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Translation Quality Management Standards Community Interpreting Regulatory Language

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E-mail: Chronicle@atanet.org • Website: www.atanet.org
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 2,500 words. Articles containing graphics or words or phrases in non-European writing systems (e.g., Japanese, Arabic) should be submitted as a PDF file or mailed.
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 short author biography (three sentences maximum). If you wish to include your photo (color or B/W), please e-mail it as a JPEG or TIF file. Do not mail irreplaceable photos.
6. E-mail submissions (Word or PDF files) to Jeff Sanfacon at jeff@atanet.org.
7. All articles are subject to editing for grammar, style, punctuation, and space limitations.
8. A proof will be sent to you for review prior to publication.

Standard Length
Letters to the editor: 350 words; Op-Ed: 300-600 words; Feature Articles: 750-2,500 words; Column: 400-1,000 words
(See The ATA Chronicle editorial policy—under Chronicle—at www.atanet.org)

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About Our Authors…

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**Donna Sandin** has been a Portuguese-to-English translator for more than 25 years, including several years spent living and working in Brazil. Since retiring from the Department of State Office of Language Services in 1999, she has worked as a full-time freelancer specializing in legal and business documents. Contact: dhsandin@comcast.net.

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n May I represented ATA at the Asociación Guatemalteca de Intérpretes y Traductores (AGIT) Segundo Congreso de Interpretación y Traducción/Primer Encuentro Internacional de Traducción e Interpretación del Centro Regional de América Latina. Quite the mouthful...meaning the Guatemalan Association of Interpreters and Translators’ Second Interpreting and Translation Congress/First International Translation and Interpreting Gathering of the International Federation of Translators (FIT) Regional Center for Latin America as a “Special Guest,” ATA’s illustrious Treasurer, FIT President Peter Krawutschke, was an “Honored Guest.” I would like to thank both the Congress organizers and the other attendees for the incredibly warm welcome we received. Both Peter and I were asked to speak at the opening session of the AGIT Conference, and Peter gave an extensive address at the closing of the FIT event. He stressed the importance of FIT and of the regional centers, and of adapting to the global market, accepting it as an opportunity rather than a threat.

A panel had been planned on job opportunities for translators and interpreters, so I volunteered and was added to the panel at the last minute. These “getting started in the business” presentations are one of the ways I like to give back to the profession that has served me so well. But they are also a great opportunity to push ATA’s message, as I will discuss shortly.

Rather than talking about how to break into the business, several of the panelists, in response to a question from the audience, discussed rates. Many of the Latin American colegios (associations) have recommended rates, but there are many translators, both members and nonmembers of the colegios, who undercut those rates.

Representatives of associations in Chile, Peru, and Guatemala served on the panel, and there were representatives of associations from a dozen different countries in the audience. Each of the panelists complained about “unfair competition” in the neighboring country where rates were lower, just as many folks here in the U.S. would complain about the low rates in Latin America in general.

Before it was my turn, a U.S./Guatemalan dual national residing in Guatemala spoke. He talked about the global market and about setting one’s own rates regardless of what colleagues charge and then sticking to those rates, basically taking the words right out of my mouth. I confirmed what he said about the global market and not accepting rates “imposed” by low-paying clients. Next, I delivered ATA’s message encouraging specialization, translating into one’s native language, and charging accordingly.

Folks were pretty surprised when I told them that many of my European clients pay me more than my U.S. clients, thus enforcing the idea that one should seek out the best clients and “fire” less lucrative or otherwise less attractive clients, as success is achieved in satisfying top-of-the-line clients. This was basically the extremely well received message I delivered in January as part of the keynote address to the Israel Translators Association, and I will again reinforce it in July at the Congress of the Colegio de Traductores Públicos de la Ciudad de Buenos Aires, where I expect to meet with local ATA members.

My delivery of ATA’s message also had a few unexpected boosts. One of the panelists who spoke before me mentioned how useful our brochure, Translation, getting it right, was in educating clients that buying translation based on price often has disastrous results. That gave me yet another opportunity to “sell” ATA. Also, as I finished speaking, Mariana Landaverde (those of you who speak Spanish may smile at the fact that she and I are “doble tocayas”), a local translator/interpreter who is a member of both AGIT and ATA, rose to say her earnings more than doubled when she joined ATA. That certainly further boosted interest in ATA membership applications.

Of course, the other big public relations push of late was our partnership with the Red Cross. This project had been on hold for a couple of years due to a lack of a workable process to get our members Red Cross trained and deployed. As you know by now, thanks primarily to the hard work of Interpreters Division Administrator Giovanna Lester, a process was finally worked out with the Red Cross. A joint ATA/Red Cross press release was issued in June announcing the effort. This is an excellent example of ATA doing well by doing good. It gives us the opportunity to make the meaningful contribution to disaster relief efforts our members clamored for after 9/11, while at the same time providing a forum to promote the nationwide recognition of ATA and interpreters in general.

Stay tuned for ongoing updates on our Executive and Public Relations Committees’ efforts to promote ATA and the translation and interpreting professions.
From the Executive Director

ATA Annual Conference, Medical Insurance, and Scam Alert Reminder

Annual Conference

As you will have seen by now, the ATA 47th Annual Conference preliminary program was mailed with this issue of The ATA Chronicle. The program gives you an overview of what is planned for the November 1-4 meeting at the Sheraton Hotel in New Orleans, Louisiana. For complete conference information, please visit www.atanet.org/conf/2006.

The ATA conference website, designed and compiled by ATA Meeting Planner and Administrative Coordinator Teresa Kelly, offers additional details on the conference—specifically the abstracts for the education sessions and the bios for the presenters. Moving beyond the sessions, the site offers lots of links to interesting info—from a video tour of the Sheraton Hotel (www.sheratonneworleans.com) to what is going on in New Orleans (www.neworleanscvb.com).

The fantastic restaurants and fun nightspots of New Orleans will round out the conference experience for attendees. On top of it all, New Orleans and its residents and businesses are truly appreciative of those groups that stayed committed to holding their conferences in the city. In fact, ATA President Marian S. Greenfield and ATA member Carolyn Quintero were recently quoted in a Los Angeles Times article about groups meeting in New Orleans this year:

The group's president, Marian S. Greenfield, said its members wanted to help a city that, like them, is multilingual and multicultural.

Carolyn Quintero of Long Beach, owner of Inter Lingua Inc., a company with more than 200 translators on call, said it had never occurred to her that the group might move its meeting to another city. Given New Orleans' history, culture, and recent travails, "I think it would be unpatriotic to cancel," Quintero said.

So, please make your plans now to attend a very special conference.

Medical Insurance Update

While there have been no real changes in the availability of nationwide health insurance coverage for independent contractors and other small business owners—the Senate failed to pass a compromise bill (“Health Insurance Marketplace Modernization and Affordability Act” S. 1955) covering association health plans in mid-May—there is a new avenue for ATA members to shop for medical coverage. Mutual of Omaha Marketing Account Manager Dewey Meyer may be able to help.

For background, ATA has worked with Mutual of Omaha for 10 years to provide discounted insurance policies to ATA members. While Mutual no longer offers a nationwide medical insurance program, Meyer says that he can refer ATA members who are looking for coverage to local agents. The agents can then tell them what coverage is available in their respective states.

This offer is not a guarantee of coverage or the lowest price, but it is another way for you to shop for insurance. It is also another benefit of your ATA membership.

For more information on finding a local agent near you, please contact association.marketing@mutualofomaha.com or 800-624-5554.

Scam Alert Reminder

I cannot stress this enough: Please be vigilant about e-mail messages from companies you have never worked for that offer you interpreting work. I was recently contacted by a member who was pulled into a scam and lost money. If it is too good to be true, it probably is. If you are not sure as to the validity of an offer, write back and ask for references.

For more information, please see the alert on ATA’s website at www.atanet.org/ata_activities/internet_scams.php. You can also access the following sites:

- www.OnGuardOnline.gov: The Federal Trade Commission’s recently launched educational site about cross-border online fraud, offering information on common scams, tips on how to avoid them, and instructions for reporting fraud, in both English and Spanish.
- www.ic3.gov: The Internet Crime Complaint Center is the place to go to file a complaint regarding a financial loss or other online fraud.
- www.secretservice.gov/alert419.shtml: The U.S. Secret Service has more information about online fraud scams.
The preparations for ATA’s 47th Annual Conference are in full swing. The program was finalized in early June with 21 pre-conference seminars and 188 conference sessions, which will run in 15 parallel tracks (16 on Saturday). As in the past, the tracks will be either language-specific or subject-specific, and will cover the entire spectrum of the translation and interpreting professions—from freelancers, to educators, to translators, to translation companies.

ATA division administrators and other division volunteers did an outstanding job in recommending and inviting speakers for both pre-conference seminars and conference sessions, and I would like to take this opportunity to thank all division administrators for helping to make our conference the best in our industry. Here is a sampling of well-known experts in their respective fields who will be presenting at our conference: Yves Champollion and Louise Brunette (French Language Division); Jorge de Buen, Peter Lindquist, and Mercedes Guhl (Spanish Language Division); Michele Berdy (Slavic Languages Division); Ricardo Schutz (Portuguese Language Division); Betsy Wing and Douglas Robinson (Literary Division); Marjory Bancroft (Interpreters Division); Ralf Lemster and Rudolf Leube (German Language Division); Holly Mikkelsen (Medical Division); Huang Youyi (Chinese Language Division); Renato Beninatto (Translation Company Division); Alessandra Fioravanti (Italian Language Division); David Rumsey (Nordic Division); and Ken Sakai (Japanese Language Division).

Also, back by popular demand, we will have the Scrabble® Social, Book Splash, Yoga Stretches for Translators, and Translation Support Tools Forum. Mark your calendar for this must-attend conference for anyone in the translation and interpreting professions: November 1-4, 2006 in the glorious city of New Orleans. This year, your attendance will not only expand your horizons as a language professional, it will also provide much-needed support to the city as it recovers from the Katrina disaster and expends a lot of effort to maintain its status as a popular venue for conferences such as ours. Check out ATA’s conference page at www.atanet.org/conf/2006 for more detailed information and updates.

China International Forum on Translation Industry

The Translators Association of China (TAC) invited speakers from abroad to attend the China International Forum on Translation Industry, which took place in Shanghai on May 28-29, 2006. Among the invited speakers were Sheryl Hinkkanen from Finland (secretary general of the International Federation of Translators [FIT]), Johanne Boucher from Canada (president of the Association de l’industrie de la langue/Language Industry Association), and myself in my capacity as the chairman of the FIT Status Committee. I would like to extend my thanks to Huang Changqi, assistant to the president of TAC, who was instrumental in inviting us and who was a most gracious host during our stay in Shanghai.

The Forum, sponsored jointly by TAC and Tongji University, explored ways of regulating the translation services market and finding opportunities for global cooperation. The Chinese translation and interpreting industry is leaning heavily toward regulation and self-regulation. Chinese attendees expressed great interest in ATA’s Certification Program, the upcoming ASTM Standard Guide to Quality Assurance in Translation, and U.S. regulatory measures such as the state and federal interpreter certification programs.

“Self-discipline and effective market management are essential to sustained development of China’s translation industry,” TAC President Liu Xiliang said during the Forum. Liu, a renowned Spanish translator, also stated that, “both national standards and appraisal systems for translation and interpreting should be formulated or perfected to promote the development of the industry.” To that end, TAC and the China Association for Standardization are working together to produce a series of translation- and interpreting-related standards, and the Ministry of Personnel has entrusted China International Publishing Group to organize and implement the China Aptitude Test for Translators and Interpreters as a voluntary credential available to some 60,000 translators and interpreters in China.

Shanghai will also host the 18th World Congress of FIT, and Sheryl Hinkkanen was quite busy during her visit assisting her Chinese colleagues with preparations for the event, which will take place in August 2008 right before the Beijing Olympic Games. Huang Youyi, vice-president of FIT, as well as vice-president and secretary general of TAC, will share more insights on the FIT Congress with us in New Orleans in November.
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So…Is There a Good Thing About Standards?

By Beatriz Bonnet

In his February 2006 article about standards (“The Good Thing About Standards Is…”), ATA Secretary Alan Melby summarized the first Language Standards for Global Business Conference, held in Berlin, Germany, December 12-13, 2005. As ATA’s representative to the ASTM International Technical Subcommittee F15.48 on Translation Standards, I attended this standards conference and spoke about the ASTM standard during a session devoted to translation quality management standards. A colleague from the European Standards Committee (CEN) Task Force on translation standards presented the CEN standard. While Alan’s earlier article focused mostly on the data or technical standards affecting our industry, this article will provide further information on translation quality management standards.

ATA’s Involvement in Translation Quality Management Standards

ATA was one of the main drivers in starting a technical subcommittee within ASTM for the purpose of defining translation quality standards. ASTM International, as it is known today, is one of the main standards development bodies in the U.S. and the world. About eight years ago, some ATA members felt that the association needed to define quality and quality standards. At the same time, the National Foreign Language Center (NFLC) also perceived a need for quality standards. Wisely, instead of working only within ATA or NFLC, both organizations realized that a standard would be stronger if it were developed in a more objective and representative body, such as ASTM, instead of within the closed realm of a professional organization. Thus, ATA has been represented on ASTM Technical Subcommittee F15.48 since the start of this effort.

In the last few years, other efforts have been initiated to develop translation quality standards. In order to keep abreast of other developments, ATA also sought representation within the CEN effort, and was granted observer status in 2004. ATA was also represented at the 2005 Fédération Internationale des Traducteurs (FIT) Congress in Tampere, Finland, where a session was dedicated to standards presentations and discussions, including the ASTM and CEN standards, but also standards from China and Russia.

…ATA was one of the main drivers in starting a technical subcommittee within ASTM for the purpose of defining translation quality standards…”

There has been a noticeable increase in both activity and the level of interest in standards work, and ATA has been and continues to be represented nationally and internationally. In the last two years, industry conferences that have not addressed standards previously now offer sessions focusing on this subject, and our association has been represented at many of these events. By the time you read this article, ATA will have participated in another international panel at the second Language Standards for Global Business Conference, held May 29-30 in Barcelona, Spain. A future article will provide a report on this conference.

Why Bother with Standards? Don’t We All Know How to Produce Excellent Translation Quality Already?

Why has there been such a great interest in developing standards for our industry in the last few years? In part, it may be the result of the inevitable globalization of most industries. Translators and interpreters in particular may even be at the forefront of globalization—after all, without us globalization could not even happen. There may be other reasons, but in working with people from many different countries and representing different interests, here are some recurring themes. Based on this experience and many one-on-one conversations with different stakeholders, the main reasons for standards development can be boiled down to the following, in no particular order:

• Obtaining greater transparency in the marketplace: if the guidelines in a given standard are used, translation service providers will understand what they should do and buyers will understand what they are buying.

• Obtaining better quality: both providers and buyers of translation services can benchmark their activities and process against an objective standard.

• Market differentiation: those providers who perform their services according to the standard can use this to their advantage in the marketplace when compared to providers who do not follow the standard.

• Educational tool: standards can help in client education and in the creation of curricula to train translation service providers, both for academic institutions and for
the training of translators and other stakeholders within private industry or government and non-profit entities.

- Leveling the playing field: all translation service providers will have access to the same standard so they and their clients can play by the same rules.

- Certification according to a standard equals a seal of approval: some buyers may see certification according to a particular standard as a seal of approval or a guarantee that a service provider delivers quality (it should be noted that not all standards contemplate certification).

People will have different motivations for working on a translation quality management standard, and, as you can see, some of the reasons outlined above seem to contradict each other.

The Work of Creating and Publishing a Standard

Why do we need to talk about the work involved in creating and publishing a standard? The importance of how the work gets done becomes evident once we understand why a standard becomes what it is: a document written by a committee and, therefore, a product of compromise.

Standards are typically developed by a group of people, usually with input from an even larger group of people. Who these people are, who they represent, and how they work together varies widely depending on the standard being developed. For a side-by-side comparison of the ASTM Technical Subcommittee F15.48 on Translation Quality Standards and the CEN 138 “Translation Services,” please see the table on the following page.

Yes, the work was long and tedious and the discussions often seemed to last forever with no clear results in sight. Ultimately, the work performed in a committee will always be the result of putting an idea forward, having the group discuss it, and either adopting it or instead adopting a different idea resulting from the discussion. The final document will never represent the work of one person or the views of just one constituency, but the consensus of all involved. Although the final published document is unlikely to please everyone completely, it has the advantage of representing the interests of the different stakeholders. This is certainly true for the ASTM standard, where, for example, the very strong views of government stakeholders clearly influenced entire sections of the standard, making it much more usable and worthwhile for government clients, who represent the largest buyer of translation services in the United States.

“…We need to involve representatives from other continents in order to create a truly international standard that all stakeholders can use to improve and benchmark their practices…”

The CEN standard is a concise standard with a focus on the qualifications of the translation service provider (defined as either a translation company or an individual translator). It also covers the translation process and the relationship between the client and the translation service provider. Partly because of the compromises mentioned earlier, some very useful information is provided only in the form of informative annexes to the standard itself, which is normative. A provider must comply with the normative parts of a standard.

The ASTM standard is longer than the CEN standard—which arguably makes it harder to read—and provides more detailed information, especially in some sections. For instance, in order to provide thorough information to a reader new to translation, the ASTM standard defines over 40 industry terms. The ASTM standard focuses on specifications and process, and defines quality as a translation that meets the specifications agreed upon up front by the requester and the translation service provider. Similarly to the CEN standard, the ASTM standard defines the translation service provider as a translation company, an individual translator, or even an in-house translation department. It also covers the qualifications of translation service providers, but the focus is on supplying guidance to requesters and providers so they can agree on the proper specifications and the process to be used to perform the services.

What the Future Holds

No, I do not have a crystal ball, but I will do my best to predict the future anyway. Thankfully, there are others who have a similar vision of the future in terms of standards.

Now that several standards are
Comparison of the Working Process of ASTM and CEN Standards Development Groups

<table>
<thead>
<tr>
<th>Question</th>
<th>ASTM</th>
<th>CEN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who wrote the standard?</td>
<td>A drafting committee of approximately five to eight people worked on this over several years (currently five members), representing translation providers (including ATA), academia, government, and translation buyers.</td>
<td>The entire CEN Task Force attended the pertinent meetings and a secretary recorded all the information. The task force was comprised of country delegations from approximately 25 European countries plus observers (including ATA). Country delegations typically included one or two members of the translation industry (usually one representing companies, one representing freelance translators) and one member of that country’s standards body. A few delegations also included buyers of translation services or companies with internal translation departments.</td>
</tr>
<tr>
<td>Who reviewed and provided feedback on the standard?</td>
<td>A multitude of people worked on this over the years, including members of the ASTM Technical Subcommittee F15.48 on Translation Quality Standards who were not actively part of the smaller drafting committee, as well as ATA (through its Board and other members), government, and translation buyers, with feedback given directly to members of the drafting committee.</td>
<td>Each country’s delegation took the drafts back to their standards bodies and associations for review and feedback, which they then brought back to the next task force meeting.</td>
</tr>
<tr>
<td>How was the voting process conducted?</td>
<td>Under ASTM rules, a standard first has to pass subcommittee balloting and then have an affirmative vote of the larger committee (in our case, F15 on Consumer Products). Both votes have been affirmative and the final editorial changes have been completed. The standard will be published very soon.</td>
<td>Votes were taken throughout the writing of the document during the task force meetings to accept or reject changes. Once the draft was completed, it went through a public inquiry process whereby all the countries’ standards bodies cast their vote (affirmative, with comments to be resolved). Once all the comments were addressed, the committee held a final public inquiry, which was positive. The standard will be published very soon.</td>
</tr>
<tr>
<td>How was the work performed?</td>
<td>Work was performed mainly by the drafting committee, which has changed over the years, with a core remaining for most of the process. Work took place in person, in smaller workgroups, through long conference calls, and individually, with comments and revisions given off-line by individual team members. The process involved suggestions, discussions, consensus, and compromise.</td>
<td>Work was done in person during scheduled task force meetings around Europe. Each meeting lasted two or three days. All writing was done at the meetings and typing was done in real time with the text being projected on a large screen. Like the process within the ASTM committee, there were lots of suggestions and discussions before the members ultimately arrived at a compromise. Formal votes were taken for every point.</td>
</tr>
</tbody>
</table>

either published or soon to be published, there will be a push by at least some stakeholders to start using the standards in a practical way and to seek wide adoption. However, given the international nature of our profession

Continued on p.23
Upcoming Events

August 26, 2006
ATA Medical Interpreting Seminar
Hilton President
Kansas City, Missouri
www.atanet.org/pd/medicalinterpreting

September 8-10, 2006
Tennessee Association of Professional Interpreters and Translators
4th Annual Conference
Belmont University
Nashville, Tennessee
www.tapit.org

September 16, 2006
ATA Medical Translation Seminar
Embassy Suites Hotel
San Francisco, California
www.atanet.org

September 30, 2006
Upper Midwest Translators and Interpreters Association
5th Annual Conference
Holiday Inn Select
Bloomington, Minnesota
www.umtia.com

October 18-21, 2006
American Literary Translators Association 29th Annual Conference
Bellevue, Washington
www.literarytranslators.org

October 25-27, 2006
Languages & the Media
6th International Conference and Exhibition
Language Transfer in Audiovisual Media
Hotel InterContinental
Berlin, Germany
www.languages-media.com

October 26-28, 2006
American Medical Writers Association Conference
“Reaching New Heights”
Albuquerque, New Mexico
www.amwa.org

November 1-4, 2006
American Translators Association
47th Annual Conference
New Orleans, Louisiana

November 3-5, 2006
International Federation of Translators Committee for Court Interpreting and Legal Translation
8th International Forum
Zurich, Switzerland
www.fit-if.org

November 26-27, 2006
International Federation of Translators Regional Centre North America Conference
Exhibition Center
Guadalajara Mexico
estebanca@infoel.net.mx

August 1-7, 2008
International Federation of Translators
XVIII World Congress
International Convention Center
Shanghai, China
www.fit-if.org
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Translation Tools: Getting Your Hands Dirty

By Donna Sandin

A sellout crowd of 90 translators gathered May 13 in Jersey City, New Jersey, for a fast-paced, full-day seminar entitled “The Translator’s Tool Box, or The Cons of Not Being a Pro.” This was another in a series of ATA’s Professional Development Seminars, which offer translators and interpreters an excellent opportunity to continue their education on a variety of subjects while networking with colleagues. (Six ATA continuing education points were awarded for attendance at this event.)

The presenter, Jost Zetzsche, is an English-to-German translator who has written extensively about translation tools. He publishes the biweekly Tool Kit online newsletter, “for people in the translation industry who want to get more out of their computers.” Zetzsche researches tools and loves using them, but insists he is not a “geek” (i.e., not technically oriented). He is truly enthusiastic about the subject, and this certainly was apparent during the seminar.

During his opening remarks, Zetzsche observed that an entire software industry has developed to serve the translation and interpreting industry. It seems translators and interpreters have become so important that software developers are catering to us. Zetzsche emphasized that having the right mindset to use these tools is part of what makes a translator a professional. As linguists, we use sophisticated intellectual and reference tools when translating, so why should we hesitate to become computer experts? Our ability to handle different file formats, depending on what the client wants, should be a source of pride. The ability to use advanced tools helps distinguish us as professionals.

Zetzsche began his presentation by showing us ways to make the most of our existing systems. For example, Windows XP gives the user the ability to perform lots of everyday tasks—just not very well. In contrast, small programs known as “utilities” are very good at the specific tasks they are designed to perform, and give us smarter, less convoluted ways of accomplishing things. Although they appear to save only a “little” time, those minutes can add up to hours over the course of a year.

For example, Zetzsche demonstrated how easy it is to use a program called “Convert,” available from www.joshmadison.com, to quickly convert the most popular units of measurement. A utility called ClipMate (www.thornsoft.com) will store even large chunks of clipboard material for as long as you need it. Another very useful utility is Practicount (www.practiline.com), which will count the words in all of the files in a job, even if they are in different formats (but not, of course, those scanned PDF documents that are only graphic images). The program is very much geared to translators, and is handy for estimating the cost of a job because you can quickly count all of the source texts. Admittedly, this does not eliminate the possibility of disputes about the “right” word count, since software definitions of what constitutes a “word” vary.

Most of the programs Zetzsche discussed are free. Their developers tend to be passionate about their products, and are responsive to feedback from users who may suggest some tweaking. These individuals are thrilled to have invented a tool that so many people find useful. So if something about your system is really annoying, search the Internet and chances are you will discover that someone else has found a way to solve it.

Zetzsche mentioned quite a few specific programs, but repeatedly cautioned us that competing programs exist that may be just as good or reliable. When asked about the dangers of downloading utilities, he said that he does not side with the conspiracy contingent, but he does read about a utility in advance to help him decide whether it is legitimate and safe.

In the event of a disaster, Windows XP has a System Restore feature. It will take your computer back to a previously satisfactory state if you believe that something has gone wrong. System Restore affects only the EXE files, so it will not affect your documents.

Zetzsche spent a fair amount of time on the subject of translating HTML files. He showed how tricky this can be and advised us never to use Microsoft Word or Notepad to translate Web pages. Even though Word pretends it can work with HTML, one wrong keystroke can ruin the codes in these files. Furthermore, we should use an HTML editor that does not reformat...
the file.

Using ANSI code to produce foreign characters is silly, Zetzsche said. We should be able to train ourselves to use better methods. To learn more on this subject, his article on keyboards, entitled “Choosing the Right Key: Switching Keyboards on a Windows System,” appeared in the April 2006 issue of The ATA Chronicle.

On the subject of the dreaded PDF files, Zetzsche acknowledged that conversion programs do not work very well. In the case of a scanned PDF, the text is saved as a graphic, and only an optical character recognition program, such as ABBYY FineReader or OmniPage, can transform it into text. Both of these offer slimmed-down versions for use strictly as a PDF converter.

Zetzsche explained that one of the key reasons for making an effort to learn the various software formats is that it will help keep your clients happy. After all, he reasoned, when dealing with clients, we want smooth, untroubled relationships. This means, for example, not insisting on using WordPerfect when clients will not use it. Documents prepared in different office suites and using different operating systems are supposedly mutually compatible, but if a project is complicated, problems are bound to crop up. We cannot expect our client to spend time converting our files. On a related matter, in Zetzsche’s opinion, it is bad practice—even impolite—not to “zip” a file, especially for multi-file jobs.

In terms of desktop publishing programs, none are particularly fun to work with, so translators need to keep this in mind when deciding how much to charge a client. In Zetzsche’s opinion, FrameMaker is by far the best for translation and works with all computer-assisted translation tools (CATs), while QuarkExpress is extremely challenging and not to be tackled by the fainthearted. Adobe InDesign is a terrific program that has the advantage of supporting Unicode.

For voice recognition software, one of the best programs is Dragon NaturallySpeaking, and its “Preferred” edition is perfectly adequate (see www.nuance.com/naturallyspeaking). Training time for this kind of program has been minimized, but do not buy it unless you are willing to continue to use it. Documents prepared in different office suites and using different operating systems are supposedly mutually compatible, but if a project is complicated, problems are bound to crop up. We cannot expect our client to spend time converting our files.

As the final topic for the day, Zetzsche discussed various CAT tools, which include not only translation memory (TM) tools, but any tool intended to assist a translator in the translation process. He thinks that a more appropriate name for these would be “translation environment” tools. Unfortunately, estimates indicate that only about 10,000 to 15,000 translators and interpreters worldwide (out of a universe estimated at 300,000) use TM software. Zetzsche’s mission was not to tell us which tool to use, but to urge us to start using one. He emphasized the usefulness of CAT tools in terminology management, an area in which most translators need improvement. Terminology development helps translators focus on the kind of product only they can produce.

To those who say that TM tools are not intuitive enough, Zetzsche responds that the translation process (i.e., what we do) is itself complex. Hence, tools developed to help us perform our task more efficiently cannot be anything but complex. Translators elevate themselves above other colleagues and distinguish themselves as human translators when they use these tools to develop and manage terminology that is refined for their specific needs.

We should remember that all TM tools are “empty” when we take them out of the box. It is our own work that enables us to build up the database.

All seminar participants received a CD copy of the latest edition (4.1) of Zetzsche’s Translator’s Tool Box—A Computer Primer for Translators. This 264-page PDF file is highly readable and chock full of all the computer-related information that is relevant for the modern translation professional. It is available from www.internationalwriters.com/toolbox for $40.

If you missed this seminar, ATA offers many opportunities for professional growth. Just check out ATA’s website (www.atanet.org) for the latest opportunities to expand your knowledge and earn continuing education points!
Community Interpreting: A Historic Moment for a Timeless Profession

By Marjory A. Bancroft

Community interpreting: Interpreting that takes place in the course of communication in the local community among speakers of different languages. (National Council on Interpreting in Health Care)

Around the world, the profession of community interpreting is young. Informally, it has existed for millennia in any community where more than one language was spoken. Formally, it was launched in the last decade.

Today, community interpreting has leapt to center stage around the world. The reasons for this development are clear. Many national and international issues have intersected at once, such as increased migration around the world, a growing awareness of indigenous languages, and national and regional legislation that requires the use of interpreters. There have also been new accreditation requirements, as well as recent changes in the training of health professionals. These driving forces have combined with the needs and concerns of public services, such as healthcare, education, and human services, to ensure equal access and reduce errors and liability caused by language barriers.

We are witnessing a pivotal moment in the history of interpreting. Around the world and within the U.S. comes a clarion call: a cry for trained, professional community interpreters. We need them in hospitals. We need them in schools. We need them in domestic violence centers, homeless shelters, employment training, senior centers, and housing offices. Yet we must also formalize the profession to ensure that community interpreters honor a code of ethics, learn uniform skills, and perform to the highest possible standards, not only for the sake of the profession, but to promote the safety and well being of clients of public services and to ensure equal access to those services.

This is no small task. As a profession, community interpreting is not very well known. Up until now, other sectors of interpreting have held sway—even a certain mystique. Conference and diplomatic interpreting are well established fields, and legal interpreting has grown in stature. Governed by national and international ethics and norms, regulated in many areas, and far better paying than community interpreting, these professions enjoy a certain glamour, which was most recently on display in Nicole Kidman’s cinematic turn as The Interpreter.

Indeed, community interpreting has generally been seen as the poor step-sister of the other interpreting professions—when it has been considered at all. Yet recently the profession has garnered a great deal of media attention around the world, attracting intense interest and funding from government agencies, academic institutions, and foundations. For example, the growing reputation of the international Critical Link conferences (www.criticallink.org) on community interpreting shows how the profession is gaining international stature. The first Critical Link conference was held in Canada in 1995; the fifth is scheduled for 2007 in Australia.

Here in the U.S., the need for community interpreting is acute. A large wave of immigration that began in the 1970s has played a dynamic role in the evolution of the field. Today, we live in a new America: nearly one U.S. resident in four is either an immigrant or an immigrant’s son or daughter. According to Census 2000, almost one resident in five spoke another language at home. The diversity of languages spoken is also striking. Unlike previous waves of immigration that came primarily from Europe, newcomers today come from all around the world. More than 300 languages are spoken in the U.S.

In addition, the successful passage of the Americans with Disabilities Act in 1990 led to a surge in demand for sign language interpreters in all areas of community services. As a result, sign language interpreters now have a national code of ethics as well as national standards of practice and certification. Many degree programs in sign language interpreting are now being offered across the country.

However, the professional recognition of community interpreters in spoken interpreting has been less impressive. Regarding community interpreting in the 1990s, a frequent question was: “Does anyone in the waiting room speak Spanish?” Tales of using the cafeteria worker, a hospital janitor, or a child to interpret abounded (and still do). Children as young as three have been used to interpret: some for their own health appointments, for parents receiving a fatal diagnosis of cancer, or when police are called to investigate incidents of domestic violence.

Ultimately, it was the startling consequences of using untrained interpreters in healthcare that led to a...
revolution within the field in the 1990s. A growing body of medical research about the impact of using informal interpreters (such as family, friends, bystanders, or untrained bilingual staff), combined with hundreds of anecdotal stories and news reports across the country, gave impetus to a dynamic movement in U.S. healthcare to professionalize medical interpreting. As a result, medical interpreting quickly vaulted to the forefront of community interpreting. This development led to the creation of the National Council on Interpreting in Health Care (NCIHC), which began as a work group in 1994 and is now a national nonprofit organization.

In 1996 and 2000 respectively, the Massachusetts Medical Interpreters Association (MMIA) and the California Healthcare Interpreting Association (CHIA) came out with highly influential standards of practice for interpreters. The next events played out swiftly. In 2000, then-President Clinton issued Executive Order 13166 to reaffirm a provision of the Civil Rights Act of 1964 called Title VI that had been largely ignored across the nation. The legal interpretation of Title VI requires any agency receiving federal financial assistance to take reasonable steps to ensure equal access to its services. One such step is the provision of interpreters for clients with limited English proficiency.

In 2000, the Office of Minority Health of the U.S. Department of Health and Human Services published the first federal standards for Culturally and Linguistically Appropriate Services (CLAS standards) in healthcare. Four of these 13 standards offer guidance on language assistance. They describe the use of trained, qualified interpreters who are tested for language proficiency, medical terminology, and interpreter skills. State and local offices for Civil Rights across the nation publicize these requirements and guidelines, and cultural competence trainers now address them. In addition, health professionals, social workers, counselors, and other professionals learn about interpreting in their professional schools or as part of continuing education. The NCIHC has also issued information and guidelines for healthcare interpreting on its website (www.ncihc.org) and discussed this topic at conferences and other venues across the country.

In short, a grassroots movement to train and make use of medical interpreters has swept the country. In 2004 and 2005 respectively, as part of the culmination of a long national process, the NCIHC issued what may be the first national code of ethics and national standards of practice for healthcare interpreters anywhere in the world.

Now hospitals and other healthcare agencies across the country are scrambling to train bilingual employees in medical interpreting; to test them for language proficiency and interpreter skills; to put policies and procedures in place concerning the use of interpreters; to vet contract interpreters to ensure their quality; to investigate telephonic interpreter services; and to explore remote video interpreting services in healthcare as well as other options. Healthcare interpreting is professionalizing as we speak.

With startling swiftness, these events have made their impact felt in other sectors of community interpreting. The passion of healthcare interpreters and those who promote medical interpreting is palpable, but the needs of other sectors of community interpreting are also great. Schools in the U.S. have felt the impact of immigration enormously, for while children are taught English at school, their parents cannot always learn it quickly. The U.S. Census Bureau has documented lower levels of education and literacy among the foreign born who are not always literate in their own language and may not have finished elementary school. This greatly impedes their ability to learn English. In addition, large numbers of immigrants juggle multiple jobs, lack transportation and childcare, do not know where to find English classes, find waiting lists of over 2,000 people for such classes (this figure was reported from one county in Maryland), or cannot pay for them. Yet they must still find ways to communicate with their child’s teachers and support schoolwork and activities.

As a result, a growing number of school systems have developed language banks—groups of either volunteer or low-cost community interpreters—for parent-teacher conferences, board hearings, and public events. Schools are starting to train these interpreters, and they are also hiring bilingual parent-teacher liaisons who can interpret. Many bilingual teachers, teaching assistants, and other bilingual employees attend formal interpreter training.

Human and social services are also taking bold strides. Administrators in nonprofit or local government services such as sexual assault and crisis intervention, senior centers, programs for infants and toddlers, and a host of other services send their bilingual staff to become professionally trained interpreters. Many services have also set up language banks and contracts with telephonic services and are hiring contract interpreters.

These events have transpired rapidly. Yet outside the areas of healthcare and court interpreting, which
have professional interpreter associations as well as established ethics, standards, and training guidelines, the profession of community interpreting has evolved in a vacuum. A great deal of confusion and controversy remains about the best use of bilingual employees. The absence of national or even regional codes of ethics, standards of practice, and training guidelines for community interpreters outside healthcare has also led to difficulties.

Solutions to this problem do exist. In countries such as Australia and Canada, interpreters can obtain general certification. Certification has greatly helped to guide the profession. Interpreters with general certification may interpret in a number of areas, including community interpreting.

The U.S. has general certification for translators through ATA, and offers both federal and state certification for court interpreters. Yet outside the state of Washington, no certification or licensure exists for community interpreters anywhere in the nation.

Efforts in this area have been made. The two largest and most influential healthcare interpreter associations in the U.S., MMIA and CHIA, have piloted a certification program for medical interpreters. Oregon, Indiana, and Iowa have passed state legislation that addresses medical interpreter certification programs. The NCIHC has been approached about the question of national certification for interpreters in healthcare. Yet no immediate results on any of these fronts are expected, largely because setting up an interpreter certification program is a complex, often delicate process that requires a great deal of time, resources, support, funding, and testing. As in any field of human endeavor, there are a host of political issues to navigate as well. In any event, these efforts concern only healthcare interpreting, not general or community interpreting.

The time has come for those of us who support interpreting to come together. Consider the need for a national code of ethics, national standards of practice, and training standards for the field of general interpreting. Who could spearhead such an operation? Where would it start? Certainly it would require an organization of some stature and authority. Canada and Australia have such programs, proving that it can be done (even close to home). In Australia, however, the government runs the certification program, which is coordinated through the National Accreditation Authority for Translators and Interpreters. In Canada, by contrast, the process of certification was created and is administered by a national professional association through its regional members, the Canadian Translators, Terminologists and Interpreters Council.

As a professional association, could ATA ultimately play a role in general certification for interpreters? ATA has the knowledge, stature, experience, resources, and influence to carry out the task. ATA is familiar with the issue of interpreter certification. ATA already certifies translators, and the rigor of its program has established standards in the field of translation that support the professional credibility of translators.

Yet certification is a grand issue, and one that will take time. What is needed urgently, what cannot wait upon certification, is professionalization of the field. We must create a code of ethics, standards of practice, and standards for training as well as a movement to disseminate them.

Community interpreters are not yet recognized as professionals. Without institutional support, ethics, standards, or certification, they lack credentials. What community interpreters lose in credibility they make up for in passion and dedication, but credibility is critical at this historic juncture. Ultimately, looking to the future of interpreting and the need to establish unimpeachable professionalism, ATA is in a position to shepherd this process. Consider ATA’s mission:

ATA is a professional association founded to advance the translation and interpreting professions and foster the professional development of individual translators and interpreters [emphasis added].

Here is an opportunity for ATA to take the lead on an issue vital to the well being of our nation, a need that can only grow in urgency, importance, and public recognition. This is not merely a question of public service. It is an opportunity for ATA to support a profession that falls directly under its mission and mandate.

Regardless of who takes on the task of professionalizing community or general interpreters, there is no question that the need is great and the task is urgent. Community interpreting has reached a crossroads. There is no standing still. One path leads to unstructured activities performed primarily by unscreened, untested, and unqualified interpreters who lack training, support, standards, and institutional authority. The other path leads to professionalization.

Whatever transpires in the years ahead, ATA has a key role to play in the future of community interpreting.

Sites of Interest
California Healthcare Interpreting Association
www.chia.ws
and our industry, there is bound to be some conflict among the standards. The following is a situation that is likely to happen. Imagine that you or your company does work for a U.S. subsidiary of a European company and also directly for that company’s European operations. Which standard are you supposed to use? American, European, or both? And when the translation is finished, does it go to an editor or a reviser? Are they one and the same or different people? This is not clear because the wording differs between the two standards. And what if you also localize for the Chinese market? This introduces yet another standard into the equation.

A common international standard is needed, particularly for our industry. Informal conversations have already started regarding an international standard that will not be just American and European, but will also include the rest of the world. We need to involve representatives from other continents in order to create a truly international standard that all stakeholders can use to improve and benchmark their practices. The panel discussions that took place in Spain during the Language Standards for Global Business Conference will move this conversation forward in a very open forum.

As your ATA representative to ASTM Committee F15.48 and to ISO Technical Committee 37, Subcommittee 2, Work Group 6 on translation quality management standards, I welcome your comments and suggestions. Above all, I hope you will use the ASTM standard and that you will find it helpful to talk to your clients, find a common vocabulary with which to communicate, find ways to improve your practice, or even come up with new ideas to try or areas in which to expand your knowledge and expertise. Those interested in the ASTM standard can purchase F2575-06 Standard Guide for Quality Assurance in Translation from the ASTM website (www.astm.org) for $40.

My next article will report on the Barcelona conference and explain how the ASTM standard can benefit different types of ATA members—translators, editors, project managers, translation companies, language services sales representatives, translation teachers, and members of in-house translation teams.

Notes
1. More information on ASTM International can be found at www.astm.org.

So...Is There a Good Thing About Standards? Continued from p. 15

3. For one of the most interesting and influential studies, see Flores, G., et al. “Errors in Medical Interpretation and Their Potential Clinical Consequences in Pediatric Encounters.” Pediatrics, 111, Vol. 1 (2003), 6-14.


5. ATA website (www.atanet.org).
Regulatory Language in a Pharmaceutical Manufacturing Environment

By Anne Catesby Jones

When translating pharmaceutical manufacturing documents, it is important to understand that the terminology used is based on the language of regulatory agencies. This is because pharmaceutical manufacturing is a highly regulated activity. The following gives a brief overview of some of the most common regulatory terms you are likely to encounter when translating in this area.

Regulatory Bodies

The senior regulatory body for pharmaceutical manufacturing in the U.S. is the U.S. Food and Drug Administration (FDA), whose regulations and “guidances” are posted on its website, www.fda.gov. Aside from the FDA, there are many regulatory bodies, both national and international, that influence the language to be found in pharmaceutical manufacturing documents. One such organization is the United States Pharmacopeia and National Formulary, whose processes and documents are considered by the FDA to be legally enforceable. Other non-governmental and quasi-governmental international bodies that are increasingly present in the legal regulatory framework of a globalized economy include the International Conference on Harmonisation, the Pan American Network on Drug Regulatory Harmonization, the Pan American Health Organization, the World Health Organization, and MERCOSUR (Mercado Común del Sur, the trading zone between Brazil, Argentina, Uruguay, and Paraguay).

If you are translating for a pharmaceutical facility outside the U.S. whose products are to be consumed in the U.S., you may be asked to translate into English, since the FDA requires all documentation to be filed in English. In addition to English translations of documentation coming into the U.S., the FDA requires any English-language material to be translated for the benefit of workers at manufacturing facilities located in non-English-speaking countries. Proof that workers understand the written procedures they use to perform their tasks must be submitted to the FDA. This mandate has created a robust market for translation in non-English-speaking countries where there are pharmaceutical facilities. One example is Puerto Rico, where regulatory compliance has created a significant demand for translations into Spanish.

The content of manufacturing documents, whether they are to be used in the process of manufacturing prescription/nonprescription medications or nutriceuticals (food supplements), may be subject to regulatory inspection, or even end up as evidence in court. The reason for this is that the terminology used in these documents originates from laws and regulations, so it has legal and regulatory significance. It is the translator’s responsibility to be aware of the regulations that apply to the document as directed by the FDA and other regulatory bodies in the country where the documents will be used. To make sure the language in the translation complies with FDA regulatory language, it is always a good idea to check out a specialized dictionary (such as the Real Academia Española at www.rae.es) or the applicable regulatory agency website.

FDA 21 Code of Federal Regulation Parts 210 and 211

The core regulations in the U.S. are FDA 21 Code of Federal Regulation (CFR) Part 210 (Current Good Manufacturing Practice in Manufacturing, Processing, Packing, or Holding of Drugs; General) and Part 211 (Current Good Manufacturing Practice For Finished Pharmaceuticals) of the Federal Food, Drug, and Cosmetic Act. Both parts contain many words and phrases that are found in manufacturing documents, although Part 211 and associated FDA guidances have also had an influence on the terminology used. The following examples from the FDA website indicate the influence on the production of manufacturing documents.

Identity

In 21 CFR Part 211, Subpart F-Production and Process Controls, Section 211.100 (Written Procedures; Deviations), we find the following:

(a) There shall be written procedures for production and process control designed to assure that the drug products have the identity, strength, quality, and purity they purport or are represented to possess. Such procedures shall include all requirements in this subpart. These written procedures, including any changes, shall be drafted, reviewed, and approved by the appropriate organizational units and reviewed and approved by the quality control unit.
(b) Written production and process control procedures shall be followed in the execution of the various production and process control functions and shall be **documented at the time of performance.** Any deviation from the written procedures shall be **recorded and justified.**

Since the terms “identity,” “strength,” “quality,” and “purity” are constantly repeated in pharmaceutical manufacturing documents, I think it is worthwhile to check out what “identity” and “strength” refer to. Whereas I have not been able to find any definition of the word “identity” on the FDA website, I discovered that the concept is to be represented by the terms “label” and “labeling.” In 21 CFR, Chapter II, Section 201 (Definitions), we find the following stipulation:

(k) The term “label” means a display of written, printed, or graphic matter upon the immediate container of any article;

(m) The term “labeling” means all labels and other written, printed, or graphic matter:

(i) upon any article or any of its containers or wrappers, or

(ii) accompanying such article.

This presents a translation problem because in Spanish it would be highly unlikely for something that is not adhered to another object to be referred to as an “etiqueta,” and it certainly would not be called an “etiquetado.” Therefore, in “pharmaceuticalese,” the term “labeling” can refer to any piece of material with information on the identity of the product, regardless of its degree of attachment to the product.

**Strength**

The term “strength” is defined in 21 CFR Part 210, Section 210.3 (Definitions, #16) as:

(i) The concentration of the drug substance (for example, weight/weight, weight/volume, or unit dose/volume basis), and;

(ii) The potency, that is, the therapeutic activity of the drug product as indicated by appropriate laboratory tests or by adequately developed and controlled clinical data (expressed, for example, in terms of units by reference to a standard).

Here we have two explanations for one word. We might choose “concentración” in the first case and “potencia” in the second. I urge you to read the discussion on the words “strength,” “potency,” “dose,” and “dosage” in Fernando Navarro’s Diccionario crítico de dudas inglés-español de medicina (complete publication information listed at the end of this article).

What I think is important for you to bear in mind from this example is that a simple word like “strength” cannot be translated without knowing exactly what you are talking about.

**Batch and Lot**

The manner in which the FDA has defined “batch” and “lot” is another great headache for translators:

21 CFR Part 210, Section 210.3 (Definitions, #10): **Lot** means a batch, or a specific identified portion of a batch, having uniform character and quality within specified limits; or, in the case of a drug product produced by continuous process, it is a specific identified amount produced in a unit of time or quantity in a manner that assures its having uniform character and quality within specified limits.

In practice, I have been told that even though the governing document in the actual manufacturing process is called a “batch record” (based on a “master batch record”), the only difference is that a batch might or might not be an amount of a lot, which could easily constitute $10,000,000 worth of product. A manufacturer may have four lot numbers established at the beginning of the year, but hundreds of batch records. So here is a case where you have to be close to your client and your client’s practice.

Closing out this discussion on FDA definitions, here is something I found during my research for this article regarding the use of Spanish. (Please note that the following example is being used for terminology purposes only, and does not necessarily reflect the most recent FDA regulatory language.)

21 CFR Part 201, Section 201.16 (Drugs; Spanish-language Version of Certain Required Statements): Two required warnings, the wording of which is fixed by law in the English language, are presently being translated in various ways, from literal translation to loose interpretation. **The statutory nature of these two statements**
requires that the translation must convey the meaning properly, in order to avoid confusion and dilution of the purposes of the warnings. The Commissioner of Food and Drugs hereby adopts the following Spanish-language versions as the accepted equivalents of the English wording of the following:

(a) Section 503(b)(4) of the Federal Food, Drug, and Cosmetic Act requires the statement: “Caution: Federal law prohibits dispensing without prescription.” The Spanish version of this shall be: “Precaución: La ley Federal prohíbe su despacho sin prescripción facultativa.”

(b) Section 502(d) of the Federal Food, Drug, and Cosmetic Act requires the statement: “Warning—May be habit forming” on habit-forming drugs. The Spanish version of this shall be: “Aviso—Puede formar hábito o vicio.”

It is nice to know that the FDA expects a translation to convey meaning properly, but I can assure you that neither of the above statements is well adapted to Puerto Rico. The FDA has also translated one of its guidances, from which I have extracted parts of the glossary to create a short bilingual glossary. Whether or not you advise a client to use the translations listed on the opposite page, you still need to know that the FDA might expect you to use their terminology.

I did not use any examples from the United States Pharmacopeia (USP) because the Spanish version, which has just been published, is quite costly. In any case, there are two USP websites that are useful for clarifying the English-language original: a glossary of acronyms and abbreviations at www.usp.org/pdf/EN/aboutUSP/acronyms.pdf, and a general glossary at www.usp.org/pdf/EN/USPNF/glossary.pdf.

Becoming Familiar with Regulatory Language

The influence of laws and regulations on the language used in pharmaceutical documents has probably been one of the least expected and most problematic aspects encountered in regulatory language. When translating pharmaceutical manufacturing documents, it is important to understand that the terminology used is based on the language of regulatory agencies…

“…When translating pharmaceutical manufacturing documents, it is important to understand that the terminology used is based on the language of regulatory agencies…”

It may be difficult for you to understand why a certain phrase or term was used unless you realize that it has been taken directly from a law or a regulation. This is why it is so important to not only be familiar with FDA regulatory language, but to know where to go to find equivalents for these terms in the languages you will be working in. Undoubtedly, translators must have Internet access to research whether their translations comply with actual regulatory language (as opposed to relying solely on a dictionary or standard language). Remember also that if you object to a given official translation, you should provide an explanation in your translated document, keeping in mind that it may be subject to use in court.

The organizations mentioned at the beginning of this article, notably the Pan American Health Organization and the World Health Organization, have several multilingual sites that are quite useful. In closing, here are some other resources to assist you in your research in this challenging field.

International Conference on Harmonisation Guidelines
www.fda.gov/CbER/ich/ichguid.htm

Pan American Network on Drug Regulatory Harmonization
www.paho.org/english/ad/ts/ev/RedParf-home.htm

Pan American Health Organization
www.paho.org

U.S. Food and Drug Administration
www.fda.gov

World Health Organization
www.who.int/en

MERCOSUR
www.mercosur.int/msweb/principal/contenido.asp

Recommended Reference

Notes
### Table 1: Extract of FDA Glossaries

<table>
<thead>
<tr>
<th><strong>Batch</strong>: A specific quantity of a drug or other material produced according to a single manufacturing order during the same cycle of manufacture, and intended to have uniform character and quality within specified limits.</th>
<th><strong>Lote</strong>: Una cantidad específica de un fármaco u otro material producido según una sola orden de fabricación durante el mismo ciclo de fabricación que pretende tener carácter y calidad uniformes, dentro de límites especificados.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Batch Formula (Composition)</strong>: A complete list of the ingredients and their amounts to be used for the manufacture of a representative batch of the drug product. All ingredients should be included in the batch formula regardless of whether or not they remain in the finished product.</td>
<td><strong>Fórmula del lote (composición)</strong>: Una lista completa de los ingredientes y las cantidades a usarse para la fabricación de un lote representativo del producto medicamentoso. Todos los ingredientes deberán incluirse en la fórmula del lote, sin importar si permanecen o no en el producto acabado.</td>
</tr>
<tr>
<td><strong>Biobatch</strong>: The lot of drug product formulated for the purposes of pharmacokinetic evaluation in a bioavailability/bioequivalence study. For modified release in solid oral form, this batch should be 10% or greater than the proposed commercial production batch, or at least 100,000 units, whichever is greater.</td>
<td><strong>Lote biológico</strong>: El lote del producto medicamentoso formulado para los fines de la evaluación farmacocinética en un estudio de biodisponibilidad/bioequivalencia. Para una forma oral sólida de liberación modificada, este lote deberá ser un 10% o más mayor que el lote de producción comercial propuesto, o tener por lo menos 100,000 unidades, según cuál sea mayor.</td>
</tr>
<tr>
<td><strong>Critical Manufacturing Variable</strong>: Includes those manufacturing materials (critical composition variables), methods, equipment, and processes that significantly affect drug release from the formulation (e.g., coating thickness, particle size, crystal form, excipient type, concentrations and distribution, and tablet hardness).</td>
<td><strong>Variable de fabricación crítica</strong>: Incluye aquellos materiales (variable de composición crítica), métodos, equipos y procesos que afectan en forma significativa la liberación del fármaco de la formulación (p.ej., espesor de revestimiento, tamaño de partícula, forma cristalina, tipo de excipiente, concentraciones y distribución, y dureza del comprimido).</td>
</tr>
<tr>
<td><strong>Drug Product</strong>: A finished dosage form (e.g., tablet and capsule) that contains a drug substance, generally, but not necessarily, in association with one or more other ingredients [21 CFR 314.3(b)]. A solid oral dosage form includes, but is not limited to, tablets, chewable tablets, enteric-coated tablets, capsules, caplets, encapsulated beads, and gelcaps.</td>
<td><strong>Producto medicamentoso</strong>: Un producto medicamentoso es una forma posológica terminada (p.ej., comprimido y cápsula) que contiene una sustancia medicamentosa, por lo general, aunque no necesariamente, en asociación con un ingrediente adicional o más [21 CFR 314.3(b)]. Una forma posológica oral sólida incluye, sin limitarse a ellos, comprimidos, comprimidos masticables, comprimidos revestidos entéricos, cápsulas, comprimidos ovalados, cuentas encapsuladas y cápsulas de gel.</td>
</tr>
<tr>
<td><strong>Drug Substance</strong>: An active ingredient that is intended to furnish pharmacological activity or other direct effect in the diagnosis, cure, mitigation, treatment, or prevention of a disease, or to affect the structure of any function of the human body, but does not include intermediates used in the synthesis of such an ingredient [21 CFR 314.3(b)].</td>
<td><strong>Sustancia medicamentosa</strong>: Un ingrediente activo cuyo propósito es proveer actividad farmacológica u otro efecto directo en el diagnóstico, la cura, el alivio, el tratamiento o la prevención de una enfermedad, o afectar la estructura de cualquier función del cuerpo humano, pero no incluye los intermediados utilizados en la síntesis de tal ingrediente [21 CFR 314.3(b)].</td>
</tr>
<tr>
<td><strong>Lot</strong>: A batch or a specific identified portion of a batch, having uniform character and quality within specified limits or, in the case of a drug product produced by continuous process, a specific identified amount produced in a unit of time or quantity in a manner that assures its having uniform character and quality within specified limits.</td>
<td><strong>Lote</strong>: Un lote o una parte identificada específica de un lote, de carácter y calidad uniformes dentro de límites especificados o, en el caso de un producto medicamentoso producido por un proceso continuo, una cantidad identificada específica producida en una unidad de tiempo o cantidad de modo que se asegure carácter y calidad uniformes dentro de límites especificados.</td>
</tr>
<tr>
<td><strong>Scale-up</strong>: The process of increasing the batch size.</td>
<td><strong>Aumento en escala</strong>: El proceso de aumentar el tamaño del lote.</td>
</tr>
<tr>
<td><strong>Scale-down</strong>: The process of decreasing the batch size.</td>
<td><strong>Reducción en escala</strong>: El proceso de reducir el tamaño del lote.</td>
</tr>
</tbody>
</table>
The terminology of epilepsy is extensive and has changed frequently, especially in recent years. The following is an attempt to provide translators with a basic knowledge of this condition, and is meant to serve as an introduction to the broad area of epilepsy and its terminology in medical documents and fiction.

Epilepsy is a neurological disorder associated with seizures, and seizures are the clinical manifestation of epilepsy. An epileptic seizure is triggered by a sudden and excessive burst of electrical activity in the brain. In principle, any alteration in the brain may cause epileptic seizures. Genetic factors may play a role, and in people with close relatives who have seizures, the probability of seizures is increased. In persons with a genetic predisposition, other factors are more likely to induce seizures. Further causes include (but are not limited to) birth injuries, tumors, vascular alterations, stroke, infection of the brain and its membranes (encephalitis, meningitis), and head injuries. Seizures may be induced by illicit or therapeutic drugs, alcohol, drug or alcohol withdrawal, chemicals, fever, hypoglycemia (low blood sugar), and various stimuli such as bright light or television (reflex epilepsy).

**Types of Epileptic Seizures**

Seizures are classified into generalized and partial (localization-related, focal) seizures. The term “partial” was introduced in 1970 and replaced in 1989 by “localization-related” because “partial” implies part of a seizure rather than a seizure that starts in part of a cerebral hemisphere in the brain. “Localization-related” has, however, been used inconsistently, and “partial seizures” is still being used by many clinicians. In generalized seizures, both hemispheres of the brain are involved from the onset of the seizure. Partial seizures arise from a localized neuronal group in the cortex (the outermost structure of the brain) of one hemisphere.

…”The terminology of epilepsy is one of the most complex in medicine…”

**Generalized Seizures**

The most common types of generalized seizures include:

1. Absence seizures (petit mal seizures)
2. Tonic-clonic seizures (grand mal seizures)

**Typical absence (petit mal) seizures (staring spells):** These seizures occur in childhood and are associated with a characteristic electroencephalogram (EEG) pattern. During the seizure, the child is unresponsive for several seconds, but does not fall. Children with these seizures are often mistakenly considered to be “absent-minded.”

**Generalized tonic-clonic (grand mal) seizures:** These seizures are characterized by a sudden loss of consciousness, a fall to the ground (often with a cry), followed by rigidity (stiffness) of the entire body, and then jerking of the face and all four limbs. The patient may urinate involuntarily, bite his tongue, and temporarily stop breathing. Sometimes bloody foam can be seen around the mouth. The event lasts a few minutes and is followed by a short-lasting coma and, in some cases, by confusion for several hours.

**Partial (Localization-related) Seizures**

Partial (localization-related, or focal) seizures are subdivided into the following:

1. Simple partial seizures
2. Complex partial seizures

**Simple partial seizures:** A patient experiencing these seizures remains conscious. These seizures may manifest themselves as convulsions (jerking) or abnormal skin sensations (such as burning or tingling with no apparent physical cause), or both. Symptoms start on one finger, one toe, or one side of the face, and may spread along the same side and to the other side of the body and become generalized. These seizures are called jacksonian seizures (after John Hughlings Jackson, who first described this condition in detail in the late 19th century), and the spreading is referred to as jacksonian march. Simple partial seizures may also manifest themselves as sensory symptoms that may include olfactory (smell), gustatory (taste), auditory (hearing), or visual hallucinations, illusions (false interpretations of real sensations), psychological phenomena such as déjà vu or jamais vu (sense of familiarity or unfamiliarity), depersonalization (feeling of detachment from oneself), or derealization (feeling of unreal surrounding), anxiety, and other symptoms.

**Complex partial seizures:** During a complex partial seizure, consciousness is impaired or lost, and the patient has no memory of the incident. During the seizure, the patient may follow simple commands, give answers to simple questions, or
may continue simple activities. Automatisms may occur such as lip smacking, chewing, or repeated purposeless movements of any body part. Verbal automatisms range from moaning or other sounds to repeated words or short sentences.

Both simple and complex partial seizures may be followed by a grand mal seizure.

Epilepsy in Historic Medical Documents

The earliest description of an epileptic seizure was found on Babylonian tablets dating back to the middle of the first millennium BC. These tablets describe focal and generalized seizures, and include comments about the demons who were believed to induce seizures. Demons, people thought, could be driven out if the person was conscious, but could not be removed if the patient lost consciousness. Around 400 BC, Hippocratic physicians realized that epilepsy (called the sacred disease) originated in the brain, and mentioned this fact in the Hippocratic Corpus. Nevertheless, mystic and often religious beliefs were associated with interpretations of the disease throughout many centuries. During the Middle Ages, epilepsy was considered not only to include epileptic seizures, but also short-lasting recurring symptoms such as palpitations or colics. Medieval writers mentioned a few possible causes of epilepsy, such as wind blowing from different directions or bites from mad dogs or reptiles.

In the 19th and early 20th centuries, when various types of epileptic seizures were recognized as such, descriptions of symptomatology became a significant part of medical documents on epilepsy. These descriptions served as the basis for research on the origins and causes of seizures. The early 20th century saw the development of electroencephalography (EEG), the recording of the electric activity in the brain, which contributed significantly to the diagnosis of epilepsy and increasingly became part of documents on this condition.

Epilepsy in Current Medical Documents

Today, technology and research on the causes and treatment of epilepsy have overshadowed clinical observations and descriptions. Results of diagnostic tests, including various brain imaging methods and advanced EEG recordings, treatment results, as well as research methods and results constitute the major content of documents on epilepsy.

The documents most commonly received for translation with information on seizures and/or epilepsy include:

- Patient charts;
- Articles on clinical trials with anti-epileptics and/or surgical procedures;
- Case reports describing unusual or rare seizures;
- Review articles;
- Articles on epilepsy classification and terminology;
- Brochures with information on epilepsy for patients and their family members;
- Patient guidelines for various activities and the intake of medications; and
- Patient diaries describing symptoms and the frequency of seizures.

Epilepsy may be the major topic of these documents or else just receive a brief mention.

Translating Medical Documents on Epilepsy

Based on research advances in the etiology of epilepsy, the terminology of epileptic seizures as well as the definitions of epilepsy-related terms change frequently. Because of these rapid changes, new terms are not being used consistently by clinical personnel and researchers. Frequently, a mixture of old and new terms (with correct or incorrect definitions, or without definitions) can be found in the same document. This often results in misunderstandings and confusion.

For this reason in particular, terms related to epilepsy should be translated as accurately as possible using the target-language terms that correspond to those of the source language. This means, if old terms are used in the source text, the translation should contain the equivalent old terms. Using new terminology when translating a text that uses old terms will most likely result in errors. For example, if “temporal lobe seizures” is used in the source text, an exact translation of this term (not a translation of “partial seizures,” localization-related seizures,” or “focal seizures”) should be used. The reason for this is that temporal lobe seizures are focal (localization-related or partial) seizures originating in the temporal lobe, and although the term “temporal lobe seizures” is no longer included in the latest classification of epileptic seizures, the newer terms—focal, localization-related, or partial seizures—are broader in scope and include seizures arising from other lobes of the brain. The terminology of epilepsy is such that equivalent terms in European target languages can easily be confirmed through Internet searches. Definitions in both languages must be checked to make sure that the equivalent term is used in the translation.
In clinical documents, we may find descriptions of other neurological (and sometimes psychiatric) disorders, as well as findings of neurological examinations, surgical reports, and EEG and neuroimaging results. Research papers may include aspects of neurochemistry, genetics, and molecular biology.

When translating material for laypersons, it is important to translate nonmedical terms using equivalent nonmedical terms into the target language. Finding the appropriate terms may be more difficult than finding medical language. Finding the appropriate terms may be more difficult than finding equivalent medical terms. For example, the word “seizure” may be used by medical personnel as well as laypersons, but “attack” or “fit” is mostly used by laypersons. For these three terms, there may be only one term in other languages. If the source language uses the only term available for “seizure,” “attack,” or “fit” in a translation into English, the appropriate term must be determined from the context. The translator should also be aware that some terms may be offensive in one language, but not in another. For example, referring to a person with epilepsy as an “epileptic” is considered offensive by some patients. Therefore, “person with epilepsy” should be used in materials for laypersons, even if the source language contains the equivalent of “epileptic.”

To my knowledge, there are no bilingual glossaries on epilepsy available, but monolingual glossaries can be found on the Internet. The website of the International League Against Epilepsy (ILAE) is very useful and contains, among other data and information, a glossary of terms related to epilepsy, a database of antiepileptic drugs, and classifications of epileptic seizures and epilepsies.

**Epilepsy in Fiction**

Over the years, fiction writing has provided us with descriptions of epileptics and insight into the public perception of this condition, thereby contributing to the cultural history of epilepsy. Fiction writers might be attracted by the intense psychopathological symptoms of focal seizures that sometimes resemble drug-induced phenomena, or by the frightening appearance of a grand mal seizure. The writer’s own experiences with epilepsy or his observations of seizures may have contributed to the desire to include this disorder in a novel. Seizures in literature are often described from the viewpoint of the patient or observer, whose feelings and thoughts are affected by the events. Whatever the reason, epilepsy has been a topic in literature throughout history, from classical and high literature to biographies and mysteries. The website of the Epilepsy Museum in Kork, Germany, provides a list (with summaries) of novels and short stories concerned with various aspects of epilepsy.

Epilepsy may be at the center of a literary text or play a minor role. Descriptions of seizures, triggering events, prodromal experiences, treatment with its side effects and complications, the influence of the disease on the patient’s life and his personality, consequences with regard to psychological alterations and social problems, as well as the behavior of other people toward epileptic persons and their reactions to the seizures can all be found in literature. Descriptions of philosophical and religious ideas or obsessions, as well as mood changes and aggressions may be interpreted as characteristics of an epileptic personality, but are often indistinguishable from the character of eccentric persons also found in many novels. Literature does not necessarily follow textbook or scientific descriptions. Frequently, symptoms described in a novel are not identical with the real symptoms, and the question of whether the described disease is epilepsy cannot always be answered. Likewise, causes and treatments of epilepsy in literature do not always correspond to the scientific knowledge available at the time the text was written.

The following examples are an attempt to introduce the reader, within the limited scope of this article, to the great variety of epilepsy-related topics in fiction. The selection of the examples is based on my personal interests and does not indicate, in any way, that the novels and stories mentioned here have a more significant value than other literary texts dealing with epilepsy.

**Fyodor Dostoyevsky**

Dostoyevsky, one of the most famous authors in whose work epilepsy plays a major role, wrote many novels in which the disease, with its symptoms, treatments, and consequences, is embedded. The author himself experienced seizures (“all sorts of seizures,” as he once wrote in a letter to his brother).

In *The Idiot* (1868/1869), he describes, for example, the scream at the beginning of a grand mal seizure as follows: “A terrible indescribable scream that is unlike anything else breaks from the sufferer.” It is, as he continues, difficult to believe that, “it is the man himself screaming. It seems indeed as though it were someone else screaming from within the man.” The protagonist of the novel, Prince Myshkin, remembers the scream with horror, although textbooks tell us that epileptics do not remember the scream. Before one of his grand mal
seizures, Myshkin repeatedly sees the eyes of his friend and rival Rogoshin in a state of somewhat clouded consciousness. Later, when he sees these eyes again, Rogoshin is standing in front of him in a niche of a staircase with a knife in his hand. At that moment, Myshkin has a seizure that starts with the feeling of an intense inner light, followed by generalized convulsions. Rogoshin flees, and the seizure saves Myshkin’s life.⁴ The repeated appearances of Rogoshin’s eyes may be attributed to partial or focal seizures. Myshkin’s fear and the suspense in the description may, however, suggest that Rogoshin really did physically follow him.

In several novels, Dostoyevsky described what some call an ecstatic aura, where a person experiences a feeling of harmony and enormous happiness for just a few seconds. Sensory symptoms preceding a grand mal seizure are often referred to as an aura, but there is no consensus among epileptologists as to whether these experiences are of an epileptic nature.⁶ Although the scientific aspect may be relevant to medical researchers and physicians, in the context of these novels, it is not important whether the described ecstasy is an epileptic seizure or a literary description of a mystical experience.

Edgar Allan Poe

Epilepsy is an important part of three stories by Edgar Allan Poe, all of them dealing with being buried alive in a state of altered consciousness as a consequence of the disease.

In Berenice (1835), the narrator’s cousin has “a species of epilepsy not infrequently terminating in trance…” The disease “pervaded” her mind, habits, and character, “disturbing even the identity of her person.” Berenice dies after a seizure. She is buried at sunset, and at midnight the narrator hears a “shrill and piercing shriek of a female voice.”

In The Fall of the House of Usher (1839), the narrator visits his old boyhood friend, Roderick. Roderick’s twin sister, Madeline, has “frequent although transient affections of a partially cataleptic character.” Madeline also dies after a seizure. “The disease…had left, as usual in all maladies of a strictly cataleptic character, the mockery of a faint blush upon the bosom of the face….” While the narrator reads a story to Roderick about a person who kills a dragon, he becomes aware of a “distinct, hollow, metallic, and clangorous, yet apparently muffled reverberation.” Madeline has freed herself from the coffin and appears in the room.

In The Premature Burial (1844), the narrator has a disorder “which physicians have agreed to term catalepsy…” Poe describes the condition as “exaggerated lethargy,” “trance,” “hemisyncope,” and “lethargic consciousness of life.” The narrator is terribly afraid of being buried alive and takes several precautions. For example, he gets the family vault remodeled so that it can be readily opened from within. “There were arrangements for the free admission of air and light, and convenient receptacles for food and water…” From the roof of the tomb, a large bell is suspended. One day, after sleeping in a berth of a ship’s cabin, he finds himself upon awakening in what appears to be a coffin, except the precautionary arrangements he had requested are not to be found. From that day on, his fear vanishes, along with his cataleptic disorder.⁷

In Berenice, Poe calls the disease “epilepsy,” and in the other two stories “catalepsy.” The conditions described in all three stories may be interpreted as postictal states (states following a seizure) with altered consciousness. Throughout history, the usage of the term “catalepsy” was inconsistent and confusing. In the 19th century, “catalepsy” was one of many terms used to describe postictal states, but may also have been used synonymously with epilepsy. Poe seems to have used terminology in agreement with the terminology of his times.

Thomas Bernhard

In Bernhard’s novel Amras (1964), the narrator and his brother survive a family-planned collective suicide in which their parents die. Having survived, the two brothers are taken to a tower by their uncle to save them from a lunatic asylum. The narrator’s brother, Walter, has had epilepsy since birth, which he inherited from his mother. The story takes place in Tyrol (Austria), and the type of epilepsy, referred to as “Tyrol’s eerie epilepsy,” is only known in Tyrol. Walter’s seizures occur suddenly and manifest themselves as short-lasting aphasia (“momentary aphasia”) without losing consciousness. A seizure with a fall to the ground is also mentioned. Treatment of
the disease is described in a grotesque and absurd manner, resembling descriptions of nightmares. The uncle visits the brothers twice a week and is accompanied by the internist who treats Walter with injections of a “very new chemistry.” The internist brings boxes with medications that are difficult to open, and with each visit, the boxes become larger. The internist looks brutal and extremely healthy. During the times when Walter is taken to see the internist, he must sit in a specific chair for epileptics with many straps and chains that is screwed to the floor. The waiting room is always crowded, dark, and without windows and ventilation. “Epileptic pictures” hang on all four walls showing “men, women, children, foxes, cats, and dogs with terrible epileptic seizures…all types of epileptic seizures.”

In this novel, the description of the disease is vague. Aphasia as a manifestation of focal seizures is rare and usually associated with other focal symptoms. “Momentary aphasia” is not a clinical term, and its symptoms are not described in the novel. The description of treatment has no similarity with common antiepileptic therapy and is a pure literary invention.

Translating Epilepsy-Related Texts in Fiction

When translating passages on epilepsy in fiction, it is important, as it is with the descriptions of the disease in literature in general, to convey not only the meaning but also the associated emotions, symbolism, wit, and the occasional absurdity contained within the text. For translators, it is important to distinguish between scientific and clinical terms and the terms invented by the writer that resemble clinical or scientific terms. Likewise, a distinction between true clinical and invented symptoms and treatments is important for selecting appropriate terms. Sometimes information on how much was known about epilepsy, its terminology, and treatments at the time the literary text was written is needed to provide a translation that corresponds closely to the source text. Scientific or clinical terms should only appear in the translation if used by the author, and the translation of these terms should be as accurate as the translation of these terms in clinical documents.

Conclusion

Rapid advancements in etiological studies, diagnosis, and the treatment of epilepsy have led to continual changes in the classification and terminology of epilepsy and epileptic seizures. For translations of both medical documents on epilepsy and literary texts containing references to the condition, knowledge of current and past terminologies is needed.

Notes
9. Bernhard, Thomas. Amras (Edition Suhrkamp, 2003). Note: the phrases in quotes were translated from the German by the author of this article.

Recommended Material for Translators

Glossary of descriptive terminology for ictal semiology: http://www.epilepsy.org/ctf/over_frame.html


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New Orleans: Back on Our Feet Again!

By Beth Nazar

Those attending ATA’s Annual Conference in New Orleans, November 1-4, 2006, will find a city rich with cultural traditions. Hurricane Katrina may have slowed things down a bit, but New Orleans continues to rebound at an amazing pace. As I mentioned in the June issue of The ATA Chronicle, the historic sector where the conference will take place sustained very little damage. New Orleans still has much to offer tourists these days, and attendees will have a hard time narrowing down their list of potential activities in between conference sessions.

Before presenting some information on just a few of the events conference goers can take advantage of during their stay, I would like to share the following story of how one New Orleans cultural icon got back on its feet. It is just one example of how the people who live here have worked tirelessly to put the scars of Katrina behind them in order to maintain the unique character and spirit that is New Orleans.

Jazz Fest 2006: Singing Our Way Back Home!

The tradition of New Orleans jazz is as much a part of the fabric and rich cultural traditions of this city as red beans and rice. It is one of the things we love about our city and makes us not want to leave it for another. Jazz Fest is a mega event that celebrates all aspects of Louisiana’s complex culture and traditions. Besides music ranging from African to Zydeco, the festival includes demonstrations by local artisans, indigenous food, and culture exhibits.

The prospects for hosting the 2006 Jazz Fest initially seemed unlikely, given the fact that the venue, the 130-year-old New Orleans Fair Grounds Race Course, is in a part of town that was flooded with eight feet of water after the levees breached. However, Churchill Downs, which owns the fairgrounds, made a commitment early on to repair the severely damaged track so Jazz Fest could go on.

This proved to be a long and arduous road. Not only did the venue have to be restored, but the local artists who were evacuated had to be located. The few big national headliners, many of whom had recently participated in nationwide fundraisers for the victims of Hurricanes Katrina and Rita, required reassurance that this event would really happen before they were willing to commit to perform. Despite these obstacles, everything fell into place, and the music, art, food, and traditional crafts of our region were triumphantly allowed to shine. The 2006 festival, which took place April 28-30, attracted more than 350,000 visitors.

There were many memorable performances this year. Bruce Springsteen’s “My City is in Ruins” was the showstopper of the first weekend as was his hymn-like performance of “When the Saints Go Marching In.” Elvis Costello performed songs from his soon to be released album with New Orleans native Allen Toussaint, “The River in Reverse.” People are still talking about the heartfelt rendition of “Bridge Over Troubled Water” with Paul Simon and Irma Thomas (a local legend who is regarded as a New Orleans “Soul Queen” in exile), accompanied by Allen Toussaint on piano. I can tell you from personal experience that there was not a dry eye in the crowd during their performance.

Local legend Fats Domino, who was appropriately scheduled to be the closing performer on the last Sunday of Jazz Fest, was unable to perform at the last minute due to health problems. After a brief visit to the hospital, Fats asked to be taken directly to Jazz Fest so he could address the crowd that had waited all day to see him perform. “I’m sorry I’m not able to perform,” Domino said. “I love you all, and always will. Thank you very much.”

Quint Davis, the founder of Jazz Fest, said, “Fats wanted to come here so the people could see him. He understands what this festival is about.”

“Come fall in love with Louisiana all over again.” is the slogan of the Louisiana Tourist Commission, and it sure seems like a whole lot of that was going on at this year’s Jazz Fest. One cannot say enough about the healing power of music. Jazz Fest was a reunion of sorts as residents and visitors celebrated the life and somewhat tenuous survival of this profoundly soulful city and its culture.

What is Taking Place in November?

Even though Jazz Fest will not be taking place during ATA’s Annual Conference in November, there will still be many opportunities to enjoy the essence of New Orleans, including its many fine jazz clubs. The following are just a few of the many things you can check out during your stay.
Nov. 2-6, 2006
Words and Music Festival
www.wordsandmusic.org/words.html

Created by The Pirate’s Alley Faulkner Society, Inc., a nonprofit literary and educational organization, the festival annually features 75 to 100 new and established authors, scholars, editors, publishers, and performing artists, and serves three primary audiences each year: the reading public, aspiring authors, and well known authors, critics, scholars, editors, publishers, literary agents, and performing artists. In addition to literary readings, you will enjoy the festival’s photographic art exhibitions, film sessions, great music and dancing, and the renowned cuisine of New Orleans.

Nov. 4-5, 2006
Louisiana Swamp Fest
www.auduboninstitute.org

See your favorite swamp critters, chow down on Cajun food, and dance to your favorite Cajun and Zydeco music at the world-class Audubon Zoo. You can also bring home a piece of Louisiana’s rich arts and crafts heritage from the Craft Village. You should also plan to visit the Louisiana Swamp Exhibit, the most authentic swamp exhibit in the state.

Make Plans Now!

Make sure you continue to check out ATA’s website at www.atanet.org/conf/2006 for continued updates and to register for the conference. You can also see what is going on in New Orleans by going to www.neworleansonline.com. Start planning your itinerary now!

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All certified members received a copy of the Certification Points Record along with their new certification certificates. This form, on heavy card stock, is to be used to keep track of the points you earn, and should be submitted to ATA Headquarters at the end of your three-year reporting period. The enhancements to the continuing education (CE) portion of the program that were announced last month made the previous form outdated and incomplete. If you have already earned your required 20 CE points and have filled out the form, you do not have to worry about these changes. If you have not accumulated all of the necessary points and you are going to take advantage of some of the announced changes, you will be able to find the new updated document on our website at www.atanet.org/certification/aboutcont_overview.php.

The big advantage to having this form online will be that we can make additional changes as they are approved by the Board. This ensures that the online version is always updated.

Two things should be kept in mind. First, if you will be 60 or older by the reporting year, you do not have to earn CE points. The online CE Points Record will have a box to check and information about providing proof that you have reached that milestone. Secondly, do not send ATA Headquarters your CE Points Record or supporting documentation until we request it.

Earning Points
There has been some confusion about one of the announced program enhancements. Members can now earn the whole 20 points in one year, but individual events and activities still have lower maximums. For instance, you can still only earn 10 CE points for attending one year’s ATA Annual Conference or purchasing a single DVD-ROM, or by reading articles in one year’s Proceedings. You can earn the full 20 points by attending multiple ATA Annual Conferences, listening to multiple ATA CDs or DVD-ROMs, or by reading articles from multiple years’ Proceedings. The caps for individual events or activities remain in place, but there is no longer a cap on how many points you can earn in one year.

For more information or questions, contact Terry Hanlen at terry@atanet.org.

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**ATA Ethics Course**

All certified members are required to earn one CE point by completing an ethics course.

For details, go to: www.atanet.org/acc/ce_online_ethics_component.htm.

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Perspectives on Localization.
Edited by Keiran J. Dunne.

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Success by Association!
National Capital Area Chapter of the American Translators Association

ATA chapters, affiliates, and local groups serve translators and interpreters in specific geographic areas. They provide industry information, networking opportunities, and support services to members at the local level, and act as liaisons with the national association. The following is designed to serve as a quick informational resource highlighting the valuable contributions these organizations are making to the association and the profession as a whole.

The National Capital Area Chapter of the American Translators Association (NCATA) was established in 1980, which makes it one of the oldest chapters of ATA. NCATA’s longevity testifies to the importance of the translation and interpreting professions in the Washington, DC, area.

Goals
- Promote recognition of translation and interpreting as professions, and advance the interests and concerns of professional translators and interpreters;
- Advance standards of professional ethics, business practices, and competence, and foster professional contacts among translators, interpreters, and translation consumers in the Washington, DC, metropolitan area;
- Provide career support to translators and interpreters through professional development and mutual assistance, and help promote their professional status; and
- Maintain contact with related professional organizations, educational institutions, government agencies, private industry, and the media.

Benefits
- Website: In addition to general information on NCATA, the site also features a Directory of Translators and Interpreters, a calendar of events, the Capital Translator newsletter, and a Members Only section. Check it out at www.ncata.org.
- Online Directory: NCATA’s online Directory of Translators and Interpreters is a searchable, up-to-date directory of translation, interpretation, and other language services offered by NCATA members. The entries can be searched by name, language pair, and by specialization. To access this information, go to www.ncata.org and click on Directory.
- Educational Activities: NCATA hosts professional development workshops several times a year, giving members the opportunity to deepen their knowledge and polish their skills. Individual and corporate/institutional members also have the chance to expand and enhance their professional network by meeting face-to-face during NCATA’s annual Job Fair. NCATA also sponsors ATA certification examination sittings every year and organizes workshops to help prepare those taking the exam. And finally, NCATA closes out each year with a holiday party.
- Newsletter: The Capital Translator, available in a printed version and online, contains full-length articles, announcements, dictionary and technology reviews, and other valuable features. Back issues are available online in Adobe Acrobat format. To access, go to www.ncata.org and click on Newsletter.

Membership
Anyone actively involved in translating and/or interpreting, or interested in either field, may join NCATA. There are two membership categories:
- Individual Membership is open to translators, interpreters, and others interested in either field. Dues are $25 per calendar year.
- Corporate/Institutional Membership is open to business firms, nonprofit institutions, and public sector agencies with an interest in the translation and interpreting professions. Membership is in the name of the institution, not an individual. Dues are $75 per calendar year.

To apply for membership, go to www.ncata and click on Membership.

Quick Facts
- Acronym: NCATA
- Established: 1980
- Mission: To promote the recognition and advancement of translation and interpretation as professions.
- Area served: Washington, DC, Maryland, and Virginia.
- Newsletter: Capital Translator (quarterly)
- Website: www.ncata.org
- Phone: (703) 255-9290
- Mailing address: National Capital Area Chapter of the American Translators Association PO Box 5757 Washington, DC 20016-5757
Business Smarts: Dealing with Complaints

The information in this column was compiled by members of ATA’s Business Practices Education Committee for the benefit of ATA members. The following is not intended to constitute legal, financial, or other business advice. Each individual or company should make its own independent business decisions and consult its own legal, financial, or other advisers as appropriate. The views expressed here are not necessarily those of ATA or its Board of Directors.

This month’s column deals with complaints from management. No matter how carefully a delivery is checked for errors, complaints do happen for a variety of reasons. While dealing with dissatisfied customers is never pleasant, it is part of running a business and must be taken seriously.

Question: “I frequently feel upset when I receive comments from editors and customers about my work. When I get a marked-up copy of my work with changes, I am often so irate that I cannot concentrate on my other work. I always make it a point to reply to the editor or customer to let them know why I chose a particular term or expression. Recently, the client of an agency I work for complained about my work, claiming it contained inaccuracies and terminology errors. This has been a source of great concern to me, since I usually check my work very carefully before it goes out. What would you advise?”

G. J. from New York

Answer: Your letter brings up two different issues that are of equal importance for running a successful freelance business. First, no translator is above making mistakes, no matter how thoroughly a text is reviewed before delivery. An editor’s role is to act as another checkpoint to ensure accuracy before a text goes out to the customer. A good editor brings the text to perfection and eliminates little flaws in punctuation, consistency, and style. An inexperienced editor may not fully recognize this role and attempt to rewrite a text unnecessarily. Nevertheless, you and the editor are on the same team, and your highest priority is to provide customer satisfaction. Consequently, your response to a marked-up text, be it from an editor or a direct customer, must reflect a professional attitude. Ideally, the tone of your response should not be irritated or defensive. Simply acknowledge receipt of the comments and promise to give them proper consideration in the future. If you feel truly upset about a correction or notice an error on the editor’s or customer’s part, it may be best not to respond immediately. Give yourself a little time to compose a mature, polite response that is in your best interest as a businessperson and shows you in a positive light. Discuss the issue with your colleagues on an electronic list for your language pair, or ask someone else to read a printout of your response before you send it out.

Even if you feel stung, try to make the most of the comments and impartially review the corrections. Save customer-specific terminology requests in an appropriately labeled folder for future reference, and enter the corrections into your translation memory. This turns the incident into a learning opportunity and helps avoid hard feelings.

By the same token, the comments you received from a client whom you serve through a translation agency bring up another problematic issue. While it is more than appropriate to send a polite response and acknowledge the complaint, ask yourself what kind of role the particular agency played in this transaction. Good translation agencies earn their money by adding value to the translator’s work. They hire an editor, encourage and facilitate the exchange of information about the work, and ensure that the customer receives the best possible product. An agency that simply contracts with you to do a translation and then forwards your documents to the client without further review is not adding any value to your work. When there are complaints, such a business will simply forward the message to you and ask for an explanation. Since they have never read or reviewed your work, the project managers have no idea whether the claims of the customer are applicable. This puts you in a risky situation and you receive the full blame for potential errors, even though someone else took a share of your profits. It may be best to remove this type of business from your list of favorite employers, and to make it a point to work for reputable outfits that respect you and your work enough to set the highest standards.

Attention Korean Language Translators and Interpreters!

A special interest group has been formed to explore the possibility of establishing a Korean Language Division within the American Translators Association. If you are interested, please subscribe to the discussion listserve by sending an e-mail to ata-Korean-subscribe@yahoogroups.com.

Note: You must be an ATA member to belong to any of its divisions.
Dictionary Reviews
Compiled by Boris Silversteyn
Silversteyn is chair of the ATA Dictionary Review Committee.

Larousse médical: Encyclopédie multimédia
Publisher: Larousse
Publication date: February 2006
ISBN: 5371128077
Price: €49.90 ($65)

Reviewed by: Françoise Herrmann

The Larousse médical: Encyclopédie multimédia is a medical reference tool in CD-ROM format that regroups 6,000 articles, with 1,000 photos and charts, covering such topics as illnesses, diagnostic tests, surgery, medication, anatomy, and instrumentation. The first printed version of the Larousse médical was published in 1912, with a mission both to capture the state-of-the-art in medicine and supplement patient-doctor communication. The 2006 electronic version covers the contents of the 2006 printed edition, with the additional bonuses of computer mediation for simplified searching and immediate retrieval of information, dictionary functions, hypertext enabled cross-referencing and indexing, interactive media, and easy navigation.

The 2006 electronic version of the Larousse médical also comes bundled with an additional application called Votre santé au quotidien. This software enables you to create an extensive interactive medical record for yourself and others (including alerts), and it also supplies some important first aid information and useful medical resources in France, Belgium, Switzerland, and Quebec. Compiled by a large scientific committee, exclusively consisting of more than 150 medical experts in all areas of medicine, this tool supplies reliable information, which will be invaluable to you professionally, and perhaps also personally.

To use the Larousse médical encyclopaedia and the bundled bonus application Votre santé au quotidien, you will need a PC equipped with Windows 98/2000/Me/XP or NT4.0, a Pentium III 500 Mhz processor, 64 MB of RAM, and a 4X CD-ROM drive. During installation via a regular installation Wizard, you may elect to install both the encyclopaedia and Votre santé au quotidien, or just one or the other. There are two installation options for the encyclopaedia: minimal and recommended. The recommended option for installation uses at least 250 MB of space, and frees up your disk drive for use with other CDs. The minimal option for installation uses less memory (50 MB) and requires the use of the CD in your disk drive to search and retrieve information from the encyclopaedia. There are no options for installing Votre santé au quotidien, which requires 200 MB of space.

Once installed, the Larousse médical and Votre santé au quotidien are both accessed via the Start menu, or when you click on corresponding taskbar icons. A succinct 15-page user guide is inserted in the CD-ROM packaging to guide you through the aforementioned installation process, and to point you to the main functions of both the encyclopaedia and bundled software.

The Larousse médical in electronic format provides you with several options for querying, retrieving, and navigating information, all of which vastly expand the possibilities of leafing through a printed edition. The first option is a search mode where you type in a search term. You may type your searches using Boolean operators and wildcards [^], and an interactive pop-up parser will query you in case of a spelling error. Results are returned hierarchically by order of significance in a clickable and scrollable list that pulls out right to left (see Figure 1). At the top of the hit list, there are articles where the headword matches your search term. For example, when you search for the term “diabète” [diabetes], the top hit corresponds to an article entitled “Diabète.” The next set of hits, termed “Autres résultats” [Other hits], corresponds to a list of related cross-referenced articles, and/or a list of articles where your search term appears with other terms as headwords. For example, for the same searched term “diabète,” the list of articles indicates “Diabète broncé” [bronze diabetes] and “Diabète sucré” [diabetes mellitus], among several. The third category of hits, termed “Recherche élargie” [Expanded search], is a list of hits related to the search word in the internal tree structure of the encyclopaedia. Thus, for a search on the term “diabète,” you will find, by extension, articles concerning such topics as “corticotrophine” [corticotrophin] and “prolactine” [prolac] in addition to many others. The final category of hits returned is a list of all of the occurrences of your searched term anywhere in the encyclopaedia. Electronic querying thus vastly augments your capacity to search and retrieve information from the encyclopaedia.

The second search mode is termed thematic. In this mode you select a theme listed in a nested tree structure
that appears on the left side of the screen. The nested thematic tree structure includes the broad headings of General, Anatomy, Physiology, Cellular and Molecular Biology, Pathology, Pharmacology and Therapeutics, Medical Specialties, and Paramedical and Alternative Medicine, each of which opens to more nested topics, including, among hundreds, a list of instruments and diagnostic methods under General and yoga and acupuncture under Alternative Medicine.

Once you have examined the list of hits returned for your search, or the list of topics in a theme, you then click on the article you want to peruse, which appears next to the list of hits or topics. The article you select also appears framed to the right with two tabs: one consisting of a list of related documents, including media; and another consisting of a linked “Plan,” or summary, of the article currently displayed or in use. Thus, you are able to further extend your focus with pictures or charts, and conversely you can zero in on a particular section of a long article when you click on a summary link.

The hyperlinked contents of the Larousse médical mean that when you double-click on cross-references (written in blue) within an article, this information will pop up in another window, ready for consultation. Hyperlinks also enable the Larousse médical to function as a monolingual dictionary. That is, every time you double-click (or right-click) on a word in an article, the corresponding definition will pop up in another window, including the corresponding article and related hits.

Navigation of the Larousse médical is facilitated with forward and backward arrow buttons at the top right corner of the screen, which enable you to retrace your search steps. These steps are also accessible and listed in the History menu. It is also possible to bookmark articles of interest for storage and subsequent access, using the bookmarking menu or a right-click.

For French-speaking translators this is an excellent medical reference tool. First, because the information it contains is deemed reliable. A scientific committee, exclusively consisting of medical doctors specializing in the various fields of medicine, was commissioned to write the articles. Second, new editions of the Larousse médical also appear updated every year, which is an indication that the encyclopedia is striving to keep up with the fast pace of innovations in the fields of medicine. Third, because the articles are written for an audience of patients, in contrast to an audience of professional peers in the field of medicine, which means that they are well within the grasp of translators without a medical background. And finally, because the articles display a systematic internal organization that conveys clarity and ease of reading. For example, articles related to illnesses are consistently divided into sections—causes or contamination, symptoms, diagnosis and treatment, complications and prevention, etc.—that appear in red boldface or as links in the summary tab of each article. Similarly, all the encyclopedic content of the articles is preceded by a succinct definition and synonyms section, which provides the dictionary content of the encyclopedia.

A final word about the encyclopedia must be said regarding the graphics. The 1,000 multimedia documents included in the Larousse médical consist of photos, x-rays, scans, and diagrams, all of which serve to clarify further and explain the contents of the articles. Keyed diagrams also include an interesting “T” function, appearing as a small icon button, which enables you to show, or hide, the text keyed to the diagram or drawing.

However, there is still much more that comes bundled with the Larousse médical encyclopedia. The application Votre santé au quotidien is designed for multiple interactive medical record-keeping, including password protected records, the scheduling of medical appointments with alerts, and the display of information in tables and charts (see Figure 2).

Votre santé au quotidien also contains four additional illustrated information modules related to first aid and medical resources. The first is a list of symptoms (e.g., weight loss, difficulty swallowing for adults; convulsions, earache for children). The second is an illustrated list of various types of pain (e.g., appendicitis, migraine, sciatica). The third is an illustrated list of first aid directions (e.g., bandages, burns, mouth-to-mouth resuscitation). And the fourth is a list of medical resources in France, Belgium, Switzerland, and Quebec (e.g., emergency services; associations for burn victims, cancer patients, autism, diabetes), including an Internet link for a list of updated telephone numbers and links to the resource websites.

The Larousse médical on CD-ROM is a superb medical reference tool for translators of French. If you are unsure of the difference between LDL and HDL cholesterol, or if you are unclear about the critical differences between HIV-positive and AIDS, you will find remarkably concise and clear answers in the Larousse médical. This reference tool is a
popular one, in which every effort has been made to ensure that the information contained is both reliable and updated. It is also easy to navigate, search, and retrieve the information subsumed. Bundled with the interactive record-keeping and medical resource tool *Votre santé au quotidien*, the *Larousse médical* reference tool is a real deal—it costs less than the hardcopy version alone of the encyclopedia, and it is an absolute pleasure to consult and use. Get it! You will find it most useful.

Françoise Herrmann is a freelance translator and interpreter for French and English (sometimes Spanish) based in San Francisco, California. She occasionally teaches scientific translation at the Monterey Institute of International Studies. Contact: fherrmann@igc.org or www.fhphd.org.

**Figure 1: Larousse médical encyclopedia: search for the term *diabète* (diabetes)**

**Figure 2: Votre santé au quotidien: dental record (chart format)**
The writers of Carmina Burana, as mentioned last month, were all clerics or at least educated by clerics. One of the things they knew best, and therefore satirized the most, was religion. A deity pervades Carmina Burana, though it is not God but the capricious goddess Fortune. And whether the songs are about drinking, gambling, sex, or whatever, there is usually some religious reference.

But some of the songs are overtly sacrilegious, one of the most notorious being the following:

Ave, formosissima, gemma pretiosa, ave, decus virginum, virgo gloriosa, ave, mundi lumar, ave, mundi rosa, Blanziflor et Helena, Blanziflor et Helena, Venus generosa!

[Hail, superlatively beautiful one, precious jewel, hail, ornament of virgins, glorious virgin, hail, light of the world, hail, rose of the world, Blanchefleur and Helen, Blanchefleur and Helen, generous Venus!]

This is a hymn to a very unheavenly virgin, one compared to Blanchefleur, Helen of Troy, and Venus. But “ave” is there as if the Virgin Mary herself were being addressed, as are attributes of Mary, such as being the light and rose of the world. The lyric is made even more sacrilegious in Carl Orff’s 1936 cantata, where the virgin is explicitly the soprano who is about to lose her virginity to the baritone.

The lyric immediately presents two problems for translators into English. The first is the reference to Blanchefleur, a woman in the medieval Arthurian romances, presumably well known to the medieval audience, but almost totally unknown to a modern one. The second is all those “ave”s. In modern English, there is no “hail” before the direct address of someone or something—the vocative case for the grammatically minded—except in the expression “Hail, Mary” itself. “Hail, beauty” just is not right.

So Ronnie Apter and I decided to eliminate both Blanchefleur and “hail” in our translation. (I know, some of you think that that is taking the coward’s way out.) We also eliminated the “rose of the world” as a somewhat confusing image. Blanchefleur is no great loss, but the elimination of the “hail”s and the “rose” lessens the religious, or sacrilegious, impact. To compensate, we added “kneel” and “adore,” two words with religious connotations. And, of course, there is still the strong image of the “light of the world.”

We hope that our translation, like the original, will be funny to those (not all of whom are irreligious) who think religion a proper object of satire and shockingly blasphemous to those who do not:

You are truly beautiful, like a flower emerging, precious jewel of maidenhood, oh, you glorious virgin! You are light for all the world; we must kneel before you: you are Helen come from Troy, peerless paradigm of joy, Venus, we adore you!
The Onionskin by Chris Durban

The Onionskin is a client education column launched by the ITI Bulletin (a publication of the U.K.’s Institute of Translation and Interpreting) in 1996. Comments and leads for future columns are very welcome; please include full contact details. Contact: chrisdurban@noos.fr or fax +33 1 43 87 70 45.

Blank Czech

In Philadelphia, the University of Pennsylvania’s Global Interdependence Center recently stumbled when it published a bilingual English/Czech announcement of a prestigious upcoming event—a reminder that global is as global does.

In an impressive coup, the Center had managed to secure the participation of the governors of both the Central Bank of the Czech Republic and the National Bank of Slovakia for a panel discussion.

Keen to attract an audience attuned to Czech culture and issues, the organizers produced a postcard announcement studded with eye-catching phrases in Czech. But a flawed translation drew an altogether different type of attention to the card.

“Save the date!” is translated into Czech as “To save [definite article] fruit of the date palm!” and “Turn over the card...” is rendered “To have revenue in money [definite article] card.” In fact, confusion starts with the lead-in, “Central Bank Series present” translated as “Central Bank [not a word in Czech] Row to Introduce.”

Invitee Jiri Stejskal, a local resident who happens to be a translator (and ATA president-elect), immediately fingered the culprit—computer translation, which he terms “not a good option for any kind of translation, and particularly not for this type of text.” Stejskal advised the Center to visit ATA’s website, which offers an online directory of skilled professional translators and a PDF version of the client-education brochure Translation, getting it right.

As is often the case with so-called machine translation, the source of most of the mistakes was easy to identify. Whereas professional human translators go beneath the words to interpret ideas, computers remain at word level, generating mismatches for the simple reason that a word’s meaning depends on context. Even so, some of the sentences in the Pennsylvania document are surprising (e.g., “You are invited” in English transmogrified into “An acre to cheer you” in Czech).

A Global Interdependence Center employee confirmed that the organizers had relied on a computer to produce the Czech translation. “We didn’t know just how risky that was,” she told The Onionskin ruefully. Neither Zdenek Tuma, governor of the Central Bank of the Czech Republic, nor Ivan Sramko, governor of the National Bank of Slovakia, had an official comment when we called.

Which is hardly surprising—in central banking, diplomacy goes with the territory.

Underworld Readers? E-mail Banking Scams Revisited

Bizarre spelling and grammar can be red flags for Internet scams, as The Onionskin has already pointed out. Real banks/legit businesses do not write like this, went our argument. In a recent exchange, a body no less authoritative than Scotland Yard concurred (we were pleased). More recently, however, we have received a fresh wave of “contact us to collect your money” e-mails, all clearly fraudulent, but this time remarkably well written...the tip-off being a singularly suspicious return address: bankofengland@hotmail.com. Are crime syndicates tracking The Onionskin?

The workshop is open to English-to-Spanish translators from any country. Qualified participants will be accepted on a first-come-first-served basis. Excellent command of both Spanish and English is a requirement. In the course of the workshop, four texts will be translated by the participants, reviewed by Leandro Wolfson, a professional translator from Argentina, and returned to each translator with revisions, annotated comments, and a model translation selected each month from the group. As in previous TIP-Lab workshops, credit will be granted by the Judicial Council of California, the Washington State Courts, and ATA to those participants who successfully complete the course. Registration is now open. Spaces are very limited and interested translators are encouraged to register as soon as possible. For information, call, fax, or e-mail: TIP-Lab, c/o Alicia Marshall (847) 869-4889 (phone/fax); e-mail: aliciamarshall@comcast.net, or visit www.tip-lab.org.
The Guadalajara International Book Fair (FIL) will be hosting the first Regional Centre North America Conference, November 26-27, 2006. Attendees will be able to make contact with publishers, agents, and professionals from the translation and interpreting industry. The following is just a partial list of the sessions to be offered:

- Panel discussion on translation and interpretation in the legal field;
- Panel discussion on copyrights and intellectual property;
- Workshop on financial translation, presented by ATA President Marian S. Greenfield;
- Workshop on translating for the big screen, presented by Robert Paquin; and
- A performance by Alicia Zavala Galván, translator of Sor Juana Inés de la Cruz, of her soliloquay Pájaro sin alas, los últimos días de Sor Juana (Wingless Bird, The Last Days of Sor Juana).

For further information on the conference, contact Esteban Cadena (estebancn@infosel.net.mx) or Vicky Linazasoro (vickylinazasoro@englishkey.com.mx).
For information on the FIL, go to www.fil.com.mx/ingles/i_index.asp.
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### Upcoming Exams

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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.

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

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Regulatory Language in a Pharmaceutical Manufacturing Environment Continued from p. 26


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