in this issue: market segments
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Features

7 ATA Reaffirms the Freedom to Translate

13 Translating for the Pharmaceutical Industry
   By Verónica Albin
   The Commonwealth of Puerto Rico is a leader in pharmaceutical manufacturing in the
   U.S., making it a fitting backdrop for ATA's recent professional development seminar,
   Translating for the Pharmaceutical Industry.

16 Notes from San Juan:
   Pharmaceutical Plant Tour: Rx for ATA Field Trips
   By Lillian Clementi
   In addition to sessions, on-site tours are a valuable component of any seminar.

17 The Complexity of Law: ATA's Legal Translation and Interpreting Seminar
   By Carol Lagler-Kolusheva
   The May 2004 Legal Translation and Interpreting seminar provided a forum for legal
   translators from the U.S. and abroad to untangle some of the field’s most common
   problems in a day of intensive and illuminating seminars.

18 Starting Out
   By Rut Simcovich
   You need to understand what segments exist and how the market operates in your area.

22 Tips for Players in the Simultaneous Interpreting Market
   By Dave W. Chen
   An increasing number of organizers for international conferences and other events are
   requesting simultaneous interpreting services. However, this demand has also lead to its
   own set of challenges for professional interpreters and clients alike.
2004 Chronicle Editorial Calendar

January
Focus: Terminology
Submission Deadline: November 15

February
Focus: Literary Translation
Submission Deadline: December 1

March
Focus: Marketing
Submission Deadline: January 1

April
Focus: Client Education
Submission Deadline: February 1

May
Focus: Market Segments
Submission Deadline: March 1

June
Focus: Public Relations/Professional Outreach
Submission Deadline: April 1

July
Focus: Science and Technology
Submission Deadline: May 1

August
Focus: Medical Translating and Interpreting
Submission Deadline: June 1

September
Focus: Interpreting
Submission Deadline: July 1

October
Focus: Legal Translating/Interpreting
Submission Deadline: August 1

November/December
Focus: Training and Pedagogy
Submission Deadline: September 1

The ATA Chronicle Submission Guidelines

The ATA Chronicle enthusiastically encourages members to submit articles of interest to the fields of translation and interpretation.

1. Articles (see length specifications below) are due the first of the month, two months prior to the month of publication (i.e., June 1 for August issue).
2. Articles should not exceed 3,500 words. Articles containing words or phrases in non-European writing systems (e.g., Japanese, Arabic) should be submitted by mail and fax.
3. Include your fax, phone, e-mail, and mailing address on the first page.
4. Include a brief abstract (two sentences maximum) emphasizing the most salient points of your article. The abstract will be included in the table of contents.
5. Include a brief biography (three sentences maximum) along with a picture (color or B/W). Please be sure to specify if you would like your photo returned. Do not send irreplaceable photos.
6. In addition to a hard copy version of the article, please submit an electronic version either on disk or via e-mail (Jeff@atanet.org).
7. Texts should be formatted for Word or Wordperfect 8.0.
8. All articles are subject to editing for grammar, style, punctuation, and space limitations.
9. A proof will be sent to you for review prior to publication.

Standard Length
Letters to the editor: 350 words; Opinion/Editorial: 300-600 words; Feature Articles: 750-3,500 words; Column: 400-1,000 words

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26  Interpreting for Social Services: A New Federally-Mandated Field  
By John B. Jensen and Erik Camayd-Freixas  
A recent federal guideline mandates interpreting for Limited English Proficient recipients of medical and social services. Here is the basic design of a program to train bilingual staffers to serve as interpreters.

31  Ergonomics for Translators and Interpreters  
By Mónica E. de León  
Feeling the pain of a long day of work at your computer? Here are some suggestions and guidelines on how to make your workstation ergonomic.
Verónica Albin is a freelance medical translator and senior lecturer in Spanish and translation at the Center for the Study of Languages at Rice University in Houston, Texas, where she teaches advanced translation, cross-cultural communication, and medical Spanish. Her articles on language, comparative grammar and stylistics, and translation have been featured in the ATA Scholarly Monograph Series, the ATA Chronicle, the Translation Journal, Apuntes, and Rice University’s Orbis Linguae, among others. She joined ATA in 1982 and is certified in English ↔ Spanish. She has served the association on the Ethics, Accreditation, and Conference Planning Committees. She was invited to join ATA’s English ↔ Spanish grading team in 1991, and has since served as language chair, co-chair, and deputy chair. Contact: valbin@pdq.net.

Erik Camayd-Freixas, Ph.D. is associate professor of Spanish and director of the Translation and Interpretation Program at Florida International University in Miami. He has been director of training for the State of Florida Interpreter Services Program since its inception in 2001. A federally certified and conference interpreter since 1985, he is the founder of Verb-A-Team, Inc., a language consulting company specializing in interpreter training and testing. Contact: camayde@fiu.edu.

Dave Chen is a lecturer, writer, interpreter, and translator. He has taught English at the Shanghai Institute of Mechanical Engineering for eight years. He has several publications in both China and the U.S., including a set of university course books in English for science and technology and The Comprehensive Chinese-English Dictionary. He has a multidisciplinary technical background (English and telecommunications), and is experienced in simultaneous interpreting, voice talent, software localization, and technical translation (both into and from English). He also renders translation into both Simplified and Traditional Chinese. He has served as technical lead and language lead in many large volume projects. Contact: chen073@aol.com.

Lillian Clementi is a French and German ↔ English freelance translator and a member of ATA’s Public Relations Committee. Contact: clementil@cs.com.

Mónica E. de León is an English ↔ Spanish freelance translator and interpreter with 13 years of experience. She has studied ergonomics and has avidly investigated and tested different devices to avoid carpal tunnel, tennis elbow, headaches, backaches, and other problems derived from sitting long hours in front of the computer or interpreting at conferences. Contact: mdeleon62@rgv.rr.com.

John B. Jensen, Ph.D., is professor of modern languages at Florida International University in Miami. He served as a Peace Corps Volunteer in Brazil and holds his doctorate in Spanish and Portuguese linguistics. He has translated professionally since 1967, has been a conference and consecutive interpreter since 1980, and has taught interpretation since 1999. Contact: jensenj@fiu.edu.

Carol Lagler-Kolusheva holds a B.A. Honours from the University of East Anglia (U.K.) and an M.A. in specialized and technical translation from the University of Westminster in London. She currently works as a senior relationship manager for CLS Communication Ltd. in London, and has also worked as a freelance translator. Contact: carol.lagler@cls.ch.

Rut Simcovich has been a freelance Argentine English/Spanish translator and interpreter since 1971. She is director of the Language Department at Centro Internacional de Conferencias, a company she founded in 1985. In 1996, she established the Rut Simcovich Interpreters School, emphasizing the role of interpreters and translators as facilitators of intercultural communication. In addition to being a member of ATA, she is the former president of the Argentine Association of Translators and Interpreters and a former member of the International Association of Conference Interpreters. She was the court appointed interpreter in the trial of the Argentine military “Juntas,” and currently works for clients such as the World Bank, the U.K. Embassy, and The Coca-Cola Company. Contact: rsimcovich@fibertel.com.ar.

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American Translators Association
Reaffirms the Freedom to Translate

By Kirk Anderson

In Fall 2003, Marian Schwartz, an ATA member and former president of the American Literary Translators Association (ALTA), alerted ATA to a Treasury Department ruling that barred the Institute of Electrical and Electronics Engineers (IEEE) from editing manuscripts submitted for publication in their scholarly journal by authors in Iran, a country under U.S. trade embargo. The ruling prohibited “the reordering of paragraphs or sentences, correction of syntax, grammar, and replacement of inappropriate words” without a license, on the grounds that “such activity would constitute the provision of prohibited services to Iran.”

In investigating this issue in conjunction with ALTA President David Ball and Esther Allen, chair of the PEN American Center’s Translation Committee, ATA learned that many publishers are concerned about how this might limit their right to publish literary, academic, or other works—translated or otherwise—by authors in embargoed countries. Because translation certainly constitutes “substantive or artistic alteration or enhancement” of a foreign-language work, ATA believes it would likely fall under this sweeping ruling. Indeed, in one instance a publisher has already withdrawn a commitment to publish a translated work by a renowned Cuban author.

After consulting with publishers, IEEE representatives, and Treasury Department officials, the American Translators Association issued a letter, which appears on pages 8 and 9, to the Treasury Department’s Office of Foreign Assets Control.

Register now for the Translation Company Division’s 5th Annual Conference on July 8-11, 2004, in Austin, Texas! Conference and hotel registration forms are now available on the TCD website at www.ata-divisions.org/TCD/index.htm. Don’t forget to sign up for the rooftop banquet! Hotel reservations at the Crowne Plaza must be made by June 15, 2004.

Program update: We are very pleased to announce that Renato Beninatto of Common Sense Advisory (www.commonsenseadvisory.com) will be the keynote speaker at our conference. Also on the program so far (as of 4/19/04):

- Shelly Orr Priebe, General Manager, McElroy Translation, “Sales and Sales Management”
- Kim Vitray, TCD Assistant Administrator, “HR Basics for Translation Companies”
- Beatriz Bonnet, President/CEO, Syntes Language Group, “Industry Standards”
- Tim Altanero, Program Manager, ACC Localization Program, “Localization Education”
- Vic Dickson, Founder/CEO, Transco, “China and Chinese Translation: 101 Things We Know But Misunderstand”

Don’t miss this event tailored to the needs and concerns of translation company owners and managers! For more information, as well as advertising, exhibit, and sponsorship opportunities, please contact:

Linda Gauthier
TCD Administrator
BG Communications
Montreal, Canada
linda@bgcommunications.ca

Kim Vitray
TCD Assistant Administrator
McElroy Translation
Austin, Texas
vitray@mcelroytranslation.com
R. Richard Newcomb  
Director, Office of Foreign Assets Control  
United States Department of the Treasury  
1500 Pennsylvania Avenue, NW  
Washington DC 20220

Dear Mr. Newcomb:

I am writing on behalf of the American Translators Association and its over 9,000 translators, interpreters, and others in the United States language industry, to call for an immediate review of regulations and interpretative rulings of the Office of Foreign Assets Control that could be construed as barring or restricting the translation or publication of written works originating in countries under United States trade embargo: namely Cuba, Iran, Iraq, Libya, and Sudan.¹

Such restrictions run counter to the core values of freedom of expression protected by the First Amendment to the United States Constitution, the Universal Declaration of Human Rights, and other international agreements to which this country is signatory. They limit the free flow of ideas and information essential for democracy and an open society.

The American Translators Association is aware of at least one instance in which a publisher already has withdrawn a commitment to publish a translated work as a consequence of information received about these regulations. This may not be the only such incident, and demonstrates that the mere existence of such regulations, as currently interpreted, can have a chilling effect on the freedom of expression.

In investigating this issue, we were told informally by a treasury department official that translation may be exempt from these restrictions. We welcome this statement, but fear that it may not be universally accepted or applied.

¹ Specifically, OFAC’s narrow application of the “informational materials” exemption to the International Emergency Economic Powers Act (the “Berman Amendment”) in recent interpretative rulings, including but not limited to OFAC Interpretative Ruling 031002-FACRL-1A-10 on Publishing Activities Involving Manuscripts From Iran.
As a gateway in the free exchange of ideas, translators and interpreters feel bound to reaffirm our commitment to the freedom to translate and publish any and all written works without licensing requirements or other forms of government-imposed prior restraint. United States citizens and people around the world look to our country to set an example by protecting these basic freedoms.

We therefore urge you to review these regulations and interpretative rulings, and to rescind or amend them to conform to the letter and spirit of United States and international law. We also request a specific written statement from the Office of Foreign Assets Control, clarifying that the translation and publication of written works originating in embargoed countries are exempt.

Sincerely,

Scott Brennan
President
American Translators Association

cc:

The Honorable George W. Bush
The White House
Washington, DC 20500

The Honorable Howard L. Berman
United States House of Representatives
Washington, DC 20515

The Honorable John W. Snow
Secretary of the Treasury
United States Department of the Treasury
Washington DC 20220

The Honorable Eduardo Bertoni
Special Rapporteur for Freedom of Expression
Inter-American Commission on Human Rights
Organization of American States
Washington DC 20006

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New York NY 10016-5997

Philip W. Semas, Editor in Chief
The Chronicle of Higher Education
1255 23rd Street, NW, Suite 700
Washington D.C. 20037
In Memoriam

JOHN D. CHADBURN

Era un ser excepcional: culto, talentoso, inteligente, de memoria y mente privilegiadas, buen amigo de sus compañeros y colegas, como lo prueba el hecho de que al enterarse de su fallecimiento, los traductores pasados y presentes del BID (Banco Interamericano de Desarrollo) enviaron sus condolencias por John, a quien tenían en “un sitio de prestigio”.

Desde Inglaterra, país donde nació y se educó, llegó a la capital de Estados Unidos. Venía con la primera delegación del Reino Unido a las Naciones Unidas. Entonces lo conoció sólo de nombre.

Al retirarse de la vida diplomática, se trasladó a Ginebra con fines de estudio: se especializó como Traductor. Luego regresó a Washington, D.C. e ingresó a la OPS (Organización Panamericana de la Salud). Prestó servicios por años a organismos instalados en esa ciudad: OEA (Organización de Estados Americanos), BID (Banco Interamericano de Desarrollo), Banco Mundial (World Bank), Fondo Monetario Internacional y otros.

Con su mente magnífica, conocedor del Derecho (no era Abogado) y su sentido de equidad y justicia, orientaba al personal que a él recurría para resolver problemas laborales que les afectaban.

Por sus eximias cualidades, amplio conocimiento del inglés y buenas relaciones con colegas de otros organismos, lo invitó a colaborar en la sección Español-Inglés de mi Glosario. Aceptó, pero nunca quiso que su nombre figurara en la portada. Según él, todos se referían al “Diccionario Orellana” o “al Orellana”. Más tarde, cuando se enteró del éxito del Glosario entre los estudiantes, funcionarios internacionales y el público, se entusiasmó, y así ambos trabajamos arduamente para sacar la Cuarta Edición que, con algún retraso, fue publicada por Editorial Universitaria en junio del 2003.

Cuando se me preguntaba en público o en privado por qué su nombre no figuraba en la portada, inventaba una respuesta: “Tal vez él pensaba que me tirarían piedras por haber preparado el Glosario y él no quería que le cayesen sobre la cabeza”. Más no ha sido así y juntos trabajamos con esmero hasta terminar la obra programada.

En estos momentos, en que el tiempo quisiera arrebatarnos nuestra tristeza, siguen llegando tarjetas de pésame, especialmente del Banco Mundial, de colegas y amigos que lo recuerdan con cariño y admiración.

Marina Orellana,
Traductora

A Personal Appreciation:

On March 14, 2004, John D. Chadburn died in Santiago, Chile, at the age of 91. Friends and former colleagues who had corresponded with him recently report that his mind and curiosity remained as keen as ever, his pronouncements about the state of world affairs and the use and abuse of the English language as candid and uncensored as always. With the estimable Marina Orellana, creator of the Glosario Internacional para el Traductor and author of its English-to-Spanish section, John had recently shepherded the fourth edition through to publication. Both authors had the satisfaction of seeing the first wave of copies sell across the world to eager translators whose 1990 edition was, at best, dog-eared and, at worst, in shreds.

I came to know John in the late 1980s when I was a staff translator at the Inter-American Development Bank in Washington, DC. During his annual trips to Washington, John made the rounds of the international agencies to talk to old friends and colleagues, his Glosario antennae permanently aquiver. At the end of each trip, he packed home hundreds of index cards containing raw material to digest and, always, to research before it made its way into his Spanish-to-English section of the next Glosario draft.

It is difficult to explain to translators who have not wrestled daily with the painstakingly clouded constructions, socio-political minefields, and localisms that are constants of international development texts why Glosario fans worldwide refer to it as their “bible.” Before the Internet opened up virtual libraries around the clock, most Spanish-to-English translators had no other resource to turn to if a coffee processing term leapt out at them in a Bolivian text or an obscure land measurement unit appeared in a Costa Rican one. The Glosario continues to

Continued on p.50
Profiles in Continuing Education:

Compiled by Kirk Anderson

Héctor Quiñones
Madrid, Spain
hectorq@nutriword.com

Who: Héctor Quiñones is a freelance translator based in Madrid, Spain. His background is in agricultural engineering (Ingeniero Agrónomo, Universidad Politécnica de Madrid, Spain) and food science and technology (M.S., Cornell University). With experience in international development, he works primarily for the agrifood and international development sectors from French and English into Spanish.

Where: Héctor frequently participates in continuing education events in the Madrid area and in other locations in Spain and abroad. He is a founding member of Asetrad (Asociación Española de Traductores, Correctores e Intérpretes) and co-founder and organizer of a monthly informal gathering of translators (Tertulia del Café Comercial de Madrid) who have been meeting in Madrid since 1999.

How: Since Héctor specializes in the agrifood sector, he tries to stay in touch with the industry by attending courses, fairs, meetings, and exhibitions related to this field. He also participates actively in scientific forums related to food science, nutrition, biotechnology, etc. This not only enables him to stay up-to-date with new terminology in English, French, and Spanish, but also helps him build a reputation as one of the most highly qualified scientific translators in the agrifood sector, find clients, and communicate with professionals who can provide technical assistance in scientific translation.

Last November, he attended ATA’s Annual Conference in Phoenix (where he took and passed ATA’s English→Spanish certification exam). More recently, he has participated in sector-specific events, such as the Primer congreso internacional sobre la traducción del lenguaje especializado de la vid y el vino (a wine translation conference in Soria, Spain) and the Alimentaria international food industry exhibition (Barcelona, Spain). In April and May 2004, he plans to attend several more continuing education events in Spain.

Héctor writes: “I believe professional translators should keep continuing education among their priorities if they want to stay afloat in a fast-changing market. It’s also an excellent opportunity to network with colleagues and clients.”
Annual Conference Planning is Underway. ATA President-elect and Conference Organizer Marian S. Greenfield is working with many different ATA volunteers and the Headquarters staff on ATA’s 45th Annual Conference in Toronto, Canada, October 13-16. Currently, we are scheduling the educational sessions and working out the details for the preliminary program. The program will be mailed with the July Chronicle. While the deadline has passed, you may still submit a conference presentation proposal for review. Presenters do cancel, so vacancies will need to be filled. The conference presentation proposal form is at www.atanet.org/conf2004_abstract.

In addition, ATA President Scott Brennan and Marian have been working with the Canadian Translators, Terminologists, and Interpreters Council (CTTIC), which is the federation of the provincial T&I associations, to encourage as much Canadian involvement as possible. Every year, we look at what worked and what we can do better with the conference. The exhibit hall is one target area for 2004. First, the exhibit hall location will be adjacent to the meeting space in Toronto, making it easier for attendees to drop by the booths. Clearly, the resulting increase in foot traffic will make the space more attractive for exhibitors. Second, we are offering tabletop exhibits, which feature smaller, simpler space—read cheaper—to extend the opportunity for smaller companies to participate in the conference. Third, Marian is communicating directly with the exhibitors to get their additional input.

We are also making some changes to the Job Exchange, which gives freelancers and independent contractors an opportunity to network and market their services while agency owners and employers peruse resumes and meet prospects. We are looking at ways to encourage even more language services companies to participate this year, as well as changing the name to the Job Marketplace.

Professional Development Seminars. Two seminars are scheduled for this summer:

Medical Translation and Interpreting, on July 10 in Minneapolis, and the Business of Translation and Interpreting, on August 28 in Seattle. ATA seminars provide valuable training, information, and networking opportunities to help you do your job better. The recent seminar in Washington, DC, on Translating and Interpreting for the Government was a smashing success with over 130 attendees and glowing evaluations. For more information, please see www.atanet.org/pd.

Welcome Rowena Moyer. Rowena Moyer joins ATA as our accounting manager. She brings 17 years of experience to the job. Rowena, originally from the Philippines, is fluent in Tagalog, Cebuana, and English.

Update Your Listing. Be sure to update your listing in the online Directory of Translation and Interpreting Services and the Directory of Language Services Companies. Directory listings are limited to ATA members, while members and non-members alike can view the listings. The online directories had more than 475,000 hits and over 25,000 unique visitors in the first quarter of 2004. With this kind of exposure, be sure to take advantage of this important ATA member benefit.

Thank you for being a member of the American Translators Association and for participating in ATA’s programs.

Plan now to exhibit at the American Translators Association’s 45th Annual Conference in Toronto, Canada, October 13-16, 2004. Exhibiting at the ATA Annual Conference offers the best opportunity to market your products and services face-to-face to more than 1,300 translators in one location. Translators are consumers of computer hardware and software, technical publications and reference books, office products, and much more. Exhibit space is limited, so please reserve your space today. For additional information, please contact Drew MacFadyen, McNeill Group Inc.; dmacfadyen@mcneill-group.com; (215) 321-9662, ext. 37; Fax: (215) 321-9636.
The U.S. pharmaceutical industry, as required by the Food and Drug Administration (FDA), provides translated material for product labels and labeling for an international market. The Commonwealth of Puerto Rico has capitalized on this industry, positioning itself as a leader in pharmaceutical manufacturing in the U.S. Thus, the island was a fitting backdrop for ATA’s recent professional development seminar, Translating for the Pharmaceutical Industry.

Because of its industry, Puerto Rico, it seems, has more translators per square mile than anywhere else in the world. Taking this into consideration, Carmen Díaz Zayas, a certified medical translator and a professor in the University of Puerto Rico’s Graduate Program in Translation, opened the seminar program with a session on accountability entitled Autores, clientes y traductores, ¿en quién recae la culpa? (Authors, Clients, and Translators: Who Should Take the Blame?).

Díaz supplied examples of job postings from the private and public sectors spanning the 1950s to the present. In 1956, she indicated with dismay, these job descriptions usually called for a high school graduate with some additional English and Spanish courses. In the 1970s, a few postings started requiring some experience in English and Spanish translation. By 1983, for the position of Translator III (the highest level of expertise), the requirements were 60 credits from a university plus two years of translation experience (or equivalent). It turns out that the “equivalent” in the ad was an M.A. in languages.

Díaz informed attendees that job requirements are still lax in 2004. Her first example, from the Administración de los Tribunales (Court Administration), required only a bachelor’s degree with 12 credit hours in English and Spanish, as well as six months of experience in translation. There was no mention of experience in legal translation. The second example, an ad from the State Department, listed the very vague requirement “considerable knowledge of English and Spanish.” The ad also contained an obvious syntactical mistake: “Conocimiento considerable de los idiomas español e inglés, como escrito [sic].” Moreover, in the same job description, Díaz discovered the following gem: “The position of translator includes offering interpreting services as needed.” Because of the lack of stringent requirements for translation positions in Puerto Rico, Díaz—tongue-in-cheek—suggested that it comes as no surprise that out of a population of nearly four million, two million of her countrymen consider themselves translators.

During the second part of Professor Díaz’s talk, she guided us—with her trademark clarity and erudition—in the rhetorical analysis of a Spanish newspaper article on the effects of hormone replacement therapy. In this valuable red-pen exercise, we identified the text as a translation from English and analyzed false cognates, terminological inconsistencies, and grammatical and syntactical mistakes. It was a much needed and delightful ride in the surrey of language.

This presentation was followed by an equally impressive one by Rafaela Mena. Mena is the director of the Drug Information Center of the School of Pharmacy at the University of Puerto Rico. Armed with an M.A. in translation from UPR and a degree in pharmacy, this experienced medical translator began her discussion, “Translating for the Pharmaceutical Industry: The Marketing and Advertising Experience,” by stating that there are approximately 20 pharmaceutical manufacturing corporations in Puerto Rico, which represent:

• 30,000 direct jobs (over 25% of the island’s work force);
• 90,000 additional related jobs (pharmaceutical components, engineering, medical, legal, food services, transportation, tourism, banking, etc.);
• 25% of the island’s Gross Domestic Product; and
• 66% of the island’s annual exports ($32 billion).

The first U.S. Food and Drug Act dates back to 1906. This act, Mena explained, merely oversaw (not regulated) the industry. After a plant accident in 1937, where a worker died as a result of exposure to a solvent,
Congress passed the Federal Food, Drug, and Cosmetic Act (FD&C) in 1938. Currently, the pharmaceutical industry is highly regulated by the FDA.

Since English is the official language of the FDA, all documentation coming from U.S. territories must be submitted in English. Furthermore, the FDA stipulates in the Code of Federal Regulations (CFR), Title 21, Part 50.20, that in order to ensure compliance, all documentation must also be in a language that is understandable to the person or entity under inspection. In addition, Section 210 of the CFR stipulates that all pharmaceutical employees must receive education and training in their native language in order to be permitted to perform their assigned functions.

Mena’s session focused on the marketing of pharmaceuticals, which must be in compliance with the Division of Drug Marketing, Advertising, and Communications (DDMAC) and other FDA regulations, such as Medication Guides 21 CFR 208. She explained that “labels” are anything that can be attached to packaging, while “labeling,” as described in Section 201(m) of the FD&C Act, “…means all labels and other written, printed, or graphic matter…” accompanying such articles. Labeling includes, but is not limited to, brochures, sales aids, price lists, calendars, sound recordings, journal ads, direct-to-consumer ads, and listings in the Physician’s Desk Reference. Because labels and labeling are regulated (reminder advertising, such as t-shirts, is exempt), Mena advised translators to use the formatting, font, and font size of the original—as these are also regulated by the FDA—and to use the language adopted by such regulations, even if it is not entirely to the translator’s liking. For example, “Caution: Federal law prohibits dispensing without a prescription” must be rendered into Spanish as “Precaución: La ley Federal prohíbe su despacho sin prescripción facultativa.”

After lunch overlooking the Atlantic Ocean, we returned to a panel presentation with Anne C. Jones, who holds an M.A. in translation from the University of Puerto Rico, and José Rodríguez Sellas, translator and document management services coordinator for Amgen (Applied Molecular Genetics) LLC. Both are members of the Amgen Opus Translation Team. According to Rodriguez, Opus is one of the most ambitious translation projects to take place within the pharmaceutical industry. Regrettably, due to issues of confidentiality, Rodriguez was unable to describe the project in great detail. Instead, after showing Amgen’s company profile and briefly listing the types of documents he translates, he discussed the Spanish of Puerto Rico.

Anne Jones’s presentation got us swiftly back on course and made us laugh. She said that it was unrealistic to presume that the original document will act as a kind of ore that can be refined to obtain a specific quantity of a given mineral. She added that scientific and technical documents that often pass for reasonable text, upon closer examination, tend to be far from transparent.

Before initiating the translation process with technical documents, Jones recommends that translators be granted access to the originator of the document in order to seek clarification if necessary. If we are not certain
we understand the original, it will not be possible to produce a reliable translation. Jones clarified that she was not talking about unusual terminology or phraseology, but of things from everyday language. As an example, she used the phrase the gasket must be face up. “Face up?” she quipped, “how can a gasket be face up? For something to be face up, it should have a face. Does a gasket have a face?” The outcome of the inquiry, she informed us, was to eliminate the phrase “face up” and to describe instead how the gasket should fit. She then delighted us with further examples, including “purchaser/planner” (Does it mean the purchaser or the planner, or does it mean a person called a purchaser planner?). And let us not forget those ambiguous expressions of time, such as “within 24 hours before shipment,” or the sudden appearance of a third filter in a sequence in which only two filters are mentioned. Jones’s excellent presentation, like the talks given by Díaz and Mena, warrants an article by itself, and I regret not having the space here to expand on all the important observations she made.

The last three presenters were: Paul B. Conlon, a specialist in good manufacturing practices; Agnes Molina, R.Ph., a validation and quality assurance consultant; and Nicasio Cruz, Ph.D., a specialist in management development and training.

In his presentation, “Good Documentation Practices,” Conlon’s professionalism and knowledge shone bright. The basis for documentation, he informed the audience, is that verbal communication is subject to interference and is prone to be modified. Without documentation, he stressed, it is difficult to “reconstruct” activities and to find “where and why” changes occurred. Analytical data confirm that a manufacturing process is valid, support the release or rejection of each batch product, and justify if products remain in distribution or are recalled.

The General Principles of Documentation call for record books to be kept in an “orderly manner,” for entries to be legible and in ink, and require that only “bound” record books be used. “White-out,” write-overs, and erasures are not allowed, and errors must be corrected with a single strike-through line, dated, and initialed. In order to comply with the FDA, documentation must be orderly, complete, accurate, truthful, readily retrievable, and verifiable. I have no doubt that had Conlon seen the desktop on my laptop, he would have been able to harness the chaos within seconds. This man knows his business.

As it sometimes happens, the information of some sessions overlaps. Molina’s talk, “Documentation in the Pharmaceutical Industry,” coming late in the day, included quite a bit of material that had been presented earlier. As a seasoned and confident presenter, she immediately found a new angle for the information. She explained, in great detail, the component parts of the different types of documents and the translation challenges posed by each of those parts. She closed her presentation with two maxims for us to remember: 1) If not written, not done; and 2) If not properly translated, not properly understood, performed, or documented.

Nicasio Cruz’s presentation, “The Inside Story: Good Documentation Practices, Training and Development, Regulatory Affairs and Compliance,” in spite of its title, covered language use in translation. Cruz argued that the accuracy of technical translation and the use of correct Spanish are unquestionably compatible. Furthermore, he added that translators play a crucial role in the defense of Spanish in a tacitly hostile environment that tends to favor the transference of English terms. Said transference, Cruz posited, is due to snobbery: “Whatever comes in from the North is considered better; we seem to think that if we speak like those from the North, we will sound more intelligent, more learned and knowledgeable.” Quoting the first governor of the Commonwealth, Muñoz Marín, Cruz stated that with that frame of mind, Puerto Ricans run the risk of turning into a semilingual people of two languages. In closing, he called for academicians, translators, businessmen, and technicians to work together to safeguard Spanish against the onslaught of English.

My thanks go to Marian Greenfield, ATA president-elect and seminar organizer, to Teresa Kelly at ATA Headquarters, and to all those who made this seminar possible. The venue couldn’t have been lovelier, the presentations were informative, and the camaraderie and networking opportunities were invaluable.
Ne of the biggest attractions on the program for the January pharmaceutical seminar was an optional visit to two pharmaceutical plants, the first technical tour scheduled as part of ATA’s highly successful program of regional conferences. The daylong outing on January 23, set to include English-language tours of facilities operated by Schering-Plough and Abbott, was a critical factor when many of the 17 tour participants decided to register for the seminar. While bad luck and an apparent communications failure left many disappointed, the attendees were unanimous in praising their Puerto Rican hosts and in urging ATA to keep trying.

Misfortune struck on January 22, when Schering-Plough was forced to cancel its tour due to an unexpected audit of their plant. After attempts to find a last-minute replacement proved unsuccessful, ATA staffers scrambled to rework the outing and notify participants.

On arrival at Abbott’s facilities the following day, the group received a warm welcome from Community Relations Manager Miguel N. Moreda, who provided a brief overview of Abbott’s local operations. Although ATA had contacted the plant repeatedly, Mr. Moreda was not aware that he would need to speak English with the attendees, and their voracious appetite for detail and terminology clearly took him by surprise. He shifted gears with remarkable grace and speed, however, arranging a last-minute visit to Abbott’s diagnostic kit plant. During an informative hour-long tour, Abbott employees Ivan J. Vega and Arturo de Gongora charmed the participants and answered an endless stream of questions on the plant’s operations. “The guides were extremely knowledgeable,” said attendee Ann Wiles. “They really warmed up when they found we were asking technical questions.”

Participants were unanimous in praising the courtesy and professionalism of their hosts, but nonetheless felt that the tour wasn’t quite what the doctor ordered. “I expected a more hands-on approach,” said Juan Dávila-Santiago, echoing many of his fellow attendees. “The tour itself should have been more in-depth. The company didn’t have a clear idea of what we needed.” Reviews were not entirely negative, however. “I really did get a lot out of being in the plant,” said Wiles. “The first time is never perfect, especially with something this complicated.” Robin Esterberg joined many other members of the group in urging ATA to schedule more field trips. “I know from my own personal experience that plant tours can be extremely valuable for translators,” she noted.

Organizers are already examining the Puerto Rico experiment with an eye toward preventive medicine. ATA Meeting Planner Teresa Kelly acknowledged the difficulties with the tour and attributed them to a breakdown in communications. “We tremendously appreciate the assistance we received from our contacts in Puerto Rico,” she said. “We should have had more direct communication...
The Complexity of Law: ATA’s Legal Translation and Interpreting Seminar

By Carol Lagler-Kolusheva

In most instances, legal translators are not lawyers. Due to the complexity of the legal profession, translation providers cannot be expected to know or understand the law exactly as lawyers do. However, translators working in a legal setting should be familiar with and adhere to certain key principles of legal practice. Laws keep changing, so it is important for translators to stay in touch with developments in this field.

As professionals, we should always be seeking ways to broaden our knowledge and learn from each other. I, for one, greatly appreciate the help ATA provides in this respect with the various subject-specific events it organizes. I always look forward to these ATA events, as I think they offer the best forum for translators from all over the world to meet, exchange ideas, and, most importantly, learn from one another. In fact, the moment I heard that ATA would be offering another professional development seminar in February on legal translation and interpreting, I was already booking my flight to Los Angeles.

After arriving in Los Angeles after almost 16 hours on the plane, I was glad when the Embassy Suites finally came into view. I was even relieved to find out that the others who were attending the speakers’ dinner were, by the sounds of it, almost as exhausted as I felt! I decided to go straight to bed, which turned out to be one of the best decisions I have ever made in my traveling career. After a good night’s sleep, I was up by 6 a.m. the next morning, in the pool at 6.30 a.m., and thus fully refreshed and enthusiastic to attend the various subject-specific events it organizes. I always look forward to these ATA events, as I think they offer the best forum for translators from all over the world to meet, exchange ideas, and, most importantly, learn from one another. In fact, the moment I heard that ATA would be offering another professional development seminar in February on legal translation and interpreting, I was already booking my flight to Los Angeles.

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After a hearty breakfast (an event I usually look forward to at any ATA conference or seminar, as it provides a convivial opportunity to catch up with colleagues and meet new people), we were all in our seats eagerly awaiting the start of the opening session. Marian Greenfield, ATA president-elect and chair of ATA’s Professional Development Committee that is responsible for organizing the seminars, welcomed us and outlined the day’s schedule. She explained that there had been a last-minute change to the program, as one of the speakers, Daniel Giglio, who had been scheduled to give his presentation first thing in the morning, was delayed in Washington and would not arrive until late morning. Two of the afternoon speakers had kindly agreed to schedule their talks earlier in the day so that Daniel could still give his presentation when he arrived.

We started the day with Joe McClinton’s presentation, “Peculiar Language Peculiar to Lawyers and to the Courts.” Lois’s historical examination of legal language as far back as when William the Conqueror took control of Normandy was not only very interesting, but helped to shed a different light on our understanding of why some expressions and forms of writing are as they are today. We also learned how certain Latin words/phrases came about and why they either stayed or disappeared from the language. Her analysis of some common “doublets” and “triplets” was equally inspiring. Lois also tested our knowledge of some Latin expressions, and I think most of us were surprised to find that we were not familiar with all her examples, especially since they frequently appear in legal texts.

After lunch, we learned that Daniel Giglio had arrived safely and was ready to proceed with his session. Daniel had a very ambitious program ahead and less than three hours in which to cover it. Those only too familiar after-lunch jet lag symptoms that some of us were just beginning to feel were soon dispelled. Daniel’s enthusiasm for his subject and his energy were contagious!

The session was divided into two parts: “Overview and Analysis of...Speakers were able to diversify their presentations in such a way as to teach us new concepts and clarify others we thought we knew…”

Continued on p.21
Interpretation and translation students and young colleagues always ask about ways to get started in the profession. After completing their basic training they want to go out into the real world, but do not know how or where to start.

The following paragraphs include a number of suggestions based on my own mistakes and experiences, as well as those of many translators/interpreters who have contacted me trying to find work.

Right in Your Own Backyard

Start by considering the “home front,” that is, your own internal arrangements. One basic question is: are you easy to find? Suppose your marketing efforts (whatever they may be) are successful and somebody wants to give you an assignment—how do they contact you? Naturally, you will have sent resumes and handed out business cards with your telephone number and e-mail address. You don’t need me to tell you that. However, is this contact information current? It is always a good idea to keep a record of people you need to inform if you move or change your Internet service provider. You also need to consider who will be answering the phone when prospective clients do call. This is especially important if you work at home, as most beginners do. Also, how long will it take before you find out somebody is looking for you and return their call or e-mail?

In an ideal world, translators and interpreters would get advance notice of an upcoming job. However, this is seldom the case, even less so for a beginner. There are several reasons for this. One important source of work for all translators and interpreters are other translators and interpreters. Many times, our colleagues come to us when they are up to their ears in work and can no longer cope, or when they have two overlapping assignments. And frequently they will realize that they are in need of assistance when the pot is already on the fire, which means when they are in a real hurry. If a colleague is unable to find you immediately and determine that you are available, they will move on and try somebody else.

In connection with direct clients, the explanation for last-minute requests for assistance is different. For a lot of people, translation or interpretation is an afterthought. Clients do not realize there is a language gap until they bump against it. In such cases, there will not be much time for you to prepare in advance for assignments. I have had people call my office screaming for an interpreter when they were already sitting in front of a foreigner with frozen smiles on their faces. And, believe me, this has happened more than once!

In order to respond and take advantage of every opportunity that comes along, you have to be able to determine if you are capable of doing what clients are asking for. This may sound incredibly obvious, but it isn’t. In the case of translation work, knowing if you can meet a deadline implies having some idea of your productivity, that is to say, how many words you can translate per hour or day. If you have only translated as a student, you may have never stopped to consider what your productivity may be for different kinds of jobs. For example, translating a manual is usually faster, in terms of words per hour, than translating a packing list, where there is little context to assist you and each term may require a long search in different dictionaries and glossaries.

Knowing your productivity levels is also important when you are in the more fortunate situation of being able to set your own delivery date. Keep in mind that a professional quotation not only involves telling the client a figure for the cost of the translation, but also providing a timeline of when they can expect the completed product. Here are some rules of thumb that may be useful. Many colleagues estimate that a normal pace is translating around 500 words per hour as a first draft. Since you have to allow time to review and correct, if you are translating general texts or in a field where you have prior knowledge, about 3,000 words per day is a good average.

To get a sense of what your current productivity level may be, it is important that you time yourself with the translation of different pieces. The other aspect to consider before accepting an assignment is assessing whether you are capable of doing a good professional job at your current level of expertise. When starting out, you will probably need more research time than an experienced translator or interpreter. If that time is not available (think of the example I just gave where I received a call for my services from a person who was at a meeting that had already started without an interpreter), then perhaps it is better to decline. Under such circumstances, besides doing the client and the profession a service by saying “no,” you will be, most importantly, protecting your self-esteem. At the initial stage in
your professional development, frustrations can be very traumatic and cause serious setbacks. I personally know interpreters who abandoned the profession after a very public bad experience in their early days.

It is important to remember that few of our clients have a true understanding of what translation or interpreting entail. We cannot rely on them to give us an assessment of how easy or difficult a job will be or how much time will be required to translate a document. Of course, they will usually have a deadline to meet, but as professionals, we have to be in a position to assess if that deadline allows us to do a quality job, and if not, to be creative and think of alternatives we may offer. For example, translating parts of the text instead of all of it, recording instead of typing, etc.

In the case of interpretation, most clients are not knowledgeable enough to distinguish the simultaneous from the consecutive mode, since they usually do not even know the difference between a translator and an interpreter. Just as telling somebody that you charge X cents per word will mean nothing to them, asking if they want simultaneous or consecutive interpreting will normally not be very useful. Take the time to comprehend what clients want to achieve. Remember that people do not commission translations or hire interpreters in a void. They do it for a purpose. There are many, many reasons why you need to understand your client’s objectives.

Let me give you a common example. Somebody calls and says they need a simultaneous translator (sic) for one hour. After a few questions, it turns out they did not know that you need specific equipment in order to do simultaneous interpreting. You also find out that the hour they had allotted for the job falls in the context of a panel where there will be three other speakers that the foreign language speaker will not be able to understand. If confronted with this situation, you can give the client some choices. Do they want to spend what is required for a simultaneous interpretation system and two interpreters for the whole panel discussion? Do they want a combination of whispering and consecutive interpreting? Who will the audience be? Will there be a Q&A session? Will they provide the sort of information (about their company, their project, their case) you need to learn in order to do a professional job?

With such questions, apart from being able to make a professional recommendation to better achieve the client’s intended purpose, you can start painting a picture in their mind of what the interpreting process involves. The “one hour job” is not really one hour, is it? There are specific documents you need to study and research, and even if you are going to interpret for only one speaker in the panel, you will still need to be there in advance in order to listen to the rest of the panelists; if there are questions, you will probably have to wait until the end of the session so you can help interpret the answers.

Now, moving on to the subject of money, have you decided how much to charge for your services? When we quote a fee, regardless of whether or not we use market prices as a reference, in effect what we are doing is putting a value to our knowledge and time. This is very difficult to do, and not just for you or me, but for any provider of professional services. Although we would all like to command whooping fees, it is very difficult to persuade a client to pay an amount one does not feel one deserves. I know this is getting psychological, but that’s how it usually works.

Another consideration linked to the “desperate client” scenario above is that we should never take on a job without clearly determining and agreeing with the client on what we will charge and how and when we will be paid. (“Oh, so you don’t accept Ruritanian dollars?”) Once again, this may seem obvious, but many times we are so anxious and excited to get a job that we tend to forget these “minor” details. Believe me, I know!

In deciding how much you will charge, I propose you use a combination of two exercises, or what I call the external and the internal approaches. The first one entails doing research and finding out about market prices regarding translation or interpreting. It is equally important to investigate what and how other professionals in various fields charge for their work. To get a broader frame of reference, you may look at other self-employed professions in your market who have a similar level of education and find out about their fees.

The second exercise involves preparing a very detailed budget of your expenses, both personal and professional, including such things as the regular purchase of new dictionaries and software, attendance at conferences and continuing education activities, etc. Also, let’s not forget such “trifles” as health insurance, retirement benefits, and advise on filing your tax returns. You then have to take into account that you will inevitably catch the flu at some point in time and/or will need to take a break, even if initially you cannot afford the French Riviera. Between training, sick days, and vacation time, I estimate that I only have 11 months a year in which to earn my keep.

Assuming you have all the work you can handle, and having determined your average productivity per hour as a translator, you can now establish how much you will need to charge to...
Starting Out Continued

cover your budget while working eight-hour days, Monday to Friday (a translator’s paradise), or how many hours you need to work at market prices to do the same. This is a cumbersome exercise, but I have found it very useful. Something that makes it particularly important is that the service we provide does not have a well-established public image. So while people have a notion of what other services may cost, they frequently are not familiar with our fees and may think we are too expensive even when we may be charging comparatively low fees.

The obvious corollary is: never do a job before having agreed with the client about how much you will charge and how and when you will be paid! Not only that, but put this agreement in writing.

Marketing Yourself

Let’s now change course and talk about your personal marketing. You have your business cards, resume, e-mail address, and have established a mechanism to be able to respond quickly to calls. Furthermore, if somebody calls, you can give them an informed answer about the job they are proposing. So, how can you go about doing some personal marketing?

Again, I will ask that you start your search by looking around you. Begin by making a list of the people you know and by telling them what you can do. I know all this may sound ridiculously obvious, but many people forget to do it. Think of your friends, your friends’ friends, and your relatives and their friends. Recently, sociologists and economists have recognized a new type of capital that, just like money, can be accumulated and provide a return: “social capital.” Even if you are not aware of it, you do have your individual social capital, so begin leveraging it! Simply start by telling the people you already know what your qualifications are and what sort of work you are looking for.

Also, it is important to think of people who could serve as potential technical advisors. Do you have a brother who is an engineer? Is your cousin an accountant? Does your neighbor have a certain hobby? Are these people you could call on if you need to check terminology, understand a technical concept, or find out about bibliographies?

It is also possible that without even realizing it, especially if certain professions run in your family, you have learnt something that could give you an advantage to go into that field as a translator. You certainly know more than someone who has never come into any contact with these fields.

Find a Buddy

There is a reason why many companies and churches send people out in twos. Your initial steps may feel very lonely. It is a good idea to find some colleague to share the anxiety burden. In this case, I am not referring to a mentor, but somebody who is also starting out and can provide some emotional support, serve as a sounding board, help out if you have a large translation job that you cannot handle on your own, etc. You can also arrange to read each other’s translations.

Know the Market

One of the problems with our profession is that there is very little statistical information on employment in our industry. Still, there is quite a bit you may learn about the market for your skills by talking to more experienced colleagues and teachers and reading what professional associations put together. You need to understand what segments exist and how the market operates in your area. For example, in some countries language schools get a lot of inquiries for translation and interpreting, but it is not a market they cover. If that is the case in your area, then making contacts with language schools may be a good idea. In other cases, an important contact point may be a local consular office. There may also be binational trade chambers of commerce, professional associations, universities, and nongovernmental organizations and other organizations which may require services from time to time or be a source for referrals.

Find out about any local publications where you may advertise. I got my first important client by publishing a small ad in the magazine of the Argentine Engineering Center. I recognize there was an element of chance (my would-be client happened to publish an ad just opposite mine!). My second important client was the result of drawing up a list of Argentine representatives of American and British companies and visiting as many as I could to leave a brochure. I called on several dozen companies and was lucky enough to come to one at exactly the right time: they had a big project on hand. I worked for them for over six months.

Think Forward: Keep Records

Besides the records you need to keep for legal and tax purposes, there are a lot of other reasons to keep track of the people you talk to, visit, e-mail, etc. As I mentioned before, you will eventually move, add a cellular phone, or change e-mail addresses. You do not want to lose all the promotional work you have done. Keeping records of the jobs you do (number of words, turnaround time, fees charged, etc.) is not only important for your resume. The information will
be valuable in compiling your own statistics (to see if there are seasonal trends, if your productivity is improving, if there are customers who are always desperate for last-minute jobs, and to keep track of those clients who are well prepared and give you adequate time on assignments).

If you start working repeatedly in a certain field, it might be a good idea to keep a file of important news you see in the papers about that industry. You may also catch news about people you may have met in one company or organization who have moved to a new job or company. Use this as an opportunity to send them a note of congratulations and to make sure they have your updated contact information should they require your services.

Another important thing is to take time out after completing an assignment to reflect upon your work. I ask myself three basic questions. What has this job taught me that I did not know before? What part of my prior training/specific preparation was/was not useful to complete the assignment? If I had to do it again, what would I do differently?

The above are just a few suggestions to add to the many others you will have already received from various sources, such as to join local and national translators and interpreters associations and to find opportunities to do pro bono work for local civil society organizations. I have intentionally not covered the area of promoting yourself to translation agencies, because I have spent most of my professional career dealing with direct customers in the Argentine market, and therefore feel there are people more qualified to give advise on this subject. The other area I have not covered is how to apply for a permanent position in a translation company or international organization.

Instead, let me finish with this comment. For the first couple of years after I started working as a freelance interpreter and translator, I did not have work continuously lined up. Consequently, in order to smooth the gaps and pay my bills, I took whatever odd jobs I could get, even those unrelated to translation and interpretation. It turns out that all those jobs were useful to me later on as a translator and interpreter. Not only did they give me the chance to meet people, they also taught me about different industries and broadened my perspective.

The good thing about our profession is that we are the ultimate recyclers: everything you learn can one day be of use. No matter how much you learn, there will always be more waiting for you out there. In a sense, we might say we are never finished starting out.

The Complexity of Law: ATA’s Legal Translation and Interpreting Seminar Continued from page 17

Standard and Nonstandard Contract Clauses” and “The Civil Law Notary Versus the Notary Public: Dispelling the Myths.” Due to the time constraints involved, Daniel asked us at the outset which of these two topics we would prefer to spend more time on, and the majority opted for contract clauses. The first part of Daniel’s session provided participants with useful examples and information for translating various contract provisions, with special emphasis being placed on complicated concepts such as torts, damages, indemnity clauses, and other similar covenants. In examining some common terms that were familiar, but not necessarily clear, to all of us, Daniel was able to clarify the differences between such terms as “contract,” “agreement,” “arrangement,” “warranties,” “guarantees,” and “jurisdiction.” The second half of the session compared Anglo-Saxon to Roman law, as well as the differences between the common law and the civil law notarial systems. This section of his presentation was particularly useful. We now understand why it is that in some countries a local baker can also have a sign outside his door stating “notary public”! Unfortunately, Daniel could not spend as much time on terminology as some would have liked. However, his handouts were very comprehensive. (On my flight back to London I was able to review what had been covered and study additional points not included in the presentation.)

Time flew and before long it was already 6 p.m., so we had to stop for the day. By this time, a glass of California wine was extremely welcome as we all adjourned to the hotel’s atrium for the networking session to meet new colleagues and discuss the day.

One of the main difficulties for anyone offering a seminar in a subject as broad and complex as this is knowing, or rather not knowing, how much background knowledge the audience has (a good understanding of common law and civil law, for example). On this occasion, I think all the speakers were able to diversify their presentations in such a way as to teach us new concepts and clarify others we thought we knew. Congratulations to all the speakers and to Teresa Kelly of ATA Headquarters and Marian Greenfield. I am already looking forward to the next seminar!
Tips for Players in the Simultaneous Interpreting Market

By Dave W. Chen

An increasing number of organizers for international conferences and other events are requesting simultaneous interpreting services. In addition, U.S.-based global companies are requesting interpreters when they bring foreign business associates and employees to their U.S. headquarters for conferences, training sessions, and product kick-off events. Many meeting organizers have found that simultaneous interpreting is ultimately more cost-effective than consecutive interpreting, since this mode allows them to relay the most amount of information to their international clientele in the least amount of time (hence, saving money in the process). The high demand for simultaneous interpreting is also due in part thanks to advancements in the technology of today’s interpreting equipment, which has made renting interpreting booths, mikes, etc., more affordable. Such improvements have made it possible for organizers of even relatively small gatherings to provide interpreters when necessary. In addition, improved public perception of the importance of interpreting has definitely enlarged the market for language services. However, this growth has also lead to its own set of challenges for professional interpreters and clients alike.

Quality Versus Quantity

For an agency, it is easy to find a sound company or contractor to take care of the technical issues associated with setting up interpreting facilities at a conference; however, finding qualified simultaneous interpreters is another matter. Since simultaneous interpreting projects tend to pay more than other modes of interpreting, many interpreters want to become players in this market. Agencies have been flooded with resumes from prospective interpreters who are attracted to the higher wages such assignments will bring. Unfortunately, many of these resumes come from individuals who are not qualified for the job. If an agency does not have proper evaluation methods in place, it can be hard to discern who is truly qualified.

Simultaneous interpreting requires years of study and practical experience. It is also a field which poses unique challenges for the interpreter. In order to be successful, an interpreter must interpret what the speaker is saying as the speaker is talking, while at the same time listening ahead to hear what is coming next. Conference interpretation requires the interpreter to encode and decode the message at a very high speed. To do so, the interpreter needs a vast vocabulary and an excellent command over his or her working languages. Years of experience in the profession, an exceptional flair, and substantial knowledge of the terminology in question may allow the interpreter to do a respectable job of interpreting technical material. Since clarity of expression is the quality users rate above all others, the “ideal” interpreter speaks in a clear and lively manner (without being overly dramatic), uses complete and grammatically correct sentences, enunciates words properly (without “umming” and “aahing”), understands the subject matter of the meeting, and uses the appropriate terminology. The “ideal” interpreter also puts faithfulness to the meaning of the original speech above other considerations.

In the following, I would like to take this opportunity to share some insights garnered from my own 20 years of experience as a simultaneous interpreter, including some tips for beginners intent on entering this market.

Expect the Unexpected

The working situation for simultaneous interpreters is very intense, both mentally and physically. An interpreter is often required to sit in one place for a long period of time focusing on one or more speakers. Ideally, the interpreter will be sitting in a soundproof interpreting booth wearing headphones connected to the speaker’s mike to allow him or her to hear what is being said with minimal distractions. The audience is also wearing headphones tuned to the same frequency as the interpreter’s mike in the booth, allowing them to hear the interpreter clearly. However, the dynamics of the situation will be vastly different if no booth is provided, as the interpreter will then be exposed to noise and other distractions that a booth would help shut out. In these situations, the interpreter might have trouble hearing the speaker and will have to work even harder to maintain a point of focus. Of course, even if the proper equipment is provided, technical difficulties can still occur, putting extra stress on the interpreter.

Conference organizers who are familiar with how interpreters work will usually hire two interpreters for events lasting over an hour. This is because simultaneous interpreting demands so much concentration that an individual interpreter can only hope to be effective for periods of 20 minutes or so. After that time, they will need to hand off the task to a fellow interpreter and rest. While
resting they will continue to follow the proceedings and prepare for their next interpreting slot. Unfortunately, interpreters can’t count on having an extra voice to help them out. The bottom line is that interpreters need to be comfortable with unpredictable situations and adapt quickly to adverse circumstances to preserve the quality of their interpretation.

Like a performer on a stage, simultaneous interpreters must get it right the first time. As this is a real-time skill, there are no second chances if the interpreter misses part of what the speaker says, and there is certainly no time to look up unknown words (which is why it behooves the interpreter to have specialized knowledge of the speaker’s subject). Despite the rapidity of the response time, the interpreter must still preserve the style, tone, and choice of words of the original speaker. A good delivery is as important as the accuracy of what is being said. Interpreters need to be aware that there are many people listening to their every word. A lackluster delivery will compromise the speaker’s effectiveness.

The audience is often highly educated, and some even speak English. Many participants have usually been to enough of these events to appreciate a good interpretation, and will not hesitate to complain to the conference organizer if they feel an interpreter is not doing an adequate job. Clients consider the time they spend at such events as an investment. They have come to learn new ideas that they can take back to their colleagues to improve their bottom line or productivity. In fact, there have been several occasions where I have received notes from the audience or my clients asking me to do a solo interpretation because they did not accept my partner’s work. For example, once I received a note from the agency onsite: “Hi Dave, Most presentations are technical. The morning 8-8:50 is very ‘executive’ and speaker #4 @ 9:20 becomes ‘highly technical.’ If possible, Please stay on ‘solo.’ Thank You!!!” This was a very embarrassing situation for the disqualified interpreters. If you wish to avoid a similar situation, I cannot stress enough the importance of turning down simultaneous interpreting assignments if you feel you lack the skills or stamina to do a satisfactory job.

**Overcome the Psychological Obstacles**

If you do decide to pursue this line of work, you need to relax and feel confident in your abilities. I have partnered with some interpreters who were theoretically very qualified in terms of their education and work experience, but nevertheless still felt nervous because they were always aware of the fact that people were watching them as they interpreted. This kind of nervousness can be released by overcoming the stress and psychological pressure associated with this job. Several techniques for helping to alleviate such pressure are discussed throughout this article. Of course, practice makes perfect. The more practice you get, either through actual assignments or simulated exercises, the more confidence you will gain.

**Learn to Concentrate**

Concentration is the key for simultaneous interpreting. A simultaneous interpreter must not be absent-minded even for a second while interpreting. A good simultaneous interpreter should be able to concentrate on what the speaker is saying despite any disturbances, such as other people talking or other noises in or around the interpreting booth. Meditation is one way you can train your mind to focus on a specific task. Every night before going to bed, you can practice meditation by sitting on a bench or chair with your body and thigh at a right angle. Close your eyes and think of nothing else but the pressure point three inches below your bellybutton (this is the way Chinese monks practice meditation), or you can count numbers from one to one thousand. Practicing this meditation exercise on a regular basis will not only improve your concentration, but may also alleviate the symptoms of sleep deprivation.

**Speed is the Key**

In order to be simultaneous in your delivery, *don’t wait until the speaker completes the entire sentence before you begin interpreting*. There are many simultaneous interpreters who are guilty of this practice. This is consecutive interpreting, not simultaneous. Delaying your delivery will force you to memorize the present sentence while trying to interpret the speaker’s previous comment. This is very difficult to do, especially if the speaker uses sentences that are long and complicated. Not only will this slow down your delivery, but there is a greater chance you will lose track of what the speaker is saying. Once this happens, you will be forced to rush through an interpretation in order to catch up with the speaker. You might also unintentionally leave out important parts of the speech in an effort to condense what needs to be said (this is known as “discount” interpreting). To avoid this scenario, you should begin your interpretation when the speaker has finished a sense group (usually within the first three words), such as an adverbial.
phrase of time, a compound noun, or a clause.

As I’ve already mentioned, in order for simultaneous interpreters to be effective, it is important that their rates of speech match the speakers’. This is especially important when dealing with languages with different speech rhythms. For instance, the speech of a normal English speaker is quicker than the speech of a normal Chinese speaker. To compensate, the Chinese interpreter often must talk faster when rendering English into Chinese. However, this necessitates learning to take out unnecessary words (see filtering below) in order to be as succinct as possible with your interpretation. So, how do you increase your speaking rate? Again, with practice. I’ve found two effective ways to speak more quickly. One way is to practice saying tongue-twisters (for instance, 唐口令) at the speed comparable to an English speaker. Another way is to pick fast-talking TV personalities (for example, Rita Cosby on Fox News Sunday) and practice interpreting what they say, being careful to match their rates of speech.

**Filtering**

It is not always possible or necessary to express everything verbatim, especially when you must keep up with that is being said. Simultaneous interpreters need to be able to filter what the speaker says and to express this as concisely as possible in the target language. To do this, concentrate on essentials and don’t try to interpret everything word-for-word (the exception to this would be interpreting at a legal or medical proceeding). Make sure you do any filtering before you speak into the mike to avoid unnecessary hesitations. Examples of things that can be filtered out without changing the meaning of what is being said include offensive language, repetitions, tags (“In addition”), and meaningless utterances (“uhh,” “er”).

As I stated before, filtering is especially useful when interpreting English into Chinese, since it generally takes longer to say something in Chinese than in English. Therefore, it will help if the interpreter uses words that are short and concise, preferably ones that contain as few syllables as possible. For example, 20 years ago I interpreted at an annual UN conference that was being hosted in China. One delegate ended his speech by saying: “we delegates from hundreds of countries in the world come to host country China, like all species of birds worship the phoenix.” Altogether, this quote contained 38 syllables. I rendered this into Chinese as: 我们来自世界各地的代表来到中国（优选 26 syllables). Using fewer words (syllables) provides you adequate time to get the point across while keeping up with the speaker.

**Speak Confidently and Completely**

Do not speak in incomplete sentences, mutter, or hesitate in inappropriate places during your interpretation. Some inexperienced interpreters might have trouble following the speaker. As a result, they tend to hesitate or cut off a word in mid flow to change to a more appropriate one. Such habits cause audience members to become confused. I’ve had audience members come to me after a session to complain about a fellow interpreter, saying “it is more difficult listening to her Chinese than to listen directly to the English speaker.” To avoid this problem, the simultaneous interpreter needs to use common sense, logic, and predication. For example, when the speaker uses an adverbial clause that begins with “Because” (因为), expect the next sentence to start with the word “Yet” or “Therefore” (所以).

**Come Prepared**

Confidence comes from your familiarity with the subject matter. After you decide to take on a simultaneous interpreting project, you need to prepare. The first thing you need to do is to check the client’s website, including any localized web pages, and jog down terms or products you are not familiar with. Then create a glossary or terminology list. For a long-term client, keep updating the glossary list. Always ask the agency for reference materials and read it thoroughly, especially if you do not have a technical background. Always expect the unexpected. I’ve met some interpreters who translated the material or scripts they received sentence by sentence beforehand and then tried to read the translation during the speaker’s actual presentation. This is not a good idea, since most speakers do not follow their scripts exactly. Reading instead of interpreting will spoil the whole thing.

Be a good actor or actress and play the role of the speaker, not the one of a motionless narrator. A Chinese simultaneous interpreter is the microphone of the English speaker. To be convincing, you need to adopt the speaker’s persona while interpreting. I find that mimicking the speech inflections and emotion of the speaker goes a long way toward getting the audience to forget that they are listening to an interpretation. Doing so will also impress the speaker, and ultimately your client. Audience members frequently come up to me after a session and say, “It is a real pleasure to listen to you.

Continued on p.33
Sample Interpreter Evaluation

 Interpreter Evaluation

Feedback is very important to us at _______________________________________________. We would greatly appreciate it if you could answer the questions below about the performance of Dave Chen during __________________________ Conference.

Thank you!

______________________________________________________________________________________________

[Please use a scale of 1-10 for your answers: 10 represents what you would consider an ideal interpreter]

Were you satisfied with Mr. Chen’s technical interpreting skills?

1 2 3 4 5 6 7 8 9 10

Were you satisfied with Mr. Chen’s general subject interpreting skills?

1 2 3 4 5 6 7 8 9 10

Did you find him courteous and pleasant to work with?

1 2 3 4 5 6 7 8 9 10

Was the interpreter always ready to help when called upon?

1 2 3 4 5 6 7 8 9 10

Would you be willing to work with this interpreter again?

1 2 3 4 5 6 7 8 9 10

Do you have any suggestions as to how this interpreter and/or __________________________ can serve you better in the future?
Interpreting for Social Services: A New Federally-Mandated Field

By John B. Jensen and Erik Camayd-Freixas

The history of any profession is marked with crucial events that have helped define its development, and interpreting is no exception. For instance, simultaneous interpretation can be said to have been born at the Nuremberg Trials after World War II, and baptized shortly thereafter with the charter of the United Nations. Court interpreting had its defining moment in the U.S. with the enactment of the Court Interpreters Act of 1978, which lead to federal certification, the establishment of college-level academic programs in interpretation, and emulation of the federal program at the state level. A more recent event, and one which went almost unnoticed by the interpreting profession, was the affirmation of the DHHS Guidance Memorandum from the United States Department of Health and Human Services. As the following will attest, besides giving strong legal impetus to medical interpreting, the affirmation of the DHHS Guidance Memorandum is also significant in that it has opened up a new area within the interpreting profession: social service interpreting (SSI).

The DHHS Guidance Memorandum

The DHHS Guidance Memorandum, first promulgated in 1998 and legally approved in its final form in late 2002, seeks to address the “national origin” clause of the 1964 Civil Rights Act, Title VI, Prohibition Against National Origin Discrimination—Persons with Limited-English Proficiency, which prohibits discrimination against members of minorities based on their provenance. While it is possible that the framers of the original Act did not foresee a linguistic corollary to their law, it has become clear over the years, particularly with the enormous multinational influx of non-English speakers, that guaranteeing the right of equal access to the country’s basic institutions regardless of one’s national origin also implies non-discrimination against persons of “Limited English Proficiency” (LEPs), who do not speak or understand English sufficiently well to access or receive these services. The primary provision of the DHHS Memorandum requires any agency, public or private, that delivers health or human services, and which directly or indirectly receives federal funds from the DHHS, to provide interpreting services for LEP clients. This includes many government agencies, schools, hospitals, and other entities.

The DHHS Memorandum suggests several ways in which services may be made available to LEPs:

- Hiring bilingual staff members who must receive training and demonstrate competency in interpreting, and who may provide services directly in the TL (Target Language);
- Hiring staff interpreters who are likewise competent and trained;
- Contracting outside competent and trained interpreters;
- Formally arranging for voluntary community interpreters who are also competent and trained;
- Contracting or arranging for the use of telephone interpretation services.

In addition, agencies are required to conduct an assessment of their needs, develop a comprehensive written policy on language access, train staff in DHHS policy, and carry on vigilant monitoring of the program.

Some medical service providers may be well along in this process, even without the DHHS Memorandum. Many hospitals make use of one or all of the five delivery modes just mentioned, and may even have a formal, written, and well-disseminated language policy. Many freelance interpreters are also contracted by healthcare providers on an individual assignment basis. Telephonic interpreters often handle health encounters as well. Moreover, there is institutional support in the form of state and national organizations of medical interpreters, and some of these groups also have training materials available (for example, Mikkelson and Roat, The Massachusetts Medical Interpreters Association Standards of Practice). However, not every service sector is as prepared as the medical field to assist linguistic minorities.

The law requires that services be made available anywhere LEPs seek assistance, including agencies located outside of the major urban centers that are more accustomed to large numbers of non-English-speaking clients. The law also requires service providers to be competent and well organized. Furthermore, the DHHS Memorandum essentially proscribes the frequent practice of requiring patients or clients to bring their own interpreters along (usually family members, often
children), or seeking ad hoc interpreters from among unqualified bilinguals in the waiting room or on the support staff. Sectors, like social services, that lack the proper support structures for LEP clients face a challenge as they attempt to come into compliance with the new regulations.

Within the social services arena, interpretation on any formal basis has been virtually nonexistent. Either services are provided by staff members who happen to be bilingual but are untrained as interpreters, or else ad hoc interpreters are pressed into sometimes unwilling service. Frequently, no interpreting is provided at all, seriously jeopardizing access and the effectiveness of services. For example, in our home state of Florida, there were no courses or training materials available in the social services sector until we began developing them in 2001 for the Florida Interpreter Services Program. There are still no professional associations of social service interpreters on the horizon, and we have been unable to find any websites dealing with the topic. The closest we have been able to come in our search for resources are sites related to the recent movement for community interpreting, which may incorporate SSI, but also includes medical, legal, and even sign language interpreting.

What are the types of social services that are considered appropriate for interpreting purposes? These services span the entire range of community outreach activities performed by government and volunteer agencies, such as those conducted by the Departments of Children and Families, welfare agencies, economic self-sufficiency offices, and private or faith-based entities such as Meals on Wheels, theYWCA, Catholic Charities, Lutheran Social Services, etc. These services also include such diverse activities as adoption, battered spouse care, victim’s advocacy, rehabilitation, substance abuse treatment and therapy, child or elderly abuse prevention and care, food stamps, employment services, refugee and immigrant services, housing authorities, etc. However, they do not include issuance of drivers’ licenses, tax collection, or similar economic or regulatory activities.

Who will do SSI?

Before professional interpreters accustomed to legal and medical work get too excited about the new horizons of social service interpreting, they should realize that freelancers or staff interpreters may get to do relatively little SSI. There are at least two reasons that suggest that SSI will never rival the medical/legal fields as a substantial source of income for interpreters: 1) the very different financial structure of SSI compared to medical or legal interpreting (there is significantly less money in the system); and 2) there is less legal inducement (i.e., threat of litigation) to hire interpreters.

Both legal and medical professionals (e.g., attorneys and physicians) are very highly paid, and the systems in which they work run on large amounts of money provided by the government, insurance companies, major corporations, and by well-off individuals whose life is on the line. Thus, paying a reasonable fee to an interpreter to enable and optimize the work of an expensive doctor or lawyer may not be much of a stretch. Social workers, on the other hand, are among society’s lesser-paid public servants, and hiring an interpreter at a much higher rate than that paid to a social worker may be possible only in rare instances.

An interpreting mistake in a legal case can lead to a mistrial, endless appeals, or an actual travesty of justice. In medicine, such a mistake can lead to redundant testing, misdiagnosis, or physical harm and consequent malpractice litigation. Thus, those fields offer strong motivation in the form of potential or real legal costs to make good use of quality interpretation. In social services, with a non-empowered clientele, the primary legal impetus toward good interpretation may be only the threat of a compliance order from the Department of Health and Human Services, a citation from the Office of Civil Rights, or perhaps a class-action suit to enforce compliance brought by a public interest law firm. While these are genuine motivators that will surely bring about eventual change to the profession, they are not the sorts of threats that make risk managers seek out an immediate solution at almost any reasonable cost.

The main inducement to provide SSI for LEPs remains twofold: the social worker’s altruistic desire to better serve the LEP clientele; and the agency’s practical need to communicate with the LEP client in order to be able to process his case. When an agency is unable to communicate effectively with an LEP client, various costly outcomes are to be expected: the client may be turned away without services, which is, of course, against the law; appointments may have to be rescheduled pending availability of an interpreter; or ineffective and time-consuming attempts at communicating may be made through an ad hoc interpreter or with no interpreter at all. Given their often tight budgets, social services agencies have commonly resorted to informal, makeshift half-efforts for bridging the language gap,
Although they rarely realize the hidden costs involved. This is precisely the situation the DHHS Memorandum seeks to remedy by mandating the formalization of language service delivery along acceptable guidelines. Recently, federal funds have been made available to help agencies implement DHHS guidelines and come into basic compliance.

So if freelance interpreters need not expect many calls from their local Department of Children and Families, who will bring about compliance with the DHHS Guidance Memorandum? We recall the five options listed in the law: bilingual service providers, in-house interpreters, contract interpreters, volunteers, and telephonic interpreting services. There will always be work for telephonic interpreters and volunteers, and an occasional freelancer, in the less-frequently encountered languages and in areas where few residents and even fewer agency employees represent linguistic minorities. However, from what we have observed in the extremely diverse state of Florida, even in rural areas, the bulk of interpreting within social service agencies is being provided, and will continue to be provided, by bilingual in-house employees. Most of these employees are, first, caseworkers, managers, executives, clerical workers, or receptionists, and, second, interpreters. Very few actually work as full-time in-house interpreters, and these individuals are found mostly in large hospitals, volunteer agencies, and school systems.

And here we have the enormous challenge both to social service agencies and to the interpreting profession. How do we bring about interpreting services by “competent and trained” interpreters within agencies when most of these potential interpreters are also working as caseworkers, managers, executives, and receptionists? In our experience, the answer lies in a tailor-made, concentrated training and screening program offered by qualified interpreter trainers that is suited to the schedule and needs of the busy agencies and those non-traditional students, their employees.

Professional interpreters may be skeptical about the benefits of such a “crash course.” Can you really turn agency employees working in other capacities into professional interpreters after a few days of training? Well, you certainly cannot. Yet, it is not professional interpreters that we are trying to create. We have already said that there is little money and opportunity for working professional interpreters in social services. Rather, our aim is more modest: getting social service agencies away from the practice of appointing makeshift and reluctant ad hoc interpreters and toward providing basically “competent and trained” individuals to carry out the regular daily business of the agency. Keep in mind that these trainees are not starting from scratch. They are already fully bilingual and, in most cases, very knowledgeable of agency business and experienced in their line of work. Above all, these folks are already interpreting at work, day in and day out, and they are doing so without any training or screening and with the unsettling feeling of not knowing what they are doing right or wrong or how to handle many situations. Under these circumstances, a properly focused training and screening program has a huge impact on the quality of services and is greatly appreciated by the agencies, their employees, and their clients. The following outlines our work in this regard, under a pioneering program that is helping the State of Florida comply with the new federal LEP guidelines from the Office of Civil Rights.

The State of Florida Interpreter Services Program

One approach to training social service personnel and determining their competency is the Interpreter Services Program (ISP), run by the State of Florida since September 2001 and funded by a federal grant from the Office of Refugee Resettlement. It is currently administered by Command Technologies, Inc. for the Florida Department of Children and Families, and consists of four major components: strategic planning, translation of agency documents, telephonic interpretation (subcontracted to Pacific Interpreters, Inc. of Oregon), and interpreter training (subcontracted to language service company Verb-A-Team, Inc., of which co-author Erik Camayd is the CEO). The following is a basic description of the training component of the program.

Erik is primarily responsible for developing the instructional program, while we work together on preparing the actual curriculum and materials. In addition to ourselves, we have a team of other instructors working with us. We have already trained more than 800 students in over 40 basic courses delivered on-site at 14 major cities throughout Florida. Around 70% have passed the written examination and received a certificate of completion. Not only does the training program seek to prepare employees of public agencies, such as the Department of Children and Families, the Department of Health, boards of education, and law enforcement agencies, to serve as community interpreters, but
also employees of volunteer and faith-based agencies who work with refugees and other “qualified” clients under the guidelines of the Office of Refugee Resettlement. As we have said, graduates of the program are not expected to become fully professional interpreters. However, they are expected to know what the job of interpreting entails in terms of ethics and procedures and to be ready to carry out basic assignments to the best of their linguistic abilities, thus essentially functioning as community interpreters.

Training consists of four different three-day modules, each team-taught by two instructors: the basic course, a train-the-trainer course, the intermediate course, and an advanced course. Teaching is language-neutral, delivered typically from Tuesday to Thursday (9:00 to 5:00). Training sessions are usually comprised of 20-30 participants representing varied language backgrounds; Spanish, Haitian Creole, Bosnian, and Vietnamese are the most frequently represented languages, along with more than 30 others, including Chinese, Russian, Korean, Tagalog, Dimka, Farsi, Arabic, French, Portuguese, German, Albanian, etc.

**The Basic Course**

The first level addresses the DHHS Memorandum guidance requirement that bilingual employees “must be trained” in interpreting methods and standards of practice. It covers a number of specific topics divided among three main areas: 1) interpreting code of ethics and standards of practice; 2) interpreting techniques and training methods; and 3) methods of professional development and continuing education for interpreters. It ends with a written examination and awards a certificate of completion to those who pass and a certificate of attendance to those who fail. The latter are encouraged to repeat the course.

**Train-the-Trainer**

Those students who do well on the written exam for the basic course and show leadership qualities are invited to participate in the second course. Here, they receive training in the following areas: recognizing, evaluating, and recruiting new interpreting talent within their agencies; conducting ISP promotion, orientation, and mentoring; maintaining interpreting standards among their peers, including refresher sessions, continuing education, and supervision; serving as an interpreting resource person and ISP liaison within the agency; and interfacing with their supervisor regarding DHHS compliance, interpreting policy, and administration of language services within the agency.

**Intermediate Course**

This level of instruction addresses the DHHS Memorandum guidance requirement that bilingual employees “must demonstrate competency” in interpreting. The course is comprised of intensive practice in the medical, social services, legal, and law enforcement service areas, with an emphasis on consecutive interpretation. At the end of the course, students demonstrate competency in consecutive interpreting by passing an oral interpretation examination that is tape-recorded and later evaluated by linguists in each of the respective languages. Those who pass the oral exam receive a certificate of competency.

**Advanced Course**

Students who do well on the oral exam at the end of the intermediate course are selected to participate in the advanced course. In addition to complying with the DHHS Memorandum, the State of Florida has a practical need for proficient interpreters who are able to interpret in certain civil court and administrative hearings, where, in addition to consecutive interpreting, skill in simultaneous interpreting is also necessary. The advanced course provides advanced theory and practice in all modes of interpretation, with an emphasis on simultaneous interpreting, leading to an advanced oral exam and a certificate of proficiency.

**Special Aspects of ISP Training**

Our current ISP training curriculum is the product of three years of development and adaptation of interpreter training methods to fit the realities of the social services context, the practical requirements of the agencies, and the particular instructional needs of their employees. Traditional assumptions about legal, medical, and freelance interpreter training often break down and have to be renounced or significantly adapted when confronted with the rigors of the social services arena. The instructional content has to fit in flexibly with the complex, multilayered policy frameworks of different government agencies and non-governmental organizations at the county, regional, state, and federal levels within a highly regulated field. The following are some of the key aspects in this adaptation:

**Ethics.** How does one negotiate between the social worker’s advocacy role and the interpreter’s neutrality? Is social service interpreting more like legal interpreting, with its strict adherence to standards of impartiality, which means virtually no contact with participants beyond the act of interpreting? Or is it more like
Professional development. Because we know that the students have limited opportunities for engaging in ongoing interpreter training, we take special care to emphasize how they may continue their professional preparation on their own. Practice sessions in the basic course are designed to be illustrative rather than intensive, and the array of practice materials distributed and their corresponding methods are discussed and demonstrated. Where possible, we take time to surf the Internet together with students, showing them how to access glossaries and where to find the major professional organizations. We urge students to join ATA or the Florida Chapter of ATA (www.atasfl.org) in order to become professionally connected, and also encourage them to form language-specific networks among themselves.

Analysis of methods to the delivery system and non-traditional students. Because these are not college students meeting for a couple of hours a week, but rather working people pulled from their jobs for three intensive days of training, we have to specifically adapt our teaching techniques for their situation, using many varied activities, reiteration, discussion, audio-visual aids, and illustrative cases about interpreting. Above all, we keep in mind that most of these students are experienced professionals in their respective areas, and we encourage them to share their knowledge of agency policy and practices and their rich and diverse field experience derived from years of working at the frontlines.

The Future
The ISP has had resounding success through its initial contract period and is now on a new three-year contract. It has surprised us that after three years and hundreds of students trained, there is still such a large potential student clientele, numbering in the thousands among social service agencies alone. So far, we have barely scratched the surface in such areas as law enforcement, education, and healthcare.

We are currently working with Command Technologies, Inc. on alternative delivery systems to shorten the three-day instructional period of each module through automation of the factual part of instruction: an interactive CD-ROM and/or website that students would use before coming in for the first day of class. Such streamlining will open the door to many students whose agencies cannot afford to spare them for three consecutive days of instruction away from their desks. It also enables us to more effectively deliver hybrid courses (combined distance and on-site teaching) anywhere in the U.S. At the same time, we are working on a traditional published textbook and considering ways of helping other states to set up a program like ours.

Notes
1. Read the DHHS Memorandum at www.hhs.gov/ocr/lepfinal.htm.

2. The Massachusetts Medical Interpreters Association, for example, at www.mmia.org, or the California Health Care Interpreters Association, http://chia.wa.

References
F

reelance translators enjoy an
envious situation. We get to
work at home or wherever we
please (in our favorite pair of pajamas
if we want) and, in many cases, get to
pick a schedule that best suits us.
However, regardless of whether we
are freelancers or in-house
employees, we still have to spend
long hours sitting in front of our com-
puter typing or editing thousands of
words per day, endlessly clicking our
mouse. Performing repetitive tasks
over long periods of time can cause
all sorts of physical ailments.

According to the Canadian Centre
for Occupational Health and Safety
(www.ccohs.ca), ergonomic hazards
refer to workplace conditions that
pose the risk of injury to the muscu-
loskeletal system of the worker.
Examples of musculoskeletal injuries
include Carpal Tunnel Syndrome (a
condition affecting the hand and wrist). Ergonomic hazards include
repetitive and forceful movements,
vibration, temperature extremes, and
awkward postures that arise from
improper work methods and improper
ly designed workstations, tools,
and equipment.¹

These repetitive motions are part
of what are known as ergonomic haz-
ards, which can eventually generate
musculoskeletal disorders and affect
your hands and wrists with Carpal or
Cubital Tunnel Syndrome, as well as
cause pain and stiffness in your neck,
back, and legs.

Cubital Tunnel Syndrome occurs
when the median nerve, which runs
from the forearm into the hand,
becomes pressed or squeezed at the
wrist. Cubital Tunnel Syndrome is
pressure on the ulnar nerve behind
the funny bone caused by bending
and straightening the elbow repeat-
edly or by leaning on the elbow for
long periods, which causes numbness
and tingling in the ring and small fin-
gers of the hand.

Symptoms usually start gradually,
with frequent burning, tingling, or
itching numbness in the palm of the
hand and the fingers. Some people
say their fingers feel useless and
swollen, even though little or no
swelling is apparent. As symptoms
worsen, people might feel tingling
during the day. Decreased grip
strength may make it difficult to form
a fist, grasp small objects, or perform
other manual tasks. Some people are
unable to tell between hot and cold
by touch.

You can also fall victim to
Computer Vision Syndrome (CVS),
which is caused by staring too long at
your computer screen. You tend to
 blink less frequently when looking at
your computer screen, making the
eyes dry and irritable. Watching TV,
for instance, doesn’t damage your
eyes as much because it is usually
farther away from you than the com-
puter monitor. The most common
symptoms associated with CVS
include: eyestrain or eye fatigue; red,
dry, and burning eyes; light sensi-
tivity; blurred vision; headaches; and
pain in the shoulders, neck, or back.

How can you avoid all these prob-
lems? There are numerous devices
that claim to offer the best solution to
ergonomic hazards, but you can start
by applying some simple and sen-
sible changes to your workstation and
the environment around you.

Hands and Wrists
• It’s very important to keep your
hands and wrists in a neutral posi-
tion that does not cause strain. Try
to move the keyboard up and
down or in and out.
• Make sure that your hands are in
line with your forearms.
• Shake your hands at regular inter-
vals and rotate them clockwise a
few times and then counter-clock-
wise (this relieves tension in the fin-
gers, hands, wrists, and forearms).
• Use a light keying action. Most
people hit the keys three or four
times harder than they need to.
• Take regular breaks to rest your
wrists and hands.
• Have a space in front of your key-
board to rest your hands when you
are not keying. If you are a touch
typist who is more comfortable with
the keyboard next to the desk edges,
keep this position but rest your
hands in your lap when not typing.
• Avoid having anything in front of
your keyboard, except for a wrist
pad if you feel that helps you.

Protecting Your Eyes

New flat-screen LCD (liquid
crystal display) monitors are easier
to the eyes than conventional.

By Mónica E. de León
CRT (cathode ray tube) monitors, but not everyone can afford them because they are usually considerably more expensive. The American Optometric Association (AOA) outlines five easy preventive measures to avoid CVS:

1. Keep the computer screen four to nine inches below eye level.
2. Place the computer directly in front of you if you’re looking at it most of the time.
3. Use drapes, shades, or blinds to control the glare from your window. Vertical or horizontal blinds can be used to direct light away from the computer user and the screen.
4. Create an adjustable workstation. That means using an adjustable table and chair, a detachable keyboard, and an adjustable copyholder that fastens either to the desk or the computer. Make sure your computer screen can be turned or tilted and that the brightness and contrast can be adjusted. Generally speaking, the brightness of your screen should be equivalent to the brightness of other objects in the room. As for the color of the screen, black characters on a white background are easiest on the eyes.
5. Use a glare reduction filter. It will enhance screen contrast and increase character legibility.

Another simple way to combat CVS is to rest your eyes by taking short breaks throughout the day. The pressure to meet tight deadlines or the desire to get a lot done during a creative spurt can produce marathon sessions in front of the computer screen. As you work, make it a point to look away from the computer screen every now and then and focus your eyes on faraway objects; also, remember to blink often.

**Neck and Shoulders**

The following suggestions will help you avoid neck and shoulder pain:
- If you work with documents, position them in front of you on a document holder so that you can look straight ahead most of the time.
- If you don’t use the number pad often, have the letters section of the keyboard directly in front of you. This means moving your keyboard a couple of inches to the right.
- Keep your upper arms relaxed and hanging comfortably by your side while you work. Make sure the keyboard is close to you to avoid stretching your arms in front of you.
- Your chair’s armrests are supposed to help you relax your shoulders, but sometimes fixed arm rests are too low, which will make you hunch to support your arms. A way to solve this problem is to wrap the armrests with foam. If your armrests are adjustable, you may need them higher than you think, so set them high first and then lower them gradually over a day or two.

**Back**

Although experts don’t seem to agree on the causes of back pain, there are some things you can do to avoid it:
- Make an effort to sit correctly, very upright. Most of us are used to sitting in a slumped posture, which is bad for the back.
- Adjust the backrest on your chair to give support to the lower spine.
- Make sure that the seat cushion is not too long for you: you must be able to sit fully back in the seat. Some office chairs allow you to adjust this by sliding the seat-back assembly forward. Experiment with your chair to find out what all the adjustments do.
- Make small adjustments to your posture throughout the day to relieve any tension on your back muscles.
- Adjust the height of your chair so your feet can rest on the floor or on a footrest. Otherwise, if your chair is too high you may find yourself sliding forward and either slumping or sitting upright with your back unsupported.
- If you need more support in the small of your back and purchasing a new chair is not an option, try using a lumbar support.

**Legs**

Lack of blood flow is a common problem among people who have sedentary jobs like translators and spend many hours sitting in front of their computers. If your chair is too high, or if your seat cushion is too long for you, pressure points can build up under the thighs and behind the knees. They can pinch nerves and blood vessels, resulting in a prickly sensation (“pins and needles”) in the lower legs or swelling in the feet and ankles.

If you can feel pressure at the front of the seat cushion, you need a footrest. If your budget doesn’t allow you to buy a footrest, use the cheapest footrest of all: get the Yellow Pages and place it under your feet! If you cannot sit fully back in the seat (i.e., the back of your knees hit the front of the cushion), you need to adjust the backrest assembly by sliding it forward (if possible), or get a chair that is not so deep.

The common denominator to alleviate all these symptoms is to take frequent breaks from your translation. Stand up and walk around for a couple of minutes every half-hour, and take your eyes off your monitor and focus on a far-away object for 10 or 15 seconds every 10 minutes.
Sometimes I forget there is an interpreter, and think I’m listening directly to the speaker.” Once a speaker came to me and said: “Dave, I don’t know Chinese, but I was just curious and listened to your interpretation. I found that when I spoke passionately, you did the same. I like that.” Interpreting in a monotone bores the audience and makes them sleepy, especially when the topic itself is technical and specific.

Be Versatile
A competent simultaneous interpreter not only needs to have good hearing and speaking abilities, but also needs to be versatile. A competent simultaneous interpreter needs to have knowledge in a variety of fields (sports, entertainment, art, etc.). You need to be competent in the source and the target languages and be familiar with both cultures. It also helps to have a thorough knowledge of slang and colloquial expressions in each country. For instance, I’ve heard speakers talk about a saying in Texas, “Don’t teach a pig to sing!” (不要教猪唱歌). If the interpreter has a solid foundation in Chinese, he or she should know that there is a similar saying in Chinese: “Don’t play musical instrument to an Ox!” (不要对牛弹琴).

Agencies: Evaluate for Quality
My final tip is for the agencies. Agencies should have a way of evaluating the skills of interpreters seeking simultaneous assignments. Because of the higher rates, many unqualified interpreters will try to enter this market. I’ve met some so-called simultaneous interpreters who, for instance, used third-person singular while interpreting instead of the first person (“what he said means …” 他的意思是 …). Without proper vigilance and quality control, agencies will end up sending unqualified interpreters to clients. Agencies need to ensure that everyone who goes out in the field can do the job the client expects. It will be too late to do anything about it after the customer complains, since they will most likely go someplace else the next time they are in need of interpreting services.

There are two methods agencies can use to maintain or build a team of qualified simultaneous interpreters. One way is to have the interpreter do a practice interpreting session that is recorded and evaluated. This will make it easier to pinpoint those who clearly don’t have the skills for the job. Another method is to provide evaluation sheets (see page 25 for a sample) and ask attendees to fill out an evaluation on the interpreters. You’ll find that conference attendees are most effective evaluators, especially since they are the ones with the headsets.

I hope these tips have helped you as you consider if a career as a simultaneous interpreter is right for you.
The ATA Chronicle | May 2004

Certification Forum: Grading the English-into-Spanish Certification Exam: A Sampling of Renditions and Error Markings

By Paul Coltrin and Lilian N. Van Vranken

As of November 2002, graders of the ATA certification exam (then known as the accreditation exam) began using a new point-based grading system to replace the previous system of “major” and “minor” errors. Now, an error may be assessed one of five point values—1, 2, 4, 8, or 16—thus providing a more finely tuned instrument with which to register the severity of a given error.

The English-into-Spanish grading team has compiled excerpts from past exams that demonstrate the point system in action. (Some of the examples provided below represent composites of more than one actual excerpt.)

Example 1

In Ukraine, the most populous of Russia’s neighbors, Putin has sought to capitalize on a political scandal enveloping President Leonid Kuchma.

Now let’s see how three different candidates translated this sentence in their exams:

Rendition A: En Ucrania, la más poblada de las naciones vecinas de Rusia, Putin ha buscado sacar partido de un escándalo político que involucró al presidente Leonid Kuchma.

This candidate has skillfully rendered the meaning of the source text in the target language. The rendition is fully idiomatic and contains no mistakes in spelling, grammar, punctuation, or usage.

Rendition B: En Ucrania, el más poblado de los vecinos de Rusia, Putin ha procurado capitalizar de un escándalo político involucrando al presidente Leonid Kuchma.

There are two errors here:
(a)Spelling and diacritical marks: Ukrania, mas, Rusia, escandalo, politico. Each of these errors, with the possible exception of Ukrania, should be assessed 2 points because they are particularly conspicuous.
(b)Punctuation: Missing comma after Ukrania. This error would be assessed 1 point because it disrupts the reader’s understanding of the meaning.

Rendition C: En Ukrainia los vecinos mas populares de Rusia, Putin ha procurado capitalizar en un escandalo politico envolviendo el Presidente Leonid Kuchma.

This rendition contains numerous errors:
(a)Spelling and diacritical marks: Ukrania, mas, Rúsia, escandalo, politico. Each of these errors, with the possible exception of Ukrania, should be assessed 2 points because they are particularly conspicuous.
(b)Grammar and usage: capitalizar en, envolviendo. These two errors would be graded similarly to the errors in Rendition B above.
(d)Mistranslation: los vecinos mas populares. This error completely changes the meaning of the source text and would be assessed 8 points.

Example 2

We are pleased to introduce you to your new dental program.

Rendition D: Nos complacemos en presentarle su nuevo programa dental.

No problems here.

Rendition E: Es un placer para nosotros el introducirlo a usted a su nuevo programa dental.

The most serious problem here is the use of the false cognate introducir, which would be assessed at least 4 error points. Also, it should be recognized that this entire rendition is highly awkward, and a grader might assess 1 point for poor style as well.

Example 3

This Dental Program will provide for you one of the finest health care alternatives available.

Rendition F: Este Programa Odontológico le proporcionará una de las mejores alternativas posibles para el cuidado de su salud.

No errors were marked here. One may dispute the use of the possessive su, but this is too debatable to penalize for exam purposes.

Rendition G: Este plan dental les proveerá una de las más finas alternativas de cuidado de salud disponibles.

(a)False cognate: As in Rendition E above, the most serious error here involves a false cognate, in this case finas. Since this error causes a major change of meaning, it would be assessed 4 points.
(b)Word choice and preposition: Another problem is the use of proveerá. Though not necessarily a false cognate, it is clearly less appropriate for this context than other options (proporcionará,
brindará, etc.) that candidates should be familiar with. Also, in this case the verb proveerá must be accompanied by the preposition de. This would be assigned a 1-point error.

Example 4
All eligible employees and their dependents who enroll shall be covered starting on the effective date.

Rendition H: Todos los empleados elegibles y sus familiares a cargo que se afilien al programa gozarán de cobertura a partir de la fecha de vigencia.

The candidate should be aware that the word “eligible” almost always requires some solution other than its cognate. This would be considered a 1-point error. Graders acknowledge that some U.S. entities use this term in their translated materials, but a seasoned translator should avoid this pitfall.

Rendition I: Todos los empleados elegibles y dependientes que se inscriban estarán cubiertos desde la fecha de efectividad del plan.

No errors marked. The candidate handled the syntax of this lengthy sentence especially well. The only debatable issues—the use of contraída and las mismas—were ultimately accepted for purposes of the exam.

Rendition K: Los hijos dependientes que no puedan ser empleados por causa de daño físico o mental permanente que comenzara antes de llegar a la edad de diecinueve (19) años de edad, conservarán siendo elegible para beneficios dentales siempre y cuando prueba de tal incapacidad ó daño sea sometida dentro de treinta y un (31) días después de ser requerida por XYZ.

This rendition contains several errors:
(a)daño: This does not necessarily change the meaning, but it is terminologically a poor rendition of impairment. This would likely be only a 1-point error.
(b)la edad de diecinueve (19): It is not idiomatic in formal Spanish to omit the word años after a number expressing age. This would be a 1-point error.
(c)eligible: This would likely have been already marked as a false cognate (see Rendition H above) and would not be marked twice. But this is also a grammatical error, since it should be plural. This error would be assessed 2 points.
(d)para beneficios dentales: Proper syntax calls for use of the definite article los before beneficios. This would be assessed 1 point.
(e)ó: This conjunction may take an accent mark only when written between numerals. This error would be assessed 1 point.
(f)sometida: Another false cognate. This one would cost the candidate 4 points.
(g)treintaiún: Misspelling that would be assigned a 1-point error.

Translation is a mixture of art and science that incorporates an element of the subjective. The evaluation of translations, in turn, is open to varying opinions among even the most qualified evaluators. Although we expect some variation among graders, we have made significant progress in recent years in reducing discrepancies in error marking. These efforts include increased communication among graders and the development of tools such as the flowchart, passage-specific guidelines, and language-specific guidelines. Graders rely on these improved resources and on each other—particularly in deliberating over exams that approach the threshold between pass and fail—to ensure fairness to candidates while upholding the standards of the ATA Certification Program.

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FOR LONG-TERM PLANNERS
Future Annual Conference Sites and Dates

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<td>Canada</td>
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Hungarian-English Desk Dictionary
Dictionary for the 21st Century
(Magyar-angol kéziszótár)
Editors:
György Varga and Péter A. Lázá
Publisher:
Aquila Kiadó Budapest
Publication date:
2000
ISBN:
963-679-126-0
No. of pages:
x + 1,360 + XVI pages, hardbound

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Reviewed by:
Andrea Németh-Newhauser

The publication of a brand new Hungarian-English/English-Hungarian dictionary, and one that is not simply an updated or revised edition of previous dictionaries, is a major event, so it is definitely worthwhile to take a serious look at these two volumes. However, the fact that they are mid-sized desk dictionaries might deter language professionals from taking them seriously. My review is aimed toward translators who have already invested in a comprehensive dictionary and who may be wondering whether a new desk dictionary is a worthwhile addition to their library.

Hungarian translators, who for many years had to work around the notorious inadequacy of the antiquated comprehensive Országh dictionary (first published in 1960), greeted the publication of the long-awaited and completely reborn new edition in 1998 with a sense of relief, hoping that at long last they could stop using five or six dictionaries for one simple job. Unfortunately, that hope was not fulfilled, even though the new Országh dictionary was indeed a monumental improvement compared to the old one. As Catherine Bokor stated in her 1999 review (ATA Chronicle, April 1999, pp. 53-54), “The importance of these dictionaries is tremendous in view of the fact that the Hungarian language has undergone unprecedented change due to the political and economic reform that has resulted in a Western-type economy” (p. 53). Nevertheless, the influx of new terminology for things previously unknown has not ebbed since 1998, and this makes any printed dictionary outdated almost as soon as it appears.

I was initially so thrilled in 1998 with the new Országh that I gave it pride of place on my desk during translation, but I quickly realized that it was often not much more help than its smaller cousin, the new Concise Hungarian-English Dictionary (edited by Tamás Magay and László Országh) that was published in 1990, a tattered copy of which is still among my cherished possessions. In fact, during the lean years before the new Országh dictionary was published, the concise dictionary was my constant source of reference, with occasional glimpses into the old Országh and an untold number of specialized dictionaries. Once the Internet became available as an additional resource, the old Országh became almost irrelevant for anything but work in the humanities, and after a brief honeymoon with the new Országh, it, too, returned to its shelf to be used only occasionally. This decision was in no small measure motivated by the embarrassing discovery (during an accreditation exam, of all places!) that the headword határozat (decision, resolution, ruling, verdict) is entirely missing from the Hungarian-English volume. (It is, however, included on the CD-ROM).

The new Hungarian-English/English-Hungarian Desk Dictionary (hereinafter, HEDD and EHDD) sports an ambitious subtitle that promises greater longevity: Dictionary for the 21st Century. Although in our accelerated times no dictionary of a living language can hope to be useful for an entire century, some of the innovative features of this dictionary may well allow it to be relevant for more than a few fleeting years.

According to the introduction, the dictionary is compiled explicitly for Hungarian users. This goal is underscored by the fact that the introduction and all supplementary material are offered only in Hungarian. The dictionary focuses on: basic vocabulary of everyday words that will be familiar to educated speakers; linguistic terminology that is useful for language learners; and the areas of vocabulary that have been subject to the greatest changes in recent years (words related to information technology, business life, economics, and politics). The HEDD contains 68,000 headwords, while the EHDD covers an impressive 72,000. This is a little more than half of the headwords contained in the large Országh dictionaries, although the comparison is not entirely fair due to some special

Dictionary Reviews
Compiled by Boris Silversteyn

Silversteyn is chair of the ATA Dictionary Review Committee.
features of the desk dictionaries. For example, homonyms that are a different part of speech are given their own headwords, enclosed in a grey border for easy differentiation. Compounds are also given their own headwords, a feature already found in the updated Országh dictionary. Thus, in the EHDD, the word “guard” is followed by guard boat, guarded, guardedly, guardhouse, guardian, guardian angel, guardianship, guardianship suit, guard rail, guard room, guards, guard ship, guardsman, and guard’s van.

The editors took great pains to include visual clues that would facilitate use. Compared to many conventional dictionaries, the number of special symbols has been kept deliberately low, and the ones that are used are intuitively understandable. In the EHDD, headwords are bold, followed by, if necessary, the phonetic pronunciation and the part of speech in italicized small caps. Different meanings are indicated very visibly by white borders for easy differentiation. Idiomatic expressions are separated from the main body of the entries and are preceded by the word “KIFEJEZÉSEKBEN” (in quotation marks). Differences in word order are noted that they represent British usage. Under “rendezvény” in the HEDD, “programme” is given as the meaning for “garage,” without usage. Also missing are the names of cities that have different names in English and Hungarian, such as Vienna. The names of countries and their inhabitants, however, are included in a separate list at the end of the dictionary.

Inasmuch as up-to-date monolingual dictionaries for Hungarian are sorely lacking, the editors were faced with a much more daunting task in choosing the headwords for the EHDD. This dictionary, like its predecessors, is based largely on Magyar értelmező kézikönyv, first published in 1975 and reprinted in 1999 (a completely updated new version was published in 2003). Both the Magy-Országh dictionary (1990) and the large Országh (1998) added some new headwords to the list. On the six pages I checked, new headwords in the EHDD, not found in its predecessors, include: fondü (fondue), fondükészlet (fondue set), fonetikai átírás (phonetic transcription), fonetikai jel (phonetic symbol), fonott palack (wicker[ed] bottle), “fontos másik” (significant other), fordított diszkrimináció (reverse discrimination), and fordított “per” jel (backslash);
The positive features of these desk dictionaries make it obvious that they are valuable for Hungarian learners of English. The question now is, can they be of any real help for translators? A few illustrations from the field might give us an answer. In order to test the dictionary on a corpus that represents actual challenges faced by translators, I went through the questions relating to problem terminology that were asked on the ProZ Kudoz website between August 2000 and the end of February 2003 in the Other/Pro/English→Hungarian and Hungarian→English category, and looked up the terms in question in the large Országh dictionaries and in the EHDD and HEDD, respectively. This exercise immediately presented me with a methodological hurdle, because most questions there (and indeed, most questions translators have) concern not words but larger syntactic or semantic units, and what is frequently sought is not a common meaning of a word, but its meaning in a particular context. For simplicity’s sake, I had to ignore questions about entire sentences, quotes, names of products or persons, esoteric or outlandish subjects, or purely grammatical issues. Therefore, I focused only on questions of a manageable size that a dictionary could be expected to answer. The result is not a little surprising. For the English→Hungarian questions, both the Országh dictionary and the EHDD were of help in 18 cases; neither was of help in 44 (!) cases. The EHDD was of more help than the Országh in nine cases, and the Országh was of more help than the EHDD in five cases. For the Hungarian→English questions, both the Országh dictionary and the HEDD were of help in 14 cases; neither was of help in 41 (!) cases. The HEDD was of more help than the Országh in nine cases, and the Országh was of more help than the EHDD in five cases. The tables on pages 40 and 41 illustrate the results (n = no help; ? = of questionable value; y = helpful):

To be entirely fair, I must add that in cases where both dictionaries proved to be helpful, the meanings given in them did not necessarily agree, and the answers given on the ProZ website were frequently
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<th>EHDD</th>
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<th>Words</th>
<th>Országh</th>
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<td>streaking (hair)</td>
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<td>third countries</td>
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<td>timber!</td>
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<td>dead man's control</td>
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<tr>
<td>water off a duck's back</td>
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quite different than the meanings found in the dictionaries (and to a certain extent, all of the meanings are open to discussion). The new desk dictionaries do nothing to reduce the amount of research and creative effort that necessarily goes into every translation. Nevertheless, based on their performance, as well as on their handy size, visual appeal, and user-friendly features, I can recommend them as the “weapon of first choice” for translators who prefer books to electronic sources, with the further observation that the *EHDD* appears to be slightly more useful than its Hungarian-English counterpart.
Dictionary Reviews Continued

**Le Larousse Expression—Le multidictionnaire du français au quotidien**

**Publisher:** Larousse/VUEF 2002  
**Publication date:** October 2002  
**ISBN:** 3-133095-911009  
**Price:** Regular price: $70  
Sofworld member price: $64  
**Available from:** www.sofworld.com

**Reviewed by:** Françoise Herrmann

Since *Le Larousse Expression—Le multidictionnaire du français au quotidien* does not recognize the word “multidictionnaire,” this term deserves an explanation that will both delight and illuminate you. *Le Larousse Expression* regroups six monolingual French dictionary tools to help you circumscribe “all there is to know” about a word you are searching (hence, the term “multidictionnaire”). The six dictionaries combined in *Le Larousse Expression* include: definitions (135,000, including etymologies); expressions (34,000, including phrases); synonyms and antonyms (92,000 and 29,000, respectively); citations (9,000); grammatical difficulties (9,000 articles); and homonyms (15,000). However, as the editors of *Le Larousse Expression* hasten to mention, this CD-ROM is also much more than just the sum total of six dictionaries. *Le Larousse Expression* is a carefully and superbly designed electronic tool that harnesses the added dimensions of electronic mediation to further the purposes of linguistic mapping and consultation. In particular, *Le Larousse Expression* includes a search engine, affectionately termed “Le Dénicheur” (The Scout), that is designed to help you find words both traditionally, according to various criteria, and less traditionally, on the basis of a series of random letters, which is sure to enchant all the Scrabble, Boggle, and Des Chiffres et des Lettres (French version of the Wheel of Fortune) buffs!

*Le Larousse Expression* is a PC-based application with the following minimum configuration requirements: Pentium II 300 Mhz; 64 MB of RAM; 170 MB of hard drive space; Windows 95, 98, or 2000; NT4 or XP; CD-ROM drive and Internet Explorer 6 (supplied with the application). The application installs completely on your hard drive so that your CD-ROM drive remains available after installation for use with other CD-ROM tools. A small (40-page), color-coded and user-friendly manual is included in the packaging. Help files, containing Windows paperclip-style assistance, are also included in a pull-down menu to walk you through all the workings of this tool and to offer detailed assistance.

The pop-up menu function, enabling *Le Larousse Expression* to be called up on the screen when necessary, is quite sophisticated. There are three ways the pop-up works. In addition to the standard pop-up menu design when you double-click on the icon for *Le Larousse Expression* in the Windows toolbar after highlighting your search term, you can also double-click on an icon directly installed in MS Word. And you may also activate *Le Larousse Expression* from a tab that appears on top of any application in which you are working. This tab expands into a mini-search toolbar, allowing you to enter a new search term without waiting for *Le Larousse Expression* windows to open (See Figure 1, page 43). And once you have consulted your information, you may shrink the application or close it without closing access to *Le Larousse Expression*, since it will collapse into a small tab. This is a practical pop-up design that unclutters your desktop and your Windows toolbar when working on multiple documents. The design also allows you to immediately visually identify and target *Le Larousse Expression* when your toolbars are packed, or to launch a new search without waiting for the application windows to open.

The expressed organizing metaphor of the interface for *Le Larousse Expression* is the “map” (*La carte du mot*). This suggests that for each term searched, the linguistic territory that the word circumscribes extends in different directions. In this case, the directions include the traditional polysemic and grammatical dimensions of a dictionary definition, as well as the combined directions of the five remaining dictionaries. Thus,
for each word searched, your results will extend in any one of the multiple dictionary directions, thanks to the electronic mediation that supports both querying and cross-listing of multiple sources of information. This means, for example, that when there are multiple results for a search word, these appear first in a separate “Results” or parsing window. For example, when you search for the French word “fond” (in the sense of “bottom”), the results include a long scrollable list covering the noun form and the pronominal, intransitive and passive verb forms, a list of compounds, and homonyms (see Figure 2). Selecting the result corresponding to your intended meaning will send you, in a second step, to the Word Map window, where you will be able to view all of the linguistic territory highlighted for this particular word (beginning with definitions and extending to expressions, synonyms, difficulties, homonyms, and citations). Perhaps the strongest and most useful feature lies in the synonyms listing, which is organized according to semantic dimensions. Thus, for the noun form of “fond” (bottom), you will find synonyms and antonyms according to whether you are referring to the “bottom of your heart,” “the bottom of a receptacle,” or even, by extension, “the heart of the matter.” You will also find citations clearly referenced by author and source, and dated, including a copy of the original quote in English or in German, for example, when it has been translated. PC users will also find navigation of the Word Map familiar and friendly, since the presentation of information borrows features from Windows, such as “+/−” expansion tabs and hierarchical tree structures.

Beyond the Word Map, there are four additional modules: a conjugator that calls up all the forms of a verb according to mode; a grammar, hyperlinked to the Word Map; model letters, covering domains such as housing, taxes, and legal matters, also hyperlinked to the Word Map; and the popular “Dénicheur” (Scout) function, allowing you to find words according to various criteria and enabling Scrabble or Boggle buffs to outperform anyone, since one of the search options corresponds to random positioning of up to nine letters. Thus, with the Dénicheur you will be able to search for words according to any prefix or suffix, according to a series of domains (such as medicine, gastronomy, and defense), or according to origins or regional language variety, with the additional bonus of a fresh interface modeled on the French Wheel of Fortune game (Des Chiffres et des Lettres) presentation, in combination with a Windows tree structure.

Finally, on the qualitative and linguistic side of Le Larousse Expression, you will find, without any formal empirical rigor, that the definition for the word “cookie” includes both the edible and the digital variety: that the term “courriel” for e-mail is included (referenced as a Canadian term); that the term “butineur”
(browser) is included (also referenced as a Canadian term) with “explo- rateur” and “fureteur” as synonyms; and that the definition for the term “zip” is limited to the variety used with clothing.

*Le Larousse Expression* performs a digital feat. Using electronic mediation, six dictionaries are included in one application, allowing you to immediately access the combined linguistic territory charted in these dictionaries for a single word. The fresh design of the pop-up functions in tab format also works superbly, both to unclutter and speed up access to the application and the information contained within. Enjoy this new Larousse tool! And if you are also a *Scrabble* or *Boggle* buff, from now on, you will win!

**Dictionary Reviews Continued**

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**Isbn:**
88-7002-820-8

**Available from:**
Il Pensiero Scientifico Editore via Bradano 3/c, I-00199 Roma, Italy
www.pensiero.it

**Languages:**
Italian and English

**Number of pages:**
436

**Number of entries:**
1,600+

Reviewed by: Jacopo Màdaro

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*For the last 20 years, Dieter Rasch’s Biometrische Wörterbuch (originally Dutch, English, French, Spanish, Italian, Russian, Hungarian, Czech, Portuguese. Berlin: VEB Deutscher Landwirtschaftsverlag, 1987; now reissued by Elsevier) has been the statistical reference of choice. Rasch’s work towers above the other two known contributions in this field: The EU unindexed Glossaire de Statistique (Danish, English, French, Italian, Dutch. Luxembourg: CCE, 1975, internal document) and my own equally forgettable English-Italian Glossary of Statistics (Sci-Tech Translation Journal, Vol. X, No. 3, July 1994).

Truth be told, statistics is not a glamorous field. Statisticians suffer all the indignities of mathematicians, but without their prestige and obvious genius. Probably because of that stigma, our *Dizionario* was well hidden and I landed it thanks only to the exceptional efforts of Libreria Goldoni (calle dei Fabisi 4742, I-30125 Venice). Still, it was well worth the wait.

It is a 12” x 20” hardcover, solidly sewn, with boldfaced headwords and cross-references in italics. The *recueil* consists of about 1,600 terms and definitions, 70 figures, and zero typos. The lemmata cover investigational, genetic, and epidemiological research, and the figures illustrate all types of diagrams and graphic representations.

Ignore the preface. Brian Everitt (Institute of Psychology, London) seems to indicate that he is absolutely in disagreement with the custom of asking the readers to write and correct the author’s mistakes. Still, he is a statistician and therefore too conventional and optimistic not to follow tradition on this matter. Therefore, corrections are welcome and said contributions shall be recognized in future editions. I suspect that this roundabout request is an excuse used by Everitt to quote and chastise a Professor Sutherland, who is allegedly guilty of having published a not too perfect *Dictionary of Psychology*. The possible relevance to the reader is beyond my understanding.

Instead, it’s important to pay attention to the Translators’ Note. With the purpose of enriching Everitt’s work, Duca, Bellini, and Maistrello (DBM) inform us that they have listed, in both directions, the English terms included in the original text and their translated Italian equivalents. What a brilliant decision! It transforms a good monolingual reference into a solid bilingual dictionary, which is something we can really use.

Furthermore, the definitions originally prepared by Everitt and translated by DBM are useful in two ways: per se and as ready-to-use Italian phraseology. This is exceptional. Although this approach is the focus of Vincenzo Marino’s *Vocabolario Medico Fraseologico* (Padua: Piccin, 1985) and represents a strong point in favor of *Taber’s Cyclopedic Dictionary*.
<table>
<thead>
<tr>
<th>English / Italian Headwords</th>
<th>Rasch</th>
<th>EDM Cell</th>
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<tbody>
<tr>
<td>additive effect</td>
<td>effetto additivo</td>
<td>Instead: Additive gene effect</td>
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<tr>
<td>age heaping</td>
<td>arrotondamento dell’età</td>
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<tr>
<td>allometry</td>
<td>allometria</td>
<td>☑</td>
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<td>audit trail</td>
<td>traccia di audit</td>
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<td>bar chart</td>
<td>istogramma a barre/colonne/canne d’organo</td>
<td>☑</td>
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<tr>
<td>baseline</td>
<td>valore di riferimento</td>
<td>–</td>
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</tbody>
</table>
| box & whisker plot                        | diagramma a caselle e segmenti             | –        | ☑ as Grafico a scatola e baffi [?]
| class mark                                | valore centrale della classe               | ☑        | –        |
| compartment model                         | modello a scompartmenti                    | ☑        | ☑ as Modello compartimentale [!] |
| contour plot                               | istogramma di contorno                     | –        | –        |
| distance matrix                           | matrice di distanze                        | ☑        | ☑ as Misura di distanze [!] |
| draughtsman’s plot                        | diagramma a scacchiera                     | –        | ☑ as Grafico a scacchiera |
| expectation                               | speranza matematica                        | –        | –        |
| eye-fit                                   | adattamento empirico                       | ☑        | –        |
| grouped binary data                       | dati binari                                | Instead: Grouped data or Dati raggruppati | ☑       |
| harmonic analysis                         | analisi armonica                           | –        | ☑       |
| hausdorf dimension                        | dimensione di Hausdorf                     | –        | ☑       |
| hidden association                        | associazione latente                       | ☑        | –        |
| idempotent matrix                         | matrice idempotente                        | –        | ☑       |
| indicator variable                        | variabile indice                           | –        | ☑       |
| isobologram                               | isobologramma                              | –        | ☑       |
| kernel function                           | funzione kernel                            | –        | ☑       |
| Latin square                              | quadrato latino                            | ☑ + 5 more entries | ☑       |
| manifest variable                         | variabile manifesta                        | –        | ☑       |
| matching                                  | appaiamento                                | ☑ as Accoppiamento | ☑       |
| moments                                   | momenti                                    | ☑        | –        |
| open label study                          | studio in aperto                           | –        | ☑       |
| outlier                                   | caso estremo; valore erratico              | ☑        | ☑ as Outlier |
| path analysis                             | analisi dei coefficienti di direzione     | ☑        | ☑ as Path analisi [?] |
| regression spline                         | regressione spline                         | ☑        | Instead: Funzione spline |
| two-sided test                            | test bilaterale; test a due code           | ☑        | ☑ as Test a due code |
| variate variable                          | variabile aleatoria, variabile stocastica  | –        | –        |
Dictionary Reviews Continued


DBM use language that is very current. Some might deplore the passing of $\sigma^2$, scarto quadrativo medio, and errore standard, but nowadays everybody agrees with DBM and equates standard deviation with deviazione standard, confining Rasch’s scostamento quadratico medio with the 19th-century classics from which it was derived. I personally prefer a simpler voce to the borrowed noun item (as in gli item di un questionario), but there is little doubt of the latter’s diffusion in the literature. The same can be said of another barbarism, scaling instead of messa in scala. Conversely, trimming is creepily rendered as trimmatura and trimmed as trimmato, abandoning their more prosaic pairings ritocco e ritoccato.

Still, I find it difficult to criticize a dictionary because it’s too updated. I find it even more difficult to raise my voice against the success of DBM in injecting a glimpse of excitement in a field not known for its extreme ebullience.

In real terms, the translators’ potential debt with EDMB (Everitt + DMB troika) could become quite significant. The list of experimental designs was the first to attract my attention. It includes 33 headwords in all, from balanced incomplete block design (o disegno a blocchi bilanciati incompleti) to disegno standard (or Fibonacci dose design). In the same vein, there are seven estimate/estimations, from minimum chi-squared to robust (stima del minimo chi quadrato; stima robusta); and 47 rates, from age-specific incidence rates (or tassi di incidenza età-specifici) to relative standardized mortality rate (or tasso relativo standardizzato di mortalità).

My random quantification continued with consistently impressive results. For instance, EDMB includes: 9 tables, from fourfold to doubly ordered contingency tables (tabella a quattro celle; tabelle di contingenza biordinali); 61 distributions, from bell-shaped (distribuzione a campana gaussiana) to distribuzioni non centrali or non-central distributions; 15 regressions, from attraverso l’origine to verso la media (regression through the origin; regression to the mean); and 30 coefficients, from beta to Fourier.

Using a list derived from past translations, I also attempted to randomly match the terms of both Rasch and EDMB, as summarized in Table 1.

My sample was strongly biased against Rasch (from the start, many strings were included in my list precisely because Rasch did not include them). Nevertheless, the German benchmark scores an impressive 15 hits out of 32 items (or 46%), thus confirming its continuing value. The real surprise is EDMB: scoring 25 hits, they obtain an incredible 78% success rate.

The conclusion is simple: when relevance is tested, our group of statisticians averages far better than most lexicographers.

Call for Papers

8th San Jerónimo International Translators Day Annual Conference of the Organización Mexicana de Traductores

The Translator and the Interpreter: Agents of Change

September 24-26, 2004
Alliance Française de Guadalajara
Guadalajara, México

Proposals are invited in the following areas: Community outreach interpretation; Translation and interpretation in civil law procedures; Target language problem-solving in translations; Introduction to simultaneous interpretation; Culture clash; Literary translations. Suggestions for additional topics are welcome. Proposals must be submitted by June 28, 2004 to: Organización Mexicana de Traductores, A.C., Avenida Vallarta 1525-304, Guadalajara; Phone: (523) 36 31 01 82 or 31 24 02 36; Fax: (523) 31 24 02 37; michele@iteso.mx

Proposals may be submitted in Spanish or English.

Jacopo Màdaro Moro is a technical translator into Italian. He specializes in medicine, bioengineering, and optoelectronics. Contact: jmadar@verizon.net.
Hey, this October, would you like to join the Translation Inquirer for one or perhaps two fun-filled cruises connected with ATA’s Annual Conference in Toronto? By then, the ferry from Rochester, New York, across Lake Ontario to Toronto will be in service. I have reserved a foot-passenger ticket for the October 12th westbound sailing (departs 1:30 in the afternoon) and the October 17th eastbound sailing from Toronto (departs in the morning). If you live anywhere in New England, the Mid Atlantic states, or the upper South, these ferries could save you much money, particularly if gasoline prices remain as high as they are and you plan to use a car. You can park at the Rochester terminal and ride over for $28 each way as a foot passenger. The Translation Inquirer has no financial connection with the company that operates the ferries, about which more information can be found at www.thebreeze.com. I’m reserved already, six months in advance!

New Queries

(E-A 5-04/1) Here’s an unusual one from ProZ: a request for the Arabic for piston-filled fountain pen.

(E-Sp 5-04/2) The concept of clearing house is a stumper for a Lantra-l user working into Spanish. The context was the missing persons clearing house run by the conviction database, part of the crime records service operated by the Texas Department of Public Safety. Any ideas?

(E-Sw 5-04/3) A member of Lantra-l was working on a text about various resistance elements and had trouble with flatness ratio. Who can assist?

(F-E 5-04/4) Everything was fine for the translator in the following paragraph except for the very last word: “Le Conseil avait déjà convenu l’an dernier de procéder à une description de taches pour les trios postes au sein de notre organisation et d’introduire le processus d’appréciation de rendement afin de donner à notre personnel le soutien nécessaire, assurer une continuité et établir les priorités pour chacun de ces trois postes pour faciliter l’organisation du travail. Comme vous le devinez, les demandes sur notre personnel croisent avec la disponibilité.” What is it?

(F-E 5-04/5) In Canadian French, “ligne naturelle des hautes eaux” is evidently a provincial-level term, and a Lantra-l member wants to know whether it makes better sense to use water line or water mark in the context of flood recurrence intervals. The context is a guide for those interested in applying to get environmental approval and authorization for development projects affecting fish habitat. Here are some raw quotes: “Fournir la délimitation de récurrence des niveaux d’eau…En eau douce, le minimum demandé est la délimitation de la ligne naturelle des hautes eaux (LNHE) laquelle correspond approximativement à la zone d’inondation de récurrence de 2 ans.”

(F-E 5-04/6) What is a “plateau de transport” in the context of railways? It is not to be found in the UIIC trilingual (English-French-German) dictionary published in Paris in 2000. The question comes from Lantra-l.

(F-E 5-04/7) In the sentence quoted, what, asks a Lantra-l user, is the meaning of “délucat?” The context: “Les Turbo ou boosters permettent de mettre un coup de fouet aux véhicules pour dynamiser une portion de ligne droite, un saut ou render délicat un enchaînement de virages.”

(G-E 5-04/8) A Lantra-l member has a decent idea of what the problem phrase, “auf Halde,” means, but needs a good English version of it. It is contained in the sentence “Autos werden heute nicht mehr auf Halde produziert.” He assumes that it means custom-built as opposed to being mass-produced and left unsold. Who can help?

(G-E 5-04/9) Is there a stock translation, asks a Lantra-l denizen, for this quote from Paul Valéry (“Die Haut ist das Tiefste beim Menschen”)?

(I-E 5-04/10) In discussing network architecture for a corporate computer system, a document worked on by a Lantra-l member contained a confusing pair of words, “a tendere”: “nome della vecchia rete di Gruppo su tecnologia FDDI, a tendere verrà dismessa per passare tutti I servizi sulla rete dei Poli Elaborativi.” She simply didn’t get what the problem words meant in the context.

(I-G 5-04/11) This query has to do with shower stalls, and the term “guarnizione a baffo” is the difficult part. The context goes like this: “GIUNZIONI ANGOLARI E LINEARI DEI VETRI: Chiusura mediana guarnizione a baffo lato cerniera.” English for this would also be accepted.

(Pr-E 5-04/12) What is “ombroclima?” The context is as follows: “Em termos bioclimáticos a área em estudo encontra-se classificada no estádio bioclimático Termomediterrâneo, apresentando Invernos quentes e temperados de ombroclima seco-subhúmido.” One response, namely ombroclimate, seems only to beg the question.

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The ATA Chronicle | May 2004
Replies to Old Queries

(E-F 2-04/1) (staging of cancer): Lillian Clementi finds that Taber’s Cyclopedic Medical Dictionary defines staging as the process of classifying tumors, especially malignant tumors, with respect to their degree of differentiation, their potential to respond to therapy, and the patient’s prognosis. They typically range in severity from I to IV. In French, Termium hits exist in abundance for “stadiﬁcation.” She prefers to allow French natives to handle the speciﬁc problems of upstaging and downstaging.

(E-I 2-04/2) (cyanylation): In chemical terminology, says David Strubbe, to cyanylate something is to react it with some other reagent that will add a cyano (-CN) group onto it. A reagent that can perform this function is a cyanylation agent. Cyanylation’s particular function is the analysis of proteins. In Italian, “cianurazione” (from “cianuro” = cyanide) appears to be cyanylation, though it also seems to refer to a mining process to dissolve metals from ores with cyanide. The best Italian for cyanylation reagents may be “reagenti cianuranti.”

(E-R 3-04/2) (amended water): Alexander Aron likes модиﬁцированная вода, или вода с улучшенными пропиточными свойствами. Tim Sergay found one recurring collocation for ﬁre-extinguishing technology: вода со смачивателем. Straightforward calques of amended water, like измененная вода огмодивнированная вода, did produce some hits during searches, but whoever put forward the query would have to be sure the context of these matched the text that produced the query in the ﬁrst place.

(E-Sw 2-04/5) (parcel shelf): Ricky Lacina says this is the little shelf above the rear seat and below the rear window. This ﬁts in with previous consensus on this matter, but troubles the Translation Inquirer: parcels of virtually any size should not be there, because they obscure the driver’s rearward (via mirrors) view! So why call it parcel shelf? Even package tray, as mentioned by Andrene Everson (there is something labeled as such in her 1991 Mercury Tracer), begs the same question. It is, though, a legitimate attachment point for a child seat. Newer models are required to have built-in attachment points for such seats.

(F-E 2-04/7) (“équipotentielle”): Efrián Rodríguez Ballesteros states that this concept is part of the strategy of avoiding dangerous static charges in excess of 20,000 volts by electrostatically interconnecting the metallic parts of installations or equipment, thus ensuring there will be no difference in voltage among their various parts. This strategy results in a state of equipotential (Latin “aequis” equal + potential).

(G-E 2-04/8) (“Blutﬂuss” vs. “Blutdurchﬂuss”): Oliver French claims that the former means blood ﬂow (the sum of all blood ﬂowing through a tissue) and the latter perfusion (the blood ﬂowing through a vessel or the circulation).

(G-E 3-04/4) (“einsparbar, fachnotorisch bekannt”): Sabine Whaley, who has worked for 10 years for patent attorneys, says that typographic errors are not all that rare in the ﬁnal versions of patents, particularly in the less carefully checked descriptions of drawings. She suspects that “einspannbar” is what was really wanted. As for “fachnotorisch bekannt,” it is simply known in the technical ﬁeld or known in the art.

Roland Grefer says that “Bohrung 7” (see page 47, March issue) could be considered an “Einsparung” into which the tool can be placed, ergo “einsparbar.” He calls “fachnotorisch” generally known in the trade.

Nancy Ruiz says that the entire ghastly sentence calls for some real verbal origami. She notes common conversational German: “Das ist doch notorisch!” (That’s common knowledge!). As for “einsparen,” it means to save or economize on, or cut down on; to save space; to dispense with or abolish. So the last meaning is what she believes applies to the sentence in question: something that would not have to be included.

Reinhold Seizinger says that the author of the query sentence deserves to be consigned to the place where excessively turgid patent attorneys are condemned to write “I will write simple, straightforward German” 1,000 times, just for inserting the abominable “fachnotorisch” (familiar to those in the trade, as he phrases it).

(G-E 3-04/5) (“Rechtsberatung, Rechtsschutzberatung”): Roland Grefer calls the former counseling for legal protection and the latter taking care of others’ legal matters, a task to be conducted by an attorney or notary (specialized attorney). Hans Fisher calls them legal counseling and counseling concerning protection of legal rights, respectively.

Doris Molitor calls the former simply legal advice and the latter legal advice by insurance agencies that provide legal protection via a legal expenses insurance policy. The outcome of a legal dispute is briefl y checked, and
upon positive assessment, the agency pays for the legal expenses.

(G-E 3-04/6) ("Aschel"): A dictionary-style definition was found by Roland Grefer: "Aschel wird derjenige Schlam auf den Blaufarbenwerken genannt, welcher sich in den zusammengossenen und zur Ruhe ausgesetzten Waschfässern angesetzt, und bei dem Schmelzen wiederum zugesetzt wird." But Denzel Dyer and Walter Herzberg say that the term in question is almost certainly a typo for "Asche" or "Aschen," the residue left after some variation of incineration.

(G-I 3-04/7) ("H-Stein, Knochenstein"): This is a concrete composition stone in the form of an H, or if you will, an I, says Roland Grefer. Its ends hook into the ends of adjoining stones of the same shape. Sabine Michael states that the configuration looks like an oversized milkbone, and suggests, in English, interlocking paver. In Italian, "pavimento modulare" comes to mind, but admittedly better translations can be found.

Sibylle Frnka says that the clue to understanding that this term does not involve an abbreviation is in the term "Betonverbundsteinpflaster." It refers to paving stones in the approximate shape of a stereotypical bone with wider ends.

(I-E 2-03/10) ("ostensioni"): Lorraine Alexson, considering the context, prefers demonstrations.

(Pt-I 3-04/9) ("despachante aduaniero"): An initial step in solving the problem was taken by Roland Grefer, who learned that this is customs broker in English. Giampiero Brentani agrees with this.

(R-E 1-04/9) (расторжёнуть): This, says Tim Sergay, is a prefixed form of тормознуть, meaning to yank, pull about, tug; bother, nag. In its form with the prefix, the verb often refers literally to shaking someone awake. In the context of the query: had to shake them up, roust them, stir them up (as if from a stupor or torpor), i.e., energize them, re-inspire them.

(R-E 3-04/10) (выполненны ном специальный инструмент): Natalia Erpenbach says that this particular ном means to be used with or for use with. Tim Sergay says that ном here is not exactly playing a trick. The construction ном + accusative, or ном кото-то, is used to indicate conformity to X; adaptation to X; fitting (to) X; accommodation of X; motion all the way up to and touching X; in more abstract senses, imitation or emulation of X; of sounds or music, ном + accusative corresponds to the English construction "to X" (e.g., ном музьку — to the music of Vivaldi). For the phrase inquired about, he suggests and custom made to fit a special tool. Alexander Aron prefers fabricated for use with customized tools. Jim Shipp renders it as the bolts being made for a special tool.

(Sp-E 1-04/11) ("...y con su resultado se acordaré"): Renato Calderón believes that "acordaré" should not have the graphic accent. Nehama Winecki says that if the sentence was meant to be in the first person, "se" is not required, but the Tilde is. More context needs to be provided, but the English could be either...and I will agree with your final decision or results; or...and based on the results, it will be resolved, if the final word is "acordará." Conchita Chinchilla de Sagastume has translated lots of legal documents, and asserts that "acordaré" should not have the graphic accent. If it is in the future of the subjunctive mode, the translation could be ...and as a consequence of such (or its) outcome, it shall be agreed that....

(Sp-E 2-04/13) (NBI): Hans Santos says these are unmet or unsatisfied basic needs. In Spanish, it’s “Necesidades Básicas Insatisfechas.”

(Sp-E 2-04/14) ("pan rayado"): Efrain Rodríguez Ballesteros says it should be “pan rallado” (grated bread), a substance obtained using a kitchen grater or similar equipment. Graciela Daichman states that if the product comes from Argentina, then “pan rayado” is a distinct possibility for the label. Natives of Buenos Aires (Porteños) do not distinguish between the pronunciation of “ll” and “y,” and therefore “rallado” and “rayado” would sound the same.

(Sp-E 3-04/11) (recurrencia): Roland Grefer believes this is the percentage of personnel-related and general expenses covered by fees and commissions.

Ed González, one of our members who goes so far to say that he is very much in love with this column (!), continues what was written in the introduction to the February column; namely, that people in our profession sometimes achieve high office. Surely what Ed shares with us cannot be trumped. He states that Nur Mohammed Taraki, a translator of his country’s languages in addition to English (at least), was president and prime minister of Afghanistan just before the Soviet intervention. He definitely had been a translator (one of us) before reaching the highest political position in his country.
nsane government policies are usually hysterically funny, if one is able to ignore the damage they cause. I was alerted to the following bit of insanity on the part of the United States government by Sally Lou Eaton, who directed me to an article by Adam Liptak, dated February 28, 2004, on NYTimes.com. If the policy in question has not been rescinded by the time this column appears, write your congresspeople and demand it be overturned. American freedom in general, and our profession in particular, are at stake.

Adam Liptak writes:

Writers often grumble about the criminal things editors do to their prose. The federal government has recently weighed in on the same issue—literally.

It has warned publishers they may face grave legal consequences for editing manuscripts from Iran and other disfavored nations, on the ground that such tinkering amounts to trading with the enemy.

According to the U.S. government’s tortured logic, supplying proper punctuation, correct grammar, appropriate wording, or a translation amounts to supplying services to, and therefore trading with, enemy governments with which trading is prohibited.

Nahid Mozaffari, a scholar and editor specializing in literature from Iran, called the implications staggering. “A story, a poem, an article on history, archaeology, linguistics, engineering, physics, mathematics, or any other area of knowledge cannot be translated, and even if submitted in English, cannot be edited in the U.S.,” she said. “This means that the publication—of the PEN Anthology of Contemporary Persian Literature that I have been editing for the last three years—would constitute aiding and abetting the enemy.”

The article goes on to say that while no one is aware of actual prosecutions under the policy, the policy has already had a chilling effect, because, in theory, unless a special license is procured: correcting typographical errors and performing other routine editing could subject publishers to fines of $500,000 and 10 years in jail.

These days, journals published by the engineering institute reject manuscripts from Iran that need extensive editing and run a disclaimer with those they accept, said Michael R. Lightner, the institute vice-president responsible for publications. “It tells readers,” he said, “that the article did not get the final polish we would like.”

A Treasury Department spokeswoman has confirmed the policy, but refused to give an explanation of the reasoning behind it. In fact, the policy appears to directly contravene federal law. Since 1988, the Berman Amendment, sponsored by California Democrat Howard L. Berman, has prohibited the executive branch from interfering “directly or indirectly” with trade in “information or informational materials.”

A Personal Appreciation: John D. Chadburn

occupy pride of place on their desks. It is a godsend as well for thedeadline-watching translator, who needs a precise rendering of *perfeccionamiento* or would like to come up with an even moderately interesting one for *adecuado* upon the third appearance of that word in a paragraph.

What was uncanny about the publication was that each time I encountered an unknown term in a text and was unable to find it anywhere else, it invariably appeared in the *Glosario*. I had occasion to tell John that every time this happened, I marveled at how someone a continent away could have foreseen, years before we met, exactly which terms I personally would have difficulty with throughout my translating career. He laughed this off, but I was in dead earnest. Many colleagues over the years have reported exactly the same experience.

Once one met John, opening the *Glosario* was like conjuring up his presence each time. Our little Spanish-to-English translation community is poorer for his absence, but incalculably richer for the gift he left us.

Susan Hendry, Translator
Brockville, Ontario, Canada

Please see ATA Reaffirms the Freedom to Translate on page 7 and ATA’s letter to the Treasury Department on page 8.
ATA Certification Exam Information

Upcoming Exams

All candidates applying for ATA certification must provide proof that they meet the certification program eligibility requirements. Please direct all inquiries regarding general certification information to ATA Headquarters at (703) 683-6100. Registration for all certification exams should be made through ATA Headquarters. All sittings have a maximum capacity and admission is based on the order in which registrations are received. Forms are available from the ATA website or from Headquarters.

Colorado
September 18, 2004
Boulder
Registration Deadline:
September 3, 2004

Georgia
August 7, 2004
Atlanta
Registration Deadline:
July 23, 2004

Michigan
August 7, 2004
Novi
Registration Deadline:
July 23, 2004

Minnesota
July 11, 2004
Minneapolis
Registration Deadline:
June 25, 2004

New York
September 18, 2004
New York City
Registration Deadline:
September 3, 2004

Ohio
June 19, 2004
Kent
Registration Deadline:
June 4, 2004

Tennessee
September 12, 2004
Nashville
Registration Deadline:
August 27, 2004

Texas
August 1, 2004
Austin
Registration Deadline:
July 17, 2004

August 14, 2004
Houston
Registration Deadline:
September 11, 2004

Washington
August 29, 2004
Seattle
Registration Deadline:
August 13, 2004

Wisconsin
July 10, 2004
Milwaukee
Registration Deadline:
June 25, 2004

Canada
October 16, 2004
Toronto
Registration Deadline:
August 27, 2004

Spain
July 15, 2004
Valencia
Registration Deadline:
July 2, 2004

New Certified Members

Congratulations! The following people have successfully passed ATA’s certification exam.

German into English
Neil Blackadder
Galesburg, IL

Philip E. Isenberg
Long Beach, CA

Italian into English
Ernesto R. Faillace
Las Vegas, NM

Spanish into English
Maria G. Currano
Clarksville, MD

William Steinmetz
Sao Paulo, Brazil

English into French
Roger J. Pieroni
Pella, IA

English into Portuguese
Junia P. Overton
Boca Raton, FL

English into Russian
Siouzanna I. Guerman
Los Angeles, CA

English into Spanish
Daniel R. Alcaine
Montanana, Spain

Daniela G. Alfonzo
Indianapolis, IN

Interpreting for Social Services: A New Federally-Mandated Field

Continued from page 30

Jensen, John B. and Erik Camayd-Freixas. 2003. *Interpreter Training Skits in the Social Services.* Miami: LinguaSONIC, 45 pp. (Transcript manual plus two cassette tapes in Spanish/English and two in English/English.)


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dmacfadyen@mcneill-group.com
215.321.9662 ext. 37.

Photo: Courtesy of the real Spot.

Call for Candidates:
Putting a Human Face on Linguists

“The American public doesn’t understand the relationship between interpreters and translators and their own prosperity, well-being, and security,” said former White House Press Secretary Dee Dee Myers in November 1999, acknowledging an image vacuum that plagues language service providers.

One way to raise awareness, she told her ATA audience, is to “put a human face on the translators and interpreters who are out there doing the hard work.” To connect translation to the lives of the American public by telling the story of translators on the job, “whether it’s at the Olympics or at a trade summit, or as part of some private business deal.”

ATA’s PR Committee agrees. And in our ongoing effort to raise awareness of the profession, we will be profiling a selection of translators and interpreters drawn from the association’s membership this year.

If you have a story to tell—an interesting assignment, a notable success, an unusual language combination, or simply a passion for your work—please contact us. If you can recommend a colleague with a story, we’re interested, too. You provide the background, we’ll do the write-up. Send a brief description of what makes your practice special to ata@atanet.org (mark your mail “translator profile candidate”), and help us promote the profession!

Kevin Hendzel
Co-chair, ATA Public Relations Committee
khendzel@asetquality.com

Chris Durban
Co-chair, ATA Public Relations Committee
chrisdurban@compuserve.com
with the plant representatives to make sure that the needs of all the attendees were met.” ATA President-Elect and Seminar Organizer Marian Greenfield shared Kelly’s regrets and appreciated the group’s constructive criticism. “I’m encouraged that participants urged us to try again. I look forward to suggestions from members for future ‘nuts and bolts’ tours, particularly any contacts they may have."

Upcoming ATA Professional Development Seminars

Medical Translation and Interpreting Seminar
Crowne Plaza Northstar
Minneapolis, MN
July 10, 2004

The Business of Translation and Interpreting
Crowne Plaza Seattle
Seattle, Washington
August 28, 2004

For more information about these seminars and other ATA events, visit www.atanet.org/pd/calendar

MATI-Nordic Division Conference Announcement

July 10-14, 2004

The Midwest Association of Translators and Interpreters, MATI, is pleased to announce its first Annual Conference co-hosted by the Nordic Division of the ATA, to take place at the University of Wisconsin-Milwaukee, July 10-14, 2004.

Language Instructors

The National Security Agency (NSA) is currently seeking individuals to perform as language instructors for the following languages:

- Arabic
- Chinese
- Korean
- Turkish
- Urdu

Primary responsibilities: develop and deliver language courses from basic through advanced (graduate) levels; focus on translation, grammar, aural comprehension, reading comprehension, and non-standard language usage; development includes both platform and distance learning.

Required qualifications include native fluency in language, knowledge and experience in language education, methodology, and adult education. Experience with teaching language to adult learners is critical. Experience using word processing software required. As a minimum, a Bachelor’s degree in the language to be taught (preferred), linguistics, teaching methodology, or a related field is required.

For more information and to apply online, please visit www.nsa.gov and click on Careers.

[To apply for this position, click on Apply Online and select View Job Posting/Apply for Job. Under Job Categories, select Language and click on the Search button. Add job(s) to Job Basket and click on Apply for Jobs in Basket. Follow directions as prompted.]
Call for Nominations

The 2004 Nominating Committee is pleased to call for nominations from the ATA membership for three directors (three-year terms). Elections will be held at the Annual Meeting of Voting Members on Thursday, October 14, in Toronto, Canada.

All active members of the ATA are eligible to run for elected office. Any member may make a nomination using the form below and online (www.atanet.org/membersonly). Nominations should be submitted as early as possible so that the Nominating Committee can fully consider proposed candidates. The final deadline for nominations is June 15, 2004.

The members of the 2004 Nominating Committee are:
- Rudy Heller, chair
- Jutta Diel-Dominique
- Nora Favorov
- Odile Legay
- Frank Mou

Current directors whose terms expire in 2004:
- Beatriz Bonnet
- Robert Croese (eligible for reelection)
- Robert Sette (eligible for reelection)

2004 Nomination Form: ATA Directors

Please submit the nomination form as early as possible: the final deadline is June 15, 2004. Mail or fax the completed form to:

Rudy Heller  
Chair, ATA Nominating Committee  
225 Reinekers Lane, Suite 590  
Alexandria, VA 22314  
Fax: 703-683-6122

Thank you for submitting your nomination for ATA director. Under the ATA bylaws, active members have the right to serve on the Board of Directors. Other member categories are not eligible to serve as officers or directors. However, any member may submit a nomination. On October 14, 2004, the members of the ATA will elect three directors to three-year terms.

If you plan to put a name forward for nomination, please contact the potential nominee first, tell them your intention, and let them know that a nomination does not guarantee a formal invitation to run for office. All ATA officers and directors serve on a volunteer basis: please do not nominate colleagues who express serious concerns about service, or who have conflicting priorities.

Please complete the nomination form completely with the candidate’s help, so that the Nominating Committee has up-to-date information about the candidate’s service and affiliation with ATA. Members may nominate themselves.

Person making nomination: ________________________________________________________________

E-mail address: ____________________________________________ Telephone: ______________________

Nominee information

Name: ____________________________________________________________________________________

Address: ________________________________________________________________________________

E-mail address: ____________________________________________ Telephone: ______________________
Current profession (please check all that apply):

- full-time
- part-time
- translator
- interpreter
- in-house employee
- other (specify): ____________________

Number of years in translation/interpreting:

- 1-4
- 5-9
- 10-14
- 15-20+

Working languages and directions (e.g., German into English): _______________________________________________________
________________________________________________________________________________________________________

Years as an ATA member:

- 1-4
- 5-9
- 10-14
- 15-20+

Membership in ATA chapters, other regional groups, and/or divisions: ____________________________________________________
________________________________________________________________________________________________________

Volunteer service for ATA, ATA chapters, other regional groups, and/or divisions: _________________________________________
________________________________________________________________________________________________________

Other relevant service: ________________________________________________________________________________________
________________________________________________________________________________________________________

Please answer the following questions (attach additional sheets, if needed):

How has the candidate demonstrated commitment to the translation and interpreting professions? ____________________________
________________________________________________________________________________________________________
________________________________________________________________________________________________________
________________________________________________________________________________________________________

What strengths would this person bring to the ATA Board of Directors? _________________________________________________
________________________________________________________________________________________________________
________________________________________________________________________________________________________

Why did you nominate this person? _____________________________________________________________________________
________________________________________________________________________________________________________
________________________________________________________________________________________________________

Final thoughts: What perspectives or points of view do you feel it is important to have represented on the ATA Board?
________________________________________________________________________________________________________
________________________________________________________________________________________________________

Any other comments? ________________________________________________________________________________________
________________________________________________________________________________________________________

Thank you for your active commitment to the future of your association.
**Albanian<>English**

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Eligible Continuing Education

You can earn continuing education points in any of 6 categories. Each has a maximum number of points per year or 3-year reporting period.

A. Translation/interpreting courses, seminars, workshops, and conferences

Points: 1 point per hour for attending translation/interpreting seminars, workshops, and conferences (up to 10 points per event); 1 point per hour for college and university courses (up to 5 points per course); 2 points per hour for teaching/presenting classes, seminars, workshops, and conference sessions.

Maximum: Up to 10 points in any given year.

No approval required: ATA annual/regional conferences, preconference seminars, and professional development seminars. ATA chapter and division seminars, conferences, and workshops. Courses, seminars, and conferences offered by nationally accredited university translation/interpreting programs in the United States. ATA Certification Program grader training.

Approval required (before or after the event): Translation/interpreting courses, seminars, workshops, and conferences offered by other translation/interpreting associations in the United States or abroad, or by university translation/interpreting programs abroad. Privately offered seminars on translation/interpreting.

Approval process: While no approval is required, ATA chapters, divisions, and nationally accredited translation/interpreting programs in the United States are encouraged to submit an approval request to ATA Headquarters for record keeping prior to their classes, seminars, and conferences.

For other events, use the forms on pages 59 and 60 to submit instructor credentials and a session abstract, course description, syllabus, conference proceedings, or other supporting documentation to the Certification Program Manager at ATA Headquarters for approval, either before or after the event.

Examples: ATA Spanish Division Mid-Year Conference; NYU Translation Program online courses; Kent State University’s Terminology Summer Academy; conferences organized by the National Association of Judiciary Interpreters and Translators.

B. Other courses and seminars

Points: 1 point per hour for attending, 2 points per hour for teaching/presenting (up to 2 points per course or seminar).

Maximum: Up to 5 points in a 3-year period.

No approval required: Courses, seminars, and workshops in your area of specialization, such as law, medicine, finance, or technical fields. ATA translation/interpreting ethics workshop. Target-language grammar and writing courses. Seminars and workshops on translation-support software and other tools of the trade.

Approval required (before or after the event): Seminars and workshops on running your business.

Approval process: You will be asked to provide a statement at reporting time attesting that each course, seminar, or workshop relates to your specialization. You can claim the ATA ethics workshop only once.

For seminars and workshops on running your business, use the forms on pages 59 and 60 to submit instructor credentials and a session abstract, course description, syllabus, conference proceedings, or other supporting documentation to the Certification Program Manager at ATA Headquarters for approval, either before or after the event.

Examples: Financial Accounting course at the University of Vermont; California Bar Association online legal continuing education; training sessions on TRADOS, Déjà Vu, Star, Transit, and other translation-support tools; Pharmacological Update at the Georgetown School of Nursing and Health Studies.
C. Memberships in professional associations

**Points:** 1 point for each current membership in a professional association of each type: translation/interpreting or specialization-specific.

**Maximum:** Up to 2 points per 3-year period.

**No approval required:** Membership in a translation/interpreting professional association.

**Approval required:** Membership in a specialization-specific professional association.

**Approval process:** You will be asked to provide evidence of membership at reporting time. For specialization-specific professional associations, you will be asked to provide a description of the association and how it relates to your translation work.

**Examples:** ATA and ATA local chapters; National Association of Judiciary Interpreters and Translators; International Association of Conference Interpreters; Austin Area Translators and Interpreters Association; Société Française des Traducteurs; Society for Technical Communication; Society of Automotive Engineers; European Society of Clinical Pharmacy.

D. Mentors, mentees, and ATA Certification Program graders

**Points:** 1 point for each activity per year.

**Maximum:** Up to 6 points per 3-year period.

**Approval required:** ATA certification exam grading. ATA certification exam passage selection. Participating as a mentor or mentee in the ATA Mentoring Program.

**Approval process:** ATA Certification Program graders must have graded exams or selected passages during the year for which they claim points. Mentors and mentees must provide a statement from the Mentoring Committee Chair at reporting time.

E. New certifications and accreditations

**Points:** 1 point for each new certification or accreditation acquired from an approved professional organization or government agency.

**Maximum:** Up to 3 points per 3-year period.

**No approval required:** National Association of Judiciary Interpreters and Translators, Federal Court, and foreign sworn translator credentials.

**Approval required:** Other credentials.

**Approval process:** National Association of Judiciary Interpreters and Translators, Federal Court, and foreign sworn translator credentials are pre-approved, but proof must be provided. For other credentials, a description of the criteria for conferring the credential must be submitted to the Certification Program Manager at ATA Headquarters for approval. Attach a copy of the certificate awarded to your approval request.

F. Authoring articles or books

**Points:** 4 points for each new book published; 2 points for each new article published.

**Maximum:** Up to 4 points during the 3-year period.

**Approval required:** Published book on translation/interpreting. Published article on translation/interpreting in a professional journal/publication. (Translating a book or article is not counted as authoring a book or article.)

**Approval process:** Submit a copy of the title page of the book or article with the author’s name.
## Approval Request Form
### ATA Continuing Education Points (Individuals)

American Translators Association  
225 Reinekers Lane, Suite 590 • Alexandria VA 22314  
Tel: (703) 683-6100 • Fax (703) 683-6122 • E-mail: Certification@atanet.org • Website: www.atanet.org

Refer to CE Guidelines in print or online at www.atanet.org for further information!

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<td>2. Event sponsor’s contact information</td>
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<td>3. Event/presentation:</td>
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<td>4. Brief description of content:</td>
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<td>5. Speaker’s name &amp; title:</td>
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<td>For conference or multi-day events, please list names and titles of speakers on a separate sheet</td>
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<td>6. Date(s) of activity:</td>
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<td>8. Number of continuing education points requested:</td>
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<td>1 point per hour credit for seminars, workshops, and conferences, with a max. 10 points/event; 5 points max./university course</td>
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### For ATA Use Only

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<td>Reviewed by:</td>
<td></td>
</tr>
<tr>
<td>Date:</td>
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</table>
## Approval Request Form
### ATA Continuing Education Points (Groups)

American Translators Association  
225 Reinekers Lane, Suite 590 • Alexandria VA 22314  
Tel: (703) 683-6100 • Fax (703) 683-6122 • E-mail: Certification@atanet.org • Website: www.atanet.org

Refer to CE Guidelines in print or online at www.atanet.org for further information!

<table>
<thead>
<tr>
<th>Please print or type.</th>
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<tbody>
<tr>
<td>1. Event sponsor’s contact information</td>
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</tbody>
</table>
| Name of Sponsor:  
  -ATA Chapter/Division: ____________________________________________________________________  
  -Other*: ______________________________________________________________________________  |
| *Approval for non-ATA-sponsored activities must be sought by either the sponsor or the individual attending the activity  |
| Contact Person:  | Email:  |
| Address:  |
| Phone:  | Fax:  |

| 2. Event/presentation:  |

| 3. Brief description of content:  |

| 4. Speaker’s name & title:  |

*For conference or multi-day events, please list names and titles of speakers on a separate sheet  

| 5. Date(s) of activity:  | 6. Time of activity:  (from)  (to)  |

| 7. Number of continuing education points requested:  |

*1 point per hour credit for seminars, workshops, and conferences, with a max. 10 points/event; 5 points max./university course  

| 8. Signature of requesting individual:  | Title:  | Date:  |

| For ATA Use Only  |

| Points approved:  | Comments:  |
| Reviewed by:  |
| Date:  |
Instructions for Completing ATA Continuing Education Approval Request Forms

General Information:
- ATA maintains a database of approved events at which ATA-certified members may earn continuing education points (CEPs).
- For events not listed, an ATA approval request form must be completed and submitted to ATA Headquarters.
- Approval may be requested either prior to an event or after an event, with the understanding that the approval may be denied if documentation is insufficient or if the educational content does not meet ATA criteria.
- Individuals and groups requesting CEPs will be notified by ATA Headquarters that the event has been approved for a particular number of CEPs or that approval is denied.
- Individuals must keep track of their earned CEPs and report them to ATA Headquarters every three years upon request.

Select one of the following forms to complete:
1. If you represent a chapter, regional group, organization, institution, or other sponsor of activities, complete the Approval Request Form for Groups (page 60).
2. If you are an individual, complete the Approval Request Form for Individuals (page 59).

CEP Request Form for Groups
1) Provide the name and contact information for the group sponsoring the event.
   a) Check the appropriate box for your group and provide the group’s name.
   b) “Other” can include affiliated groups, international translation organizations, and universities.

   **All ATA chapter educational events are automatically eligible for continuing education points. Events not sponsored by ATA or ATA chapters must be approved individually. Approval may be denied if documentation is insufficient or if the educational content does not meet ATA criteria.***

2) Provide the name of the event or presentation.
3) Provide a brief description of the content of the event or presentation—two or three sentences should be sufficient.
4) Provide the speaker’s name and title.
   a) If this is a single session, one name and descriptive title are sufficient.
   b) If this is a conference or multi-day event, provide all names and titles on a separate page.
5) Provide the date(s) of the event.
6) Provide the starting and ending times.
   a) If this is a conference or multi-day event, provide the number of session hours for each day of the event. Session hours do not include breaks or meals.
7) Provide the number of CEPs you are requesting for your attendees—one hour of creditworthy activity equals one CEP—no partial hours can be counted.
8) The form must be signed and dated by the individual recommending the presentation or event for CEP approval.

CEP Request Form for Individuals
1) The individual requesting the CEPs must provide his/her ATA membership number and sign and date the form.
2) Provide the name and contact information for the group sponsoring the event.

   **All ATA chapter educational events are automatically eligible for continuing education points. Events not sponsored by ATA or ATA chapters must be approved individually. Approval may be denied if documentation is insufficient or if the educational content does not meet ATA criteria.***

3) Provide the name of the event or presentation.
4) Provide a brief description of the content of the event or presentation—two or three sentences should be sufficient.
5) Provide the speaker’s name and title.
   a) If this is a single session, one name and descriptive title are sufficient.
   b) If this is a conference or multi-day event, provide all names and titles on a separate page.
6) Provide the date(s) of the event.
7) Provide the starting and ending times.
   a) If this is a conference or multi-day event, provide the number of session-hours for each day of the event—session hours do not include breaks or meals.
8) Provide the number of CEPs you are requesting—one hour of creditworthy activity equals one CEP.

REMINDER
- ATA offers 1 CEP per hour for approved seminars, workshops, conferences, and presentations based on full hours (not including meals and breaks), up to a maximum of 10 CEPs per event. No partial hours will be counted.
- ATA offers a maximum of 5 CEPs for an approved college, university, or other course regardless of its length.
- The requesting group or individual will be notified if ATA does not approve the number of points requested.
- When reporting points, an ATA member is allowed a maximum of 10 CEPs for any given year.
Gain insight and training from translation and interpreting experts in the medical field; participate in discussions and practical exercises to overcome the unique challenges when translating for the healthcare consumer—using the appropriate register, protecting patient rights, following government regulations; learn to walk the thin line in the triadic encounter by finding the cultural competency model that fits you, learning when to be a culture broker, and sharpening your transparency skills.

Saturday, July 10:
ATA will provide a full day of in-depth sessions, including a continental breakfast, a Job Marketplace, and a Networking Session. Attendees will earn ATA Continuing Education Points. Sessions will be submitted for CIMCE credit in the States of California and Washington.

Hotel Information:
Make your hotel reservations at the Crowne Plaza Northstar, 618 Second Avenue South, Minneapolis, MN 55402. A small block of rooms has been reserved at $99 single/double a night, plus tax. To take advantage of this special rate, reservations must be made by June 9. Contact the Crowne Plaza at 1 (800) 556-7827 and be sure to ask for the ATA group rate.

Cancellation Policy
Cancellations received in writing by July 2, 2004 are eligible for a refund. Refunds will not be honored after July 2. A $25 administrative fee will be applied to all refunds.

2 Ways to Register:
Fax registration form to 703.683.6122
Mail registration form to ATA, 225 Reinekers Lane, Suite 590, Alexandria, Virginia 22314

Don’t Forget:
- include payment with your form
- make your hotel reservations
- tell a friend about this event
Pump up your business! Advertise in the Classified!
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