How an ATA Chapter Collaborated with Local Courts

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ATA 2015 Elections: Candidate Statements

Calling all Voting members! Participating in ATA’s annual elections is your opportunity to help shape the future of the Association. Learn what this year’s candidates for ATA’s Board of Directors have to say, and remember to vote in November!

How to Work with Your Local Courts: An Interview

The story behind a successful language access program and mutual collaboration between an ATA chapter and the First Judicial District Court of Pennsylvania. BY CARLOTA DALZIEL

Mentoring for Freelancers: Beneficial at All Levels

No mentoring relationship is the same, but with an open mind and a willingness to consider matters from a different perspective, the wins can be enormous. BY KAREN RÜCKERT

My Gizmo Does Not Fit That Whatsit!

Translators need to make sure that their voices are heard in the debate about where tool interoperability should be improved. BY JOSE PALOMARES AND PETER REYNOLDS

Stylish Technical Writing: Worth Adding to Your Repertoire

With only small changes in attitude and style, technical translators can improve their texts dramatically. BY KAREN TKACZYK

Tools and Toys for ‘Terps: A Quick Stroll through the App Store

Sure, there seem to be plenty of apps for translators, but what about interpreters? Well, a recent search on Apple’s App Store turned up five apps that make great practice tools to hone our craft! BY CRISTINA SILVA

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Certification Forum
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Interpreters Forum
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American Translators Association
The Voice of Interpreters and Translators
**FROM THE PRESIDENT**

CAITLIN WALSH
president@atanet.org

**Standing Up**

You’ve probably noticed by now that this issue of *The ATA Chronicle* sports a shiny new look.

This rejuvenated publication also illustrates perfectly the power of volunteers. As you read in the last issue, back in November in Chicago a handful of volunteers brought a proposal to ATA’s Board to give our flagship publication a complete physical and to identify what worked and what didn’t. The Board gave their thumbs up to that proposal and subsequently to the task force’s recommendations. The result is not only the publication you hold in your hands, but a dedicated companion website (with past content—indexed!). Even with adding in a revamped *Newsbriefs* to improve member communications, the new plan enables us to reallocate funds.

Another example of volunteer power is the recent Board approval of the CI (Credentialed Interpreter) designation to flag ATA interpreter members holding select interpreter credentials and certifications in our popular online directory. Again, the Board of Directors signed off on it, but it represents many hours—even years—of work by dedicated Interpretation Policy Advisory Committee volunteers.

One of my favorite moments at ATA’s Annual Conference happens when all those who have volunteered for the Association in the past year are asked to stand and be recognized—and that’s only those who made it to the conference and got up early enough for the meeting. A rough tally of volunteers would number well into the hundreds: officers and directors; committee chairs and members; division administrators, assistant administrators, and Leadership Council members; graders and language chairs; conference presenters, not to mention proofreaders, ballot counters, folks staffing hospitality desks, and countless “regular” members doing school and business outreach, writing *Chronicle* articles, holding webinars, and writing e-mail and making calls alerting us to new developments and how they affect ATA members.

The takeaway is pretty obvious, to me at least, and echoes a lesson my father taught me: if you think your Association should be doing something, the best thing to do is to offer to show up and make it happen. Talk to your colleagues, formulate a plan, and talk with leadership about how to garner Board agreement. It’s easy for the Board to say “aye” and offer support when a small group of thoughtful, committed members are offering to change our corner of the world for the better.

And if we haven’t said it enough, I’ll say it again: thank you.

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**The ATA Chronicle** (ISSN 1078-6457) is published six times per year by the American Translators Association, 225 Reinekers Lane, Suite 590, Alexandria, VA 22314 USA. Periodicals postage paid at Alexandria, Virginia, and additional mailing offices. POSTMASTER: Send address changes to The ATA Chronicle, 225 Reinekers Lane, Suite 590, Alexandria, VA 22314 USA. The American Translators Association (ATA) was established in 1959 as a not-for-profit professional society to foster and support the professional development of translators and interpreters and to promote the translation and interpreting professions. The subscription rate for a member is $49 (included in the dues payment). The U.S. subscription rate for a nonmember is $65. Subscribers in Canada and Mexico add $25; all other non-U.S. subscribers add $45. Single copies are available for $7 per issue.

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FEATURED POST

American Translators Association
August 7 at 1:00am


LETTERS TO THE EDITOR

U.S. conference interpreters currently face a dilemma similar to translators of written works. They are extremely undervalued and often do not receive compensation commensurate with their qualifications and experience level.

TAKING A STAND
I found a passage in your excellent article, “Skirting the Juniper Brambles” (April 2015 edition), to be especially pertinent to agency work performed by interpreters and translators. I am referring to the two first sentences that appear under the “Getting to No” section on page 24: “It seems clear that awareness of our rights and a willingness to stand up for them are critical. Our professional organizations speaking out and model contracts are key, but in the end we as individuals need to each speak up and take a stand.”

U.S. conference interpreters currently face a dilemma similar to translators of written works. They are extremely undervalued and often do not receive compensation commensurate with their qualifications and experience level. Many of the large agencies are anxious to lead the race to the bottom, rate-wise, to maximize their own profits.

I hope the quote from the article may serve as a wake-up call to interpreters who can fall into this trap, and who undervalue their own qualifications.

Thank you for enlightening me and other readers on such a fascinating and timely topic.

Kathleen Morris | Oak Park, IL

IS ATA CERTIFICATION WORTH IT?
I am writing this in response to your July-August column regarding ATA’s certification. Failing ATA’s examination was a disappointing experience. With a passing rate of less than 20% among qualified candidates, I’m still wondering if I wasted my time and money taking that exam.

It’s my overall impression that the entire process of ATA’s certification exam is business-oriented and unfair to independent freelancers like myself. I believe that our translation community will benefit from increasing the transparency of ATA’s certification process.

It would also be beneficial to publish some kind of standardized educational material in The ATA Chronicle on a regular basis for prospective ATA’s exam takers.

Yuri Yusov | New York, NY

TOP TWEETS

Haiti’s government announces new policy to educate students in native Kreyòl rather than French. https://goo.gl/3i1oee #language #xl8

36M / @ATANET

Do the Minions Speak a Real Language? https://shar.es/1t322J #translator #interpreter

36M / @ATANET
Top 5 Tips for Preparing for ATA’s Annual Conference

ATA’s 56th Annual Conference is just around the corner—November 4–7, 2015, at the Hyatt Regency Miami. As one of the largest conferences for translators and interpreters in the world, it’s an event not to be missed!

With thousands of attendees from around the globe and over 175 individual educational sessions, it’s easy to get overwhelmed. This is especially true for first-time attendees. So, here are a few tips for getting the most from your conference experience.

1 Plan Ahead: ATA’s Annual Conference has a lot to offer in such a short time. Review the program carefully before you get to Miami. Figuring out in advance which sessions you want to attend and which vendors you want to visit in the Exhibit Hall will bring you the biggest benefit. The conference is a pivotal time during the year for ATA, when new Board members are elected and we look back over the year and chart a new course forward. The same could be said for all of us. Attending the conference is also a good time for you to take stock of your business and consider what skills and technologies you want to add to your portfolio.

2 Be Brave: Sometimes the sessions that bring you the best rewards are the ones you hadn’t considered before. Veteran attendees know that you can learn the most by attending sessions on topics with which you have relatively little experience or are unfamiliar. You may discover an entirely new source of inspiration and income! A Spanish literary translator may pick up some interesting tips from a Portuguese literary session. Medical interpreters may discover related technology sessions to be equally fascinating.

3 Dig Deep: Sometimes you may be so inspired by a topic that you find a one-hour session is just not enough. That’s why ATA offers a series of three-hour in-depth pre-conference seminars on the Wednesday before the official start of the conference. These amazingly affordable seminars provide in-depth knowledge on specific topics with expert speakers. From the fine points of technical writing to the details of Title VI legislation, these seminars can seriously sharpen your skills. Also on Wednesday, the popular pre-conference Tool Training sessions are a perfect opportunity to master the hidden features of various computer-assisted translation tools.

4 Get Connected: The ever-popular ATA Conference App is coming back this year and it is better than ever. With free Wi-Fi throughout the conference venue, attendees will be able to take full advantage of the app anywhere and at any time during the conference. In addition to having the conference program and updates at your fingertips, the app allows you to create a profile so that you can connect with attendees and clients with similar interests. Not only will you be able to use the app to rate individual sessions, but also to take notes, which you can then download and export to your own computer. Be sure to visit ATA’s conference page for instructions on how to download the app via your smart phone, tablet, or laptop. You can find instructions for creating your profile, downloading notes and session handouts, using the improved match feature, and a host of extended features at www.atanet.org/conf/2015/app.htm.

5 Reach Out: Let’s face it, as translators we spend far too much time staring at a computer. The conference is one of the few times we can get out from behind a computer screen and connect with real individuals in person. But for a lot of us, this can be intimidating. That’s why there are a host of activities to help bring your inner extrovert out. If it’s your first time, consider attending the Newbies Welcome Buddies event to find a one-on-one connection to help you navigate the conference. The Brainstorm Networking event also provides a chance to meet people in a relaxed setting while discussing common business challenges. There are also events, both before and after the regular sessions, where you can meet people and make contacts the old-fashioned way, such as the Welcome Celebration; Zumba; Stretch, Breathe, and Move; Book Splash; After Hours Café; and the Conference Dance Party.

Bottom Line: ATA’s Annual Conference offers an excellent opportunity for inspiration, innovation, and exposure. Regardless of whether you’re a conference veteran or a first-timer, using these tips will ensure that you get the most out of your time in Miami. See you there!
NEW LOOK FOR THE ATA CHRONICLE

Welcome to the newly redesigned ATA Chronicle! We hope you’ll like it as much as we do.

As you look through the magazine, you’ll see that, in addition to the updated look, we’ve made some changes in content. Many of these changes are based on the extensive member feedback we received from The ATA Chronicle Reader Survey (January 2015). Thanks to all who participated. The survey and your comments played an invaluable role in this redesign.

The new design follows months of reviewing those member comments, analyzing what other associations are doing, and working with ATA’s Board, ATA Headquarters staff, and the recently established Chronicle Editorial Board.

The changes in The ATA Chronicle go far beyond the print version. A new digital edition of The ATA Chronicle has been created to make it easier for you to share and mark up articles. (The PDF version is still available for those who prefer that format.)

There is also a new microsite—an auxiliary website just for The ATA Chronicle—where readers can access articles with dynamic links and responsive design for easier reading on mobile devices. Columns will have a prominent place on the microsite, including the Translation Inquirer and Humor in Translation. These two columns will now appear only online.

And last but not least, The ATA Chronicle archives will be fully searchable on the microsite.

We want to know what you think! Please e-mail walter@atanet.org with your comments.

BOARD MEETING HIGHLIGHTS

The American Translators Association’s Board of Directors met July 25–26, 2015, in Boston, Massachusetts. Here are some highlights from the Board meeting.

Budget: The Board approved the final budget for July 1, 2015–June 30, 2016, as well as the draft budgets for 2016–18. The $3 million budget includes increased funding for, among other items, public relations and keyboarded certification exam options. It also reflects savings from the recent changes that were made to The ATA Chronicle.

Credential Interpreters and the Online Directory: The Board approved recognizing credentialed interpreters in the ATA Directory of Translators and Interpreters. The interpreter certification will be shown in a manner similar to the ATA-certified translator notation. The new designations recommended by the Interpretation Policy Advisory Committee are CI Medical, CI Court, and CI Conference. The categories and which credentials will be considered for recognition will be publicized as the details become available.

Proposed Bylaws Revision: The Board approved presenting to the membership proposed changes in the bylaws regarding the Active Membership Review Committee. (See page 15 of this issue.) Since the Active Membership Review Committee was established as a standing committee in ATA’s bylaws, ATA voting members must approve any changes to the name and committee charge. The proposed changes will be voted on at the Annual Meeting of Voting Members (also known as the Presentation of Candidates and Elections), which will take place November 5 at the Annual Conference in Miami.

Election Date of Record: The Board set October 2, 2015, as the date of record for the 2015 elections. This means that to participate in this year’s elections, you must be a voting member by October 2. There are two ways to become a voting member: pass the certification exam or apply for a change of status through the online Active Membership Review process (www.atanet.org/membership/memb_review_online.php).

The Board meeting summary is posted online in the Members Only section of ATA’s website. The minutes will be posted as soon as they are approved at the next Board meeting. Look for past meeting summaries and minutes online at www.atanet.org/membership/minutes.php.

The next Board meeting is set for November 7–8, 2015, in Miami in conjunction with ATA’s Annual Conference. As always, the meeting is open to all members. We encourage you to attend.
Once again, ATA took advantage of an opportunity to educate nonmembers about what we do and of the importance of certification as a signal of professionalism that can be easily communicated and recognized by the public.

ATA was invited to speak about its Certification Program at the 2015 Translators’ and Interpreters’ Professional Development Workshop, sponsored by Multicultural Community Service (MCS), a nonprofit organization promoting language access in the nation’s capital.  The workshop was held in Washington, DC, with the support of the DC Mayor’s Office on Latino Affairs and in collaboration with the Inter-American Development Bank. 

MCS stated on its website that the goal of this full-day event was to “highlight and embrace the work, skills development, and best practices that many language practitioners are seeking to diversify and maximize their language skills, including the dual role of interpreter and translator.” Session topics included post-editing and translation software, as well as best practices for interpreting in various settings. A highlight was a keynote address by ATA member Diane de Terra, a master conference interpreter and former dean of the Middlebury Institute of International Studies at Monterey.

As a local ATA member and Board director, I participated in a panel discussion geared toward those seeking a better understanding of the certification exam process, including those wishing to pursue court certification. I discussed the nature and benefits of ATA’s certification exam, as well as the registration process and how to prepare. I also gave a brief overview of other benefits of ATA membership. I encouraged participants to take advantage of local resources, including the National Capital Area Translators Association, ATA’s DC chapter. Representatives from the Superior Court of the District of Columbia and the International Medical Interpreters Association were also part of the panel.

More than 50 workshop participants attended the panel discussion. The audience was a diverse group—translators and interpreters of various experience levels, as well as individuals who were considering careers in translation and interpreting. Overall, there seemed to be a strong interest in ATA certification, even though over half of those present had never heard of the exam.

The majority of questions I answered after the panel concluded concerned the specific conditions under which the exams are administered and how to prepare. A few ATA members in the audience shared their experiences, encouraging nonmembers to join the Association and participate in its activities, especially the Annual Conference.

I was impressed with the strong spirit of teamwork that pervaded the event. My fellow panelists and I worked together to make sure participants understood the importance of becoming certified, whether through ATA or another organization. We provided them with enough specific resources to pursue a path toward professional advancement well-suited to their individual needs. This type of collaboration between groups seems to be one of the most effective ways to reach out to potential members.

NOTE
Since being elected to ATA’s Board of Directors in 2012, I have learned a great deal about how our Association works, what we’re doing right, and where we can do better. Without a doubt, ATA is the premier association for translators and interpreters worldwide, and our Annual Conference is the flagship event of our industry. As ATA moves toward 60 years as “the voice of interpreters and translators,” I am honored to have been nominated to serve as president-elect.

During my term as an ATA director, I have worked hard to be a responsible steward of ATA’s mission. This commitment has taken many forms. Upon joining the Board, I served on the committee that revised ATA’s ethics guidelines, and I took on the role of moderating ATA’s LinkedIn forum. Most recently, I chaired the ATA Chronicle Task Force, which was charged with investigating new delivery platforms and expanding the content of the magazine while improving cost efficiency.

As a director, I made a commitment to be accessible to members: first, by answering every e-mail that an ATA member sends to me; second, by actively soliciting member feedback before every Board meeting; and third, by spending part of my time at ATA’s Annual Conference approaching members and asking for their thoughts. As president-elect, I promise to continue to support openness and dialogue within ATA.

In the next two years, my primary responsibility will be to serve as conference organizer for ATA’s 57th Annual Conference (San Francisco) and our 58th Annual Conference (Washington, DC). My goal is to keep our conference a must-attend event in the language industry, while listening to your feedback on what sessions and extra events you’d like to attend.

I’m proud to be an ATA leader and want to see our Association continue to lead the language industry. To do this, I think we need to continue our internal and external public relations efforts so that ATA members know what we’re doing and why we’re doing it, and so that clients understand the value of using a professional translator or interpreter. Alongside this goal, I hope that we can increase recognition of the CT (certified translator) credential, recognize credentialed interpreters in ATA’s directory, and increase recognition of our Certification Program in general. I would also like to help make ATA the go-to
resource for professional development for translators and interpreters. I believe that ATA has the talent and know-how to create a sustainable, top-notch professional development program that will help improve the business skills and linguistic expertise of its members. In addition to raising the bar for our members, this will also help attract new people to the Association.

In addition to continuing to focus on recruiting recent graduates of translation and interpreting programs as well as interpreters, I would like to see us expand our efforts in recruiting members from ATA's many chapters and affiliates, which are often the first point of contact for people new to our industry. Bringing these people into the fold of the Association is the key to our future success.

Here's an overview of what's been accomplished within the past two years:

- We've continued working on improving the Certification Program. There's still one huge flaw on which we're all focused: moving from a handwritten to a keyboarded exam. Please know that news on that front is forthcoming.
- The Chronicle is being updated. It’ll no longer be a huge drain on the Association's resources. Your opting out of the print edition and choosing the electronic version has been very helpful. Soon you'll see major changes in our flagship publication, which will not only cost less but will result in a much more dynamic resource.
- With the Board's support, our treasurer has embarked on comprehensive cost/benefit analyses that'll help us direct our funds into those areas where the greatest number of members will benefit. Many of our programs operate in the red. The Board knows that losing money is not sustainable and has made it a priority to remedy that.
- The Public Relations Committee is working hard at representing translators and interpreters in the eyes of the public. One day ATA will be where everybody goes when anything related to language is talked about in the news and elsewhere. To accomplish that we've signed contracts that will direct traffic in our direction and will help us present a consistent, clean, and cohesive message.
- We are working on ways to communicate with the membership so that more people can participate in the Association's governance. No more apathy! Member participation must increase for the Association to remain healthy. The "become a voting member" campaign will soon start to show results. It's important to become a voting member. We want everyone to have a say in the organization.
- My predecessors set a very high bar. I'll do my best to match that, and if possible improve on it. Keeping track of what the Board does and communicating with the members are two important tasks, and I'll work hard so that in two years you'll be glad you voted for me.

**SECRETARY: (TWO-YEAR TERM)**

**RUDY HELLER**

rudy@gohls.com

Two years ago, after being an ATA member for 30 years, I ran for a position on the Board. I’m honored that you gave me a vote of confidence and elected me. I come before you again to ask you to vote for me for ATA secretary.

These past two years as director have been very interesting, in part because ATA finds itself in a situation that requires soul-searching to respond to today's professional environment. ATA's mission is to advocate for the interests of its members, particularly the freelance translators and interpreters that comprise the bulk of the Association.

I'm pleased to have played a part in effecting some positive steps in the past two years. I've enjoyed working with the Board, officers, and staff. Add to that a plethora of volunteers: they are the ones who make things happen. While the pace of change is a bit too slow for me, I've learned that unintended consequences happen when we march at more than a very deliberate pace.

**TREASURER: (TWO-YEAR TERM)**

**TED WOZNIAK**

ted@tedwozniaak.net

I am a German>English financial translator specializing in accounting and taxation translation. I have been a freelancer for about 20 years, and previously worked as an accountant, U.S. Army interrogator, and stockbroker.

For the past five years, I have been privileged to serve as one of your representatives on ATA's Board of Directors, the past two years as treasurer and chair of the Finance and Audit Committee, and as a director for three years prior to that.

As treasurer, I revised the format of our financial statements to include additional information to enhance their usability. I conducted an in-depth analysis of ATA's investments, and on the recommendation of our investment advisor and with the approval of Finance and Audit Committee, made some minor changes to the investment portfolio. I conducted extensive cost analyses of our major programs, providing the basis for a review and modification of some programs to reduce costs and increase revenues while enhancing member benefits. The upcoming changes to The ATA Chronicle are partially a result of that work. I am also spearheading a drive to bring back “Conferences Other Than Annual” (COTA). I supported a major increase in funding for public relations and am working on ways to improve support for division websites, while reducing the burden on volunteers and staff. In addition to the regular duties incumbent on me as treasurer, I also serve on the Ethics Committee.

I have worked closely with our executive director and in-house accountant on the budget process.
and the auditor selection process. My experience as an accountant and financial translator gives me a strong background in finance and the knowledge required to interact with our internal and external accountants and financial advisors easily and successfully.

I will continue to follow our current policy of a prudent and conservative investment approach with respect to ATA’s financial assets, while ensuring that the costs for providing member services are fair and reasonable. I will also seek to enhance ATA’s revenue streams where possible. I will carry out these duties with a constant eye on the cost-benefit ratio to you, the members of ATA whom the Board members are tasked with representing.

I respectfully ask for your support in my bid for reelection as treasurer of our great organization.

DIRECTOR: (THREE-YEAR TERM)

JEFFREY ALFONSO
jeff@alfonsointerpreting.com

When ATA speaks, everyone should sit up and listen. As The Voice of Interpreters and Translators, ATA has the capacity to change public perception of interpreting and translating for the benefit of its members. I am honored to be nominated as a director.

Earlier this year, I served on the ATA Chronicle Task Force—an experience that enabled me to work closely with ATA and understand how it operates—and am now a member of the Editorial Board. I have studied our bylaws closely, attended numerous Board meetings, and read Board meeting minutes carefully. I have also blogged about Association issues in detail. All of this has afforded me a deeper understanding of ATA’s needs and challenges, as well as provided ideas on how to address them effectively.

If elected, I will focus on three main areas:

1. **Public Relations**: I would like to see at least $100,000 allocated toward a comprehensive public relations program. ATA should wield international influence by investing in a professional spokesperson to shape public opinion by placing articles proactively. Whenever translation or interpreting issues are in the news, the media should automatically seek out and interview our expert representative. We can fund this with the sizable savings generated by the ATA Chronicle Task Force.

2. **Transparency and Good Governance**: You need to know that the Board is a good steward of ATA. We can accomplish this by publishing more substantive Board meeting minutes as well as articles on hot topics in The ATA Chronicle. We also need to review our decision-making process to ensure that it is efficient and responds to member concerns. The ATA Chronicle Task Force did this by interviewing and polling members in order to set a clear direction. I would like to see ATA practice that kind of engagement and discussion with members whenever we have major policy decisions to make.

3. **Interpreter Credentialing**: ATA should recognize outside credentials to give interpreters the same degree of acknowledgment as translators.

I would also bring substantial business skills and experience to the Board. I co-own a small language services company offering interpreting, translation, and Occupational Safety and Health Administration (OSHA) safety training, and am its chief sales and marketing officer. I am also an authorized OSHA safety trainer, working in English and Spanish. In 2014, I became a Spanish Certified Healthcare Interpreter (CHI) through the Certification Commission for Healthcare Interpreters.

I serve on both the Hispanic Business Committee and the Diversity Council of the Greenville Chamber of Commerce. I have also served on the Medical Seminar Committee of the South Carolina Workers’ Compensation Educational Association, and I founded Toastmasters Bilingüe, a public speaking club for English and Spanish speakers.

As an entrepreneur, I value genuine teamwork. If you elect me, I will work tirelessly with my fellow Board members to accomplish these goals and to keep ATA focused on your best interests. ATA must strive not only to become the authority for our professions, but also to maintain the prestige it needs to educate and persuade the end users of language services.

MELINDA GONZALEZ-HIBNER
Melindagonzalezhibner@gmail.com

I am honored to be a candidate for the Board once again. I hope my contributions during the past year demonstrate the level of energy and commitment I would bring to the Board if elected.

As part of the Interpretation Policy Advisory Committee, I was actively involved in an arduous and rewarding effort to have interpreter credentials recognized and displayed in the initial results page of ATAs online directory. You will remember that I am a strong proponent of increased parity in the services offered to interpreters and translators, and having interpreter credentials recognized visibly in the online directory is a meaningful and lasting benefit for our interpreter members.

As part of the Interpreter Leadership Council for ATAs Interpreters Division, I helped develop and analyze the results of the interpreter survey that was conducted earlier this year. The information gained through the survey provides a clear and valuable picture of the fields and languages in which our members work, and allows ATA to represent us better.

As part of the media spokespeople program for ATAs Public Relations Committee, I am working hard so that we not only respond to stories about translation and interpreting, but we have a bigger hand in creating them. All of these efforts have at their heart the promotion of our fields of expertise and aim to benefit individual practitioners through media and event outreach.
I understand and appreciate that translation and interpreting require separate skills, take place in different settings, and face dissimilar challenges. But I also believe, whether we are talking about machine translation or video remote interpreting, the rapidly changing conditions of the workplace, or new interpreter certification opportunities, that we are stronger together.

I am conscious of the great divide between the professional standards of competence that are required to do our jobs properly and the general lack of awareness of what it takes to achieve them. I am ready to work to reduce that gap on behalf of all our members. ATA, one of the largest professional organizations for translators and interpreters in the world, must be an audible and effective voice for all of us, and I am certain that I can help make that voice stronger.

I am a federally certified court interpreter, U.S. Department of State qualified interpreter, former state court interpreter program administrator, interpreter trainer, and contributor to interpreter certification programs. Most importantly, I love what I do and I am committed to the good of the profession as a whole.

As our fields continue to experience fast transformation and growth, ATA must remain visible and engaged. ATA cannot set rates, but it can remain vocal and active on behalf of professional standards, professional development, best practices, client outreach, and public relations. It would be my honor and privilege to contribute to that work, bringing to bear all of my knowledge and experience. I believe I would be a positive addition to the Board. I hope you agree.

Christina Green
greenlinguistics@gmail.com

I am pleased and honored to run as a candidate for ATA’s Board of Directors.

As the current president of the Midwest Association of Translators and Interpreters (MATI), I am an advocate and ardent campaigner for members of MATI and ATA.

As the U.S. becomes more multicultural and globally connected, the need for a strong, unified voice among language professionals has never been more pronounced.

I have a bachelor’s degree in modern languages, with a minor in linguistics and a specialization in translation and interpreting, from the Universidad Central de Venezuela. I am proficient in several languages.

As one of the first certified court interpreters in Wisconsin, I have always advocated for better education for language professionals, coupled with stronger continuing education requirements. I believe wholeheartedly that our rapidly evolving profession underscores the need for rigorous ongoing education and advocacy.

I have been the official translator for Milwaukee Public Schools since 2006, where I have established clear translation and interpreting procedures for language professionals and facilitators who promote communication with parents. I’ve established best practices and a code of ethics that respects all legal mandates.

Since becoming MATI president, I have spearheaded the creation of a new organizational website, implemented a webinar series that is open to the public, and increased donations, membership, and revenue. I also coordinated MATI’s efforts at ATA’s 55th Annual Conference in Chicago.

A freelancer, I have owned my own agency since 2001. I have worked extensively with state agencies and law firms, both as an advisor and expert witness. This makes me uniquely qualified to understand the challenges and needs in the public and private sectors.

There are three specific areas I feel are critical for the growth and continued success of ATA.

1. Increasing Active Membership:
As the need for an effective organizational structure within the language services segment grows, we must provide the necessary framework to strengthen ATA’s ranks. We are in a unique position to be the centralized voice for interpreters and translators. Membership drives strengthen our voice and role in shaping policy, education, and support for our profession.

2. Enhancing Visibility and Outreach:
ATA serves as a cohesive network for all members. Increased membership serves to provide financial means to enhance our credibility and provide real benefits to all those in our industry segment. To that end, the effects of increased active membership and our recognition as the apex of linguistic organizations is cyclical and symbiotic.

3. Providing Sustainable Tools for Training and Certification:
In concert with items 1 and 2 above, we must provide ongoing and sustained education and skills training. Beyond state and federal certifications, we can present valuable concurrent programs to our members.

In my capacity as president of MATI, I have increased our membership substantially, made our annual meetings uniquely valuable and profitable, and established training programs to benefit MATI members, our organization, and the industry.

It would be an honor to serve as one of your directors. Thanks for the opportunity.

Tony Rosado
tony@rpstranslations.com

Dear friends and colleagues, I am running for the Board because I know this is my time to contribute to our advancement as professional interpreters and translators.

From childhood, my life has taken me to all corners of the world. Living in places as diverse as Asia, Europe, Latin America, and the U.S. has given me the knowledge and experience to view issues from all perspectives and to relate to all of my colleagues, regardless of cultural and geographic background.

I have been an interpreter and translator for 30 years, and have a law degree from Mexico City. At the beginning of my career, I worked as a legal translator and interpreter, but as I got busier and my professional obligations grew, I decided to dedicate my life to interpreting. I have been very fortunate during my professional life. I have had experiences that enriched me personally and professionally. I’ve held
elected positions in other interpreter and translator associations. As a businessman, I’ve proven that I know how to work with other members of the Board for the benefit and growth of the organization.

My blog, The Professional Interpreter, is followed every week by thousands of interpreters and translators worldwide. I’ve been lucky enough to travel all over the world for professional reasons, and during those travels I’ve been able to meet and listen to many interpreters and translators. I’ve heard their problems, frustrations, and concerns, and I’ve also learned of their hopes and aspirations. After listening to these voices and hearing the same thing constantly—‘Why do I have to join ATA … it doesn’t do anything to improve my professional situation’—I decided that I could do something more to give back to our profession.

If elected, I would address two major concerns:

1. Identify the problems common to both interpreters and translators and work to fix them by fostering an environment of collaboration and unity between both professions.

2. Do everything I can to protect the true professional interpreters and translators by developing channels and policies that will let them work doing what they love and do best: translate and interpret. I’ll encourage them to take advantage of new technologies to improve the quality of their lives. At the same time, I’ll fight for the professional treatment and deserved remuneration of all my colleagues. I’ll work toward educating the client and eliminating the unscrupulous intermediaries who see technology as a way to raise their profits and force interpreters and translators to agree to work for less.

To conclude, my motivation to run is to unite all interpreters and translators, in ATA and beyond. We must stand up and reclaim what is legitimately ours and has been taken away by big corporations who just see us as editors and proofreaders of machine translations, and as pawns on a board game paid to interpret by the minute using the technology they are keeping to themselves. Please let me try. Thank you for your vote.

FRIEDA RUPPANER-LIND
frieda@friedadot.com

I have been a full-time freelance translator for nearly 30 years and an ATA member for almost as long. Starting out as an English-German translator at the dawn of the Internet age, I always saw myself as a one-woman business and independent contractor, learning many angles of our profession and embracing new technologies as they became available. I also realized that we cannot operate in isolation.

My search for a professional association first led me to ATA and then to a regional ATA chapter, which is how I became actively involved as a member and volunteer. After serving three terms as president of the Mid-America Chapter of ATA (MICATA), I was elected as administrator of ATA’s German Language Division for two consecutive terms and served as the chair of the Divisions Committee. I am currently co-moderator of ATA’s Business Practices listserv and the chair of the Business Practices Education Committee.

After my term on ATA’s Board of Directors ended (2009–2012), I did not remain idle for long. I have been serving as president of MICATA for the past two years. Working with a devoted group of volunteers has been very exciting. We’ve seen MICATA’s annual spring conference develop into a premier event for translators and interpreters in the Midwest, with increasing registration numbers. My involvement as conference organizer and presenter also served as a good reminder to stay grounded and be aware of trends, opportunities, and challenges in our profession at the grassroots level.

The demand for continuing education and professionalism is growing, especially as more interpreters and translators are needed in many different sectors. This is why we need a strong professional association and affiliated groups to offer the more advanced training that is needed and to increase awareness of our profession. I would like to use my experience and knowledge to further strengthen ATA in similar ways.

There are several areas that will require attention in the coming years:

- Increasing the number of voting members and participation in the elections.
- Opening ATA’s certification exam to nonmembers.
- Reviewing the practicality of a computer-based certification exam.
- Keeping abreast of changes involving The ATA Chronicle.
- Recognizing interpreters in ATA’s online directory.
- Remaining vigilant concerning budgetary issues.

We must do all of this while maintaining the momentum created since the last elections, especially concerning our public relations efforts.

As in many other associations, communication with members is an area requiring continuous improvement. As co-moderator of ATA’s Business Practices listserv, I became acutely aware of this a few months ago when members discussed a hot-button issue. The issue dated back more than a decade, but many on the list did not know that a lot of information was already available on the topic, although it was buried in old Board meeting minutes and Chronicle articles. Given the opportunity to serve on the Board, I would like to research ways to make information on important issues readily available in a centralized online location. This would help communicate Board decisions to the membership more clearly and further enhance efforts to offer increased transparency.

FAIZA SULTAN
faiza@translation4all.com

I am honored to run for my second term on ATA’s Board of Directors. I want to continue to bring my passion for translation and leadership experience to ATA.
I helped establish ATA’s Arabic Language Division (ALD) and have served as its administrator for three years. During my term, I traveled two times at my expense to the United Arab Emirates to present at the United Arab Emirates University Translation Conference, where I managed to reach an initial agreement to hold an ATA certification exam. My travels have also taken me to the American University of Iraq, Sulaimani, where I gave a presentation about ATA.

Currently, I am working with ATA’s Certification Committee to establish an English>Arabic certification exam. I was born in the city of Erbil in Iraqi Kurdistan. I pursued my higher studies at Mosul University, Faculty of Education, where I majored in English. I escaped the death penalty from the former Saddam regime by working as a translator. I came to the U.S. as a refugee with only hope to hold me up. My story of survival has made me stronger to face all of the challenges that any business or person can face.

I know it takes great courage to make decisions and set goals, and I take my job seriously. I was proud to be selected along with 40 other U.S. business leaders to visit the White House and meet top officials in President Obama’s administration.

Believing in tolerance and peace in the world through clear communication, I founded Darsafi, a publishing house with the mission of bridging the gap between the East and the West through book translation. I was invited to sign my second book of poetry at the Library of Congress, where I was also honored to give a presentation entitled “Promoting Arab Culture through Translation.”

I hope and believe that my long experience as a linguist, including my duties as the president and chief executive officer of Translation4all, Inc., as the past president of the Northwest Translators and Interpreters Society, as an ATA director and ALD administrator, and as a humble poet, enables me to make decisions with a perspective few people will ever be privileged to have.

If I am elected again, my primary goals as a director will be:

1. Promoting ATA and Increasing Membership: I’d like to work on our public relations initiatives to educate our clients about the importance of using qualified ATA members as translators and interpreters.

2. Working with the Certification Committee: I’d like to help bring ATA into the 21st century by helping with the keyboarded exam. I worked with my team at Translation4all, Inc. to develop an online tool where we can help translators take translation courses and mock tests to develop their skills with the assistance of instructors and qualified translators. I will be more than happy to offer this tool to the Certification Committee.

3. Working Closely with ATA’s Literary Division: I’d like to share my experience as a publisher and literary translator to increase our members’ chances of getting their translated work published.

WHO IS ELIGIBLE TO BECOME A VOTING MEMBER?
ATA Associate members who can demonstrate that they are professionally engaged in translation, interpreting, or closely related fields may be eligible for Voting membership. The qualification process, called Active Membership Review, is free and online!

WHY SHOULD I BECOME A VOTING MEMBER?
Voting membership opens doors to your participation in the Association—take part in ATA elections, volunteer for Division and Committee roles, and increase your professional networking possibilities.

Check it out at www.atanet.org/membership/memb_review_online.php
Proposed Changes to the Bylaws to be Presented to the Membership for Voting in November 2015

The Board approved putting forward a proposed bylaws revision for approval by the membership. In the copy below, material proposed to be deleted is struck through; material proposed to be added is underlined. ATA’s bylaws may be altered, amended, or repealed by a two-thirds vote of the voting members.

ARTICLE VII
Other Committees

Section 1–Standing and Other Committees, Purpose

c. “The Active Membership Review Committee shall examine and process, through peer evaluations, applications for Active and Corresponding membership, as set forth in Article III of these Bylaws and in accordance with policies and procedures adopted by the Board. Committee recommendations to reject Active membership applications shall be forwarded to the Board of Directors for approval with notification of such determinations made by Association Headquarters, in accordance with policies and procedures adopted by the Board. The Membership Committee shall also actively recommend and pursue policies to recruit and retain members.”

Comment:
Becoming an active member is currently a process of self-reporting with random audits. The workload of the Active Membership Review Committee has been significantly decreased. This bylaw amendment reflects current practice.

Adding member recruitment and retention efforts to the committee charge will be of great benefit to the Association. The amendment to the name of the committee reflects a broader charge to the committee.

UPCOMING ATA WEBINAR

The Basics of Intellectual Property Law for Translators
October 15, 2015 • 12 Noon U.S. Eastern Daylight Time

Presenter: Paula Arturo
Duration: 60 minutes
CE Point(s): 1

Intellectual Property Law (IPL) can be confusing and overwhelming, especially when dealing with editorialjs, journals, and authors in literary translation. Translators often wonder what their rights are and how they can protect their intellectual work.

This webinar is designed to make the intricate world of IPL intelligible to translators. The focus will be on what translators need to know when entering into binding agreements that involve their intellectual property, what copyright is and how it works, what royalties are and how they apply to translation, how translators should be credited and compensated for their work, and what clauses their contracts should contain. Attendees will learn:

- The difference between “work for hire” and “literary translation” agreements
- How translation work should be credited
- What royalties are and how they apply to translation
- The five most important clauses that should appear in contracts
- What resources are available to translators for ensuring and enforcing their rights

Can’t attend? Register now and a link to the on-demand version will be sent to you following the live event.
For more information, visit www.atanet.org/webinars.

ATA Webinars On-Demand

Don’t have time for professional development? Looking for continuing education you can do in your home or office? Then ATA’s on-demand webinars are for you!

Unlimited access! Plus earn 1 ATA continuing education point for each webinar viewed.

Take time now to look over the entire ATA on-demand library. There’s something for everyone! Visit: www.atanet.org/webinars.

REGISTER TODAY—ATA MEMBER $45 | NON-MEMBER $60
How to Work with Your Local Courts: An Interview

How a Philadelphia judge, a local ATA chapter, and area interpreters developed a working relationship based on shared strategies that helped everyone involved build capacity, collaborate on programs, and support each other.

Since 1998, the First Judicial District Court of Pennsylvania has collaborated with multiple organizations and entities on a variety of initiatives to increase the capacity of its language access program.

For over 10 years, Deputy Court Administrator Janet Fasy has dedicated herself to the dissemination of language access regulations and best practices throughout the Commonwealth. In 2011, she initiated the First Judicial District Court Shadowing Program. The program has developed into a highly effective training program for court interpreters looking to become certified. It prepares interpreters for certification with practical knowledge and experience that is only available in the courtroom. Participants also benefit from access to the judiciary, court administrators, and various department representatives who utilize interpreters.

The Federal Judicial District Court reached out to the Delaware Valley Translators Association (DVTA), an ATA chapter, early in the planning stages to help with this initiative. As a board member of DVTA and co-chair of its Programming Committee, I wanted to learn more about this collaboration and what it involved. The opportunity to do so presented itself at last year’s ATA Annual Conference in Chicago, where I was fortunate enough to interview members of DVTA and First Judicial District Court administrators after they shared their story with attendees during a panel discussion. The panelists were:

- Judge Ida Chen: First Judicial District Court of Philadelphia, Family Court
- Tony Guerra: DVTA president
- Magdaliz Roura: Spanish interpreter and program participant. (I’m pleased to report that Roura has since received her court certification.)

JUDGE CHEN, could you provide a brief description of the First Judicial District Court Shadowing Program? How did you connect with DVTA?

You might say that our relationship with DVTA got off to a thunderous start. I say this because our initial meeting just happened to take place on August 23, 2011, the day an earthquake hit the East Coast.

We had organized a lunch meeting with Anne Connor, DVTA’s president at that time, and the rest of the board at a Philadelphia hotel. The earthquake occurred right in the middle of it! I remember saying, “Forget about the earthquake, let’s keep on talking about our subject matter.”

This is typical of me. I knew that DVTA could be really helpful, so I wanted to get to work establishing a relationship that would be mutually beneficial.

What triggered the idea in your mind about the need for such a program?

Beginning in 2006, only certified or “otherwise qualified interpreters” could work in the courts. But how would you ever be able to get a good idea of what goes on in the courts unless you have a chance to shadow someone?

Do you believe that the preparation offered by the Pennsylvania Supreme Court’s Administrative Office of Pennsylvania Courts (AOPC) is adequate for students wishing to become certified?

AOPC has a solid, two-day orientation program where they provide an overview of how the courts work in Pennsylvania. People should understand, however, that this orientation is not a skills-training program that would lead automatically to state certification. Nevertheless, I believe that attending the orientation program is an important part of the process toward achieving state certification. I only wish this program was free, since more people could benefit from attending.

Is there a prerequisite for joining the Shadowing Program?

Well, yes and no. We prefer candidates to have already started the certification process, since we would like everyone to be in the pipeline to take the examinations. However,
after signing up, many people discover that they have overestimated their ability to handle the job, especially after seeing how challenging the work is and the ethical requirements and other rules involved. Our goal is to give everyone a good start so that all participants coming out of the program will be able to achieve certification.

Is there a cost associated with being part of the program?
The Philadelphia courts have generously provided us with resources to conduct this program without any cost to the participant. There’s also no question in my mind that we could not have a viable program without the expertise and support of our full-time judiciary interpreters—Javier Aguilar, Elizabeth Basulto, and Enrique García.

What does the program involve?
Participants shadow during the morning and then attend a free seminar during lunch. Someone from the public defender’s office or from the district attorney’s office is often brought in to talk on a variety of subjects of interest to everyone, such as working with defendants in a criminal case or working with senior citizens who have been abused. Our goal is to acquaint participants with as many aspects of working for the judicial system as possible.

Magdaliz, what kind of commitment was asked of you when you joined the program?
The commitment to the program was for eight months. Every Wednesday morning we shadowed interpreters in action in family court and criminal court. There was a series of speakers at lunchtime who would come and enlighten us about various subjects, such as how to speak to a judge, how to ask a speaker to pause in the courtroom, how to interact with the staff, and matters relating to ethics.

How many participants shadowed at a particular time?
There were 10 of us at one time in a courtroom, while another 10 were in another courtroom. We would switch every month between criminal court and family court to experience different situations.

Tony, when were you first approached by Judge Chen?
In November of 2011, DVTA was first consulted about our potential participation in this novel program by a new board member and good friend to Judge Chen, Gabriela Jenicek. Subsequent to our agreeing to contribute our resources, we arranged for the now legendary (“earth-shattering”) lunch meeting where we discussed the specifics. Judge Chen impressed us with her energy, vision, and the compelling passion for the program’s goals.

How does DVTA select contributors to the program?
Working with DVTA’s membership chair, we first look at members who are in good standing and who we can identify as active interpreters (not translators). The application procedure we set up ensures that applicants understand the importance and honor of being selected as a potential candidate, the extent of the commitment necessary, and the benefits of being involved with this unique opportunity.

Can you name some of the direct benefits DVTA has brought to the program?
By working with DVTA, the First Judicial District Court Shadowing Program has benefitted from our board’s organizational support, our extensive geographical reach for resources in and beyond the Delaware Valley, and our reputation for attracting high-caliber language professionals to our membership.

Has the program attracted new members to DVTA?
DVTA was not the only resource tapped to provide participants. Many interpreters who were brought in from other agencies got to know about DVTA, along with the benefits and professional opportunities that come with membership.

As an ATA chapter, do you see ATA eventually playing a role in such initiatives?
The level of interest and enthusiasm demonstrated by attendees to our panel presentation at ATA’s Annual Conference in Chicago made it very clear to me that this program could absolutely serve as a model for other regions. I knew that ATA could play a pivotal role in facilitating
How would you ever be able to get a good idea of what goes on in the courts unless you have a chance to shadow someone?

In what ways do you see DVTA continuing to support the First Judicial District Court Shadowing Program?

We remain committed to the ongoing support of the development and visibility of this important initiative through the resources of our network, through our terrific staff and volunteers, and through our dynamic social media presence.

JUDGE CHEN, any closing thoughts?

One of the reasons I wanted to bring DVTA’s involvement with the First Judicial District Court Shadowing Program to ATA’s Annual Conference in Chicago was to highlight my belief that the courts, working alone, cannot deliver justice to all litigants. In order to bring about language access throughout the Commonwealth of Pennsylvania, we needed to collaborate with DVTA and its many talented members.

I’m proud that DVTA is playing a leadership role in collaborating with the First Judicial District Court to help its members obtain opportunities in their profession. A considerable number of interpreters, including those who have already become certified, enter the field with no courtroom experience. Programs like this will effectively help to fill the experience gap for new interpreters.

RELATED LINKS
Delaware Valley Translators Association
www.dvta.org
First Judicial District of Pennsylvania
http://courts.phila.gov
Pennsylvania Supreme Court’s Administrative Office of Pennsylvania Courts Interpreter Certification Program
Unified Judicial System of Pennsylvania
Interpreter Resources
Mentoring for Freelancers: Beneficial at All Levels

Regardless of the level of experience, freelancers can benefit from participating in a mentoring program, either as a mentee or mentor.

Starting a career in any industry is far from easy. There are skills to hone and expectations to identify and meet. The good news is that there’s usually a manager or some other superior to tell you what to do. Those who choose a freelance path, however, often don’t have this guiding hand.

A RUDE AWAKENING

When I began my in-house translation position at a large commercial law firm in Germany back in 2002, an experienced translator taught me about house style and what was expected of me. This colleague proofread my work for six months before letting me loose on the many partners and associates for whom we translated.

With five years of experience under my belt I felt well-equipped, from a specialist and linguistic point of view, to step out into the world of freelancing. But I didn’t have much of an idea about running a business or marketing myself effectively, so I faced a steep learning curve. I’m sure many professionals moving from industry to self-employment have found themselves in a very similar situation.

In business, being good at what you do is only half the battle; you also need to have business skills. These skills are not something traditionally taught in courses like translation, interpreting, design, and writing. Today, since in-house translation jobs are hard to come by, more translation graduates are choosing to begin their careers in a freelance capacity. This means that they are starting out with even more to learn, many questions, and insecurities, not the least of which is the fact that the language services industry is complex and difficult to navigate.

Unfortunately, academic programs in translation and interpreting have been slow to offer courses in business skills to address the fact that a high percentage of graduates will go straight into freelancing. In the meantime, some of my colleagues and many translator and interpreter associations are offering short courses and workshops on topics related to running a successful business (e.g., how to start a freelance practice). Such training has proven to be extremely popular.

However, even when translators and interpreters are equipped with some basic knowledge of the market, this is often not enough. Lack of experience coupled with an understandable lack of confidence means that many new freelancers feel that they have no option but to accept low prices to get their hands on those first assignments. And once they have positioned themselves at this bottom level of the market, earning fees that do not make their businesses sustainable, they can quickly end up in a vicious circle of having to work long and unfeasible hours to earn the money they need to survive—much to the detriment of their quality of life.

RISE OF MENTORING PROGRAMS

It is hardly surprising and very welcoming that mentoring programs are becoming so popular. For example, in the U.S., ATA has had a successful mentoring program for many years (see sidebar on page 20). In Europe, the German Federal Association of Interpreters and Translators (BDÜ) has also been introducing more mentoring programs at the regional level. (I’ve volunteered as a mentor in the BDÜ LV Baden-Württemberg program since it began in 2012.)

The mentoring programs with which I am familiar presume that the mentee’s language skills are already up to scratch. As such, the mentoring relationship focuses very much on business skills rather than on language and translation competence itself. This is essential in my view, since a volunteer mentor cannot be expected to be a language teacher and proofreader.
A Note from ATA’s Mentoring Committee

Need to move your business forward? Have questions about technology, management, or clients? ATA’s Mentoring Program may be just what you need.

Did you know?
- Since 2010, ATA’s Mentoring Program has matched up 130 mentor/mentee pairs.
- The program serves translators and interpreters alike.
- More than 10 mentees have gone on to become mentors, and one mentor has become a mentee.
- ATA-certified mentors and mentees earn two continuing education points for participating in the program.
- It’s a year-long program that lasts from April through March and provides one-on-one advice, information, and support regarding the business side of the translation and interpreting professions.
- Over the years, it has supported languages from Arabic to Swedish.
- Mentors and mentees are matched carefully and thoughtfully based on specialties and mutual interests. The high level of success that ATA’s Mentoring Program has achieved is due in large part to the Mentoring Committee’s commitment to fostering productive and enduring mentoring relationships, and to the dedication of the mentors and mentees to hone their skills regularly and share their experience.
- Mentors find the experience rewarding and are often eager to continue this role for years to come.
- There are listservs for both mentors and mentees, as well as mentors-only listservs, where you can share what you’ve learned or look to others for advice.

Take advantage of this ATA member benefit! For more information, go to: www.atanet.org/careers/mentoring.php.

THE MENTORING RELATIONSHIP

A mentoring relationship traditionally involves a collaboration between two translators, typically an experienced translator and a newcomer. However, mentoring programs are also equally sought after by experienced translators who are looking to take their businesses to another level or in a new direction. This is particularly true of translators looking to move into the direct client market.

Depending on the program, a mentoring relationship typically lasts between 12 and 24 months. However, in my experience, successful mentoring tends to continue beyond the official end date. This is because a mentoring relationship, by its very nature, is a personal one, so it’s understandable that both the mentor and mentee would want to continue learning from one another.

The areas covered during this time will vary from one mentoring pair to the next. The mentor will typically provide the direction and pace by asking questions and setting objectives. Topics often include how to get started, getting the business plan off the ground, securing clients, and moving from an in-house position to freelancing (or from another industry to freelance translation). To facilitate the process and ensure a good match, many programs often have prospective mentees fill out a questionnaire concerning their goals and what they are looking for from a mentor. (The questionnaire ATA uses appears on page 21.)

BENEFITS FOR MENTEES

Mentees can benefit greatly from a mentoring program, but keep in mind that the principle of “what you put in is what you get out” applies here. Signing up with a mentor and then not participating actively won’t bring results.

Aside from having the opportunity to receive guidance concerning things the mentor has already achieved (e.g., setting up a website, getting clients, and organization), there are other benefits that may not be as apparent.

For example, translators working from a home office (as many translators do, particularly in the early years of freelancing) will discover quickly that translation can be a very isolated profession. It can also be very daunting. Having a mentor with whom you can talk, to accompany you to networking events, and introduce you to other colleagues can be very beneficial.

Freelancers are only accountable to themselves. Even for the most determined and motivated of freelance translators, it’s easy to lose steam occasionally and wonder whether the efforts they are putting in really are paying off. A mentor is someone to be accountable to, someone who will check up on progress regularly, who provides encouragement when needed, who helps shift the focus when things are not going as planned, and who can share in your achievements. No mentoring relationship is the same, but with an open mind and a willingness to consider matters from a different perspective, the wins can be enormous.

MEN'TORS: DO I HAVE WHAT IT TAKES?

Until they start mentoring, many experienced freelance translators are unaware of the wealth of skills and knowledge they have to offer from which the mentee can benefit. This is often a pleasant surprise for the mentor. There’s no need for the mentor to list all of his or her skills and achievements in advance before entering into a mentoring relationship.

In my experience, it is the mentee who brings all of those skills and knowledge to the forefront. This discovery process in itself is rewarding for mentors. It’s often the first time mentors actually see how much progress they themselves have made and start to really appreciate their own value to the translation industry and to their clients.

BENEFITS FOR MENTORS

Mentors will be challenged when they are questioned by mentees about things that they have always done in a certain way. Mentors should be open to other ways of doing things, enjoy sharing their knowledge, and want to give their mentees the opportunity to learn from their own experiences. This openness will help mentees make the transition into the freelance world faster and easier than might happen otherwise.

This relationship presents an opportunity for mentors to consider their businesses from another perspective. Another benefit is the satisfaction gained from helping and seeing others improve. A mentor can also learn from the mentee’s own wealth of skills.

BENEFITS FOR MENTORS AND MENTEEs

Not to be underestimated are the benefits for both the mentor and mentee that result from taking advantage of networking.
opportunities. Such opportunities should definitely be encouraged. For example, in my experience, a mentoring program is an excellent way to find your place in a translator association that may feel very large and unfamiliar to anyone without a role within it. Participating in a mentoring program, whether as a mentor or mentee, gives you a purpose, a focus, and a topic of conversation within the association. This makes networking with colleagues much easier and more effective.

SELF-DEVELOPMENT AS THE BACKBONE FOR BUSINESS DEVELOPMENT
What often seems to be completely ignored in discussions about business development are the emotional aspects involved. Running a successful business requires translators to move out of their comfort zones, to engage in marketing, client acquisition, and price negotiation. They must adopt a certain mindset and learn to deal with feedback and sometimes criticism. I cannot imagine that there is a freelance translator out there who has not struggled with at least one of these things at some point in their career. In order to engage in successful business development, self-development is absolutely essential to manage the emotional responses that naturally arise. A mentor can provide emotional support up to a point, but mentees should be aware that further support or coaching may be necessary when mentoring is not enough.

BEYOND MENTORING
Outside of the formal framework of a mentoring program, mentors very often have their own (perhaps unofficial) mentors, accountability partners, or coaches. Regardless of where a freelance translator is in his or her career, business is all about growth, optimization, determination, and focus. Even the most determined of businesspeople lose focus occasionally and need someone to help them stay accountable to themselves and stay on track. It’s not unusual for mentoring to lead to a desire for more structured coaching to overcome specific personal issues or to build on skills like marketing or customer acquisition. However, it’s often the positive experiences that happen during a mentoring relationship that give the mentee, or indeed the mentor, the confidence to seek the additional assistance he or she needs.

IMPROVING THE VALUE OF LANGUAGE SERVICES
Mentoring is an absolutely essential element in making the language services industry as stable as possible. Experienced freelance translators can have a significant impact when they offer to share their knowledge with those who want to start their own business. For example, setting mentees on the right path to successful business planning will do much to ensure that they do not undervalue their translation services in their desperate, naïve, and uninformed attempts to win and retain their first clients. But mentoring is not just beneficial to newcomers. One of the most important things we need to remember as freelancers, regardless of experience, is that there is no shame in asking for help and getting the extra support and encouragement we sometimes need to take the necessary steps to get us where we know we want to go.

ATA MENTORING PROGRAM

ATA MENTEE STATEMENT WORKSHEET
(To be completed by the mentee and reviewed by the mentor)

Name:
Email:
Phone:

1. Goals I’d like to accomplish with the help of a mentor:

2. I will contribute as follows to the partnership (example: ask questions, stay motivated, be proactive):

3. One year from now, I’d like to be able to say this about the experience:

4. Secondary goals:

5. How my mentor can best provide me with the following:
   - Encouragement:
   - Corrective feedback:
   - Help with my skills, knowledge, attitudes:

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My Gizmo Does Not Fit That Whatsit!

How important is interoperability in the translation industry? What is it and how is it achieved? What is being done to improve the interoperability of the tools we use?

In the following we hope to help the reader understand what interoperability is in the context of the translation industry and why it's critical for how translators and translation companies work. Read on to find out what has been accomplished so far in this area, what's preventing better interoperability, and some strategies for improving the situation.

WHAT IS INTEROPERABILITY?

Usually when we talk about interoperability we are talking about compatibility between one translation tool and another (e.g., your preferred computer-assisted translation tool, translation environment tool, or translation memory system). In other words, translation companies and the translators with whom they work should be able to use whatever tool works for them. Then they can all import the files, work on them, and export them without any problems. (Figure 1 on page 23 illustrates how this should work.)

Interoperability does not mean that all tools will work in the same way, offer the same functionality, or give you the same results. In an ideal scenario you would be able to work seamlessly with whatever tool you prefer for each project. But things are rarely ideal.

Still, the importance of giving translators the freedom to choose is quite evident. If the tools are not interoperable, a translator might have to use Trados to work with one customer, memoQ for another, and Wordfast for yet another. Let’s not forget the corresponding time and financial investment involved with purchasing, learning, and troubleshooting each tool. Now just imagine if the tools were interoperable. Translators could then pick their favorite tool, master it, and use it for all of their customers.

Another important virtue of interoperability is that it would help reduce “file format panic.” Translators spend a great deal of time every day trying to decipher how to turn the files they receive from a customer into something that they can feed into their translation tools (e.g., translation memory). Having exchangeable, interoperable formats would simplify this task, allowing translators to focus more time on the core value of their business: translation.

WHAT STANDS IN THE WAY OF BETTER INTEROPERABILITY?

If interoperability is such a good thing, what's preventing this dream from becoming reality? The answer is competition.

Translation technology is a highly competitive but small sector, and each tool vendor is trying to maximize any perceived advantage of one tool over another. As a result, most tool vendors have developed their own proprietary file format. Still, there’s an obvious advantage in a provider being able to work with the proprietary file formats of their competitors. Those proprietary formats are the result of considerable investment from their developers, and like in any other sector, it’s bad news when you see something that you created being used by others in a way that diminishes your revenue.

Another factor slowing down interoperability is the cost associated with developing the technology and functionality to support it. Even if you are the biggest fan of interoperability, making it happen can prove to be quite a financial struggle. For that reason, most of our hopes for interoperability are vested in language industry standards. Over the years, many different XML standards have been through the same lifecycle: a standard is proposed, sufficient work is done to make it a reality, and then, rather than stopping its development or finalizing it, we let the proposed standard stagnate. TMX is another example of a file format created as a standard for the exchange of translation memory data. Little work has been done on it in the past 10 years, but it's still widely used.
Why does this happen? The truth is that there are very few people working on standards worldwide, and much of that work is done pro bono. Such altruistic efforts can hardly keep up with the evolution of the industry in general and the roadmaps of the tool providers.

In recent years, however, one standard has come closer to breaking the stagnation cycle than the rest and has given us some hope. We are talking about the XML Localisation Interchange File Format, better known as XLIFF.

**FORMATTING ISSUES**

XLIFF is an interesting case. The original idea was to develop a single XML-based file format to standardize the way localizable data pass between tools during a localization process. Whatever tool you used, you would be able to import the source documents into it and store them into this fully multilingual and context-rich format. If all tools then used this same file format, it would be fairly easy to switch from one tool to another. However, that’s not what happened.

XLIFF 1.2 (the first really popular version) was a very powerful file format that allowed for “extensions,” which are points in the XLIFF code where a tool vendor could add some tool-specific code to make it match their particular needs. For example, SDL Trados Studio uses SDLXLIFF, so tools such as memoQ need to add functionality to handle this file format. Likewise, memoQ uses MQXLIFF, so tools such as SDL Trados Studio also need to add functionality.

Almost all tool vendors added numerous extensions, which meant that instead of having one common file format, we ended up having a different “flavor” (as the different customizations are usually called) for each tool. The result was that when XLIFF from one tool was imported into another, the best you could hope for was that only a small part of the data wouldn't be recognized and captured by the other tool. At worst, it would be impossible to import the file at all.

Other issues with XLIFF relate to how it is structured. For instance, an XLIFF file can contain one or more “file” elements (i.e., a specific type of tag that is set inside the code—see Figure 2 for an example). Each element corresponds to a document or file for translation. During the (initial) adoption of XLIFF, some tools recognized only one file element and ignored subsequent ones. So, if an XLIFF file from Tool A, which had three file elements corresponding to three documents, was imported into Tool B, which recognized only one file element, the application would not “see” the second and third documents. As a result, these documents wouldn’t be imported by the tool for translation.

Skeletons are frequently another structural issue. XLIFF files can have a skeleton (a code schema that describes the internal structure of the XLIFF) that can be used to recreate the file after translation. Some tools include the skeleton within their XLIFF files, whereas in others the skeleton is stored in a separate external file (that may not have been provided to the translator). Again, it’s bad news if Tool A doesn’t know how to handle skeletons from Tool B.

**HOW CAN WE IMPROVE THE SITUATION?**

While XLIFF provides an example of what can go wrong, it also showcases how things can be improved. When XLIFF 1.2 was becoming more widely used, the issues with each tool vendor having their own “flavor” of XLIFF became more apparent. People complained that the result was the creation of many new file formats rather than a single interoperable one. A group called Interoperability Now! was formed with the goal of creating better interoperability between tools. Ironically, the failure of a single XLIFF format stirred up the debate around interoperable standards.

XLIFF was developed by a technical committee of the Organization for the Advancement of Structured Information Standards (OASIS), which is a global, voluntary, not-for-profit organization that brings together experts from around the world to drive the development, convergence, and adoption of the Open Standards that support digital democracy, business prosperity, and the advancement of humanity. OASIS will continue to evolve XLIFF to meet the needs of the industry.

Obviously, it would be great if there was a single file format for translation material that was recognized by all tools. However, this would hardly be enough to solve the need for interoperability.
If interoperability is such a good thing, what’s preventing this dream from becoming reality?

Standards (OASIS), a standards body committed to the development of XML standards for business. The XLIFF technical committee took industry feedback and set out to make XLIFF more interoperable and modular with stricter conformance. However, making it more interoperable meant making some difficult decisions in removing some of its functionality.

The result of this effort is XLIFF 2.0, which was published by OASIS in 2014. This is a leaner, more modular version of XLIFF that will hopefully lead to better interoperability. This was achieved by making it harder to deviate from a core XLIFF module. The basic principle behind it is to keep the core functionality the same for everyone while pushing customizations to optional modules. In that way, every tool would be able to understand at least the “nucleus” of every XLIFF file (meaning, the source and target text and some basic metadata) and allow the user to choose the tool that works best for the situation.

THE NEXT STEPS

Obviously, it would be great if there was a single file format with translation material that was recognized by all tools. However, this would hardly be enough to solve the need for interoperability. For instance, consider translation management systems (TMS). Currently, a lot of translation is done through a TMS that tool that vendors often develop for use by a project manager at a translation company or enterprise, in combination with their proprietary tool, which is also used by the translators. Vendors often send packages containing not only an XLIFF file but also other resources, such as translation memories, termbases, and reference material. There is a need for compatibility here, but this type of work is still at an early stage and driven by commercial needs. (For instance, memoQ can work with an SDL Trados Studio or STAR Transit package.)

What’s next? A standard type of package that all tools would be able to ingest? Yes! A universal application program interface allowing us to import content from one TMS to another? Yes! A generic type of machine translation training data that you could import seamlessly and export between engines? Why not!

However, all this is unlikely to happen unless we harness the power of the translator community. Translators need to make sure that their voices are heard in the debate about where interoperability should be improved. We would like to encourage all translators and ATA to get involved in the development of standards that enable compatibility in all aspects of the translation profession. There’s a lot of work to be done, but translators have a strong voice that will certainly make a difference for the better.

NOTES

1 www.oasis-open.org/committees/tc_home.php?wg_abbrev=xliff

RELATED LINKS

Organization for the Advancement of Structured Information Standards
www.oasis-open.org/org

Interoperability Now!

ISO TC 37 web pages

XLIFF web page

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Stylish Technical Writing: Worth Adding to Your Repertoire

Can you take ownership of your technical translations? Turn a verbose, unclear wall of block text into an effective document? Here’s how to pull in some key technical writing techniques to make your documents clean and concise.

Superb writing skills are not the first thing that comes to mind when talking about a technical translator’s skill set. We usually focus on subject-matter expertise or terminology research methods. Although those are crucial, good technical writing is a third skill that makes a substantial difference to translation quality.

I hope to persuade you that technical writing is a skill that can be learned and a fundamental part of the technical translator’s skill set. Though many of the principles here apply to texts in any language, my native language is English, so all the examples I give are for effective English technical writing. For the purposes of this article, let’s assume that my premise is to discuss documents translated for information or publication, where our customer wants us to produce as effective a text as possible.

DEFINITION
Technical writing conveys information with an objective tone. The author’s opinion is unimportant; the focus remains on the technical content. This writing style can be used in any technical field. Technical writers explain technology and related ideas to either a technical or a non-technical audience. Knowing the intended audience is important for maintaining the appropriate register as we translate.

Technical writing transmits technical information accurately. Accuracy is so important that (Shock! Horror! Watch translators’ eyes pop out!) numbers may be more critical than words. I’d even go so far as to say that the data is often much more important to people reading these documents than the words. That’s obvious when we consider how poorly written many technical texts are. Authors may not think much about telling a great story. Readers focus on measurable results and predictions. For the same reason, random web searches rarely provide reliable answers to technical style queries.

Too much scientific and technical writing is not written by native English speakers, and a great deal is written by people who seemingly don’t know or care much about the written word. We need to use a style guide as our reference, not the Internet.

I am emphasizing writing precise, concise, and clear texts. That’s what effective technical writing takes. “Precise” is usually covered by the terms we choose, so this article focuses on how to produce clear and concise writing. Concise and brief are often used interchangeably in this context. By “concise” I mean keeping it as short as possible while including all the important information—the point is not brevity for brevity’s sake. The following concepts, even when applied in part, will improve technical writing.

PLAIN LANGUAGE AND STRUCTURE
Use plain, everyday words, not fancy words or jargon. Avoid long sentences (anything with more than 21 words in English). Split up, recast, and reorder thoughts for logical coherence. Take ownership where you can. Can you turn a paragraph into six bullet points? None of us read a wall of block text as effectively as a well-designed document.

ACTIVE VOICE
As a general rule, use the active voice in English, even when the source is passive. The exceptions are rare: when the subject is unknown, or you would prefer not to specify the subject. In the past, scientific writing required the use of the passive voice, but there is a movement among scientific writing authorities to reduce this, so the passive is now preferred only in a methods section.

Active voice requires the use of strong action verbs. English users like to know what the item does. That means they are looking for a verb, ideally a punchy one. This style choice helps with clarity. Here are a few very simple examples, with the least preferable English crossed out.
STYLISH TECHNICAL WRITING continued

Tras la aprobación de este informe
- After approval of this report
- After this report is approved

Préparation de la solution A
- Preparation of solution A
- Preparing solution A
- To prepare solution A

Example from editing a résumé
- Maintenance and restocking of inventory
- Maintained and restocked inventory

Verbs that convey passive voice include: are, is, was, were, be, being, been. Try searching target texts for “was done” and see how many you have to remove.

This next sentence will probably make you wince: “The addition of lemon juice was done after 15 minutes.” But replace “lemon juice” with a chemical name, and I see this kind of sentence all the time. In fact, I edited this exact sentence once, except with a solvent as a subject noun.

My experience as an editor shows that when people are outside of their comfort zones, they sometimes slip into mindless translation. They focus on the terminology because they know they have to get that right, and the writing goes downhill.

There may be other reasons for a literal translation that produces clunky English, but that’s an obvious one. I would have written “The lemon juice was added after 15 minutes.” If the context allowed, it would be even better to write “Wait 15 minutes and then add the lemon juice.”

“OMIT NEEDLESS WORDS”
Strunk and White’s famous phrase says it all; you should be as brief as possible. But sometimes the translator says, “I’m paid by the target word!” If you struggle with this principle, remember “user focus.” Who wants a user manual or an operating procedure to be longer than necessary? Wordiness obscures meaning and annoys readers.

Many have written books on techniques for writing English more economically and concisely. (I’ve included some at the end of this article.) If your subconscious (or your conscious) can’t handle this, then you should negotiate hourly rates or charge by the source word at all times. A useful practical tip for English is to review your texts for “of” and recast to remove as many as possible (e.g., replace with possessives or noun pairs). Of course, when we have set phrases such as “Department of Motor Vehicles,” we’re not going to turn it into “Motor Vehicles Department,” but for many other instances we can rephrase.

If you still need convincing, just take a look at this very wordy sentence taken from a human resources procedural manual:

Original French: La présente procédure s’applique à tous les membres du personnel et à toutes les formations.

Before (pretty literal translation): This procedure applies to all members of personnel and to all training.

After (much better): This procedure applies to all personnel and training.

Here’s a great example from www.plainlanguage.gov that combines several principles of effective technical writing to improve clarity dramatically.

Before:
When the process of freeing a vehicle that has been stuck results in ruts or holes, the operator will fill the rut or hole created by such activity before removing the vehicle from the immediate area.

After:
If you make a hole while freeing a stuck vehicle, you must fill the hole before you drive away.

SOURCE-LANGUAGE INTERFERENCE
Less than optimal technical writing is hardly rare, and source-language interference makes it even worse. When editing French>English translations, I often see noun-heavy texts and too many definite articles. That may work fine or even be optimal in some languages, but in English it makes for a turgid read. What should you watch for? Does your source language omit the subject, use participles differently, or have a prepositional case? Make sure your texts aren’t filled with clues that they are translations.

ORDER OF EVENTS
Reorder for chronology. When steps in a procedure are not listed in the order in which they are completed, the procedure is less clear.
Original French: Un lavage à l’alcool a été réalisé à 0°C après filtration du gâteau afin de déterminer l’impact de ce solvant en terme de purification du principe actif.

Fairly literal translation: A wash with ethanol was done at 0°C after filtration of the cake to determine the impact of this solvent in terms of purification of the active ingredient.

Much better: The cake was filtered and then washed with ethanol at 0°C to determine this solvent’s impact on active ingredient purity.

STYLE GUIDES
Using a suitable style guide aids consistency and answers many questions. From how to format units of measure to whether to hyphenate a term of the art, we all need an up-to-date, authoritative reference. Preferred style changes from decade to decade—even faster in new fields—so we must keep up with changes in the areas in which we work. For all those jobs where the customer lets you set the style, pick a guide that you like and use it. It becomes second nature very quickly. The “Instructions for Authors” sections of publishers’ websites are sometimes helpful for academic writing, but more often than not all they say is “Use either U.S. English or U.K. English consistently” and go no further. Again, this is where we return to our preferred guide. Many technical fields have an authority that produces a guide. (See the references at the end of this article.)

STYLE SHEETS
For all but very short jobs, consider creating a document-specific style sheet. skim the source text, spotting oddities or pet peeves. Enter them into a template and post the sheet within eyesight or keep it in a prominent place on the screen. (See the basic example at top right.)

This is particularly useful when a customer requires a style that doesn’t match your preference or normal style guide (e.g., “Annex” versus “Appendix”). I also flag my personal quirks in style sheets. For example, I have to watch out for U.K./U.S. punctuation style differences since I work in both dialects. I won’t necessarily get them right automatically.

Sample Document-Specific Style Sheet

<table>
<thead>
<tr>
<th>A–D</th>
<th>E–G</th>
<th>H–M</th>
<th>N–R</th>
</tr>
</thead>
<tbody>
<tr>
<td>anti-inflammatory</td>
<td>Annex</td>
<td>E-mail</td>
<td>Ms. Mononucleosis</td>
</tr>
<tr>
<td>S–U</td>
<td>V–Z</td>
<td>Punctuation</td>
<td>Units/Other</td>
</tr>
<tr>
<td>Subregion U.S. SOP</td>
<td>X-ray</td>
<td>Closing.”</td>
<td>Month X, YYYY</td>
</tr>
</tbody>
</table>

SMALL CHANGES, BIG RESULTS
With only small changes in attitude and style, technical translators can improve their texts dramatically. Efforts to train ourselves, such as taking writing and editing courses, produce results. One of my favorite compliments came about six months after I made substantial efforts in this area. I had returned a set of pharmaceutical laboratory procedures to a new customer. “Your writing is so clear I can understand these documents,” he said. What great confirmation!

We should invest in ourselves. Let’s not leave great writing to literary translators and those who work in marketing communications. Let’s stand up for good writing in technical translation. We’ll all thank each other the next time we read an effective user manual. ☺

* I’d like to acknowledge input from Joan Wallace in preparing this article.

GENERAL WRITING SOURCES


SUBJECT-SPECIFIC STYLE GUIDES


(Karen Tkaczyk is the administrator of ATA's Science and Technology Division and the chair of the Association's Divisions Committee. She is an ATA-certified French>English freelance translator. Her translation work is entirely focused on chemistry and its industrial applications. She has a MChem in chemistry with French from the University of Manchester, a diploma in French, and a PhD in organic chemistry from the University of Cambridge. Initially, she worked in the pharmaceutical industry in Europe. After relocating to the U.S. in 1999, she worked in pharmaceuticals and cosmetics. She established her translation practice in 2005. Contact: karen@mcmillantranslation.com.)

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American Chemical Society Style Guide, 3rd Edition (American Chemical Society, 2006). (This is also available by online subscription at www.amamanualofstyle.com)

IEEE Computer Society Style Guide (IEEE Computer Society, 2014). (Edited by Anne Coghill and Lorrin Garison). (This is also available by online subscription at www.amamanualofstyle.com)


風格指南 實例

Sample Document-Specific Style Sheet

<table>
<thead>
<tr>
<th>A–D</th>
<th>E–G</th>
<th>H–M</th>
<th>N–R</th>
</tr>
</thead>
<tbody>
<tr>
<td>anti-inflammatory</td>
<td>Annex</td>
<td>E-mail</td>
<td>Ms. Mononucleosis</td>
</tr>
<tr>
<td>S–U</td>
<td>V–Z</td>
<td>Punctuation</td>
<td>Units/Other</td>
</tr>
<tr>
<td>Subregion U.S. SOP</td>
<td>X-ray</td>
<td>Closing.”</td>
<td>Month X, YYYY</td>
</tr>
</tbody>
</table>

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Tools and Toys for ‘Terps: A Quick Stroll through the App Store

Tools for translators have long taken center stage in the translation market as the Holy Grails of productivity, accuracy, and quality. What is available to interpreters?

A brief review of the literature on interpreting and technology points us to a series of excellent articles published on the website of the International Association of Conference Interpreters (“Interpreters versus Technology: Reflections on a Difficult Relationship: Parts 1 and 2”). The author, Alexander Drechsel, is correct in pointing out that the interpreting industry has had an uneasy relationship with technology. Despite that, we are on the verge of many technological developments that we hope will bring more innovation to interpreting.

Having worked both as a translator and as a conference interpreter, I have watched the boom of translation tool development over the past 10 years. While I have had plenty of opportunities to preview several tools available to translators, I keep hoping for more technology designed for interpreters. My encounters with such technology have been erratic, and sometimes the result of chance discoveries from other fields (e.g., ear, nose, and throat care, speech therapy, and language learning).

I’d like to share my experiences with five apps from the Apple App Store that I feel would be particularly useful to practicing and experienced interpreters.

VOICE-O-METER

Voice-O-Meter is an app for anyone who speaks too softly, too loudly, or who has difficulty modulating the volume of their speech. The key here is to practice “just right” volume. This is a tool that comes straight from speech therapy and is handy for interpreters who want to measure the range of their voice.

To give you an idea of what decibel levels are safe and sustainable to our precious ears, whispering ranks about 30dB, whereas normal conversation is about 60dB. Anything over 90dB is a level at which lengthy exposure could result in hearing loss. Both in interpreter training and in the real world, it is important to be mindful not only of the sounds we pick up from the environment, but also the sounds we produce. The latter not only have the potential to damage our hearing, but also our throat.

Voice-O-Meter allows users to measure between 60dB and 80dB, and it sends a warning chime if the voice pitch is outside of this range. It also gives visual feedback, making it easy to practice at home.

Press “start” and the Voice-O-Meter will immediately begin measuring the volume of your voice. Practice keeping the volume of your voice “just right” so that the blue arrow stays within the green space on the meter. You can also adjust the range of decibels included in the target range to account for background noise.

While the app is promising, the fact that some users have problems adjusting the decibel levels is problematic.

VBOOKZ PDF VOICE READER

This app reads your PDF files aloud, turning any PDF into an “audio book,” and works on iPads, iPhones, or iPods. An interactive cursor allows users to follow along, pause reading, or even repeat lines to ensure reading comprehension.

The app can read PDFs in 16 languages (users can select either a male or female voice). An in-app method allows you to purchase English (U.S.), English (U.K.), French, German, Finnish, Dutch (Netherlands), European and Brazilian Portuguese, Spanish, Italian, Swedish, Polish, Danish, Norwegian, Czech, and Russian. vBookz Voice Reader also adds orientation and navigation tools that enhance the reading experience.

This app requires users to either import PDFs from Dropbox or Google Drive into a library, turning any PDF into an “audio book.” Once documents are in a library, users can select from their own imported documents. The app allows you to adjust the reading speed (from 100 to 500 words per minute). The concatenation and flow of reading are better in English than in the foreign languages I tested (Portuguese, Spanish, and French).

One creative use for this app, given its excellent rhythm and concatenation in the natural reading flow in English,
to play with the reading speed and have interpreters work at a given rate. Naturally, this approach has limitations, since speeches that are read are traditionally more difficult to interpret. For example, according to the National Center for the State Courts, an interpreter who is preparing for the federal exam needs to perform a simultaneous interpretation rendition of a monologue speech at 120 words per minute, whereas the bilateral simultaneous interpretation of witness testimony is generally rendered at 150–160 words per minute.2

Another creative way to use vBookz Voice Reader is to use it as an “audio book” when you have a lot of reference material to cram before an interpreting assignment. Forbes magazine says that the average adult reads at 300 words per minute, whereas the average college professor can read about 675 words per minute.3 Because the app allows users to adjust the reading speed from 100 up to 500 words per minute, it can also be used as a way to acquire information, much like a podcast, allowing users to access content hands-free and on the go.

**BE ON AIR**
http://bit.ly/be-on-air

This app is designed to broadcast a stream over local Wi-Fi networks in real time like a radio. Be On Air makes it easy to conduct lectures, master classes, or conferences and seminars without the need for special audio equipment. The app has listen/speak/voice recorder and interpreter mode features, which makes it a good solution for interpreting in the field, lecturers, teachers, tour guides, or anyone who needs to be heard by a large audience. Here are some key features:

- The audience can ask the speaker questions via a built-in messaging service.
- Both the speaker and the audience can record the broadcast.
- The speaker can turn off the audience’s recording capability at any time and protect it with a password.
- Simultaneous interpreters can create their own streams while listening to the main speaker broadcast.
- Users can upload previously recorded audio broadcasts to Dropbox.

**INTERPLEX LITE**

This app allows users to view Interplex glossary databases on an iPhone or iPod Touch. The app has a sample database that comes with Interplex. You can use iTunes and Dropbox to drop Interplex databases (”.iplx2”) onto a device for mobile viewing. This enables simple searches or multi-glossary searches.

Interplex Lite has an easy-to-use and fast search feature, allowing multilingual and wildcard searches. Given how dynamic things can be during any given interpreting assignment and how sometimes interpreters have to learn terminology on the fly, one improvement I would suggest would be to allow users to change the volume. An obvious challenge is having to depend on bandwidth fluctuations to broadcast a steady quality feed.

**LISTENING DRILL**

Listening Drill is a foreign language practice drill that allows users to import TED Talks, audio books, MP3 files, and other file formats so that they can be viewed and played through the app. Listening Drill allows users to play videos with subtitles in different languages, as long as they are already available for that particular video. The app is available in a “lite” (free) and paid version.

From a PC or iTunes, you can download and synch TED Talks and also control playing speeds (0.5x – 2.0x). The paid version allows term extraction that shows promise if it can be integrated with other tools. The paid version also allows users to synch TED Talks that have bilingual subtitles that can be viewed simultaneously with the video.

**A PROMISING START**

Although most of these apps were not developed specifically for interpreters, they show promise for interpreters and interpreter trainers alike. As interpreters start becoming more visible in the world, I have faith that software developers will respond to our technological needs and wants. I also have faith that interpreters can develop an amicable relationship with technology by giving these types of tools a spin.

**NOTES**

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Exam Delivery Methods in 2015 and Beyond

In recent years, ATA has offered a limited number of exam sittings with a keyboard interface (administered in group sittings with software running on the candidate’s own computer). This approach has not lived up to expectations, so early this year the Certification Committee and ATA Headquarters staff began looking at alternatives for moving past the handwritten era.

Most new options for administering the exam involve outsourcing: hiring one or more outside companies to deliver the exam to candidates, monitor Internet access, and send the completed exams to ATA Headquarters. Exam delivery is the only operation potentially being outsourced; passage selection and grading will continue to be done by qualified ATA graders.

Several priorities are at play in choosing a new exam delivery method, including security, reliability, exam integrity, convenience for candidates, administrative interface, and integration with other systems. Reducing our current reliance on volunteers is also important. Outsourcing inevitably involves reconciling our needs with the reality of the third-party vendor's system, as well as significant time and effort spent learning the vendor's interface.

These factors make it unlikely that a new exam delivery method will be available to candidates before 2016. However, the Certification Committee believes that carefully choosing an exam delivery method that comes the closest to meeting all of our needs is preferable to continuing with a flawed method or launching a new method before it’s ready. Therefore, after significant research to select several promising methods, we will soon be conducting internal testing to determine which are the most viable. It may seem like a step backward to offer no keyboarded exams in 2015, but in all likelihood 2016 will be the last year in which handwritten exams are offered—which is more than two steps forward.

The Certification Committee thanks you for your patience as we continue working toward our common goal of bringing ATA’s exam delivery process into the 21st century.

David Stephenson is the chair of ATA’s Certification Committee.
Should We Charge for Translation Services by the Hour?

For this month’s column, I want to touch on something that I’ve been thinking about a lot: the way we charge for our services.

Traditionally, translation services in the U.S. have been billed by the source word, so the translator will know exactly how much she or he will charge the client before the process starts. Following this practice also provides the client with an exact figure, which is helpful. In other markets, billing by the source line is common.

Changing existing pricing structures can be difficult. Most translation agencies have established processes based on per-word rates, so I speculate that there won’t be too much change in this area in the short term. That’s why I’ll focus on direct clients here.

Not surprisingly, many clients have no idea how many words are on the documents/websites they need to have translated. That’s because, unlike translators, they’ve probably never thought about their documents on a per-word basis.

On many documents, it’s easy to count the words, but things get trickier with PDFs and web-based content. For the past few years, I’ve started quoting many projects by the hour because I feel that an hourly rate is something most clients understand quite well, as they are used to paying that way for other professional service providers, such as lawyers and accountants. Many of my clients have actually requested quotes on a per-hour basis.

In addition, I also like this approach because it elevates our profession in a way that puts it more on par with other professional services and moves away from the “piece-meal” approach that sometimes comes with per-word pricing. Ultimately, it’s all about making clients happy, and in my (not necessarily representative) experience, I have the impression that clients have been pleased with the hourly approach.

Finally, I like per-hour pricing because it gives the client a clear understanding of some of the surcharges I usually add on manually as percentages. For instance, a scanned image of a document converted into a PDF will take infinitely longer to translate than a Word document with no tables. (Well, maybe not infinitely, but it feels like it!) I’ve always had a surcharge for PDF processing (which sometimes results in the client locating the Word document), and I think it’s a very straightforward explanation that a PDF takes more time to process and is thus more expensive. Ultimately, it all comes down to an hourly charge being something that’s transparent and easy to calculate and understand. Of course, your clients must trust you not to overcharge them.

Now, what are the potential downsides to this pricing approach? The main one is that the translator has to do an excellent job at estimating how long the translation will take before the project starts. This is relatively easy to do if you have many years of experience, but it’s hard in the beginning. That’s why I would recommend that you estimate on the high end to give yourself some wiggle room. You’ll also have a pleasantly surprised customer if you invoice them for less.

On the other hand, I don’t invoice more than what I estimated, since this is unfair to the client. You may choose to do this differently, but on the few occasions that I’ve been way off on our estimates I had to absorb the difference, but there are always other ways to handle this.

Another downside is that some clients might potentially perceive your rate, regardless of what it is, as high. Then you can either explain to them that translation is a professional service, or you can simply thank them for their interest.

Unfortunately, a change in pricing structure doesn’t mean that there won’t be some clients who will think your work is too expensive regardless of how you charge for it.

While I think charging by the word is a solid pricing structure, I’m beginning to like some of these per-hour advantages and plan to continue using both strategies. Perhaps it will catch on, and I’ve already heard from many colleagues who have switched to per-hour pricing and are happy with the results.

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This column 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 advisors as appropriate. The views expressed here are not necessarily those of ATA or its Board of Directors. Ideas and questions should be directed to judy.jenner@entrepreneuriallinguist.com.
The Sound of Silence

“The right word may be effective, but no word was ever as effective as a rightly timed pause.”

—Mark Twain

Toward the end of his life, Ludwig van Beethoven experienced growing hearing impairment that eventually left him completely deaf. The progressive, humiliating condition didn’t stop the German musical genius, who continued to compose poignant and beautiful music he could still hear in his mind. His late quartets, written during the terminal phase of his ailment, contained pauses that became arguably longer, as though to impart the composer’s gradual drifting into a world of encroaching silence.

Considered by many to be Beethoven’s best, these pieces introduce an unorthodox blend of short-ringing notes and pauses to enhance the melodic phrases resulting from their encounter.

Beethoven’s pauses were clearly marked on the original sheet music as genuine notes, true “acoustic events.” He would often position them at the end of a score, to be “played” between the last sounded note and the double line that closes the bar, as if to gently usher the melody back into the silence from whence it came and without which there can be no music.

Closer to home, human speech, while arguably less likely to cause the same impact as Beethoven’s enrapturing themes, is also a succession of audible phrases and inaudible fillers daisy-chained in such a way as to convey meaning and spur emotion. As in music, a crucial element is often overlooked in speech that is exactly what allows humans to make sense of—and relate to—any string of sounds or words: the pauses between them.

Like blank spaces around words and paragraphs on a printed page, the gap between the sounds uttered by our interlocutors set the boundaries within which words, phrases, and sentences can take shape and morph into images in our minds.

Structurally speaking, the pauses in one’s speech pattern are the mortar that keeps the building blocks of language together. Ultimately, how we lay those bricks, and the amount of mortar we employ, is what confers us intelligibility while tagging our unique phonetic signature.

Pauses also serve a purpose beyond structure. They can be used for emphasis, dissuasion, reiteration, or as a means to assure one’s understanding. They are markers of change in pace or subject, and they grant those on the receiving end the necessary time to process content and appreciate form. A pause also gives the speaker time to regain control and recollect his thoughts.

Few people enjoy listening to a speaker who will not stop to breathe, just like everybody dislikes a hesitant, back-tracking interpreter whose delivery is packed with audible fillers and static, in a low signal-to-noise ratio. While there is little you can do as an interpreter to improve the delivery of an underperforming speaker, there are ways to ensure that his flawed rhetoric will not rub off on you and erode your credibility. Here are some suggestions:

1. Start by questioning the typical interpreter’s obsession with getting every word in. You’re not a voice-over talent. If the original delivery is poor, shift your loyalty to content.

2. Lower the incoming audio feed to a comfortable level. Empirical evidence suggests that the louder the volume, the faster an interpreter will tend to speak.

3. Save for quotations, virtually any concept can be articulated in fewer words without sacrificing content. Cut through alliterations and slash any unnecessary repetition. Look for acronyms and industry-accepted abbreviations. Saying
E2 instead of dihydrolipoyl transacetylase takes a fraction of the time and may make just as much sense to a room of biochemists, especially a second time around.

4. Learn to identify crutches that could be dropped, such as phrases bearing little or no impact on substance (e.g., “for whatever it is worth” or “next slide, please”).

5. Practice the use of adverbs such as thereby, hitherto, and therein. They may sound pedantic, but will save you a ton of time if used correctly.

6. Provided they read well to everyone in the room, refer to slides, handouts, and other visual or teaching aids containing long lists of items, names, or figures that the speaker insists on spelling out.

7. Have shorter, off-the-shelf versions of time-consuming enunciations that are used frequently. Saying “the Minister is otherwise engaged” works better than listing a series of irrelevant excuses as to why Her Excellency is not in attendance.

As with any other tool in interpreting, mastering these suggestions takes time. It may also require a slight shift in how you look upon your role as an interpreter. To flatten the learning curve, practice rendering high-speed content in as few words as possible. Use the same audio feed repeatedly and take note of the strategies that work best for you.

Make silence your friend and pace yourself consistently. Whatever you do, refrain from asking the speaker to slow down, unless you appreciate hearing empty promises. He is not trying to upset you deliberately. His accelerated pace might be just a coping strategy for anxiety, and suggesting he change anything in his delivery is not just disruptive but pointless. Come to think of it, shouting at Beethoven for attention would be just as effective.

* I would like to acknowledge fellow interpreter and classical music connoisseur Mauro Lando for some of the insights above.

Ewandro Magalhães is an experienced conference interpreter and interpreter trainer. He has a master’s degree in conference interpretation from the Middlebury Institute of International Studies at Monterey. He is the head of conference management service, and former chief interpreter, at the International Telecommunication Union in Geneva, Switzerland. He is the author of Sua Majestade, o Intérprete—o fascinante mundo da tradução simultânea (Parábola Editorial). You can read his blog at ewandro.com.

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Learning from the Past

I found myself in an interesting position earlier this year when I was asked to speak at InterpretAmerica. This is a leading interpreting event that aims not only to bring together the different facets of the interpreting world, but also to act as a catalyst for new developments in the field, including technology.

My position was interesting because I’m not an interpreter, and the truth is that I really know very little about the field. But my interpreting expertise—or lack thereof—wasn’t the reason why conference organizers Barry Slaughter Olsen and Katharine Allen invited me. Instead, they wanted an outside perspective on a separate but related world—translation—that would provide insights into the successes and failures translators have had in encountering new developments, especially technology.

Collectively speaking, of course, we translators have been very slow to accept technology as a positive and productive part of our lives, which in turn has had some negative impact on the development of new technologies. You know what I’m talking about. For the longest time, tools like termbase systems were really not built for our needs—because we neither showed interest as consumers nor were we willing to engage in the development process. Other technologies virtually disappeared because we didn’t show the interest that was necessary to justify ongoing development.

So, I retold some of those and other stories as examples of what happens if you do (or don’t) engage with technology. I also tried to put together a timeline from a translator’s perspective of translation technology development. I came up with the graphic above.

(Evolve translation technology (the translator’s view)

The dates in my graphic don’t refer to when the respective technologies were made available, but when they began to be used—not only by single translators here and there, but by reasonably large numbers. (And since “reasonably” should never be used in a serious historical overview, the dates could just as well be reasonably far off.)

What strikes me in this overview is that despite our initial (and ongoing) hesitation in employing translation technologies, we’ve come a relatively long way in a relatively short time. While it’s also likely true that we could have come further if we had participated more actively in the process, I’m still happy with where we are. Translation technology today can become a straitjacket for the dependent translator. However, the independent translator has more opportunities at her fingertips than any time before to harness what machines do well to produce something that people do well.

This column has two goals: to inform the community about technological advances and at the same time encourage the use and appreciation of technology among translation professionals.

Jost Zetzsche is the co-author of Found in Translation: How Language Shapes Our Lives and Transforms the World, a robust source for replenishing your arsenal of information about how human translation and machine translation each play an important part in the broader world of translation. Contact: jzetzsche@internationalwriters.com.
THE NEW ROUTLEDGE & VAN DALE DUTCH DICTIONARY
Dutch-English/English-Dutch, 2nd Edition

Reviewed by: Jeannette K. Ringold

Authors: R. Hempelman and N. Osselton [Editorial consultant for English edition: Sarah Butler]

Publisher: Routledge & Van Dale

Publication date: 2014

ISBN: 978-1138785793

Price: $53.96 (paperback) $168.43 (hardcover)

Number of pages/entries: 1,154 pages; over 24,000 Dutch entries with an additional 9,000 headwords

Available from: Amazon.com

According to the publisher, the 2014 revised edition of The New Routledge & Van Dale Dutch Dictionary: Dutch-English/English-Dutch is “ideal for Dutch language learners and users at all levels.”


Layout
The New Routledge & Van Dale Dutch Dictionary is a bit too bulky for a pocket dictionary and also too heavy (2 ½ pounds). The binding is sturdy and seems to be holding up after a month’s use. However, the dictionary doesn’t lie flat without a weight to prop it open. There’s also barely enough space at the spine for the columns on either side of the binding to be read easily. However, the typeface has been changed to the Frutiger font, which is a very clear and clean-looking sans serif font that’s quite legible even with the small point size the dictionary uses.

Content and Organization
The dictionary is definitely intended for general use by English speakers wishing to learn Dutch. The English pronunciation guide of the previous edition has been eliminated and the phonetic transcription of headwords is shown only for the Dutch. The translations are very good but quite limited.

Instead of marking the gender for all Dutch nouns in parentheses after each noun, the new edition has “articles for Dutch nouns presented at a glance, in the margin before the headwords.” Since this is an innovation that makes the articles stand out, it would have been useful to indicate that Dutch nouns have two genders: common gender and neuter. The common gender is a mixture of what used to be masculine and feminine, which is indicated by the definite article de; neuter is indicated by the article het. Some nouns have two genders with no difference in meaning, while other nouns with two genders do have a difference in meaning. There is only one plural article, de. Context and expressions are shown when appropriate.

In the English>Dutch section, the articles are marked differently. The common definite article de is the default and is left out. Dutch neuter nouns are followed by a superscript h to indicate the use of the article het. When either het or de is allowed, the superscript +h appears. Unfortunately, this superscript is very small and is also in a lighter color, which makes it difficult to read. In terms of organization, it would also have been better to have a visible separation between the Dutch>English and English>Dutch sections of the dictionary.

The presentation of verbs has been enhanced, which is a major improvement. In addition to the list of irregular Dutch verbs with conjugated forms in the front of the dictionary, the verbs now have conjugation information (imperfect singular and present perfect) added after the headword. Verbal prefixes (separable and inseparable) are also shown. This provides a lot of information for the language learner because it indicates whether the auxiliary verb hebben or zijn (there are verbs that take either hebben [to have] or zijn [to be]) is used to form the perfect tenses: aanheffen (hief aan, heeft aangeheven); emigreren (emigreerde is geëmigreerd); ontsnappen (ontsnapt is ontsnapt); zich opdringen (drong zich op, heeft zich opgedrongen). The reflexive pronoun is placed in the margin before the verb.

The English spelling used is basically British, but American expressions are included when there’s a lexical difference. The translations are short and effective, although more context would be useful. Belgian usage is also included.

Overall Evaluation
As a general dictionary, The New Routledge & Van Dale Dutch Dictionary is of limited value for professional translators and interpreters. The range of headwords is fairly narrow and the physical format of the book makes it unpleasant to use. Despite the very nice features and improvements mentioned above, it will not be one of my “go-to” dictionaries.

Jeannette K. Ringold is an ATA-certified French>English translator who has translated a wide range of literature from Dutch and French. Many of her translations of Dutch novels and short stories by prominent authors have been published. She has a PhD in Romance languages and literature from the University of California, Berkeley. Contact: jkiringold@gmail.com.
RESOURCE REVIEW continued

FRENCH–ENGLISH DICTIONARY OF SOCIAL SECURITY TERMS, FIRST EDITION

Reviewed by:
Pamela Gilbert-Snyder

Author:
Svetolik P. Djordjevic

Publisher:
Jordana Publishing

Publication date:
October 2014

ISBN:
978-0-9764480-7-5 (CD)

Price:
$29.95

Number of pages/entries:
Total 9,718 terms (790 main entries, 8,129 subentries, and 799 abbreviations)

Available from:
Jordana Publishing
www.jordanapublishing.com

In the November/December 2009 issue of this magazine, I reviewed the 113,000-term Dictionary of Medicine—Dictionnaire de médecine compiled by Svetolik P. Djordjevic, calling it “an extremely valuable addition to references in this language combination.” Now Djordjevic has come out with the French-English Dictionary of Social Security Terms. This is a considerably shorter work, but with 9,718 terms (including 790 main entries), it’s still quite substantial.

The preface states that the author compiled terms used in Canada, Belgium, France, and Switzerland over a 24-year period during which he worked full-time for the U.S. Social Security Administration. The following caveat is given: “Since the majority of applicants for U.S. Social Security benefits come from Canada, and in particular from the province of Québec, this dictionary reflects that fact by the preponderance of terms coming from that country.” Indeed, many, though not all, terms are identified by the country in which they are used, and the designations “Canada” and “Québec” occur far more often (835 and 510 times, respectively) than “France” (654 times), “Belgium” (65 times), or “Switzerland” (only 6 times).

Given the focus on Canada, I initially questioned the usefulness of this dictionary, since Quebec government websites offer a wealth of bilingual resources whose terminology can be consulted in context simply by clicking between “English” and “Français.” However, I became quickly convinced of its worth when encountering such unwieldy terms as droits de cotisation à une [sic] régime enregistré d’épargne retraite [sic], which are very handy to have at your fingertips. (Incidentally, in my limited evaluation, I ran across a surprising number of typos such as the ones I just marked, including deuxième for deuxième.) Nevertheless, because my own work encompasses social security subjects in the contexts of public health and corporate sponsorship primarily in France, where parallel documents in English are rarer, I undertook to evaluate the dictionary’s usefulness for a France-focused translator such as myself.

Search Structure

The dictionary was easy to install on my MacBook Air (OS X, version 10.7.5). These computers don’t have CD-ROM drives, so I used a computer that had one to drag the contents of the dictionary from the CD-ROM onto a thumb drive, which I then plugged into a USB port on my MacBook Air. It was also easy to run from my copy of Adobe Acrobat Reader, version 10.1.3. According to the dictionary’s “read me” file, it will open with Adobe Reader versions 7, 8, 9, 10, and 11.

The instructions are simple and adequate. A single page in the introduction file contains three easy-to-follow instructions for searching, complete with an Adobe screenshot showing the user exactly where to click to search the dictionary.

Each letter of the alphabet is assigned a separate pdf file. From the index file, users may click on the desired letter file and scroll through its contents to search for terms, or else type the desired term into the search window that pops up after clicking “Search this document” under the bookmark tab (which is opened by clicking on the tab’s icon to the left of the document page).

From this search window, PDF files may be searched individually by checking “In the current document.” However, it’s also possible to search the entire dictionary by checking “All PDF documents in,” then using the pull-down menu to select “French English Dictionary of Soc’ or “Lexicon.” In addition, other locations on the user’s computer may be searched by clicking on “Browse for location” in the pull-down menu and selecting a folder or disc. This handy feature allows the user to search multiple resources at once. However, it will search PDF documents only.

As in his previous dictionary, the author warns of possible difficulties typing in French symbols, such as â, â, é, è, etc., depending on your keyboard setup. I was able to type in the symbols with no problem, but words containing such symbols can be pasted into the search field if need be.

Search results are presented in the form of a list of the PDF documents (i.e., files assigned to a particular letter of the alphabet) in which the term appears. Unfortunately, the names of these documents are cut off at “French-English Dictionary of Social Security Terms,” making each document name identical. The user must hover the cursor over each document name in order to view the entire—very long—file name, or click the arrow next to it to drop down its list of appearances. For searches yielding copious results, this can be time-consuming. This is especially true given that subentries are listed in truncated form on the dictionary’s pages. For example, users won’t find aide à l’enfance (child care) by searching for it; they must search for aide then look for the subentry à l’enfance. Successive searches for enfance, l’enfance, and l’enfance didn’t turn up this subentry under aide, and the search for l’enfance turned up only the subentry de l’enfance en difficulté under éducation (special education). A search for enfance alone turned up only the main entry. However, when the user unchecks “Whole Words Only,” all instances appear.

If the “Whole Words Only” option just beneath the search field is not checked, searches yield every appearance of the term in the dictionary, even such unhelpful ones as permission (in a search for mission) in the statement “Adobe product screenshot reprinted with permission from Adobe Systems Incorporated” in the introduction file. The “Whole Words Only” option is helpful for distinguishing relevancy; fortunately, it is selected by default. Another plus: search results show terms clearly in boldface as discreet entries rather than embedding them in their surrounding text (an improvement over Djordjevic’s previous dictionary).

Users may sort search results by relevance ranking, date modified, filename, or location. I’m not sure how useful relevance
ranking is, however, since even when this option is selected, both the PDF documents containing the instances in which the term appears and the list of instances themselves are presented in alphabetical order. The main entry of the term is not listed first. The main entry for the term maladie, for example, is buried in the seventh of 10 documents listed in the search results. Of course, users wishing to consult only the main entry can simply click on the appropriate alphabetical file and scroll through. Scrolling is sped up by clicking on alphabetical tabs (aa, ab, ac, etc.) to the left of the document page.

Inconveniently, document pages are sized at 70%, so they must be enlarged to at least 100% to be read easily. Although different pages within the same document retain the new page size when that document is browsed, when a new document is opened it must be resized all over again. If there is a way of setting the page-view size to 100% by default, I didn’t find it. Despite this inconvenience, clicking between search results on the list and navigating between pages is quick and easy.

Content
The French social security system has four branches: maladie (health insurance), famille (family allowances), accidents du travail et maladies professionnelles (occupational health and safety), and retraite (retirement). I searched for terms found in documents generated by each of these branches and found that the dictionary covers all of the subject areas one would expect to encounter in such documentation. These are listed by the author as “employment, banking, business, education, family relationships, health care, retirement, law, and taxes.”

I found all of the many general terms for which I searched (e.g., aide, assurance, bénéfice, caisse, couverture, garantie, invalidité, maladie, pension, prestation, régime, retraite, santé, and soins). However, when it came to the subentries, I encountered a few holes. For example, assurance chômage is found (unemployment insurance), but not assurance retraite; retraite anticipée (early retirement) is also missing. The main entry for aide has at least 30 subentries, but aide à la complémentaire santé (ACS), for “supplemental health insurance assistance,” is not among them. France’s Caisse d’Allocations Familiales (CAF) appears, but it’s given as “Family Allowance Fund,” although it would be more accurately rendered as “Family Allowance Office.” Moreover, the national network under which France’s 123 CAF offices fall, the Caisse nationale des allocations familiales (CNAF), does not appear. Neither do cohésion or intervention sociale, both of which appear commonly in documents on which I have worked that touch on French welfare.

For “single parent,” I found parent seul and (chef de) famille monoparentale, but not parent isolé, which I have encountered just as often.

Main entries for general terms, such as garantie (given helpfully as “security interest, provision, coverage, benefit”), prestation (benefit), régime (plan, system), and soins (care, treatment), contain an abundance of subentries (over 100 for prestation alone). These give the dictionary an exhaustive feel and enable the user to infer equivalencies when longer exact terms (such as aide à la complémentaire santé) are missing. The main entry for bénéficiaire is given as “beneficiary, payee, and recipient.” It has 11 subentries, including this nugget: ayant épuisé son droit aux prestations d’assurance-chômage (unemployment insurance exhaustee).

Caisse, a ubiquitous term in this field, is given as “box, cash, fund, and office,” and has 97 subentries.

There are 799 very useful acronyms and abbreviations, including obscure ones French translators run across surprisingly often, such as cpdt (for cependant). France’s Couverture Maladie Universelle (Universal Health Coverage) is there, under the acronym CMU. So is Caisse nationale d’assurance vieillesse (CNAV), or “national old-age insurance fund.” AR, for autre régime (“other [pension] plan/system [France]”), is there. So are OOPAC, for organisme officiel de paiement des allocations de chômage (Official Unemployment Benefits Agency [France]), and Mutualité sociale agricole (MSA), for “Farmer’s Mutual Insurance.” Revenu de solidarité active (RSA) (“active solidarity income”) is missing, but there are a host of other acronyms relating specifically to France.

As in his last dictionary, Djordjevic lists many prepositions as main entries, such as en, which includes such subentries en d.d. for en date de (on the date of), en esp. for en espèce (in cash), en m.p. for en mains propres (personally), en perte d’autonomie (incapacitated), and en rép. à (in response to).

Overall Evaluation
This dictionary, available only on CD, is another very useful work I’m happy to add to my bilingual resources, especially as the focus, social security, covers many subject areas.

NOTES

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