

TRANSLORIAL

JOURNAL OF THE NORTHERN CALIFORNIA TRANSLATORS ASSOCIATION

Translation and Postcolonialism

AN INTERVIEW BY THOMAS J. CORBETT, P. 12

REPORT

Getting Started in Translation

BY DOMENICA NIEDDU, P. 5

MEETINGS

Facing Evolving Industry Demands

BY DEANA SMALLEY, P. 10

PERSPECTIVE

Some Dinosaurs and Dragons...

BY INES SWANEY, P. 18

MAY 2011

Contributors.....	2
Letter from the President	3
NCTA Board Reports	3
Member Benefits	3
The Editor's Note	4
New Members.....	4
Getting Started in Interpreting.....	5
Getting Started in Translation	6
Getting Up to Speed in Trados	7
Upcoming.....	8
A Thank You to Our Sponsors	8
The December General Meeting	8
The February General Meeting	10
In With the New	11
Translation and Postcolonialism....	12
Language Specialists and Health Care...15	
The Translational Tool Kit	16
The TransMUG Report	17
Some Dinosaurs and Dragons....	18

General interest articles are available online at www.translational.com.

TRANSLORIAL is a publication of NCTA, a nonprofit organization for professional translators and interpreters.

Publisher

Elisa Rossi..... elisa@translational.com

Editor

Nina Bogdan..... nina@translational.com

Concept

Yves Avérous..... yves@translational.com

Distribution

Tatyana Neronova .. tatyana@translational.com

Ad Manager

Sarah Llewellyn..... sarah@translational.com

Printing

Sundance Press.....(800) 528-4827
gmandish@sundancepress.com

Layout/Pre-Press

Flight 19.....www.flight19creative.com

Images

Yves Avérous, Thomas Corbett,
Tuomas Kostiaainen, Michael Schubert,
Wikimedia Commons

Proofreaders Andrea Bindereif, Sharlee
Merner Bradley, Donald Couch, Brigitte
Minault-Reich, Andre Moskowitz, Michael
Schubert, Deana Smalley, Gabriela Urricariet

YOUR TURN!

Translational is always looking for contributions. We publish our members' stories, ideas and thoughts. Submitting an article also helps maintain your ATA certification and grants you a free "plug" in the Contributors section of this page and on the *Translational* archive page of our website. Send your ideas and comments to the editor at nina@translational.com. Submit articles now for upcoming issues. ✓

contributors

CARLOS L. GARCÍA was born in Nicaragua and received his training as a lawyer there. He is a board-certified Spanish <> English medical interpreter, committed to the advancement of the medical interpreting field, and has been a freelance translator for seven years. Carlos is the Community Task Force Chairperson of the National Medical Interpreter Forum and a member of its Government Task Force.

RITA MCGAUGHY grew up in Bavaria, Germany. In 1993 she graduated from the Ludwig Maximilian University in Munich with an MA in theater, modern German literature, and German history. She started her translation career at IABG, a leading technology and science service provider, and then worked as the language department coordinator for the Goethe Institute. She is now working as a freelance translator focusing on translation of personal and legal documents, fiction, tour guides, and documentary videos.

DOMENICA NIEDDU is a freelance English > Italian translator and interpreter, currently based in the Bay Area. Domenica is a native Italian speaker and attended the University of Rome (La Sapienza), where she studied literature. She has a BA in psychology and an MA in social work and has worked with refugees from all over the world, organizing interpreting services and providing advocacy and mediation.

NAOMI NORBERG, a native Californian, moved to Paris in 1988 and has been translating French > English ever since. With a JD from UC Davis and an LLM and a PhD from the University of Paris I, she specializes in legal, financial, technical, and social science texts. Now in Berkeley, Naomi also provides editing, proofreading, and interpreting services. Her translation of *Le pluralisme ordonné* (*Ordering Pluralism*) received the reviewer's compliments.

MERAV ROZENBLUM is a freelance English > Hebrew translator and interpreter now based in San Francisco. She is a Magna cum laude graduate of the Bar Ilan University School for Translators and Interpreters in Israel. Her interpreting work for the US State Department recently took her to the White House. Merav also teaches Hebrew as a second language, and a novel she translated from Spanish was published in Israel.

DEANA SMALLEY is a Spanish translator and editor who lives on the San Francisco peninsula. She specializes in K-12 social science textbooks and is developing a second specialization in medical translation. Several of her book-length translations have been published, and she is the coauthor of two best-selling Spanish textbooks. Deana holds a PhD in Hispanic literature from Purdue University and has extensive teaching experience. ✓

NORTHERN CALIFORNIA TRANSLATORS ASSOCIATION

P.O. Box 14015, Berkeley CA 94712-5015

Administration/Telephone Referral

Juliet Viola (510) 845-8712
administrator@ncta.org fax: 845-8712

Officers

President, ATA Certification

Paula Dieli (415) 258-8247
president@ncta.org fax: 457-5153
certification@ncta.org

Vice President

Sonia Wichmann (415) 285-9837
vicepresident@ncta.org

Secretary

Alexandra Jaffe (917) 617-7847
secretary@ncta.org fax: 373-3719

Treasurer

Dagmar Dolatschko (650) 421-2500
treasurer@ncta.org fax: 421-2501

Online Referral Service www.ncta.org

Directors

Continuing Education

Sarah Llewellyn (415) 350-3924
continuing-ed@ncta.org

Ethics & Publications

Elisa Rossi (415) 430-8955
ethics@ncta.org
publications@ncta.org

Events

Kristen Corridan (202) 441-7074
events@ncta.org

Marketing & Public Relations

Afaf Steiert (510) 684-4586
marketing@ncta.org

Membership

Kåre Lindahl (415) 390-2630
membership@ncta.org

Webmaster

Scott Saylor (831) 920-8399
webmaster@ncta.org



letter from the president

WINDS OF CHANGE

BY PAULA DIELI

As I sit down to write my first President's Letter, I am reflecting on our recent changing of the guard, having to say goodbye to three stellar and longstanding board members: Tuomas Kostiaainen, Yves Avérous and Raffaella Buschiazzo. At the same time, I'm encouraged by the fresh ideas and excitement that new board members always bring to the table. We held our annual board retreat yesterday on a windy and rainy day, but the encouragement I feel after a day of discussion is reflecting a sunny outlook for our organization.

We welcomed three newly elected directors to our board: Kristen Corridan, Scott Saylor and Afaf Steiert. And I am thrilled that Kåre Lindahl has accepted my nomination to fill the post I vacated when I ran for President. These new members bring a wealth of experience and a variety of backgrounds to the NCTA board. I'm particularly pleased that we now have representation from more of our corporate members, which brings more inclusiveness to our board.

At our first board meeting as a new team, we reflected on our top priorities for the

coming year. After yesterday's retreat, we have settled on two key areas of focus: finding ways to better engage our membership and develop new membership; and creating resources and workshops to benefit all of our members, whether freelancer or agency. To that end we've decided to invest in refreshing the look and functionality of the main page of *ncta.org*. The end result will be easier access to some of the new ways we communicate with our members and with the community at large such as *translorial.com*, our social networking sites and better visibility for our sponsors and volunteers. It will take a bit of time and a lot of effort to make this happen, but we feel it is time and we are up for the task!

We are also going to develop resources and workshops focused on new technologies such as post-editing, and we are discussing ideas for workshops such as the "Techniques for Successful Selling" workshop we're holding in April that is aimed at our corporate members as well as our freelancers who are targeting direct clients.

I look forward to a productive and enjoyable year! ✓

member benefits

The NCTA is working hard to promote the association and its members.

Membership for MIIS grads	This year, the NCTA offered a free six-month membership to all 2009 graduates of the Translation/Interpretation/Localization program at the Monterey Institute for International Studies. See our recent press release on www.ncta.org .
NCTA LinkedIn group	LinkedIn is an effective site for networking and increasing your professional contacts. Join the group to display the NCTA logo on your LinkedIn profile and instantly connect to other NCTA members.
Facebook page	For sharing news and announcements of NCTA events and activities, including non-members who are Facebook users. Spread the word!
Members Yahoo Group list	Don't forget to join over 300 members on the NCTA listserv to quickly receive answers to your questions, exchange information, or post jobs.
NCTA logo	Enhance your professional image by displaying the NCTA logo on your website, business card, and email signature. Contact administrator@ncta.org to request use of the logo.

BOARD REPORTS

At the December Board Meeting

- » Discussed the 2010-2011 budget and current NCTA financials.
- » Reviewed NCTA membership numbers.
- » Discussed past CE workshops.
- » Considered possibilities for 2011 CE workshops.
- » Finalized plans for the December GM.
- » Reviewed details for the NCTA brunch at Skates on the Bay.
- » Received an update on progress on the January issue of *Translorial*.
- » Reviewed the draft of an NCTA brochure targeted at translation clients.
- » Selected our honorees for the 2010 NCTA volunteer Awards.

At the January Board Meeting

- » Reviewed NCTA membership numbers.
- » Discussed upcoming CE workshops.
- » Reviewed plans for the February and May GMs.
- » Considered the possibility of sending an NCTA representative to the MIIS career fair.
- » Viewed the templates for an update Newsflash design.
- » Reviewed the Nominating Committee Report.
- » Reviewed plans for the 2011 NCTA election.
- » Made plans to hold a workshop at the 2011 FIT Congress.
- » Reviewed the 2011 NCTA timeline.
- » Finalized and approved the 2010-2011 budget.
- » Made plans to hand off tasks to the new members of the Board in February 2011.

At the February Board Meeting

- » Received a report from NCTA's administrator.
- » Reviewed the Treasurer's report with an update on the NCTA financials.
- » Reviewed NCTA membership numbers.
- » Discussed past and future CE workshops.
- » Finalized details for the February GM and the NCTA elections.
- » Reviewed ad purchases for the next issue of *Translorial*.
- » Planned for the NCTA table at the MIIS Career Fair.
- » Reviewed the Nominating Committee Report.
- » Discussed plans for the transition of tasks to the new NCTA board members.
- » Reviewed the NCTA timeline. ✓

SPRING IS HERE SO LET'S GET STARTED

The Editor's Note. BY NINA BOGDAN

We have a great issue to welcome spring this year. In our feature article, Thomas Corbett interviews Professor Robert J.C. Young about the role of translation and interpreting in the postcolonial world. They also discuss a myriad of other interesting issues related to language and culture. There were lots of great workshops in the last few months. Merav Rozenblum, Naomi Norberg, and Domenica Nieddu thoroughly cover all the important tips they received in Beginning

and Advanced Trados Training, Getting Started in Translation, and Getting Started in Interpreting, respectively.

Carlos García provides a brief overview about certification efforts for medical interpreters and Ines Swaney gives us her take on how the world of translation has changed in the last 30 years. We are including both the February and December GM reports by Deana Smalley and Rita McGaughy, respectively, since we no longer have a February issue.

Paula Dieli, as new NCTA President, shares with us all the exciting things that are happening in the organization. We have four new board members taking up the reins as well—Afaf Steiert, Scott Saylor, Kristen Corridan, and Kåre Lindahl. Sonia Wichmann is our new Vice President.

We would like to thank Tuomas Kostainen, Yves Avérous, and Raffaella Buschiazio for their long and fruitful years of service. They remain active in NCTA affairs so it's not like it's goodbye. ✓

WELCOME

The following members joined NCTA between Nov. 1, 2010 and Feb. 28, 2011:

INDIVIDUAL

Martha Agreda, Redwood City (es)
mrthagreda@gmail.com

Miriam Barraza, Oakland (es)
miriambarraza@hotmail.com

Yee-han Grace Chang, Richmond (zh)
yhgchang@gmail.com

Molly Cunningham-Ruoff, Orinda (fr)
molly.ruoff@gmail.com

Flavia da Rocha Spiegel Linck
Hiawatha, Kansas (pt)
flavia.linck@gmail.com

Ana Luiza de Moraes, San Mateo (es-pt)
demoraesana@gmail.com

Beatrice de Salles, La Quinta (es-fr-pt)
biadesalles@yahoo.com

Priscila Elisabet del Valle, Milpitas (es)
prri.delvalle@gmail.com

Leonor Delgado, Palo Alto (es)
leonor31@sbcglobal.net

Lenora Doo-Lam, San Ramon (zh)
lenoradoo@comcast.net

Myriam Evan, Fremont (es)
mevans025@sbcglobal.net

Anne O. Fisher, San Francisco (ru)
anne.o.fisher@gmail.com

Cecilia Galiena, San Francisco (it)
cgaliena@gmail.com

Khaliuna Haden, Walnut Creek (mn-ru)
haliuna@aol.com

Anne Lyse Kauffman, San Ramon (fr)
E2FTranslationServices@gmail.com

Xiaolei Kerr, Milpitas (zh)
xlkerr@me.com

Inga Lind, San Francisco (de-ru-uk)
inga@lingvio.net

Consuelo Lyonnet-Lataliste, Novato (es-pt)
consuelolyonnet@me.com

Inge Meinzer, Paso Robles (de)
finayne2@gmail.com

Peggy Meng, Morgan Hill (es)
pmeng@lpch.org

Ann Michels, Fremont (es)
ann@edenglory.com

Senni Mohamed Adnane
Tébessa, Algeria (ar-fr)
mha2a2@hotmail.com

Eva Molina-De Vilbiss, Lincoln (es)
molinaeva@gmail.com

Elena Alexeevna Ow-Wing, Castro Valley (ru)
elena.owwing@gmail.com

Norma Sánchez Pace, Dallas, Texas (es)
normapace01@gmail.com

María Fernanda Ramírez, San Francisco (es)
mariaf.rs33@gmail.com

Eric Real, Vallejo (es)
copello11@yahoo.com

Mika Regan, Santa Cruz (ja)
mika@jpinterpreter.com

Johan Rindegård, Sunnyvale (sv)
johan.rindegard@gmail.com

Therese Rose, Monterey (de)
roset_trans@sbcglobal.net

Lucy Saavedra, Union City (es)
lucy.saavedra@att.net

Christian Schoenberg
Boxford, Massachusetts (da-no-sv)
cs@tollund.com

Katarina Sieling, San Carlos (cs-de-sk)
kglasova@hotmail.com

Monica Simmons, Santa Rosa (es)
thecagroup@comcast.net

Carmen Julia Solis, Fremont (es)
julia_solis96@yahoo.com

Sara Tarango, Monterey (es)
saral@sonic.net

Chookij Vanatham, San Francisco (th)
chookij@gmail.com

Laura Anita Walden, San Rafael (es)
anitawalden@sbcglobal.net

Grace Wang, Carmichael (zh)
tz20102009@live.com

Josephine Williams, Salinas (es-fr-gl)
josewil2@yahoo.com

Ryoko Willyard, Irvine (ja)
customercare@infoartists.com

Alex S. Wong, Fremont (zh)
alexsswong812@yahoo.com

Sheree Hsiao-Ming Wu, Milpitas (zh)
shereewu@live.com

CORPORATE

IMIA - International Medical Interpreters Association
Carlos Garcia
San Francisco
Phone: (415) 577-3803
IMIASanFrancisco@imiaweb.org
<http://www.imiaweb.org/states/sf.asp>

UNI-CODES

Find the key to the two letter codes that designate a member's working language at <http://tinyurl.com/26umq4g>. ✓

GETTING STARTED IN INTERPRETING

An informative overview of how to succeed in the interpreting profession.

BY DOMENICA NIEDDU

On Saturday, January 29, at the San Francisco State University Downtown Campus, Julie Burns presented a workshop on how to get started as interpreters and discussed the tools and resources necessary to succeed in the profession. She also provided the participants with a general survey of the status of the trade.

Julie is a well-known interpreter trainer, California Worker's Compensation Certified Spanish interpreter, and ATA-certified translator. She provides professional trainings to prepare bilingual individuals to work as interpreters in hospital and clinic settings, and offers continuing education workshops for linguists' professional development and stress management.

There were 21 people at this four-hour workshop; among them were two representatives of Accent on Languages, a translating/interpreting agency in Berkeley, interested in recruiting new interpreters for its roster of linguists.

Differences and similarities

The first point that Julie covered was the difference between interpreting and translating: how the nature of translations is permanent while interpreters work out of the fleeting moment (*verba volant, scripta manent*). She also explained that both types of linguists require a certain level of proficiency, with additional listening skills that are a prerequisite for interpreters. Translators often work in teams and might need to engage in substantial amounts of research, while the interpreter needs to obtain the information ahead of time in order to prepare for the assignment.

The concept of "register" was introduced, which refers to the level of formal or complex language a person chooses to use (for example, the high register of a well-educated speaker vs. the lower register of everyday speech). Julie explained how the interpreter needs to adjust his/her wording to reflect the register used by the speaker.

Julie noted that interpreters have multiple roles in the community and can act as *Advocate* (oftentimes in healthcare



Presenter Julie Burns discusses tools of the trade and resources necessary to succeed.

settings), *Culture Broker*, *Clarifier* (being transparent and adjusting register), and *Conduit* (speaking in the first person: "I have a headache" as opposed to "He is saying that he has a headache"). She also listed and clarified the different modes of interpretation (consecutive, simultaneous, and sight translation) and the various professional settings (community, health care, legal, and conference interpreting).

The class then watched a very entertaining video with Catherine Tate on "How to improvise multi-lingual interpreting skills" (www.youtube.com/watch?v=oUGoxHalMjE)

Skills and qualifications

Julie explained how an interpreter is required to possess and use a wide range of skills, qualifications, and decision-making abilities; basic bilingual proficiency is not sufficient to enter the profession. She showed a slide of the proficiency assessment chart of "The Language Testing International" (an organization that arranges language assessments in 60+ languages for corporations, government agencies, academic institutions, and individuals) with the four levels of expertise: *Novice*, *Intermediate*, *Advanced*, and *Superior*. Julie clarified that the Advanced Level represents the minimum requirement for a professional interpreter.

The participants then watched a video of an interpreter working in a medical setting. The intent of the presenter was to help us identify the skills that the inter-

preter applied to the situation. We were all divided into small groups and were asked to single out the main abilities used by the linguist in the specific setting. Some of the abilities and skills noted in the video by workshop participants included language proficiency, active listening, message conversion, ability to anticipate, and projecting information with confidence.

Julie highlighted the importance of active listening and short term memory for interpreters, and suggested that we divide into pairs to practice this skill. Two short passages were read by the instructor about a funny ER home intervention and a village in Italy; then, we all took turns repeating to our partner what we remembered of the piece read. Some of the tools to improve one's own capacity to retain information are: visualizing (making a mental picture of something specific that the speaker just said), and echoing (repeating silently a phrase or number to oneself).

Opportunities for interpreters to obtain an interpreting certification are available. To obtain a list of links for training and certifications, please e-mail Sarah Llewellyn at continuing-ed@ncta.org.

This informative workshop provided great tips for a stellar career in interpreting! ✓

Read the full version article online at translorial.com

**Spanish
English**

Oscar Arteta

Translator & Interpreter

Member of the
Northern California
Translators Association

(415) 302-0671 Mobile
(415) 721-6867 Pgr/VM
oatranslator@yahoo.com
www.oatranslator.com

GETTING STARTED IN TRANSLATION

Acquiring the language skills necessary to be a good translator requires a huge time investment so don't make the mistake of selling yourself short. BY NAOMI NORBERG



Melissa Wheeler provides tips on growing your translation business to workshop attendees.

On Saturday, March 5, about 20 translators gathered for the Getting Started in Translation workshop at the SFSU Downtown Campus. The presenters were Michael Schubert, a successful freelancer, and Melissa Wheeler, a Senior Project Manager at Medialocate. Both emphasized the professionalism and common sense necessary to grow any business, adding refreshing, encouraging specifics with respect to our profession.

Raise your expectations

Michael's main message, backed up by Melissa, was that translators should raise their expectations! Acquiring the language skills necessary to be a good translator—perfect comprehension of the source language and excellent writing skills in the target language—requires an investment on a par with becoming a doctor or lawyer, and the industry is thriving. So don't be afraid to set a minimum rate—we don't dicker with the dentist, do we? Michael also stressed that a translator's computer skills are as important as language skills, and include internet research skills and mastery of at least one translation memory (or Computer Assisted Translation) tool. In fact, Melissa says her agency requires translators to use CAT tools, though not necessarily own them—you can often work in the environment through the agency.

The main thing is to be willing to learn. Try the free versions available on the Web and/or subscribe to Jost Zetzsch's *Translator's Tool Kit & Tool Box*. Invest in technology early and stay up-to-date: it's easier to build your translation memory before you have several years' worth of glossaries to convert, and you can advertise yourself as tech savvy and willing to invest in state-of-the-art tools.

...it's important to have standard fees and not negotiate every job...

Some of Michael's other tips include finding agencies through ATA/NCTA corporate-member lists, trade journals and translation portals; for direct clients, targeting companies in your specialty and attending industry conventions. Better yet, help *them* find *you*. Colleagues often provide referrals, so become active in the ATA, NCTA, and any translators associations in the country of your foreign language. Keep up-to-date profiles (including a picture) in their databases and on translation portals (such as *ProZ.com*, the largest, where Michael says there's wheat to be had amidst

the chaff). Join e-mail discussion groups and create your own website. Since translators tend to be isolated working at home, we should join virtual communities.

While waiting for work, read the ATA, NCTA, and translation portal websites, professional journals, blogs, and books. Attend ATA/NCTA events and workshops, volunteer, and learn to use your software proficiently to save time when you have work. As for payment/pricing: never work for an agency without checking payment practices; and be honest and transparent in your pricing policies.

Be willing to learn

Melissa was encouraging on this point, saying it's important to have standard fees and not negotiate every job, and that she expects translators to have minimum rates (that will increase gently but steadily). She's happy to pay them to have someone available when she just needs three words translated—but that doesn't mean you shouldn't occasionally grant her a freebie if she's giving you 10,000 words/week. With respect to marketing, Melissa said if you have a rare language combination, it's acceptable to send resumes outside your area of expertise. Consider offering other services, such as editing, proofreading, project management, DTP, or quality assurance. And in addition to CAT tools, you should have Acrobat to annotate PDF files and be willing to learn how to transfer files through an online server.

Beyond that, basic business and communication skills are necessary: don't start work without a P.O. and follow instructions when invoicing. Emails must have helpful subject lines and project numbers. You should answer everything even if to decline a job, always confirm receipt and delivery dates, and negotiate deadlines immediately. Use the provided reference materials and send queries promptly (but no questions before at least googling). Be prepared to explain/defend your translation, but accept client review changes.

In short, value your skills, invest in them, and expect to be duly compensated. ✓

GETTING UP TO SPEED IN TRADOS

Face your technophobia: test drive CAT tools and try out cool new features in a stress-free environment. BY MERA V ROZENBLUM

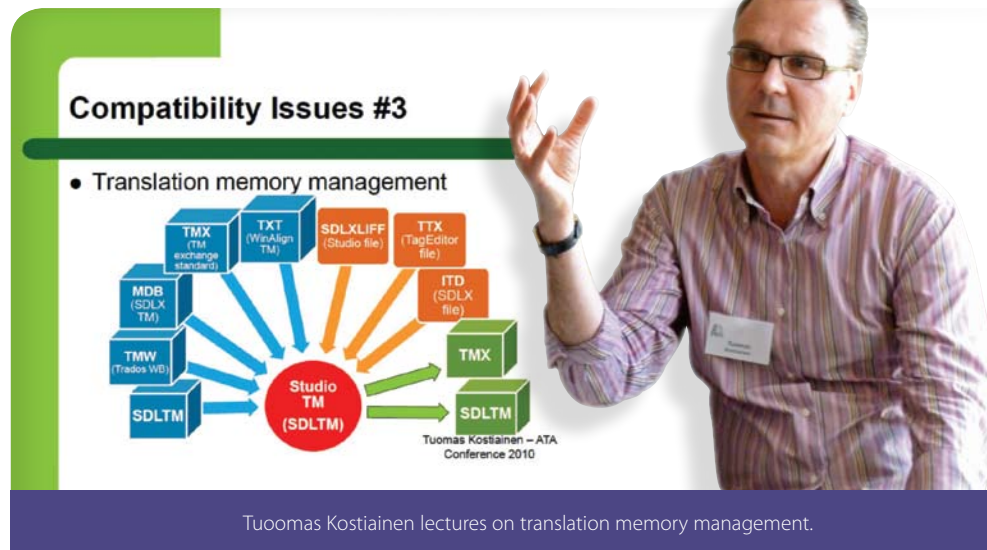
I'll start with a confession: I've never considered myself a techie. But over the last couple of years, I found myself working for major Silicon Valley corporations with a team of localizers who were similar to Jost Zetzsch's "Jeromobot": "as passionate about languages as St. Jerome, with the added power of modern technology" (Niels Nielsen, *Cat Tools Workshop*, *Translational* Vol. 33, No. 1, January 2011). What I learned from them was not only mastery of certain CAT tools and software, but also to face my own technophobia.

This (still) conscious effort to keep up with the world of translation memory (TM) technology, as well as the realization that the new SDL Trados Studio 2009 is a standalone program that looks pretty different from the older version that I have been using in the MS Windows environment, brought me, along with 15 other participants, to the beginner Trados workshop offered on Saturday, November 13, 2010 with master teacher and then NCTA president Tuomas Kostinen, a Finnish translator (given the choice, wouldn't you, too, prefer the examples in a Trados workshop to be in Finnish?).

TM tools basics

After fueling up on coffee and munchies sponsored by SDL and laid out by Rafaella Buschiazzi and setting up our laptops with the help of Tuomas and his dedicated assistants, Paula Dieli and Michael Shubert, we started with a brief overview of CAT tools, with terms such as translation units, and exact vs. fuzzy matches that I am sure sounded confusing at the time for many of us who have had only limited experience in TM tools. The savvier among us were quick to understand the many advantages of the new Trados Studio, such as how it handles a host of different formats by converting them to the SDLXLIFF format for translation. This translation can then be saved directly as an MS Word file, for instance, preserving the same format as the original document.

Another major advantage of Trados Studio is the ability to use multiple TMs



at the same time. The user can set some of the TMs for Lookup ("read-only") and/or for Update ("write-only"), making sure, of course, that the client receives that project-specific updated TM upon submission of the translation. Tuomas dedicated some time during the first workshop and more during the second advanced workshop on December 4th, to managing these multiple TMs, and to importing those that each of us may have already created in our previous versions of Trados into our recently installed Trados Studio.

Directionality issues

As we were test-driving Trados Studio, we had a chance to try out other cool features such as concordance searches on both source and target language, and auto-propagation: Trados automatically propagates a confirmed translation to other segments with identical source content. My own favorite new feature is Preview, which allows you to see the formatted translation, rather than the usual bilingual table, in a dedicated window (for which a second monitor comes in handy). This helps me foresee some directionality issues characteristic of my right-to-left language (Hebrew), for instance. We were also walked through the process of translating files as a project, recommended for multi-file assignments. Tuomas also shared some

shortcuts to easily copy placeables and tags into our target-translation column. In the advanced workshop, we got an overview of the quality assurance tools Trados Studio has for ensuring translation accuracy.

Term Recognition is a feature that allows the translator to use glossaries (s)he may have previously created or collected, and consult them during translation. These glossaries are converted, through a lengthy process that Tuomas laid out for us, from Excel into MultiTerm format, using another software component of the Trados Studio suite. The term recognition is automatic, allowing the translator to insert the suggested term into the translation. The translator may also add terms to his/her termbase during the translation. AutoSuggest and AutoText are yet other ways to make translation more efficient, once the user defines them and masters their use.

As the workshop concluded, we reflected on our future relationships with our clients: we were now fans of Trados Studio and felt ready to upgrade. Are our clients ready for Trados Studio? Tuomas' parting suggestion was that even if the client requests a bilingual file that only previous versions of Trados can produce, we may work in Studio, import the file-specific TM into the older Trados, and quickly reproduce it there. A small investment of time that the advantages of Studio seem to justify. ✓

UPCOMING

NCTA General Meeting

SATURDAY, 7 MAY 2011

SFSU DOWNTOWN CAMPUS

Shifting Trends in Translator and Interpreter Training

As retirement looms for the baby-boomer generation of professional translators and interpreters, who will replace them? How will the role of these professionals evolve in the years to come? Do students of translation have the same profile today as 25 years ago? Are schools adapting their T&I curriculum to meet these challenges? This talk will address the quiet revolution transforming the world of language service providers and creating opportunities and challenges for T&I education.

Presented by MIIS Professor Jacolyn Hammer.

Translation for Court Interpreters

SATURDAY, JUNE 18, 2011, TBA

Presented by Holly Mikkelsen

Technical Writing for Translators

SATURDAY, JULY 30, 2011, TBA

Presented by Karen Tkaczyk

ATA Exam Certification Workshop

AUGUST 2011, TBA

Presented by Tuomas Kostinen

Voiceover Training

SEPTEMBER 2011, TBA

Presented by Maya Leon-Meis ✓

THANKS!

NCTA WOULD LIKE TO THANK THE FOLLOWING EVENT SPONSORS:

SDL Trados – Trados Studio Beginners and Intermediate Users workshops

Hays Companies – Getting Started in Interpreting and Getting Started in Translation

Venga Corporation – Techniques for Successful Selling

ION Translations – May GM

If you would like to support association events, please contact events@ncta.org.



Clockwise from left to right: Deana Smalley talks about the ATA conference; Juliet Viola; post-meeting discussions;

CALIFORNIA INDIGENOUS LANGUAGE

Keeping the last native languages in California alive. BY RITA

This year's final NCTA general meeting was held on December 11 at the modern and bright San Francisco State University downtown campus. An interesting agenda, awards, door prizes, and great refreshments sponsored by the company Ceditora attracted a large number of attendees.

Tuomas Kostinen, the current NCTA President, opened the meeting by introducing Thomas Brandon, co-founder of Ceditora. Mr. Brandon explained that Ceditora is a literary contract publisher that focuses on four languages: English, German, Portuguese and Spanish. Writers, translators, editors, and illustrators can register with the company, which selects the most promising works and turns them into high quality literary end products. To learn more, please visit their website at www.Ceditora.com.

Awards and Candidates

Next on the agenda was the presentation of the volunteers' awards by Tuomas Kostinen. This year's recipients were Scott Saylor and Michael Schubert. Scott, the Volunteer of the Year, created and continues to maintain the NCTA's Facebook page. Michael has been the Yahoo list

master since 2002, was a member of the nominating committee, and provides technical help during TRADOS workshops. Both of them do significant other work for the NCTA. Congratulations and thank you to both of you!

Tuomas Kostinen then introduced the following NCTA members, who are running for office: Paula Dieli, candidate for president; Sonia Wichmann, candidate for vice president; Afaf Steiert, Scott Saylor, and Kristen Corridan, candidates for director. The election will be held at the end of January.

ATA Conference Report

Tuomas Kostinen invited several ATA conference attendees to share their experiences from this year's conference in Denver. Sharlee Merner Bradley, who is a long time conference participant, said that it was the best yet. With zero down time, she enjoyed all the interesting and entertaining sessions.

Connie Archea, a first time attendee, felt welcomed by the friendly atmosphere during the new member orientation. She appreciated the abundance of knowledge and opportunities for networking that the conference had to offer. Michael Metzger, a



MEETINGS

Professor Andrew Garrett; Board and VP candidates; Scott Saylor is granted his Volunteer of the Year award by Tuomas Kostiainen; and Connie Archea shares her impressions.

AGES: DOCUMENTATION AND REVITALIZATION

MCGAUGHY

regular at the annual conference, followed mainly the machine translation seminars. Due to the trend toward machine translation, the ATA will definitely continue these seminars. Deana Smalley, a first time participant, concluded that the conference improved her understanding of the industry significantly.

The overwhelmingly positive feedback will certainly help promote next year's ATA conference, which will be held in Boston, Oct. 26-29, 2011.

Linguistic diversity

At 2:15 pm, the main presentation, titled, "California Indigenous Languages: Documentation and Revitalization," began. Andrew Garrett, a Harvard graduate and Professor of Linguistics and Director of the Survey of California and other Indian Languages at the University of California, Berkeley, addressed the audience. First, he gave an overview of California's indigenous languages that by 1800 numbered between 80 and 90, and belonged to 21 different language families. Thus, of the 61 language families of North America, more than one third belonged to California. Linguistically, these languages are more diverse than in any comparable area of the New World.

Sometimes these native languages coexisted in close proximity, yet could be completely unrelated. Compared to the language density and diversity of Europe, California had a 10 times denser language distribution than Europe. Numerous languages that were spoken by very small groups of people were especially vulnerable in the aftermath of the white invasion. Today, fewer than 50 of these native languages still have at least one speaker. Most are no longer actively spoken.

Language documentation

In the second part, Professor Garrett showed the historical development of language documentation that was started in the Mission-era by Spanish priests. In the late 1800's, geologists and biologists began government sponsored documentation. 1901 marked the birth of academic language work, when the Berkeley Department of Anthropology started its documentation process. Around 1950, the Berkeley Department of Linguistics took over and has been involved in many language projects ever since. Berkeley also houses the largest university archive of indigenous language documentation in the US. Some of the oldest audio recordings of native

languages are preserved on wax cylinders that are kept at the Hearst Museum. The Bancroft Library is also home to several famous notebook collections, manuscripts, linguistic field notes, and groundbreaking papers. In the last part of his presentation, Professor Garrett explained several methods of language revitalization and revival.

Tribes are trying to preserve their languages through documentation, language classes in local schools, and language camps. Linguistic researchers at universities also give workshops and create language materials and online resources. Professor Garrett, for example, has published a basic Yurok grammar and a preliminary Yurok dictionary which demonstrate the complexity and richness of the Yurok language. Additionally, an extensive digitization process is under way that involves both paper and audio materials. Now it is possible to listen to some of the languages at blc.berkeley.edu and a survey of California and other Indian languages is available at linguistics.berkeley.edu/-survey. The goal is to digitize all field books, notes, and other materials and make them accessible to the public.

The NCTA thanks Professor Garrett for his captivating presentation. ♥



New and departing NCTA officials smile for the camera. From left to right: Raffaella Buschiazio, Afaf Steiert, Kristen Corridan (also pictured at right below), Paula Dieli, Sonia Wichmann, Scott Saylor, Tuomas Kostianen, and Yves Avérous

FACING EVOLVING INDUSTRY DEMANDS

Customized service leads to success for language service providers. BY DEANA SMALLEY

The first General Meeting of 2011 took place on Saturday, February 12 from 1:00 to 4:00 p.m. at the San Francisco State University Downtown Campus. Outgoing President Tuomas Kostianen presided. Thirty-four people were in attendance.

Association business

Incoming president Paula Dieli thanked Barbara Guggemos for serving as guest editor for the January issue of *Translational* and recognized outgoing Board members. Tuomas Kostianen served as Vice President from 2003 to 2005 and as president from 2005 to 2011. Vice President Yves Avérous began his tenure on the Board in 1999 with the Ethics portfolio, went on to Publications, and was elected Vice President three times. Events Director Raffaella Buschiazio was elected to the Board in 2005, and Membership Director J. Mónica Pérez was elected in 2009.

As of February 7, NCTA had 487 individual members (up from 484 at the same time last year) and 51 corporate members for a total of 538. The association had 319 *Translational*

readers, 368 Yahoo group members, 131 LinkedIn members, and 125 lifetime “likes” on Facebook. NCTA had income of about \$49,500 and expenses of roughly \$48,000, leaving a surplus of about \$1,500.

The bulk of NCTA’s income last year came from workshops on such topics as preparing for the court interpreters’ written exam, working with PDF files, translating literary works, learning how to run a T&I business, improvising as a way to learn to think on your feet (for interpreters), preparing for the ATA Certification Exam, and using computer-assisted translation tools.

NCTA also organized many other events including happy hours and social events. Among the association’s other achievements were, to quote Tuomas, “four incredibly beautiful issues of *Translational*.”

Paula Dieli, who has served as NCTA’s Webmaster, became the new President. Sonia Wichmann, serving on the Board as PR/ Marketing Director, became Vice President. Kristen Corridan, Scott Saylor and Afaf Steiert were elected Directors.

Evolving demands

Newly elected NCTA Board member Kristen Corridan, Manager of Procurement and Quality at LUZ, Inc., gave the presentation, entitled “Facing Evolving Industry Demands.” The company’s tag line is “Delivering peace of mind to global life science com-

panies.” Established in 1994, LUZ is an ISO 9001:2008-certified, woman and minority-owned business that offers translation and localization services into all European and Asian languages, and some Middle Eastern and African languages. LUZ’s client list includes industry leaders such as Johnson & Johnson, Medtronic, Siemens Medical Solutions, and Stryker Corporation.

Most of LUZ’s clients are medical device manufacturers that must comply with diverse and evolving international standards and regulatory and patient-safety measures. The challenges clients face drive them to impose demands on language service providers (LSPs), shaping their translation environment and service delivery.

In terms of service delivery, clients want LUZ to understand the pressures they face, accommodate their specific requirements, meet the needs of diverse groups and departments, provide custom solutions, and offer scalability at a competitive price. In terms of quality, they want the company to develop a quality framework, comply with the standards and regulatory requirements imposed on them, and then measure and report on performance.

LUZ’s response to these demands is to implement a comprehensive quality assurance (QA) model, provide technology and process solutions, and accommodate the specific challenges of life science companies. Its quality-driven process approach provides peace of mind for clients by sharing responsibility for patient safety.





Attendees socialized at a post-meeting dinner.



All smiles at the annual New Year's Brunch.



IN WITH THE NEW

BY NINA BOGDAN

Adapting to challenges

Translators have direct impact on the success of a project and the success of a client relationship. LUZ encourages translators to adapt to evolving challenges and trends and to understand what drives LSPs and their clients. The company provides a customized service—a whole process—and continuously receives client input during the production of that service. The demands made on LUZ are passed on to translators, whose help the company needs in order to meet these demands.

To work for LUZ Inc., translators must be proficient native speakers of the target language with a minimum of 3 years' professional translation experience. They must be subject specialists in the life sciences; an advanced degree in the sciences is preferred. They must be detail-oriented and technically savvy. Experience with translation memory tools is required. Prospective translators undergo a qualification process. Once approved, they are provided with feedback on their first two projects and undergo ongoing evaluations.

NCTA thanks Kristen for an interesting presentation. ✓



The annual NCTA New Year's Brunch, held at Skate's on the Bay on January 23 was, as always, a great success. A group of 37 translators and interpreters gathered to talk shop and socialize at the waterfront restaurant in Berkeley. Even the weather was cooperating. After weeks of rain, it was a wonderful sunny Sunday and the San Francisco city skyline was showcased in the huge picture windows of the restaurant.

This was the last NCTA social event prior to the February General Meeting, when board election results were announced. There will be a new contingent on the NCTA board this year including a new President and Vice President. Luckily, the transfer of power at NCTA is always peaceful. This year, outgoing and incoming board members met to usher in both the New Year and a new era in NCTA.

As always, the group consisted of a nice mix of long-time and newer members, making for interesting and enlightening conversation, including thoughts on the translator and his or her "identity"—and what that means for those who live and work in a place that is not their "native" country. People shared recollections and reminiscences about the "old days," how it all began for some, and how it is all beginning for others.

As usual, NCTA provided tea, coffee, and dessert. The brunch concluded with the traditional walk on the nearby pier and a group photo. This event is a great low-key way to meet your fellow NCTA members and re-connect with old acquaintances. If you missed it, mark it on your calendar for next year—it's always mid-month or so on a Sunday in January and well-worth the effort. ✓



TRANSLATION AND POSTCOLONIALISM

Translation and interpreting have a fascinating historical role in the development of empire and the postcolonial world. AN INTERVIEW BY THOMAS J. CORBETT



Robert J. C. Young

The work of Robert J. C. Young, Julius Silver Professor of English & Comparative Literature at New York University, concerns marginalized peoples and cultures. *Postcolonialism: A Very Short Introduction* devotes its final chapter to translation. Translation is seen not only as a colonial activity but also as a metaphor: transplanting England to New England, for example, is itself a form of translation. The interview began with an oblique question, a question that provoked a typically original and enlightening response from Professor Young.

TC: What is “localization?”

RY: As I understand it, localization is a word that globalization professionals use—it means localizing a product, either with respect to some material aspect that accommodates it to local practices (hamburgers made with *halal* meat in Muslim countries, beer in French McDonald’s, cars with heaters in their seats in Scandinavia) or, more interestingly from a translational point of view, taking into account the particular language situation of a specific market. This would mean the translation of any text element into a local language, adaptation to local orthography, but also to other practices such as whether that market uses pounds or kilos, the local currency, etc. I don’t see this as having a significant relation to translation, though you could argue for its importance with respect to certain practices of cultural translation.

As marketing strategies, these forms of adaptation are essentially superficial characteristics with respect to the core product, and this, I think, shows the falsity of the local-global antithesis which has been given much mileage of late. In fact, I don’t think that it constitutes a distinction as such, in the sense that the point about globalization is that the local has become globalized in any number of ways, both

experientially and institutionally. We could say that in some sense there is no local any more, in the way that you could once have local experiences which were almost entirely unmediated by anything beyond their own boundaries. So if people are now talking about “localization” it is probably precisely because it is now impossible, other than in the superficial way I have described.

Identity is a fluid concept, much over-used in our own time. Its only serious meaning, in my view, is its legal reference.

In my own field, that of Postcolonial Studies broadly conceived, there is much talk of location, as in the title of Homi K. Bhabha’s book *The Location of Culture*, which emphasizes the particular place and time of any cultural production, relative to all others. The meanings of culture are determined by their locational parameters. In this sense, localization could be seen as antithetical to the idea of translation, which will always attempt to cross borders, to convey meanings beyond the local contexts in which they have been developed. Of course that does not prevent a translator attempting to preserve localized elements in a text, however paradoxical that may be given that a translation will always deprive the local of its local specificity. We could say that Schleiermacher’s idea of foreignizing translation is in some sense a version of this.

TC: What is one dealing with when one acknowledges that a text is “untranslatable?”

RY: In the heyday of deconstruction, par-

ticularly with Paul de Man, there was much talk about the impossibility of translation in general. Today we have reoriented such discussions to more specific instances, even particular terms, such as in Barbara Cassin’s wonderful *Vocabulaire européen des philosophies: Dictionnaire des intraduisibles*.

First of all I would say that very few texts are untranslatable as such—they are simply less translatable or harder to translate. They are, in other words, at the extreme of the scale. We might say that a text is untranslatable not because it can’t be translated but because there is too much to translate, a surfeit of meaning, effects, rhythms, techniques. The untranslatable text is the text in which there are simply too many things going on. The problem with translation is not that these different aspects of the poem can’t be individually translated but that they can’t all be translated at the same time. You have to choose, and because you have to choose you have to fail with respect to all the other elements that you didn’t choose. So are we saying that the totality of the poem is untranslatable or that the individual element is untranslatable? Particular terms, words, however, can be untranslatable, and one response to that is simply to appropriate the word into the other language, as has been done in vast quantities in English, starting with some very simple examples such as “pajama.”

What interests me more is what one might call the traffic across untranslatable terms, in the sense that a word like “geist” will be translated across various European languages with the assumption that the different translations will have an equivalence, when in fact what develops is a kind of stereoscopic or three-dimensional volume in which philosophy or translation theory work, where there is a constant process of misprision. The paradox of translation theory, in my view, is that theorists move in their discussions about translation between texts written in different languages with the implicit assumption that there can be perfect translations.

TC: In what sense might one assert that an original text has an identity?

RY: Identity is a fluid concept, much over-used in our own time. Its only serious meaning, in my view, is its legal reference. There is much talk, for example, of all identities being constructed, but the simple fact is that my own identity, starting with my birth certificate, passport and the like, are official documents constructed for me by the state. Beyond that, identity means something more like sense of self, and of course we all feel different at different times—between being a professor and being a parent, for example, but I am not sure these are different identities. To say that the fact that we play different roles at different moments in our lives means that we have different identities is somewhat facile and betrays a lack of understanding about what identity involves.

Texts also have legal identities, relating to copyright, in a similar way, and we can say that beyond that their identities are constructed, in the sense that they are read in a certain way and put in certain categories (for example, a novel,

or a “postcolonial” text) but these are not fixed, they change all the time. Texts perform different roles on different occasions in different contexts. The question of identity becomes more interesting with respect to translation. Once we translate a text, the question becomes whether the text still has the same identity in some way—so that, for example, we can discuss the translated text as if it is identical to the original. It is translation that poses the problem of the identity of texts, the relation of that to the concept of a “version,” and from that point of view your question demands a philosophical enquiry that is too vast to begin here but which by the same token offers a very promising potential. All questions of translation in some sense pose the question of identity.

TC: What might one understand by ‘post-colonialism’?

RY: I have been writing about postcolonialism for over twenty years now, written two “Introductions” and countless essays, which makes this a very big question for me. Postcolonialism means what it says, which is ‘after the colonial’. There are many different ways in which we can take this. For countries that were colonized, it means dealing with the aftermath and the debris of colonial rule, institutional, economic, material, cultural and psychic. For countries that were formerly (or indeed remain) colonial powers—all Western European countries with the exception of Norway (though even there the Norwegian Lutherans were involved in forms of colonialism), as well as Russia, China and Japan, together with countries that arguably continue colonialism in different modalities, above all the United States (the United States is both an imperial and formerly colonized power), it means deconstructing and revising their own cultures and historical narratives with respect to their own

values, assumptions and hierarchies that were developed in the colonial period, and adjusting their own cultures to accommodate the migrants who have now brought the empire home, so to speak, and come to live in the formerly imperial centre. One effect of that is that the monolingualism that was developed so remorselessly during the state formations that took place during the period of European nationalism has now had to give way to new kinds of multilingual societies.

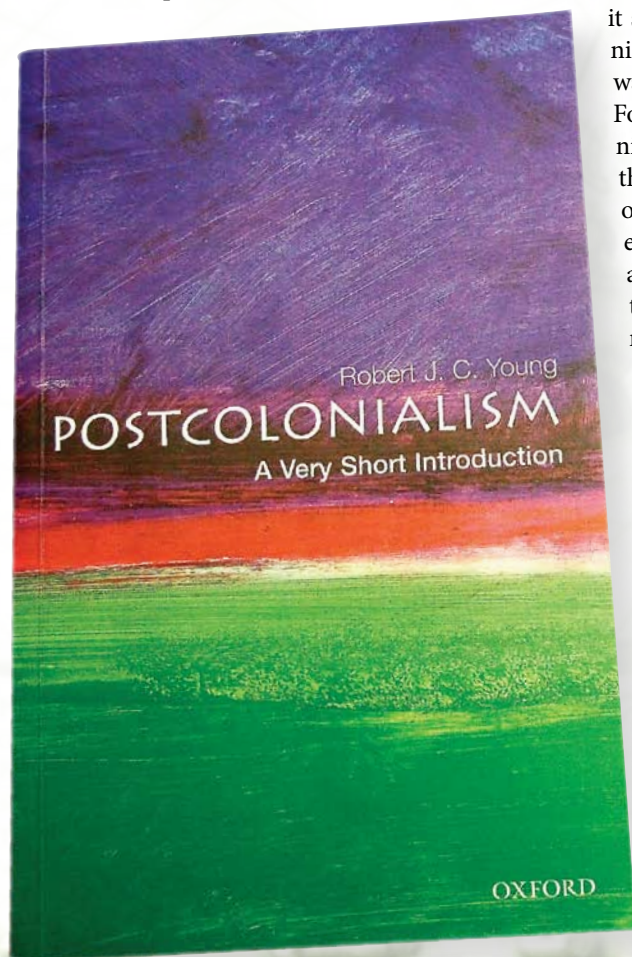
... ideas about the postcolonial have now spread both to the medieval and classical worlds of academic scholarship, and the analogy can be developed quite fruitfully.

TC: Was there any such notion in the ancient world?

RY: Of the postcolonial? I know that ideas about the postcolonial have now spread both to the medieval and classical worlds of academic scholarship, and the analogy can be developed quite fruitfully. Having said that, the formation of the Roman Empire, and the world of Christendom that developed in its wake, took place under very different conditions than those of modern European empires. Nevertheless, we can see that the postcolonial perspective can be helpful in thinking through certain aspects of earlier historical periods. All of Anglo-Saxon poetry, for example, could be said to be marked by its own sense of being postcolonial with respect to the departed Romans (though that was not, of course, a word that they used!).

TC: What is the relationship between post-colonialism and translation?

RY: Many scholars have now investigated this question, and emphasized the role that



translation played in the development of empire—from the role of interpreters for early explorers and conquerors, to the role of translations of local texts, particularly legal and religious texts—as a way to facilitate the institution of colonial rule, as in British India. Moreover the imposition of the colonizer's language, and the devaluation of local languages so that they had no official status, meant that for local people, translation, together with bilingualism for some, became the mark of their colonial condition. At the same time, in this context some of the problems of translation, the impossibility for example of producing a perfect translation, became manipulated in certain power games. On the one hand, it was utilized for the colonizer's benefit, as in the Treaty of Waitangi, where the English version is very different from the Māori where the language is simplified and vaguer. On the other hand, translation offered a mode of resistance for local people, a practice that is explored in Brian Friel's wonderful play about British rule in Ireland, *Translations*. Friel's play concerns the translation process with respect to maps as a form of domination. In this respect we should add the work of José Rabasa on mapping. The map gives one of the clearest instances of the ways in which knowledge, and the mediation of knowledge through a particularly powerful language and set of representations, can be a significant as well as highly symbolic part of the exercise

of political and epistemological control. The major theoretical impact, we could say, of the work that has been done on the relationship between postcolonialism and translation is to highlight the ways in which translation is always involved in a relation of power, both in terms of the institutional practice of translation and in the general relationship between languages, which are never neutral but always involved in larger formations of power. I think that has been postcolonialism's most original and significant effect on translation studies.

From a social and human perspective, the most important people are interpreters...

TC: What is the role of translators in the postcolonial world?

RY: From a social and human perspective, the most important people are interpreters, in particular the people who are interpreting in legal situations such as applications for asylum, refugee status, the right to remain, etc. These people have tremendous power in such processes, and an awareness of the social and cultural issues faced by migrants, by people dispossessed through war, famine and poverty, is extremely important for them if they are to fulfill their roles effectively and humanely. I

think interpreting in legal contexts is so important and greatly under-examined. I would

like to know much more about its processes.

For the most part the courts assume that interpretation, and indeed translation, are straightforward processes, whereas in fact they are often exerted as forms of control and reduction.

In more general terms, the role of translators is not essentially different in the postcolonial world than in any other, except with respect to the general social consensus today that interaction and understanding

between cultures has become more urgently important. Translators are the people who are most able to facilitate and enable understanding between people of different cultures.

TC: Who might be in a position to judge the quality of a translation?

RY: I don't think fundamental thinking about this has changed at all in recent years. You can judge a translation from a linguistic point of view, with respect to its accuracy, the success of its rendition from source to target language. On the other hand you can judge a translation from the point of view of the reader. It may be a good translation technically, but unreadable, or it may be a poor translation, technically, but a powerful rendition, or simply useful from a practical point of view.

TC: What might one mean by "de-translation"?

RY: This is Jean Laplanche's term, in his interpretation of Freud on translation. Initially Freud discusses the dream work as a kind of translation that converts unacceptable material into a form that the dreamer can assimilate. Laplanche develops this further, by pointing out that since the dream itself is, from a Freudian point of view, the problem to be decoded, then what the analyst has to do in the analysis is in effect to detranslate it back to the original, unacceptable dream thoughts. These then need to be retranslated into a form that will enable the analysand to cope with his or her life more effectively in the future. I've used the concept quite extensively to discuss the ways in which we need to detranslate many of our concepts about other cultures—previous translations, as it were—in order to redevelop them into forms that are more appropriate to our modalities of understanding and cultural awareness in the twenty-first century. ✓

Thomas J. Corbett has a background in information technology, including enterprise web testing. He attended an NCTA presentation on localization and became a member. This interview, including bibliographical notes, can be found at translorial.com.

LANGUAGE SPECIALISTS AND HEALTH CARE

Medical interpreters are a critical link between patients and providers.

BY CARLOS L. GARCÍA, CMI

Medical interpreters are those language specialists that help patients and providers communicate when they do not speak the same language.

This critical link that needs to be established between health care providers and patients has gone widely unchecked since 1964, with the passing of the Civil Rights Act, which goes on to say in its Title VI, Section 602 that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

Issue of discrimination

The issue of discrimination on the grounds of nationality was later interpreted by the U.S. Supreme Court in *Lau v Nichols* in

1974 as also including language discrimination, and has been addressed thereafter on several occasions by the federal government.

Regarding health, the Office of Minority Health of the U.S. Department of Health and Human Services published their Culturally and Linguistically Appropriate Services (CLAS) Standards in 2001 for health care organizations that received funds from the Federal Government.

For health care organizations in general, the Joint Commission—an organization that accredits and certifies more than 18,000 health care institutions and programs—recently issued their new standards for patient-centered communication, which address the issue of language access.

California’s State Personnel Board is in the process of revising its policy regarding

medical interpreting since state certification for medical interpreters is no longer issued.

Measuring competence

The National Board of Certification for Medical Interpreters and the Certification Commission for Healthcare Interpreters, both non-profits, began testing interpreters in 2009 and 2010 respectively. Both organizations offer a written English exam regarding regulations and ethics, which must be successfully completed in order to take the oral language-specific exam.

The International Medical Interpreters Association (IMIA), the only national trade association in the U.S., meets annually. Its Task Forces advocate to providers, health insurance, and government, ✓

Read the full version article online at translational.com

THE MEDICAL INTERPRETER TRAINING INSTITUTE

June 6th - 17th, 2011

2-Weeks of Intensive
Medical Interpreter Training

THE AGNESE HAURY INSTITUTE

June 6th - 24th, 2011

3-Weeks of Intensive
Legal Interpreter Training

**MENTION THIS AD
AND RECEIVE A
20% DISCOUNT!**



Learn from incredible faculty members including:

Cynthia E. Roat, MPH
Jaime Fatas, MA, FCCI
Irene Radillo Diaz, FCCI, CHI

CONTACT US:

National Center for Interpretation
Geronimo Building, 2nd Floor
P.O. Box 210432
Tucson, AZ 85721
Tel: (520) 621-3615
Fax: (520) 624-8130
<http://nci.arizona.edu>
Email: ncitrp@email.arizona.edu

THE TRANSLORIAL TOOL KIT

The Tool Kit is an online newsletter that comes to its subscribers' mailboxes twice a month. In *Translorial*, we offer a quarterly digest of Jost's most helpful tips from the past season. BY JOST ZETZSCHE © 2011 INTERNATIONAL WRITERS' GROUP, COMPILED BY YVES AVÉROUS

Just Now Updated to Office 2010?

If you own an English, German, Chinese, or Japanese version of *Microsoft Office*, that's the language that you'll get for all the menus—oh, sorry, “ribbons”—dialogs, error messages, and other user interface controls. You do have more than one spelling and grammar checker installed with your particular language version of *Microsoft Office* (go to <http://tinyurl.com/28bjpne> to see what kind of spelling checkers are included with various language versions of *Office*), but if you are intent on using an editing language that is not covered by your language version, you'll have to look into purchasing an additional language pack. That is, unless you are a user of one of approximately 60 “minor” languages (I just recently learned that the politically correct term here is “languages of limited diffusion”), in which case you might find a link to a free download of an LIP (Language Interface Pack). This will enable you to run *Office* in that language and use the spelling checker and sometimes even a help system and templates in that language.

If you're not one of those blessed “lesser diffused” people, you can purchase an additional language pack (which includes the ability to run *Office* in an additional language plus proofing for three or four languages) and you can even choose to buy and install it right from within any *Office* program by selecting **File > Options > Language** where you can find the respective link.

Tricky Word

I have always found it annoying that it was not possible to search and replace something but leave the original text untouched. Doesn't make any sense? Well, here is a good example: imagine someone who grew up using a typewriter and still adds those dreaded two spaces after periods in an English document. Before you process this with a translation environment tool, you need to take all those spaces out. So

you could just search for two spaces and replace them with one space. That's easy. But let's imagine that this is a long and convoluted document where some of the double spaces that don't follow a period actually need to remain. So you could do a manual search and decide for each one. But did I mention it's a long document?



So here is a (relatively) easy way to conduct a find-and-replace action for every instance where a period is followed by two spaces and a capital letter.

Press **Ctrl+H** to open the **Find and Replace** dialog in *Word*, select the **More** button to open up the extended options, and select **Use Wildcards**. Enter `(.)([A-Z])` in the **Find what** field. This expression stands for “one period, followed by two spaces, followed by any capital letter.” There are parentheses around the period and the [A-Z] expression to make them referable in the **Replace with** field. Because if we enter `\1 \2` into the **Replace with** field (first referable field, followed by one white space, followed by the second referable field), the second spaces will be removed but the periods and first letters of the following sentences will not.

Still doesn't make sense?

Imagine this: you are working on a table where names are listed with the family name first, followed by a comma, followed by the given name:

Smith, Roland
Doe, Jane

Kulongowski, Vladimir

Now your client wants you to change that for the translated version, and you need to sort this into family name following the given name. Here is how you can do this really easily.

Copy the table into a standalone *Word* document, press **Ctrl+H**, select **Use Wildcards**, and enter `(<*>), (<*>)` (`<` = beginning of a word, `*` = 0 or more characters, `>` = end of a word, followed by a comma and a white space, followed by another beginning of a word, 0 or more characters, end of a word). Replace it with `\2 \1`. The result will be this:

Roland Smith

Jane Doe

Vladimir Kulongowski

If you still don't see any usefulness in this, file this topic under “fancy search and replace tricks that will come in handy one day at which time I will express my heartfelt gratitude to Jost for this great tip” and don't trouble your poor mind anymore.

Fun with New Search Engine

I just stumbled on a new search engine called *DuckDuckGo.com* (dukgo.com will also get you there). *DuckDuckGo* is a nice addition to *Google* or *Bing*.

DuckDuckGo specializes in quick answers. It calls those answers “zero-click info,” data that is presented to you on the top of the page without the need to further click on something. For example, try entering “age of yo-yo ma” and you'll get his exact age to the day, or you could enter “weight of egg” and get the average weight of an egg.

DuckDuckGo derives these kinds of functions from *WolframAlpha.com*, the search engine that likes to make you feel stupid. But there are also other things that are specific to *DuckDuckGo*. Say you can't think of a new password. Type in “pw”. Forgot your IP address? Type in “ip”.

Some of these actions are actually useful. A list of all the magic is right here: <http://duckduckgo.com/goodies.html>. ✓

THE TRANSMUG REPORT

THE NATIVE MAC CAT TOOL

It has been over a year since my Challenge for a New Decade post, calling for a native Mac® CAT tool—in other words, a Cocoa®-based program, developed with the technology shared by Apple® to create powerful, simple, and elegant applications. The only advance in the past year was the return of *Wordfast* (Classic) on a brand new version of *Word*. Nothing very native in that—a sort of “Back to the Future” experience. After all, a corrected wrong doesn’t really make a right.

Why, when all the heavy-duty professional tools are working on the *Windows* platform, should we expect developers to come up with a tool just for the Mac? First, because there has to be a market. Macs have been selling faster than PCs and the Mac OS® market share is constantly gaining ground. Second, because this is a multilingual-friendly platform. You don’t need to purchase the Ultimate Edition to have 18 languages included from the get-go, and the diminutive ultra comfortable Mac keyboard



Holding the Option key gives you access to accents (in orange) and a slew of so-called special characters.

allows you to type an amazing number of “special” characters with simple key combinations—no Alt-164 or US Extended Keyboard required. The Swiss—a multilingual population if any—have given Mac OS X its highest market share in the world: 17.61% and counting!

But the main reason for a native Mac tool should be *Lion*, Mac OS X’s next iteration coming this summer. Current Mac OS technology should be incentive enough to develop a cool app. Just check *Pixelmator* in the Mac App Store™ to see what smart developers can do using mostly ready-made building blocks. Mac developer tools come with advanced and refined technologies such as Core Animation, Core Image, and Quartz® Composer that allow developers to tap into the resources of the system to power their applications without having to reinvent the wheel. For the CAT tool developer, that would mean starting modestly with a ready-made multilingual word

processor with automatic spellchecking. Add all of Lion’s enhancements like full screen display and multitouch gestures and you have a winner.

The icing on the cake would be the Mac App Store: guaranteed exposure to all Mac users, instant access, and purchase in a few clicks. This formula has already worked wonders for many developers and should make developing an application for translators a viable venture. The future lies in applications that emulate the iPad experience, not in a power plant control center. I want to open a file in my application and start translating in a matter of seconds. Strength is in numbers. TransMUG, a bona fide Mac User Group with corresponding benefits, is already 100+ members strong. Join us via www.transmug.com and meet the team at our next TransMUG meeting, prior to the NCTA May General Meeting—11:30 am at Out the Door, on the Concourse Level of the Westfield Center. **YA**

Translational is an independent publication and has not been authorized, sponsored, or otherwise approved by Apple Inc. Apple, Cocoa, Mac, Mac OS, and Quartz are trademarks of Apple Inc.

Order Online
www.TNCommunications.com

TN Communications



Interpreter Equipment



1-888-371-9005
 email: Info@TNCommunications.com



WIRELESS COMMUNICATIONS EQUIPMENT FOR INTERPRETERS

NEW! 16-CHANNEL UHF WIRELESS SETS WITH DIGITAL DISPLAY

- Digital display of channel & batteries’ charge status
- Stereo transmission & reception
- Mute button & AUX input for retransmission of recorded messages (from computer, CD, tape, etc)

We continue to offer our popular 16-channel, 3-channel, & single-channel wireless sets

NEW! CHARGING BAGS AND CASES

Use them to carry the transmitters and receivers and to charge their rechargeable batteries without having to remove them from their units (only for 3 or 16-channel sets)

Battery Chargers, Rechargeable Batteries, Headset or Lapel Microphones, Headphones, & Earphones

**CALL TOLL FREE
 888-371-9005**

SOME DINOSAURS AND DRAGONS...

The young whippersnappers today have no idea how good they have it.

BY INES SWANEY

When NCTA was founded in 1978, any mention of *e-mail* would have been understood as Express Mail, known in the United States as Special Delivery. This was the common way of sending urgent information, all printed on paper, of course. Fax machines were a luxury that some major companies had. I still recall my first encounter with one of these devices. Someone explained to me that it worked just like a photocopier, except that you started with an original and then the copy would come out somewhere else, even on another continent, as long as everyone's telephones lines were working properly and you got to keep the original! My cousin in Houston, who was involved in the energy industry, bragged that he had received a fax all the way from Qatar.

Typos and pay phones

Translators worked on manual typewriters, later becoming proud owners of electric ones, such as the ultramodern IBM Selectric, which made it possible to easily change fonts just by lifting a lever, and then removing and replacing a spherical device, smaller than a golf ball, known as an *element*. Fixing a typo was simple. Pressing a special key would activate a white erasing ribbon to remove the error, and the correct characters could then be inserted. This was a huge advance over what had existed, when pages had to be retyped so that they would look nice and presentable. Most people still relied on tiny bottles of what was generically known as *white-out*, to touch up errors already on paper.

Before voicemail existed as a built-in invisible feature provided by the phone company, those of us working as translators and interpreters had to purchase a separate *answering machine* device and attach it to the phone so that callers could leave messages when no one was around to answer the ringing phone. But you only found out about upcoming assignments after returning to your home or office and listening to your messages. I became envious of certain colleagues who could go to pay phones and retrieve their messages

from other locations, because they were able to accept short-notice interpreting assignments before I even found out that there was a need for my services. Naturally I had to "upgrade" to one of these answering machines.

Some people had car phones, which were about the size of a brick. You could easily tell which vehicles had such a device installed because of the prominent antenna on the car. In order to minimize the risk of loss due to theft, owners started disconnecting their phones and bringing them along in special carrying cases when they left their cars. The phone was safe, but totally useless unless connected to the car.

Dictionaries were all on paper, because there was nothing to compare with today's online glossaries and web searches. If you needed to carry out some specialized research to do a good job on a translation, a trip to one or several libraries became necessary, because there was no other way to find out which location would have the specific book, journal, or other printed resource you needed. If a colleague had some printed information that could be helpful, perhaps some cooperation could be achieved as long as both sides had a fax machine available to allow for sending information back and forth on paper.

Performance is everything

I'm amazed at how interconnected everything is now. My smartphone contains functions that were previously performed by various separate devices. And yet, it can't help me with nuances in interpreting, such as when I'm talking about drug *dealers* (*traficantes*) one day and auto *dealers* (*concesionarios*) the next.

Even speech recognition systems such as *Dragon Dictate* can never be one-hundred percent accurate. An administrative law judge recently shared her frustration about the fact that whenever she tried to dictate a decision involving the word *school*, the system invariably accepted it as *squirrel*.

Years ago, I was auditioning as voiceover talent for a "Grandma" voice but had to leave the studio to feed the parking meter. On the way, I tried various ranges of possible "Grandma" voices. As I walked and talked using different pitches and accents, I noticed that people were giving me strange looks, as if they felt sorry for me. *Poor woman, look at her, talking to herself*. Of course, nowadays people who seem to be talking to themselves are rarely pitied, because they are likely sporting a *Bluetooth* so they can talk hands-free. ✓

Read the full version article online at translorial.com



Help change lives in the developing world with KIVA

Kiva.org is an innovative micro-lending website. It lets individuals lend to specific borrowers in the developing world – empowering them to lift themselves out of poverty.

Through the **Kiva Volunteer Translation Program**, volunteers support the Kiva mission by translating loan requests and stories. Use your translation skills to contribute to Kiva.org, to network, and to build your resume.

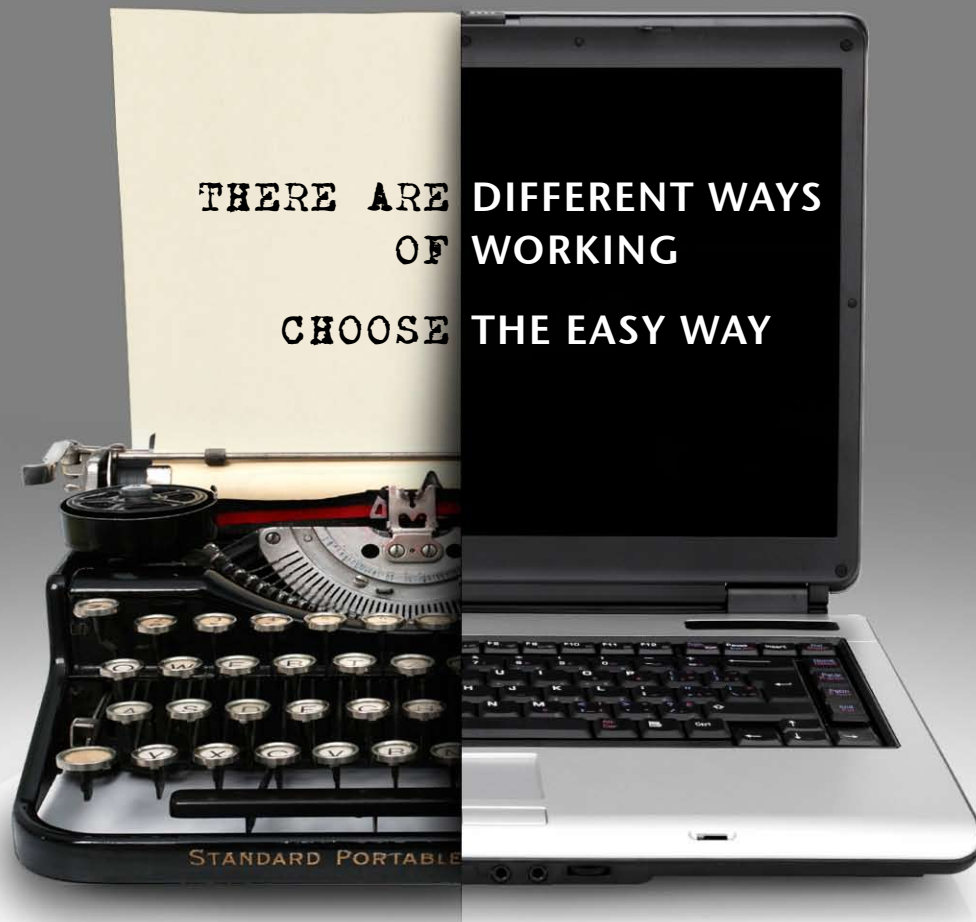
We encourage professional translators to join the **Kiva Peer Review Program**. You'll contribute to the Kiva Volunteer Translation Program by mentoring Kiva translators on your own schedule.

Join today:

Kiva Volunteer Translation Program Apply online at www.kiva.org/volunteer
Kiva Peer Review Program Send resume to naomi@kiva.org



Kiva believes in the power of connecting people through micro-lending and we support the translation communities that bring these connections to life. Kiva is a proud supporter of NCTA!



WHAT COULD YOU DO WITH THE TIME YOU SAVE?

SDL | Trados Studio

Translate faster

Speed up your translations by reusing previously translated content with our pioneering translation memory technology

Translate more easily

Make life more simple by working in a user-friendly, customizable and fully integrated translation environment

Translate more content

Turn-around projects faster than ever before with the numerous productivity-enhancing and innovative new features

www.translationzone.com/ncta



SDL  Your Content
Their Language



Attn: Juliet Viola, Administrator
P.O. Box 14015
Berkeley, CA 94712-5015

ADDRESS SERVICE REQUESTED

PRSR FIRST
CLASS MAIL
U.S. POSTAGE
PAID
TUCSON, AZ
PERMIT #271

NCTA is a Chapter of the American Translators Association. Become a fan of NCTA on Facebook  and follow us on Twitter  @nctaorg.

NCTA CALENDAR

May 7	General Meeting	June TBA	Picnic
May 13-15	NAJIT Conference	June 18	Translation for Court Interpreters
May 22	ATA Certification Exam	July 30	Technical Writing for Translators
May 30	Happy Hour in San Francisco	August TBA	ATA Exam Certification Workshop

See <http://ncta.org/calendar.cfm> for up-to-date information.

Self-paced, online learning with an intensive hands-on workshop

CSU, Chico Continuing Education & The Localization Institute Present:

The Localization Certification Program

**Localization Certification
& Localization Project
Management Certification**

Learn cutting-edge skills, network with localization experts, and earn a respected certification!

Next hands-on workshops:

San Francisco, California

- ▶ Localization Certification: **June 20-22, 2011**
- ▶ Localization Project Management Certification: **June 23-24, 2011**



**CENTER FOR
REGIONAL AND
CONTINUING
EDUCATION**
**CSU, CHICO
RESEARCH FOUNDATION**

Start online today!

Online: **rce.csuchico.edu/localize**

Phone: **530-898-6105**