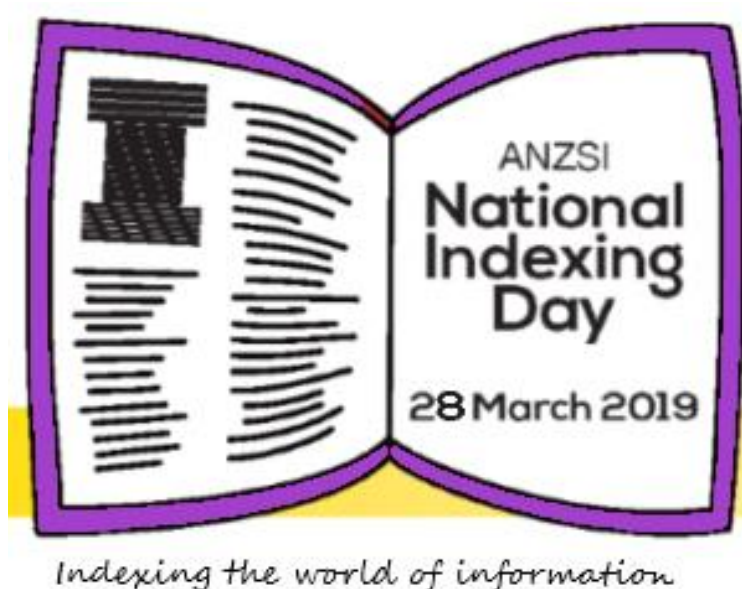


Newsletter of the **Australian and New Zealand Society of Indexers Inc.**

Volume 15 • Number 2 • April 2019

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(Image: ANZSI)

National Indexing Day 2019

Aotearoa New Zealand Indexers

In Europe for National Indexing Day

I am currently travelling around Europe with my daughter, visiting the sights, family and friends. We have visited my sister in Italy, been to Rome and Venice, saw some family in London, went to the family castle in Aberdeen (now with the National Trust), made a brief stop in Brighton and then Hamburg, and we are now in Bremen where I was born to visit family and friends.

For National Indexing Day, I met with former colleagues who I worked with at Indexing Specialists in Hove (Brighton). We had a lovely evening catching up on news and how it was when we worked together.

Just before I left, I was reading the latest *The Indexer* and noticed, for the first time in many years of reading it, that Jochen Fassbender, the contact person for the German indexing group, Deutsches Netzwerk der Indexer (DNI), lives in Bremen. I contacted him by email and suggested we meet when I was in Bremen. I got an enthusiastic response and we caught up for lunch on 2 April 2019.



Ingrid Lock, Tordis Flath and Janet Lawrence, Hove, England.
(Photograph: courtesy Tordis Flath)

He brought a document folder with “Indexer” on it in case we didn’t recognise each other but, before I left home, I had read an article he wrote which included a photo of him, so we had no problem finding each other. He gave me some indexing magazines and pamphlets which I can enjoy reading on the way home. We talked for three hours and exchanged indexing experiences and what it is like to be the contact person for an indexing group. He told me that the German and Dutch groups are discussing coordinating the next ICRIS meeting. It was a most enjoyable afternoon.

Both Bremen and Hamburg are port cities that have been developing the port areas into residential areas. There have been major changes since I was last here 18 years ago with a whole new section of each city developing. My daughter was 4 years old last time she visited Europe with me. Playgrounds and ice cream shops were her preferred stops then. Now it’s all shopping for clothes and shoes.

After Bremen, we are off to Paris and Amsterdam where there will no doubt be (many more) shops we must look in. We might have to buy another suitcase as well.

Tordis Flath



Jochen Fassbender and Tordis Flath, Bremen, Germany.
(Photograph: courtesy Tordis Flath)

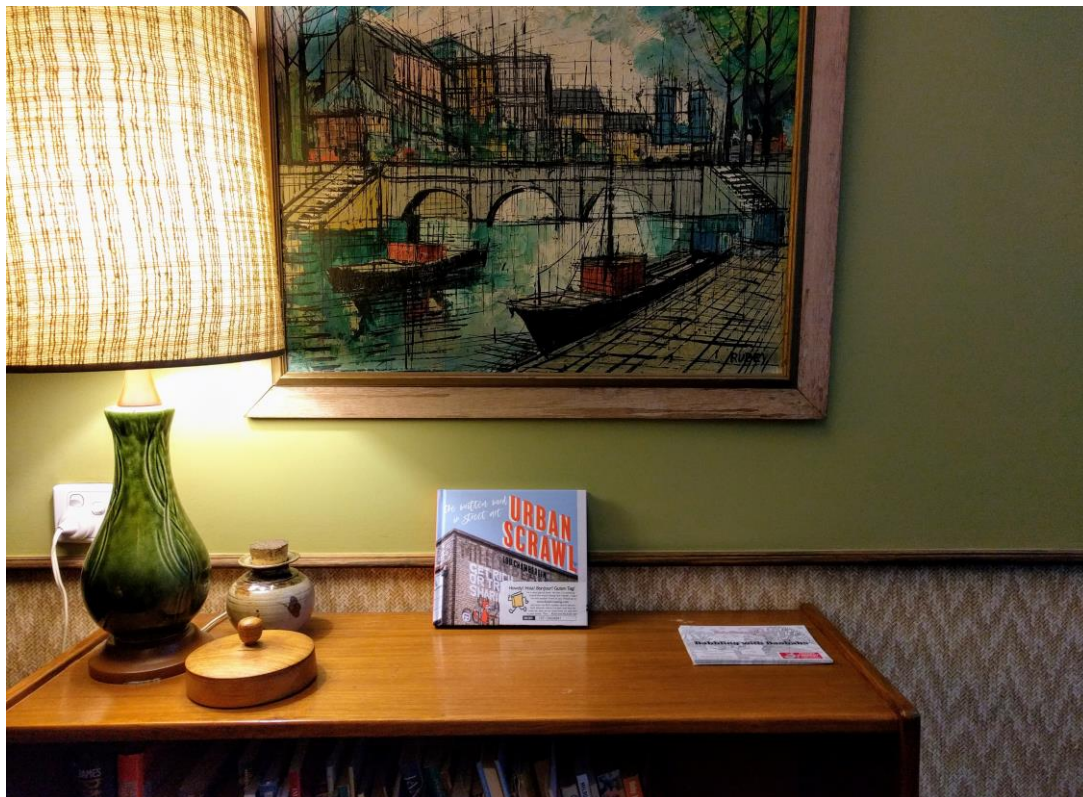


[The casual passing mention of “family castle”! Drum Castle, Aberdeenshire. Editor] (Photograph: Tordis Flath)

Melbourne Indexers

After tossing around ideas on how to promote National Indexing Day, we decided to 'release a book into the wild' on BookCrossing.¹

The book chosen was *Urban Scrawl: the written word in street art* by Lou Chamberlin (Hardie Grant, 2019). This is a collection of the world's best street art involving words, including some in Melbourne, brought together in a beautiful, and



The book at The Nook (Photograph: Nikki Davis)

well-indexed, book. To help indicate the book was released for National Indexing Day a Word Cloud of indexing words was added to the end pages.

The next decision was where to release the book into the wild? The Nook² is like stepping into a comfortable retro sitting room complete with chairs, a couch, lamps, paintings and bookshelves. While the idea of BookCrossing is for books to be picked up and moved to different locations, we thought The Nook would be a comfortable location for the book to rest before its next journey.

In preparation for the release, Melbourne Indexers gathered at the Australian Centre for the Moving Image (ACMI) café in Federation Square for tea, coffee and (large!) Danish pastries.

The entry on BookCrossing can be found at

<https://www.bookcrossing.com/journal/15424941/>.

Thanks to Nikki Davis and Max McMaster for their assistance.

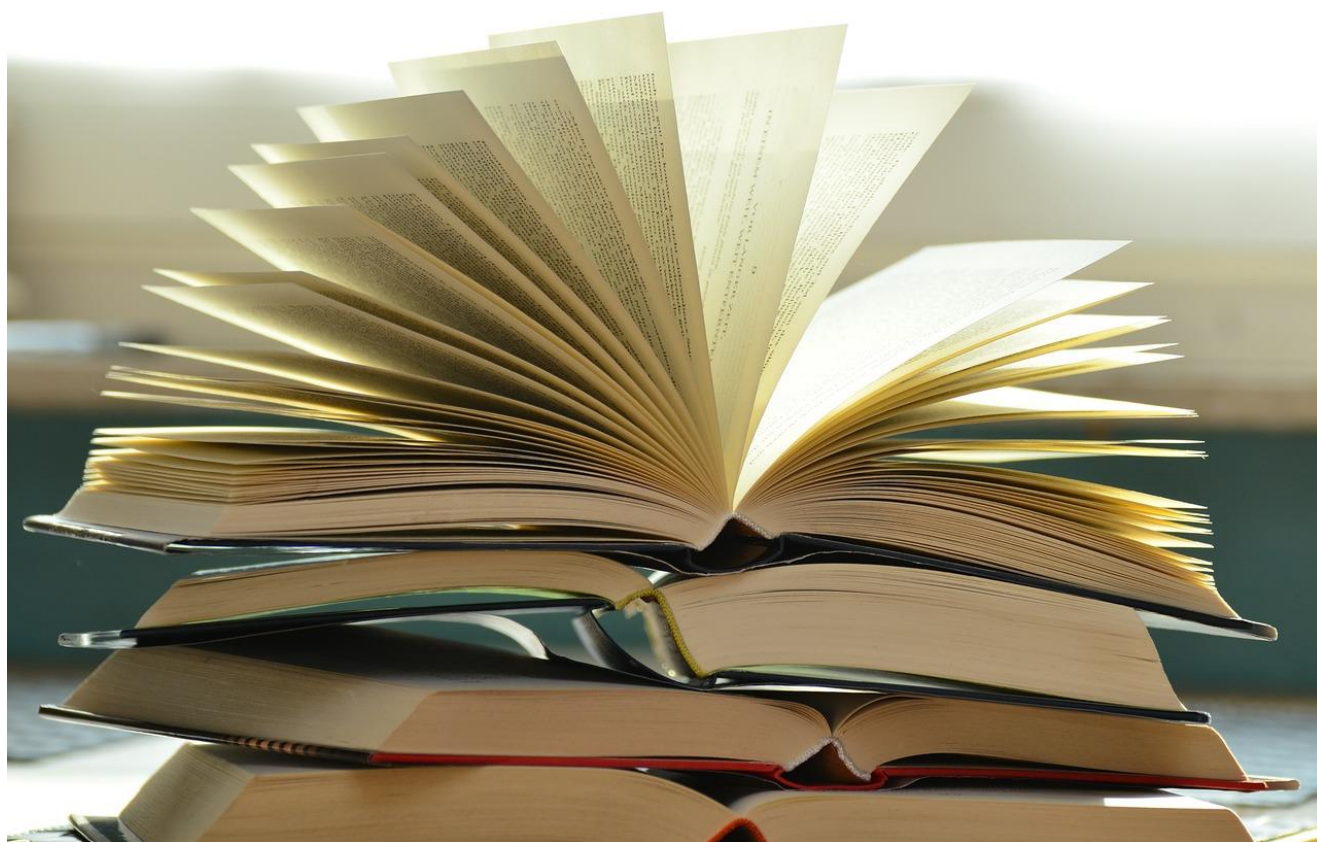
1) <http://www.bookcrossing.com>: a free social networking, book sharing site where books can be tagged and released, and their journey from reader to reader recorded.

2) <http://fedsquare.com/the-nook-fed-squares-newest-pop-up-venue>: a 'pop-up' meeting place at Federation Square, in the Melbourne CBD.

Mary Russell



L-R: Susan Pierotti, Nikki Davis, Mary Russell, Anne Irons, Maryna Mews, Max McMaster
(Photograph: courtesy Nikki Davis)



(Image: CC0)

New South Wales Indexers

Five ANZSI NSW Indexers met in the Royal Botanic Garden, Sydney, on Monday 25 March 2019 to celebrate National Indexing Day (only a few days early). It was a small group, but this meant we could be agile and creative while exploring the garden and the library.

After lunch in the café in the garden (indoors, as rain threatened) we went to the steps of the Mitchell Library for our first NID photo, taken by a helpful student who had been sitting on the steps studying. The wording 'Find yourself here' at the top of the banner seemed pertinent.

We then visited the galleries on the first floor of the Mitchell Library, where we admired the newly acquired Arthur Streeton painting of Sydney Harbour and another painting for which Alan Walker had sponsored the maintenance costs. Alan's contribution is listed on the plaque near the paintings (alphabetised by surname, although first names were written first).

Alan left messages for the State Librarian (Dr John Vallance) and the Director of the State Library Foundation (Susan Hunt) which included details of National Indexing Day.

We left Alan in the library, and the rest of us headed home, serendipitously passing the carnivorous plants exhibition in the Botanic Gardens, which we found most impressive and atmospheric. Here the NID poster slots well between the 'Do not bite' and 'Look but don't touch' signs.

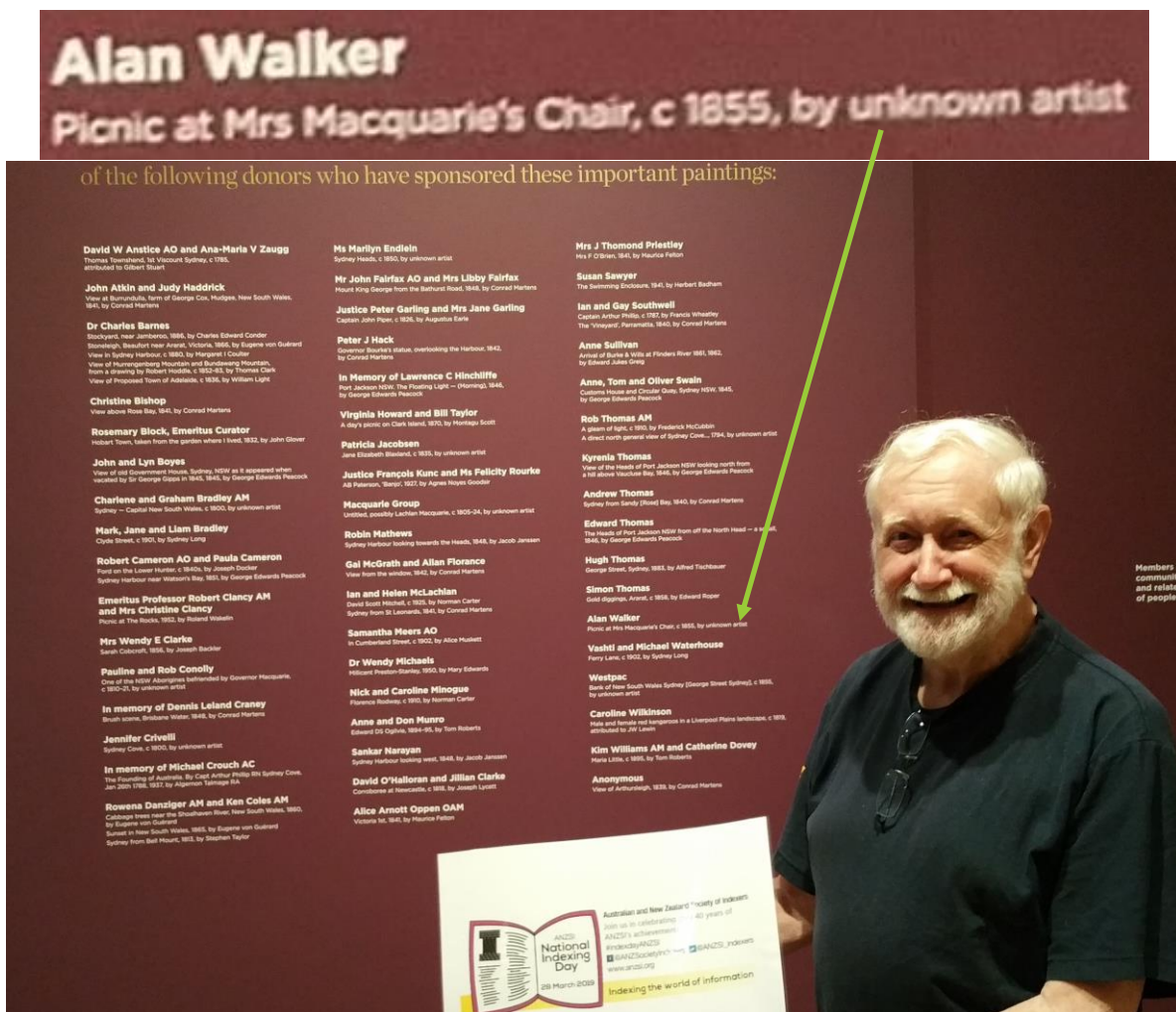
Glenda Browne



L-R: Alan Walker, Jon Jermey, Jenny Browne, Glenda Browne, Madeleine Davis
(Photograph: courtesy Glenda Browne)



L-R: Madeleine Davis, Alan Walker, 'Alan's painting', Jon Jermey, Jenny Browne (Photograph: Glenda Browne)



Alan Walker and the 'index' of painting sponsors. (Photograph: Glenda Browne)



Botanical indexing (Photograph: Glenda Browne)

Canberra Region Indexers

On the 2 March 2019, a perfect Canberra autumn day, six Canberra indexers met for lunch and conversation at Yarralumla. We were celebrating National Indexing Day in advance and welcoming our new member Ted Briggs. Several of our members already know Ted who is an editor and is now extending his skills into indexing.

We discussed recent Council news especially the recognition of indexers on the imprint page by publishers, and a code of professional conduct.

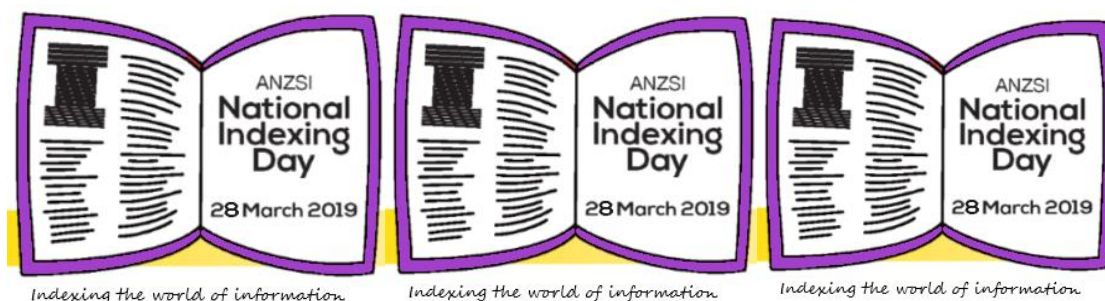
This was such a successful get-together that the group intends to meet on a more regular basis.

Shirley Campbell



L–R: Geraldine Triffitt, Tracy Hardwood, Sherrey Quinn, Shirley Campbell, Beth Battrick, Ted Briggs.

(Photograph: courtesy Geraldine Triffitt)



{Image: CC0}

Indexers SA

Indexers SA celebrated National Indexing Day 2019 with a social meeting and dinner in Adelaide on Friday 28 March.

'What do Pandas and indexers in SA have in common? Answer: a Zoo.'

As part of the National Indexing Day 2019 celebration in South Australia, on Friday 5 April, I met with two members from the Indexers SA Group – Silvia Muscardin and Jane Oliver – and Amanda Ward, Zoos SA Librarian, to discuss a new indexing project being undertaken by Indexers SA for the Zoo. The Royal Zoological Society of South Australia Inc. (RZSSA) holds an archive with resources that document its long history, stretching back 140 years. The collection includes books, annual reports, newsletters, newspaper clippings, animal keeper diaries, photographs and marketing material. Currently the book *Royal Zoological Society of South Australia 1878–1978*, by C E Rix, is being indexed; a style manual has been drafted for the use of present and future participants in the project; and a

spreadsheet linking disused with current species names has been started. Silvia Muscardin has written an article, published in the *ANZSI Newsletter* 'Indexing a Zoo' (Vol 15, No 1 February 2019) giving more detail into the breadth of the project and issues/problems that need to be addressed. She hopes to provide updates on the project for later Newsletters.

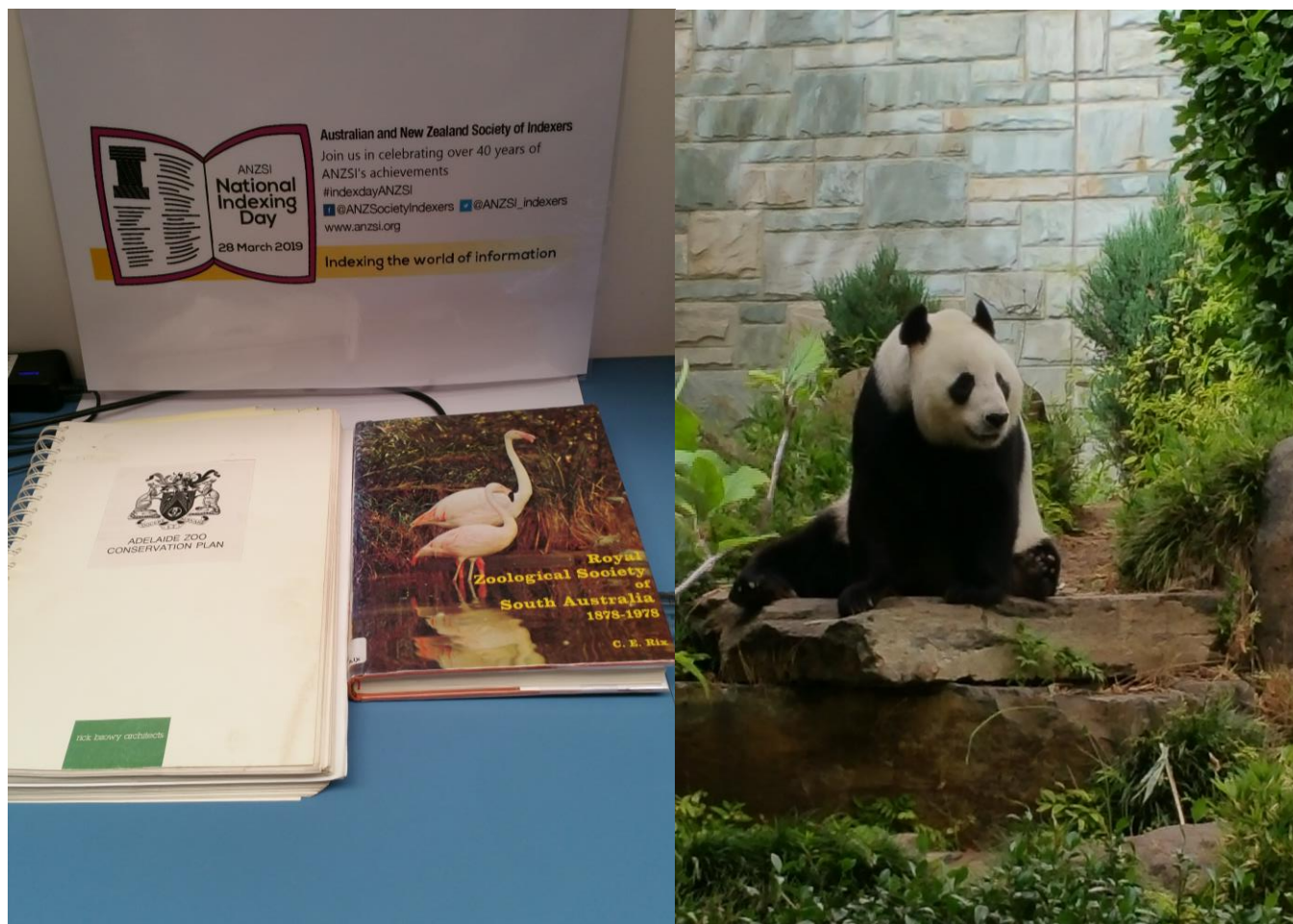
It was a really interesting visit for me in terms of

trying to envisage the immensity of the indexing task, but also getting the chance to see the two pandas (the star attraction!) and other animals at the Zoo as we strolled around before lunch. We also discussed with Amanda the possibility of enticing volunteer librarians in South Australia through ALIA and perhaps from amongst students undertaking communication studies at tertiary institutions in Adelaide, when the project is more established. Currently, Amanda is the only librarian (a part-time role) at the Zoo, maintaining its vast collection and catalogue.

Madeleine Davis



L–R: Amanda Ward, Madeleine Davis, Jane Oliver, Silvia Muscardin
(Photograph: Sophie Hueppauff, Zoos SA)



(Photographs: Madeleine Davis)

UK

Read about the Society of Indexers (SI) activities on their third National Indexing Day at <https://www.indexers.org.uk/news/national-indexing-day-2019>.



(Image: CC0)

Council update

At its meeting on 21 March, Council was pleased to endorse the ANZSI Code of Conduct that was prepared by the Code of Conduct Subcommittee (Karen Gillen, Nikki Davis, Alisa Dodge and Michael Ramsden). Council congratulates the Subcommittee for a very professional and useful piece of work. The Code, with pertinent examples of its use, is presented on page 14 of this issue.

From 1 July 2019, when joining or renewing their membership of ANZSI, all members will be agreeing to abide by the Code as well as the ANZSI Constitution. We encourage members to read the Code and to become familiar with its provisions.

The questionnaire for the members' survey was finalised after the February 11 Council meeting and the survey link was distributed to members by email on 13 March. The survey closed on 14 April 2019 and received an excellent response rate. News on the winner of the free one-year membership is on page 12.

For National Indexing Day on 28 March, the focus was on group activities. Pictures and information on how each group marked the occasion is included in this issue.

On administrative matters:

- The Treasurer (Karen Gillen) reported on completion of the 2016–17 audit, rationalisation of bookkeeping records and changes to bank authorisations (occasioned by changes in office-holders). Details are in the Minutes of the 21 March Council meeting (43-03), which will be available on the Official Documents/Council Minutes and Reports area of the website after ratification of the Minutes at the 28 April Council meeting.
- The Secretary (Sherrey Quinn) has updated the register of official Council documents so that it now covers sessions 37 (2012–13) to 43 (2018–19). Council decided that this register, which will be updated regularly by the Secretary, will be posted on the Official documents webpage with Council minutes and reports: <https://www.anzsi.org/member-area/official-documents/council-minutes-and-reports/>.
- Ali Bell stepped down as Webmaster. Council thanks Ali for her contribution as Webmaster since June 2018, and Council welcomes Jenny Browne to the Webmaster role. Jenny will be working with a Website Subcommittee (Madeleine Davis, Karen Gillen and Sherrey Quinn) to update and re-organise ANZSI website content after a review of content completed Karen Gillen and Mary Russell earlier this year.
- ANZSI's PO Box at Lawson NSW has been closed. The current PO Box address for all ANZSI postal communication is GPO Box 2069, Canberra ACT 2601.

Sherrey Quinn, Secretary



(Image: CC0)

Member Survey 2019

Many thanks to all those members who participated in the 2019 Member Survey. The overall response rate was very pleasing. The data and comments you have provided will be invaluable for informing future planning and decision making on the services provided by the Society. Details of the results of the survey will be published in the June issue of the *ANZSI Newsletter*.

Karen Gillen, Vice-president

Prize draw for free membership subscription

Survey respondents were invited to enter a draw for a free Membership Subscription for 2019–2020. The draw took place at 10.30am, 18 April 2019, at the newly opened Bourke Street Police Station in the heart of Melbourne’s CBD.

The photographs show Constable Dayne Halliday drawing the ticket ‘out of the hat’ and displaying the winner. The Constable was ably assisted by Nikki Davis, acting ANZSI Membership Secretary. (Nikki has kindly agreed to take over this role from Mei Yen Chua and will be formally appointed by Council at its meeting on 28 April.)



(Photographs: Karen Gillen)

And the winner is ...

Ticket no. 5: **Rhiannon Davis** of NSW. Congratulations Rhiannon!

Madeleine Davis, ANZSI President, notified Rhiannon of her win.

“Wow! I’m so surprised that I won. Thank you.” Rhiannon.

[Note: Despite this serendipitous confluence of Davises – Nikki, Rhiannon and Madeleine – we can assure you they are not in any way related.]

Karen Gillen, Vice-president

ANZSI NSW Indexers convenor position open

I have been the NSW Indexers convenor since ANZSI branches were dissolved and groups were formed. I recently invited other group members to nominate for the position and no-one has yet taken me up on the offer. I will stay in the position as acting convenor, but welcome approaches from any NSW indexers interested in taking on this role.

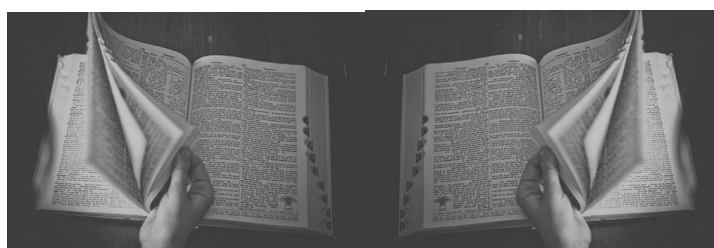
It is not an onerous job. The convenor manages the mailing list and writes reports for ANZSI Council and for the annual report. If the group wishes to access Council funds, the convenor is the go-between in this process.

Group activities can be initiated by all members, so this is not the exclusive role of the convenor. While I am in the role of acting convenor, I will be very happy for others to take the lead in this area.

Glenda Browne



Mitchell Library reading room (Photograph: Glenda Browne)



(Image: CC0)

ANZSI Code of Conduct

We are pleased to announce the introduction of the ANZSI Code of Conduct. From 1 July 2019, when joining or renewing their membership of the Society, all members will be agreeing to abide by the Code as well as the ANZSI Constitution. The Code will be publicly accessible on the ANZSI website, along with the Constitution, under About Us. Importantly, the existence of the Code will provide significant benefits for members, enhancing the value of ANZSI membership.

ANZSI Code of Conduct

This Code outlines the standard of conduct expected of members of the Australian and New Zealand Society of Indexers (ANZSI). Members found to be in breach of the Code may be subject to disciplinary measures as set out in section C of ANZSI's Constitution.

1. Public interest

Members of ANZSI shall:

- 1.1 Respect diversity and avoid discriminatory actions in their dealings with each other, their clients, and all others with whom they come into contact in a professional capacity;
- 1.2 Comply with the Australian Consumer Law or New Zealand's Fair Trading Act, as appropriate, and any other national, state or territory legislation relating to their business activities.

2. Professional integrity and competence

Members of ANZSI shall:

- 2.1 Accurately represent their training, qualifications, experience, and areas of expertise when advertising their services;
- 2.2 Not represent mere membership of the Society, or service as an ANZSI official, as implying professionally recognized qualifications or skills;
- 2.3 Only accept work they are competent to perform, and which does not present a conflict of interest that may affect the integrity of the work;
- 2.4 Take professional responsibility for their work;
- 2.5 Communicate respectfully, and in a timely manner, with clients and with each other;
- 2.6 Respect client confidentiality, and not disclose information acquired in confidence without prior authorisation;
- 2.7 Maintain and update their professional knowledge and skills.

3. Duties to the Society

Members of ANZSI shall:

- 3.1 Seek to promote the aims of the Society, listed in section A2 of the ANZSI Constitution, and refrain from any action contrary to those aims;
- 3.2 Comply with the Society's Constitution and policies, and with this Code;
- 3.3 Not express views purporting to be those of the Society without ANZSI's consent.

Benefits for Members

Status of indexers and indexing. ANZSI expects a certain standard of professional conduct from its members will contribute to raising the professional status of indexers and indexing.

Competitive edge. In the eyes of potential clients, indexers who are ANZSI members may gain a competitive edge over non-members who cannot claim to abide by a Society-backed code of conduct. To this end, when advertising their indexing services (e.g. via resumes or personal websites), or when providing quotes to potential clients, ANZSI members should promote the fact that they comply with the Society's Code of Conduct.

Indexer–client relations. Adhering to the Code of Conduct will enable indexer–client communications to be conducted on a professional basis. This will reduce the possibility of disputes and increase the chance of repeat work or word-of-mouth recommendations.

Breaches of the Code

Unprofessional conduct by members may damage the reputation of the Society and its members. Therefore, any member found to be in serious breach of the Code may be subject to the disciplinary measures detailed in section C of ANZSI's Constitution.

Application of the Code

Some examples of how the Code may be interpreted and applied are provided below.

1. Public interest

1.1 Members of ANZSI shall respect diversity and avoid discriminatory actions in their dealings with each other, their clients, and all others with whom they come into contact in a professional capacity.

Recognition and respect for human rights, and compliance with national, state or territory anti-discrimination laws, will ensure members avoid discriminatory actions towards clients or colleagues on the basis of race, religion, age, gender, age, ability or social status.

Example: A member is contacted by a high-profile person known to be financially well-off. The member recognises that while pro bono or low bono rates are not applicable in this situation, it would be discriminatory to charge an unusually high rate based on this client's circumstances.

1.2 Members of ANZSI shall comply with the Australian Consumer Law or New Zealand's Fair Trading Act, as appropriate, and any other national, state or territory legislation relating to their business activities.

Ignorance of the law is no excuse. Members have a duty to familiarise themselves with any legal requirements relating to the operation of their freelance business. Government business websites (such as <business.gov.au> or <business.govt.nz>) are a good place to start.

.....

Example: A member is asked by a client if he will lower his rate for a cash payment. The client suggests that she would be happy for the indexer to dispense with the usual paper trail, thus enabling the indexer to avoid payment of tax. The member politely informs the client that he complies with the ANZSI Code of Conduct, and that this does not allow him to operate in the black or cash economy.

2. Professional integrity and competence

2.1 Members of ANZSI shall accurately represent their training, qualifications, experience, and areas of expertise when advertising their services.

Tips and guidance on how to promote your indexing services on Indexers Available can be found in the Member's Area of the ANZSI website. These guidelines can also be applied by members when promoting their services in other media.

Example: An experienced member is concerned about a marketing plan shared by a new member. The new member participated in a two-day introductory indexing course run by ANZSI, and soon after compiled a name index for a self-published family history. He now plans on promoting himself as having completed the 'ANZSI Indexing Course' with 'Biography' as an area of expertise. Drawing on the Code, the experienced member advises the new member that the short introductory course offered by ANZSI is not a substitute for a full indexing course, such as the SI, ASI and Berkeley courses, which she encourages him to consider. She also points out that biography indexing involves far more than creating a name index, and therefore his promotion of himself as an expert in biography indexing is misleading. She suggests some appropriate reading and encourages him to talk to other experienced members who work in this area.

2.2 Members of ANZSI shall not represent mere membership of the Society, or service as an ANZSI official, as implying professionally recognised qualifications or skills.

Service to the Society does not necessarily translate into professional competence, and it is ANZSI policy that officers of the Society should clearly delineate between their freelance services and their role as an ANZSI official. For example, when communicating on behalf of ANZSI, Council members and officials must not include their personal business contact details. Similarly, ANZSI officers should not include their official position in their email signatures in non-ANZSI related or personal business correspondence. Nevertheless, clients may be aware of an indexer's status as an ANZSI official from a range of other legitimate sources.

Example: A client notices that a member is listed as an ANZSI official on the ANZSI website and comments that she must be pretty experienced to be in that position. In fact, the member is a relatively new indexer who has volunteered for the role in order to learn more about indexing and to build up contacts. Realising that the client has a mistaken impression, the member gives an honest summary of her training and actual experience, and points out that involvement with an ANZSI committee is a good way of contributing to the profession.

2.3 Members of ANZSI shall only accept work they are competent to perform, and which does not present a conflict of interest that may affect the integrity of the work.

Although an indexer may believe that they have not misrepresented the services they are qualified to offer, they may still be offered work well outside their comfort zone. This may be because the work is more complex than they are equipped to undertake, or because they are unable to maintain a professionally impartial attitude towards the material.

Example regarding competence: A member with several school texts on Ancient History under his belt thinks that as he appears to be the 'go to' indexer in this area, he may as well make the most of it and promote his expertise. However, he finds himself in an uncomfortable position when approached about indexing a complex academic work on Ancient Egyptian funerary practices, filled with concepts about which he has no knowledge. Adhering to the Code of Conduct, he does not accept the job.

Example regarding conflict of interest: A member is offered the job of indexing an explosive new book that will reveal the unknown side of a respected person in the community. The member is intrigued by the book, but as she is connected with members of the subject's family, she knows that it would be impossible for her to approach the book without bias. In accordance with the Code, she declines the offer.

2.4 Members of ANZSI shall take professional responsibility for their work.

Many indexers wish to be acknowledged in print as the creator of an index. An important first step in that direction is for indexers to take full professional responsibility for their work.

Example: Member contacts a client - A member has been sent individual chapters to index bit by bit over a period of weeks. He has completed the job and is tidying up his files when he realises that he has overlooked a chapter, resulting in these pages not being indexed. The member has already been thanked by the editor (who is clearly unaware of the problem), and has submitted his invoice. He is extremely embarrassed but takes full responsibility for this omission by contacting the editor immediately.

Example: Client contacts a member - A client is dissatisfied with the index that has been produced by a member. The client is upset that there are insufficient locators for a number of headings, and provides a list of pages where the terms appeared in the text but were not included in the index. Having already moved on to another job, the member is initially annoyed and is tempted to ignore the client's request, or to tell them that if they have already found all the mentions of the terms in the text why can't they just include them in the index themselves. However, the indexer remembers their duty under the Code, and reviews the client's request. As it turns out, most of the missing locators detected by the client were passing mentions, and the member can advise the client that these ought not be included, and why. At the same time, some of the missing locators detected by the client do indeed merit inclusion in the index. The member thanks the client for their careful review of the index, which has resulted in a better quality index and satisfaction for both parties.

2.5 Members of ANZSI shall communicate respectfully, and in a timely manner, with clients and with each other.

Example: Member's communication with a client - Several months after a member was first contracted for an indexing job, and after a number of delays, the job finally arrives with no warning. The member is very busy with other jobs and cannot see a way of meeting the client's deadline. Whilst understandably frustrated, particularly as the client has failed to provide updates regarding the status of the work, the member understands that an email that is terse or reprimanding in tone is not appropriate. She respectfully explains that she is now unable to take on the job due to other commitments and recommends a colleague who may be available or advises the client to search Indexers Available for another indexer.

Example: Member's communication with another member - An ANZSI team project is underway and one member is feeling frustrated by another member's failure to complete an agreed-upon task without any explanation. He sits down to write a hostile email, which he reconsiders when remembering the Code's stipulations with regard to respectful communication. Instead, he sends the other member a polite email asking for an update, stressing his interest in keeping the project on track.

Example: Timely communication - A member is taking a break and knows that she will have limited access to her email. Running a freelance indexing business and serving as an ANZSI official, she knows that clients and colleagues can contact her at any time, and can reasonably expect a same-day response. She remembers to turn her 'out of office' notification on. This will alert recipients to the dates that she will be unavailable, as well as to her limited ability to check emails.

2.6 Members of ANZSI shall respect client confidentiality, and not disclose information acquired in confidence without prior authorisation.

Example: Confidentiality of page proofs - A member has just received the page proofs to a book that she knows will be of great interest to a friend. She would dearly love to be able to email a copy to her, but with the Code in mind, she alerts her friend to the book by sending her a link to the publisher's pre-publication page.

Example: Confidentiality of client/member conversations - A client shares his frustration about some of his publisher's processes, including indexing which seems to have little value placed on it. This does not surprise the member who was made aware of these issues by another client with a book put out by the same publisher. However, in that situation the client pushed back and was able to negotiate a more satisfactory process. Knowing this, the member encourages her current client to talk to the publisher, and while she tells him that she is aware of another author for whom things turned out well, she does not reveal any details of this client.

2.7 Members of ANZSI shall maintain and update their professional knowledge and skills.

To maintain and update their professional knowledge and skills, members can engage in a range of activities such as attending indexing conferences, ANZSI professional development meetings or training courses; borrowing books from ANZSI group libraries; subscribing to *The Indexer*; or joining an email list such as Index-L. Members are also encouraged to assist in the development of professional knowledge by sharing their experiences and/or expertise in articles written for the *ANZSI Newsletter* or *The Indexer*, or giving conference presentations.

3. Duties to the Society

3.1 Members of ANZSI shall seek to promote the aims of the Society, listed in section A2 of the ANZSI Constitution, and refrain from any action contrary to those aims.

Example: A member finds himself at a gathering where no one has met an indexer before. It is challenging as the overwhelming reaction from the group is one of 'surely a computer can do that'. This is not the first time he has been in this situation, so he has a good answer. But he also makes them aware of the Society and its aims (e.g. promotion of standards and improving quality of indexing; promotion of training and professional development; acting as an advisory body on indexing that offers guidance to authors, editors, publishers and others) to provide a better understanding of the profession.

3.2 Members of ANZSI shall comply with the Society's Constitution and policies, and with this Code.

In order to comply with the Society's Constitution and policies, and with this Code, it is important that members are aware of the location of these documents on the ANZSI website and familiarise themselves with their contents. As noted above, the Constitution and Code can be found on the 'About Us' menu of the website; and ANZSI policies, procedures and regulations can be found in the 'Official Documents' section of the 'Member Area'.

Under ANZSI's branding policy, for example, members are encouraged to include the slogan 'Life is easier with an index' on their business stationery or email footers, or to promote National Indexing Day on their email footers. Accredited indexers are encouraged to display the Accredited Indexer logo. However, use of the official ANZSI logo is restricted to official ANZSI documents.

Example: A member has alerted the Secretary of the Society to another member's use of the ANZSI logo on her business card. The Secretary contacts the member concerned to verify the story, and she confirms that her business card does indeed include the logo. The member is unaware that the logo cannot be used for this purpose, so the Secretary refers her to the branding policy. It is agreed that the member will no longer display the ANZSI logo on her business card.

3.3 Members of ANZSI shall not express views purporting to be those of the Society without ANZSI's consent.

Example: A member who does not hold an official position within ANZSI is invited by a friend who is a teacher to give a presentation to their Year 12 class on indexing as a career. As well as describing what it is like to work as a freelance indexer, she also wants to tell her audience that freelancers do not need to work in total isolation and that they can also draw on the support of their own professional organisation. So that she does not misrepresent the role of ANZSI in promoting indexing and supporting indexers, she is careful to restrict her comments to the aims of the Society, and the services it provides, as set out on the About Us page of the website; and refers her audience to the website for further information. As a courtesy, she informs the Secretary of the Society of her intention to give the presentation, and the approach she intends to take. The Secretary thanks her and encourages her to submit a brief report on the event to the ANZSI Newsletter.

Karen Gillen, Nikki Davis, Alisa Dodge and Michael Ramsden, Code of Conduct Subcommittee



(Image: CC0)

Acknowledgement of indexers on imprint pages: responses

Moral rights

In her article on the acknowledgement of indexers on imprint pages in the February 2019 *ANZSI Newsletter*, Karen Gillen points out that ‘... indexers have a moral right to be recognised as the creator of an index, regardless of who owns the copyright’, and speaks of ‘the moral right of “integrity of the work”’.

Moral rights are enshrined in the Commonwealth *Copyright Act 1968* (<https://www.legislation.gov.au/Series/C1968A00063>) and cannot be waived. According to the summary provided by the Copyright Agency at <http://www.copyright.com.au/about-copyright/moral-rights>:

There are legal obligations to attribute creators and treat their work with respect. These creators’ rights are known as ‘moral rights’.

They mean you [i.e. the publisher] must:

- attribute (give credit to) the creator
- not say a person is a creator of a work when they’re not
- not do something with a work (such as change or add to it) that would have a negative impact on the creator’s reputation

These obligations do not apply if you have the creator’s consent, or if you act reasonably (as set out in the legislation; industry practice can be relevant).

Creators have moral rights even if they do not own copyright in their work. They cannot sell or completely waive their rights, but they can give consent for certain things that may otherwise breach their moral rights.

Remember that you the indexer, as ‘creator’ of the index, have moral rights regardless of who owns the copyright. The author, editor or publisher thus have a legal duty not to alter your work in such a way that would negatively impact your reputation.

Michael Wyatt



(Image: CC0)

A personal view

Some time ago, I had indexed a commonwealth department annual report in consecutive years. On being contracted to index it for a third year, out of interest I checked the previous published index. To my horror I discovered that many changes had been made to the index I had submitted. What made this even more concerning, was that my name as the indexer had been included on the imprint page of this report.

As I had developed a good working relationship with the (in-house) editor, I decided that I would write a brief summary of the changes that were made with my comments and send this summary to the editor. I stated that it is very easy to search the PDF version of the report to find all mentions of a person, place or subject and include all these in the index, but there are some general principles of indexing that are followed. I outlined these with examples from the index.

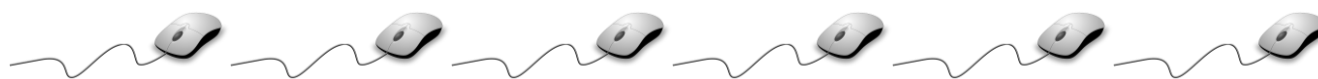
The changes fell into three categories: numbers of locators, passing mentions, and locators leading to the most comprehensive information. For example, the index submitted had seven locators for the 'Minister' main heading, but the published index had fifteen! Analysing the page references in the published index revealed that the additional locators were all passing mentions. Changes made had also resulted in inconsistencies in the index. Names of some committees had been retained while others had been deleted. Some Working Group and Task Force entries were deleted but others were retained.

The editor responded in detail to my comments and agreed with them. So started a most rewarding professional relationship. For ten years I have indexed this department's annual report. Unusually, I have worked mostly with the same editor who is now very knowledgeable about what makes a good index.

I wonder how many indexers see the final layout of an index prior to publication?

Did including my name as the indexer in the report where my submitted index was significantly changed harm my reputation? I really have no idea, but I think this hasn't been the case. But I think the outcome could have been very different had this been an academic publication.

Shirley Campbell



(Image: CC0)

ALIA Information Online 2019 conference report

The Australian Library and Information Association (ALIA) Information Online Conference has been held since the 1980s. It is a large conference attended by over 1,000 information services professionals. With 25 sessions and 80 speakers spread over five days, the 2019 conference lived up to its theme of 'Infinite Possibilities'. I could not attend every day of the conference, so I had a close look through the program to decide which day would offer the most rewarding experience. I chose 13 February because there were several sessions on ebooks, which are the focus of my academic research and of particular interest to me as a professional book indexer.

The day started off with an inspiring keynote address by Carla Hayden, the Librarian of Congress. Carla is the first woman and African American to lead the Library of Congress (LoC). She presented from Washington DC via Skype, which worked very well and provided a surprisingly intimate experience as we had a close-up view of Carla speaking and she was able to see and respond to the audience in Sydney. Carla spoke about 'connecting with users and enriching the library experience in the digital age'. She set the tone by telling us about new tote bags just printed for the LoC shop that read 'Librarian, the original search engine'. She stressed the important role of libraries in supporting literacy and accessibility of information and noted the role of libraries as a 'third space' supporting civil society in an increasingly unequal and partisan environment. Carla acknowledged that talking to a conference of librarians about this was 'preaching to the choir' but she encouraged us to keep talking about it, even amongst ourselves, as 'even choirs need to learn new songs'. She happily reported that there are now more public libraries in the US than McDonald's restaurants and that Millennials (born between 1981 and 1996) are more likely to visit libraries than any other generation. Carla also talked about the LoC's initiative to use technology as effectively as possible, including creating links with the rest of the world through the LoC website. Her comments inspired me to browse through LoC's impressive digital collection, which is supported by finding aids. If you are interested in archives or material in digital formats, such as images, it is well worth a look.

After morning tea, I moved into Concurrent Session 7, which included three half-hour presentations on ebooks. Pam Schindler started things off with a talk about the University of Queensland Library's ebook accessibility project, which examined the accessibility of key ebook platforms for students and staff with a print disability. Pam describes the shortage of books in an accessible format as a 'book famine'. She showed us how screen readers, such as NVDA and VoiceOver, interact with ebook platforms. Sadly, it can be very difficult, if not impossible, to navigate the process of borrowing and downloading an ebook using a screen reader. Once the text was available, there are issues with ebooks in non-reflowable formats or formats not optimised for accessibility. Pam mentioned the Aspire project in the UK, which focused on accessibility statements promoting an improved reading experience. She showed us an amusing video that highlighted the inadequate accessibility of ebooks by suggesting tongue-in-cheek that publishers are finding it easier just to 'treat all readers equally by making bad books for everyone'. The lack of indexes in ebooks immediately came into my mind, and I could not help but nod my head at that comment!

Matt Pascoe showed us the Ipswich City Libraries' version of 'Netflix, but with library books'. Just as it sounds, this is an initiative to make the library browsing experience more like an online movie and TV show-streaming service such as Netflix. They have created an 'Online Market Place' that mirrors a 'Market Place' presentation space in the library. Both the physical and online spaces contain curated content, with thousands of books circulating at a much higher rate than the rest of the library collection. The aim is to move away from the usual online library catalogue, with its navigation-heavy features, and allow library patrons to browse a popular collection, see what is available, and reserve a book with just a few clicks. The ultimate aim is to connect the community with the library's collection, with an emphasis on immediacy, quality and delight. The collections are curated by library staff, who are eager to share their personal recommendations. For readers who want a good book but do not know exactly what they want, it looks like a great service. I encourage you to check it out at <https://www.ipswichlibraries.com.au/marketplace/>.

John Neuhaus from the City of Ryde Library Service focused on ebook collections in Australian public libraries. He found a large gap between ebook sales and library loans of ebooks. John noted that there are obstacles to ebook lending, including publisher restrictions and pricing, but he also believes that libraries are missing an opportunity to promote and support ebooks. Like Matt Pascoe, he wonders if public libraries can become the 'Netflix' of books. The key seems to be carefully selecting the type of book on offer as different types of books are selling in print compared to digital formats. Once again, I wondered about the quality of the ebooks that are being created. While ebooks may be popular, there are certainly issues with usability and accessibility that need to be sorted out, especially with nonfiction ebooks.

A long lunch break then gave me plenty of time to browse the large exhibition area, which included 80 exhibitors over two levels. Major publishers and distributors were there, such as Cambridge University Press, EBSCO, Elsevier, Gale, ProQuest, and Taylor & Francis, but there was also a generous selection of smaller firms. For example, I stopped to chat with the folks at East View Information Services, who are creating fascinating research collections and databases. For example, their MapVault™ provides streaming access to thousands of basemaps and their research collections focus on material from Russia, East Asia and the Middle East. The finding aids and search tools that are being created for these types of services are important features and another realm in which the skills of indexing could be useful. Other exhibitors that caught my eye were OverDrive, a large ebook distributor, and Ignite, a specialist recruitment service for the information services sector.

After lunch, we heard another keynote address, this time a joint presentation by Glòria Pérez-Salmerón and Gerald Leitner from the International Federation of Library Associations and Institutions (IFLA). Glòria is the President of IFLA and spoke about the role of the organisation in supporting the UN 2030 Agenda for Sustainable Development. IFLA received a \$1 million grant from the Bill & Melinda Gates Foundation that has enabled it to undertake much bigger global initiatives including a ground-breaking survey of members around the world. Glòria also highlighted the recent IFLA *Trend Reports*, which identify high-level factors that shape the information society, such as access to education, privacy, and civic engagement, and the IFLA Library Map of the World. Glòria described librarians as 'the gears that drive the motors of change' and encouraged everyone in the audience to 'move it up a gear'. Gerald Leitner, the Secretary General of IFLA, then shared a vision for a globally united library field. He noted the vast reach of IFLA, which has 1,400 members in 145 countries and includes seven official languages on its website. He described IFLA's collection of standing committees and experts as the 'biggest brains trust' in the library world and encouraged the Australian library community to join their efforts through the IFLA regional office in Singapore. Gerald emphasised the advantages of globalisation for libraries and finished with the inspiring quote from Genevieve Bell (who was the first keynote speaker at the conference) that you should 'build the future that you want but never do it alone'.

I then moved into Concurrent Session 10 (there were 18 Concurrent Sessions in total during this conference!), which focused on the issues of legal deposit for digital materials. Jo Ritale from the State Library of Victoria and Brendan Somes from the State Library of New South Wales kicked things off by describing the development of the National edeposit (NED) system. Legal deposit is a legal requirement for publications to be submitted to state, territory or national libraries for preservation.

.....

In 2016, the legal deposit requirements were extended to online publishing, including ebooks, journals, magazines, newsletters, reports, sheet music, websites, and social media. Consequently, the National edeposit (NED) system has been created and will launch in 2019. Nine libraries, including the state and territory libraries and the National Library of Australia, collaborated to set the guidelines and system requirements. It looks as if the system is ready to go, but there were a few details that still need to be ironed out, not least policies for preservation of publications that are offered in both print and digital format. While it may be tempting for libraries to collect the digital product, I wonder whether they are aware that the two products are not always the same. For example, the index to a print book may be left out of the ebook for the same text. If only the ebooks are collected, will we lose access to a valuable archive of book indexes?

Colin Sweett then followed up with a talk on the legal deposit systems at the National Library of Australia, which also handle unpublished material. The trend is to 'do more with less' by creating user-friendly systems that will allow publishers and groups to deposit their own materials. This even extends to bulk deposit and large-scale collections, though trial runs will be conducted with smaller sets of materials before the final transfer of materials. An automated deposit service for serials has been created, which means fewer chores for library staff. One librarian described it as 'no trolley work and no unpacking boxes'. This has given the staff more time to concentrate on creating better quality metadata and records. Once again, the question of print versus digital formats was raised and received the same answer: 'We don't have a policy on this yet.'

The final keynote address for the day was by Peter Leonard, the Director of the Digital Humanities Lab at Yale University Library, who talked about the experiments he is conducting with machine vision. It was an inspired choice by the conference conveners, as Peter kept the audience spellbound, not an easy task for the end of the second day of a jam-packed conference! Peter described the library as the 'heart of the university' and explained how the Digital Humanities Lab is meant to complement traditional library services. His interest lies in visual analysis of large-scale digital collections using artificial intelligence. He asked a series of questions that set the stage for each of his experiments, ranging from 'can part of an image stand in for the whole?' to 'can large visual collections organise themselves?'. These questions led to an exploration of innovative ways to present collections of historical photographs and other images. Peter was inspired by the 'the real face of white Australia' browser created by the Invisible Australians project (<http://invisibleaustralians.org/faces/>). Peter created a similar 'face map' for the collection at Yale that avoided algorithms based on features such as race. The aim was not to make decisions about the collection, but to allow a convolutional neural network to work in a similar way to the human vision system (using lines, curves and patterns) to find similarities amongst the photographs and group them in interesting ways that would allow humans to interpret a large collection in ways not previously possible. Other projects that he described include the use of PixPlot to create a visualisation of 31,000 images from the Yale Center for British Art and 30,000 images from an early 20th-century collection of Swedish photographs. Peter's aim with these new methods of visualisation was to 'break the tyranny of the next/previous button' and to provide new tools for human curation of these huge collections.

Overall, I enjoyed my day at the ALIA Information Online conference. While none of the presentations were directly related to my professional work as an indexer, I was inspired by the many exciting and innovative projects being conducted by other information professionals.

I could see many possible intersections with indexing. As always, this will require indexers to put themselves out there and sing their own praises. I find attending conferences like this and chatting with as many delegates and exhibitors as I can one way to get the song out there.

Mary Coe

Vale Joyce Gillespie

Joyce Gillespie (née Korn) (14 March 1929 – 31 March 2019), who died suddenly last month, was a prominent librarian and a leading member of, what was then, the Australian Society of Indexers. She was, for many years, Librarian of the Australian Society of Accountants (now CPA Australia). In that capacity she produced the annual index to the Society's journal, *The Australian Accountant*.

Joyce joined the Australian Society of Indexers at its inauguration in 1976 and became its Treasurer in 1977. She served in this office (and from 1990 combined it with the position of Treasurer of the Victorian Branch) with distinction until 1997, when the national executive moved to Sydney. She continued as Treasurer of the Victorian Branch until 2000. She maintained a close liaison with the Society of Indexers and was involved in the process of affiliation as well as the negotiation of very favourable rates for Australian members to receive *The Indexer*. As Librarian of the Australian Society of Accountants, Joyce arranged for the Society's courses to be held in the ASA's very comfortable seminar rooms. Her vigilance as Treasurer contributed markedly to the Society's financial stability.



(Photograph: courtesy Melbourne Indexers)

In addition to her work as Treasurer, Joyce maintained the membership records. Her card index, covering membership from 1976 to 1997, has been deposited in the archive held by La Trobe Library of the State Library of Victoria. She also manned the front desk at the first two international conferences, organised by the Victorian Branch, in 1995 in Marysville and in 1999 in Hobart.

Joyce exercised a particular interest in the Society's Constitution, guiding it through the changes needed in an evolving society. She contributed significantly to its compilation and subsequent amendments, including the extensive update in 1996.

Although not actively involved in the Society after she and her husband moved to Gippsland in 2000, Joyce continued to take an interest in its activities. The last function she attended was in 2015 as a guest at the afternoon tea arranged by the Victorian Branch at the Langham Hotel in Melbourne to mark the winding up of the branch following the major reorganisation of the Society.

Joyce was a leading contributor to the work of the Society for 24 years and was its Treasurer for 21 years. It was altogether fitting that her contribution was recognised in 1998 when she was one of the first members to be elected an Honorary Life Member.

Compiled by Michael Ramsden

What's in *The Indexer*?

The March issue of *The Indexer* is out now. The June issue will soon be heading for the presses.

Did you know that the electronic version of *The Indexer* is available to subscribers in the last week of the month before the month of publication? So, subscribers will soon have access to the June issue.

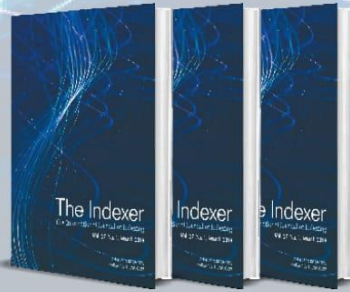
More info at <https://www.theindexer.org/online.htm>.


The Indexer
The International Journal of Indexing




Articles in **Volume 37, Issue 1 (March 2019)** include:

- Eileen Allen on indexing books on music
- Val Nasset on teaching indexing concepts in the 21st Century
- Stephen Ullstrom on the Mary Newberry mentorship program
- Kerry Anderson's view of the indexing experience

Plus conference proceedings, Indexes Reviewed, book reviews, and more...



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ANZSI events

For full details, follow the link from each event, or go directly to the [Events webpage](#).

ANZSI Council

28 April 2019

4:00 – 6:00 pm (AEST), teleconference

Melbourne Indexers: Typesetting

2 May 2019 (note change of topic)

6:00 – 8:00 pm, 'Peppercorn' Meeting Room, Hawthorn Library, 584 Glenferrie Road, Hawthorn. Optional dinner afterwards.

<https://www.anzsi.org/events/typesetting/>

Introductory indexing course

3-4 May 2019

9:30 am – 4:30 pm, Sydney Mechanics School of Arts, 280 Pitt St, Sydney

<https://www.anzsi.org/events/introductory-book-indexing-course/>

ANZSI Council

3 June 2019

5:00 – 7:00 pm (AEST), teleconference

Melbourne Indexers: Indexing statutes

6 June 2019 (Note change of topic)

6:00 – 8:00 pm, 'Peppercorn' Meeting Room, Hawthorn Library, 584 Glenferrie Road, Hawthorn. Optional dinner afterwards.

<https://www.anzsi.org/events/indexing-statutes/>

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Melbourne Indexers: Annual report indexes

4 July 2019 (Note change of topic)

6:00 – 8:00 pm, 'Peppercorn' Meeting Room, Hawthorn Library, 584 Glenferrie Road, Hawthorn.
Optional dinner afterwards.

<https://www.anzsi.org/events/annual-report-indexes/>

ANZSI Council

15 July 2019

5:00 – 7:00 pm (AEST), teleconference

Canberra Region Indexers: Indexing Commonwealth Government annual reports

1 August 2019

9:30 am – 12:30 pm, Room 4, Griffin Centre, 20 Genge Street, Canberra City

Max McMaster and Mary Russell will present a session on indexing Commonwealth Government annual reports. Lunch afterwards.

Bookings: contact Shirley Campbell at shirley.campbell7@inet.net.au.

ANZSI Annual General Meeting+

26 August 2019

5:00 – 7:00 pm (AEST), teleconference



(Image: CC0)

Other events

American Society for Indexing (ASI) Annual Conference 2018

Saguaro Hotel, Scottsdale, Arizona, USA

25–27 April 2019

The program has been released and is at <https://www.asindexing.org/conference-2019/program-2019/>.

<https://www.asindexing.org/conference-2019/>

Institute of Professional Editors (IPEd) National Editors Conference 2019

Pullman on the Park Hotel, Melbourne, Victoria, Australia

8–10 May 2019

<http://iped2019.org.au/>

Association of Southern African Indexers and Bibliographers (ASAIB) Annual Conference 2019

10 May 2019, Accolades Conference Venue, Midrand, Gauteng Province, South Africa

‘Navigating the Indexing Universe’.

<https://www.asaib.org.za/index.php/conferences/conference-2019>

Indexing Society of Canada / Société canadienne d’indexation (ISC/SCI) Conference 2019 : Congrès 2019

University of Ottawa, Ottawa, Ontario, Canada

23–26 May 2019

The ISC/SCI is inviting a representative of each society to attend at no registration cost.

If you are considering attending, please advise Sherrey Quinn (ANZSI Secretary – secretary@anzsi.org). An ICRIS (International Committee of Representatives of Indexing Societies) meeting is booked for Thursday afternoon, 23 May, and it is always useful to have a member from ANZSI attending if possible.

<http://indexers.ca/annual-conference-2/conference-2019-congres-2019-ottawa-ontario/>

Society of Indexers (SI) Annual Conference 2019

Queen Mary University of London, London, England, UK

7–9 September 2019

<https://www.indexers.org.uk/training-development/conferences/conference-2019-investigate-invigorate-innovate/>

Society for Editors and Proofreaders (SfEP) AGM and 30th Annual Conference 2019

Aston University, Birmingham, England, UK

14–16 September 2019

<https://www.sfep.org.uk/networking/conferences/>

***** Remember to contact ANZSI Council if you are interested in formally representing ANZSI at an indexing, or related, conference. Subsidies for registration and/or partial expenses may be available. *****



(Image: CC0)

ANZSI's only postal address is now GPO Box 2069, Canberra ACT 2601.

As mentioned in the Council update, the PO box in Lawson in NSW has been closed. Please update your address books.

Contact information

General email: info@anzsi.org



ANZSocietyIndexers



@ANZSI_indexers

ANZSI Council 2018-2019

President: [Madeleine Davis](#)

Vice-president: [Karen Gillen](#)

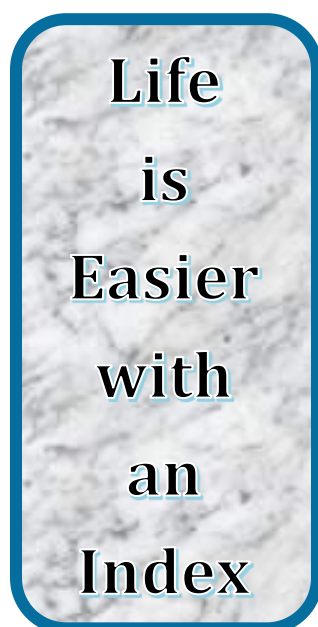
Secretary: [Sherrey Quinn](#)

Treasurer: [Karen Gillen](#)

Council members: Shirley Campbell, Michael Wyatt, Elisabeth Thomas, Denene Cavanagh and Juliet Richters.

Branch and regional contacts

Please consult the [ANZSI website](#) for details of regional and interest groups, and their contact people.



Newsletter

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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

The next Newsletter will appear in June 2019.

The contribution deadline is **Friday 14 June**.

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

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