A to Z: The Newsletter of STC's Indexing SIG

society for technical communication

Vol. 1, No. 1: January, 1998

In This Issue

From The Editors:

We are excited about the upcoming conference events in Seattle. Technical indexing will be the focus of many of the workshops and roundtables, which is why we thought you would appreciate a full overview of the offerings in this newsletter. See the lead article for more details on the conference.

You will also notice that the decorative letters in the masthead of the newsletter have changed. We will be changing them with every issue, giving each one a different look and feel, and yet staying consistent at the same time. It's our way of saying that indexing, which also changes its look and feel for different platforms, also stays the same and consistent.

May your indexes always compile!

Jan C. Wright

Pilar Wyman

Annual Conference on Indexing Coming in May

By Lori Lathrop, Membership Chair

Make plans now to attend the 30th American Society of Indexers' Annual Conference, which ASI is celebrating with the Indexing and Abstracting Society of Canada (IASC) at Cavanaugh's Inn in Seattle, May 13-16, 1998. It will include a day and a half of General Session Presentations (May 15 & 16), two days of pre-conference workshops (May 13 & 14), and a half-day of post-conference workshops (May 16).

Keynote Speaker

John Hedtke, the keynote speaker, is an award-winning author of many articles and computer books (which he indexes himself). His tips on freelance success are both enlightening and entertaining. Also, insightful speakers from the United States, Canada, the United Kingdom, and Australia will introduce you to hot topics that help you stay current and competitive, keys to your success and to building your business for tomorrow.

General Session Presentations

Highlights of the General Session (9 AM - 4 PM on May 15 and 9 AM - Noon on May 16):

- Annapolis Middle School Project
- Certification Issues
- The Effect of a Book Index on Re-publication as a CD-ROM
- Indexing as a Career: Development Issues
- Indexing in Multilingual & Multicultural Environments
- Internet Searches: Cyber Indexes and Cyber Reality?
- Scandals, Missing Persons, & Murders: An Indexer's Dream

Note: The above list may not be complete. To request a complete conference brochure and registration form, send an email message to Lori Lathrop (76620.456@compuserve.com) or call her at 1-888-345-4639. Check the ASI web site (http://www.well.com/user/asi/) for full details, information on Cavanaugh's Inn, and sight-seeing opportunities in Seattle and the Puget Sound area.

(Continued on Page 2)

Pre-conference Workshops

Workshops on May 13 & 14 are designed to meet the needs of both new indexers and more seasoned professionals; they include:

- Basic Indexing Techniques
- Bidding & Winning: Writing Successful Proposals
- Editing Indexes
- Facing the Text: Content Analysis and Entry Selection in Social Services and Humanities Indexing
- Hiring and Training Legal Indexers
- Medical Indexing: Coming to Terms with Tradition and Technology
- Threading an Index Online or Indexing with Your Book Closed
- Understanding Indexing with PageMaker

Post-conference Workshops

The following post-conference workshops are designed for indexers with a desire to apply their skills in new ways:

- Creating Keywords for Online Help
- Indexing Images: New Contexts, New Frontiers
- Threading an Index Online or Indexing with Your Book Closed (repeat of preconference workshop)

Other Conference Activities

Every day:

7-8:30 AM	Breakfast meetings
Noon-2 PM	Roundtable discussions
Noon-6 PM	Exhibit Hall open

Wednesday, May 13:

7:30 - 9 AM	Early bird registration
Noon-6 PM	Sightseeing

Thursday, May 14:

7:30-9 AM	Registration table open
Noon-6 PM	Sightseeing
6-8 PM	Welcome reception

Friday, May 15:

7:30-8:30 AM	Registration table open
4-6 PM	Chapter leaders Meeting
6:30-9 PM	Awards banquet/ Murder mystery dinner theatre

Saturday, May 16:

2:30-5 PM	Sightseeing

The Conference Hotel

Cavanaugh's Inn is in the heart of downtown Seattle. Room rates for the conference are $135 per night.

Registration Fees

Registrations received before 4/1/98

General Session Presentations, 5/15 & 5/16
- $120 - for ASI & IASC members
- $145 - for non-ASI & non-IASC members

Roundtable discussions, 5/14, 5/15, & 5/16
- $20 - for ASI & IASC members
- $25 - for non-ASI & non-IASC members

Full-day pre-conference workshops, 5/13 & 5/14
- $85 - for ASI & IASC members
- $105 - for non-ASI & non-IASC members

Half-day pre-conference & post-conference workshops, 5/13, 5/14, & 5/16
- $50 - for ASI & IASC members
- $60 - for non-ASI & non-IASC members

Registrations received after 4/1/98

General Session Presentations, 5/15 & 5/16
- $150 - for ASI & IASC members
- $175 - for non-ASI & non-IASC members

Roundtable discussions, 5/14, 5/15, & 5/16
- $25 - for ASI & IASC members
- $30 - for non-ASI & non-IASC members

Full-day pre-conference workshops, 5/13 & 5/14
- $105 - for ASI & IASC members
- $125 - for non-ASI & non-IASC members

Half-day pre-conference & post-conference workshops, 5/13, 5/14, & 5/16
- $60 - for ASI & IASC members
- $70 - for non-ASI & non-IASC members

A to Z: The Newsletter of STC's Indexing SIG

A to Z is published three times yearly (January, May, and September) by the Society for Technical Communication's Indexing Special Interest Group.

Peg Mauer ..... SIG Manager
pmauer@aol.com, 518-359-8616
Lori Lathrop ..... Membership Chair
76620.456@compuserve.com, 1-888-345-4639
Beth Hamilton . Public Relations Chair
kbhamilton@sprynet.com 205-621-1628
Jan Wright ..... Newsletter Editor
jancw@mindspring.com, 206-784-2895
Pilar Wyman ..... Newsletter Editor
pilarw@aol.com, 401-263-7537
Sarah Lee Hauslinger ..... Webmaster
sarahlee@contentmanage.com

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Q & A

by Pilar Wyman —with guest editor Lori Lathrop, Lathrop Media Services

Why should I contract a professional indexer? After all, the indexer couldn't possibly have the specialized product knowledge that our tech writers have.

This is akin to a product manager saying, "Why do we need technical writers? After all, our programmers and engineers know the code and the product better than anyone else, so who better to write the documentation?" Of course, most of those programmers and engineers have never had any formal training in writing technical documentation and, no doubt, many of them would abhor the idea of having to create the documentation.

Likewise, many tech writers (even those who have graduated from tech comm degree programs) have had no formal training in indexing. Also, many tech writers abhor the thought of having to create an index. A few of them have even admitted that they would rather have a root canal than have to create an index. One anonymous tech writer has even admitted that he would rather pull out his finger nails one by one (a pretty gruesome thought, eh?).

Your doc manager has probably had to justify his job (and yours) to the product developers, and he has probably emphasized the fact that the documentation enhances product usability, customer satisfaction, etc. In short, the documentation adds value to the product.

The same thing is true of indexes. A *quality* index is as important to the documentation as your documentation is to the product. Just as developing a product and documenting a product are two different things, technical writing and indexing require different skills. Indexing is a style of writing in its own right; it requires special analytical skills. Not that tech writers can't acquire those skills. Of course they can! And they should, providing that they have the desire and a "knack" for indexing.

*A *quality* index is as important to the documentation as your documentation is to the product.*

In one way, your manager is right. If tech writers acquire good indexing skills, they may have some advantages that a professional indexer does not. For example, you know if a particular feature of your product has changed names from one release to the next. A professional indexer could not possibly know that ... so, if you contract a professional indexer, you should provide some guidance on your product terminology. It's a good idea to appoint a primary contact who will respond to the indexer's technical questions.

If you contract a professional indexer, your doc manager will be impressed by the value that the indexer adds to your documentation. A good index provides a topic analysis that doesn't exist anywhere else in the document, pulls together information that is scattered throughout the text, uses cross-references to indicate the relationship between topics and concepts and, most importantly, provides multiple access points to every useful nugget of information.

Most end users will give the index just three chances. If they can't locate any of the keywords that come to mind, they simply give up, even if they know that the information is in the book somewhere. When that happens, the documentation loses credibility ... and, worse, the product and even the company may lose credibility. Simply put, a quality index prevents that from happening and, at the same time, increases customer satisfaction and customer's perceptions of product usability.

Happy indexing .... Lori

Editor's Note: A good book to look at is Indexing Books by Nancy Mulvany. Unfortunately, it does not specifically address indexing online documents; however, most of the skills required for back-of-the-book indexing also apply to indexing online documents. There are some special considerations in indexing online documents; look at Lori's article "Considerations in Indexing Online Documents," which you can access from Lori's Web site: http://idt.net/~lathro19.

An overview of indexing methods

by Jan Wright

You can see the end of this project. Final color corrections are being made on the art, and the appendices are still up in the air, but it's almost done. There's just one little problem remaining - you haven't got the index, and no one seems to be volunteering to write one for you. And your publishing software won't automatically write a good one either - someone of the human variety has to do the entries. What are you going to do?

Panic!

That's a realistic option, and one that's often used in this situation. Professional indexers get late-night phone calls from panic-stricken editors all the time. Authors of trade books often don't realize that their book contract lays the onus for creating and paying for the index on them, not the publisher. Lots of people panic at the thought of writing an index, so you're in good company.

If you are at the panic phase, the time to carefully plan for your index is long past. You can always call a professional indexer to come in and do it for you. But you will probably want to figure out how to plan for indexing next time so that it doesn't drive everyone crazy.

Indexing is a mystery to many people who are writing and printing materials. An index is an offering to your readers - a way in to your material, a subject finder and a detailed guide to the contents of your piece. Indexing itself is a precise art, with not much real mystery when you get into it deeply. It is frightening or annoying because it is very detailed, and requires knowing how to provide access to information as well as the picky details of getting software to deal with topics correctly.

Traditionally, in the Jurassic era before the invention of memory circuits, professional indexers used 3x5 cards to help them build an index. Most have now graduated to using sophisticated stand-alone indexing software, packages that alphabetize immediately, handle typesetting codes, import and export all kinds of files, and provide an unlimited selection of special formatting tools. While the professional indexing world was concentrating on making these software packages the powerhouses that they are now, the desktop publishing revolution was also going on, and publishing itself started moving online. Indexers are caught up now in the same bind that the publishers are: how do you make these DTP tools build quality indexes? How do you fit indexing into a publishing schedule? How do you get the files indexed at the same time you are making final art corrections?

> *"Indexers are caught up now in the same bind that the publishers are: how do you make these dtp tools build quality indexes?"*

Let's look at some of your options for getting an index into your piece. The choices below are listed in order of the amount of effort they take, so you can choose one you have the time to invest in.

Do nothing

Not a good idea. Unless you are publishing fiction or an alphabetically-organized book, you probably need an index. Publishing a book without one tends to make people look at you over the top rims of their glasses. You know the look: former librarians like me perfected it years ago, and it's guaranteed to turn the "Auto-guilt" option on in your Preferences dialog box.

Hire a professional indexer to index in stand-alone software

Stand-alone indexing software allows indexers to write indexes without needing access to your files. The software is specialized for index writing, and includes many features and shortcuts not available in the indexing modules found in programs like Microsoft Word or Adobe PageMaker. It is one of the fastest ways to write an index. If you decide to hire an indexer to write your index in standalone indexing software (not embedding codes), you will need to have

(Continued on Page 5)

several things in order to help him or her do the work most effectively.

- Having firm page breaks and page numbers helps the process go most efficiently.
- Have the book's text finalized. If you have the indexer work from a draft, the indexing will have to be checked against the final text, a time-consuming process.
- The indexer will need to know what style index you want produced, whether run-in or nested. Here are examples of the two types:

Nested (indented)	**Run-in**
Barbie Midge and, 21 relationship with Ken, 23-26 relationship with Skipper, 34	Barbie; Midge and, 21; relationship with Ken, 23-26; relationship with Skipper, 34

If you have a writing style guide, pass it along. It will help with style decisions for capitalizing command names or handling special terminology.

- The time frame for indexing and the final deadline for the index are important to know so that the work can be planned. A fast indexer can work through 50 to 100 pages per day, depending on the depth of the material. An additional amount of time must be added for the editing process, which comprises nearly 1/3 of the total time needed for indexing.

  Why does the edit take so long? During the entry-writing phase, the indexer often includes more detail than necessary in each entry. This extra detail is needed during the editing phase. When all the entries are viewed together for the entire piece, the excess detail is eliminated where needed, additional detail is added where needed, and the index is evaluated to make sure that its coverage and depth match the presentation of information in the book. Editing can take almost as much time as writing the initial entries.

  Indexers are sometimes asked if they can provide the index chapter by chapter, especially for pieces that will be translated. This is usually wasted effort. A chapter by chapter approach would give you essentially an unfinished and unedited index. The entries can't be compared against ones in later chapters, and the terminology can't be refined and matched.
- It's easiest for an indexer to work with printouts, so that the monitor screen on the computer can be completely devoted to the indexing software, not reading in one half and indexing in the other. You do not need to give the indexer files, although you can. You can also chunk the book, as long as you do it in order, and allow enough time after the final chunk for the edit.
- You will need to update the indexer with any changes to page breaks, terminology, and schedule slips.

At the end of the process, the indexer can give you a file in a specified word-processor format or in RTF. You would then review it, and either return editorial comments to the indexer to incorporate, or incorporate them yourself. If you are planning to update the book, have the indexer incorporate the changes. That way, the index database will have the most recent data when you do the update. Let the indexer know you will want to keep that data and have him or her do the update.

The advantages of standalone indexing are in the power available in the specialized applications indexers use. Speed, cross-reference checking, sorting by groups of entries, sophisticated search-and-replace, powerful and instant compilation, total control over styling, and a choice of viewing the growing index any way you want mean that writing and editing are easy and the tool makes it very fast. The downside is that you must rely on the indexer to get the page numbers right, and if you change the numbers, they must be updated in the index as well. The software makes it easy to do, but it still has to be done.

Use an automated indexer to generate a concordance

Automated programs such as Sonar Bookends will allow you to build a concordance for your piece. What's the difference between a concordance and a real index? Basically, concordance-building programs use an algorithm to extract key terms from the text, and arrange them alphabetically. Usually the

(Continued on Page 6)

programs have a "stop list" of words that are filtered out and excluded. The text file generated will contain most of the terms and nouns present in your files, with page numbers attached.

To use one of these programs, you should have your page breaks set. Then you choose from some depth and inclusion options, run the program on the files, and place and edit the resulting text file.

The advantages of these kinds of programs is that they require very little thought, and you can have something that looks like an index for your piece very quickly. The disadvantages are immense:

- Editing the resulting text file to get rid of meaningless entries can be more work than indexing it correctly. You might want to run a sample through the program first, and then study it for meaningless terms, such as "Nevertheless, 23, 35, 48" or "Hereafter, 100." All of these terms should be added to the stop list.
- Synonyms for important concepts will not be included, nor will there be any cross references. The terms included in the file can seem haphazard, and the handling of personal names can be very interesting, to say the least.
- The index is not embedded. If you change pagination or change your text, you will need to recompile the index to reflect the changes, and re-edit it.
- Important concepts will not be analyzed for terms other than those appearing in the text. In other words, there are no "other words." If you refer consistently to canines, "dogs" may not appear anywhere in the index. It's also unlikely that "canines" or "dogs" will appear as subheads under "mammals." Related information in several locations will not be pulled together conceptually. The hierarchy of information will not be built. Forget about having cross references.

  For example, if you were writing a manual on a software package that utilizes palettes, don't be surprised if you get an entry from automated software that resembles this:

  Palette, 3, 5-6, 7, 8, 9-10, 11, 12-14, 15, 16, 17, 18,...

You get the idea. Automated index builders cannot distinguish between passing mentions of a term and important discussions of a term. Entries like these aren't useful to anyone. If you expect the book to be really used, this is really not a good option. You are not doing your readers a service, and probably you will get some of those looks I mentioned earlier from people who really care about indexes.

"Automated index builders cannot distinguish between passing mentions of a term and important discussions of a term."

Embed indexing into your publication's files

If you decide to embed indexing using your DTP software, you will need to get familiar with its unique embedding techniques. Writing an index using embedded codes is both easier and harder than writing in standalone software. Automatic page numbers alleviate the burden of getting every page number perfect, and make updating after page break changes easy. But most DTP software packages are closed systems: the indexer must work in the same files that the production people need to be tweaking for final edits and printing. This can put a time strain and file hand-off strain on the indexer that doesn't happen in standalone indexing.

In general, you need to make sure that the machine being used for indexing matches the configuration of the production machines. The software version should be the same, special macros, templates, or add-ons that affect layout should be installed, and most critically, the printer drivers and the font setup should match. Otherwise, font substitution could make the pages change enough to throw off indexing.

Make sure the indexer has a printed copy of the piece so he or she can see the page layout during indexing - most embedding software packages hog the screen when displaying the index modules, and it's hard to figure out where on the page you are, and where the page ranges should end.

(Continued on Page 7)

The text on the pages will float as it is edited or rearranged after your indexing is done, and paragraphs may move to new pages. In traditional indexing, you only worry about page ranging if the text goes for more than one page. In embedded indexing, you should worry about what will happen if the text floats to another page, even though it is all contained on one page now.

The down side of this is if your text is heavily edited after indexing, this page ranging can trip you up. New paragraphs with different styles could affect page ranging and entries will need to be checked in the material before the additional paragraphs.

The indexer basically follows the same process of making entries as in a standalone product, but there are a few additional concerns:

- To do a complete edit, compile and print out the index. Work through the printout making notes on what to change. Then the editing process splits into two phases: edits you can make to existing entries (corrections, spelling changes, deleting) and additional new entries you will need to create in the files. You have to go back to the actual page to add new entries.
- Allow enough time. Indexing well by embedding is slower than in a standalone application. The page-ranging choices are more complex, and at times require counting or bookmarking paragraphs. Each software package places its own demands on your machine's memory, so use a fast machine. The 50 pages per day goal will probably not be reached for a complex piece. Editing will still require 1/3 of the total time.

  Also make sure there are large chunks of time in your schedule for the indexer to have access to all the files. Trying to break editing work into file-specific pieces is very hard with an index. It wastes the indexer's time if he or she has to wait for files. During the editing process, nearly every entry gets changed somewhat, and since editing happens in alphabetical order, that means edits happen one-in-this-file, next-in-that-file, back-to-this-file, two-in-section-three, haphazard order.
- If anyone works with the files after indexing, make sure they know not to delete the index tags. Put a process in place for rewriting that establishes how to move the tags when a paragraph moves, and how to handle deleting text.
- Put a process in place to let the indexer know about any changes in terminology, page breaks, etc.
- If the text is heavily updated, allow time for the indexing to be checked on those pages. Checking indexing for a page requires checking the index tags to see if they still apply. This is very time-consuming! It's one of the reasons you should wait until nearly the end to index a piece.
- Many of the programs do not handle small caps or italic text you need to have in the entries. Adding a *** to the end of problem entries will allow you to search and replace for special text in the index text file at the end.

  At the end of the process, the index is compiled and placed into your publication. Keep in mind that this index is a snapshot: if you move or change text in the files, the index is not automatically updated. You must recompile to get those changes into the index file.

"Writing an index using embedded codes is both easier and harder than writing in stand-alone software."

Embed a standalone index into publication files after compiling

This is one way around the difficulties of handing off files, or writing and editing using embedded codes. Essentially you have the index built traditionally in a standalone indexing program as described above. After the editing phase, you resort it into page number order, and enter the entries into the appropriate places in the publication files.

Why would you want to do this? It is one way to keep the files free for production changes up to the last minute. If you cannot afford the

(Continued on Page 8)

time it would take to index in the files, but you still want embedded entries, this could be a viable choice.

One beauty of this method is that if you break your pages, and paginate them, you can go to press with the standalone index file, and embed the codes after the book goes to press. This is often a great idea if the book is to be translated or converted to an online format. You get the best of both worlds - speed and codes.

According to Ed Malick of Frame Technology Corporation, this is the technique used for building Frame's manual indexes at one time[†]. Frame went in the direction of embedding a standalone index into FrameMaker files because it allows indexers to develop indexes using the tools that work best for indexing, and keeps them from worrying about final pagination changes. The time it takes for embedding is less than it would be to write the entire index within FrameMaker itself.

To adapt this technique to your software package is easy: provide the indexer with printouts, and have the index written in standalone format. Follow the same requirements listed above for standalone indexing about firm page breaks and changes to the files.

After editing, have the indexer generate a file that shows each entry sorted by page number rather than alphabetically. On a production machine, start the embedding and work your way through the list. Generate an index periodically and check it against the original to make sure it is coming out correctly.

Or if you want, wait until the piece goes to press and then embed the codes.

Not happy?

Not satisfied with any of these methods? I'm not either. Some day I would like to describe to an engineer how my ideal software package would work, in an open desktop-publishing system.

What we need to have to make indexing work effectively is a combination of tools:

- DTP tools for laying out the piece
- Inventory tools for assigning invisible unique codes to each part of the piece
- Indexing tools to index outside of the files to the unique codes
- Options for setting up the index to be print, online, or both
- Embedding tools to strip the indexing into the files when it is ready
- Translation tools to make that function easier

Any engineers intrigued out there?

[†] "Indexing at Frame Technology Corporation," *The Changing Landscapes of Indexing*: Proceedings of the 26th Annual Meeting of the American Society of Indexers, San Diego, California, May 13-14th, 1994. Published by the American Society of Indexers.

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Jan C. Wright,
Wright Information Indexing Services

Announcements

rticles Wanted: The newsletter is looking for good articles on indexing to help our members learn more about specific techniques, access method theory, software packages with indexing modules, etc. If you have an article idea, please contact Pilar Wyman, pilarw@aol.com, or Jan Wright, jancw@mindspring.com, for more information.

Contact the editors for submission requirements and file formats. The next deadline for articles is April 1, 1998.

uestions for Q & A Wanted: If you have a technical indexing problem that you would like answered, consider submitting it for our Q & A section! We will find an experienced indexer to publish an answer, helping others who may run into the same problem. Send your questions to Pilar Wyman, pilarw@aol.com, or Jan Wright, jancw@mindspring.com.

Watch for our upcoming Web site and listserv!

Upcoming Events

Upcoming Events lists information on indexing events. To list your event in the next issue of A to Z, contact Pilar Wyman, pilarw@aol.com, or Jan Wright, jancw@mindspring.com by April 15, 1998.

- February 7, 1998: ASI Twin Cities Chapter Winter Meeting - **Editing an Index for Quality and Usability Workshop** presented by Lori Lathrop, Lathrop Media Services. Location: Earle Brown Continuing Education Center, 1890 Buford Avenue, St. Paul Campus, University of Minnesota, St. Paul, MN. Contact: Larry Harrison at larryh@millcomm.com
- February 18-19, 1998. SOLUTIONS **Indexing Technical Documents Seminar.** Location: Santa Clara, CA. Contact SOLUTIONS, Inc.: http://www.solsems.com, solutions@solsems.com or 800-448-4230
- February, March, or April 1998: **WWWalker Web indexing course**. Courses run over 2 weeks and will use ICQ chat, interactive Web tutorials, email and internet phone. Location: http://www.walker.com.au/webcourse.html (curriculum) and http://www.wwwalker.com.au/webrego.html (prebooking). Contact: Dwight Walker at dwight@zip.com.au
- March 7, 1998: Pacific Northwest Chapter of ASI meeting - **Self-Employment Success Strategies** with R. Jean Bryant including a networking lunch and "Ask an Indexer" where working indexers will be sitting at each table so that new and potential indexers have a chance to ask questions. Location: Portland, OR. Contact Caroline Weaver at CGWeaver@aol.com
- March 14th, 1998: Arizona Chapter, American Society of Indexers (ASI) full-day workshop - **Pageless Indexing or Indexing Electronic Media** with Seth Maislin. Location and cost to be announced. Contact Kathy Little at 602-830-4709 or klittle@sprintmail.com
- March 21, 1998: ASI Carolina Chapter - **CINDEX workshop** with Dick Evans. Location: Siler City, NC. Contact Dianne Bertsch at 919-968-6623 or bertschd@aol.com
- March 21-22, 1998: **AusSocI introductory back-of-book indexing course**. Included will be a half-day workshop at NGAPARTJI Multimedia Centre providing hands-on experience with a computer for each participant. Location: Writers' Centre, 187 Rundle Street, Adelaide, Australia. Contact Marlene Bell 08-8272-1625 or Susan Rintoul 08-8235-1535 or seaview@seaviewpress.com.au
- March 28, 1998: ASI South Central Chapter spring conference. **Full-day index editing workshop** given by Kay Banning and Linda Webster. Location: Houston, TX. Contact Joanne Clendenen at 281-469-4461 or jbclend@bigfoot.com
- March 28, 1998. Chicago/Great Lakes Chapter of ASI Spring Workshop: Seth Maislin on **Pageless Indexing or Indexing Electronic Media**. Location: Wyndham Garden O'Hare Hotel, Chicago, IL. Contact Sandi Schroeder at 847-303-0989 or sanindex@aol.com
- April 4, 1998: Washington, DC, Chapter of ASI - **Where We've Been, Where We're Going: From the CRT to the Internet**. Location: Embassy Suites, Old Town Alexandria, VA. Contact Mike Bernier at mbernier@bna.com, 202-452-6395
- April, 1998: STC Williamette Valley Chapter Indexers' Special Interest Group meeting. Location: Portland, OR. Contact Robin Hilp at 503-366-0838 or Rolybear@usa.net
- May 13-16, 1998: ASI Annual Conference - **New Frontiers in Indexing**. See lead article. Location: Cavanaugh's Inn, Seattle, WA. Contact Lori Lathrop at 1-888-345-4639 or 76620.456@compuserve.com
- May 17-20, 1998: **Annual STC Conference**. Location: Anaheim, CA. Contact the STC Office, 703-522-4114, stc@stc-va.org
- June 3-6, 1998: Technical Communication Institute (TCI) courses including **Indexing Technical Documents**. Location: Winnepeg, Manitoba, Canada. Contact Lisa Moretto at 803-238-9417 (US) or rgi_lisa@compuserve.com, or Ron Blicq at 204-488-7060 (Canada) or rgi_ron@compuserve.com. See also TCI's web site: http://www.umanitoba.ca/faculties/con_ed/partners/tci
- June 22-26, 1998. SOLUTIONS **Technical Writing Clinic** led by Edmond Weiss, Judy Tarutz, Lynn Harris, and others. Clinic includes writing, editing, indexing, and information design for print and online. Location: Boston, MA. Contact SOLUTIONS, Inc.: http://www.solsems.com, solutions@solsems.com or 800-448-4230

Indexing SIG Regional Representatives

Regional Representatives:

Region 1 - Peg Mauer, Pmauer@aol.com, 518-359-8616
Region 2 - Joan Stout, sasjcs@unx.sas.com, 919-677-8000 ext. 7467
Region 3 - Beth Hamilton, kbhamilton@sprynet.com, 205-621-1628
Region 4 - Joan Griffitts, jgriff@iupui.edu, 317-297-7312
Region 5 - Open
Region 6 - Jan Botnen, janet.mary.botnen@medtronic.com, 612-514-3327
Region 7 - Robin Hilp, rolybear@usa.net, 503-366-0838
Region 8 - Loraine F. Schacher, mms@ucla.edu, 310-397-5255

The SIG is also hoping to have a get-together during the Annual STC convention in Anaheim. We will have more details on that gathering by the May issue of the newsletter.

Job Announcement

Permanent: Technical Editor (CodeTC187)

TOOLS: Knowledge of Mac/PC hardware and software; experience with FrameMaker or similar publishing software. GENERAL LOCATION: Greater Lowell, MA. SALARY: Competitive. ADDITIONAL DETAILS: Indexing experience desirable, prior experience with end-user documentation. CONTACT: Kay Murray (978) 649-8555, murray@pubsnet.com

A to Z: The Newsletter of STC's Indexing SIG

L. Pilar Wyman
Editor, A to Z
1240L Gemini Drive
Annapolis, MD 21403