



capital translator

Newsletter of the National Capital Area Chapter of the American Translators Association
Vol. 23, No. 1 Spring 2001

Terminology Management: The Final Frontier

by Ursula Schwalbach

Why terminology management?

Whatever field translators work in, their main tool of the trade is language and the specific terminology related to that field. While variety and creativity may work well for literary texts, in technical material they can be deadly in two ways: users of both the source and target texts will most likely be confused by inconsistencies and question their motivation. Translators have the added burden of rendering these inconsistencies and their often fine nuances in the target language, or making a bold decision to use one and the same term in several cases, either out of necessity or because they feel that technically they are the same. Technical language should be concise, unambiguous and easy to understand. The magic formula to achieve all three is terminology management.

I would like to present the practical side of terminology management in a large software company where these issues occur on a daily basis. As a remedy, we have developed sophisticated processes to take into

account the many variables present in an environment where change is the only constant. I will not dwell on terminology management theory, but will refer to it, when necessary. My team stays in contact with various academic institutions both in the US and abroad, such as Kent State University and the University of Vienna. It is a wonderful symbiosis: they present their theoretical findings to us, we try to apply them in the industry, and then report to them what is and is not realistic.

So what is terminology management? The basic application in a bilingual or multilingual environment is to analyze a source term and find the correct equivalent in a target language with the help of suitable reference material. Any translator takes this step many times in the course of a translation, and unfortunately this is where it often ends.

“Real” terminology management goes much further. It benefits a company, and in turn the translator, and produces the following long-term results:

- a standardized, company-wide “language” which ultimately helps shape the corporate image in the source country and

- abroad;
- greater client confidence;
- improved quality of source and translated products;

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President's Corner

by Scott Brennan

NCATA closed its twentieth year with our Annual Meeting and Holiday Party at the Mayflower Hotel on December 10. The many familiar faces and new ones reminded me that one of the most important things we can foster as a local association is a sense of community, sharing and friendship among colleagues.

The last year of the twentieth century was a busy one for NCATA. **Kevin Hendzel** of ASET International Services Corp., **Mercedes Pellet** and **Kim Simmons** of M2 and **Marian Greenfield** of J.P. Morgan & Co. gave us valuable résumé tune-up tips as part of our Virtual Résumé Clinic, in preparation for our well-attended Job Fair in February organized by outgoing NCATA Vice President **Sangeeta Prasad**. This year, be sure to attend NCATA's fourth annual Job Fair on June 9 (see page 3), to be organized by our incoming Vice President **John Vázquez**.

In March we held our Twentieth Anniversary Celebration, co-hosted with ATA's board of directors. I want to thank those who spoke at the reception — **Bill Cramer**, **Ted Crump**, **Martha Witebsky** and **Eric McMillan** — for sharing their reminiscences of NCATA over the years. I also want to thank Ted for his help in piecing together some of the chapter's early history and organizing the program.

Also in March, NCATA members took to the airwaves (tethered by phone cords) during the pledge drive of Washington's leading public television station. NCATA Night at WETA is part of our larger Public Relations effort headed by **Lillian Clementi**, to heighten awareness of translation and interpreting as professions in the Washington area and point potential clients to our online *Directory of Translators and Interpreters*



(formerly known as the *Professional Services Directory*).

We held two chapter meetings over the course of the year: One subject-specific on Military/Naval/Aviation Translation at the State Department's Office of Language Services in April; and one language-specific on German-English translation at the Goethe-Institut Washington in October.

The program on Military Translation featured **Paul Hopper** and **Joe Mazza** of the State Department's Office of Language Services, **Sasha Andreyewsky** of Voice of America, and NCATA founding member **Bill Cramer**. We also have Paul to thank for the original idea and legwork for the gathering.

This is the second year the Goethe-Institut Washington has hosted an NCATA chapter meeting on German translation. Our speakers this year were **Klaus Alt**, **Therese Hathaway**, **Ed Scullen** and **Ruth Boggs**, discussing topics as diverse as financial accounting terminology and translating Willie Nelson's website.

NCATA hosted an ATA accreditation exam and held practice workshops to help candidates prepare, including one this past January 13. Thanks to Accreditation Chair **Harvey Fergusson** for organizing last year's and this year's exam sittings and workshops, and recruiting proctors and experienced translators to share their expertise. This Spring's exam is scheduled for April 14.

I also want to welcome **Sandra Burns Thomson** as one of NCATA's newest volunteers. Sandra has been developing client-focused content for the online and hardcopy editions of our *Directory of Translators & Interpreters*. Read her first contribu-

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Virtual Résumé Clinic

sponsored by NCATA

The National Capital Area Chapter of the American Translators Association (NCATA) will hold its fourth annual Job Fair on June 9, 2001, to bring Washington-area translation companies, translators and interpreters face-to-face. At the Job Fair, freelancers and job-seekers will have the opportunity to present their résumé to recruiters and be interviewed.

For NCATA members who would like guidance in tuning up their résumé, NCATA is sponsoring a Virtual Résumé Clinic. Here's how it will work:

You are offered a one-on-one consultation with an individual who has actual translator/interpreter hiring responsibility in the course of his/her duties. NCATA has put together a panel of experts who have volunteered to critique résumés by mail and/or telephone, at their option.

If you wish to participate:

1. Mail (a) your résumé, (b) a self-addressed, stamped envelope, (c) a check for \$10 made out to "NCATA Virtual Résumé Clinic," and (d) if you want a telephone consultation, a cover note stating the hours you are available and the number to call, to arrive before close of business on April 15, 2001, to:

NCATA Virtual Résumé Clinic
PO Box 65200
Washington DC 20035-5200

2. By May 15, the panelist assigned to you will either call to discuss your résumé, or your résumé will be mailed back with written comments. Note that résumés are randomly assigned to panelists; you cannot choose who will review your résumé. Each panelist has agreed to review a limited number of résumés, so résumés will be accepted on a first-come, first-served basis. If your résumé cannot be reviewed, it will be returned along with your check. ✍

NCATA Job Fair!

When 1:30 to 4 pm, Saturday, June 9, 2001

Where Ellipse Conference Center
National Rural Electric Cooperative Association
4301 Wilson Boulevard, Arlington, Virginia

Why Meet with recruiters from area translation companies and other buyers of language services, present your résumé and be interviewed

On June 9 the National Capital Area Chapter of the American Translators Association (NCATA) will host its fourth annual Job Fair, to bring Washington-area translators and interpreters face-to-face with area translation companies and other buyers of language services. At the Job Fair, freelancers and job-seekers will have the opportunity to present their résumés to recruiters and be interviewed. Participation in the annual Job Fair is one of the benefits of membership in NCATA.

The Job Fair will be held from 1:30 to 4:00 pm on Saturday, June 9, 2001, at the Ellipse Conference Center of the National Rural Electric Cooperative Association (NRECA), located at 4301 Wilson Boulevard, Arlington, Virginia, on the corner of Wilson Boulevard and North Taylor Street across from Ballston Common Shopping Center. For detailed directions, visit www.ncata.org/onlineCT/Pages/JFair.html.

Tell your colleagues about the Job Fair. Nonmembers are invited to join NCATA (annual dues \$25, download form from the Membership section of the NCATA website at www.ncata.org), or pay \$10 at the door to attend the Job Fair.

For more information contact NCATA Vice President John Vázquez at 202-728-1795 or JohnVazquez@msn.com.

President ...continued from page 2

tion, "How to Pick a Translator/Interpreter," at www.ncata.org.

Outgoing NCATA Vice President **Sangeeta Prasad** and Secretary **Kriemhild Zerling** ended their two-year terms in December. I want to say what a tremendous job both have done, both on larger projects and the more modest, day-to-day management work of the chapter. Their contributions to our planning and policy discussions have been insightful and extremely valuable.

Our newly elected Vice President **John Vázquez** and Secretary **Carolina Restrepo** will have very big shoes to fill. Also joining the board this year is **Heide Crossley**, who takes over from John as Program Chair. Heide and John will be working together on this year's Job Fair.

It is with mixed feelings of gratitude and consternation that I

announce **Alissa Webel's** resignation as Membership Co-Chair. For nearly four years now, Alissa has ably maintained the chapter's membership and directory records, a task requiring both painstaking attention to detail and superhuman endurance. In addition to opening her centrally-located home to us for board meetings, Alissa has devoted an unbelievable amount of time and energy to NCATA over the years, and richly deserves our thanks. Fortunately for us, she cannot bring herself to go cold-turkey and will be helping out on a number of NCATA events this year.

As a result, the "Co" gets dropped from Membership Co-Chair **Tahmena Rauf's** title. Assisted by **Carolina Restrepo**, Tahmena and Treasurer **Yuka Seltzer** will continue to provide the administrative backbone for our association. And connecting us to the outside world are

Information Officer **Donna Sandin** and self-styled Mail-box Liaison Officer **Eric McMillan**.

NCATA's Webmaster **Michael Wahlster** and the *Capital Translator* team of **Ruth Boggs**, **Dimitra Hengen**, **Karin Wuertz-Schaefer** and **Angelika Spears** are piloting our newsletter into its new quarterly print, and parallel online, formats. This change will significantly reduce our operating costs and enable us to communicate better with members about scheduled events, while preserving the newsletter's armchair-reading feel.

Take a moment to look back over these pages and get a sense for how many people go into making an active organization like ours work. I feel truly fortunate to live and work in such a community of dedicated professionals. It makes me proud to say I am a Washington translator. ✍

De Vulgare Eloquentia: Italian Translators on Translation

by *Camilla Bozzoli and Scott Brennan*

On February 26 the Washington area's small community of professional Italian-English translators and interpreters got together at National Geographic Society headquarters for a language-specific NCATA chapter meeting. The turnout of over 20 exceeded expectations, and we all left with the good feeling that we can and will lend one other a helping hand in this highly competitive market.

Kay Bazo, Director of the Translation Division at National Geographic, graciously arranged to open the doors of that venerable institution for the gathering, and National Geographic staff translator **Camilla Bozzoli** moderated a pro-

gram of formal presentations by two speakers.

Vittorio Felaco, a State Department translator and interpreter and former professor at the University of Maryland, spoke on the importance of a broad cultural background for our demanding job. While technological expertise is important, he noted, nothing can replace the core knowledge and, especially, the frame of mind a solid education imparts. He made special reference to the Italian tradition of the Liceo Classico, with its 8 years of Latin and 5 of ancient Greek.

Alessandra Cortese de Bosis, a freelance translator and teacher at Casa Italiana, discussed the challenge of translating poetry, focusing on the task of conveying the

rhythm and momentum of the original in the target language.

The lively and free-ranging discussion that followed touched on technical issues such as translation memory software and its impact on the business environment and working conditions for independent translators (Renaissance man **Vittorio Felaco's** expert advice in this area was greatly appreciated), the challenge of developing subject-area expertise for translators just starting their career, and the linguistic and cultural obstacles professional translators still have to clear, seven hundred years after Dante argued, in the most elegant Ciceronian Latin, that the "vulgar" language was a fit vehicle for the loftiest of thoughts. ✍

Terminology ...continued from page 1

- the ability to recycle terminology and documentation;
- the preservation of previously completed work;
- consistency within products and among related products;
- substantial time and cost reduction;
- reproducibility (not just repeatability);
- painless product updates;
- improved communication among all those involved in a product, from development to market release; and
- terminology sharing with third parties, and thus standardization.

Terminology management clearly plays an important part in knowledge management especially in our fast-paced Internet-dominated world, and it is the key to clear and consistent language within and among all the products of a company.

Why isn't it done?

In most cases, the reason is ignorance. Many companies imagine the translation process as a black box. The source text enters the black box at one end, translators do their magic, i.e., they just know the translation for each word they encounter, or else use a dictionary, and out comes a perfect translation at the other end. Errors found by users, unless they are earth-shattering, are seldom reported to those who should hear about them. Lately, however, several Internet sites have popped up which make fun of language errors in various software programs. Collectively, such errors may very well tarnish the reputation of a company. Once a company is bitten by this reality, it is often all too willing to implement terminology management processes, but accurate defining, scheduling and budgeting for this task proves to be yet another hurdle. In most companies, terminology management is done as a by-product of other tasks, such as tech-

nical writing, translation, or editing. As such, it is difficult to isolate it as an independent cost factor. The idea of a terminologist responsible for carrying out this task exclusively is fairly new, and many companies are reluctant to hire such a person, because they can't figure out, based on existing statistics, whether such a job will pay for itself.

Quantifying terminology management

In any given industry, no news is good news; if nobody complains, the product must be good. Terminology management tries to look at it from a different, more subtle perspective. And herein lies the conundrum. How do we quantify language-related achievement or failure? How much would it have cost the company if a certain error had not been discovered before the software was released? How much business or prestige did the company lose because of a mistranslated word, or, the other way round, how much did it gain because a user manual was translated brilliantly?

Cost tracking associated with terminology management is extremely difficult, because what is managed is information and communication, not a tangible object. We have found in our company that the intellectual set-up time for any given project decreases considerably when terminologists are involved, because they follow the history of corporate terminology and of legacy data and analyze the framework in which certain terms were chosen. They archive terminology, and always work with an eye towards the future and recycling, while other people involved in a project may only see their next deadline.

Getting it right from the start

Terminology does not only need to be managed for the target language, but also, and most of all, at the source. And this is a hard pill to

swallow for many US companies, especially a software company, where creativity is paramount and consequently any form of standardization is viewed as a threat. One reason why translation projects often suffer from cost over-runs is that an error or sloppy wording in the source language turns into a road block for all target languages (in my case up to 40 for certain products). But effective terminology management and text recycling is possible only if the creators of the source texts play by a few simple rules.

This is where internationalization comes in. Internationalization in the software industry means that a product is programmed for a world market, and makes no assumptions based on just one language or culture. Sadly, this principle is currently applied to feature code, but rarely to the language describing these very features. However, what makes people understand the functionality behind a feature is the clever naming of the feature itself. I would venture to say that many features are ignored because their names aren't intuitive and nobody has the time to look everything up in the Help system first.

When terminologists at my company started to present these problems to developers, writers, and editors, the results were quite surprising. It turned out that, once they understood the bigger picture and the benefits for themselves, they were more than willing to work closely with terminologists and translators. They now produce glossaries in which terms and their associated concepts are clearly outlined, they present feature names to foreign language specialists during the early development phase of a product to ensure that these features will translate easily, and enable terminologists to start their own terminology research. Pro-active steps of this kind make the actual translation

NCATA INCOME AND EXPENDITURE – 2000

Cash in bank as of January 1, 2000 \$6,043.49

Income:

| | |
|--------------------------------------|------------|
| Dues 2000 | \$9,483.00 |
| ATA Chapter Rebate | 1,609.00 |
| Professional Development | |
| <i>Job Fair</i> | 120.00 |
| <i>Resume Clinic</i> | 80.00 |
| Networking Events | |
| <i>Holiday Party – 1999</i> | 1,425.00 |
| <i>Holiday Party – 2000</i> | 1,220.00 |
| Professional Services Directory Sale | 1,010.00 |
| Interest Income | 81.15 |

Total: \$15,028.15

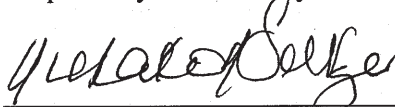
Expenditures:

| | |
|--|------------|
| Capital Translator (Printing, Production, Postage, Supplies, etc.) | \$4,292.41 |
| Professional Services Directory | |
| <i>Printing*</i> | 0.00 |
| <i>Marketing, Mailing, Supplies, Shipping</i> | 13.26 |
| Professional Development | |
| <i>Job Fair</i> | 852.03 |
| Networking Events | |
| <i>Holiday Party – 2000**</i> | 2,479.57 |
| <i>20th Anniversary Gathering</i> | 400.00 |
| Membership List Printing & Mailing | 296.26 |
| PR Initiative | 44.93 |
| Membership/Ballot Mailing and Other Expenses | 531.03 |
| Refreshments (Programs, Board Meetings) | 134.33 |
| Telephone – Monthly Charges | 757.44 |
| Internet Fees – Web Page | 242.00 |
| P. O. Box Fee | 82.00 |
| Bank Service Charges | 18.25 |
| Withholding Tax on Interest Income | 25.14 |
| Administrative Expenses (Office Supplies, Postage, etc.) | 270.71 |

Total: \$10,439.36

Cash in bank as of December 31, 2000 \$10,632.28

Respectfully submitted by:



Yukako Y. Seltzer, NCATA Treasurer

* Will be printed and delivered during 2001.

** Deposit refund of \$907.98 received and booked in January 2001.

Terminology ...continued from page 5

phase of a product much smoother and reduce the number of language-related questions sent back to developers and writers. Early intervention like this also enables a terminologist to manage interdependencies and to ensure consistency across the board. Without it, the same concept might potentially be named differently by different departments.

The role of the terminologist

Terminology is a production variable that needs to be managed carefully and very early in the process. A terminologist is usually in the thick of things, and deals with many different people who may not always welcome this kind of "intrusion." Thus, seemingly contradictory traits such as diplomacy and assertiveness, as well as "the big picture" mentality and attention to detail are essential characteristics. But what is most important is the support of high-level management, because the terminologist must have the authority to "prescribe."

In some industries, e.g., aviation or medicine, terminology management often consists of systematically defining a corpus. This is not the case in the software industry. We are dealing with ad hoc terminology management, which is usually text-driven and relies on limited context. Terms are often defined in isolation, and there is rarely time to reconstruct a complete concept system. Terminology research becomes particularly difficult when there is a new object or concept which has never been named in the target language. I can still remember how a few years ago we all agonized over the German translation of "home page." This is an area where one theoretical aspect of terminology management deserves to be mentioned. All of us in this field know and admire Professor Sue Ellen Wright of Kent State University. Her famous adaptation of the Frege triangle

"Object-Concept-Term" can be used to illustrate the approach of individual knowledge workers in a software company. Ideally, the terminologist interacts with all of them.

- Developers approach the triangle from the concept perspective and "invent" the object that goes with it (software).
- Product managers approach the triangle from the object perspective. They know what the object does, but need to find a name for it.
- Translators often see a term first and have to find out what object/concept is behind it.

Classification of terminology

Apart from the pro-active work associated with terminology management, there must also be formal processes in place to store and distribute the acquired information. This is done by means of glossaries. Before any thought is given to the kind of database product to be used, the following aspects should be considered:

- purpose and customers: what is the output used for and by whom?
- format: in what form must the output be available?
- granularity: to what extent must the information be kept together or split up?
- compatibility: what other tools are already in use and might have to interface with this tool?

The actual database design and number of fields depend very much on the given requirements. It can range from a simple source term-target term structure to an elaborate set of fields including definition, synonyms, subject, comment, context, client, reviewer, approval, reliability, etc. What should be observed in any case is the canonical form of term entry:

- Nouns are stated in the singular unless the noun is always or uniquely used in plural.
- Nouns are never accompanied by

their respective articles. (If they need to be mentioned, they should be put in a separate field.)

- Capitalization is used only for words that would ordinarily be capitalized (as they occur in the text).
- Verbs are entered in the infinitive form.
- Adjectives are entered in their base form.

In addition to this pure form of terminology entries, it is also possible to expand a glossary from a simple look-up tool for individual terms to a tool for semi-automated translation, a so-called translation memory. In the case of software translation, whole names of user interface elements, error messages, etc., would be added.

Research of new terminology

Over the years, my team has developed two golden rules when translating new software terms. First, if at all possible, the same source term should always be translated the same in the target language. Users will find it easier to adapt to slight nuances of meaning than to learn new words for very similar concepts all the time. Second, we stay as close to the source term and are as generic with the translation as possible.

Overly precise translations should be avoided. Let's assume "New" in a software program refers to a new folder. If terminologists use the equivalent of "new folder" in the target languages, they will run into problems once the source language expands the concept "New" to include files in addition to folders. Now the terminologist must use the equivalent of "new file." This becomes very hard to manage and may result in wrong translations if the context is not completely clear.

Challenges

There are many challenges in an industry that is as much in flux as

NCATA's Continuing Education Efforts

by Heide Crossley

It's already the end of February 2001 but by special request I would like to take a brief look back to October 24, 2000. In the continuing effort to offer its members language-specific gathering opportunities that will facilitate an exchange of ideas and provide updates in various areas of expertise, NCATA, in cooperation with the Goethe Institute, had invited its members to an evening of German language-specific lectures and presentations.

Since the event was held at the Goethe Institute, we not only discussed questions and solutions for terminology issues, interspersed with helpful hints and entertaining literary and personal tidbits, but we were also able to glean first-hand information about upcoming cultural events at the Goethe Institute.

What's new in the German language field?

Klaus Alt offered an interesting look at translating financial state-

ments. He recaptured a few highlights from the much talked about workshop offered by Robin Bonthron during the past two ATA conferences. With new rules brought on by globalization, translators beware!

Therese Hathaway offered a snapshot of the education system in Switzerland and touched on the pitfalls of the region's vernacular differences in bureaucratic and legal terminology.

Both speakers supported their talks by providing helpful reference material to the audience.

The evening progressed with a German/English reading of passages from Ernst Jünger's *Tagebücher*, a current translation effort by Ed Scullen, with yours truly reading the German passages, followed by Scullen's poignant interpretation of his English translation.

The evening concluded on a somewhat lighter note with a brief but hilarious recap by Ruth Boggs

on her ongoing experiences related to the translation of Willie Nelson's website into German.

NCATA's next upcoming events will focus on Italian and Spanish.

Your suggestions about other areas of interest to you and the local translation and interpreting community in general are always welcome and should be directed to the ATA Program Chair. ✎

Heide Crossley is an English > German and German > English translator, interpreter and voice over. After 10 years as in-house translator/interpreter for a large German investment advisor and property management firm, she began to freelance in 1989, at which time she also was accepted as contractual Escort Interpreter for the State Department.

NCATA Membership Renewal Deadline Has Passed

January 15 was the deadline to renew your NCATA membership for 2001. If you did not receive your customized membership renewal form with your membership roster and election ballot in November, contact Membership Chair **Tahmena Rauf** at Tahmena_R@yahoo.com, or download a form from the Membership section of the NCATA website at www.ncata.org. Renewals not received by March 30 will be deleted from the online *Directory of Translators & Interpreters* and future print editions.

Important: If you joined NCATA on or after September 1, 2000, your membership is valid through 2001. Remember that you must renew your NCATA membership in addition to checking the dues rebate box on your ATA membership renewal form. ✎

Join NCATA's Electronic Mailing List

Sign up with NCATA's electronic mailing list to receive announcements on job leads, seminars, conferences and NCATA events. The list is opt-in: Go to www.ncata.org and subscribe under the "Mailing List" option. You can cancel or register a new e-mail address at any time. ✎

My Computer Crashed – Do I Still Have Access To My Files?

by Waltraud Knudsen

Windows is a wonderful tool if it works, but it will crash occasionally, sometimes so badly that it will refuse to load, no matter what you do. I had such a crash a few weeks ago. It came without a warning. After rebooting my computer and the message “Starting Windows...” I got a black screen with a cursor in the upper left corner. I tried to reboot again – and again, always with the same result. Windows was dead! Trying to boot from the rescue disk produced the same black screen after the message “Starting Windows...”. My main concern were the files I had not backed up (sounds familiar?) and some confidential files I felt I should not expose to the curious eyes of any stranger in the event I had to enlist the help of some guru. How could I get my files safely out of the computer and onto diskettes?

Then I remembered good old DOS. I got to the C:\ prompt by pressing the F8 key as soon as the message “Starting Windows...” appeared, after rebooting my computer and before it locked up again. I selected “Command prompt only” from the menu and got the C:\ prompt. However, as you DOS old-timers probably remember, copying individual files through DOS is somewhat cumbersome, so I installed a skeleton version of WorldPerfect 5.1 for DOS on the C drive. I knew, with “list files” (F5) I could find any folder on my hard drive. I found “My Documents” (DOS displays it as “My Doc~..” since it cannot display file or folder names with more than 8 characters), found the folders and files I wanted and just copied them onto diskettes. Then I erased my confidential files. But first I checked the copied files on another computer where

Windows and WORD were alive and well, and found that my files had not suffered any harm by being copied through DOS. The only thing that was not always immediately recognizable because of the 8 character DOS limitation was the file name – but I found this a small price to pay for having all my files safe and sound on diskettes and ready to use again.

If you entered the computer era after DOS and are not familiar with DOS commands or do not have a copy of WordPerfect, you can copy and erase files directly through DOS. At the C:\ prompt, type <dir/p>, and DOS will display what you have on your hard drive – one page at a time. If you see “My Documents” or whatever the folder for your files is named, directly on the C drive, type <cd My Documents> and DOS will change to the directory/folder “My Documents”, displayed as C:\My Doc~... If your folder is under “Windows” or any other program, you might have to do several directory calls to change to the respective directories, for instance, from the C:\ prompt change to Windows, displayed as C:\Windows. Type <dir/p> again and DOS will show you what you have under Windows. If you have Word installed under “Office”, you will see “Office” there as a folder and can change to it with <cd Office> and subsequently <cd Word>. DOS will show it as C:\Windows\Office\Word or whatever. In any event, when you find the desired folder and have changed to it (cd = change directory), you can simply copy all the files in it by typing <copy *.* a:> which means in DOS language “copy everything in this directory/folder to the diskette in the A drive.” If you only need to copy one or two files, replace the *.*

(everything) with the name of the file you want to copy. And if you want to delete a file from your hard drive, change to that directory and type <del -name of file-> where -name of file- is the name of whatever file you want to delete.

Now you can bring your computer to a service center without having to worry about your files. And while someone else gets your computer back into shape, you can work on your files on another computer. ✎

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Nota Bene, newsletter of the
Ohio Translators Association

Waltraud Knudsen is an ATA-accredited English↔German translator who lives and works in Willoughby/Ohio, a suburb of Cleveland. She is a lifetime ATA member and the current Editor of Nota Bene. Waltraud purchased her first computer in 1986 and never took a computer course. She does not claim to be an expert, but loves working with computers and does not mind sharing some of her suggestions for problem-solving. She can be reached at w.knudsen@juno.com.

Terminology ...continued from page 7

the software industry: neologisms, trademarked names, legacy material whose terminology may be obsolete, etc. Another challenge is finding a suitable translation for languages which are spoken in several countries, but with distinct regional flavors. If only one language version is released for these languages, terminology management often amounts to creating a hybrid language acceptable to all countries where this particular language is spoken. This requires intense research and communication.

Priorities when time is limited

Again, terminology is a production variable that needs to be managed. Sloppy terminology work can lead to severe product safety problems or, at the very least, confuse the unsuspecting user. Pro-active terminology management, good timing of when the software gets translated as opposed to the documentation, and limiting the amount of time during which changes are allowed in the source material, all help prevent the last-minute chaos that leads to such errors. Total terminology management means

ensuring terminology quality, not at all costs, but within reasonable parameters, with support from the top down. ✎

Ursula Schwalbach started at Microsoft eight years ago as an in-house translator. She moved on to become a localizer, then a terminologist, and currently manages a team of terminologists and language quality assurance professionals. She can be reached at ursulasc@microsoft.com.

Proudly Declare Your Profession to the IRS

As April 15 approaches, keep in mind that Schedule C of your federal tax return includes a separate heading for "Translation and Interpretation Services" (#541930). Through the efforts of ATA culminating in 1999, data on our professions is being gathered separately under the North American Industry Classification System, to facilitate the administration of the Internal Revenue Code and give us all a better picture of the T&I industry's size and shape. This is an important step in raising our profile in the business world, and NCATA encourages you to be a part of it. ✎

NCATA Chapter Meeting for Spanish Translators: Tuesday, April 24

The National Capital Area Chapter of the American Translators Association (NCATA) will hold a chapter meeting for Spanish-English translators and interpreters on Tuesday evening, April 24, from 6:00 to 7:30 p.m. at the Mexican Embassy, located at 1911 Pennsylvania Avenue, NW, three blocks from the White House in downtown DC (Farragut West station).

A series of short presentations by NCATA members — including John Vázquez (staff translator at the Mexican Embassy) and Maria Eugenia Kyburz-Ochoa (Inter-American Development Bank) — will provide a springboard for open discussion of Spanish-English translation and interpreting technique and practice.

If you plan to attend, please send an e-mail message to John Vázquez at JohnVazquez@msn.com, or phone him with questions at 202-728-1795. Nonmembers are welcome.

Join other Spanish-English T&I for dinner afterward at Primi Piatti restaurant, just a short walk from the Mexican Embassy. ✎

NCATA member Bob Feron writes:

Today I stumbled across two very interesting paragraphs about the nature of translation, written by Professor John Biguenet, who was President of the American Literary Translators' Association from 1983 to 1985.

I wish I had written these paragraphs myself, as I certainly agree with them.

"Translation teaches a number of virtues. Modesty: anyone who has ever translated a sentence by Flaubert, for example, will never be tempted to boast of his or her own prose. Selflessness: the very act of translation effaces the translator in

favor of the writer translated. And thriftiness, of course: considering what a translator is paid for long hours of selfless modesty.

"But translation can also teach us how to teach. To suggest to a student of literature the multiplicity of meanings latent in a text, the interdependence of the elements of a story, the constellation of decisions that constitutes a poem, what model of reading better instructs than the process of translation? What other interpretive act so thoroughly comprehends a piece of literature that its expression is, in fact, a reconstruction of the original text? Where else does reading result not in mere criticism but in creation? And which other teacher, in illuminating the

enduring and universal genius of literature, takes as its goal the formation not of a pedant but of a poet?"

John Biguenet is Professor of English at Loyola University, New Orleans. He is the co-author of *The Craft of Translation and Theories of Translation: An Anthology of Essays from Dryden to Derrida*, both published by The University of Chicago Press. He edited *Foreign Fictions*, a collection of international short fiction. From 1979 to 1994 he was the editor of the *New Orleans Review*.

I found this text on the ALTA web site at:
<http://www.utdallas.edu/research/cts/ALTA/biguenet.html>

Thanks to all who volunteered to staff NCATA's table at the ATA Annual Conference in Orlando!

Heide Crossley
 Alicia Agnese
 Lillian Clementi
 Bill Keasbey
 Jonathan Hine
 Margarita Tobar
 Doris Schraft
 John Vázquez
 Jean-Marie Banatte
 Therese Hathaway
 Michael Wahlster
 Sandra Burns Thompson

Le Grand Dictionnaire Terminologique Online

Previously available only on CD-ROM, *Le Grand Dictionnaire Terminologique* from Quebec's Office de la Langue Française is now accessible free of charge online at www.granddictionnaire.com

IMF Terminology Online

A selection from the International Monetary Fund's Terminology Database is now available for general access in English, French, German, Portuguese (limited), and Spanish on the IMF website.

The URL is <http://www.imf.org/external/np/term/index.asp>

This terminology database contains over 4,500 records of terms useful to translators working with IMF material. It provides versions of terms in a number of languages, without definitions.

The database includes words, phrases, and institutional titles commonly encountered in IMF documents in areas such as money and banking, public finance, balance of payments, and economic growth. Acronyms and currency units are also included.

Calendar

| Date | Time | Event | Location |
|-----------------|--------------------------|---|--|
| April 14, 2001 | 1:30 p.m. - 4:00 p.m. | ATA Accreditation Exam | Graduate Education Center of The George Washington University, 1775B Duke Street, Alexandria, VA Contact ATA Headquarters at 703-683-6100 |
| April 24, 2001 | 6:00 p.m. - 7:30 p.m. | Chapter Meeting for Spanish- English T & I | Embassy of Mexico, 1911 Pennsylvania Ave., NW, Washington, DC Contact John Vázquez at 202-728-1795 or JohnVazquez@msn.com |
| May 18-20, 2001 | | ATA Financial Translation Conference | New York University, New York City, NY Info at www.atanet.org/NYConference/ Contact Marian Greenfield at msgreenfield@compuserve.com |
| June 9, 2001 | 1:30 p.m. - 4 p.m. | NCATA Job Fair | Ellipse Conference Center, National Rural Electric Cooperative Assn., 4301 Wilson Blvd., Arlington, VA Contact John Vázquez at 202-728-1795 or JohnVazquez@msn.com |

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