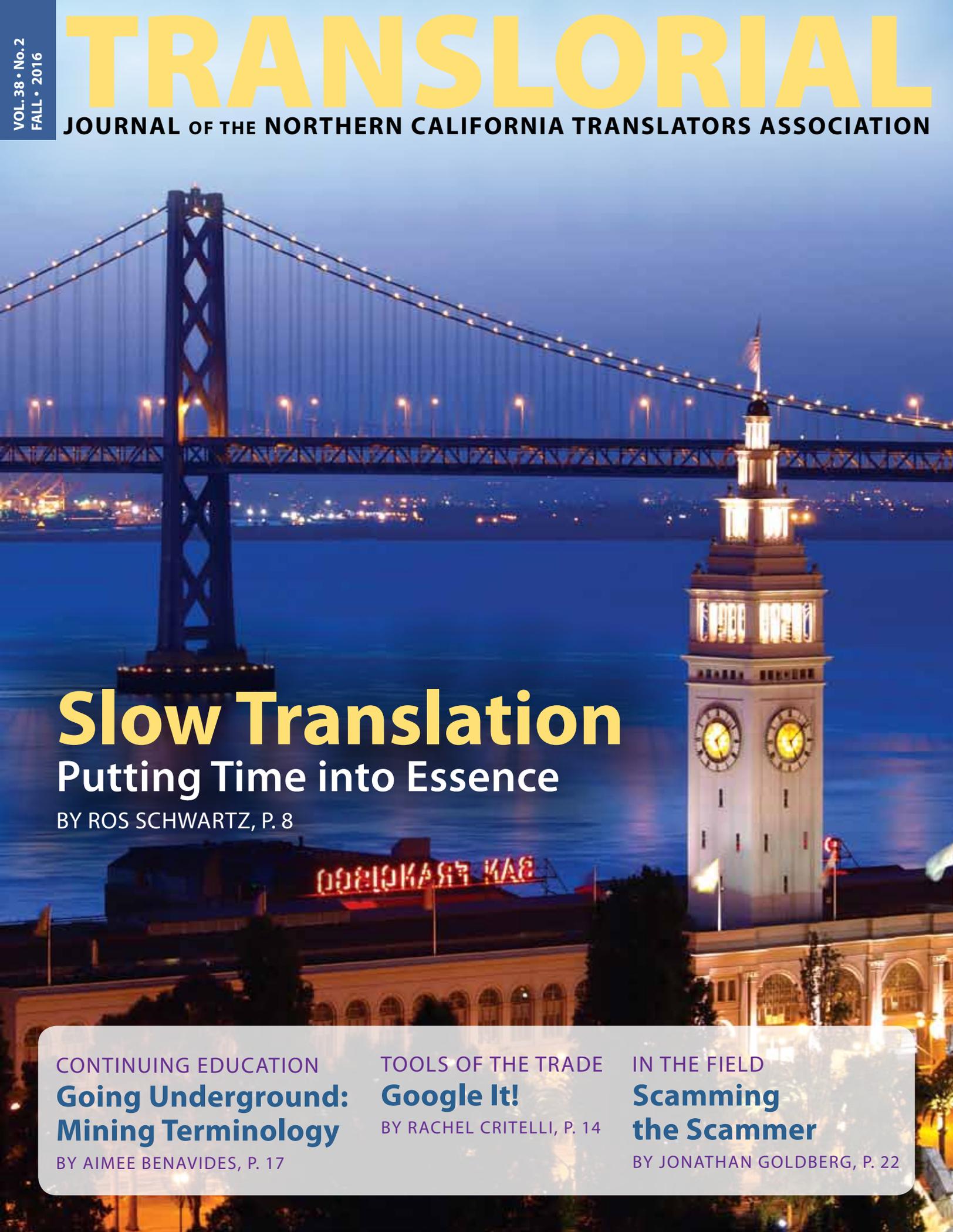


TRANSLORIAL

JOURNAL OF THE NORTHERN CALIFORNIA TRANSLATORS ASSOCIATION



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FALL 2016

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YOUR TURN!

Translorial welcomes contributions. Send your ideas to editor@ncta.org.

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Contributors

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Aimee Benavides is a Federal and California Court Certified Spanish Interpreter who lives in Central California with her husband and two children. She specializes in written translations regarding Field Trials and other Agricultural and Agronomical reports, as well as interpreting for technical Ag conferences and workshops.

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Jonathan Goldberg was born in South Africa, and has lived on 4 continents, including Europe (France, where he studied at the Sorbonne), but half his life he lived in Israel, where he practiced law. Since settling in Los Angeles 15 years ago, he has developed an active career translating and interpreting in French/English and Hebrew/English. (HebrewTranslator.org). His principal hobby is his French-language blog, Le-mot-juste-en-anglais.com, which has been published once or twice a week for the last 5 years, with contributions from around the world.

Judit Marin is a freelance Spanish interpreter, translator, and trainer based in the San Francisco Bay Area. She is an ATA certified (English>Spanish) translator and a California Certified Medical Interpreter. She holds a M.A. in Spanish from U.C. Santa Barbara and a B.A. degree in Catalan Philology from the University of Barcelona. She currently serves as NCTA Membership Director. Mrs. Marin has been a seminar leader for the “Living in America Program” offered by the County courts for the past 5 years. Contact her at marinjudit@yahoo.com and follow her on Twitter @juditooak.

Ros Schwartz, author of our lead article, is an award-winning literary translator, a Fellow of the Institute of Translation and Interpreting, and an active member the Translators’ Association of the Society of Authors (of which she is vice-chair). Since 1979, Ros has translated some 70 works of fiction and non-fiction from French including a new translation of *The Little Prince* by Antoine de Saint-Exupéry. Founder and co-director of the literary translation summer school at City University in London, she frequently leads workshops, is a regular speaker on the international circuit and publishes articles on translation issues. In 2009, Ros was made a *Chevalier de l’Ordre des Arts et des Lettres* for her services to literature. https://en.wikipedia.org/wiki/Ros_Schwartz

Marta Sprague is a Spanish>English translator and editor of medical, public health, and social service texts. With over a decade of experience as a bilingual social worker, she has developed a passion and dedication to gerontology and geriatrics, and has translated materials related to dementia care and vocational rehabilitation. When she is not translating, Marta spends time as a Hospice volunteer.

Mary (Mimi) Wessling became a German > English translator first in her field of Biophysics in the days before most scientific publishing appeared in English, and then in her academic career as a historian of science and medicine in Early Modern Germany. She has recently translated two books, one a classic in the history of medical ethics, the other on the establishment of the public health system in Taiwan—in which German scientific and medical practice played an important role.

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From the President

9 YEARS OF CHANGES: TOOLS AND TRANSLATING

BY SONIA WICHMANN

As many of you know, this year’s annual ATA conference will be held here in San Francisco, and at NCTA we have been preparing for it by putting together a blog to welcome visitors, lining up volunteers to help at our hospitality table and as exam proctors, as well as other tasks. The conference was last held in San Francisco almost ten years ago, in 2007. That was the first ATA conference I ever attended, and I was fairly new to NCTA as well. Looking back, it’s amazing to see how things have changed in our profession during that relatively short time. Back then, most of us were trying to figure out the brave new world of translation memory tools; I bought my first version of Trados (2007 Freelance) and finally switched to electronic dictionaries. The *ATA Chronicle* still printed a few classified job ads, but clearly those were giving way to strictly online job search methods. In just a few years, the use of social media exploded, blogs and online client portals became commonplace, and improved internet resources made information easier to find than ever before. Along the way, NCTA kept up with the times, creating a social media presence and updating the association’s website, offering workshops and presentations on all the latest developments, and chronicling current events in *Translorial*.

It’s no surprise that along with increased globalization and more jobs in the translation and interpreting sector, there has also been increased pressure on translators and language companies to produce higher volumes of work at lower cost.

Translation tools continue to develop; choosing the right ones, learning how to use them, and keeping up with new versions has not become any easier. Information is everywhere, and navigating online resources, while potentially rewarding, can also be time-consuming. Now more than ever, it’s important to stay abreast of current trends in our industry so that we can adapt and thrive in a changing work environment. NCTA continues to offer training on the latest tools, such as memoQ and SDL Trados Studio 2015; developments in specializations such as localization or legal interpreting; and practical skills such as advanced web searching and small business tips. And perhaps most importantly, the association offers plenty of opportunities for people to talk to each other and find out what’s happening locally and in the larger world of translation and interpreting. Ten years from now, none of us will be working in quite the same way as we do today. There is no doubt that our tools will be different, and the opportunities and challenges will be different, but professional associations such as NCTA will continue to provide valuable support and information to help us succeed.

As a final note on changes, on behalf of the entire NCTA Board, I’d like to express our heartfelt gratitude to our former administrator, Juliet Viola Kniffen, who recently stepped down after more than twenty years of outstanding service to NCTA. We will miss her tremendously but wish her all the very best! 🌐

BOARD REPORTS

Except for its annual retreat and other special scheduling changes, NCTA’s Board of Directors meets on the first Monday of each month. No meeting is held in July. Here is a summary of recent board meetings:

May

Discussed Treasurer’s report and reviewed NCTA’s financial status.

Discussed membership status and numbers. Because the numbers are down, the Board discussed ways to reach out to new members, such as connecting with colleges offering translation and interpreting programs.

Discussed upcoming picnic and Happy Hours, as well as presenters and sponsors for the GM.

Discussed upcoming CE workshops in June; further look into possible workshops for the Fall.

Noted that the new *Translorial* team is looking for an assistant editor and more back-up proofreaders.

June

The Board President announced that the ATA Chapter report has been filed so NCTA can receive the annual rebate.

The Membership Director announced that membership is still down, but she has received some responses to letters she sent to translation schools offering graduates one year free membership.

The Marketing Director announced that he has begun to put together a new marketing plan.

Discussed upcoming workshop and number of participants, as well as more topic ideas for future workshops.

Discussed volunteers for GMs and future planning.

Discussed status of next *Translorial* publication, deadlines, and tasks under way.

Discussed the ATA conference blog and assistance with division dinners.

Discussed upcoming Board positions to be filled.

July

Discussed Member Renewals Comparison Report from years 2013 to 2016.

Discussed NCTA’s ethics guidelines, which are the same as ATA’s ethics guidelines.

Planned September GM and discussed presenter and topic for December GM, as well as possible sponsors. Discussed upcoming lunch socials, Happy Hour and September picnic.

Reviewed June CE workshops, which were well attended and successful.

Discussed marketing ideas and ATA conference materials.

see page 5



From the Publications Director

WELCOME ATA CONFERENCE VISITORS!

BY TIM CASSIDY

EDITOR'S NOTE: *Time. To physicists, the fourth dimension.*

On the cover of this issue of Translorial, represented by the clock on the Ferry Building in San Francisco. To translators, something there's rarely enough of...

Our lead story by Ros Schwartz, takes us on a tour of how experienced translators organize to meet deadlines and seek to produce an accurate, readable version in their target language.

Finally, our Publications Director Tim Cassidy welcomes you to San Francisco, site of the 2016 American Translators Association national convention. He elicited suggestions from some of our Northern California Translators Association board members for fun things to do while you're here, biding your time! Happy exploring!

If you're reading this special copy of Translorial, the Journal of NCTA (Northern California Translators Association) as a conference visitor, we'd like to welcome you to San Francisco and the Bay Area!

We hope you enjoy all the workshops and networking opportunities at the conference. As host chapter, we will be staffing an information table at a central location at the conference hotel. Drop by and say hello to our local volunteers! They're happy to help you with questions about the conference, finding your way, and help you

with ideas about things to do in the area: looking for a restaurant? Want to go sightseeing or shopping?

Our chapter website also has a blog with suggestions about things to do while visiting; we hope you'll spend some extra time after the conference to explore:

<http://www.ncta.org/news/308736/ATA-Conference-in-SF-Special-Blog-for-Visitors.htm>

We also asked our board members to suggest places they like to take visitors to the area. Here are the insider tips, some more well known, some secret:

Michael Schubert recommends a walk up the Embarcadero from the conference hotel to the Greenwich Street steps. After the nice workout climbing those steps, enjoy the view from atop Telegraph Hill of the Bay, Alcatraz and the Golden Gate.

For an even more ambitious workout, Michael suggests an early morning bike ride from the Marina Green at the north side of the waterfront, traveling over one of the most spectacular routes in the world, over the Golden Gate Bridge.

Isabelle Pouliot also recommends Telegraph Hill, in particular the landmark art deco Coit Tower, with fascinating New Deal era murals on the ground level.

One of the other classic SF experiences Isabelle enjoys is the cable car ride from Powell Street to the Bay Street waterfront, where you'll get a feel for the neighborhoods and a thrilling ride over the City's hills. If you want to check out what events are on, even free walking tours, save money and check out <http://sf.funcheap.com/>.

For a glimpse of early San Francisco history, Scott Ellsworth likes to visit the Mission San Francisco de Asis or Mission Dolores, which gave the Mission District its name. Built in 1791, it's the oldest building in San Francisco, and the complex with the original abode and newer basilica includes a museum with relics of the Ohlone tribe, the original inhabitants of the Bay Area.

For more workouts with spectacular views, visit the Lyon Street steps, says Sarah Llewellyn. Starting at the end of Broadway at the Presidio Wall, the lazier among us can make the climb downhill, on a stately block near the Getty family mansion and down past Italianate villas to the Cow Hollow neighborhood. (The mansion at the very bottom of the stairs doubled as Anne Hathaway's school in "The Princess Diaries").

Sarah also suggests checking out the "acoustic sculpture" at the Marina waterfront, adjacent to the Golden Gate Yacht Club: the Wave Organ is a sculpture with 24 PVC and concrete organ pipes along the sea, and the wave action creates sound. It's best to hear its music at high tide. 🌊

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

Make sure you are taking full advantage of your member benefits

| | |
|--|---|
| Find other members and contact colleagues | Use the search fields to find Individual members under the <i>Find a Linguist</i> tab; click the <i>Find a Corporate Member</i> tab to search for Corporate and Institutional members. |
| Referral service: all members are listed at ncta.org | NCTA's online referral service makes it easy for new clients to find you. Be sure to keep your listing updated, and take advantage of your listing's file upload section to post your résumé, certificates, and other files that highlight your unique experience and accomplishments. Enliven your referral service listing by uploading a photo of yourself. |
| Stay in touch | Be sure to join the 250+ members on the NCTA Members-only Listserv (Yahoo!™ Group email list) to quickly receive answers to your questions, exchange information, and read job postings. |
| NCTA social media | Participate in the LinkedIn group and Facebook page; follow us on Twitter. LinkedIn/NCTA Twitter @NCTAorg Facebook/NCTA.org |
| Network | Meeting colleagues in person can be invaluable. Get to know translators, interpreters and LSPs at workshops, informal social & networking events, and quarterly General Meetings. Go to ncta.org , click the <i>Events</i> tab, and mark your calendar. |
| Membership card | Your NCTA membership card is now available for download and printing any time you'd like. To access that feature, go to ncta.org and hover your cursor over the <i>Members</i> tab, then select "Update your info" from the drop-down menu. After logging into your record, select "Membership Info" in the blue MY PROFILE box. Simply click the "View/Print My Membership Card" link and voilà! |

BOARD REPORTS cont. from page 3

Discussed the administrator position. There was no Board Meeting in August.

September

Reviewed NCTA financials and discussed the appointment of a new accounting firm.

Discussed membership and the process of membership renewal.

Discussed plans for upcoming CE workshops and September GM, as well as speakers for future GMs.

Discussed upcoming lunch social and picnic.

Reviewed Translational schedule and procedures and printing additional copies for the ATA conference.

Discussed marketing ideas and NCTA's presence at the upcoming ATA conference.

Discussed transitional period without an administrator and how to advertise the position.

Discussed the newly amended NCTA mission statement.

WELCOME, NEW MEMBERS!

The following members joined NCTA between March 26 and October 1, 2016

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From the Events Director

MORE TO DO AT ATA 57!

BY DIANA DUDGEON

It's a busy time around here. With the ATA 57th Annual Conference in town, there will be many opportunities to attend various networking events whether you're looking for business, fun, or even exercise. I urge you to take full advantage of them!

The Welcome Celebration kicks off the conference, and it's a great way to get acquainted with fellow attendees, speakers, and exhibitors; get familiar with ATA's divisions; and, grab a drink while you're at it! If this is your first time attending the conference, you should

definitely sign up for Buddies Welcome Newbies to get paired with a seasoned attendee who will help you navigate it.

Get your game on at the Job Fair, Brainstorm Networking, and Business Practices Happy Hour. Be ready to bust out that slick elevator speech, have some business cards handy, and get down to business! You don't want to miss the division events—be sure to take part in their annual meetings and dinners, and for a lighter time, you could join the TweetUP or the After Hours Café.

No need to miss your workout routine, you may find Zumba or Stretch, Breathe, & Move sessions to be a great way to start the day. Road cycling enthusiasts are welcome to join the pre-conference NCTA Tour de Marin ride over the Golden Gate Bridge to the beautiful coastal roads of Marin County.

Organize your schedule and buckle up. Here's to a productive and fun conference! 🌍



NCTA members enjoy another Happy Hour at Mijita at the San Francisco Ferry Building. In picture, left to right: Audrey Pouligny, Isabelle Pouliot, Alejandro Ramirez, Elizabeth Rice, Alcira Salguero, Hannah Katz, Javier Moreno, Robert Rahl; attending but not in picture, Apryl Gibson.



A sunny Saturday in marvelous Marin: the NCTA fall picnic, graciously hosted again by member Jacki Noh.

THANK YOU, NCTA VOLUNTEERS Our thanks also to Peg Flynn and Ingeborg White for their help with proofreading, to Sarah Llewellyn for suggesting the lead article and for many occasions where we needed assistance, and to Javier Moreno for many of the photos you see here. We're particularly grateful to Jacki Noh for sharing her home with us for the annual picnic. Javier Moreno, Afaf Steiert and Marta Sprague have arranged our wonderful Happy Hours and lunches.

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Studio 2017

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SLOW TRANSLATION

Putting Time into Essence ROS SCHWARTZ

“How long will it take you to type this in English?”

Yes, I really was once asked this question! A Freudian slip that reveals how translation is sometimes seen as “typing in another language.”

I was prompted to pen this article in favor of “slow” translation after eavesdropping on a conversation between two veteran translators anxious about the fact that they felt they were “too slow” — as if that were a bad thing. There seems to be a commonly held belief (among translators, publishers and readers alike) that the more books you translate, the faster you become. The opposite is true for me, because with experience I’ve become more alert to subtleties and complexities of which I was blithely unaware in my early days.

“Speed” is rarely discussed openly among translators, and I realized I had no idea what others consider a reasonable daily output or how they assess the amount of time a translation will take when negotiating a contract. For myself, I’ve developed a crude rule of thumb for a fairly challenging book (fiction or non-fiction), which is an average of 800 to 1,000 words a day. While I might be able to draft 2,000 to 3,000 words a day once I’m in my stride, when I take into account the multiple drafts, going through the copyeditor’s suggestions and then checking the proofs,

it seems to work out at roughly 1,000 words a day. So for a 70,000-word novel, I’d estimate 70 days’ work, i.e., fourteen weeks, if I were working exclusively on that book. But since, like all translators, I usually juggle various projects and activities, I then double that figure which comes to 28 weeks, so I’d ask for at least six months. My ideal time is nine months — partly because it’s such a symbolic figure.

I asked a number of award-winning translators whether they had a comparable formula and whether they felt that they had become faster with experience.

Like all the colleagues I spoke to, **Anthea Bell**, OBE, translator from French and German with decades of experience and scores of titles to her name, doesn’t feel that she has speeded up: “No, I don’t go any faster than I used to. I do think that I probably get a first draft out a little faster than when I was working on a typewriter. That is partly just technical, partly because with time one does become more used to doing what I can describe only as thinking in two languages at once. I’ve said before (and translation is incredibly difficult to describe without metaphor), that it is as if the mind hesitates briefly between the language of the original and the native language of the translator, in a place where neither language exists, but ultimately tries to come down on the side

of the language of translation. And that aspect does not change. But I find myself, if anything, even less inclined to think that the first-draft result is the best. Sometimes it is, sometimes it isn’t. I have to go back over it all, weigh up alternative phrasings.

“I would certainly go along, in general terms, with your calculations. And oh yes, we do juggle several things at once. The easy parts, in fact, are the rough draft at the start, and

the final read-through at the very end, when I read for English only, returning to the original only if what I have said strikes me as odd and in need of second thoughts. Or third, fourth, etc., thoughts. The hard work comes in between: revising, revising again, coping with copy-editors’ queries (and I would like to say that recently I have come across several excellent copy-editors, who understand what translation is all about, which was not always the case), and then proofreaders’ queries. Yes, it is all time-consuming, but I think it should be. We all know that it is never just a question of substituting word for word between languages.”

Interestingly, Anthea has recently changed from her usual method of doing a full quick first draft of a book to revising each chapter or major section of the translation immediately, to assist the publisher: “I still need to do further revisions, and

finally one of the whole translated book, but in case a publisher needs something in advance, I can then provide it. Although pointing out that I may have to alter things in view of what follows.”

Laura Watkinson, who translates from Dutch, also emphasizes how crucial and protracted the revision process is: “I usually produce my first drafts fairly quickly, and it’s the revision that really takes the time. I read and reread and reread, keeping the trickier parts bubbling away in the back of my mind and waiting for inspiration to strike. That means that my translations aren’t actually ‘finished’ until near the deadline. That revision time is essential. It’s something that I need to take slowly, and I think I’ve taken more time over that element of the translation process with each book I’ve translated.

“You want to create a great text that the reader will enjoy, so it’s always a good idea to make space to put a good draft aside for a while, and then come back to it with fresh eyes to make sure it’s doing what you want it to. “I also take on other projects. As much as you may love a book, you don’t usually want to be cloistered away with its characters all day long, so I wouldn’t ideally choose to

work on a single project for more than about three hours a day. You need time to think and time just to rest. An average of 800 to 1,000 words a day sounds reasonable to me. I’ve also heard the recommendation that a maximum of 2,000 words a day is advisable, but of course it all depends on the text.

“I generally tend to request a year for book projects. That feels comfortable for the average book project; it’s not too intimidating and it’s short enough to keep things fresh.” Laura asks whether the language combination makes any difference to speed. “I’ve sometimes heard people suggest that certain language combinations are ‘easy’ and therefore make for faster translations. I don’t think I buy the idea of ‘easy’ combinations, though, particularly as I believe the bulk of the process lies in creating and polishing the target-language text.”

Nicky Harman, translator from Chinese responds: “I believe that Chinese is much more demanding and tiring to translate than European languages. I have no evidence for this since I only translate from Chinese, but I think that languages very different from English are harder to translate because you have to do more mental gymnastics to get an acceptable English version. Not even the simplest sentence can be translated ‘literally’ (yes I know that word opens another can of worms!). Plus the fact that you’re reading characters makes even the reading process slower. Nothing particularly scientific in my observations, but in my experience, it’s mentally and physically (eye strain) more tiring.”

*...it is as if the mind
hesitates briefly
between the language
of the original and
the native language
of the translator, in a
place where neither
language exists...*

Nicky also has a formula for assessing the time needed. “First I estimate 2,000 (English) words (i.e., not Chinese characters) a day for the first draft (but believe me they are very, very rough!). Then I estimate 4,000 words a day for second draft. Then I add the same again for third draft, some more weeks for third draft/further revisions/polishing etc., a month or two for holidays and sickness, then another month because I’m fitting in other work, then sometimes I add a month for luck. Then I compare that total to how I did on a previous book of similar length and see if it seems realistic. I have a dread of being late, or being under pressure at the last minute, because I like to leave a text to settle in my head and read it again with fresh eyes. Actually I’d say that my final calculations are pretty much like Ros’s, six to nine months for a 70,000-word

book (that would be about 105,000 Chinese characters).

“Amazon Crossing has a bizarrely tight optimum turnaround (around two to three months for a book). What’s the point of putting that kind of pressure on people? Having said that, I negotiated eleven months for my current novel with them, though I’ll probably only need ten.” Fellow translators take note: it *is* possible to negotiate with Amazon Crossing.

Alison Anderson, who translates from French writes: “I think that in the first few years after I became a freelance literary translator (fairly recently), the more books I translated, the faster I got; I was rather pleased with my newfound speed, because it meant I could actually make a living doing exclusively literary translation, taking on several books at a time. But inevitably—whether from age, burn-out, or just regular old fatigue—I did eventually find I couldn’t keep up the pace anymore. My impression is that I’ve slowed down over the last two years. “Speed, for me, depends on the difficulty and style of the book. I did a difficult book this spring where I was pleased if I got five pages a day done, probably just over 1,000 words for that text. Most books I do about ten pages a day—sometimes close to 3,000 words. But that’s not counting the second and third draft, which is where I iron out all the kinks that may well have been induced by speed in the first draft. When I negotiate the contract I generally count eight to ten pages a day (once I know it’s of average difficulty) then add on several weeks at the end for revision, plus week-ends; usually the publisher is fine with this. I did once do a book where I had to churn out 5,000 words a day: never again. I got paid time and a half, as it were, but the long-term impact on my health and sanity weren’t worth it! And quality must have suffered, although in this case the editor was going to ‘rewrite’ it.

“Like most things in life, moderation is key; finding the right speed to suit each individual text may be a luxury we don’t always have, but ideally it would make for the most careful, finely crafted work.”

Margaret Jull Costa, OBE, who translates from Portuguese and Spanish: “I’m not sure if I’m slower so much as ever more picky and neurotic. I keep going through translations again and again, and this seems to get more obsessive the older I get. When I started out, I’d do four drafts, maximum (then, of course, read through it again at proof stage), now I tend to do nine or ten drafts, and then the proofs on top of that. It’s probably just that I am more aware now of how easy it is to miss infelicities and am a better editor of my own work. Or maybe I’m just neurotic ...”

Sarah Death, translator from Swedish: “I am getting slower. I was never the quickest of workers but now I seem to have so many elements to weigh in my mind and I probably feel less confident in my choices than I did at an earlier stage of my career, and make even slower headway. Plus, once one has a reputation of sorts to live up to or lose, the fear factor is always lurking there as a further inhibitor of carefree productivity.

“I have never got as far as establishing a rule of thumb, partly because each project seems to present new and unforeseen problems and my calculations then go out of the window. I very often have a backlog and cannot start immediately, and that puts me under pressure not to ask for a comfortable amount of time to do the job, as I am afraid of losing it (and I do lose some). I’d always prefer to have six months but occasionally have to settle for four. Length and difficulty of books vary wildly of course. I very comfortably did a children’s book in a couple of months last year. I agree with Ros’s practice of taking 1,000 words a day as a rule of thumb and then doubling the number of days you have estimated sounds a lot nearer to what I can achieve than figures I have heard from some other translators.

“In my twelve years as *Swedish Book Review* editor I at least had a reasonable chunk of regular income I could rely on, even if the job monopolized masses of my time, but now that I am back to relying primarily on translation income I feel under even more pressure to say yes to things, so I am battling to remind myself that rushed jobs produce poor results and I’ll have to

reconcile myself to losing a proportion of the books I’m offered because I can’t agree to unrealistic deadlines.

“In among the book-length jobs, I am also taking on a lot more short samples, which have their pros and cons of course. They are almost always required pretty quickly, but I still do not want to compromise on quality.

“In recent years, in part with the rise of literary agents in the Nordic countries, a good deal more work and aggravation has been added to the approval and copy editing stage, with authors becoming much more inclined to claim a good knowledge

With rare exceptions, I’ve never had less than a six-month contract and most are nine months. Moreover, it’s always so much better to submit early and be a hero than have to ask for extra time.

of English and to want a finger in the pie. This can all take an excessive amount of time, often eating into the allocation I have made for the subsequent project. It also increasingly takes some of the pleasure out of the job, as well as undermining one’s own confidence and turning translators into (unwilling) warriors battling to uphold the standards of the English language.”

Sandra Smith, translator from French, reflects: “The first book I translated was important and I was new to it so I took my time. I worked on *Suite française* (about 425 pages) for about three or four hours a day (I was still teaching at university level ten hours a week) and took about nine months to complete it. The following eleven novels by the same author went much faster but only because it was the same author and most of the other novels were

not as difficult as *Suite française*. I’m not sure if I would have become faster had I not been used to Nemirovsky’s style.

“I don’t think experience is the most important factor; I think it’s the inherent difficulty of the work being translated: is it subtle, does it have plays on words, slang, long descriptive passages, etc. As a general rule, I aim to translate twenty pages a week, i.e. four pages a day with weekends off. (This may not sound like a lot but I also still teach part-time and have a life!) So a 200-page book should take me about three months, but then I add at least four weeks for re-editing. But then other things come up so I always try to negotiate extra time. My twenty-page-a-week formula also gives me leeway if I need to work over the weekend. With rare exceptions, I’ve never had less than a six-month contract and most are nine months. Moreover, it’s always so much better to submit early and be a hero than have to ask for extra time.”

Sandra emphasizes the usefulness of doing a sample translation: “I always insist on doing one (for contract reasons) and I can then judge how difficult the text is and add time if needed. I would also stress that it is important to make it clear to the publisher that the timing starts from the date you receive the signature fee. Many publishers will get the contract to you fast and put the due date in—especially if they’re in a hurry—but you could wait months for the signature fee. However, if I’ve worked with a particular publisher before and know they are trustworthy, I always start as soon as I can, whether I received the fee or not. But you really have to know and trust them.” Valuable advice.

One respondent, who has asked to remain anonymous, counts the cost of “slow translation”: “My income this financial year has been just over £14,200 so far. I feel I have worked a LOT of hours to achieve this not very impressive total. I have bumped up my charges quite a lot where I can lately, but am definitely losing some commissions as a result.”

Robert Chandler, translator from Russian gave an emphatic “No!” when asked if he’d speeded up with experience. “I

am constantly in the position of trying to dissuade publishers from trying to rush things. There was one American publisher who seemed to consider it entirely normal to be spending almost a year over the negotiation of the various contracts involved—and then wanted the translation done in less time than they had spent over the negotiations.

“I am still unable to assess at all reliably how easy, or difficult, a project will be. I once agreed to translate Pushkin’s unfinished novel *Dubrovsky*. At the last moment the publisher suggested that we also include a separate fragment, ‘just ten pages’, called ‘The Egyptian Nights’. I agreed, only realizing the next day that half of this was in verse, which, for reasons, to do with the plot, absolutely had to be translated into strict meter and rhyme.

The verse was mostly at the end of the piece, but I decided to translate it first. I didn’t want to waste my time translating the prose, then find that I was unable to cope with the verse and would have to abandon the piece. To my astonishment, I translated the 70 to 80 lines of verse in only a few hours—and barely needed to revise at all. I was then equally astonished to find myself struggling with enormous difficulty through what I had imagined to be relatively straightforward prose. With the verse, everything had been clear-cut. Either a passage worked, or it didn’t; either the key turned in the lock, or it didn’t. If it did turn, that was that—there was no need to fiddle around further. With the prose, the number of possible translations of even the shortest sentence seemed almost infinite, and I found it very hard indeed to decide which I preferred. There were countless subtle ironies and shifts of tone—and I had the constant feeling that my English version was, in comparison, flat-footed or heavy-handed.”

Donald Nicholson-Smith, translator from French, emphatically endorses the hypothesis “that the more experienced one is the slower one is. To my financial detriment no doubt, I rarely pay attention to speed at all: I am a perfectionist after my fashion and concerned solely to do the best job I can. Time constraints enter the picture only

when a deadline I can’t overshoot serves as a sword of Damocles. I’ve never had the nerve to calculate my ‘speed’ by any method. It’s strange: I must work a good deal, but I’m always astonished when I finish, especially if I meet a deadline. And once the job is done I simply can’t remember the doing of it—I suppose this reflects my degree of absorption, and I guess that’s a good thing?”

“The last word on the subject in view of our general situation as translators in the world-as-it-is must surely be: bad pay = fast work = rotten translations! But *À bas le travail bâclé!*” (No to botched work!)

Sarah Ardizzone, translator from French, finds that when she hankers after a change of tempo, co-translating can greatly energize the translation process and accelerate the pace, but the proof stage still proves unavoidably time-consuming: “Try as I might, the older I get, the less I hold out hopes of finding a way of short-circuiting this final and excruciating aspect of the translation process. Each time, it feels like pulling teeth in ever-slower motion; and each time, the stabs of raw, un-anesthetized pain are keener. Am I succumbing to all my worst OCDs and derangements, as I fail to see the wood for the trees? I mean, would any sane reader *really* notice the improvement afforded by that tweak? Or am I a craftsperson diligently holding the hand of my translation as I walk it to the finishing line? And would anything less be a dereliction of duty?”

“I live in the hope that one day I will be able to abide by the rule which Mairi Kidd, MD of Barrington Stoke publishers, recently cited to me. It’s one which she wheels out at final proofs stage when she senses there are only so many ways a hair can be split:

“Apocalyptic errors only!”

The final word goes to **Max Porter**, publisher at Granta Books and author of the much-acclaimed first novel *Grief Is the Thing with Feathers*, which is currently being translated into fifteen languages. “Every experience I have had of translation, as a reader, editor and author, leads me to write here in praise of slowness.

“When I acquire a translation I implore my colleagues in charge of scheduling to be more flexible than is the case with English language books. Firstly, translation itself should not be rushed. If it takes as long to translate a book as it takes to write one, so be it. I go out of my way to protect a translator from the pressures of the publishing schedule. If we have to move the book forward a few months, or into the next season, so be it. Our priorities should be literary, not commercial.

“I believe in a discursive edit, especially when the conversation is triangular between an author, a translator and an editor. If we have to go back again and again, so be it. An equality of voices, and an insistence on the quality rather than the speed of the conversation should be the priority. If this sounds like wishful thinking borne of a luxuriously sympathetic publishing environment, then it probably is. I imagine my peers publishing bestselling crime novels to a vast and ravenous readership might roll their eyes at this pro-choice slowness. “As an author, I have been startled by the range of experiences in different languages. As an editor I find it alarming when a translator asks no questions of an author. As an author I find it frankly terrifying. Especially with a book filled with nonsense poetry, puns, literary homage and carefully concealed allusions. I have fallen in love with my French translator Charles Recoursé, who unpicked the language of my book word by word, etymologically. Back and forth we went countless times (‘Does it mean this? Does it mean that? May I explain a certain liberty I am taking here which I think will make something right, something different but true...’) and the result is a book that I am certain (despite shameful GCSE level French) sings the same tunes as my book does in English. It wasn’t just that he asked many questions, it was that his questions were intuitive and generous. It wasn’t that he was slow, it was that he wasn’t in a rush. The distinction seems vital.”

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NCTA GENERAL MEETING, MAY 14, 2016

Misclassified! The Freelance Healthcare Interpreter in the Uber Economy

BY JUDIT MARIN

Remember that iPhone commercial that used the buzz-worthy phrase, “There’s an app for that”? Well, that was 7 years ago! Nowadays, there is practically an app for everything: you are hungry... there is an app for that; you need a ride... there is an app for that; you want a date...there are many apps for that. But—what if you needed a medical interpreter in the next 30 minutes at a particular location, just like you need an Uber driver at your doorstep? There must be an app for that, right? Well, not quite, but there are a few examples of apps that offer access to live video and phone interpreters through mobile devices. One app claims to have 8,000 interpreters; another, 1,200 full time interpreters in the United States. But who are these interpreters? Once these apps become more mainstream, will the interpreters who show up at a clinic or doctor’s office be independent contractors or employees working for a large agency anywhere in the world? Will they be trained, screened, qualified medical interpreters? How will this affect the quality of care, and most importantly, the safety of patients?

Perhaps we don’t need to wait for these apps. Nowadays, in an Uber-like economy, many medical interpreters are working as independent contractors for agencies



Guest speaker Bill Glasser, owner of Language World Services

that never tested or screened them. These agencies are located, in many cases, out-of-state, and the only interaction with the agency is a text message or an email. Some medical interpreters, as well as many other workers from a variety of professions, may be confused about their working status (independent contractors or employees). In fact, it may well be that some interpreters

are being hired as freelancers when, in reality, they don’t comply with the IRS requirements to be independent contractors. Some people in the medical interpreting industry believe that being hired as an independent contractor or as an employee may result in striking differences in the outcome and quality of the interpreting services.

One of these people is Bill Glasser, owner of Language World Services, one of the largest interpreting and translation agencies in Northern California. On May 14th, Mr. Glasser presented his views during NCTA General Meeting held in San Francisco, California. Glasser, a longtime advocate for access to quality healthcare interpreting, firmly believes that many medical interpreters are currently misclassified as independent contractors when, in reality, they should be employees. He presented his argument in a lively and thought-provoking presentation that incorporated both humor and deep reflection about an important topic.

According to Glasser, many interpreting agencies are misclassifying freelancers to save money and pay less tax. Moreover, when agencies classify their interpreters as independent contractors, they don’t feel obligated to invest in their training or in

improving their performance, much less in their welfare. This creates an environment where interpreting quality is inconsistent, and a patient's safety could be compromised.

In fact, Glasser alluded to the practice of some agencies telling their customers in the healthcare business that they are documenting and assessing their interpreters to ensure the quality of the services they offer. At the same time, they may tell the IRS and the Labor Department that their interpreters are not under the supervision of any manager, because they are independent contractors and therefore comply with IRS rules: they have their own business cards, a business bank account, company website, and an dedicated office.

A few years ago, Glasser transformed his agency from a workplace where all medical interpreters were independent contractors into a work environment where everyone is an employee. Since that transformation, he has never looked back and has embarked on a mission to promote the employee model as a way to improve interpreting quality and patient satisfaction. As an employer, Glasser is able to screen his interpreters, train them, and implement quality assurance measures. This is extremely important in the medical interpreting world because, as a result of the information security aspects of HIPPA, it is virtually impossible to obtain crowdsourced reviews. This in turn makes it extremely difficult for clients and providers to rate the interpreter's performance; **as a result, most interpreter agencies need to be rated, just as Uber drivers are!**

Mr. Glasser illustrated what, in his opinion, are the important differences between working as a improperly classified free-

lance interpreter and as an employee interpreter, using the image of a downward and upward cycle. In the downward cycle, the interpreter may work for an agency that has never verified the interpreter's resumé, and that may also hire unlicensed, untrained, and untested interpreters. In this cycle, chances are that interpreter and agency never met. According to Mr. Glasser, this can lead to a model where the priority is volume of work and not the quality of the service.

To the contrary, in the upward cycle, the agency that employs interpreters pays for training and supervision, even the cost to certify its interpreters. Interpreters are protected by Worker's Compensation and liability insurance. The employer is more mindful of the recruiting process because the agency reputation is at stake. Most importantly, this model enables the employer to implement quality assurance measures that strive to guarantee the excellence of the interpreting services, client/patient satisfaction and better health outcomes.

Mr. Glasser's presentation prompted many questions regarding the differences between working as an independent contractor or as an employee in the T&I industry and inspired the audience to think about the current status and future outlook of our pro-

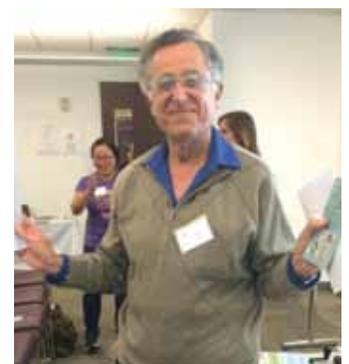
The Downward Cycle of Interpreter Contractors



The Upward Cycle of Employee Interpreter Quality



fession as medical interpreters. The future with an app offering in-person, on-demand, healthcare interpreting services is almost here. As a professional interpreter myself, my opinion is that we need to promote training, certification and quality assurance, regardless of the communication platform. This will ensure that medical interpreting is taken seriously, that we can continue to grow as professionals, and that we are compensated accordingly.



Happy door prize winners, from left to right: Maria Milagros Antonini, Alejandro Ramirez, Rachel Critelli, Hany Farag.



NCTA GENERAL MEETING, SEPT. 10, 2016

Google It! Using Search Tools to Conduct Effective Research on The World Wide Web

BY RACHEL CRITELLI

The September 10th Northern California Translator's Association General Meeting hosted Richard Le, Information Professional from the San Francisco Public Library. Long gone are the days of "librarians" who sat behind a counter reading the day away, as are long hours spent in the "stacks" combing through piles of paper.

Encyclopedias and paper catalogues have become obsolete, replaced by whirring computer servers. As modern digital tools have made it possible to obtain a wealth of knowledge in seconds, it has also created the necessity to learn how to use these tools. Richard explained that if you lack the ability to effectively use digital tools for your research, your work may be eclipsed by that of your more savvy counterparts. Though you might think to yourself that searching in Google is as easy as typing a few words into a search box, navigating our modern digital toolbox requires skills and practice.

Pre-Search Preparation

Prior to doing research, outlining some search parameters will help you obtain a better result.

1. Purpose
What do you hope to accomplish by finding this information?



Guest speaker Richard Le of the San Francisco Public Library

2. Question
What is it that you would like to know? What information will help you accomplish your goal?
3. Data Type
What data will give you the information you are looking for?
4. Source
Where is this data located? (This will determine what tool you will use to conduct your search)
 - a. On the World Wide Web?
 - b. In a private database?
 - c. Other?

- b. In a private database?
- c. Other?

Search In Action

Richard also gave us some valuable tips on other search operators beyond the Boolean AND, OR, NOT. As you'll see, some of these operators came in very handy!

I will use a recent Google search I made as an example of using these more sophisticated search operators. My dad and I were chit-chatting when he told me that an Indonesian man had recently been named the oldest man alive at 145 years of age. My dad is quite the trickster and I have fallen for his jokes many times, much to my chagrin. Having just heard Richard's presentation, I decided to put on my sleuthing cap and use my digital tools to find out the truth. In order to find out if there was indeed a 145-year-old man living in Indonesia, I mentally went through the definition process:

1. Purpose: I would like to know if my dad is lying
2. Question: Is there a 145-year-old man currently alive in Indonesia?
3. Data Type: Recent related news headlines

4. Source: News articles on the World Wide Web (no database required)

So there we were, walking down Arguello near USF as I pulled out my phone to quickly search Google. I typed “Indonesia 145 year old man news.” I included the keyword “news” in order to browse news headlines. Indeed, my search revealed the data I was looking for and I was pleased to find that I hadn’t fallen for another of my dad’s tricks.

However, many of these headlines came from questionable news sources, such as Daily Mail. Desiring to get to the truth of the matter, I mentally redefined my requisite data type from “recent news headlines” to “recent news headlines from *reputable outlets*.” Additionally many of the initial headlines contained words such as “maybe” and “believes,” neither confirming nor denying the truth of the matter, so I add the word “confirmed” to my search query. This revealed an article from the Telegraph (the quality of which I can work with), explaining, “Officials at the local record office say they have finally been able to confirm [his age] as genuine.”

Through this quick mental process, my search was able to accomplish my original goal of determining if my dad was telling the truth or not. But many additional questions follow. Is the local Indonesian records office a trustworthy source? Are there differences between my western calendar and the calendar that was in use at the time of this man’s birth? If I was interested in learning more and really answering this question thoroughly, this could certainly be turned into an extensive research project.

Additionally, my research was conducted very informally, walking down the street using a mobile device. I casually Googled my question, revising on the fly. For more complex questions, researchers may benefit from pulling out a pen and paper to jot down an outline with notes. And for exceptionally complex questions, Richard Le invited us to use the available resources at the public library by calling SFPL to speak with a librarian, who is trained to help you define your question and to find



the appropriate source of information.

Google Tips and Tricks Highlights

In addition to the research process itself, Richard also shared some common and effective search operators that will help you drill down into the information faster and more effectively. Here are some highlights of the most useful and interesting operators:

Site:

This operator will configure your search query to be executed only within websites the designated top-level domain. For example “site:fr” will reveal websites exclusively from France. “Site:gov” will search only government sites with the .gov extension.

Filetype:

The filetype operator is interesting if you think that the info you are looking for will be stored within a specific file type. For example SFMTA parking schedules may be best stored in online PDFs—include “filetype:pdf.” Perhaps you are preparing a PowerPoint presentation and want to find out what similar PowerPoints look like: just add “filetype:pptx” to your search.

Related:

This command will help you to understand the geography of a field in general by finding other websites related to the one designated. You might use it for tourism (“related:goldengatepark.com”) or professionally (“related:ncta.org”), and more.

By placing quotation marks around a phrase, Google will present only exact matches.

Location:

Search for local results. Think Yelp! for the entire internet. Can be used with the name of a city or a zip code.

Finally, stop by any branch of the San Francisco Public Library to register for an SFPL library card--available to all California residents and completely free. In addition to access to books and librarians, you can access paid online databases from any computer using your SFPL login credentials. This is a valuable resource that you may not be able to enjoy through your local library, so the time required to apply will be well spent! 🌐



It’s said that many hands make light work

That’s especially true for voluntary organizations like NCTA! Please find some time to help keep us a vital source of information and contacts for translators and interpreters. Email us at administrator@ncta.org.



Tuomas Kostianen, NCTA's resident Trados Studio expert

A RAINY-DAY WORKSHOP ON TRADOS STUDIO 2015

The Clouds Were Cleared Away! BY GOTZONE APILANEZ

On Saturday March 12, 2016 I attended the Trados Studio 2015 for Intermediate Users workshop, having attended the Beginners workshop the previous November. I actually started using Trados Studio in April 2014, when the only customer needing me to use a translation tool finally changed from Workbench to Studio. At the time, I did a crash course so I could begin using the program straight away, but my knowledge was limited.

The presenter of this workshop was Tuomas Kostianen, an NCTA colleague whose knowledge of Trados Studio is impressive. The workshop was designed for people who already knew how to translate in Studio but wanted to become more efficient. His presentation was very clear, and despite the high number of questions, he managed to answer them all!

We worked through four topics: (i) translation memory management and translation memory fields; (ii) file type setups; (iii) how to prepare projects, batch tasks, and project packages; and (iv) auto-substitution, auto-localization, and auto-propagation. We also looked at how to import memories from other programs and how to “upgrade” a Workbench memory in Studio. And I finally discovered why my Verify function wasn’t working – I hadn’t defined what needed to be verified!

We talked a bit about the Open Exchange apps available on the SDL website (translationzone.com) and where the applications can be found after they have been installed. Tuomas advised us to have a look at all the apps available and read more about them when we have some time, as we could well discover things that could be useful later.

We worked through four topics: (i) translation memory management and translation memory fields; (ii) file type setups; (iii) how to prepare projects, batch tasks, and project packages; and (iv) auto-substitution, auto-localization, and auto-propagation.

Another interesting tip we learned was how to hide columns in Excel files so you only end up translating in Studio what you actually need to translate. From time to time I have to translate five-column Excel files where my only input is the one column for Spanish, so this will definitely be very helpful. Tuomas also explained how to create a TM from a two-column bilingual Excel file and for example, how to convert the bilingual European Directives tables available at EUR_Lex to a TM, since it is much easier to consult a TM than the original bilingual table.

I also enjoyed learning about how to work with Studio project packages sent by the client, and how to define my own projects, which saves time when translating several related documents.

Finally, we learned how to cut down on typing time by using the autosubstitution, autolocalization and autopropagation features. I particularly liked Studio’s “auto-suggest from autotext” feature – extremely useful if a term is frequently repeated in the translation.

For me, that rainy Saturday in San Francisco was a day well-spent. 🌧️

AN INTRODUCTION TO MINING AND GEOLOGY TERMINOLOGY

Now We Can Dig Deeper and More Successfully

BY AIMEE BENAVIDES

On Saturday June 11, NCTA sponsored a great workshop on Spanish mining and geology terminology. The co-presenters Jorge Perez Rojas and Jorge Rivera Puchi are both highly respected interpreters and translators specializing in this field in their home country of Chile. I dare say we hit the mother lode with all the gems we received. (Please forgive the pun; I really couldn't resist at least one). If attendees were expecting simply a glossary of mining terminology, they would have been sorely mistaken—those of us who attended received so much more. The presenters provided practical, beneficial information for virtually anyone in our profession,

both interpreters and translators alike, regardless of their working languages, even though this workshop was focused on English>Spanish.

Jorge Perez Rojas is one of the founders and principals of *Intérpretes Asociados*, a private company of interpreters; he is the co-author of *Diccionario de Minería*, the result of more than a decade of working and specializing in this area. Jorge Rivera Puchi is an experienced simultaneous interpreter and translator with vast experience in the different facets of mining and geology technology. Here in California, depending on the re-



gion in which we live, we may not have as many opportunities to interpret in and around the mines themselves. Geological terminology, however, does come up frequently in conferences and public meetings discussing landfills, water resources, and other environmental concerns. It was interesting to note that although both the Jorges work independently, as colleagues they share best practices and collaborate

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from page 17

to improve the translation market in Chile. Therefore, they are able to work together on projects that require their higher level of expertise, as well as to train other interpreters and translators.

In every industry there is specialized terminology, and if you know how to speak that ‘lingo’ then it will be much easier to interpret that subject matter. One example shared with the group was the different terms used to differentiate ‘fault lines’ (think: tectonic plates) versus ‘failings’ that may occur in an open pit mine. The Spanish word for a ‘fault’ and for ‘fail’ in a general sense is the same word—‘falla’. However, in a geological context, these are two very different concepts that need to be distinguished. Although to the unaccustomed ear the word ‘fallamiento’ may sound strange, that is exactly the term used to refer to ‘failings’ that occur in mines. Just imagine trying to translate a sentence that included both terms, for example something



along the lines of: ‘The failings in the open pit mine have been attributed to movement along the fault line.’ If you didn’t know the appropriate way to differentiate those two concepts in a way that geologists would understand, then your translation would miss the mark. This is one of many examples that make it clear that specialization is vital to producing a high quality translation.



In addition to providing terminology, the presenters began with an important subject: what does it take to be successful as a translator? We heard that to begin with, you need to be aware of your own output. How many words can you translate per day and still live like a human being? In other words, while taking a lunch break, a coffee break and not

working 16-hour days, how many words can you produce as a final product per day? Once you have that

number or range established, you have the tools necessary to know whether or not you can accept any given project along within the client’s deadlines. That same range also serves as a tool to decide how much to quote for any given translation.

A second matter to consider when accepting an assignment—whether



out the first lines, is to understand the processes involved. Before you can in-



terpret or translate in any subject, and especially in mining—the focus of this workshop—you must understand the processes involved. As we are aware, interpreting and translating involves more than just words. You can only do an excellent job if you understand



From left to right: Jorge Pérez Rojas, Isabelle Pouliot, Alejandro Ramirez, Judit Marin, Carmen Gonzalez, Alcira Salguero, Aimee Benavides, Jorge Rivera Puchi

both the subject matter and the processes involved. Some of the processes discussed included the following: resource evaluation, geomechanics and geotechnics, drilling and blasting, open pit mining, underground mining, crushing and grinding, concentration, and metallurgy. The presenters highlighted the importance of understanding these processes so as to choose the correct terminology and remember it in context.

The workshop concluded with a brief discussion on glossary creation. Both presenters have different preferences for the program to use: one prefers Excel, the other prefers Word. Regardless of the program utilized, keeping track of terminology is essential

in preparing for assignments, whether translating or interpreting. The three hours this workshop lasted was only just enough to whet our appetites, and left us interested in even more detailed information. I for one will be on the lookout for future presentations of theirs, either in person or by webinar. Jorge Perez Rojas and Jorge Rivera Puchi are true professionals who graciously shared some of their vast experience in a highly technical industry. Be sure to keep them on your radar for their next workshop offerings. 🌐



TRANSLATION FOR A DUAL AUDIENCE

Patients and Medical Practitioners BY MIMI WESSLING

On the afternoon of June 11th, attendees at the Medical Translation workshop left far better prepared to do translating and interpreting jobs, thanks to the amazing presentation by Johanna Parker and Amanda Pease (for their stellar qualifications as medical interpreters and translators, see the NCTA previous events Website page <http://www.ncta.org/events/EventDetails.aspx?id=813727&group=>). The workshop had two parts: the first was based on a slide presentation that dissected medical translation, and the second part applied the information presented in the first to the homework each of us was asked to do. HOMEWORK, US? Yes, homework, and working through our translations of two previously assigned documents with other attendees sharing the same language pair was an incredibly revealing experience.

At this point I want to emphasize something in appreciation of the way that Johanna and Amanda organized their presentation. The slides were wonderful—clear, with a beautiful and concise organization of topics. But the speakers did not read from or constantly point to the slides—they carried on a dialogue with us, the attendees. For instance, when we were focused on the issue of the patient as the recipient of the translation, the speaker presented us with questions and then worked with our answers to reinforce the information—rather than lecturing us. What resulted was a truly inter-

active learning experience. This not only provided an overall sense of what the medical translator will meet in the everyday world of work, it gave participating translators a way to focus on what they found problematic in their own work.

The presentation in Part One urged us to recognize that we have two target audiences for medical translations: patients or the general public, and health-care professionals. For each of these audiences, we discussed the different types of documents and the objectives and demands that the translator must recognize. Importantly, the presenters emphasized real-world context: when working in hospital or clinical settings, the translator must coordinate with fellow professionals—usually an in-house translator-interpreter or medical staff member who will record the information to be translated. The skill set of the in-house translator is not always up to par; medical staff may be cooperative—or not—in helping the patient understand the physician's orders for the postoperative or post-hospital release period.

Patient educational materials present other challenges—for instance, what to do with words that don't translate easily from one language to another. The criteria are familiar: accurate, understandable, easy to read, within the 4th to 8th grade English reading level. In that context, suppose you are translating an article

about nutrition that wants to emphasize good eating habits. It offers information about good things to eat as snacks... how do you translate “snacks” into your target language? That might not be easy. On the other end of the scale, the translator is sometimes challenged to translate physicians' technical terms from Latin or Greek to language that is precise but understandable at the patient's level.

And then there's informed consent. The up-front goal of informed consent is to bring a patient or study participant to a complete understanding of the risks and benefits of a procedure. However, there's also the goal of providing legal protection for the hospital. Harmonizing the two is quite a challenge—at the literacy level of the patient either in English or the target language—to create a document that is understandable and legally solid enough to pass the approval of the hospital's Internal Review Board.

Proceeding to other types of documents—a research study being prepared for publication, patient records for translation, instructions for healthcare professionals—brings other challenges. Each one brings the demands of aiming the translation at the intended audience, being accurate, finding a way to translate medical jargon correctly. In each case, the slides provided a copy of the

see page 20



Presenters: on left Amanda Pease, on right Joanna Parker

from page 19

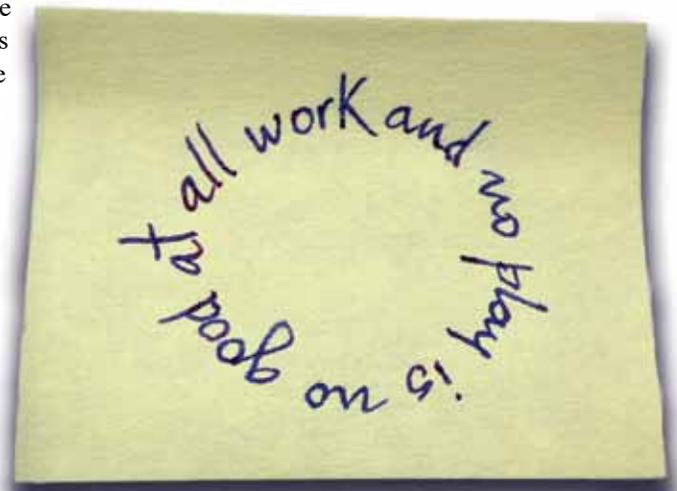
document type, guiding the participant interaction between the visual presentation and the difficulties and demands the translation professional has to confront.

The second part of the workshop grouped us with other translators who work in the same language pair. We went over the homework assignments together and looked for questions to ask the presenters. The two documents we were assigned to translate illustrated many of the problems discussed in the first part of the workshop and brought up still more. First, we took on the Informed Consent for a study of autologous transplants for multiple myeloma. What should be the voice of the text? In languages with more than one form of pronoun, such as German, the formal pronoun is used. In some cases, informed consent forms will give the technical term first and then the more common term that the layperson is likely to understand—for example “...a central line (a catheter) will be inserted...” Unfortunately, this is not possible in every case, where there might be no way to express the term correctly in the target language.

Our second assignment was to translate a patient record; this might occur when a patient moves to another country. Our hypothetical patient was Monica Latte, resident of Chocolate, California. Her record, viewed in my group’s target language of German, presented the same issues that groups with other target languages encountered. First, should the name of the clinic be translated? The consensus was not to translate it, because if the present clinic needed to ask questions about the record or needed more information, they should have the actual name of the clinic where she was tested previously. Next came the problem of abbreviations, the way that different countries indicate dates, and patient identifiers used in different countries.

Finally, it’s difficult to summarize all the many aspects of this amazing presentation. We concluded by sharing our personal experiences as translators, in particular

how the culture of medicine in different countries and among different ethnic groups demands sensitivity as well as competence. How can we avoid dumbing down language? Are we over-interpreting—what level of detail is appropriate? These are just a few of the very important considerations that every medical translator must be aware of to produce an accurate and sensitive translation of medical documents. 🌐



oscar

PROTECTING BILINGUAL ELDERS BY MARTA SPRAGUE

For 18 years, I was employed full time as a governmental social worker. My bilingual and bicultural fluency were advantageous in the hiring process due to the need, at that time, for competent Spanish speakers to work primarily with monolingual Spanish speaking families. In prior years, I worked for the Alzheimer's Association and had developed a passion for working with seniors so, at the first available opportunity, I transferred to Adult Protective Services and was charged with investigating elder abuse.

According to the Administration on Aging, elder abuse is: any knowing, intentional, or negligent act that causes harm or a serious risk of harm to a vulnerable adult. It can be perpetrated by a caregiver, family member, professional agency, trusted friend, or a complete stranger, and may include physical, sexual, financial, verbal, emotional or psychological abuse or neglect.

Competent translating and interpreting for elders becomes even more important in these days of the "silver tsunami", which refers to the dramatic changes occurring in demographics as U.S. baby boomers reach Medicare age. Indeed, this population change is worldwide: with more access to public health, medical advancements, and better lifestyle choices, life expectancy continues to rise.

I am often asked: "Does elder abuse *really* happen a lot?" It does. Elder abuse is an insidious worldwide epidemic, and it is expected to increase with the aging of the global population. A grossly under-reported crime, it is estimated that 1 in 10 Americans over the age of 60 have experienced some form of elder abuse. For example, some years ago, a caregiver helped herself to my mother's credit card while she was in the shower and conveniently put it back the same way a day later. The caregiver was unaware that my nephew meticulously reviewed my mother's finances every month and immediately caught the extra charges. Likewise, given the value of homes in the Bay Area versus their purchase price decades ago, fraud

and financial abuse are an alluring temptation. Situations of abuse are more commonplace than one might want to believe, and it has been my experience that the devastated victim will often neither report it nor cooperate with law enforcement due to shame, fear, and heartache—sometimes at the prospect of losing the relationship with the abuser.

Fortunately, not every APS investigation is about criminal outcomes or losses. This particular field of social work includes many possible ministrations, such as addressing medical and mental health conditions, or assisting with resources like housing, transportation, and home care, to name a few. Working with elders is rewarding and enriching. They have a lifetime of accumulated knowledge, experience and stories to share.

In working with bilingual and monolingual elders, interpreting and translating are closely entwined with many facets of the social work process. Specific issues have to be considered such as hearing loss, memory problems, tone and type of language used when speaking. Mental capacity, health literacy and overall literacy levels in general must be considered when translating documents for clients. Language skills must be on par with cultural awareness. Not only is it important to examine the nuances of various cultures and norms, but also health beliefs, values, socioeconomic, and culture of the elders themselves: how they are viewed and how they view themselves. All of these play a part in multilingual communication.

The role of a bilingual social worker often includes breaking through cultural and language barriers to ensure that accurate information is delivered. Whether the communication occurs in writing or conversation, it is imperative that clients under-

stand the content of the message. Much has been written about translation regarding the intent of the author, the ideas, the message. In my experience, translation is not about the restatement of words, it is all about the meaning of words. Just as importantly, translations have to be tailored to the specific target audience—sometimes an audience of one—because the information could have an important bearing on their lives. To that end, it was often a smile, nod or look of understanding that provided me with confirmation that I had done my job: the message had been transmitted and understood.

After many years, I decided to focus less on direct social services and more on language services. It felt like a natural transition to me, becoming a freelance translator. The aim is the same: convey the idea from one language to another. Make it clear, accurate, well written, and adapt it to the needs of the reader. Only the process is a bit different. As a relative newcomer working at home on my computer, I sometimes find myself getting caught up in that process of words and sentences, connotations and collocations. I take myself back to the smiles of my elderly clients after the message was successfully conveyed. And remind myself that regardless of whether the subject is medical, literature or a delicious recipe, my target audience will ultimately be affected by the words that funnel through me, to them. 🌐

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TROLLING A SCAM ARTIST BY JONATHAN GOLDBERG

Editor’s Note: Many of us receive poorly written e-mails, ostensible “translation inquiries” that hint at real business, but deservedly end up in the trash. Have you ever wondered what would happen if you strung one along and wasted the time and money of an obvious scammer? Our colleague Jonathan Goldberg, Hebrew>English and French>English interpreter and translator, shares his experience.

Given how Internet-centric our profession is, translators are popular targets for scammers. Quite prevalent is the fraudulent payment scam: a scammer requests a quotation for a translation, which he immediately accepts. He then sends a cashier’s check to the translator in an amount far exceeding the agreed amount. This is followed up by a request to refund the difference. The scammer thinks providing a check upfront will inspire confidence in the translator. Of course, the check usually bounces, but long after the “difference” has been returned to the scammer by the translator.

As many of us have experienced, there are usually tell-tale indications that the “client” is out to con the translator, and the red flags show up, if not in the initial inquiry, then one or two e-mails later.

Many translators desist from further contact with the “client”, but I believe that a translator who receives such an inquiry should lead the scammer on: make him believe that the translator thinks the proposed deal is a real one. The more of the con man’s time we can waste, the less time he has to scam others.

In the first such inquiry I encountered, I quoted a price of \$500, and received a check by UPS, with the sender’s address in Las Vegas. Next, I received an e-mail along these lines: “My assistant sent you a check of \$5000 by mistake. Please return the difference of \$4500.” At that point, I did not deposit the check. Instead, I sent photocopies of the check and the UPS envelope to my bank. My bank shared the details with the bank where the check was drawn. Both banks black-listed the account holder in response to my notification.

An alternative is to file a complaint with the FBI, but that option may be more time-consuming.

In the second case, detailed below, I never received a check, because I never gave my correct address—but perhaps someone may have received it at the fake address I gave in Washington State. Here is a

make to people who contact me without providing details. The lack of any details puts me on guard that the sender may be a competitor, trying to learn my rates, or a scammer.]

SCAMMER: Hello Jonathan, I’m pleased to know you are interested in handling my project and lest

I forget, I sincerely apologize for not replying you (*sic*) much sooner. However, I will require your service to translate the attached English document.

In the meantime, could you also confirm your specialized language/s? How much you (*sic*) charge per page, word or for the entire translation? Project deadline is 1 month starting from 08/29/2016.

Finally, what would be your preferred mode of payment? Though I’m proposing a cashier’s check or bank certified check. Please do not

hesitate to confirm if this is okay with you?

Attached: An article on gender equality.

[COMMENT: This e-mail contains two red flags giving the sender away as a scammer. First, he asks about “specialized language/s”—as if any target language will do; second, he refers to a “cashier’s check or bank certified check”. He seems much more focused on the payment terms than the translation itself.]

TRANSLATOR: My language is Pinpili. My rate is 3 cents per word, because there is not much demand.

I will give you a discount and do the entire



Anggor3ind/Shutterstock.com

verbatim account of the e-mail exchange, but with the addresses omitted for security purposes. I hope the readers will learn something from my experience—and have a good chuckle at the same time.

SCAMMER: I am looking for a quality Translator to translate an English content doc worth (*sic*) 9,735 words (23 Pages). If interested, do confirm your availability by contacting me as soon as possible.

TRANSLATOR: I am available but you need to give me your full contact details (address and telephone number) and attach the text or a segment of it that you want translated.

[COMMENT: This is a request I always

translation for \$100. You can pay me by PayPal to this e-mail address.

I look forward to hearing from you.
Jonathan

[COMMENT: Don't go look up the obscure language Pinpili. I made it up.]

SCAMMER: Hello Hebrew,

[COMMENT: At this point he confuses my name with actual working language. From this point onwards I refer to myself as Hebrew.]

In the meantime, kindly get back to me with your address in the format listed below so as to enable me send the payment to you:

1. Full name to be written on the Check
2. Street address
3. City
4. Zip code
5. Mobile telephone number

TRANSLATOR: *[COMMENT: I disregard his request for my contact details. I string him along with the question whether he prefers standard Pinpili or modern Pinpili. Of course, I made those up, too.]*

I'm so sorry about that. I apologize. I need to know if you need the translation in standard Pinpili (which reads from left to right) or modern Pinpili (which reads from right to left). Also, I need a two hour extension of the deadline you gave me, as I have to take my pet cat to the vet exactly at that time. My apologies for the inconvenience.

I'm looking forward to doing business with you and am waiting for your much appreciated check of \$100.

Regards
Hebrew

SCAMMER: Hello Jonathan, I want the translation in standard Pinpili (which reads from left to right). Your request for more 2 hours extension is also granted.

TRANSLATOR: Here are my details (I don't have a cell phone)

1. Full name to be written on the Check -

JONATHAN HEBREW
2. Street address - 2122 SUNSET DRIVE
3. City LOS ANGELES CA
4. Zip code 90046

Looking forward to receiving your check. Thanks so much. Very much appreciated.

[Comment: The above address is only partly correct]

SCAMMER: I learn't (*sic*) UPS are unable to deliver to your address because "The shipping address provided is either incorrect or incomplete". Please contact UPS on this Tel # 1-800-742-5877 and re-direct them to your address. I shall look forward to read from you as do this.

TRANSLATOR'S "WIFE": I am writing on behalf of Jonathan Hebrew.

Firstly I must apologize on his behalf if he gave you the wrong address. It should actually have been 2122 Sunset Dr. W University Place, WA 98466. Towards the end he was very confused and in this case apparently gave you the correct street address with the wrong city. This confusion existed since he moved to Washington State. I think it may have been caused by the fact that he was thinking and talking in standard Pinpili (which reads from left to right) while translating into modern Pinpili (which reads from right to left). Also he saw his cat getting increasingly depressed.

Thank you for hoping that he had a good weekend. In fact it was over the weekend while he was driving to Seattle that his car went over a cliff. So you will understand that you will have to find a new Pinpili translator. I think you will have no problem, as they are a dime a dozen.

Your patience and goodwill are much appreciated. He spoke very highly of you and looked forward to working with you.

Season's greetings and may you be blessed.

Farsi Hebrew.

SCAMMER: If that's the case, you should have the check cashed while I look for another translator from my own end because

it has your name on it and you can pay the translator on my behalf. Lastly, you will also be compensated for a job well done at the end of everything.

TRANSLATOR'S "WIFE": This may be a problem because since Jonathan went over a cliff he is concussed and the doctors are not sure he will recover. So if you send a check in his name I will have to deposit it in his account. Is that acceptable?

Farsi Hebrew

SCAMMER: You absolutely have my permission to go right ahead and when the funds are available, I would like to contribute a little to his hospital bills.

[TRANSLATOR or "WIFE" DOES NOT REPLY TO THIS E-MAIL.]

SCAMMER: Have you already deposited the check?

[TRANSLATOR or "WIFE" DOES NOT REPLY TO THIS E-MAIL, EITHER. Although the address given in Washington State does in fact exist, the translator did not receive a check (that was possibly sent to Jonathan Hebrew or Farsi Hebrew at that address).]

SCAMMER: ARE YOU DEAD OR ALIVE?

Hello Farsi,

What is going on with the check you promised to cash and most importantly your poor communication in the past few days?

I hope you will get back to me as soon as possible.

Thanks.

CONCLUSION

At this point I was tempted to send him an e-mail in my own name informing him that I had died and asking him if he would advance payment for the hospital bill, as he had offered.

However, I decided to terminate the correspondence. I must admit to having gotten a certain amount of satisfaction from having out-scammed the scammer. Poetic justice! 🌐



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| NOVEMBER 4 | Judicial Council of California (@ATA San Francisco): Introduction to the Profession of Court Interpreting |
| NOVEMBER 9 | NCTA Happy Hour (Oakland) |
| DECEMBER 10 | NCTA General Meeting (San Francisco) |
| JANUARY TBA | NCTA Members New Year's Brunch |
| FEBRUARY 11 | NCTA General Meeting (San Francisco) |
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