



# Bulletin

Indexing Society of Canada  
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Société canadienne d'indexation  
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## Rates and Salaries: Are we all on the same page?

One of the benefits of membership in a society of colleagues is the ability to learn from each other. The fees we charge or the salaries we earn are a basic aspect of our business. By sharing information on rates and salaries, we can make sure we are all on the same page, so to speak, and are fairly reimbursed for our services.

One idea that has been on ISC/SCI's back burner for a while is a rates and salaries survey. An impromptu discussion about rates during a presentation at last year's annual conference prompted the executive to bring the survey idea up to a front burner. A committee of members researched and drafted the survey during the fall and winter, and after a few final tweaks by the executive, it was recently sent out to all members.

The major purpose behind the survey is to enable us to share information amongst ourselves on what ISC members charge and are paid. New freelance indexers often ask what rates they should be charging, and more experienced indexers may be accepting what their clients or employers offer without knowing whether those offers are the going rate or salary. It will benefit us all to share our experience in this area. Your individual responses will remain confidential. All information shared will be aggregated and non-nominal. A report will be prepared for the annual general meeting in June and will also be printed in the *Bulletin*.

### A winning response

The executive hopes to get a winning response rate. We're a small organization, so a high response rate is needed for the information to be most meaningful.

But you, too, can have a winning response. All members who enter will have a chance to win a \$50 gift card good at <http://www.chapters.indigo.ca/> or at any Indigo, Chapters, Coles, or World's Biggest Bookstore.

**The deadline for responses is 13 April 2008. Please increase the value of this survey by responding.**

Meanwhile, if you have any questions or would like further information, write to [survey@indexers.ca](mailto:survey@indexers.ca).

— Heather Ebbs

**Indexing Society of Canada**

**Société canadienne  
d'indexation**

ISC/SCI

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MERAL ALAKUS

## Membership Renewal Notice

Memberships that expired on December 31, 2007, are now due. To renew please print out and fill in the form at the following link:  
<http://www.indexers.ca/application.html> (English)  
<http://www.indexers.ca/applicationfr.html> (français)  
and mail the form with your cheque to:

**The Membership Secretary, ISC/SCI**  
**P.O. Box 664, Station P**  
**Toronto, ON**  
**Canada M5S 2Y4**

**Important:** Please remember to add the ISC/SCI membership secretary to your list of people to contact when your details change.

—Jennifer Hedges  
Membership Secretary

## Call for Bulletin Contributions

**Author Guidelines:** submit unsolicited articles electronically in DOC or RTF formats, artwork in PDF format, and photographs in TIF or JPG format. Please send correspondence attention to:  
The Editor, Natalie Boon [natalie@booninformationservices.com](mailto:natalie@booninformationservices.com)

## Advertising in the Bulletin

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## Joining ISC/SCI

### Membership Categories and Fees

Individual (\$75)

Student (\$45)\*

Institution (\$90)

(For members outside Canada, add \$10).

\* Student membership is available for full-time students only.  
Please inform ISC/SCI of your course name and institution.

For more membership information, please visit our website at  
<http://www.indexers.ca/membership.html>

## President's Message

### Looking Forward

As I write this in early March, I can see from my California office window the cloudless blue sky, the Spanish-style house next door and a "flock" of brilliant birds of paradise in my flower bed. Meanwhile, back in Ontario, there's been yet another snowstorm.

So why am I looking forward to my permanent return in a couple of months to the frozen North? And what the heck does this have to do with ISC/SCI?

I'm glad to be returning for all manner of reasons, one of which is even, yes, the weather.

More importantly, I'm looking forward to getting back into the full swing of business. Most of the time, it has mattered little to my indexing clients where I'm sitting when I work on their projects, although there has been the occasional set of page proofs sent south when I'm north, or vice versa. But "indexer" is just one of my hats, and some of my other services have had to be curtailed because of my location and my frequent travelling. As a result, my income has been curtailed, too.

Which brings me around to ISC.

I switched to per-page rates (from hourly rates) during my sojourn in the South and followed the advice of some U.S. colleagues on appropriate ranges, but I learned at last year's ISC conference that I was undercharging by

Canadian standards. At least, I think I was. But what are Canadian standards for indexing rates? An informal discussion during one of the presentations at the conference made it quickly apparent that the freelancers among us are charging a wide variety of rates. And I think it not unlikely that in-house indexers may also be earning widely divergent salaries.

Therefore, with the help of a superb committee of members (Marie Gabe, Chris Blackburn, and Alan Yoshioka), a rates and salary survey has been developed. You will have received a notice about it recently, and I hope that most of us will take the 5 or 10 minutes needed to fill it out. (To sweeten the deal, one lucky respondent will win a \$50 gift card to the Indigo chain of bookstores.)

We'll be sharing the results of the survey at this year's AGM and conference in beautiful Burnaby, B.C. And that's another reason why I'm looking forward to my return to Canada. The conference, organized by Beth Macfie, promises to be terrific, with speakers from across Canada and the United States presenting information on taxonomies, multi-authored documents, index usability, and much more.

So I'm looking forward — to my return home, to shared information and to a great conference. See you in June!

— Heather Ebbs

## Message de la part de la présidente

### Regard vers l'avenir

Comme j'écris ce texte en début de mars, je peux voir de la fenêtre de mon bureau en Californie un ciel clair et bleu sans nuages, une maison charmante et colonial au style espagnol ainsi qu'un groupe d'oiseaux de paradis parvenu à se nicher une place paisible dans ma boîte à fleurs. Pendant ce temps, une autre tempête de neige s'abat sur l'Ontario.

Alors, pourquoi j'ai hâte à mon retour dans environ deux mois au nord glacial? Et quel en est le rapport avec la ISC/SCI?

Je serai contente de retourner pour toutes les raisons que l'on connaît et effectivement une de celles-là sera la température.

## Message de la part de la présidente continué

Mais l'indexation est seulement une de mes occupations et alors d'autres projets ont dû être abrégés en fonction de ma résidence et de mes nombreux voyageements. En somme, mon revenu s'est également amoindri.

Ce qui m'amène à la SCI.

J'ai changé mes frais chargés à la page (plutôt que de charger à l'heure) durant mon séjour dans le sud et j'ai suivi le conseil de quelques collègues américains sur la moyenne, mais j'ai aussi appris l'an passé à la dernière conférence de la SCI que je sous-chargeais face aux normes canadiennes. Du moins, je le croyais. Mais en fait, quels sont les normes canadiennes du taux d'indexation? Une discussion non-officielle durant l'une des présentations à la conférence a clairement démontré que les indexeurs indépendants parmi nous débitent les clients à divers taux. Et je pense qu'il y a lieu de croire que les indexeurs salariés sont rémunérés de façon fort différente.

Par ailleurs, avec l'aide d'un superbe comité de membres (Marie Gabe, Chris Blackburn et Alan Yoshioka) un sondage visant à

déterminer un taux et un salaire a été développé. Vous devriez avoir reçu un avis tout récemment et j'espère que la plupart d'entre vous prendront les 5 ou 10 minutes pour compléter ce sondage. (Afin de rendre ce sondage plus agréable, un répondant chanceux se méritera un certificat-cadeau de \$50.00 chez Indigo, la chaîne commerciale de livres.)

Nous divulguerons les résultats et partagerons nos idées lors de la conférence et session générale annuelle qui se tiendra dans la belle ville de Burnaby, C-B. Et c'est une autre raison pour laquelle j'ai hâte à mon retour au Canada. La conférence, organisée par Beth Macfie, promet d'être magnifique avec des conférenciers provenant de toutes les régions du Canada et des Etats-Unis, qui couvriront les aspects tels que la taxonomie, les documents à auteurs multiples, l'utilisation des index et plusieurs autres choses intéressantes.

Alors j'ai grandement hâte à mon retour à la maison, de partager et échanger l'information ainsi qu'à une grande conférence. On se revoit en juin!

— Heather Ebbs

Traduction par Stéphanie Bilodeau.

## Editor, comments from ...

Welcome to another issue of the *Bulletin*!

This was a challenging issue for me, as my computer was in the process of dying. Just a reminder that we all need to keep current in both our technologies and our indexing.

This issue contains the reports from the February executive meeting, an update on the Vancouver conference, and information on the exciting new executive initiatives coming up — the salary survey and the bottom line on the impact of the *Indexer* rate increase.

Our next issue will be the post-conference one. Unfortunately, I can't make it to the conference this year. If you can step up and report on a segment of the conference I'd love to hear from you.

We also need conference photographers for both the *Bulletin* and the web site.

I'll be posting a request on ISC-I as well. I'd like to get at least one volunteer to write a short blurb on each conference segment. It can be longer, but even a paragraph helps those of us who can't make it participate vicariously.

If you don't want to volunteer in advance, I'll also be asking for comments after. As a primarily electronic publication, we're not really constrained by space, so we have room for every contribution. We do welcome contributions in French as well as English.

My thanks to all who contributed to the production of this issue. I'd like to thank Vivien Cartmell, Christine Dudgeon, and Gillian Watts for stepping up and offering to proofread the newsletter.

## Officer Reports from the Executive Meeting in Toronto, February 2008

### Regional Reports for ISC

## Central Canada Region

### Prepared by Gillian Faulkner, Regional Representative

With Ruth Pincoe's encouragement, indexers in the Greater Toronto Area started to meet monthly September to May, excepting December, on the third Saturday of the month, alternating a specific topic with peer reviews. They have been interesting meetings, and in an effort to include those who live out of town, an overview of the meetings has been sent out to members afterwards.

The number of attendees has remained lower than before the summer, averaging about 8–12. However, we have had guests or new members at most meetings, too. Thank you, to all who attend, and for bringing such interesting topics for discussion.

We had an outside speaker in November who outlined the principles of working co-operatively, both formally and informally, and how it may be helpful for indexers.

I always enjoy these meetings and would encourage any indexer who lives within striking distance of another to arrange to get together regularly. Clive Pyne has been working at starting an Ottawa group. It is both interesting and energizing to share ideas, frustrations, and triumphs! Meeting the needs of isolated indexers is something the executive committee is trying to address.

I receive regular requests for information about indexing, or the society, and have also had one enquiry about individual use of the new logo. The executive committee is looking into the possibility of having a separate logo for members to use.

## Eastern Canada Region

### prepared by Meral Alakus, Regional Representative

This is a short report, with more questions than news.

According to my records from the *Membership Directory, 2007*, there are 7 indexers who are registered as ISC members in the region. I have written to everyone twice since becoming the representative for the region. The only reply I have received was from Newfoundland.

The problem is that we are indeed a small group spread over a large area. The area covered is too large for get-togethers to discuss our problems, if we have any. Of course, face-to-face meetings are always more beneficial and motivating to have, if they were only possible.

It might be a good idea to organize a short session for regional groups to talk about indexing and regional problems.

It might also be a good idea for the regional representatives to meet for a short session at the Conference to discuss what could be done in the regions, if anything, and deciding on what we can and should be doing as regional representatives. [Thanks to Meral's suggestion, there is a session on this at this year's annual conference in Vancouver.]

During the past year I also received two letters from people interested in learning about indexing and the possibilities there were for training. I think maybe there should be a standard list of courses and some general information we can suggest to those interested people who are considering indexing in the future.

# ISC/SCI Membership Report

**Prepared by Jennifer Hedges,  
Membership Secretary**

**March 2008**

Membership is currently at 109. The latest new members are listed at the end of this report.

The geographical breakdown of the membership is as follows:

## Within Canada

British Columbia	22
Alberta	5
Saskatchewan	2
Manitoba	1
Ontario	52
Quebec	9
New Brunswick	2
Newfoundland & Labrador	1
Northwest Territories	1
Nova Scotia	2
Prince Edward Island	1

## Outside Canada

United States	9
Germany	1
Italy	1

## Membership Types

Individual	94
Student	5
Institutional	10

## Institutional members are distributed as follows:

British Columbia	2
Ontario	2
Quebec	2
Germany	1
Italy	1
United States	2

Please welcome our newest members:

Shelley J. M. Brown of North Vancouver, BC  
[shelleyjmbrown@hotmail.com](mailto:shelleyjmbrown@hotmail.com)  
Alena Hikanik-Gregorian of Ottawa, ON  
[alena\\_hug@yahoo.ca](mailto:alena_hug@yahoo.ca)  
Clara Johnson of Vancouver, BC  
[claraj@telus.net](mailto:claraj@telus.net)  
Tamzen LeBlanc of Barrie, ON  
[tamzen.leblanc@gmail.com](mailto:tamzen.leblanc@gmail.com)  
Anna Olivier of L'Anceinte Lorette, QC  
[info@athenaredaction.com](mailto:info@athenaredaction.com)  
Elaine Seepish of Roberts Creek, BC  
[seepish@dccnet.com](mailto:seepish@dccnet.com)

## ISC/SCI Membership Report continued

Please update your *Membership Directory /  
Liste des membres* as follows:

Email changes:

Dagmar Ismail:  
[dagmar@dmsindexingservices.com](mailto:dagmar@dmsindexingservices.com)  
Elaine Melnick:  
[emelnick1@gmail.com](mailto:emelnick1@gmail.com)  
Maureen O'Connor:  
[maureen@wordsworthy.com](mailto:maureen@wordsworthy.com)  
Thérèse Shere:  
[therese.shere@gmail.com](mailto:therese.shere@gmail.com)  
Joan Templeton:  
[joan@jeteditorialservices.com](mailto:joan@jeteditorialservices.com)

Other changes:

Christine Dudgeon:  
Add web address:  
[www.members.shaw.ca/cdudgeon](http://www.members.shaw.ca/cdudgeon)  
Trine Schioldan:  
Change postal code to A1B 4J6

The following entry was inadvertently missed.  
Please add:

Martine Rocheleau  
Parliamentary Publications  
House of Commons  
181 Queen Street, Room 8-012  
Ottawa, Ontario K1A 0A6

## ***Bulletin*Report**

**Prepared by Natalie Boon,  
Managing Editor, *Bulletin***

The most recent issue of the *Bulletin* has just been published to the members-only link on the web site. Cheryl has moved the previous issue into the public area.

With the reports from the February 2008 executive meeting, we will have content for the bulk of the next issue. We still need a few

content articles to round out the issue. We can time it so as to best serve the interests of the conference and the executive, but I'll need to know when is best.

We haven't yet determined the reduced mailing list. The last issue was mailed to the institutional membership only. I've had computer problems this week, so this issue hasn't been printed and mailed as of yet.

## **ISC/SCI 2008 Conference in Vancouver — plan to attend**

**From the Conference Coordinator,  
Elizabeth Macfie**

ISC/SCI members and guests will gather at Simon Fraser University in the Vancouver suburb of Burnaby, June 2 to 3 (plus optional software workshops at a small extra fee: Cindex on June 3 and Macrex on June 4) (<http://www.city.vancouver.bc.ca/visitors.htm>). We've gathered a program of indexing and software experts from across Canada and the US. We will also have group activities: a peer review session, as well as discussions of regional activities and the creation of a Canadian indexing award. For business development, learning and fun, there's nothing like getting together at a conference. And this year, we'll be joined by some of our indexing neighbours from the Pacific Northwest states.

Book your travel soon to get the best price. And consider adding the Editors' Association of Canada conference to your week of learning: they meet in Edmonton, June 6 to 8 (<http://www.editors.ca/conference>).

Registration will open shortly, and the accommodation registration is now live. Watch <http://www.indexers.ca/conf2008.html> for developments, conference registration form, and SFU accommodation booking.

**Billets:** If you live in the Vancouver area and would like to host a guest, or if you're an out-of-towner and would like to stay with a local

indexer, please contact Judith Anderson, 604-526-4722 [JudithAnderson@shaw.ca](mailto:JudithAnderson@shaw.ca)

**Prices:** Conference registration and accommodation booking are now open.  
members \$200 (includes members of sister indexing societies)  
non-members \$290  
students \$180

For single-day and software session prices, please see [www.indexers.ca/conf2008\\_reg.html](http://www.indexers.ca/conf2008_reg.html)

Registrations received after April 25: add \$30

Show-and-Sell at the June 2 dinner: If you'd like to display or sell any publication-related item or make a short presentation, please book at [macfie@editors.ca](mailto:macfie@editors.ca).



**Conferences are fun--just look at these participants in Ottawa in 2007!**

## Conference Program and Schedule

(details may change slightly—watch for updates on  
[http://www.indexers.ca/conf2008\\_program.html](http://www.indexers.ca/conf2008_program.html))

**\$ = cost not included in conference fee**

Time	What	Participants/ Presenter	Where
<b>Sunday, June 1</b>			
1:00 – 5:00	ISC executive meeting	executive and any other interested members	SFU Policy Room
6:00 – whenever	<b>\$ pre-conference dinner</b>	all interested registrants and other local folks	Raven's Cafeteria at the SFU residence
<b>Monday, June 2</b>			
	<b>\$ breakfast</b>		
8:30 – 9:30	registration		outside Halpern 126
9:30 – 10:15	Opener: The Little Extras—A Customer-Service Approach to Indexing	Carolyn Weaver	Halpern 126
10:15 – 10:30	refreshment break		at back of Halpern 126
10:30 – 12:00	session 1: Taxonomies	Meral Alakus	Halpern 126
12:00 – 1:30	lunch	includes award discussion table	Halpern 126
1:30 – 3:00	session 2: Usability Studies	Cheryl Landes	Halpern 126
3:00 – 3:15	refreshment break		at back of Halpern 126
3:15 – 4:45	session 3: Regional services/activities discussion	Heather Ebbs facilitator	Halpern 126
6:00 – 9:00	conference dinner and show-and-sell		Himalayan Peak restaurant <a href="http://www.himalayanpeak.ca/">http://www.himalayanpeak.ca/</a>
<b>Tuesday, June 3</b>			
	<b>\$ breakfast</b>		
8:30 – 9:00	registration		??
8:00 – 9:25	<b>software presentation: Cindex new version \$15 extra fee</b>	Frances Lennie	Halpern 126 ??
9:30 – 10:35	Indexing in the fields of environmental / natural history	Thérèse Shere	
10:35 – 10:45	refreshment break		at back of Halpern 126

Time	What	Participants/ Presenter	Where
10:45 – 12:15	session 5: Indexing Multi-Author Documents Using Controlled Vocabulary	Julie McClung	Halpern 126
12:15 – 1:30	lunch		Halpern 126
1:30 – 2:50	session 6: Peer Review	Ruth Pincoe facilitator	Halpern 126
2:50 – 3:00	Conference closing and invitation to AGM		
3:00 – 3:15	refreshment break		at back of Halpern 126
3:15 – 5:00	ISC Annual General Meeting	all members and other interested people	Halpern 126
6:00 – whenever	\$ dinner and outing		to be determined
<b>Wednesday, June 4</b>			
9:00 – 5:00	software presentation: Macrex new version \$30 extra fee	Gale Rhoades	

## Odd, Wonderful Entries

### By Natalie Boon

Recently, on ISC-I, a discussion was started by Ruth Pincoe with the question,

“Has anyone else ever been tempted to put odd entries into a big index (especially one you suspect won't be used much) that are apt, but that will also make the reader smile? Mine for today is, under the heading:  
animals and other creatures in music,  
tigers (paper)

She was answered by several ISC/SCI members who have agreed to have their comments noted here.

Mary Sue Stephenson began by sharing a classic set of examples of this being done:

The older editions of *Williams Obstetrics* [such as the 16th edition, 1980] had in the index, “Chauvinism, male, voluminous amounts 1–1102.” The urban legend was that the indexer was the daughter of the editor.

Also, when Waldo Nelson, author of the standard *Textbook of Pediatrics*, died there

was a note in his obituary in the *Philadelphia Inquirer* to this effect: Working on the index for the first edition, his daughter, Ann Behrman, included a fake citation: “Birds, for the, Pages 1–1,413.” Somehow the reference, which she placed between Biology and Birth, got past the editors and proofreaders and into print. It was so affectionately received by the book's readership that publisher W.B. Saunders didn't correct it for many years.

She continued to say that her indexing students always get a laugh from these and then we launch into a discussion of indexer ethics...

Some authors intentionally ask indexers to put in “bogus” entries, such as:

“William F. Buckley once sent fellow author Norman Mailer a copy of his latest book. Mailer, disappointed to find that Buckley had apparently neglected to inscribe the book, promptly flipped through the index to see whether he had been mentioned. There, beside his name, Mailer found Buckley's ‘inscription’ — a handwritten ‘Hi!’”

<http://www.anecdote.com/index.php?aid=8045>

## Odd Wonderful Entries, continued

Heather Ebbs told us of indexing a book by Mel Hurtig, in which the author referred a couple of times to Sir John A. turning over in his grave or leaping out of it because of current politics or politicians, she added: "Macdonald, John A., no comfort in his grave" Of course, the publisher was informed of the entry, and did find it amusing as well.

Margaret Gibbs told us: I once did an index for an economic history textbook that the managing editor warned me was "really boring", but the author was a regular with that university press (and a senior faculty member) so they had to publish it. The editor said he didn't even want to proofread my index when it was returned because he just wanted to see the last of that book. To test him, I included the entry, "Mind, indexer's, bored smack out of, 1-475." He did catch it and delete it, but he photocopied the original version of the page and kept it for his own amusement.

She would, of course, have warned the editor if he'd said nothing, to save both their jobs!

Near the end of the discussion, Ruth informed us that in case we were wondering about the paper tigers, it did make it into the index. "The in-house editor did not comment on it, but when I asked, on the unlikely chance she might have missed it, she said, she loved it! Here, for your amusement, is the entire entry:

animals and other creatures in music: bears, 27; birds, 10-11, 12, 96-8, 106, 131, 228, 241; dogs, 9, 71; frogs, 288; horses, 95-6, 155, 156, 249, 286; imaginary beings, 30-1, 47, 49, 73, 188; insects, 31-2, 106, 130, 132, 133-4; kangaroos, 60-1; mice, 50; monkeys, 94; penguins, 51; reptiles, 32, 34, 38, 61; skeletons, 48-9; starfish, 17; tigers (paper), 39; turtles, 16"

Thanks to everyone who gave permission for me to quote them offline. Do you have any similar experiences you'd like to share?

## Proposed Membership Fee Increase

In 1996, which is as far back as I have records on my current computer, I paid \$45 for my membership in the Indexing and Abstracting Society of Canada. That fee remained the same until 2000, when it was increased to \$55. It was 2005 before the fee was increased again, to \$75. This June, the ISC/SCI executive will propose raising membership fees by \$15, so that an individual membership will be \$90. This amount represents an increase between 5% and 6% a year.

This proposed increase is prompted by the change in *The Indexer's* publishing schedule from a semi-annual to a quarterly publication. Needless to say, a change from two to four issues per year entails an increase in cost. We discussed this change and its effect on ISC/SCI membership extensively at two executive meetings and through numerous emails. We agreed that *The Indexer*, as the international journal of indexing, is an important resource and information-sharing vehicle, particularly with the added value of two more issues per year and the inclusion of on-line access to past issues. Also, our bylaws mandate that *The Indexer* be an ISC/SCI member benefit. It is of particular benefit to

members who do not live in an area with easy face-to-face access with other indexers (which includes most of us).

We initially thought that the cost of covering two additional issues a year might create too much of a jump in our membership fees. Fortunately, after more research and negotiations with the staff of *The Indexer*, we found that we should be able to cover the overall subscription cost increase with a fee increase of just \$15. I say "should" because, depending on exchange rates and other variables, it may not quite cover every penny every time.

A specific motion on the fee increase, including rates for student and institutional memberships, is being drafted. The motion will be circulated with the call to meeting sent out about a month before the annual general meeting (AGM). Members will be able to discuss the issue at the AGM, and those unable to make it to the meeting will be able to vote by proxy.

—Heather Ebbs