

Indexing 'The Lonely Society?': Challenges and issues

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Who are the most likely users?

- Target group – policy makers
 - This is a report produced by a national mental health organization. Its aims are to fund research into mental health, advocate for change and influence policy makers
- Service delivery groups
 - Health workers: doctors, district nurses, therapists
 - Social workers and social services personnel
 - Volunteer organizers and volunteers
- Individuals
 - The publication is freely available on the web and accessible through a Google search. Individuals struggling with isolation might also look at it, looking for help
- Returning users
 - Anyone who has read the text and wants to locate an idea

What are the main themes?

- Loneliness (metatopic) and its impact
- Isolation, effects
- Age differences
- Mental health issues
- Strategies

Choice of entries

- Two important rules:
 - Is the information useful and of significance?
 - Is your entry word one that a user might look up
- Use the terminology of the text
 - provide cross-references/double entry for alternative approaches (synonyms)
 - If more than one term used interchangeably use qualifiers at both terms and make one a heading and the other a cross-reference, or double enter if only one line

Choice of entries: some decisions

- Names – who to include
 - Are all names required by client?
 - Are some people more significant in the context of the topic?
 - Does the significance or amount of detail influence name inclusion?
 - What to do about authors, joint authors and publications?

Choice of entries: some decisions

- Loneliness (*the metatopic*)
 - Do you need an entry, and if so what sort of entry do you need?
 - Is it the *only* metatopic?
 - Is it a term that needs a link to definitions?
 - Are there any aspects (subheadings) which cannot easily be covered at main heading level

Choice of entries: some decisions

- **Loneliness** (*the metatopic*)
 - Do you need an entry, and if so what sort of entry do you need?
 - Is it the *only* metatopic?
 - Is it a term that needs a link to definitions?
 - Are there any aspects (subheadings) which cannot easily be covered at main heading level
- **Metatopic:** – most ‘subheadings’ need to be main entries as most topics in the text are aspects of loneliness
- A few pertinent subheadings are useful, e.g. definition

Choice of entries: some decisions

- Case studies
 - Do you need a main entry for case studies?
 - If so, how do you decide what aspect to focus on for each study?
 - Should each case study be a subheading, or should they be grouped?
 - Should they be distinguished typographically in subject entries and differently from other box material?

Choice of entries: some decisions

- Case studies
 - Do you need a main entry for case studies?
 - If so, how do you decide what aspect to focus on for each study?
 - Should each case study be a subheading, or should they be grouped?
 - Should they be distinguished typographically in subject entries and differently from other box material?
 - useful to be able to look up case studies from subject, but also quickly locate what and where they are.

Choice of entries: some decisions

- Political correctness
 - What to do if terminology is out of date
e.g. elderly (older people)
 - discuss with editor
 - consider user groups – may or may not be an issue
 - consider context
 - if necessary to use ‘correct’ term, provide qualifiers/see references (no double entry?)

Choice of entries: some decisions

- What are possible entries for page 11?

Choice of entries: some decisions

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34 communities, change 10, 11
 52 evolutionary perspectives 5, 9, 11, 27
 53 face-to-face contact, benefits 11, 19
 58 friendship 7, 7c, 11, 16c, 25, 25-6, 27
 89 interventions, social networking 11, 26-7, 29, 29, 30c
 127 mothers, support 11, 26-7
 130 Netmums.com 11, 26-7
 140 online relationships 11, 12, 26-7
 141 oxytocin, benefits 11
 143 parents, support 11, 14c, 26-7, 28, 28-9c
 146 peer support schemes 11, 26-7, 34
 150 physical contact, importance 11
 159 relationships, friendship 7, 7c, 11, 16c, 25, 25-6, 27
 162 online 11, 12, 26-7
 164 effect of social trends 9, 11, 18
 166 rural communities 11
 177 social networking, local communities 11, 24, 25-6, 26, 29, 30, 30c
 178 online 11, 12, 26-7
 180 society, trends 9, 10, 11, 16, 18, 33
 190 support groups, social networking 11, 25-6, 26-7, 29, 30, 30c
 198 urban environments 9, 11
 200 virtual communication 11, 12, 26-7
 204 well-being, improving 11, 31, 31

Choice of entries: some decisions

- Difficult ideas
 - Help for loneliness and seeking help (p21, 22)

cures for loneliness *see* interventions

help, seeking

see also interventions

interventions

seeking help

Choice of entries: some decisions

- Difficult ideas
 - Page 12 paragraph on contagious loneliness

How to capture this? What works?

disease model of loneliness

contagious loneliness

illness, loneliness as

social networking, spread of loneliness

or even at the metatopic entry –

loneliness, spread

Choice of entries: significance

Things to consider:

- *User perspective*
Whilst you might make an entry because the topic appears in the text, the user is looking it up because they want to find out some useful information about it
- *Occurrence of topic*
One minor or passing reference will not be useful – but what if there are several such references which together provide useful information?
- *Examples and lists*
If something is named in a set of examples ‘such as’ or given in a list, you need to think hard about whether an entry is justified. Often it is not.

Choice of entries: significance

Entries on page 34

- Is there a case for including this locator for any of these topics?
 - disabilities
 - GP practices
 - immigrants
 - learning disabilities
 - mental health services
 - occupational therapists
 - retirement
 - teenagers
 - young people
 - youth workers

Choice of entries: significance

Entries on page 34

- **These topics** have significant information worth capturing
 - disabilities
 - GP practices
 - immigrants**
 - learning disabilities
 - mental health services
 - occupational therapists
 - retirement**
 - teenagers**
 - young people**
 - youth workers
- Consider significance in the light of other references and the context of the paragraph

Subheadings

When should subheadings be used?

- to break down large page-spans into more manageable groups for the user
- To divide up strings of more than 5 or 6 undifferentiated locators
- To indicate highly differentiated aspects of a subject
 - families
 - change in structure 16
 - contact with 21, 22

Subheadings

Some more rules

- Avoid creating several subheadings for few locators
 - This is called *over-analysis*
 - emotional isolation
 - attachment theory 14
 - emotional needs 12
 - and loneliness 6, 12
 - teenagers 14
 - emotional isolation 6, 12, 14 is sufficient

Subheadings

- Avoid 'hiding' topics in subheadings and modifiers
 - Important or valid terms should appear as main entries instead of/in addition to appearing at subheading level

e.g. the following entries for 'minority groups'

minority groups
 isolation 10
 peer support 34
 social exclusion 6, 10, 17

are best covered as:

isolation, social 5, 9, 10,, 16, **16c, 24, 29**
 minority groups 6, 10, 17, 34
 peer support schemes 34
 social exclusion 6, 10, 17

[N.B. Other subheadings at
 isolation as major topic]

- This is referred to as *direct entry* as opposed to *classified indexing*

Subheadings

- Similarly an index entry with a modifier

inequality, and mental health 7, 12

also requires a main heading (and sometimes a modifier too)

mental health, and inequality 7, 12

Subheadings: some decisions

- Do you need to use 'loneliness' as a modifier?
 - depression, and loneliness
 - grief, and loneliness
 - health, effect of loneliness
 - parenting styles, and loneliness
 - personality, effects of loneliness
 - single parents, loneliness
 - teenagers, loneliness

Subheadings: some decisions

- Do you need to use 'loneliness' as a modifier?
 - depression, ~~and loneliness~~
 - grief, ~~and loneliness~~
 - health, effect of loneliness
 - parenting styles, ~~and loneliness~~
 - personality, effects on loneliness
 - single parents, ~~loneliness~~
 - teenagers, ~~loneliness~~

Subheadings: some decisions

- How could you better arrange this set of subheadings each with only one or two locators?

causes of loneliness

isolation 14, **18**

life transitions 15, 16

negative feedback loops **18**

relationships expectations 5-6

social exclusion 17

subjective responses 4

Subheadings: some decisions

causes of loneliness

emotional problems 4, 5-6, 15, **18**

isolation 14, 15, 16, **18**

Cross-references

Even more rules

- Double entry should be used where the target entry is a single line entry
- Double entry of main headings, and main heading/subheading should have matching locators
- 'see also' cross-references should direct the user to *additional* locators
- For simple one line entries, consider using a subheading with locators instead
- Avoid creating two stage cross-references

x see also y and *y see also b; c* *x see also b; c; y*
 (providing 'b' and 'c' are relevant to the topic of x)



Cross-references: some decisions

- Overlapping terms: some terms overlap but are separate concepts

isolation/loners/solitude

isolation *see also* solitude

solitude *see also* loners

However 'loners *see also* solitude' is not needed as the locator at **solitude** is already present at **loners**

Cross-references: some decisions

single parents (lone parents)/living alone (single person households)

- Single parents live 'alone' – but with children
- There is a strong link with single person households, but this is not quite synonymous.

Cross-references: some decisions

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- Single parents live 'alone' – but with children
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living alone 9, **10c**

see also single parents

lone-parents *see* living alone; single parents

single parents **4–5c, 14c**

see also living alone

single person households *see* living alone; single parents

Cross-references: some decisions

- The discussion on asylum seekers (p17)

This is actually about several overlapping groups which might all be sought terms

asylum seekers

ethnic minorities

immigrants

migrants

Cross-references: some decisions

- The discussion on asylum seekers (p17)

This is actually about several overlapping groups which might all be sought terms

asylum seekers

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immigrants

migrants

cross-references or double entries are also needed:

refugees *see* asylum seekers

displaced persons *see* asylum seekers

migrants *see also* immigrants [or ethnic minorities]

Editing and checking

- Check spelling
 - Use a spell checker, but also check names and unusual words against the text
- Review and deal with Queries
 - Easier to do all these at the end, rather than during the indexing process
- Check Double Entries
 - retain *see* cross-references until the end of the indexing process, then convert those that need it to double entry
 - check important subheading topics for main entry inclusion
 - use indexing software to group on keywords and check all inter-related entries have appropriate locators

Editing and checking

- Edit subheadings
 - remove unnecessary subheadings
 - creating subheadings for likely important topics by using modifiers aids cross-checking at the end, and prevents strings building up, but entries with very few subheadings do need editing down later
 - re-word subheadings for conciseness and consistency
 - remove unnecessary modifiers for main headings
 - go through subheadings, to force sort or change order for significant words, if ignoring prepositions.
- Alphabetical order
 - use indexing software
 - go through main headings to check for need to force headings (e.g. some hyphenated words; the way names have filed etc)
 - check alphabetical order of subheadings

Editing and checking

- Cross-references
 - use indexing software to check cross-references are accurate and valid
 - think about what additional cross-references might be useful to provide access from alternative approaches
 - N.B. consider the readership and context. In specialised texts you might need to avoid cross-references which are either patronising or obvious e.g. a textbook for medical professionals would not need to provide cross-references from lay terms
 - check that *see also* reference sequences all lead to additional information (i.e. some terms are not repeating locators covered by other terms given)
- Strings
 - review 7 or more undifferentiated locators to group into subheadings or discard if passing mentions

Editing and checking

- Locator checking
 - consider using page order facility to check through all locators, or at least identify locators that don't 'fit'.
- Final read though
 - Try to keep a day in reserve to check your index after a time gap. This helps you to spot errors you originally missed
 - Read the index through line by line either from a large font on screen or from a print out.