Book reviews

Edited by Sue Lambert and Nancy Mulvany

Indexing


This new edition of Lancaster's highly regarded book has been thoroughly updated to take into account research in the intervening years, as well as changes in the fields of indexing and abstracting. Chapters 1–12 remain substantially the same as in the previous edition, but chapters 13–17 have been rewritten to reflect the numerous developments in providing access to non-print materials. As with the earlier editions, back-of-the-book indexing is not covered. One of the appendices in the previous edition, 'The Fatal Abstract', was dropped, but the total length was increased by 39 pages, the bibliography by 13 pages. In the preface, Lancaster states that 'this edition should still be considered as primarily an introductory text. While I believe that Chapters 1–12 are rather comprehensive, complete books have been written on the topics dealt with in Chapters 13–15, so these, in particular, should be viewed as introductions to the subjects.'

It follows that the book really has two related, but separate, focuses. The first one is on the practical work of indexing and abstracting. Chapters 1–12 (pp. 1–214) present the basic principles, and the theory underlying the practices. Lancaster has included illustrations from various sources, and the relationship of the discussion to 'real work' is quite clear. Instructions and recommendations are detailed and useful. Chapters 18 and 19 contain exercises that reinforce this section, and the appendices, 'Summary of Abstracting Principles' and 'Modular Content Analysis with Subject Modules' are also practically orientated.

The second focus is on the developments in the field. Lancaster has clearly gone to great lengths to review the literature thoroughly through early 2003, updating the sources throughout the entire book. This approach dominates the remaining chapters, which read more like a literature review than an introductory text. Pages 215–361 consist of chapters on sound and image databases, natural language and controlled vocabulary approaches to information retrieval, automatic indexing and abstracting, the internet, and future developments. Although he does refer to practices in the field in these chapters, the author’s general approach is to discuss the published research.

Both focuses are valuable, but the combination of focuses is not completely successful. The practical tone of the first part of the book changes fairly abruptly, and for students expecting to find 'how-to' instructions, the switch could well be frustrating. The chapter on automatic indexing and abstracting is very long (54 pages), and while students should be aware of general trends in the field and where to go for more information, I think the bulk of this space would have been put to better use if the author had gone into more detail about how to approach the indexing of web pages, in the practical sense. For example, illustrations of metadata would have been very useful. This is meant to be an introductory text, and many students in my experience, even at the Master’s level, have no idea what is meant by metadata until you show them a picture and point out components, placement, etc. Most new graduates will not be asked to work on automatic indexing projects per se, but many will be involved with web page design and it is essential that they understand the implications of the various types of indexing possible.

Similarly, there are some practical rules and practices for analysing images and putting these in, along with exercises, would have added to the interest of the book for students. Moreover, when he states that:

...it is very difficult to believe that users of an image database are likely to make much use of such [affective/emotion-based query] terms in actual searches. 'I am looking for a picture of trees that suggests “strong”' just seems completely implausible,

it suggests to me that the author has not really spoken extensively to people working in this indexing sector, because these are exactly the type of questions that arise with dismayingly frequency, and that create serious indexing conundrums in general image databases.

Lancaster has included 'A Note on Terminology (and the Rediscovery of the Wheel)' in which, with considerable justification, he chastises the various communities involved in information storage and retrieval for lack of interdisciplinary and historical knowledge and careless/inconsistent use of vocabulary. This section appears, somewhat whimsically, in the index under 'Wheels, rediscovery of, x-xiv', as well as under the more prosaic 'Terminology, explanation of'.

Which brings me to the index. It is 14 pages long and includes the cited authors. It also includes a fair number of unwieldy terms of questionable value. Examples are: 'Combining indexing and abstracting', 'Compatibility in purpose of abstracts', 'Indicators of content', 'Labels identifying classes' and 'Pointing, as a purpose of indexing.' On the other hand there are some obvious holes. For example, although there is a heading for 'Indexing and abstracting', the page numbers for 'Combining indexing and abstracting' do not appear under it. There is an entry for 'Conceptual analysis', but no see reference from 'Subject analysis', and a discussion of conceptual analysis that appears on pages 24–27 does not appear under 'Conceptual analysis'. Neither is there a cross-reference from 'Aboutness' to 'Conceptual analysis'. The entry heading 'Index terms' has a see reference to 'Descriptors'. Under 'Descriptors' there is one page reference to page 1. Where are the rest of the references? The index is awkward and poorly edited.

Overall, this remains a valuable book for all the same reasons it was so well received in its first and second editions. It should be in every teaching collection. However, it is disappointing that Lancaster chose to stick largely to a theoretical level for the discussions of non-print issues, as this reduces the utility of the book as a class textbook.

Christine Jacobs, Chair, Information and Library Technologies Dept., John Abbott College

Information searching and retrieval


This curious book intends to present 'alternative approaches to problem solution' in the field of information science in general, and information-seeking behavior research in particular. The authors make a case for looking beyond the traditional positivist approach to theory and research design in information science. Apparently there is a great deal of angst within this field, for example:
Following the positivist mode of thinking leaves no avenues to address the problems besetting Library and Information Science. Indeed, there is an increasing sense of 'incredulity' over the ability of 'legitimized scientific metanarrative' to solve these problems (Lytard, 1979, pp. xxiv, 27). ‘Wittgenstein’s “perspicuous examples” are the critical link to understanding that information seeking is a pragmatic and contingent activity (Blair, 1990, p. 157).

This short book is composed of seven chapters. The first chapter outlines the authors' approach in this book: 'These pages essentially present a snapshot of ongoing conversations among the authors; they also invite the reader to participate. We use the term conversation to reflect our attempts to explore, ramble, and stumble upon ideas with the least prior constraint.' Indeed, there is rambling and stumbling throughout the book.

Chapter 2 outlines 'Issues in Information Science: A Dialectic of Defeat' and offers engineering design as a 'problem-solving framework' that may resolve the 'crises' in information science. Chapter 3 is a transcript of an interview with a retired U.S. Navy antisubmarine warfare systems operator (submarine chaser). Chapter 4, by far the longest chapter in the book, is the case report of a bounty hunter seeking to locate a slippery rogue who failed to appear in court. These two chapters demonstrate information-seeking behavior of experts in their particular fields.

Chapter 5 returns to discussion of engineering design: 'We distill the story of engineering design work from the writings of several exponents of the modernist and postmodernist foundations of the field.' This brings the reader back to a rather turgid discussion of such concepts as modernist and postmodernist research assumptions, ontology of being, framing and counter-framing. The writings of six authors about engineering design are examined and subjected to key word extraction. Two tables present the key words: 'Key words present one distilled sense of the epistemological foundations and human characterizations of engineering design.' The top four ranked key words are failure, human, error, and pragmatic. The chapter ends with a proposed nondeterministic model of engineering design activity.

In Chapter 6, 'Foraging for Relevance', Jodi Kearns begins with 'We are hunter-gatherers; there has been not enough evolutionary time for the hunter-gatherer brain to have changed.' This chapter develops a thesis presented in Chapter 1, 'Information science has been barking up the wrong metaphor. The hunter-gatherer metaphor and associated concepts are presented here. Readers are introduced to relevance for hunter-gatherers, foraging, optimal foraging, browsing, coupling, grazing, berrypicking, bricolage, scavenging, and information shuttles proxy. Indexing is mentioned: 'A forager uses an index, of whatever sorts, to direct the search or to point the search in the direction of what could be the relevant target. Back-of-the-book indexes reduce search time and cost by directing the search in what could be the right direction. An index, no matter the intent of the indexer, can be useful only insofar as it points to what the forager needs.'

In the last chapter, 'Prologue to Dialectic', the authors propose the 'possibility of an epistemological model hospitable to ambiguity, reflection of failures, and aware that passions are full partners of reason.' They offer nine assertions about information-seeking behavior and remind readers that these assertions 'are touchstones for consideration, rather than necessary attributes or guidelines.' Despite the unusual nature of this book, the authors do bring up interesting topics for discussion in relation to human information-seeking behavior. It is easy to imagine portions of this book used as focus for discussion in an information science seminar. However, readers looking for quick and easy answers about human information-seeking behavior will not find the answers here, and that is one of the points. The authors challenge us to re-think our theories and methodologies.

Unfortunately the book has a skimpy index. With the exception of the chapters about the submarine hunter and the bounty hunter, the remaining chapters are heavily referenced. We find none of the authors cited in the index, nor is there a headnote indicating that the scope of the index is dramatically reduced. Many entries are followed by long strings of undifferentiated page numbers. For example, the 'problem (s)' entry lists 18 locators and no subheadings.

The authors write on page 128, 'The optimal index, then, is only situationally relevant to individual foragers.' There's not much to forage in this index.

Nancy Mulvany, author of Indexing books


It is easy to understand why Donald Case's book, Looking for information, received the American Society of Information Science and Technology's 2003 Best Information Science Book Award. With a broad and detailed index, Case surveys concepts and research in information seeking behavior studies during the 1990s. Also, relevant work of the 1950s through the 1980s is presented. The entire book is heavily referenced. The bibliography contains over 700 works. The book is divided into five sections. Each chapter begins with a detailed chapter outline and ends with a summary and often recommendations for further reading.

The opening chapters introduce the issues and research that have developed over the years regarding information and information seeking behavior. Included are down-to-earth examples of information seeking scenarios: buying a car, using a library to find information for writing a history paper, constructing a bet for a horse race, a lawyer conducting legal research, and a lay person trying to find information about cancer. These examples are all engaging and Case explores the information seeking behavior deftly.

The next section of the book is composed of three chapters that explore concepts relevant to information behavior. Personally, I found this section of the book most fascinating. Case begins with looking at what does 'information' mean. He finds that 'information' made 'an early appearance in one of Chaucer's tales sometime between 1372 and 1386.' From here, Case presents extensive evidence that this word has enjoyed many distinct usages over time and in various disciplines. In the end, he argues 'in favor of treating information as a primitive concept that is so basic to human understanding that it does not require a tight definition.' The remaining chapters in this section review definitions of other terms such as browsing, foraging, overload, information anxiety, pertinence, relevance, and context.

Section three addresses the models, paradigms, and theories used in the study of information behavior. The next section presents various methods for studying information behavior. The last section, composed of four chapters, presents research results and suggests topics for further research. Chapter 11 gathers results of research conducted by occupation. Occupational categories run the gamut from scientists and engineers to humanities scholars and journalists. Chapter 12 addresses research conducted by social role (e.g. citizen, consumer, patient) and by demographic group (e.g. age, socioeconomic status, racial minorities). These chapters provide a framework for further investigation of audience as it relates to index design. For example, in the discussion of information seeking behavior of attorneys, an article is referenced and Case writes, 'The focus of his article is improving information retrieval systems for the law, but it contains a fascinating discussion of the way lawyers think about legal cases.' Undoubtedly indexers working on material for an audience of attorneys may find this reference of interest.

Throughout the book Case constructs tables that pull together topics discussed. These tables prove to be very helpful. The appendix presents on a chapter-by-chapter basis questions for discussion and application. The index is detailed, but I would like to find fewer strings of undifferentiated locators and more analysis and breakdown of entries.

Looking for information is a welcome and important work. Donald Case's writing style is commended. His scenario examples are engaging and his discussion of complex topics is concise and refreshing. Undoubtedly this will be the classic work about information seeking, needs, and behavior for many years to come.

Nancy Mulvany, author of Indexing books

Information representation and retrieval (IRR) is a field which, in this book’s most graceful and true phrase, ‘is marked by challenge, complexity, and subtlety.’ IRR deserves a book with the same qualities, but unfortunately, this is not it. The author, a professor of library and information science at Long Island University in New York, makes a valiant but ultimately unsuccessful attempt to provide a comprehensive and systematic discussion of the principles and techniques of digital IRR for two separate audiences with sometimes conflicting needs: library/information science students and developers of IRR systems.

Chapter 1 begins with a short (too short) history of IRR. Vital historical figures such as S.R. Ranganathan and the Classification Research Group go unmentioned. Granted, Chu is discussing IRR only with respect to digital information, but she never goes into depth as to how digital IRR concepts build on those developed in the pre-digital world.

In Chapter 2, Chu discusses the major traditional types of information representation: indexing, summarization, and classification, noting that automatic approaches to each have thus far proven inadequate. Chapter 3, according to its very nonspecific title, covers ‘other related topics,’ which turn out to be metadata, full-text, and multimedia. Chu refers to full-text as a type of information representation, but isn’t it actually information presentation? She also limits her discussion of full-text to databases that provide text only, and does not address the expanding body of full-text provision via PDF files or digital collections, such as the Library of Congress’s American Memory.

Chapter 4 compares natural language searching and controlled vocabulary, enumerating the advantages and disadvantages of each. For the most part, Chu focuses on technical and procedural issues. She never mentions the vital issue of ‘aboutness,’ nor does she discuss vocabulary with respect to human vs automatic indexing. She does a poor job of explaining some of the terms she uses, e.g. ‘vocabulary switching,’ and ‘embedded’ vs invisible controlled vocabulary. Her brief mentions of subject heading lists and classification schemes appear relatively uninformed, and are probably included only to fulfill the book’s intent as a library science textbook. (Conversely, I should note that Chu’s discussion of IRR research is well documented throughout.)

In the next several chapters, Chu moves from representation to retrieval: searching mechanics (e.g. Boolean and fuzzy search, searching vs browsing), models (Boolean, vector space, and probability); specific systems (CD-ROMs, online library catalogs, and internet search engines); and multilingual and multimedia documents. Most of this is fairly straightforward material, but it is not presented in a way that is easy to grasp. For example, there is a clumsy explanation of the Boolean operator ‘OR.’ (It often seems to me that people make Boolean logic much harder than it actually is.) A confusing example is then chosen to illustrate Boolean searching: a search on web filtering as a controversy vs web filtering as an information technology. Any article that discusses web filtering as a technology is ‘noted out,’ which seems reckless to me, since a document could easily discuss both aspects. Also, I found the discussion of the vector space model incomprehensible; maybe examples or a diagram would help here (the discussion of image retrieval would also have benefited from an example).

The user’s perspective is not dealt with directly until Chapter 10, although ideally users’ needs are the first consideration in developing an IRR system. Chapter 11, on evaluation, provides detailed discussion of the Cranfield tests and TREC (the Text Retrieval Conference). It would have made more sense to introduce Cranfield, with its key concepts of precision and recall, early, under history. And since TREC has been referred to frequently throughout the text, one wishes it too had been described sooner. The final chapter provides an overview of artificial intelligence, another subject that has been discussed in bits and pieces throughout the book. The book’s over-categorical arrangement chops up information.

IRR is a huge and complicated subject, and while much is covered in this book, much is left out. Granted that the landscape changes in a blink, I wonder why there is no discussion of federated searching, text mining, concept mapping, or results visualization, to name a few subjects which at least need to be set in context. Less attention could have been given to CD-ROMs (a technology on the way out) and more to metadata.

This is a very difficult book to read, albeit about a complex topic, but the writing is flat and stilted and fails to convey the excitement of working in this field. Better editing could have cleared up a few of the stylistic problems, e.g. inconsistent use of variants such as ‘imbedded’ and ‘embedded’ and citation of ‘Anonymity’ instead of ‘Anonymous.’ A glossary would have been helpful.

Finally, the index, which was prepared by the author, is not up to snuff. Problems include direct entries that are too close in meaning (e.g. automated methods and automatic methods; weighted searching, weighted methods, and term weighting) and see references where direct entry would have been better (e.g. buzzwords, see stopwords.) I am sorry to have to recount the many flaws of this book, but I think the American Society for Information Science and Technology, under whose aegis it was published, should have done better.

Clare Imholtz, librarian and freelance indexer

Reference works and the internet


It seems appropriate, given the move of much editing work to India, that this excellent little style guide is published in New Delhi. Small it may be in comparison with giants like Butcher or the Chicago Manual of Style, but not in its scope. It is aimed at researchers, academics, journalists, managers — those who need to communicate effectively through papers, reports, and presentations. However, proofreaders and copyeditors — and why not indexers? — would not go wrong in perusing its pages. Topics include punctuation, headings as signposts, formatting lists, abbreviations and acronyms and citing sources. Among its chapters are instructive ones on figures and illustrations, setting out tables, and designing effective posters. Useful annexes include choosing and using fonts.

Communicating in Style follows its own advice on style and display to the letter. It is easy to read, turning essential but often dry facts into interesting and enjoyable explanations. It is user friendly to the nth degree, its often amusing chapter headings (‘Remote control’, on effective letters, faxes, and e-mails; ‘Stand and deliver’, on presentations) supplemented by helpful running heads, footers, and ‘at a glance’ summaries. Set out on separate ‘information’ pages there are relevant quotes, abundant examples, and lists of reputable resources. And it has a comprehensive index! (Perhaps, in the latter, cross-references for technical acronyms such as BMP [bitmap] files would have been helpful?) What a shame then that there are errors in the examples, e.g. missing italics, incorrect capitalization.

Writer John Le Carré’s recommendation has prominence on the front cover:

‘A gem. Courteous, unfrightening and essential. A perfect companion to Fowler’s … for today’s communicators.’

Carolyn Garwes, freelance copyeditor and indexer


The list of contributors to this dictionary is most impressive and their contributions of great value. Both this edition and the earlier 1996 edition were compiled by a team of political scientists and
political theorists centred around the Department of Politics and International Studies at the University of Warwick. They are listed and their entries are initiated for easy reference.

It is interesting to read their selection criteria. The preface to this second edition states that there are 200 new entries added since the earlier edition. It is explained that the aim of the book is to cover the more general topics, people, and institutions most commonly referred to in academic and scholarly writing about politics. The two criteria people must meet to earn an entry are also outlined: they must have made a distinct contribution to political theory, the design and structure of political institutions, or political science and the editors decided that political science is increasingly threatened by sky-high price increases and publishers who require purchase of pre-packaged bundles of titles.

The need for librarians to learn how to manage and keep up with computer systems themselves is stressed in two middle chapters. It is explained that the book shifts from being a how-to, an idea book, to thoughtful consideration of hot-button issues affecting the very idea of a library: tightening of copyright for digital materials; attempts to restrict Internet access at library computers; threats to readers’ privacy from the U.S. Patriot Act; and, perhaps most important of all, the danger of losing our historical records due to the interdependence that is inherent in all electronic documents – government agencies can, for example, remove their documents from the Internet in an instant, if they wish. While this book is specifically written for U.S. librarians, I believe many of these issues are very much alive in the U.K. as well.

The book includes an index and a valuable list of cited URLs. I highly recommend it.

Clare Imholz, librarian and freelance indexer

English language and reading


The story of the making of the OED has been recounted in this journal in an article on the biography of its first long-term editor, James A. H. Murray ("The making of a dictionary", The Indexer 20 54-55).

English language and reading


Expanded from the British TV series (ITV, autumn 2003) of the same name, the book ("for the general reader") relates the history and development of the English language, its inputs and outputs, mutations and varieties. Written in a style reflecting the 'adventure' of the title, with several chapters ending on a note of suspense, it starts with the 5th century arrival of Germanic warrior tribes and describes the effects of important events up to the end of the 20th century. Invasion, exploration, the Renaissance, trade, colonization, industrialization, and scientific and technical innovation all feature significantly, and the story -- including wars, oppression, executions, and the slave trade -- is not all proud or pretty. Important also are the brave and creative individuals who contributed to the language: the 'great', including King Alfred, Chaucer, Caxton, Shakespeare, Dr Johnson, Jane Austen, and Dickens, and the unnamed, such as the English women who married 'into households dominated by [Norman] French' and who 'could scarcely have left their English outside the back door'.

Today's worldwide English includes imports from many places, including Rome, Scandinavia, France, the Caribbean, the East Indies, Africa, North America, and India. It is one of the international languages, as well as being the 'buyers and sellers language'. Other languages absorb English words and new forms (such as text messaging) appear. Some scholars believe that the greatest influence on the future of English will come from those for whom it is a second language.

The bibliography gives chapter sources, enabling readers to follow up etymological, literary, and historical strands. The two-column index (unattributed) runs to 25½ pages, with many entries having full subheadings. There are instances of what can happen after an index leaves an indexer's hands but before it gets into print: some subheadings have been 'unindented', e.g. 'Northanger Abbey' should be a subheading of 'Austen, Jane' but looks instead like a heading filed in the wrong sequence; and 'Ethelred' has lost the initial letter of its ligature, so appears as Ethelred in the A sequence.

Pat F. Booth, freelance indexer


The story of the making of the OED has been recounted in this journal in an article on the biography of its first long-term editor, James A. H. Murray ("The making of a dictionary", The Indexer 20 54-55).

The Indexer Vol. 24 No. 1 April 2004
The Indexer Vol. 24 No. 1 April 2004 55

Hazel K. Bell, freelance indexer


‘Reading is forever’ says Steven Fischer in his enthusiastic preface. ‘What music is to the spirit, reading is to the mind.’ His book consists of seven chapters which take us from the origins of reading in Mesopotamia, when people ‘began to interpret a sign for its sound value alone within a standardized system of limited signs’, to today’s globalization of the net. All along this road he holds our attention with lively detail and anecdote while at the same time making us aware of wider horizons. He describes the process of reading aloud from the papyrus scrolls and waxed tablets of Greece and Rome. The collection of these led on to the founding of the great Library of Alexandria, which was intended to represent the whole of human learning with its 540,000 papyrus scrolls. At first, there was no system of cataloguing, but eventually Callimachus of Cyrene achieved a catalogue of 120 scrolls with texts listed in Greek alphabetical order. This period also saw the emerging of the novel as a genre: a love story with a happy ending set in Syracuse. Veneration of the texts themselves was introduced by the Jews as the reading aloud of the sacred text as part of the holiest prayers and their religion. Later, a medieval Jewish boy would be taught to read words from slates which were then coated with honey which he duly licked off as a symbol of absorbing the holy letters. At the next stage, he would read and then eat words written on hard-boiled eggs and honey cakes: food for mind and body.

Rome became the centre of book publishing: Atticus was Cicero’s bookseller and Atticus’s slaves did all the copying. Reading circles and public readings flourished in ancient Greece and Rome, both in the cities and throughout the Empire; authors read aloud from their works and were duly criticized on the spot. Private libraries were enjoyed but, amusingly, Seneca was scathing about those who ‘use books not as tools for study but as decorations for the dining room’, much as some buy books by the yard (or metre?) today for their newly acquired mansions! Christianity produced insatiable readers and prolific writers, especially St. Augustine of Hippo who distinguished between reading aloud and silent reading with the written word as its own medium. Hence the early libraries must have been quite noisy places in contrast to the hush in our modern libraries — although our local public library is fast becoming more medieval in this respect.

After covering largely Western reading, we are taken on a world tour from China, Korea, Japan, Mesoamerica and India. Next comes the medieval era of reading the parchment while at the same time reading aloud to a listening group, as with Chaucer and his Canterbury Tales. This reflected the communal society of the time, centred on the court, convent, university, church and residence, but the majority of the people listened to tales read aloud in the market-place. Eventually the change was gradually made from oracy to literacy. Interestingly, an illiterate person in the Middle Ages was not one unable to read, but one unable to read Latin inherited from the days of the Roman Empire.

Around the ninth century, the practice of silent reading became widespread, aided by a simplification of the script ordered by Charlemagne. This also meant that communication could be enjoyed without the censorship of the Church. Steven Roger Fischer describes the early days and methods of teaching the skill of reading in fascinating detail, ending this section with ‘the challenge of the vernacular’ and the use of reading aids, from polished stones to spectacles.

Of course, the introduction of printing transformed the whole of European society, eventually enabling people to become active and critical readers with a sense of independence. With the rise of mass reading, censorship continued; authorities tried to control publishing; the Inquisition did its utmost to destroy books. But eventually the rush
of progress was unstoppable. The story of printing and publishing may be familiar to most of us, but here it is retold with a wealth of detail that often becomes exciting as it moves down the centuries and across most countries. Aldus Manutius who, in the 15th century wanted cheaper and handier books for all, would have been delighted with the first Penguin editions selling for sixpence each. He might have been astonished that they did not sell well until managed by Woolworth's when they ended up outselling all rivals.

After surveying modern technology and the net, Fischer ends on an optimistic note, saying, 'Now humanity is beyond articulated language itself, transcending space and time by virtue of that remarkable hyper sense: Reading.' There is a good reference section and a comprehensive index which, unfortunately, has rather too many undifferentiated strings for this user; the entry for 'France' has 39 and 'literacy' has 43. However, 'books' and 'reading' are broken down into more manageable subheadings. Although it seems more logical to begin at the beginning with the origins of reading, this book is one that can be picked up and dipped into at almost any page with the certainty that one will find much of interest.

Valerie A. Elliston, freelance indexer

Publications received and publications noted

Education for cataloging and the organization of information: pitfalls and the pendulum. Edited by Janet Swan Hill.


Correction

There was a layout error in Pat F. Booth's review of The 20th century cumulative index, The Indexer, Volumes 1-21 1958-1999 by Indexing Specialists, in the October 2003 issue of The Indexer. On page 239 (left-hand column) in the second 'Herbert' extract, the line 'Humorous indexes of...' is in fact a subheading of 'Herbert, Sir Alan ...' and so should have been indented.

We are happy to make it clear that this error did not occur in the cumulative index, nor was it introduced by the reviewer. Apologies to both parties.