



# Bulletin

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## ISC/SCI Conference Toronto 2014

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Conference planning is well underway and many things are in place. As you may have read in the co-president's report, Mary Newberry has secured speakers that are sure to inspire and educate us on our indexing journey.

The conference venue is in the heart of Toronto at Emmanuel College on the University of Toronto campus. Historic buildings abound and you are certain to enjoy the ambience. If you plan to stay in Toronto a little longer you'll find there are many cultural attractions adjacent to the venue. For example, the Royal Ontario Museum is across the road, and almost next door is the Gardiner Museum of Ceramic Art.

Weather permitting, early Wednesday evening before the conference, we'll venture onto the ferry and Mary will lead us on a walking tour of part of the Toronto Islands.

Our banquet venue at The Chefs' House, run by the students of the culinary and hospitality program at George Brown College, is in another vibrant part of Toronto along King Street, in the area where Toronto began. We hope you'll enjoy the banquet venue—the students are professional and eager to please, and the food and interior design of the building are first class.

Volunteers are still needed. In the coming weeks I'll be emailing with some specific needs that will need to be filled. Please consider what role you could step into!

On April 26 we will be having our regular Toronto area monthly meeting. The past few meetings have focused on the specific needs of conference planning. We'll shift gears at this meeting and discuss e-publishing. We want to come prepared with questions for the EPUB session with David Ream so that we

can make the most of his expertise within the time frame that we have him at the conference. You don't need to be at this meeting to contribute! If you have thoughts/suggestions to bring forward please email me: [mtdeboer@sympatico.ca](mailto:mtdeboer@sympatico.ca).

Thanks and see you at the conference!

*Margaret de Boer*  
ISC Conference 2014 Chair

**Indexing Society of Canada  
Société canadienne d'indexation**

ISC/SCI  
P.O. Box 664, Station P  
Toronto, ON, CAN M5S 2Y4

Website/Site Web  
<http://www.indexers.ca>

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Please remember, with the increased frequency of *The Indexer*, the grace period for renewing is shorter. To renew online, please go to:

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*Audrey McClellan  
Membership Secretary*

## Write for the *Bulletin*

**Author guidelines:** Submit unsolicited articles electronically in Word or rich text format (\*.rtf). Artwork should be in PDF format, and photographs in TIF or JPG format. Send submissions to Production Editor Marnie Lamb: [lambmarie@yahoo.ca](mailto:lambmarie@yahoo.ca).

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## Editor, comments from ...

One of the great things about working in communications and, more specifically, publishing, is that lifelong learning is built into the profession. Everything we read in the course of our work enriches our lives, and all learning, word-based or not, does the same for our work lives. Any subject we take an interest in and become competent or even experts at might someday be incorporated into our professional work. In particular for newcomers to indexing or editing, having a specialist area of expertise can help to open doors. And many of us got into indexing, and possibly even thought about it as a career for the first time, while following another career path, perhaps in publishing or librarianship.

In the *Bulletin* we have featured student reviews of and comments on courses aimed at newcomers. Resources both formal and informal exist for beginning and for more experienced indexers alike. Many library schools have online continuing education courses aimed primarily at librarians but of interest to indexers. Examples are the Simmons College Graduate School of Library and Information Science online workshops, on subjects such as periodicals and database indexing, taught by Linda Dunn, and taxonomies and controlled vocabularies, taught by Heather Hedden.<sup>1</sup> For a professional indexer continuing education might also include courses in business, software, or a specific subject area. In addition, we learn informally at conferences, through listservs or special interest groups, and by reading indexing books and journals about indexing.

If any of you seasoned indexers have experience using these or similar resources that have helped you and would like to share with *Bulletin* readers, please contact Marnie Lamb or me.

*Moira Calder*  
Bulletin Editor

### Note

1. See <http://alanis.simmons.edu/cweb/> for a full listing. This is one example of what's available online.

### Happy spring and summer!



*Juvenile Australian magpie, Sydney Park, 2011. Photo by Tony Hudson.  
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# Co-presidents' Report

## Rapport des co-présidentes

Your co-presidents have been working away in their own corners since the last *Bulletin*. Jennifer has been focusing on her work with the ISC/SCI archives; a report of that activity will appear in the next *Bulletin*. Mary has been organizing the program for the conference, “Changing Pages: Indexing for Today and Tomorrow.”

*Vos co-présidentes ont travaillé chacune de leur côté depuis la publication du dernier Bulletin, Jennifer s'est concentrée sur son travail concernant les archives de la SCI/ISC et un rapport de ses activités sera publié dans le prochain Bulletin, et Mary, quant à elle, a travaillé à l'organisation du programme du congrès « Tournons la page : index pour aujourd'hui et pour demain ».*

In addition, Mary did the initial research on the conference venue. She looked at quite a few options, but it became clear that the Victoria College site was both the nicest for our needs and by far the most affordable. Once she'd made that determination and the initial contact, Margaret de Boer took over.

*Elle a, en outre, procédé aux recherches initiales sur un possible site de congrès. Après avoir examiné un certain nombre d'options, elle s'est vite rendu compte que le site du Victoria College conviendrait le mieux à nos besoins et qu'il était également de loin le plus abordable sur le plan financier. Après avoir pris la décision finale concernant le choix du site et établi le contact initial, Mary a passé le flambeau à Margaret de Boer.*

### Mary's Report / Rapport de Mary

The conference program was more difficult to get to gel than in some years—so many people I approached expressed interest and excitement about coming but then found they couldn't for one reason or another. It has, though, now come together very nicely, particularly with a last-minute suggestion from François to invite Margie Towery—who accepted with excitement! Margie, who specializes in scholarly indexing, was the indexer for both the 15th and 16th editions of the *Chicago Manual of Style*. And not long after that victory, we heard from the famous Hazel Bell, who expressed interest in attending. Without too much encouragement, she graciously agreed to address our banquet, presenting “The Personality of the Indexer.”

*Cette année, l'organisation du programme du congrès a posé plus de défis que d'habitude; de nombreuses personnes avaient exprimé leur intérêt et leur enthousiasme à l'idée de participer au congrès, mais elles se sont ensuite rendu compte que cela ne leur serait pas possible, pour une raison ou une autre. Malgré ceci, et aussi grâce à la suggestion de dernière minute de François d'inviter Margie Towery, qui a accepté avec grand enthousiasme, le programme du congrès a finalement pris forme. Margie, qui se spécialise dans l'indexation d'ouvrages savants, a conçu l'index des 15e et 16e éditions du Chicago Manual of Style. Et peu de temps après avoir reçu ces bonnes nouvelles, la célèbre Hazel Bell nous a contactés pour nous indiquer qu'elle envisageait également de participer au congrès. Sans trop se faire prier, elle a très gentiment accepté de faire une présentation sur le thème de la « Personnalité de l'indexeur », lors de notre banquet.*

On Thursday, June 5, Erin Mallory, manager of cross-media at House of Anansi Press, will tell us everything we wanted to know about e-publishing but were afraid to ask. Eva Hourihan Jansen, a graduate student at U of T's Faculty of Information, will introduce her study of a business that helps skilled immigrants to Canada connect with employment and their use of the National Occupation Classification (NOC). She is interested in this setting as a way to understand and articulate how people relate to and make meaning from a standard classification system.

*Le jeudi 5 juin, Erin Mallory, directrice cross-média à House of Anansi Press, nous apprendra tout ce que nous voulons savoir mais que nous n'osons pas demander sur l'édition électronique. Eva Hourihan Jansen, étudiante de troisième cycle à la Faculté d'information de l'Université de Toronto, présentera les résultats de recherches qu'elle a menées sur une entreprise qui aide les nouveaux immigrants au Canada ayant des compétences professionnelles spécialisées à trouver un emploi et sur la manière dont ces derniers utilisent la Classification nationale des professions (CNP). Elle s'est intéressée à ce sujet dans le but de comprendre et d'expliquer les avantages offerts par un système de classification normalisée et la manière dont cet outil est utilisé.*

Following lunch and the AGM, Gillian Watts will focus on a topic dear to the hearts of many indexers: cookbook indexing. David Ream will close out our first day by updating us on EPUB 3 developments. The reception and banquet, at George Brown College's the Chefs' House, will give us all an opportunity to relax and reconnect. And, as mentioned, we have the special treat of a short address from Hazel Bell to close the banquet.

*Après le dîner et l'assemblée générale annuelle, Gillian Watts présentera un sujet cher à de nombreux indexeurs : l'indexation des livres de cuisine. David Ream conclura la première journée en nous présentant les dernières avancées concernant le format EPUB 3. La réception et le banquet, qui se tiendront au restaurant The Chefs' House au George Brown College, nous donneront l'occasion de nous détendre et de renouer des contacts. Et, comme nous l'avons déjà mentionné précédemment, Hazel Bell nous fera l'honneur de sa présence et offrira une courte présentation pour conclure le banquet.*



*Hazel Bell*

On Friday, June 6, Margie Towery will present a three-hour workshop, "Ten Principles for Creating Better Indexes." Geared to back-of-the-book indexing, this workshop is suitable for all levels of indexers. After lunch, Mary Russell will give tips and hints on indexing in health and the sciences. Rosalind Guldner, Cheryl Caballero, and Erica Smith will introduce Ontario's approach to Hansard indexing, then the conference will end with Enid Zafran's session on indexer-author relations.



*Erin Mallory*

*Le vendredi 6 juin, Margie Towery animera un atelier de trois heures, intitulé Ten Principles for Creating Better Indexes. Cet atelier traitera de l'indexation de livres et convient aux indexeurs de tous les niveaux d'expérience. Après le dîner, Mary Russell présentera une série de conseils et de suggestions sur l'indexation d'ouvrages traitant de la santé et des sciences. Rosalind Guldner, Cheryl Caballero et Erica Smith nous parleront de l'approche adoptée dans le cadre de l'index du Hansard en Ontario et le congrès sera clôturé par la présentation d'Enid Zafran sur les relations indexeur-auteur.*

More information about the presenters and their sessions is available on the Annual Conference page of our website. Early-bird registration rates are in effect until April 15.

*Vous trouverez de plus amples renseignements sur les présentateurs et le contenu de leur exposé sur la page Congrès annuel de notre site Web.*

This year we are also offering two post-conference workshops, which are not included in the conference fees. "CINDEX Back to Basics" and "Patterns in CINDEX" will be presented by Frances Lennie on Saturday, June 7. Cheryl Landes will present "Indexing in Adobe InDesign" on Sunday, June 8. (The listserv archives from January has an interesting discussion on this topic.) More information on the content of these workshops and how to register is available on our website.

*Cette année, nous offrons également deux ateliers après le congrès dont le coût n'est pas inclus dans les frais d'inscription au congrès. Frances Lennie présentera CINDEX Back to Basics et Patterns in CINDEX le samedi 7 juin. Cheryl Landes présentera Indexing in Adobe InDesign le dimanche 8 juin. (Les archives listserv de janvier contiennent une discussion intéressante sur ce sujet.) Vous trouverez de plus amples renseignements sur le contenu de ces ateliers et sur le processus d'inscription sur notre site Web.*

*Mary Newberry and Jennifer Hedges, Co-presidents  
Mary Newberry et Jennifer Hedges, co-présidentes  
Indexing Society of Canada / Société canadienne d'indexation*

# Book Review:

## Starting an Indexing Business (Edith Zafran and Joan Shapiro, eds.)

You've taken indexing courses. You've read the indexing chapter of the *Chicago Manual of Style* and Nancy Mulvany's *Indexing Books*. You've bought yourself indexing software.

Now what?

For most would-be indexers hoping to start their own freelance business, the actual indexing work (as many of us are now aware) isn't the biggest challenge. *Getting* that work, not to mention managing the financial and administrative details of self-employment, is the tough part, and it's one that gets very little attention in most indexing reference books. *Starting an Indexing Business*, edited by Edith Zafran and Joan Shapiro, is a rare exception, offering people who are launching—or considering—a career as a freelance indexer some insider wisdom about running your own business.

The fourth edition of *Starting an Indexing Business* was published in 2009, but it has been released recently as an e-book. With chapters about moonlighting as an indexer while holding down a full-time job (by Melanie Krueger), the business of being in business (Pilar Wyman), and liability and exposure issues for indexers (Edith Zafran), this book tries to answer a lot of questions that a new freelancer might have. It's a quick read and it's packed with tips from indexing veterans who have spent years in the trenches. Seeing the issues from different indexers' perspectives is helpful, and the diversity of contributors shows that, despite our having similar traits that make us good at what we do, different indexers take different approaches to running their business. Particularly interesting is the debate about whether to invest in disability insurance, with Wyman advocating for it and Zafran saying she doesn't see the need.

Zafran's chapter about liability has a lot to offer, spurring readers to think about how best to protect their business and to assert their copyright to make sure they get paid. A sample letter of agreement for indexing services appears as an appendix to the book, and it serves as a useful tool for helping freelancers to communicate clearly with a new client and start off their working relationship on the right foot.

Although the book has plenty of solid advice for new indexers, much of it will be old hat to people who have a few projects under their belt. Being five years old, it also needs an update. I suspect that cold calling and mailing out brochures to prospective clients—marketing strategies recommended by a few of the contributors—have largely given way to email enquiries and websites. I would also like to think that a fax machine is no longer a must-have in the home office. Workflow and file-transfer technologies have also evolved dramatically since the book's publication, and e-books and self-publishing have exploded. Further, the book is geared primarily towards an American audience, with references to health insurance and U.S. taxes that wouldn't apply to Canadian indexers.

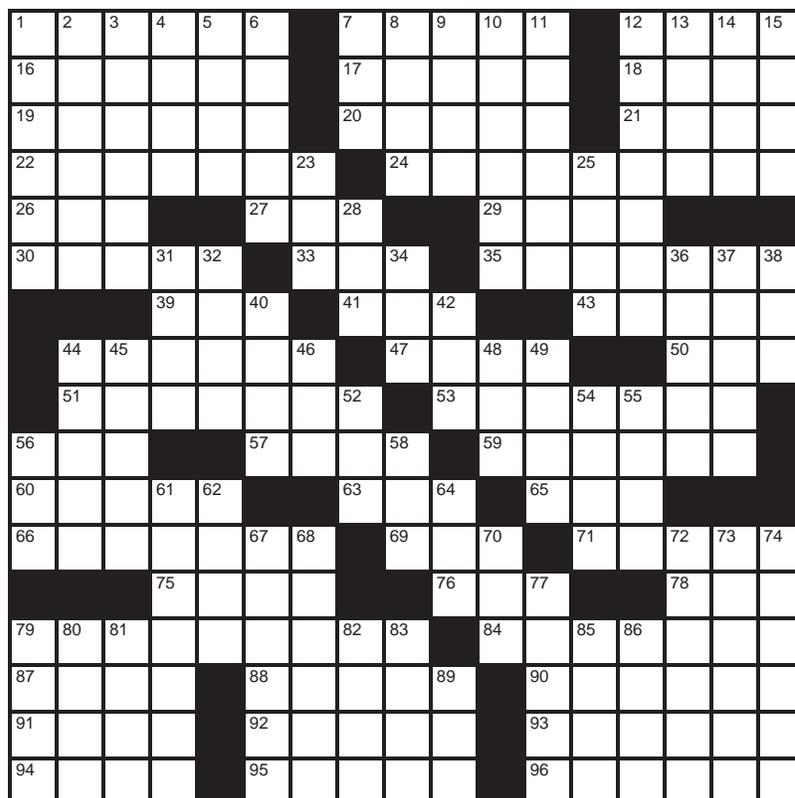
New freelancers may find *Starting an Indexing Business* helpful but I wouldn't call it a must-read. For those with a few years' experience already, there isn't much in this book that you won't already know. And beyond the sample letter, I don't see much in it that you would refer to time and again, so I'd be inclined to borrow it from the library, if possible. If you do want to add this title to your collection, I'd suggest waiting for an updated edition so that the advice better reflects current practices and technology.

Iva Cheung

## Warm Words by Heather Ebbs

### Across

1. START OF TIMELY QUOTE BY SITTING BULL
7. Fright
12. South American nation
16. Perfect place
17. Marvin or E.T.
18. Wading bird
19. Choose
20. Italic mark, in Macrex
21. Nobody
22. Bauble
24. PART TWO OF QUOTE
26. Printer's measures
27. Milieu for 29 Across
29. Slithery denizens of 27 Across
30. Leave the army, briefly
33. Mountain
35. Slip
39. Ump.
41. Lease
43. His wife could eat no lean
44. Hesitates
47. Departure point at Pearson
50. U.S. docs' group
51. Wide-eyed and nocturnal, perhaps
53. ISC/SCI conference locale
56. U.S. lawyers' group
57. Shaver
59. Misprints
60. Kingston fort
63. Legolas or Galadriel
65. Group
66. Debaters
69. Kipling novel
71. Shoe parts
75. Smack
76. Rodent
78. Snake
79. PART THREE OF QUOTE
84. Hieroglyphic stone
87. Seep
88. Rocky state
90. Sword
91. Roll up
92. At no time
93. Book parts
94. Mountain
95. Germaine
96. END OF QUOTE



### Down

1. Broken
2. Forever, to 36 Down and pals
3. Reductionism's opposite
4. Type of tournament
5. Beat
6. Times
7. Capsule
8. Dollar, slangily
9. Ethereal
10. Joint
11. Course
12. Dutchman's pipe
13. Black, to 36 Down and his colleagues
14. Peel
15. Employs
23. Elevenses
25. Troubles
28. Everybody
31. Type of exam
32. ISC's banquet speaker, in 53 Across
34. Pin
36. Canadian poet
37. Pacific nation
38. YYZ stat.
40. Dart about
42. Knot
44. Status before 35 Across
45. Nasal tone
46. Indexing software
48. Digit
49. Slips
52. Scrape by
54. Minerals
55. Mil. alliance
56. Triumphant cry
58. Wapiti
61. Indexing societies' international coordinator
62. Sharp cry
64. Evergreen
67. Impatient
68. Tarantula
70. Damage
72. Hispanic
73. Respect
74. Thin
77. Human trunks
79. Bean curd
80. Time
81. Pound
82. Church area
83. Clarified butter
85. Sweet fluids of April
86. Heroic
89. Hockey Bobby

# Tech Tools: Indexing with Unicode

Unicode is an international standard that specifies how computers represent the characters found in the world's languages. CINDEX™ version 3 uses Unicode to represent the letters and other characters you might use in an index. To understand why this is an important advance for indexers, it's worth looking first at the limitations of older systems that preceded Unicode.

## Why Unicode?

Until the advent of Unicode, the most widely used system for encoding characters could represent 256 different values—enough to handle uppercase and lowercase letters in the Latin alphabet (including some but not all accented letters), decimal digits, punctuation, and some symbols. This standard character set (often called the ANSI character set) was good enough for most purposes, but if you wanted a Greek letter or a Hebrew one or even an accented letter such as ù, you were in trouble. To represent additional characters, the 256 available values had to be redeployed with different fonts to display them. To display Greek letters and various mathematical symbols, for example, you would have to use the Symbol font; to display ך you would use a Hebrew font.

Reusing the same character values to represent different characters has three serious drawbacks. First, when you prepare an index containing the Greek γ, the γ is displayed correctly on another computer only if that computer has the Symbol font installed. Second, when you have to use a special font to display a particular set of characters, you lose control of the typography. Your index might be set in Garamond or Century Schoolbook, but your γ cannot take on the distinctive appearance of that typeface because it displays correctly only in the Symbol font.

The third limitation is especially important for indexers. Because there is no unique relationship between a character and its representation inside the computer, it becomes hard to collate index entries correctly. Anyone who has indexed with Greek letters has experienced this. The Greek letters αβγδ in the Symbol font have the same character values as the lowercase letters abcd in the Latin character set. Unless special steps are taken to prevent it, the Greek letters will be alphabetized as if they were Latin letters (usually not what you want). In the Wingdings font, which you may have used for special symbols such as astrological signs, the ♄ (Capricorn) has the same value as the Latin lowercase b.

Unicode enables us to solve all of the above problems. *Each one* of the thousands of characters in the world's scripts is represented in the computer by a unique number. We don't need special fonts to represent unusual characters, we can display unusual characters in the typeface we prefer, and there's never any confusion about which characters we're collating.

The world of Unicode opens new opportunities for indexers. You no longer have to resort to special tricks or codes to specify a character that you can't display on your screen. Moreover, since all languages and scripts are represented in an orderly way, CINDEX 3 can provide rich options for language-specific alphabetizing. CINDEX 3 knows the collation rules for about 60 languages—for example, in Norwegian and Danish, ø sorts after z, and in Swedish, ä sorts after z.

## Getting the Best out of Unicode

### *Finding Special Characters*

Except when you are dealing with accented letters, letters from non-Latin scripts, or special symbols, Unicode in CINDEX 3 will be invisible to you. However, when you do need a special character, the sheer number of characters available can occasionally make it challenging to find the one you want.

The first thing to remember is that to enter an accented Latin letter in a record, both Mac and Windows versions of CINDEX provide simple keyboard shortcuts. On Windows the shortcuts are the same as you would use with Microsoft Word; on the Mac the shortcuts are those universally deployed by all Mac software.

For letters from non-Latin scripts or special symbols, both Mac and Windows versions of CINDEX give you access to system tools that help you find the character you want to insert in a record.<sup>1</sup> On the Mac, choose Special Characters from the Edit menu; on Windows, choose Character Map from the Character menu. If you use CINDEX 3 for Windows and find the character map inconvenient for accessing characters you use often, you can define abbreviations to represent them or you can put them on hot keys.

### **Fonts and Unicode**

When computers could represent only 256 characters, a font such as Arial or Palatino would typically contain 256 different characters with the distinctive visual attributes of its typeface. With the introduction of Unicode, companies that provide fonts have had to add thousands of entities to their font families to ensure that all characters have visual representations. Some fonts still lack representations of rare characters you might use. In such cases, CINDEX will generally automatically set the character in a font that *can* represent it. On Windows computers, the font with the most complete representation is Arial Unicode. On the Mac, Helvetica and Lucida Grande have substantially complete representations.

Frances S. Lennie  
info@indexres.com

### **Note**

1. Both Windows and Mac versions of CINDEX still allow you to insert a Greek letter in a record by typing a Latin letter in the Symbol font. Use of the Symbol font is *strongly discouraged*, because it can lead to entries that do not merge correctly. For example, the character c, which has the value 99, is displayed in the Symbol font as γ; this is not the same as the Unicode character γ, which has the value 899).

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## **Six Years in International Indexing: Where I Went, Who I Met, and What I Did**

*Ruth Pincoe takes us along on her travels in representing our society in the international indexing community. In the process she shares her insights into the work that goes on largely unseen by the membership at large but that contributes so profoundly to our experience as ISC/SCI members.*

I entered the world of international indexing in 2004, as the representative for IASC/SCAD (now ISC/SCI) at the Society of Indexers [Britain] (SI) conference in Chester, when I met Jill Halliday, an SI member who had been deeply involved in the initial development of the International Agreement and the Triennial International Meetings.<sup>1</sup> In 2005 I took over the position of International Liaison from Noeline Bridge. That same summer, at the SI conference in Exeter, Jill asked if I might take over her role as “chivvier”—the person who kept in touch with the sister indexing societies and organized the International Agreement revisions and the Triennial meeting. I thought it might be a good role for a Canadian, and with only one meeting every three years, it wouldn’t take much time. Well, my first assumption was correct.

## 2006

The 2006 Triennial meeting was to be in North America, and the American Society of Indexers (ASI)<sup>2</sup> suggested a joint conference in Toronto—this kept us very busy! I began my chivvying on June 15, 2006, as chair of the 2006 International Triennial Meeting. There were representatives from five societies—Maria Coughlin and Seth Maislin (ASI), Lynn Farkas (ANZI, now ANZSI),<sup>3</sup> Wei Haishen (CSI: China Society of Indexers), and Jill Halliday (SI)—and two European networks: Jochen Fassbender (DNI: Deutsches Netzwerk der Indexer) and Caroline Diepeveen (NIN: Nederlands Indexers Network). Unfortunately, the Association of Southern African Indexers and Bibliographers (ASAIB) was not represented. Our recorder was Beth Macfie (ISC/SCI).

Most of the revisions to the International Agreement were made to include associate groups or networks so that they could be represented at international meetings and their members could receive *The Indexer* at society-member rates. Discussion topics included electronic formatting of society newsletters, proposals for a code of ethics and a “good practice” website, training courses for indexers, outsourcing in the publishing industry, and an email discussion list for international liaisons. Through this meeting, and later conversations with individual representatives, I began to realize the importance of maintaining communication among international liaisons. I was determined to promote informal meetings of international representatives at society conferences whenever possible so as to take full advantage of our presence. That summer, Beth Macfie represented ISC/SCI at the SI conference.

## 2007

The year 2007 marked the 30th anniversary of the founding of ISC/SCI, the 40th anniversary of the founding of ASI and the 50th anniversary of the founding of the Society of Indexers. I had the privilege of attending the conferences of all three organizations. At the ASI conference, held in Philadelphia in May, there was no formal meeting of representatives, but I had discussions with Carolyn Weaver (incoming ASI president), Pilar Wyman (ASI International Liaison), and Michèle Clarke (SI representative) about various issues, including access for ISC/SCI members to the SI and ASI training courses.

The SI conference has always attracted members from other indexing societies, so it's a good venue for international meetings. Maureen MacGlashan (editor of *The Indexer*) and I decided that since time was limited and most of the same people were involved in both *The Indexer* Editorial Board and my international meeting, it made sense to combine the two, which we did around a large table during the Sunday lunch. The international representatives were Caroline Diepeveen and Pierke Bosschieter (representing NIN and DNI), Carolyn Weaver and Heather Hedden (ASI), John Simkin and Kerry Biram (ANZSI), and Marlene Burger (ASAIB). In addition to issues relating to *The Indexer*, our discussions included plans for the upcoming 2009 Triennial, to be hosted by ASAIB. The combined *Indexer*/International meeting became an annual event and played an important role in the development of our international network.

## 2008

The 2008 SI conference was held in Winchester. Maureen and I managed to shift our joint meeting from a mid-conference lunch to an afternoon slot before the conference opened; we also gathered most of the representatives for dinner the night before, so the group had much more time together. The meeting included a discussion about the role of international representatives. The value of face-to-face discussions was recognized as important, despite the cost of air travel. We agreed that representatives should be aware of international developments and be well briefed so they could speak for their societies. While new faces are always welcome, we hoped for some continuity. Some of the proposed revisions to the International Agreement concerned SI's evolving role in publication of *The Indexer*, which we saw as an international journal; we hoped for further *Indexer* representation at conferences.

## 2009

The 2009 International Triennial Meeting was held in Maropeng, South Africa. Like ISC/SCI, ASAIB has a strong bibliographic focus and is a relatively small society spread across a large country. They produced a wonderful conference, with speakers from many regions of Africa and from Europe, North America, and Australia.<sup>4</sup> This conference was one of the highlights of my international years. Most of

the representatives at the Triennial meeting had been to at least one previous Triennial: Marlene Burger (ASAIB); Caroline Diepeveen (representing NIN and DNI); Jill Halliday (SI); John Simkin (ANZSI), and Pilar Wyman (ASI). Our guests were Frances Lennie (ASI) and five members of the ASAIB executive; our recorder was Madely du Preez (ASAIB).

International Agreement revisions addressed the provision of free advertisements for the societies in *The Indexer* and in the newsletters of sister societies, and also the reciprocal distribution of society newsletters to international liaisons and other members of governing boards of the societies. New clauses and schedules covered the role of the International Coordinator and the establishment of Management and Editorial Advisory Committees for *The Indexer*. In our discussions we noted the value of informal international meetings at society conferences, and recommended that minutes be distributed to the governing boards of the societies and networks. We encouraged society conference organizers to set a time and make arrangements for international meetings. And finally, Frances Lennie raised the question of what the group of international representatives should be called. After a lively discussion we decided the group should be known as the Committee of International Representatives of Indexing Societies. The minutes included a list of upcoming conferences, so now we had a name and a meeting schedule. Later that year, Audrey McClelland represented ISC/SCI at the ASI conference in Portland, Noeline Bridge represented us at the ANZSI conference in Sydney, Australia, and I attended the SI conference in York.

Representatives at the *Indexer*/International meeting in York included Caroline Diepeveen (NIN), Jill Halliday (SI), John Simkin (ANZSI), Bonnie Hanks (ASI), Wu Zhaolu (CSI), and Maureen MacGlashan (*The Indexer*). This meeting was significant because we faced a potentially serious problem: the International Agreement revisions, circulated to the sister societies beforehand and agreed to in Maropeng, had not yet been ratified by either CSI or ASI, and the ASI board now requested significant changes. At the opening of the meeting Jill Halliday gave a brief account of the development of the International Agreement, and this useful background helped us to work out a solution. During this meeting and ongoing communication over the following months, we were able to address two of ASI's concerns with straightforward changes of wording; we suggested that the remaining concerns could be taken under consideration as part of revisions to the Agreement for the 2012 Triennial. With this compromise, we hoped that the ASI board would agree to ratify the Agreement.



In the *Indexer* portion of the meeting Maureen MacGlashan reported that all back issues of *The Indexer* (except for a few articles whose copyright holder had refused permission) were now available online—a marvellous resource for indexers around the world.<sup>5</sup> Maureen emphasized that *The Indexer* is published on behalf of all indexing societies and networks and stressed the need for us to develop a sense of common ownership. And finally, Jim Simkin (ANZSI), who had also been at the 2009 Triennial, said that our name could also work as an acronym: thus we became ICRIS—International Committee of Representatives of Indexing Societies.

## 2010

During 2010 all the societies ratified the twice-revised 2009 International Agreement. After the York meeting I became aware of an increasing interest in international issues and links. I am convinced that the face-to-face meetings of an ever-widening circle of international colleagues helped to make this possible.

The 2010 conference season began with the ASI conference in Minneapolis in April. ICRIS representatives were Max McMaster (ANZSI) and Maureen MacGlashan (SI). Maureen and I arrived early and had an opportunity to talk with ASI board members

about international issues and *The Indexer*. We had an informal meeting with Bonnie Hanks, who had also been the ASI representative at York in 2009. At the ISC/SCI conference in Montreal we had two ICRIS representatives: Hilary Faulkner (SI) and Pilar Wyman (ASI). Unfortunately no minutes were taken at these meetings, but the discussions were nevertheless valuable.

International representatives at the 2010 SI conference, held in Middleburg, Netherlands, were Pierke Bosschieter (NIN), Jochen Fassbender (DNI), Silvia Benvenuto (an SI member in Italy), Mary Russell and Max McMaster (ANZSI), Marlene Burger (ASAIB), Pilar Wyman (ASI), and Jill Halliday (SI). Noeline Bridge, who had been ISC/SCI International Liaison for a number of years, was a guest, and I was grateful for her contribution. At the International/*Indexer* meeting we continued our work on problematic issues involving newsletters of the sister societies, including advertisements and distribution to ICRIS members. We also decided on guidelines for ICRIS meetings at society conferences. Meetings should be held prior to the conference and dates and times posted on the ICRIS discussion list, well in advance so representatives could make travel plans. The International Liaison of the host society would be responsible for meeting arrangements.

As ICRIS Coordinator, I maintained a schedule of upcoming meetings with the names of representatives expected for each one. By this time I had also adopted a policy of including guests at ICRIS meetings, and we often included not only other international attendees at conferences but also a few representatives from the host society. These guests made valuable contributions to our discussions, and our hope was to increase awareness of international issues.

## 2011

ICRIS met seven times during the fifteen-month interval between April 2011 and the Triennial in July 2012. We began at the ASI conference in Rhode Island, with Pilar Wyman, Terri Hudoba, and Richard Shroul (ASI), Maureen MacGlashan (SI), and Heather Ebbs (ISC/SCI; recorder). Newsletter distribution among ICRIS members and governing boards of the societies had initially been difficult because of logistical problems, but now the primary issue was the distinction between ASI's *Key Words*—a substantial publication with a subscription fee for non-ASI members—and the newsletters published by the other societies. ASI understandably wanted to control distribution of *Key Words*. Our efforts to find an equitable solution that also addressed ASI's concerns continued right up to the 2012 Triennial Meeting.<sup>6</sup> Months of careful work in a cooperative atmosphere led us to the clauses and schedules in the 2012 International Agreement. For *The Indexer* Maureen reported on upcoming issues and future plans concerning production and electronic accessibility. Terry Hudoba noted difficulties with "Around the World" because the societies shared so much information in other ways.

In May we met in Vancouver at the ISC/SCI joint conference with the Editors' Association of Canada (EAC/ACR). Some indexers, including ICRIS members, presented sessions in the editing stream, and a number of editors attended indexing sessions. For the ICRIS meeting we had Hilary Faulkner (SI), Max McMaster and Alan Walker (ANZSI), Pilar Wyman (ASI), and Heather Ebbs (ISC/SCI; recorder). Alan Walker noted that he had been at the initial international meetings held in 1998 (at the ASI conference in Seattle and the SI conference in Tynemouth) that led to the creation of the first International Agreement. For *The Indexer* we noted that Heather Ebbs was guest-editing the December 2011 issue on behalf of ISC/SCI, and Max McMaster would guest-edit the June 2012 issue. Max presented a comparison chart he had prepared for ANZSI, showing membership rates and benefits (including Register listings and *The Indexer*).<sup>7</sup> The frequency of official ICRIS meetings was raised; the three-year interval between Triennial meetings—where votes are taken and decisions made—makes timelines for approval and implementation extremely long. With good representation at informal ICRIS meetings, where important international issues (such as standards for e-book indexes and indexers working in an international market) are discussed, more frequent opportunities to take action might be viable.

After a two-month break we gathered in September at the SI conference, held at Keele University, Staffordshire, for the annual International/*Indexer* meeting. ICRIS attendees were Pierke Bosschieter and Caroline Diepeveen (NIN), Jill Halliday (SI), Sanet Le Roux (ASAIB), Richard Shroul (ASI), and Maureen MacGlashan (*Indexer*; SI). The meeting opened with Jill Halliday's announcement of her resignation as SI representative to ICRIS. We thanked her for her many years of commitment to our international network. We heard that Elske Janssen would attend the Frankfurt Book Fair and present a talk on the SI training course. Our discussion of agreement revisions included the addition of our

name and acronym. We agreed that revisions to the International Agreement should be left for Triennial meetings because such changes require time for discernment. Between Triennials, ICRIS might well discuss matters of importance to the international indexing community. We noted the importance of all representatives being fully briefed by their governing boards so that they could participate effectively in ICRIS discussions. Other agenda items included the availability of the SI training course to members of other societies and a report on ASI's Digital Technology Task Force.

Nine days later, Maureen MacGlashan, Max McMaster and Mary Russell (ANZSI), Pilar Wyman (ASI), Michael Ramsden (ANZSI; recorder), and I gathered around a table in a lovely room a stone's throw from the sea in Brighton, a suburb of Melbourne, Australia. Maureen MacGlashan drew our attention to an article on e-publications in a recent issue of *The Economist*. During the conference the ICRIS representatives were able to agree on and send a letter to the editor of *The Economist*; the letter was unfortunately not published, but this action is an important example of possibilities for a coordinated approach at an international level. Heather Ebbs (ISC/SCI) had agreed to incorporate all the new revisions into the existing International Agreement, and we hoped to have a revised document ready for circulation in November 2012. We agreed that the minutes of ICRIS meetings should be posted on the ICRIS list and that ICRIS members would also pass them along to the governing boards of their societies, so that everyone would be aware of our deliberations.

There was a long discussion on the role of ICRIS members at society conferences. Some conferences include an international session in which representatives report on developments in their societies or comment on a given theme. We agreed that such sessions should be an integral part of the proceedings—rather than being left to the end, when tired attendees are already leaving—and that ICRIS members might be given greater visibility (perhaps as session chairs) and identified by special badges identifying their societies. ICRIS could also establish a visible presence on *The Indexer* website, where the International Agreement is posted. In the area of technological developments we saw e-publishing as a global concern. Might there be a role for ICRIS in the current absence of effective dialogue between print publishers and those involved in e-publication?

## 2012

After a winter break we reconvened in April 2012 at the ASI conference in San Diego, California. Participants at the ICRIS meeting were Maureen MacGlashan (SI), Mary Russell (ANZSI), Pilar Wyman (ASI), Heather Ebbs (ISC/SCI; recorder) and guests Noeline Bridge, Judy Dunlop, and Ronnie Seagren (ISC/SCI), Steve Falk (ASI), and Lai Heung (ANZSI New Zealand branch). Draft revisions for the International Agreement were circulated; most societies had approved the document in principle and a few editorial corrections were suggested. We discussed the possibility of ICRIS involvement in the International Digital Publishing Forum (IDPF). ICRIS could join the Indexes Working Group, but the cost was prohibitive and we would need an individual with the appropriate competence and expertise who was willing to commit considerable time. Since ASI and ANZSI had already joined and had members able to participate, it was decided that such work was better left to them. The best role for ICRIS would be to provide a forum for information sharing among the societies.

We also addressed technical means for international distribution of society publications at member prices. *The Indexer* is now available via Lulu ([www.lulu.com](http://www.lulu.com)), and some older SI publications will also be made available. In a discussion about the ICRIS list—which we use for announcements, newsletter exchange, and discussion of issues related to *The Indexer*—we agreed that other individuals who will serve as ICRIS representatives at upcoming conferences could be temporarily added to the list so they could keep up-to-date on current issues. This led to a proposal to create a Terms of Reference document intended particularly for new members, laying out our current practices. This discussion led in turn to further consideration of an ICRIS Web presence for exchanging information and posting conference schedules, contact links, and documents such as the International Agreement and the ICRIS Terms of Reference. We even proposed a theme for the international panel at the upcoming SI conference in Brighton: society conferences—what has worked well, what has not, and what changes might be made. Our intention was to help conference planners attract both local members and international visitors. At this meeting I announced my intention to step down as International Coordinator after the 2012 Triennial. I had approached Mary Russell (as Jill Halliday had approached me six years earlier), who agreed to accept the position, subject to approval at the upcoming Triennial.

The ICRIS meeting in Ottawa at the ISC/SCI conference included Hilary Faulkner (SI), Max McMaster (ANZSI), David Ream (ASI), and two important ISC/SCI guests: Christine Jacobs and Heather Ebbs. Christine has served as President and International Liaison of ISC/SCI, and she also chaired the international meeting at the 1998 SI conference in Tynemouth.<sup>8</sup> Heather Ebbs had been involved in ICRIS for several years and had agreed to take over as ISC/SCI International Liaison. Hilary Faulkner reported on the SI Publishing Technology Group and noted that SI is giving talks to students in publishing courses to raise awareness about what indexers do. David Ream gave a detailed report on developments with the ASI Digital Trends Task Force and their efforts to raise awareness of the IDPF Indexes Working Group and EPUB 3. Suggestions for agenda items for the Triennial meeting (other than the Agreement) centred on issues with e-book indexing; presentations at book fairs were also suggested. We considered the first draft of the ICRIS Terms of Reference and agreed that it should be a working document rather than a strict set of rules.

The 2012 International Triennial Meeting was a goal I had been working towards for three years, and it also marked the end of my official involvement in “indexing international,” as I was stepping down as ICRIS Coordinator and ISC/SCI International Liaison. We gathered around a table in Brighton, U.K., again with the sea just a stone’s throw away. We had four hours with a lunch provided, so there was plenty of time for sharing news about our societies, discussing international issues, and planning for the future. I represented ISC/SCI; the other representatives were Marlene Burger (ASAIB), Caroline Diepeveen (NIN), Elske Janssen (DNI), Maureen MacGlashan (SI), Mary Russell (ANZSI), and Pilar Wyman (ASI). Our one guest was Jill Halliday (SI), who had volunteered to be our recorder. Unfortunately the China Society of Indexers was not represented.

For the International Agreement there was, even at this late stage, a little tinkering with the clause and schedule pertaining to newsletter exchange, but the revised Agreement was accepted and we were all confident that the ratification process would run smoothly.<sup>9</sup> We had come a long way in three years: the ICRIS email discussion list was working well for both communication and newsletter exchange; ICRIS meetings at society conferences had become standard practice and were well attended; we had all worked together to arrive at a revision to the Agreement; and ICRIS itself had become established. The draft ICRIS Terms of Reference (prepared by Mary Russell and reorganized and edited by Heather Ebbs) was presented and further revisions made. In a consideration of the possible roles of ICRIS members at society conferences, we discussed the possibility of international sessions (similar to the SI sessions) at other society conferences. There was agreement in principle to the proposal that ICRIS-related material should be posted to an ICRIS page on *The Indexer* website. Communication with the China Society of Indexers had been problematic; the ICRIS list was working well for English-speaking members, but Chinese members did not participate because of language difficulties.

Maureen gave a brief report on recent developments with *The Indexer*.<sup>10</sup> Three 2012 issues were guest-edited and additional copies of the special issue on digital trends were available through Lulu print-on-demand. Plans are underway for a series of themed collections of articles from earlier issues of *The Indexer*; the first is directed at new indexers.<sup>11</sup> An e-book version of *The Indexer* was under consideration, but there is no intention to abandon the print version at this stage.

New business agenda items included a possible revision of ISO 999. Several SI members had been involved in the creation of ISO 999, but a further revision would be time-consuming, and little funding was available. We agreed that we should acknowledge ISO 999 but note that improvements are needed. The best option was to move on but to monitor any new developments on standards. Several European ICRIS members were planning to be at the Frankfurt Book Fair, and we discussed the possibility of an ICRIS presence as well, but the costs were prohibitive and the value somewhat questionable.

The meeting closed with approval of Mary Russell (ANZSI) as ICRIS Coordinator for a three-year term and an offer from ANZSI to host the 2015 Triennial. I was relieved to hand over my two portfolios to my quite capable colleagues. Writing reports, setting agendas, reviewing minutes, creating schedules, contacting societies about international arrangements for conferences, chairing every ICRIS meeting I attended, and simply keeping track of various issues and developments involving ICRIS had kept me very busy. The summaries in this article represent only the highlights from these meetings.

Business travel is rarely restful and usually expensive.<sup>12</sup> But through these crazy six years I had the company of wonderful ICRIS colleagues around the world, and I have made many friendships among the members of the societies whose conferences I attended and who always extended a warm welcome. From the beginning, I also had the support of ISC/SCI (and their patience with my always late reports). It has all been worthwhile—and it has been a lot of fun.

Ruth Pincoe

## Notes

1. For a full account of the development of our international structure, see Jill Halliday, "A Short History of Matters International," *The Indexer*, September 2012.
2. Now the American Society for Indexing.
3. ANZSI stands for Australia and New Zealand Society of Indexers.
4. For more information see the ASAIB website, <http://www.asaib.org.za/ConferenceArchive2009.html>. Some presentations are also published in *The Indexer*.
5. Click on "Online Issues" at [www.theindexer.org](http://www.theindexer.org).
6. Jill Halliday writes: "The most important ideas to emerge from [the 1998 international meeting at Tynemouth] were that any future relationships must be equal and as far as practicable reciprocal, and that communication and regular contact were essential." Halliday, "A Short History," 148.
7. I was happy to note that an ISC/SCI membership (at A\$130) represented good value for money on an international scale.
8. See Jill Halliday, "A Short History of Matters International," *The Indexer* (September 2012): 148.
9. The 2012 International Agreement was published in the September 2012 issue of *The Indexer* (pp. 151–52) and is posted on the ISC/SCI website.
10. Further discussion about *The Indexer* took place at a second meeting held later during the conference. The key decision made at that meeting was to discontinue the "Around the World" section because, with the ready availability of the excellent society and network newsletters, this column had largely outlived its *raison d'être*.
11. For details, go to [www.theindexer.org](http://www.theindexer.org) and click the Collections tab.
12. For anyone who is curious, although I received free registration for all the conferences I attended and ISC/SCI covered half of my basic airfare, I paid for almost all my accommodation and meals and all my incidental travel costs (including train or bus trips to conference locations and other related expenses).

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## Upcoming Conferences

The American Society for Indexing 2014 conference took place May 1 and 2, 2014, at the Embassy Suites, Charleston Convention Centre, Charleston, South Carolina. The theme is Better – Faster – Stronger – Smarter: Achieving and Surpassing Core Competencies in Indexing. Information is available at the ASI website, <http://www.asindexing.org>, under "Conferences." Check later for postconference information. The 2015 conference will be held April 30 and May 1 in Seattle, Washington.

The 2014 conference of the U.K. Society of Indexers will be held on September 5 to 7 in Cirencester. The theme is Tesseræ to Tables. For information see their website: <http://www.indexers.org.uk>.

The next Australian and New Zealand Society of Indexers (ANZSI) conference will be held May 6 to 9, 2015, in Canberra, Australia. For conference information, including a call for papers for Canberra, check their website, [anzsi.org](http://anzsi.org).

And by now, if you've read the *Bulletin* from the beginning, you will know all about the ISC/SCI annual conference in Toronto this June. News is posted at <http://indexers.ca/annual-conference/>.

# The Indexing Body: Some Issues of Care and Comfort in Pursuit of the Great Naming Game

## Part 4: Closing Thoughts on Head Issues

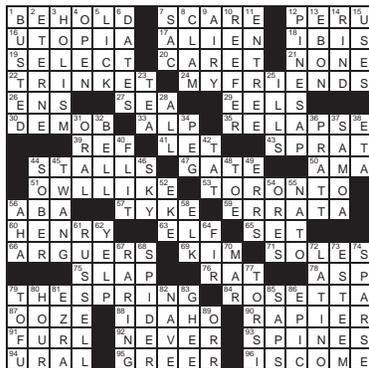
### A Tip on Oral Health

About five years ago I was astounded to learn that the Mayo Clinic's top-ten list of the most debilitating and dangerous conditions for human health and life included, near the very top, dental inflammation issues. When I inquired further, my dentist explained that it is because such primary infections, often quite minor and easily dismissed, serve to compromise the immune system sufficiently to leave the body subject to more serious, often fatal secondary invasions. And, of course, such difficulties increase with age. Since then I have read a number of articles pointing out that even minor infections and inflammations provide similar cause for concern. Aspirin can help, but note that the medical literature is highly conflicted. Some people choose to take small daily doses. My physician gives a very firm no to a daily dose without established medical necessity, and I trust her advice. But do pay attention to the small invasions. Think of them as "the camel's nose." And yes, Mother was right—regular brushing and flossing are very much wanted. My dentist also put me on to the new "soft-pick" tooth cleaners, which offer convenience and somewhat unobtrusive relief when brushing and flossing are not opportune. The GUM product found in most pharmacies is terrific.

### The Psychological Dynamics of Extended Self-Time

To conclude this series on wellness, I hope I gave you something to ponder over a relaxing cup of tea in my previous articles, in which I focused on the physical aspects of wellness such as vision and ergonomics. The full range of issues is quite beyond the purview of this examination, but they are worthy of serious reflection when considering the long-term effects of a profession that imposes a rather rigorous discipline of monk-like, almost anchoritic isolation. Of course many occupations, particularly academic, artistic, writing, and so forth, require extended alone times. And those of us who enjoy a stronger introvert profile are happy to claim a larger measure of personal space and/or time. But many of the aforementioned occupations have regular built-in socializing engagements, such as student and colleague contact time. This set of issues is, of course, immediately and intimately personal. It has as many dimensions and variations as there are indexers. The bottom line, however, is that for every indexer, this range of concerns is of significance for long-term health and wellness.

*Brian F. Hogan*



## Crossword Solution

Puzzle on page 6.



Photos courtesy of Mary Newberry



## Changing Pages: Indexing for Today and Tomorrow

*That's the theme for the 2014 ISC/SCI conference in Toronto this June. Something that connects us to our past, present, and future is food. At the right is shown this year's banquet venue, the student-run Chefs' House. Below is our past president, Gillian Watts, who will lead a session on cookbook indexing.*



## ISC/SCI Membership Report for February 2014

As of February 6, 2014, we had 113 members. Seven new members have joined since October. Seven members did not renew their memberships at the end of December. One is no longer working in the field and one may join again next year, but the others gave no indication of why they were leaving. The geographical breakdown of the membership is as follows:

### Within Canada

British Columbia	31
Alberta	7
Saskatchewan	2
Ontario	46
Quebec	12
New Brunswick	1
Nova Scotia	4
Prince Edward Island	2
Newfoundland & Labrador	1

### Outside Canada

United States	5
Italy	1
Latvia	1

### Membership Types

Individual	105
Student	1
Institutional	7

Institutional members are distributed as follows:

British Columbia	1	Alberta	1	United States	3
Quebec	1	Ontario	1		

The following members have joined since the last report:

Vanessa Bucceri, Surrey, BC	vmbucceri@gmail.com
JoAnne Burek, Edmonton, AB	joanne.burek@shaw.ca
Laurie Forsyth, Charlottetown, PE	laurieforsyth@gmail.com
Alison Jacques, Summerland, BC	alisonjacq@gmail.com
Glenna Jenkins, Lunenburg, NS	glennamjenkins@editors.ca
Alexandra Peace, Canning, NS	TheAlexandraPeace@gmail.com
Edmund Swylan, Latvia	es@generalmail.com

*Audrey McClellan  
Membership Secretary*

# Regional Report

## Eastern Canada

On December 14, 2013, at 10:00 a.m. EST we had a regional meeting of the ISC/SCI Eastern Canada region. I coordinated the meeting through video conferencing using Google Hangouts. I had heard great things about it, but it turned out that it didn't work well for people with bad to slow Internet connections. We had to run the meeting in a chat room finally. All guest attendees were very open about trying out the technology and were patient and understanding. Five people from the Maritimes, Québec, and Ontario attended the meeting, and most were indexers at the beginner level. Questions were asked about how to get better and become a professional indexer. Participants with more experience answered those questions. Resources available on the ISC/SCI website were mentioned, as was the annual conference. Participants mentioned that they would appreciate a whole day of beginners' training instead of just one seminar or workshop. I said that I would do some research and see if I could organize a full day of 101 training. I would probably combine it with some intermediate-level content to get more attendance. It will have to be delivered by videoconference so that everyone from all regions can participate without having to travel.

*Stéphanie Bilodeau*

### Links: Online Dictionaries

*I find dictionaries fun to browse. The emptor has to mind the caveats, of course. All materials accessed online or anywhere else must be evaluated for quality, and a free online dictionary might not provide everything a subscription service does. Still, a lot of interesting and useful resources are at our fingertips when serendipity calls. Here's how I spent – wasted? – an hour recently:*

**Alpha Dictionary** (<http://www.alphadictionary.com>): This site has links to online dictionaries in many languages, specialty glossaries, and a category called "Various 'Nyms" for dictionaries of antonyms, homonyms, and so on. The Fun and Games tab contains a G-rated joke section.

**Cambridge Dictionaries Online** (<http://dictionary.cambridge.org/us/>) has specialized resources such as a business dictionary that shows favourite entries in a tag cloud. Some current examples: prosumer, shovelware, and hacktivist.

**Oxford Dictionaries** (<http://www.oxforddictionaries.com>): In addition to a dictionary search window are articles on language and grammar, quizzes, and quotes. French, German, Spanish, and Italian dictionaries are also available.

**Merriam-Webster** (<http://www.merriam-webster.com>): Three features I like about the free Merriam-Webster online resource is the pronunciation icon next to each dictionary entry, the list of trending terms, and the two-minute Ask the Editor video clips.

**Refseek** (<http://www.refseek.com/directory/dictionaries.html>): This site aggregates a wide variety of resources, both word and visual based, including dictionaries, directories, and atlases.

*Moira Calder*

**Best wishes to all presenters and attendees for an  
exciting and productive conference in Toronto!**

<http://indexers.ca/annual-conference>