with every entry winding down two or three lines due to column width. Always ask…or always tell the editor!

Q. How do you deal with letters?

In a book of letters, you index the people and organisations that letters were written to and by, other people mentioned, the place names mentioned and the theme of the letters.

Treat them the same as any other story of human lives. Where the letter writer's surname does not appear in the letter (eg. only the first name is used), the editor would usually supply this in a footnote. If not, then ask the editor how they want this to be treated. Some editors may say index under the first name, some may say omit altogether.

See the full answer by Tordis Flath in her article '**Indexing Letters**' (*ANZSI Newsletter* 16(5), October 2020).

Q. Time taken to index—I find that publishers' budgets for indexing biographies vary wildly. The amount of time it takes me to index a biography varies too, but not as wildly as the variation in budgets might suggest. I know that everyone works differently, but I'd like to hear from each member of the panel on how many hours they estimate they would take to index, for example, a biography with these specifications:

Publisher: A major trade publisher (eg. HarperCollins, Penguin, Allen & Unwin)
Subject: A contemporary Australian politician
Word count: 130,000 words
Indexing brief: 20 pages for the typeset index.

If you assume that $3,000 was allocated for the index, then 4 weeks might be an appropriate time frame. Perhaps 6 days a week x 5 hours a day = 125 hours. The latter divided into $3,000 = $24 an hour. Therefore, do not expect indexing biographies is going to be your major income! Another calculation is if the publisher offers $2,000. You spend 1 day less on the index and it comes out as 96 hours. $2,000 divided by 96 hours = $20 per hour. The Australian minimum wage is $19.84 per hour!

British publishers pay much less than Oz publishers—probably about $11 or $12 per hour.

Another example is to charge by the number of page references. Trade publishers will usually allocate the budget beforehand. Say for 130,000 words/450 pages, the publisher is offering $2,000. An average of perhaps 5 references per page of text can be compiled for that amount. If the editor is not satisfied with that, then ask what categories of subject to leave out. It is also useful to point out that biographies often contain numerous names, so if insufficient money has been provided to cover this, ask what sort of person does not get a mention in the index.

The variation of the number of pages or words is not the most important factor. It is more about what publishers are willing to pay. Biographies take up to 25 per cent longer to index than other texts as there is a lot more detail. For say 300 pages, 40–60 hours would be a very rough estimate but always request a chapter on which to base your quote first.

4. Additional questions submitted via chat

Q. Could the Panel recommend their top ten biography indexes?

This question was taken on notice and subsequently covered in Part 1 of this report. The full list can be found on the ANZSI website.

Q. Could the Panel recommend any online indexing chat groups?

IDG the Indexers Discussion Group and the scholarly index group.

Madeleine Davis, Presenter and chair, Biography indexing Q&A

Addendum to Biography indexing Q&A report – Part 1

The first part of the two-part article on the Biography indexing professional development session appeared in the October 2020 issue of the *ANZSI Newsletter*.

Following publication, we received additional information for the list of notable biography indexes that the panel members nominated. The indexers of three of the works have been added and more citation details included.

The amended list has been added to the reading list for biography indexing in the members area of the ANZSI website. For your reading convenience, the list (edited and revised) is reproduced below.

Ed.

Biography indexing Q&A: notable indexes reading list

[Contributors: Madeleine Davis, Tordis Flath, Trevor Mathews and Michael Wyatt; compiled by Karen Gillen; edited by Elisabeth Thomas.]

The indexes cited by the panel:

Alfred Deakin: A Biography vol. 2 (1965) by J A La Nauze

Run-on [aka run-in] format. The five-column entry for Deakin is organised under 13 subheadings: 'family and private life', 'education', 'literary interests', 'journalism', 'law', 'spiritualism', 'personal trait and opinions', 'oratory', 'friendships', 'political career to 1901', 'political career from 1901', 'general political opinions' and, interestingly, 'opinions about Deakin'.

Dickens (1990) by Peter Ackroyd [NB the layout was poorly done in the paperback edition]

Run-on format. A very lengthy 13 column entry for the main character Charles Dickens. The 'Dickens' entry is arranged under nine topical subheadings: 'biography and personal life' (chronological), 'characteristics' (alphabetical), 'ideas, beliefs and opinions' (alphabetical), 'literary life and endeavours' (chronological), 'portraits' (alphabetical by painter), 'public readings' (chronological), 'speeches' (alphabetical by place), 'theatricals' (chronological), 'travels abroad' (alphabetical by place). As with the indexes in many biographies published in the UK, the entries for other characters are also arranged in chronological order.

Frank Lowy: pushing the limits (2000) by Jill Margo

The index spans 11 pages in run-on format with one level of subheading. Entries under each subheading are in chronological order. Subentries under 'Frank Lowy' were entered in the following order: 'Childhood and War', 'Israel', 'Family, Religion and Friends, Soccer and Hakoah Club', 'Westfield – A Partnership and Family Business', 'A Character Analysis', 'Philanthropy', 'Awards and Honours'. The use of capitals letters in this example was a decision of the indexer and editor to improve the clarity of this entry in the index due to the sheer number of subentries. There are also many entries devoted to members of the Lowy family and John Saunders, his business partner. Due to the nature of Lowy's life and interests, many entities (eg. the Hakoah Soccer Club and numerous Westfield companies) took on lives of their own and are given equal space in the index with the main subject. Madeleine Davis's index was highly commended by the judges of the 2000 ANZSI Medal.

Lazarus Rising: a personal and political autobiography (2010) by John Howard

An important and unusual example of an index where the meta-character's name, John Howard, is not given a main entry. The indexer does not hesitate to use lengthy strings of undifferentiated locators. Indexed by Alan Walker, he was awarded the 2013 ANZSI Medal for this work.

Margaret Thatcher: The Authorized Biography (2013, 2016 and 2019) by Charles Moore

A blockbuster of a [three-volume] biography with a massively detailed six-page index in run-on format. The value of the index is that it shows that a three-column index can work if the typeface is small. The main entry for Thatcher is divided into a number of broad subheadings: 'prime minister', 'later life', 'character and characteristics' and 'political views'. The length, detail and chronological arrangement of the main subheading of the index – 'Prime Minister' – renders the index extremely difficult to navigate. The user would have been helped if this topic had been divided into years. This biography was published in 3 volumes. SI member Christopher Phipps indexed the first volume; Christine Shuttleworth, FSocInd, took on the second (2016) and third (2019) volumes.

*Patrick White: Letters* (1994) edited by David Marr

Entries for all who received a letter from White and for each recipient there is a subentry 'letters to'. The entry for White himself begins with a chronological list of events. It is followed by a range of topical subheadings: 'character', 'characters in novels', 'homosexuality', 'literary awards', 'photograph', 'poetry', 'politics', 'portraits', 'public speaking', 'style', 'unpublished works', 'views' and 'writings'. There is a separate entry for 'speeches'.

Toss Woollaston: a life in letters (2004) edited by Jill Trevelyan

Indented format and runs over 12 pages. Two pages cover the main character with three levels of subheadings such as 'awards', 'birth, childhood and family', 'exhibitions', 'fellowships and scholarships', 'health', 'homes', 'painting', 'religious convictions', 'sexuality', 'work' and 'writing'. References to, and illustrations of, specific works of the artist are indexed as main headings. Tordis Flath was awarded the 2004 ANZSI Medal for her index to this book. The ANZSI Medal Report stated 'The index is thorough, including references to footnotes, biographical entries and illustrations, and with clearly expressed sub-entries. The judges considered this to be a very creative piece of indexing especially in the framing of sub-entries'.

Trollope (1992) by Victoria Glendinning

Run-on format. The main entry for Anthony Trollope is arranged under three topical headings: 'opinions and interests' (subentries arranged alphabetically), 'life and career' (in chronological order) and 'works' (around 150 titles arranged alphabetically). Notable for including a lengthy entry 'characters in AT's works' (filed under 'C'). This work was indexed by Christine Shuttleworth, FSocInd.
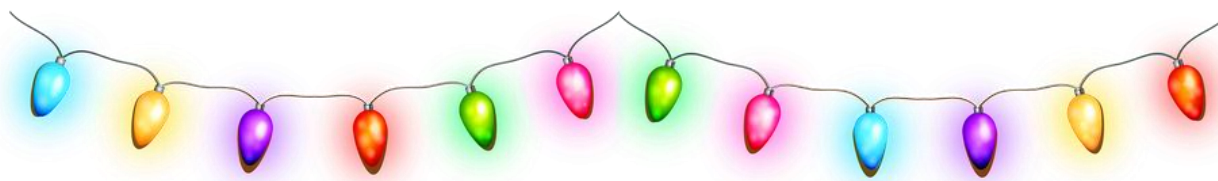
Business Tips: Professional Approach to Quoting

A note on professionalism

Whether or not indexing is a profession is a moot point. What is relevant for indexers is the importance of professionalism or professional behaviour if they seek to have a successful and rewarding career. Underpinning the concept of professionalism is the notion that the services offered by a professional will be superior to those offered by an individual who is not a professional. The higher standard of service provided by a professional is grounded in relevant education and experience, as well as membership of a professional or semi-professional organisation, with a mandate coded of professional conduct, such as ANZSI. However, simply being a member of ANZSI does not make you a professional. Professionalism, for an indexer, is about maintaining a consistently high standard of conduct in one's attitude and behaviour in providing services to clients (see the ANZSI Code of Conduct).

Why do clients accept a quote?

Cost is an important factor, but it is not always the only factor. A quote may be accepted for a range of different reasons such as:

◊ Cost
◊ Experience of indexer
◊ Location of indexer
◊ Professionalism of indexer
◊ Subject expertise of indexer

In the context of a client choosing between a range of quotes, if some factors (such as cost, expertise, experience etc.) are equal, a professionally presented quote will win out over one that is not. Such a quote may also win out over those that are poorly presented, even if they are from indexers with a higher level of subject expertise or experience. Professionalism inspires trust.

Requests for quotes

Having a professional approach to quoting requires the indexer be mindful of the sources of work, how potential clients might find them, and be prepared for the types of requests they might receive.

Potential clients

◊ Personal acquaintances (or acquaintances of acquaintances)
◊ Authors
◊ Institutions
◊ Publishers

How do clients find you?

◊ *Indexers Available* on ANZSI website (To get the best results from your entry, consult '**Tips and guidelines for advertising in *Indexers Available***') Indexer's own website

◊ Publishers' databases of indexers

◊ Word-of-mouth recommendations from friends, family or acquaintances

◊ Word-of-mouth recommendations from other indexers

◊ Word-of-mouth recommendations from satisfied clients (authors or publishers)

Types of requests

◊ Urgent job with tight turnaround (eg. editor from publishing house forgot to book indexer; author was going to do index but changed their mind at last minute; indexer booked for the job is no longer available)

◊ Material ready for indexing immediately, with reasonable turnaround time

◊ Couple of months in advance of when indexing required (manuscript is complete and in early stages of publishing production process)

◊ Client has already decided they want you to do the job, they just need to know your fee

◊ Vague inquiries from authors whose manuscript is not yet completed or do not yet have a publisher

◊ Request for your indexing rates (with no details of job required).

Responding to requests for quotes/rates

In maintaining a professional approach to quoting, it is good practice to respond to all types of requests in a timely, respectful, and consistent manner. Some basic rules of thumb are:

◊ Respond as soon as possible, whether you want the job or not

◊ Do not simply respond with an amount. If you do, you are just making it all about the money. Always provide a full quote including specifications, tasks required, fee, and conditions (see 'Requirements for formal quotes' following).

◊ If you want to provide a quote, but are busy, respond as soon as possible expressing your intention to provide a quote and when you will be able to do so.

◊ If you are not interested in the job (as the subject matter is outside your comfort zone, or you will not be available), express your thanks for the inquiry and explain that you are not available, recommend consulting Indexers Available (provide link), or provide name(s) of suitable indexers you are confident to recommend. (NB. although you are not interested in this particular job, you are dealing with potential future client).

◊ In cases where the indexer originally booked for the job is no longer available, and you were recommended by that indexer, you may honour their quote, or requote.

◊ For vague inquiries or for unfinished manuscripts with incomplete specifications, do not provide a firm quote. At best, provide an indicative range explaining why that is all you can do at this stage, and offer to provide a more definitive quote when sufficient information is available. (NB. A ball-park figure is often all that is being asked for).

◊   In response to requests for your rates, it is best practice to refuse and say that you only offer quotes for specific jobs, explain why (eg. all jobs are different etc.). (NB. often the cost of a particular job is what the inquirer actually wants to know, they just think that asking for your rates is the way to go about getting that information).

Requirements for formal quotes

Formal quotes should include the full specifications of the job, tasks required, your fee and conditions. If a client accepts your quote, in effect it becomes your contract. As such, including all relevant details provides clarity for the client and protects the indexer. For example, if when a manuscript arrives it exceeds the specifications in the quote (eg. is 10,000 words longer), the indexer has a legitimate claim to not commence the work until a revised quote is accepted. Furthermore, it allows the indexer to advise the client that they will only be indexing 'substantive' content, rather than every mention of a particular term. This practice rules out any such misunderstandings about what should go into an index prior to the work being done.

For consistency, it is best practice to develop your own quote template on letterhead.

Specifications of job

◊   Service(s) required (eg. index from page proofs, embedded index, multiple indexes [separate name and subject indexes] etc.)
◊   Title or description of work and names of author(s)/editor(s)
◊   Publisher
◊   Extent of material to be indexed (eg. number of pages and/or number of words, does it include footnotes or illustrations etc.)
◊   Materials to be provided by client (eg. electronic copy of ms, hard copy of ms, list of key terms etc.)
◊   Special instructions (eg. restrictions on length of index, type of layout etc.)
◊   Time frame (ie. date of delivery of materials and deadline for submission of index)

Tasks to be undertaken (Examples)

◊   Download PDF (if hard copy not provided)
◊   Print PDF (if hard copy not provided) (NB. If hard copy is not provided, you are entitled to charge an additional fee)
◊   Analyse scope and depth of the text
◊   Read through text and compile index (detail what will be included in the index, eg. substantive mentions of all subjects, concepts, people, places, events, institutions etc.)
◊   Insert cross-references
◊   Edit index (structure, content, cross-references)
◊   Proofread index
◊   Export index from indexing software into Word doc or RTF
◊   Format index according to publisher's requirements
◊   Supply of index on or before agreed deadline

Quotation

◊ Amount $
◊ GST $
◊ Total $

Conditions

◊ What quote is based on, eg. materials provided such as sample chapters or entire manuscript, specifications and tasks listed
◊ Do you charge GST?
◊ How long the quote is valid for? (eg. 30 days)

Methods for calculating fees

◊ Hourly rate (eg. ANZSI recommended rate)
◊ Word rate
◊ Page rate

NB. How to select and apply these methods will be discussed in a report on calculating fair and reasonable fees to be published in the February 2021 issue of the ANZSI *Newsletter*.

Resources for calculating fees

◊ Information initially provided by potential client.
◊ Full specifications for job (which should be included in your formal quote).
◊ Copy of manuscript or sample chapters. (NB. If you ask for sample chapters you need to see the introduction and at least one other representative chapter. The introductory chapter reveals the scope of the work, while a representative chapter reveals the depth and complexity of the work.)
◊ Indexing a sample of the text.
◊ Your own records of previous jobs that you have completed (both those you quoted for and those where you were paid a fee determined by the client. It is best practice to maintain such records.)
◊ Publications about quoting and methods for calculating fees (eg. see recommended reading and guidance in members area of ANZSI website).
◊ Advice from indexing colleagues.

Summary: steps in preparing and delivering your quote

◊ Upon receiving a request for a quote, insert the information provided in the 'specifications' section of your Formal Quote template.
◊ Determine what further information or materials you require to develop a quote.
◊ Express thanks for the inquiry, request whatever additional information or materials you require to develop a quote and indicate when you will be able to provide your quote.
◊ Insert the full specifications of the job, and the tasks required, into your formal quote.
◊ Calculate your fee and insert it into your formal quote.

◊ Prepare a covering email (express thanks for opportunity to provide quote; make statement on why you are interested in taking on the job; note that you are a member of ANZSI and abide by the Society's Code of Conduct [NB not all indexers are members of ANZSI, and membership of the Society underpins your professional status]).

◊ Attach formal quote on letterhead.

◊ You may also like to attach a copy of your resume or short CV (if you do not have a website).

Karen Gillen, Education Officer

People

Vale Alan Eddy: a true gentleman

Alan Robert Eddy was born 12 February 1929 and died in Melbourne 27 November 2020.

After graduating from the Victorian School of Forestry in Creswick (20 km north of Ballarat) in 1948, he went on to have a long and distinguished career in the Forestry Commission of Victoria, later the Victorian Department of Conservation Forests and Lands (DCFL). From 1954 to 1966 he was a lecturer at the Victorian School of Forestry and its Principal from 1969 to 1978. For the next 11 years, he held a variety of forestry research and administrative roles until his retirement from the DCFL in 1989. To understand the esteem in which he was held by the forestry community, readers are encouraged to look at *The Eddy Papers*, published as part of Victoria's Forestry Heritage **https://victoriasforestryheritage.org.au/people1/articles-about/218-eddy-alan-memories.html**.

After retiring from his forestry work, Alan joined ANZSI in 1989 and attained Registration in 1997. He was a highly respected member of ANZSI and maintained his membership for 30 years until he resigned in 2019. In his resignation letter, Alan wrote that his 'venture into the world of indexers worked out very well'. As a Society, we can wholeheartedly agree with his assessment, as Alan's contribution to ANZSI was enormous.

In all, he held a variety of positions on ANZSI Council (Vice President 2013–14; Secretary 2008–09; Member 2007–08 and 2009–12) and Victorian Branch Committee (Vice President 2007–08; Member 2006–07 and 2010–11).

In the Society, Alan was an active participant at professional development sessions run through the Victorian Branch and later Melbourne Indexers group, as well as at social gatherings. Alan and his wife Nell were also gracious in making their home available for innumerable ANZSI meetings.

In his ANZSI biography,* Alan described his professional indexing career more as a trickle than a flow. He found it simple to accommodate his indexing within the routines of a small household, his weekly volunteering at the Royal Victorian Institute for the Blind (now Vision Australia) and few social commitments. According to Alan, '[his] wife was content for an index to take over [his] daily life for as long as it takes'. However, he became 'absorbed in the work to the extent that [he] neglected the garden and other chores, until reminded'. He was also content to work every day when needed to meet a deadline – a situation that he said was 'not an ideal work–life balance'.

Photograph: Alan Eddy

To Alan, the most rewarding part of indexing was producing something of value to readers of a book, in the style wanted by its publisher, and fulfilling his understanding of a worthwhile index. While doing so, he also found time to reveal his sense of humour, writing: 'There is always scope to include an impish entry in the index, in the hope that it will amuse some readers'.

Through his work, Alan saw compiling an index as a battle of wits. To him, the calibre of an index depends as much on the comprehension and wit of the indexer as on following rules and conventions. Finding errors and inconsistencies, a trait Alan had maintained since his time as book reviews editor and proofreader for the *Australian* in the mid-1970s, provided opportunities to alert the editor and establish *Forestry* journal a clearer understanding of the indexer's role.

For Alan, the biggest bugbear about indexing was the unreasonable deadlines, but as he wrote with delight 'the pleasure of demolishing an unreasonable deadline is worth a lot. An editor's demand for the finished index by "COB Friday" can be outrageous. Negotiation by phone is far more effective than email, for editors need to be taught that Friday afternoon and sunrise on Monday are separated by more than 50 hours'.

Alan Eddy was a true gentleman in every sense of the word. His passing marks the end of an era in so many ways, and he will be greatly missed by his family and friends. Alan will be forever remembered for his sage advice and good humour. Our sympathies go to Nell, his wife of 66 years, and his children and grandchildren.

*Alan Eddy, in: *Quiet Achievers in Indexing*, edited and compiled by Max McMaster (ANZSI, 2015), 25-8.

Max McMaster

What's in *The Indexer*?

The December issue of *The Indexer* is available.

Did you know that the electronic version of *The Indexer* is available to subscribers in the last week of the month <u>before</u> the month of publication? Get ahead with your reading by subscribing.

More info at https://www.theindexer.org.

The Indexer
The International Journal of Indexing

Volume 38.4 (December 2020)

Editorial
Mary Coe

History of the term 'indexer' in British census returns
Nicola King

Embedded indexing with Word. Part 3 – shifting method and field codes for cross-references and page ranges
Walter Greulich

*'A solid foundation for a career in indexing':
the story of the Society of Indexers' training course*
Ann Hudson

*Rewriting the book in the index:
what does this mean?*
Stephen Ullstrom

*COVID-19 and the freelance book indexer:
a preliminary analysis*
Ann Kingdom

Accolades for indexers: indexing awards 2020
Ann Kingdom

Diversity in Canadian Publishing Award

Indexes reviewed
Edited by Christine Shuttleworth

Book review: Hazel K. Bell, Indexing biographies & other stories of human lives
Madeleine Davis and Sherry Quinn

Conference calendar

www.liverpooluniversitypress.co.uk/r/index
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ANZSI events

For full details, follow a link (if included) or go directly to the **Events webpage**.

ANZSI Council meeting

1 February 2021

5:00 – 7:00 pm (AEST), Zoom videoconference

ANZSI Council meeting

14 March 2021

4:00 – 6:00 pm (AEDT), Zoom videocconference
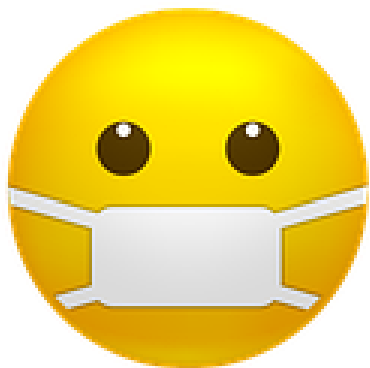
Reminder: ANZSI's only postal address is now GPO Box 2069, Canberra ACT 2601.

As mentioned in recent *ANZSI Newsletters*, the PO Box in Lawson in NSW has been closed. Please update your address books.

Contact information

General email: info@anzsi.org

[f] ANZSocietyIndexers

[t] @ANZSI_indexers

ANZSI Council 2020-21

President: **Madeleine Davis**

Vice-president: **Michael Ramsden**

Secretary: **Sherrey Quinn**

Treasurer: **Karen Gillen**

Council members: Shirley Campbell, Elisabeth Thomas, Juliet Richters and Marnie Hannagan.

Group and regional contacts

Please consult the **ANZSI website** for details of regional and interest groups, and contacts.

Life is Easier with an Index

ANZSI newsletter

Newsletter

Editor: **Elisabeth Thomas**

Assistance from Tanya Edbrooke.

Submissions may be edited for clarity, space and uniformity of style. Selection of content is at the discretion of the Editor / ANZSI Council.

Open the PDF with Adobe Acrobat Reader for best reading/printing view.

Opinions and statements expressed in the Newsletter are those of the individual contributors, and do not necessarily reflect the opinions of the Society.

Schedule

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Please email contributions to the editor, Elisabeth Thomas, at **editor@anzsi.org**.

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