



capital translator

Newsletter of the National Capital Area Chapter of the American Translators Association
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November 1998

SFL and NCATA Hear a Translator's Story

By Glenn Nordin

Attendees at the Society of Federal Linguists and NCATA joint luncheon on September 12 in Rosslyn honoring the Day of the Translator were entertained by the tales of a World War II veteran and superb raconteur — Jack Gurin.

Scott Brennan, President of NCATA, led the introductions for the program and turned the meeting over to me for introduction of our speaker. Jack Gurin's biographical sketch tells us that he was born in Vladivostok a long time ago and that he "brought" his parents to the U.S. in 1922. He describes his education as "patchy and largely irrelevant" but shows a BA from CCNY and an MS from GWU.

Jack claims he was *invited* to join the US Army in 1942 as a Japanese linguist/intelligence officer and thus was started on what became a 47-year career. In the course of his talk, we learned details of the U.S. efforts to teach Japanese to a diverse group of college graduates and professionals. Training began at Michigan State in Ann Arbor, followed by a period at Savage, Minnesota. The groups studying Japanese included Nisei (Japanese-Americans) who were enlisted as non-commissioned

officers as opposed to the Caucasians, who were commissioned as Lieutenants. The disparity in rank produced a tense situation when the officers were teamed with non-commissioned officers in an effort to improve the officers' ability to communicate in Japanese.

Jack was assigned to a major command in the Pacific and served throughout the war translating or supervising translations of materials collected on the battlefield and interrogating Japanese prisoners of war. U.S. war fighters developed an intense hatred of the enemy and that hatred, combined with the "die before surrender" spirit of the Japanese military training, led to a situation in which few prisoners of war were taken.

The translators also had to plead with the combat units to collect and turn over papers taken from Japanese units and individuals. Often, the paper captured on the battlefield had to be retrieved by the censors going through the soldiers' personal letters to family in the U.S. Jack said that his major successes were achieved when he turned over important translation jobs to the U.S. Nisei translators rather than

taking on the tasks himself. In a final performance as a translator/interpreter, Jack was sent to set up the surrender of major Japanese forces in the south of Japan. Here, his skill in reading unit designations and titles was of some amazement to the Japanese and he was besieged

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President's Corner

by Scott Brennan



NCATA will be well represented at the upcoming American Translators Association annual conference at Hilton Head Island, South Carolina. Speakers will include NCATA members **Alicia Agnese, Camilla Bozzoli, Ted Crump, Svetolik Paul Djordevic, Arnaldo Higuero, Jonathan Hine** (also running for the ATA Board of Directors), **Shuckran Kamal, Claudia Kellersch, Jessie Lu, Louis Mitler, Jacqueline Murgida, Sedef Olcer, Steven Sachs** (also ATA's liaison to the Fédération Internationale des Traducteurs), **Lydia Razran Stone, Yukako Seltzer** and me.

Our corporate members will be represented at the podium by **Randall Morgan and Kevin Hendzel** of ASET Language Services Corp. (Kevin will also be presenting in his own capacity), **Mary O'Neill** of Translingua Inc., and **Eve Lindemuth-Bodeux** of Language Management International, which will also host a networking session.

Former NCATA presidents **Mercedes Pellet** (of NCATA corporate member M² Ltd. and chair of the ATA Professional Development Committee) and **Muriel Jérôme O'Keefe** (of NCATA corporate member JTG Ltd. and currently president of ATA), ATA Honors & Awards Committee chair **Eric McMillan** and ATA Accreditation Committee chair **Shuckran Kamal** will be there in their official capacity. **Glenn Nordin**, president of the Society of Federal Linguists, whom many of us met at the annual NCATA/SFL annual luncheon this past September, will also speak.

Of course, many more NCATA members will attend, and a number of corporate/institutional members are hosting stands in the exhibit hall.

I would like to echo the remarks of ATA president Muriel Jérôme O'Keefe in the September *ATA Chronicle* and encourage those chapter members who have not joined the national parent organization to consider doing so. In my view, NCATA and ATA play distinct but complementary roles. During my tenure as chapter president I have tried to emphasize local professional development, promotion and networking events like the Job Fair and seminar on Translation and International Development. In addition to providing us with support for such events, ATA offers benefits a regional organization is ill-equipped to provide, such as nationally-based networking and professional development opportunities like the annual conference and the *ATA Chronicle*, which targets specific languages and areas of specialization month by month. As a 7,000 member strong organization, ATA can also obtain discounts on services for its members, including medical, life and professional liability insurance; express delivery through UPS; collections and receivables management through Dun & Bradstreet; credit card programs and other services.

Finally, as the premier national organization representing our profession, ATA takes on projects of a broader scope, such as the effort to establish national translation standards and successfully lobbying for inclusion of translation and interpretation as professions on the 2000 U.S. census.

More than just a plug for ATA, my purpose here has been to emphasize the strong ties between ATA and NCATA, and point out the tremendous opportunities open to translators beyond the horizons of the national capital area. ✍

**National Capital Area Chapter
of the
American Translators Association (NCATA)**

Notice of Annual Meeting

PLEASE TAKE NOTICE that the annual meeting of the members of the Chapter will be held, pursuant to Article V, Section 1, of the NCATA Bylaws, at 1:30 p.m. on December 13, 1998 at The Old Ebbitt Grill, 675 15th Street NW, Washington, DC 20005 (Metro Center station; complimentary valet parking provided).

The business before the meeting will be:

- Announcement of results of elections for Vice President and Secretary;
- Report to the members by the President, Treasurer, Accreditation Chair and Membership Chair.

Other business may be added to the agenda by contacting Scott Brennan at 703-242-7171 by December 1, 1998.

NCATA's annual Holiday Party will immediately follow the Annual Meeting. However, the two events are separate and members may attend the Annual Meeting without attending the Holiday Party.

Date of this notice: October 15, 1998 ☞

Welcome

A warm welcome to our new members:

Jean-Marie Banatte, Odile Bosch, Jill Campbell, Olga Ivonne (Bonnie) Corretjer, Diana Decker, Chantal Dussuel, Nada Fakhry, Kristin Foellmer, Hailu Gtsadek, Jean-Marc Guilloux, Marcela Heaton, Julia Karin Lawson, Rustem Malaj, Susan A. Martino, Egbebekak Monjimbo, Oleg Narimanbekov, Gaby Nunamaker-Luyten, Laila Oswald, Elizabeth Rojas, Dagmar Gabriele Smith, Saya Sone, Isolde Tharrington, Margarita Tobar, Susan A. Toohey, and Michel Valois. ☞

NCATA Holiday Party

When: December 13, 1997, 2-4 p.m. (immediately following the Annual Meeting)

Where: The Old Ebbitt Grill
675 15th Street NW
Washington, DC 20005
(Metro Center station; complimentary valet parking)

How much: \$25 per person for the meal (see menu below) and soft drinks (gratuities included)

The end of the year is slowly creeping up on us, and it's time for NCATA's annual Holiday Party. You've worked hard and earned a chance to relax and chat about how good business has been! Plan to spend the afternoon of December 13 enjoying the wonderful cuisine of The Old Ebbitt Grill with fellow translators and interpreters in one of Washington's most acclaimed restaurants. We hope to see our Corporate Members represented by their owners and employees. Guests are welcome.

The menu we have prepared for you this year is:

A house salad (mixed greens with tomatoes and a vinaigrette dressing)

A choice of:

Lemon tarragon chicken breast served with vegetables

or

Portobello mushrooms stuffed with vegetables served on couscous (vegetarian)

Chocolate truffle cake

Make your reservations early; space is limited.

Reservations must be received by December 1, 1998. Mail your check for \$25 per person to:

*Alissa Martin
5230 Baltimore Ave.
Bethesda, MD 20816-3001*

If you have questions, contact Alissa Martin at (301) 718-0405 martina2@gusun.georgetown.edu. ☞

Letters to the Editor

The *CT* welcomes your letters to the editor. Please send them either via fax to 703-378-1624 or electronic mail to REZB@aol.com.

To the Editors:

At the risk of pooping the party, I want to express my dismay at the recent "Ten Reasons Why I Am Glad to Be a Freelance Translator." While I appreciate the intended humor, I find Steve Vlasta Vitek's portrait of our profession to be a classic summation of the poverty cult that Neil Inglis, Kevin Hendzel, Muriel Jérôme-O'Keeffe and other leaders in our industry have worked so hard to eradicate. To depict translation — even in jest — as a wastebasket profession and freelance translators as losers who "fake their languages" and can't succeed in a "real job" is a disservice to all of us.

Like many members of NCATA, I'm proud of the *CT*, and I'm certainly not opposed to humorous and even irreverent articles — I've submitted a few myself. I also value

Mr. Vitek's enthusiasm as a new member and hope that he will continue to participate actively in the chapter. Nevertheless, it's worth remembering that the *CT*'s readership includes NCATA's corporate members, which means that some of our clients are reading the *CT* and forming opinions about us based on its content. Do we really want them to think that we enjoy humiliating them? That we watch daytime television while we work? That we're only doing this for fun? Translation is fun — an absolute blast, in fact — but with the world getting smaller and more competitive every day, it is also serious business. We simply can't afford to project this kind of image anymore.



Lillian Clementi

Steve Vitek's response:

I am somewhat flattered that my feeble attempt at looking at our "terribly serious" profession from a different viewpoint would provoke such a negative reaction. I don't really understand what this protest is about.

1. Poverty cult? What poverty cult?
As a freelance translator of languages that are impossible to learn and very much in demand, I make more than I could possibly make if I were an employee or doing something else than translating. I probably make more than some of the lawyers that I work for.
Isn't it clear from what I wrote in my 10 points?
2. Corporate members? Are our newsletters intended mostly as promotional reading material for

translation agencies, or are they intended mostly for us, translators? If we cannot poke fun at ourselves, what are we? (Very insecure, probably for a good reason, that's what).

I hope that the *CT* will continue publishing articles of translators who try to look at our profession from a slightly different perspective. Our job is interesting, challenging, and fun.

Let's keep it that way.

Steve Vlasta Vitek



A familiar name on the ballot... NCATA members take note: Our very own Jonathan Hine is running for a seat on the ATA Board of Directors.

From the Editor...

The *CT* Needs You!

Last year's trip to San Francisco was the first time I attended an annual ATA Conference, and I was simply overwhelmed. So many people to meet! So much to see and do! So many workshops to choose from! It was almost too much of a good thing, and deciding which seminars to attend and which ones to forego was mind-boggling.

If you find yourself in the same situation this year, think about how fortunate you are to be there — and about the colleagues who couldn't make it to Hilton Head, for whatever reason. Take some notes. Jot down some information. Package it in a brief article (or a long one, if that's your pleasure). And then e-mail it to me.

We'd love to get your first-hand account, impression, or spin on the Conference, and publish it in the *CT* to let everyone share in the enthusiasm generated by this annual event. It's the next best thing to being there. ✍



Puntos y Puntas

Quality Cannot Be *Reviewed* Into a Translation

by Mercedes M. Pellet



Dr. W. Edwards Deming revolutionized post-war Japan with the basic concepts of the modern quality movement. One of his 14 Points for Management summarizes a simple concept: “Stop dependence on inspection to achieve quality. Eliminate the need for inspection... by building quality into the product in the first place.”

Five years after Dr. Deming’s death, the translation industry is still trying to determine who has the ultimate responsibility for quality. Is it the client? The translator? The translation company? The independent reviewer? The client’s reviewer? To apply Dr. Deming’s concept to translation, we have to start with us — as translators, we are the ones that build quality into the product in the first place. And the way to do that is by disciplining ourselves to systematically analyze the source text before even thinking about translation.

What Are We Looking For?

When reviewing a text that is going to be translated, there are four basic questions that have to be answered at the beginning:

- What type of text is it?
- Who is the target of the source text and the translated text?
- Why does someone want to pay to have this text translated?
- Where is it going?

It is not a coincidence that these are the same questions that every young reporter is taught to ask when covering a story. These are the questions that lead to the essential facts which, as translators, can be called “positioning facts” because they serve as our preliminary guidelines.

The type of text is important because it lets us know whether it is going to require special research,

whether we are going to know how to handle it, and whether we have the right type of dictionaries and reference material. If, for instance, our area of expertise is computer technology, we may be able to handle a general medical translation but we might be out of our depth when translating a highly technical paper on genetic engineering. I have found that it is not always wise to take the client’s word regarding the type of text that needs to be translated. There have been many instances where I have been prepared to do a translation of a piece on electronics, only to find that the subject is quality or customer service. The only electronic terminology is the one used by the client in the purchase order.

The targets of the source text and the translated text may be different. This difference was brought home to me many years ago when I translated a training course for Latin American mechanics. The target audience of the English program consisted of unionized mechanics, with an average annual salary of \$30,000 and firmly entrenched in the U.S. middle class. However, the target of the Spanish program had an annual salary ten times lower and belonged to the lowest economic and social class. The examples used in the video would not work, regardless of how well I translated them, unless they were adapted to a different target audience.

The “why does someone want to pay to get a text translated” is significant to the translator because it signals how much flexibility the translator has in stretching the text to meet the end user, rather than leaving it up to him or her to figure it out. For instance, if a client wants a corporate English text to be used to

market a product to France, a highly accurate translation that sticks to the original like Velcro might be a disaster and the unhappy client will blame the translator, *not* the text-as-approved-by-the-marketing-and-legal departments. On the other hand, if the text is part of a required legal process, it will be necessary to maintain the ambiguities that have been purposely drafted into the document.

The U.S. is an essentially monolingual country that is still trying to identify the place of translation as a business. Therefore, we in the translation business should not raise our eyebrows when a client expresses something that we know to be fallacious. For instance, when I hear that a document has to be translated into Portuguese Spanish, I recognize that I need to be very inquisitive to make sure that the translation is what the client wants and needs. That is why the question of “Where is the translated text going” is important.

Pre-Translation Check

After these basic questions have been answered, I use a simple checklist for each translation (see page 6) to make sure that I follow a systematic approach while doing the text-specific analysis.

Some of these questions have helped me to incorporate quality into the basic translation. I am sure that many of you have similar checklists, either on paper or as mental guidelines. As anybody who has ever had to correct a bad translation can attest, Dr. Deming was right: It is a lot easier — and cheaper — to incorporate quality into the product from the beginning! ✍

Pre-translation Check

1. Terminology

- Are there industry and company-specific terms? Have they been translated before?
- Is there any existing terminology? Can the client provide it? In what format?

2. English Text

- Is there any text that should not be translated? If so, how will it be handled? (For example, English, followed by the target language in parentheses, and then consistent use of italicized English)

3. Acronyms

- Are there any unexplained acronyms?
- Should they be expanded or translated?
- Are there equivalent acronyms in the target language?

4. Type of Text/Tone of the English

Type:

- Informative
- Literature
- Instructional
- Motivational
- Technical
- Marketing

Tone:

- Formal
- Informal
- Elegant
- Colloquial
- Legalistic
- Humorous
- Other

6. Unclear English/Contextual Problems

- There are some unclear phrases/sentences in the source text which require clarification before translating.
- Some of the source text may need to be modified to adapt it to the target audience.

7. Colloquial Expressions

- There are some colloquial expressions in the source text that will need special handling: either by using a parallel colloquial expression in the target language, by changing the expression to standard language, or by explaining what the expression means in the source language.

8. Contact Information

- Are there any local toll-free numbers and special in-country contact references used?
- What will be necessary for an international caller/visitor to establish contact?

9. Conversions/Measurements

- Should all measurements be converted into those used in the target country?

10. Examples

- Are there examples that contain country-specific names? Can they be translated?

Story

...continued from page 1

with questions as to the number of people that had been trained to speak as fluently as he did.

Throughout his presentation, Jack pointed out the similarities in problems encountered during the war and the problems of today in developing and employing a talented workforce of linguists in national security interests. General officers and civilian leadership frequently does not understand the length and quality of training necessary to produce effective translators and interpreters. Many in leadership do not understand the concept of translation in the belief that the art is a simple substitution of one string of characters for another. A general lack of understanding of the culture of a nation or an ethnic group impacts the meaning being transferred from one language into another.

I am not sure we really wanted to know that the issues of today were the issues of yesterday, but we are now forewarned.

In an aside, I can tell you that Jack Gurin's humanness and his care for humanity in the workplace and in his personal life have served as models for many who are fortunate to have been in his presence. Today, he regularly works with Russian immigrants to help them become Americans, he participates in a history study group and is researching the Mongol Horde beginning with Genghis Khan and moving on to the grandsons. He also studies English and writes essays on musical topics for the Concert Society of Maryland. We are fortunate that he could spend a Saturday afternoon with us. ✍

Glenn Nordin is the Executive Secretary of the DCI Foreign Language Committee, and current president of the Society of Federal Linguists. He has previously worked as presidential and freelance translator (Russian↔English) and is currently a Department of Defense employee.

Inglis at Length

Translation Bureaus, Machine Translation, and Translation Standards

by Neil Inglis



Attitudes toward translation bureaus fall into 3 categories: (1) "Bureaus give value-added to a project; bureaus have resources which individual freelancers lack;" (2) "Bureau translations aren't worth a damn." I take the compromise view (category (3); a bureau-produced translation may be good if it is done by a subcontractor who can work self-sufficiently anyway. But what about value-added? One consensus is that the better bureaus offer clients something more than cosmetic proofreading, but fall short of substantive editing. Still, intelligent proofing is a whole lot better than stupid editing.

Attitudes toward machine translation (MT) fall into 2 categories: (1) "MT research is a dumping ground for losers;" (2) "Machine translation is a modestly interesting technique with narrowly defined uses, and potentially broader future application." There is no compromise viewpoint.

What about the possibility of on-line translation bureaus providing MT services? Debates are surfacing, in the *CT* or elsewhere, on the *merits* of such services. Various points of view are heard, to wit: (a) however abysmal, such MT facilities would fill some sort of *niche* and meet unmet demand; (b) into-English translations being "easier" than in the other direction, monoglot English users can at least get the gist of what a foreign language website says; (c) there is a danger that on-line MT providers could set up a cut-price on-line post-editing service, and we must face up to this unpleasant prospect.

How should we reconcile these viewpoints? It is incorrect to say that

into-English translations performed by regular (non-MT-using) bureau subcontractors are invariably unusable. Bureau translations may reveal a high degree of scholastic knowledge of the SL and TL; but they are often fully intelligible only to other translators, and not to the monoglot end user. Now, if a flesh-and-blood translator is going to take a text that is already incomprehensible and turn that text into something that is equally impenetrable, albeit in a different way, not much has been gained.

...accreditation was... an early ATA attempt to set standards...

MT programs, which twist the SL text in the direction of unintelligibility already, cannot be expected to do a better job. So much slash-and-burn is required in MT post-editing, that the editor (through fatigue or a temptation to cut corners) may overlook stupidities that beg for correction. Of course, MT boosters brag about their dictionary-driven software, with all the "scientific precision" this implies; but they forget that at the elite levels of translation, the real problems are not found in any dictionary.

As for on-line MT post-editing, what kinds of people would get hired to do the work? Top-notch freelancers? The best and the bright-

est? Of course not. On-line MT services would have to prove to their customers that they were not merely producing text that was worthless twice over. The problem, of course, is that MT vendors oversell their products' capabilities.

For the sake of argument, let's imagine that such on-line services came into being; just as translation bureaus erect a veil between clients and subcontractors, you can bet that the identities of MT post-editors would be kept a state secret. No corporate service-provider would care to reveal such information, let alone have any incentive to do so; such disclosure would encroach upon its prerogatives.

The *batten-down-the-hatches* philosophy is a classic of outmoded thinking (a bane of the translation industry). The insistence on *nameless translators* is a relic of the 1960s and 1970s. Elite freelancers these days sign their work cheerfully, and if their work is up to snuff, they reap a harvest of repeat business. After all, that's what setting standards is all about. It involves putting your name on the line. With richer rewards comes tighter scrutiny.

Efforts are afoot to establish meaningful standards for translation in the USA; these efforts are being guided (but intentionally not controlled) by the ATA. Once such standards are promulgated and publicized, translation consumers need no longer labor in ignorance about what translation involves; ideally they would seek out translation providers (be they individuals or

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Inglis

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bureaus) who subscribed to such standards.

This implicitly raises the issue of accreditation (which was, after all, an early ATA attempt to set standards!), and future moves toward advanced-tier accreditation. When clients know about accreditation — and when accreditation can be trusted — they will demand nothing less. The days of *unidentified flying translators* will be finished. The dream may take years to arrive, but the process has begun, and may be expected to be healthily controversial.

In June 1998 I attended an exploratory meeting in Washington on the issue of translation standards, involving various parties (including the ASTM— the American Society for Testing and Materials). A consensus was reached that the issue of translation standards deserved further consideration. These are early days, folks, but stay tuned. This must be a broad-based exercise—but therein lies a problem. As regular readers of this column know, I am impatient with the views of others that are contrary to my own; *collective* and *consensus* were dirty words in the home where I grew up.

So I know where translation quality problems lie already. They are twofold: (a) translators who produce work that is intelligible to other translators but unintelligible to the monoglot end user (as I noted earlier); and (b) translators who reserve their best work for first-time clients, but are unable to maintain a consistent level of quality over the long haul.

Precisely because I know what the difficulties are, I could draft a set of proposed standards and demand that these be voted on at once. But this, gentle readers, is not how the standard-setting exercise works. The ultimate standards will conform to the format used by the ASTM.

“Full consensus standards are standards developed through the

cooperation of all parties who have an interest in participating in the development and/or use of the standards.”

As this implies, there is a framework whereby discussion is initiated, contact persons are identified to receive and process input, views are solicited from a spectrum of sources, always in accordance with democratic practice. It is important— an immense nuisance, but important — to instill a sense of ownership in the process on the part of all the many disparate participants, participants who may at other times feel antagonistic toward one other.

With so much emphasis on process, there is a danger that people will lose sight of the core issues or water them down. We could get stuck with the status quo ante all over again. For example, translation bureaus are a discrete portion of the translation industry, but lest we forget, they are not its most important part. Nor should any translation code of practice be left to degenerate into a wish-list for bureaus (“Step One, pick up the Yellow Pages; Step Two, our ad. is on page etc., etc., etc.”). Is there any room for MT vendors in this process?

At the exploratory meeting in June, I was introduced to a lady from one of the richest and most

powerful U.S. corporations, which has a huge demand for language services. At this corporation, translations are subject to the *total quality management* system. Under this system, feeble excuses and hand-wringing are not tolerated.

How does the system apply to translation? The translator and corporate client swap roles; the client opens itself up to the translator and commits to providing the translator with as much information as is required. Working through the production manager, the translator has an affirmative obligation to ask as many and as detailed questions as possible, regarding systems, terminology, technology, and so forth. In short, all problems, dilemmas, and areas of uncertainty must be hammered out on the front end. The result, in theory at least, is total quality. No-one expects to have to clean up the translator’s mess after it is delivered. Translators who screw up are not used again.

I doubt that total quality management could be systematically replicated elsewhere in the translation industry, at least not yet, as it would shatter too many vested interests and expose too many inadequacies. But it points in an interesting direction. Time will tell. ✍

Great Moments in Languages

by Ted Crump



Sir Neil takes on the Poverty Cult

Technology Corner

Revisions Mode in Microsoft Word

by Patricia Rosales

Nowadays a lot of translators and editors are using Microsoft Word to produce their masterpieces. This program provides a Revisions feature that allows the editor to show corrections, suggestions and comments in the electronic file. When the translator gets the file back for final review, he can accept or reject those revisions.

If you already know how to use this feature, great! You probably love it already. If you are wondering what this is all about, please keep reading for the steps to many happy Revisions.

As the Editor

1. You receive a translation via e-mail from the translator or agency. I suggest you work on a duplicate of the version received in case the original is needed for future reference. To do so, save it in some way that indicates it is your revised version: save "name" as "r-name," "rev-name" or "ed.name."
2. Open the document you will be working on.
3. Click on "Tools" on the menu bar.
4. Click on "Revisions." A "Revisions" dialog box appears.
5. Click on the check boxes to activate the options "Mark Revisions While Editing," "Show Revisions on Screen" and Show Revisions on Printed Document."
6. Click on the "OK" button.
7. You can now start editing, deleting and adding text as necessary, with the changes being displayed while the modified text remains visible.

8. After finishing your editing, save as usual. Your document is now ready to be e-mailed back to the translator or the agency.

As the Translator

1. You receive the revised version from the editor. You may want to keep it unmodified for future reference and work on a copy of it.
2. Click on "Tools" on the menu bar.
3. Click on "Revisions." The "Revisions" dialog box is displayed.
4. You have the option to "Review," "Accept All" or "Reject All." Click on "Review" if you want to review revisions that the editor made, clicking on "Find" (backward or forward) to move along.
5. Revisions will be highlighted and you will have the option to "Accept" or "Reject" them by clicking on either alternative. You can automatically go to the next revision after accepting or rejecting the previous one by activating "Find Next After Accept/Reject," pointing your cursor to the square on the left

of this option, or you can go to the next revision "manually" by clicking on "Find" (backward or forward).

6. Click on "Close" when finished.
7. Once you have reviewed your document (as much as possible!) and it is ready for delivery, go to "Tools," "Revisions," and deactivate "Mark Revision While Editing" by clicking on the square to the left of the option, so that the check mark disappears.

I would encourage you to try this convenient and simple way to edit and incorporate changes. Just imagine not having to decipher handwritten editing symbols and print (if you are lucky, your editor prints) and/or illegible faxed transmissions. You owe it to yourself. And if you like this feature and find it beneficial to your business, pass it on! ✍

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Going to Hilton Head?

Will you be attending the American Translators Association Annual Conference in Hilton Head this year? If so, consider giving an hour to help staff NCATA's table and talk to colleagues and prospective members about our chapter. Contact Scott Brennan at (703) 242-7171 or sbrennan@compuserve.com. ✍

Information Exchange

This month's contribution to the Information Exchange comes from Dr. Frank Dietz, Webmeister for the Austin Area Interpreters and Translators Association.

Government Online

You might be so used to seeing “com” as part of WWW addresses that you neglect to search the numerous government agency sites which can yield a lot of information useful for a translator.

Your starting point is <http://www.fedworld.gov>.

The site lets you access numerous databases, from US government job announcements to the Foreign Broadcasting Information Service Foreign Language Glossaries <http://www.fedworld.gov/fbis/>. The latter is particularly interesting, as its offerings range from an English-Spanish military dictionary, French nuclear terms, and Norwegian abbreviations to a glossary of Portuguese narcotics terms.

Of course there is that favorite of all, the Internal Revenue Service, but—lo and behold—its web site is actually quite funny. The retro-look Digital Daily <http://www.irs.ustreas.gov/prod/cover.html> boasts of being “faster than a speeding 1040-EZ” and besides listing the number of days left until April 15th, it also offers access to tax forms that can be downloaded and printed out with the help of the free program Adobe Acrobat Reader.

The Environmental Protection Agency site <http://www.epa.gov/> is also a rich resource, and it contains among other things glossaries of climate change terms <http://www.epa.gov/oppeoe1/globalwarming/glossary.html> and ground water terms <http://www.epa.gov/grtlakes/seahome/groundwater/src/terms.htm>.

The Social Security Administration web site contains a sizable section in Spanish http://www.ssa.gov/espanol/espanol_home.html, including a number of downloadable documents.

The National Technical Information Service <http://www.ntis.gov/index.html> is the official source for government-sponsored U.S. and worldwide scientific, technical, engineering, and business-related information. You can order its publications online.

The Small Business Administration site <http://www.sba.gov/> contains plenty of information on starting, financing, and running your own business. There is even a shareware library with templates for business plans, business cards, clip art, and the like.

Remember, these sites are often gateways to numerous other organizations and databases, so you can anticipate some intensive websurfing.

If all that is not enough, you could always go abroad:

<http://www.sfp.gov.ar/indiceapn.html> (The Government of Argentina)

<http://www.brasil.gov.br/> (Governo do Brasil)

<http://www.admifrance.gouv.fr/cgi-bin/multitel/admifrance/sommaire> (AdmiFrance, also available in English and German)

http://www.yahoo.de/Staat_und_Politik/Behoerden/ (German government agencies)

<http://www.mexweb.com.mx/Gobierno/> (Government section of MexWeb)

<http://www.pol.pl/si/polityka/> (Polska Online — politics and government section)

<http://www.diplomat.ru/> (Russian Ministry of Foreign Affairs) ↗

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The American Translators Association

Code of Professional Conduct and Business Practices

- I. As a Translator or Interpreter, a bridge for ideas from one language to another and one culture to another, I commit myself to the highest standards of performance, ethical behavior, and business practices.
- A. I will endeavor to translate the original message faithfully, to satisfy the needs of the end user(s). I acknowledge that this level of excellence requires:
1. mastery of the target language equivalent to that of an educated native speaker,
 2. up-to-date knowledge of the subject material and its terminology in both languages,
 3. access to information resources and reference materials, and knowledge of the tools of my profession,
 4. continuing efforts to improve, broaden, and deepen my skills and knowledge.
- B. I will be truthful about my qualifications and will not accept any assignments for which I am not fully qualified.
- C. I will safeguard the interests of my clients as my own and divulge no confidential information.
- D. I will notify my clients of any unresolved difficulties. If we cannot resolve a dispute, we will seek arbitration.
- E. I will use a client as a reference only if I am prepared to name a person to attest to the quality of my work.
- F. I will respect and refrain from interfering with or supplanting any business relationship between my client and my client's client.
- II. As an employer or contractor of translators and/or interpreters, I will uphold the above standards in my business. I further commit myself to the following practices with translators and interpreters:
- A. I will put my contractual relationship with translators and interpreters in writing and state my expectations prior to work.
- B. I will adhere to agreed terms, payment schedules, and agreed changes, and will not capriciously change job descriptions after work has begun.
- C. I will deal directly with the translator or interpreter about any dispute. If we cannot resolve a dispute, we will seek arbitration.
- D. I will not require translators or interpreters to do unpaid work for the prospect of a paid assignment.
- E. I will not use translators' or interpreters' credentials in bidding or promoting my business without their consent or without the bona fide intention to use their services.
- F. For translations for publication or performance over which I have direct control, I will give translators recognition traditionally given authors.

Calendar

Date	Time	Event	Location
October 24, 1998	12 noon	Luncheon	Society of Federal Linguists Luncheon Anchor Inn near Wheaton Metro Stop Contact Glenn H. Nordin at glenrd@Worldnet.att.net
November 4-8, 1998		39th Annual ATA Conference	Hilton Head, SC Contact ATA at 703-683-6100
December 5, 1998	2 – 5 p.m.	Accreditation Workshop	Cleveland Park branch of the DC Public Libraries at the corner of Connecticut Avenue and Macomb Street, one block south of the Cleveland Park Metro Station Contact Bill Keasbey at 301-530-5031
December 13, 1998	1:30 p.m.	Annual Meeting	Old Ebbitt Grill, 675 15th St., NW, Washington, DC
December 13, 1998	2 – 4 p.m.	Holiday Party	Old Ebbitt Grill, 675 15th St., NW, Washington, DC Contact Alissa Martin at 301-718-0405
January 23, 1999	1:30 pm	Accreditation Exam	Graduate Education Center of The George Washington University, 1775B Duke Street, Alexandria, VA, near the King Street Metro Station Contact ATA at 703-683-6100
February 20, 1999	1 – 4 p.m.	NCATA 2nd Annual Job Fair	Ellipse Conference Center, National Rural Electric Cooperative Association, 1301 Wilson Blvd., Arlington, VA (Ballston)