

Dates	Issues	Details
April 6-12	Publishers Per Se: Production speed actually increasing	The opposite of delays: publisher increasing production speed resulting in increased workload for indexer
April 6-12	Publishers Per Se: No noticeable production slowdown	Publisher needs to maintain current production projects, otherwise playing catch-up would be very problematic
April 6-12	Publishers Per Se: No noticeable production slowdown	Scholarly press indexer has noticed no change
April 6-12	Publishers Per Se: No noticeable production slowdown	On-going book-series index continuing without interruption
May 2-10	" [and 1st of 2 verbatim quotes]	No slow down. I'm booked through June and am getting paid without a hitch. I don't work for either university presses or for overseas clients - only for US trade publishers
May 2-10	" [and 2nd of 2 verbatim quotes]	All of my clients are busy publishing and sending me plenty of work. My publishers are working from home, but I'm happy to report that the business of bookmaking marches on—even in these times.
April 13-19	Publishers Per Se: What they are doing to help	https://goodereader.com/blog/digital-publishing/what-publishers-are-doing-to-help-during-covid-19
May 28-July 6	Publishers Per Se	A publisher about whom the indexer was having questions has started coming back around. Indexer got an assignment and furthermore got paid.
May 28-July 6	Publishers Per Se	Press's staff members have not yet returned to the office and are all still working from home. Procedures aren't anywhere near normal, but the press is managing pretty well with digital communication.
April 13-19	Publishers Per Se	https://www.dukeupress.edu/Information-For/Customers/Response-to-COVID-19

April 6-12	Indexers' work flow	Three indexers have just received indexing job offers
April 6-12	Indexers' work flow	Indexing job requested in Feb is still a go
April 13-19	Indexers' work flow	Indexer in preceding row received a request for in index in May, but had to refer it to other indexers due to schedule overlap.
April 13-19	Indexers' work flow	1st quarter of 2020 was busier than that of 2019. Indexer is booked through May and cannot pass jobs onto colleagues to whom she would normally turn because they too are working at max capacity. A client is continuing an on-going project from May through July, a time the indexer thought might be difficult for that client. Certain types of work from packagers in India are proceeding on schedule. also vs. indexer's expectations. During the recession of 2008, business continued at a brisk pace because of work already in the pipeline. This likely will obtain for many publishers and indexers during this crisis.
May 12-May 28	Indexers' work flow	Indexer's work has been staying mostly on schedule. One book was delayed because the author is currently involved with virus research. However, the indexer received another book from that publisher to fill in the gap
May 28-July 6	Indexers' work flow	Work has come surging back after being very slow through March. Indexer has noticed that the entire production process has slowed considerably, from initial contact to approval of the final index. This also applies to payment, particularly from universities, some of which are shifting to third-party entities that require a time-consuming multi-step registration process, sometimes involving the author, the university, the indexer and the payment organization itself.
July 7 - August 3	Indexers' work flow	Indexer has not yet experienced a shortage of work. About 75% of my indexing work is for self publishing authors. One author told the indexer that he was taking his furlough time to write his next book. Indexer is hopeful that he isn't the only one.
July 7 - August 3	Indexers' work flow	Indexer had a run of six indexes this year including the hardest one ever done. Two other indexes are in the pipeline. Indexer has enjoyed a bumper crop this year and is hopeful that Covid will not catch up to slow that down.
July 7 - August 3	Indexers' work flow	Indexer compared current work loads against those over the past two years for time period this year and found that they are about the same. Indexer tentatively has more coming for the rest of July than in previous years. Aug-Sept should provide more information about upcoming work.

July 7 - August 3	Indexers' work flow	It's business as usual. Indexer has two new projects this spring and summer; both referrals from authors she has worked with in the past.
August 4- September 12	Indexers' work flow	Indexer's work has continued nonstop this year – enough to keep several other indexers supplied all the work they can manage. In the past month, indexer has turned away 1-3 jobs a week. Similarly, indexer has heard from four other indexers with similar seniority and all are as busy as possible. Indexer's regular clients seem to be publishing about the same amount (if not more) than in previous 5 years.
August 4- September 12	Indexers' work flow	This week, the indexer booked the first indexes since COVID hit. Two of them, both authors, have just put the pages into the (university) press's hands for production. One is expecting a normal schedule, indexing in October. The other is expecting pages for indexing in March – of 2021.
September 12-October 22	Indexers' work flow	Indexer who has been in contact from early on reports nothing new. In this instance, that means a steady work flow.
September 12-October 22	Indexers' work flow	Indexer's workflow continues to be steady.
September 12-October 22	Indexers' work flow	Indexers (myself included) who have had little or no work since the beginning of the outbreak I recently had their workloads returned to normal.
October 23 2020- February 15, 2021	Indexers' work flow	I weathered 2020 very well, had a great earning year after a few scary quiet weeks in summer. Right now I only have a couple of projects on my schedule, but I'm often not booked really far ahead so not worried yet.
October 23 2020- February 15, 2021	Indexers' work flow	Nothing has changed for me: back to normal work flow. Truth be told, I'm busier than ever.
April 6-12	Payments/Rates	Author paying for index indicates no problem in doing so
April 6-12	Payments/Rates	Index job accepted by author; no reduction in fee requested by author/publisher
May 12-May 28	Payments/Rates	A publisher gave the indexer a 25 cent per page rate increase.
May 12-May 28	Payments/Rates	Pre-Coved, indexer was sought out by a previous author. Indexer asked for the highest per/page rate ever charged by that indexer for a very

		difficult scholarly text. Client agreed to that rate regardless of any potential Covid-related financial setbacks.
May 12-May 28	Payments/Rates	Pre-Covid, indexer was sought out by a previous author. Indexer asked for the highest per/page rate ever charged by that indexer for a very difficult scholarly text. Client agreed to that rate regardless of any potential Covid-related financial setbacks.
May 28-July 6	Payments/Rates	Indexer completed an index for a MS that came in a late. This enabled that indexer to better prepare for what looked to be a very difficult job. When the MS came in, it was as difficult as it seemed it would be. Indexer charged accordingly and was paid by the author two days after. Throughout the indexer and author maintained a conversation about how each was dealing with the inconveniences caused by the outbreak.
July 7 - August 3	Payments/Rates	Indexer is still getting paid by universities more or less on time.
Augusts 4-September 12	Payments/Rates	Indexer's clients are staying current with payments and while one large client has gone to 45 days from previous 30-day schedule, they are staying current with the 45 days.
April 6-12	Schedule Slowdowns/Delays: Minor, So Far	Potential delay of a few days in author's/indexer's receipt of working PDF
April 6-12	Schedule Slowdowns/Delays: Minor, So Far	Slight production delays and schedule adjustments
April 6-12	Schedule Slowdowns/Delays: Minor, So Far	Indexer working for a publisher seeing minor schedule disruptions and project-shifting, but few delays for projects that reach the indexing stage

April 6-12	Schedule Slowdowns/Delays: Minor, So Far	Publishers working remotely are experiencing certain inefficiencies, but are moving forward with most projects. Delays range from a few days to one month
July 7- August 3	Schedule Slowdowns/Delays: Minor, So Far	Indexer has less work than usual scheduled to come in. Things look good for the next few weeks, and then she has nothing on the calendar after that. Normally she doesn't have much work scheduled in advance, so this could still fill in.
Augusts 4- September 12	Schedule Slowdowns/Delays: Minor, So Far	Indexer is sometimes offered work she cannot take for various reasons, and these inquiries have slowed down, but that it has had little impact on her overall business.
April 20- May 1	Schedule Delays caused directly by publishing personnel contracting Covid	An indexer working with a packager finished a job for her publisher in May of last year and was told to expect another in the future. In February of this year the packager told the indexer to expect this job 'soon.' Indexer did not hear from packager, because the latter contracted Covid. She was ill, quarantined, incommunicado, but not hospitalized. The job was delayed by six weeks, but it was received and completed, and the indexer expects no problem with payment. Moreover, good news for the packager. She has recovered.
April 6-12	Schedule Slowdowns/Delays: To be determined	Indexer waiting to hear about the status of an annual project that usually comes in in April
July 7- August 3	Schedule Slowdowns/Delays: To be determined	Indexer has less work upcoming calendar than usual. Things look good for the next few weeks, but she has nothing on the calendar after that. Normally she doesn't have much work scheduled ahead, so this could still fill in.

<p>July 7 - August 3</p>	<p>Schedule Slowdowns/Delays: To be determined</p>	<p>Indexer lost a client with a yearly index dating back to 2006. It was a reliable income source. The pandemic forced them to cease publication. The indexer has other jobs, some of which have been postponed but none been cancelled. She also has multivolume historical society newsletter that will keep her busy the next couple of months.</p>
<p>July 7 - August 3</p>	<p>Schedule Slowdowns/Delays: To be determined</p>	<p>Indexer has seen a definite slow-down compared to 2019. A group of clients are behind in production because of Covid. A packager notes that publishers are slow in getting manuscripts to them. Indexer is completing a job that was supposed to be finished in April.</p>
<p>July 7 - August 3</p>	<p>Schedule Slowdowns/Delays: To be determined</p>	<p>Indexer's work has remained steady, and she has some new clients. On the downside, she has two repeat clients for the same project every year. The updated project always comes out right before their national conferences, but this year there are no conferences. The project was to start next month, but now production has been postponed until October. Indexer is concerned that the publisher may not publish it at all this year and asks if others have timelines that are shifting drastically</p>
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<p>April 6-12</p>	<p>Schedule Slowdowns/Delays: Problems</p>	<p>Large index delayed for undetermined period of time</p>

April 6-12	Schedule Slowdowns/Delays: Problems	Publisher has suspended production until mid-June
April 6-12	Schedule Slowdowns/Delays: Problems	Index completed; submitted with format query to packager, but no response after two attempts
April 6-12	Schedule Slowdowns/Delays: Problems	Indexing projects pushed to spring so as not to overburden editors
April 6-12	Schedule Slowdowns/Delays: Problems	Indexing and proofreading projects now on indefinite hold
May 2-10	Schedule Slowdowns/Delays: Problems	Incoming work has dropped off after a brisk Jan-Feb. Indexer completed and submitted a job but with no response from PM or author. They eventually approved the project, and the indexer submitted an invoice but was notified that payment would be delayed. The project was handled through a packager in India. The indexer believes that the situation there is more impactful than here.
May 11-May 28	Schedule Slowdowns/Delays: Problems	Indexer's work abruptly stopped coming in this year. A small project in January then nothing. Indexer has retired.
May 11-May 28	Schedule Slowdowns/Delays: Problems	Indexer is usually overbooked in May-June with a steady stream on inquiries coming in. This year, a brief flurry of queries one day last week, but nothing more.
May 11-May 28	Schedule Slowdowns/Delays: Problems	No work at all lately from India. Indexer is concerned that indexer's Covid-related vulnerability might lead to a reduction in pay.

July 7-Aug 3	<p style="text-align: center;">Schedule Slowdowns/Delays: Problems</p>	<p>Indexer was as busy as usual until this month [July], but sees nothing coming in for the next 5 weeks, which is unusual. Indexer notes that work was plentiful at the start of COVID because publishers were rushing to finish projects already in the pipeline and to clear out those projects already well into production. [This was something many indexers noted at that time. JF] Indexer has been expecting that once those kinds of work were completed, we would see fewer projects being scheduled and other projects begin cancelled before they were begun. Indexer has noticed that instead of the summer rush to get books indexed and ready for fall publication, many books seem to on slower schedules, and work is more scarce.</p>
July 7-Aug 3	<p style="text-align: center;">Schedule Slowdowns/Delays: Problems</p>	<p>Mid-May through July 9 is always indexer’s busiest time, but the indexer hasn’t had a single indexing request during this same period this year and only about half the copyediting requests. Faculty authors may be being overwhelmed by Covid in several ways, and most are not finishing their books for inclusion in the fall catalogs.</p>
Augusts 4-September 12	<p style="text-align: center;">Schedule Slowdowns/Delays: Problems</p>	<p>Indexer is as busy as usual, but schedules, – always a bit shaky– have become worthless. Several projects moved many, many times</p>
Augusts 4-September 12	<p style="text-align: center;">Schedule Slowdowns/Delays: Problems</p>	<p>So far, my schedule for the next few months is essentially empty—at a time when I would normally expect an uptick in projects.</p>
Augusts 4-September 12	<p style="text-align: center;">Schedule Slowdowns/Delays: Problems</p>	<p>Indexer has had two projects pushed back--one by a large scholarly press [notorious for extending production schedules in the best of times] and a small press that neither the indexer nor the author has worked with before. Indexing work has been slow to come in (editing also slow, but the indexer’s association client is still sending books)</p>

Augusts 4- September 12	Schedule Slowdowns/Delays: Problems	Indexer has had no work since July, but reports that the break is somewhat welcome because it has provided time to devote to other equally important life situations. [This is encouraging in a way, and I hope that it applies to all those who can take advantage of it. JF]
September 12-October 22	Schedule Slowdowns/Delays: Problems	Two projects keep getting pushed back one from a large university press one from a small press. Indexer is not sure that they will still come through this year.
May 11-May 28	Payments delayed/ Rates reduced	No work at all lately from India. Indexer is concerned that Covid-related vulnerability might lead to a pay reduction.
May 2-10	Payments delayed/ Rates reduced	Payment for a large indexing job has been delayed because the organization is having cash flow problems because of the pandemic.
May 11-May 28	Payments delayed/ Rates reduced	Work was steady in May, but indexer is still waiting in Mid-May for a payment long overdue from a major publisher, and their office was closed at that time!
May 11-May 28	Payments delayed/ Rates reduced	Indexer working with a packager in India lost a textbook job scheduled in February for July in a cost-cutting move. The author wants to change the indexing services from a US freelancer to an indexer in India.
April 13-19	Book Publishers, Bookstores, Book Fairs and Conventions	https://www.publishersweekly.com/pw/by-topic/industry-news/publisher-news/article/82857-the-coronavirus-takes-its-toll-on-publishing. HTML
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April 6-12	Packagers and third- party outsourcing	Index completed; submitted with format query to packager, but no response after two attempts

April 13-19	Packagers and third-party outsourcing	1st quarter of 2020 was busier than that of 2019. Indexer is booked through May and cannot pass jobs onto colleagues to whom she would normally turn because they too are working at max capacity. A client is continuing an on-going project from May through July, a time the indexer thought might be difficult for that client. Certain types of work from packagers in India are proceeding on schedule. also vs. indexer's expectations. During the recession of 2008, business continued at a brisk pace because of work already in the pipeline. This likely will obtain for many publishers and indexers during this crisis.
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September
12-October 22

**Packagers and third-
party outsourcing**

Scheduling has become increasingly haphazard and chaotic, and sometimes undoable. Indexer was asked to deliver an index for 911-page book in 5 days, though when she showed them that that was impossible, they did provide a reasonable deadline. Indexer is not sure anyone at their end knew what they were asking for. When asked to take on a project with a reasonable time frame, the indexer often will then not hear from them and must contact them again before finally getting the MS, which then means she is starting the project late. Often the original deadline may also shift, which makes things difficult if one is working several projects at once. Some clients also seem to be experiencing a rapid turnover of employees. One has hired and lost at least 3 different production editors in the last 6 weeks. Some have vanished mid-way through a project. Finally, for some of the overseas providers, the indexer is having increased difficulty with editors who don't speak or write English as their first language. Multiple emails may be required to make them understand issues of pagination or formatting. Indexers opinion is that most of the people she works with have no idea what an index is, or what she is actually producing. Just recently she had a MS that was unusable. It was full of typos, incomplete sentences, incoherent chapter headings and subheadings etc. She sent them numerous emails, but none of the issues she raised were addressed, and she only got repeated pleas to get the index to them ASAP. Finally the copyeditor for the project contacted all of us who were involved and basically went on strike, saying he needed more time to complete his work, as the manuscript was a complete mess. This project is now on indefinite hold, even though I have completed 2/3ds of the index. It's entirely possible that the indexer may have to redo at least part of her work.

October 23, 2020- February 15 2021	Packagers and third- party outsourcing	I did lose my biggest client in 2020 – they took their indexing to a packager. I’m not sure if that was covid-related or something that was already in the works. My last project with them was March, then one in October. Given that I normally get at least one a month from them, having only one for that 9 month period was unexpected, so finding out that they are using a packager explained things. I had enough work from other sources to still have an excellent year, but I worry what 2021 will look like.
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