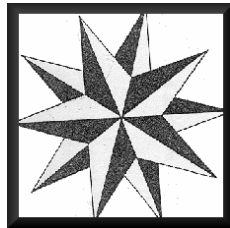


ASSOCIATION OF SOUTHERN AFRICAN INDEXERS AND BIBLIOGRAPHERS ASAIB



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ASAIB CONFERENCE REPORT

The annual ASAIB conference held in Johannesburg on 16 and 17 September 2004 was a special one – we celebrated our tenth anniversary! Founded in September 1994 with a handful of indexers, the organization has grown steadily, and now has over 130 members.

The two-day Conference firstly entailed a morning of demonstrations, which took place at EISA, formerly the Electoral Institute of Southern Africa. Johan van Wyk of Mindex Systems gave an introduction into the Principles of Database Design and also focused on the InMagic GathererPlus system of automatic indexing. Sabinet Indexed Databases were the subject of another practical demonstration. Delegates found these sessions both interesting and useful.

The Brenthurst Library, the private library founded by Harry Oppenheimer on his Brenthurst Estate, which the delegates visited during the afternoon, was much admired and aroused great interest.

The first day of the Conference was concluded by the launch of ASAIB's book: *Indexing for Southern Africa*, which was compiled to celebrate ASAIB's first decade, 1994-2004. After an introduction by **Jackie Kalley** one of the editors, **Anthony Wiley**, a well-known book collector and bibliophile, gave "our baby" a witty and heartwarming start.

The ASAIB Award for Best Bibliography was presented to **Yvonne Garson** for her highly acclaimed work on Antique Maps of Africa, entitled *From Myth to Reality in the Cartography of the Colonial Era: Historical Maps of Southern Africa and Islands off its Coasts in the John G. Gubbins Africana Library at the University of the Witwatersrand*. **Shelagh Willet's** meticulously compiled two-volume bibliography: *The Khoe and San: an Annotated Bibliography* was the runner-up.

The venue, the Johannesburg Country Club's Terrace Room, contributed much to the genial ambience, and all participants enjoyed a pleasant evening.

The second day, hosted by the American Cultural Center, comprised no less than eight papers, a panel discussion and a video conference – a full programme, which left the delegates stimulated by interesting topics and fresh insights into a variety of subjects, be they of historical, philosophical or technical nature.

After a warm word of welcome by **Jackie Kalley** of the ASAIB Executive Committee,

Shelagh Willet from the University of Botswana focused on the *Khoi-San Languages*, which are spoken in seven Southern African countries, i.e. Angola, Botswana, Namibia, South Africa, Tanzania, Zambia and Zimbabwe. She elaborated on the difficulties experienced by bibliographers and indexers with names beginning with clicks, as computers ignore these signs. Thereafter, she gave an overview on the role played by the University of Botswana in the collection of material in and about Khoi-San languages. These include several projects, for instance the collection of folk lore and oral history material, as well as a publishing programme, where works such as *The Voices of the San* are issued. However, the future of the San languages is threatened, since these are spoken by minority groups, and are not respected by the majority speakers. But Shelagh ended her talk on a positive note: she stressed that the San were survivors, who were determined to have their languages and culture recognized.

Peter Coates, from Cape Town, gave delegates an insight into the indexing of 19th Century Newspapers, concentrating on Cape Town's four main English-language newspapers of the 1870s. He has been occupied with this task since 1976. His work, which is still ongoing, has been published by the National Library of South Africa on microfiche under the title: *The Cape Town English Press Index*. This index is currently available in three volumes, comprising the years 1871-1874, 1875 and 1876. He chose the period 1871-1880, because it was the watershed decade, which "changed South Africa from an agrarian and unprogressive country to one where mining, railways and trade dominated the economy". Peter explained his modus operandi, as well as the choice of headings, entries and citations, all illustrated by examples. Delegates were fascinated by his witty and lighthearted style, and duly impressed by his dedication and passion.

Jacobsen's Index, Book Burning and the Complicity of South African Librarians was the title of Prof. **A.L. Dick's** thought-provoking paper. He is based at the University of Pretoria. Prof. Dick recaptured a sad period in the history of South Africa, i.e. the banning and burning of books, which occurred during the apartheid era, especially in the years 1955 to 1971. Whilst in 1948 100 titles were listed as banned by the state, this number increased dramatically through the years, until, in 1971, 18,000 titles had been banned. Since 1963, books on liberal and left wing politics as well as racial topics were increasingly added to the list and burnt by the authorities. Prof. Dick then focused on the reaction of librarians to these events. He found that the "custodians of books" and their Library Association had no structures in place to protest against such actions, and that, on the contrary, a "conspiracy of silence", a tacit approval by librarians, was apparent. The only resistance came from the Cape Library Association. The speaker warned that this could happen again, as book burning was an expression of political power and trends such as narrow Africanization, extreme moral regeneration movements and both anti-terrorism and hate speech bills could lead to similarly heinous actions. The Library Association LIASA has not yet established a social responsibility/anti-censorship forum. However, in

conclusion, Dick listed reasons why censorship excesses need not happen again: our multi-party democracy, a modern constitution and Bill of Rights, a strong civil society, a single professional library association and an awareness of the dangers of censorship are all factors which promote tolerance and will hopefully prevent a recurrence of extreme censorship and book burnings.

Christie Theron of UNISA delivered a paper entitled: *Indexing in a Changing Society*, in which he reviewed possible changes and their implications for the future. These occur in all areas, such as politics, economics, the social environment, science and technology. He identified political changes, such as the end of the nation state, virtual disappearance of borders (e.g. the European Union), the formation of regional blocks (e.g. SADC) and the linkage of smaller states through common interests. Economic changes mentioned were globalization, unemployment, television and media development as well as information trading, among others. The speaker listed changes in societies such as the disappearance of lifelong employment, which is gradually replaced by contract work, a multicareered professional life and perhaps a more caring society. New approaches to science were mentioned, for instance that a less optimistic and more critical trend was apparent; that new, more inclusive forms of knowledge, such as African and Eastern insights, were now taken into account, and that problems were caused by the digital divide and increasing information overload. Theron predicted that ethical dilemmas would increase. The impact of huge technological developments, especially telecommunication and network growth, was discussed. However, technology could not deprive us of our humanity – humans should be the masters, not the slaves of technology. The implications of these developments on indexing were thereafter reviewed. The increasing need for information will influence the compilation of indexes. New possibilities such as visual and auditory approaches, as well as intensified technical capabilities were mentioned. However, a diminishing role for the human factor in indexing is not foreseen.

Prof. **Ina Fourie** of the University of Pretoria focused on conceptualisation in her paper entitled *Conceptualisation: Easy Getting Easier, or More Complex*. She argued in favour of a broad approach to conceptualisation, since the quality of an index reflects the degree of conceptualisation of the indexer. This could comprise simplistic terms, or a request-oriented approach. A number of factors which influence the indexer and therefore also the creation of indexes were considered, such as time constraints, payment structures, training, varied approaches to indexing, and contact with both indexers and publishers. Academics and indexers should cooperate by implementing current research when indexing. In conclusion, the speaker urged indexers to read and study widely, be alert, test their indexing ability by approaching potential users of the index and comparing their work with that of other indexers.

The practical application of indexing techniques to the business sector was described in a paper by **B. Abbott**: *The Use of Classification and Indexing*

Schemes for the Management of Business Records. He argued that information holdings in companies are generally undermanaged, and defined the function of information management as “the protection of information, which should be made available to the right persons in the right form”. The information “life cycle” was described in sequence as: collection, storage, accession and either disposal or archival conservation. The classification system for documents should not be based on structure, but on function, and should strive for consistency, ease of retrieval and security.

Karen Hartman, from the United States Embassy, and a registered library consultant, delivered a paper on *US Embassy Libraries in Southern Africa: a New Approach to Outreach*. She explained that the establishment of libraries by US Embassies was dedicated to bringing US culture to the host countries. In a brief historical overview, she traced developments since 1953, during the Cold War, when the first US Information Service (USIS) libraries were created to influence host countries and familiarize them with Western ideas. The collections contained works of fiction and non-fiction, films, journals and records. After the end of the Cold War, many US libraries were closed. However, in Southern Africa they still exist and provide lending facilities in countries such as Namibia, Swaziland, Mozambique, Zimbabwe and South Africa (Soweto). The latest trend is to establish “American Corner” collections in existing libraries, the most recent being an American Corner in the Hendrik Verwoerd High School in Pretoria. The function of “influencing” the public has been replaced by the desire to aid developing countries by supplying free access to information.

A lively Panel Discussion chaired by **Maryna Fraser**, where the question, *Are Authors Indexers?* was the next item on the agenda. It was concluded that authors should rather not be indexers, but that there should be closer cooperation between authors, editors and indexers.

Janet McKerron, representing the Society of Indexers of the United Kingdom, brought a friendly message of goodwill from the senior association to its junior partner. She shared some thoughts on the growing trend of multilingualism as entrenched by the constitutions of the European Union and South Africa. Janet explained the implications for both translators and indexers, such as the problem of ambiguity. Her advice was to ensure unambiguous communication by keeping both processes as simple as possible.

In conclusion, delegates had the opportunity to listen to a video presentation by **Lori Lathrop** giving the keynote address from North Carolina on *The Future of Indexing*. She conceded that it was challenging to predict the impact of technology on indexing, but listed some possibilities, such as the expansion of high-speed Internet, and File Transfer Protocol (FTP) for downloading of files. Lori stressed the importance of keeping abreast of changes in communication technology and trends in publishing, e.g. booksellers increasingly become publishers. She stated that e-books have not been as successful as was

predicted, probably due to poor display technology and other factors. Despite phenomenal developments in technology, television has not replaced radio, movies have not replaced live theatre, printed newspapers and magazines have not been replaced by online versions – therefore why should electronic publications replace printed ones? Instead, they should rather supplement the printed versions. Thereafter, Lori touched on integrated indexing, web documents and metadata, online indexes and “retro-indexing”. She also focused on both the information glut and a lack of information, as well as the role of indexers in creating balanced indexes. Search engines were also discussed. Lori concluded that “Technology may not be the answer to our prayers, but it impacts on all of us, regardless of our particular areas of indexing expertise.” We should therefore familiarize ourselves with available products.

After a most stimulating and thought-provoking day, the ASAIB Chairperson **Marlene Burger** thanked the hosts, EISA and the American Cultural Center for their gracious hospitality as well as speakers and delegates, who all contributed to the successful celebration of ASAIB’s first decade.

Elna Schoeman

NEW BOOK

Indexing for Southern Africa A Celebration of ASAIB’s First Decade 1994-2004

**Edited by
Jacqueline A Kalley & Elna Schoeman**

Enquiries: Marlene Burger burgem@unisa.ac.za

Authors: K Abbott, D Ambrose, C Archibald, A-M Arnold, M Burger, P Duncan, M du Preez, N Ferreira, I Fourie, Y Garson, O Jagarnath, JA Kalley, A Kotze, E Lastovica, S le Roux, K McGuirk, C Merrett, R Musiker, M Pickover, M Pretorius, U Reddy, E Robertson, E Schoeman, ME Schulze, J Shier, JA Theron, P Underwood, TB van der Walt, A Watkins, SM Willet.

General chapters: History of indexing in South Africa, Indexing in context, Conceptualisation, Verbal subject description, Characteristics and evaluation of a good index, Book indexing, Periodicals indexing, Ebedded indexing for creating back-of-book indexes, Abstracting, Web indexing, Metadata and indexing, Automatic indexing, Thesaurus construction, Standardisation, Technical presentation.

Chapters on special fields: Africana, Antique maps, Archives, Education, Environmental issues, Health sciences, Labour, Languages, Law, Literature for

children, Museum objects, National bibliographies, Newspapers, Politics and international relations, Training opportunities.

Introduction to the book:

Indexing is a strange occupation and one that requires a special type of personality – one who thrives on creating order but also one who is blessed with an essential mix of an informed background, a sparkling curiosity, the ability to make lateral connections and the patience to untangle the strands of the narrative and then weave them anew into a finding instrument that is logical, succinct and un-emotive. To create this retrieval tool, the indexer has to plunge into another's way of thinking and often with very little time at hand, familiarise oneself with the intricacies of a subject that is often new and complex. How is this achieved? Practical experience is often cited as an essential component of a good indexer but how does one acquire this experience? At the expense of the author? By producing a series of dubious offerings? Or by seeking the assistance of a manual, carefully crafted to assist the user in overcoming the twin vagaries of ignorance and inexperience by consulting a practical guide produced by experts in the field?

ASAIB has attempted to fill this gap in the Southern African environment by the publication of this book. It is the highlight of ten years of service to the indexing community in providing workshops, conferences and their published proceedings, bi-annual newsletters; training and the collegial support necessary to the relatively small body of indexers and bibliographers in the Southern African region.

ASAIB began, as all good things do, with an idea based on the work done by the Society of Indexers in Great Britain. Almost to the day, ten years ago on 21 September 1994 a meeting was held by interested people at Esselen Park to establish ASAIB. Office bearers were elected, affiliations discussed and the decision was taken to establish an ASAIB Newsletter. Reuben Musiker became ASAIB's first chairman and the Executive Committee (Exco). In accordance with ASAIB's Constitution he served for two terms, followed by Jacqueline Kalley and thereafter, Marlene Burger. From a small beginning ASAIB has burgeoned to boast a membership of some 130 members, branches in Cape Town and KwaZulu Natal, its own web page (www.asaib.org.za), a directory of practising indexers and it has contributed towards the Information Studies profession by the holding of an annual conference followed by the publication of the proceedings, numerous training workshops and a bi-annual newsletter. In the compilation of this manual, it aims to provide further service to Southern Africa's indexing community.

The manual is divided into three parts. The first part is devoted mainly to theoretical issues and guidelines. Set against the background history of indexing in Southern Africa, the work then attempts to contextualise indexing as an

indispensable tool in the retrieval of universal knowledge, and, more specifically, in the field of information organisation and retrieval. A consideration of the complexities of conceptualisation is offered and different views on the subject are presented. This is complemented by the characteristics and an evaluation of a good index; the former is a vital step towards mastering the quality and competence in the production of indexes. Verbal subject description is analysed leading to a discussion on the intricacies of back-of-book indexing. The reader is familiarised with the technical presentation and editing procedures of an index. Knowledge of periodical indexing is also a vital component of the discipline. The Index to South African Periodicals is used as an example of a periodicals subject indexing database.

Developments in utilising electronic techniques in indexing then become the focus of analysis. This commences with embedded indexing, a paperless process that has been defined as the inserting, or embedding of index entries into an electronic document with the software that was used to create the document. Unlike automatic indexing, a detailed description of which subsequently follows, the process is done manually by an indexer. The meaning of web indexing (or online indexing) is explained and some web indexing decisions and questions are addressed. A brief explanation of HTML is given in order to introduce meta-tags as a means to control the way in which search engines index a website. The concept of metadata is further expanded upon together with an overview of the various types of metadata. The importance of standards is emphasised, with details of the Dublin Core provided as an example of a widely used metadata standard. Steps in the creation of metadata in a digitisation project conclude the chapter.

As a means of making the mass of information more manageable, and thus providing a short, accurate representation of the intellectual content of the book, general rules and guidelines in creating an abstract are presented. The first section of the book is appropriately rounded off by a discussion on the standards that apply to indexing, especially ISO 999: 1900 on their content and presentation.

Part Two of the work concentrates on special fields in order to assist the indexer with practical information on the indexing a specific subject material. These are wide ranging in scope and every attempt has been made to cover a variety of subjects. Information on the indexing of scientific information proved to be difficult to obtain and should perhaps form a companion volume to this work. Indexing of the Health Sciences goes some way in rectifying this lacuna. The special fields are arranged in alphabetical order, all of which are written by well known practitioners. These include: Africana, antique maps, archives, children's literature, education, environmental issues, health sciences, labour, languages, law, museum objects, national bibliographies, newspapers, politics and international relations, illustrating the diversity of material covered.

The manual concludes with one of the most vital areas in which ASAIB has attempted to assist the Southern African information community and that is in training. Indexing training opportunities are assessed at university, technikon and indexing organisations. Indexers need a good general education, advanced subject knowledge and specialised acumen on indexes and indexing. This manual, with its peer reviewed and informative contributions will make a profound impact in assisting the indexers of Southern African and beyond, in honing and perfecting their skills and making a contribution to the intellectual life of the region.

Out of Africa: 10th Anniversary Conference of the Association of Southern African Indexers and Bibliographers (ASAIB), Johannesburg, 17 September 2004

**Janet McKerron
Society of Indexers, United Kingdom**

[Editor's note: ASAIB is affiliated to the Society of Indexers (SI) in the United Kingdom. Janet McKerron attended the 2004 ASAIB Conference as a representative of the SI. We are very honoured to have had her as our guest on this memorable occasion. Janet kindly submitted her report on the conference for publication in ASAIB's newsletter. It will also be published in the October issue of 'SideLights'.]

ASAIB works to make available "information about information". Indexes and bibliographies fulfil a vital role but bibliography writing has been the more important activity as limited resources are better spent on compiling records of a country's own publishing output.

The theme of ASAIB's first international conference was "Book Indexing and Beyond." The Conference was held in the American Cultural Center, in one of the impressive tower blocks in downtown Johannesburg, where there was a warm welcome. The Center offers ideal facilities; the conference room itself was spacious and comfortable, and our energies were boosted with a colourful and attractive buffet in an adjoining ante-room, continuously replenished throughout the day. Excellent electronic communications enabled the complete programme to work seamlessly – no glitches at all.

A full day of pre-Conference activities, including a Mindex workshop, sessions on database design and automatic indexing, and a visit to Brenthurst Library, culminated in the launch party for the "birthday" book (Kalley and Schoeman (eds): *Indexing for Southern Africa: A Celebration of ASAIB's First Decade 1994-2004*). Dr Kalley, in her welcoming speech at the beginning of the Conference itself, was relieved and proud to report that the manuscript had been completed 15 minutes before the launch party began, so "deadlines were met"!

Professor Shelagh Willet, University of Botswana, described the challenges of compiling bibliographic records for the Khoe/San languages, historically only spoken and nowadays confined to minorities. The four language-groups are unrelated and mutually incomprehensible. Click sounds are characteristic, represented by International Phonetic Association (IPA) symbols. A computer ignores these if they appear at the beginning of the word, and only recognises the first conventional letter following the click symbol. This means that the filing order in any index is mixed up. In her bibliography, all clicks are arranged at the beginning, and whenever an IPA symbol comes first in a proper name, alphabetisation derives from the first roman letter. Two types of publication are included: those on linguistics in non-Khoe/San languages, and all kinds of publication in Khoe/San languages, including translations of The Bible.

She also outlined three other language projects – Ju/'hoansi (Namibia's Village Schools), N/u (South Africa reviving an almost dead language) and the Naro and Kwe Oral projects in Botswana.

Peter Coates, National Library of South Africa in Cape Town, gave an engaging account of his labour of love – the Cape Town English Press Index project. This is a conservation-driven initiative, facilitating the use of microfilm to spare the fragile original newspapers. The index covers all African news, with a few minor and clearly-defined exceptions, in Cape Town's four main English-language newspapers in the 1870s.

He began the work in 1976. For writing the index he uses 5" x 3" pieces of paper. He tried MACREX and CINDEK, but found their approaches too constricting. He maintains authority files for name forms, cross-references and standard headings and subheadings. His preferred reference source is Chambers' Encyclopaedia "which understands how a user looks for information", rather than the Library of Congress Subject headings "which understands how information ought to be arranged". For producing the index, he does use a computer – with a customised keyboard for diacriticals, and macros for names such as Pietermaritzburg or Kingwilliamstown. His word-processing program is Wordperfect 12.

He said that, in his experience, individuals are not used to alphabetical order. Library users and staff have problems, and prefer computer searches. To meet this situation, his subject headings will eventually be available on the Internet.

Professor Archie Dick, University of Pretoria, looked at the censorship between 1955 and 1971, a policy introduced to combat pornography and obscenity, but which soon expanded to include politics. The true horror is that the government's list of banned books was produced by the South African Library Association. With a handful of heroic exceptions, librarians largely supported and, indeed, expedited the systematic destruction process. The statistics are staggering. In 1948, one hundred titles were on the list; by 1971 there were

18,000. In Cape Town, at one stage, two titles each day were burned or pulped, and in 1968, the Natal Provincial Library alone destroyed 5378 volumes.

Could it happen again? Yes, in similar circumstances. However, South Africa now boasts a multi-party democracy; there is a progressive Constitution and Bill of Rights in place; civil society is strong; the Library Association is open to all ethnic groups, and there is a much stronger historical awareness. But there is no room for complacency.

Christie Theron, University of South Africa (Unisa), examined the role of indexers in the light of five types of change in society generally: political, economic, social, technological and the definition of human-ness. He suggested that changing society may mean different social needs, and that indexing forms may need re-thinking. Human beings will still be needed. The need for access to information on a global scale means indexing will remain important – but perhaps we can use other senses. Do indexes have to be written and used only in terms of the visual sense and the written record? Information needs “re-humanising”. Computers should be designed with human beings in mind, but humans should be the bosses of technology, not its slaves. We need to use technology to help professional survival. Keep up-to-date with change!

These themes were echoed by **Lori Lathrop**, former President of the **American Society of Indexers**. Her keynote address on the future of indexing (at www.indexingskills.com) was delivered with the help of digital video technology. Whether we like it or not, we will inevitably end up using “techie toys”, so we might as well try to influence product design and functionality. Indexing online documents is more important than indexing printed documents, so indexers should be working with the developers of search technology. Yet the trend towards informality in online communications could actually increase the value of old-fashioned technology such as printed books.

She suggested that high-speed internet will become standard and more of us will use FTP (File Transfer Protocol) to download files from client sites, so becoming less reliant on traditional delivery services. Internet security issues will be increasingly important. She identified changing trends in both publishing and indexing, and drew attention to some of the drawbacks of e-docs, such as the need for improved display technology.

Brad Abbott, The Forest Group, introduced some figures to support the argument that human beings will still be needed. Computers, according to evidence from the USA, may achieve an organisational retrieval success rate of 80%, but humans are needed for the remaining, critical 20%.

Brad’s background is in library and information science. Records and information management is a key enabler in business success. With a lawyer, he developed a firm of multi-disciplinary information practitioners, The Forest Group. They

define classification as the means to “manage, access and control corporate information”, and indexing as “the process of establishing and applying terms or codes to particular corporate records, either individual or group”. The Business Classification Scheme (BCS) – a hierarchical model of the business activities and functions in an organisation – can run to five levels with copious cross-referencing. Depth is determined by the nature of the organisation and the number of its functions. The Records Classification Scheme allocates reference codes to the BCS. The scale of the work can be gauged from one example, government email management. In South Africa each email is legally a “record”. Cape Town Council receives 30,000 emails every day!

When formulating the services they intended to develop, Brad described his knowledge and experience to the lawyer, who said “Well, I don’t see anything in what you tell me that makes me think you have anything to offer.” So Brad thought of different ways to project his talents. Is this not salutary? Brad thinks “indexer” is not sufficiently dynamic, and suggests that “information manager” or “information architect” has more resonance.

Madely Du Preez, in the absence of **Professor Ina Fourie (University of Pretoria)**, made the presentation on conceptualisation. An index is only as good as the conceptualisation in creating it. Indexers need to understand the cognitive process, the way readers look for information. Academics and indexers need to work together on this, and indexers should constantly be questioning themselves and each other, e.g. Why will I index this text differently in six months’ time from the way I have indexed it today? Why do you index this text differently from the way I have done? What is the reader’s view likely to be? What does the reader like to know? What is the focus of the book and the intention of the author? Professor Fourie suggested that a fruitful research topic would be the gender issue, as this could impact on the socio-cognitive view of both indexer and user. Research results, for whatever subject, should be posted on the Internet.

After lunch, **Karen Hartman**, on the staff of the US Embassy, spoke about the US Embassy Libraries in Southern Africa and their outreach activities. After World War II, USIS (United States Information Service) had more than 270 public libraries worldwide. USIS merged with the Department of State in 1999, when most of the libraries closed or merged. Now there are only six, spread through Mozambique, Namibia, South Africa and Zimbabwe. Their primary function continues to be to promote mutual understanding between the host country and the USA. They operate as lending libraries, open to the general public, and, amongst themselves, as an inter-library loan service.

There are also “American Corners” which help to narrow the “information divide” by giving computer and Internet access to those who have never had it before.

Maryna Fraser chaired a Panel discussion on “Are Authors Indexers?” Peter Coates, Madely Du Preez and Janet McKerron wondered, in different ways,

whether, if they are, they should be! A delegate asked if authors are keen on good indexes. The Panel thought they were, but refused to be drawn (really!) on whether they are best placed to produce the best index. This light-hearted session could have gone on for much longer.

The day drew to a close with **Janet McKerron**, representing the **Society of Indexers** in the UK, presenting the “birthday present”, facsimiles of two books by H. B. Wheatley. In the context of English being one of the two languages of record in South Africa, when it is the first language of less than 9% of the population, she talked briefly about indexers as translators. Both indexers and translators act as intermediaries between the writer and the reader. Both must be able to make the appropriate choice of vocabulary, and both owe a duty to the user to identify, describe and make intelligible the concepts deemed important by the writer.

WORKSHOP ON REFERENCE TECHNIQUES

Presented by Marlene Burger

27 September 2004, Liasa Conference, Polokwane

This workshop formed part of the IGBIS (Interest Group for Bibliographic Standards) pre-conference workshops and was based on Ms Burger’s book entitled *Reference techniques*. Thirty-six delegates attended the full-day workshop. Although they worked very hard, there was also time for exchange of ideas and discussion of specific problems encountered when writing text. The programme focused on the Harvard reference method and included the intricacies of compiling a bibliography.

BOOK REVIEW (by Marlene Burger)

Browne, G & Jerney, J. 2004. *Website indexing: enhancing access to information within websites*. 2nd edition. Adelaide, South Australia: Auslib Press.

It is important to provide information through the Web, but it is equally important to provide methods for users to retrieve that information, and a good Web manager will provide more than one access tool.

The second edition has two major sections. The first examines back-of-book-style indexing for the Web, including a general overview, advice on the creation of book-style indexes, and a discussion of software that can be used for indexing. The second section examines information access on the Web in general, including site navigation, search engines, and the semantic web. The brochure accompanying the book, explains it as follows: “This broad approach is important because access methods such as navigation and search are alternatives to back-of-book-style indexing, or are used in conjunction with back-of-book-style

indexing. In addition, many people involved in the creation of book-style indexes for the web will also be involved in the creation of metadata and thesauri. Finally, since no one will find the information *within* a website unless they can find the website itself, the book covers ways of making websites more likely to be found by searchers using search engines or directories.”

This book is aimed at individuals, rather than at those working in large teams of specialists. It is also practical, and many of the hints come from the authors' own experience, or that of students they have taught. The tools and techniques discussed can be applied to eBook indexing as well as to Web indexing. *Website indexing* is for Web managers, professional indexers, librarians, information architects, technical writers, and anyone else who wants to create an index for their own website.

The eleven chapters cover the following topics: Options in access to information; Indexes on the web; Indexing policies; Structure and style of website indexes; Terms, references and locators; Software; Navigational structure and taxonomies; Onsite search engines, metadata and thesauri; Semantic web – RDF, DAML+OIL and ontologies; Search intermediation; and Submission to or finding by external search engines or directories. Additional features are Further information, Basic indexing principles, a glossary and an index.

Address enquiries about the book to info@auslib.com.au

**2005 ASAIB ANNUAL CONFERENCE
Durban, July
Organised by the KwaZulu-Natal Branch**

More in formation will appear during the following months on www.asaib.org.za as well as on a variety of other websites. We will keep you informed.

ASAIB SURVEY

The ASAIB Executive Committee would like your input for future planning of ASAIB activities. Would you be so kind to complete the following questionnaire and return it to the secretary, Madely du Preez, e-mail address: preezm@unisa.ac.za or c/o Dept of Information Science, Box 392, Unisa 3000 or Marlene Burger, e-mail address: burgem@unisa.ac.za . You can also fax it 012 429 3221 – please mark all faxes clearly for the attention of Madely du Preez or Marlene Burger.

- Demonstrations of new indexing software? Yes/No
 If yes, which software?
 When and where?

- Indexing workshops? Yes/No
 If yes, when and where? _____

- Workshop Themes Yes/No
 Back-of-the-book indexing Yes/No
 Periodical indexing Yes/No
 Thesaurus construction Yes/No
 Abstracting Yes/No

- Bibliographic style workshops?
 If yes, when and where?

- Conferences Yes/No
 1 Day Yes/No
 2 Days Yes/No
 3 Days Yes/No
 Suggested topics: _____

- Talks by Experts
 Suggested topics: _____

- Suggested Time: Yes/No
 Mornings Yes/No
 Afternoons Yes/No
 Evenings Yes/No

- Visits to places of interest
 Libraries
 Museums
 Other (please indicate which) _____
