

Why is terminology your passion?

**A collection of interviews
with prominent terminologists**



Note to the reader

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TERMCOORD BRINGS HIGH-PROFILE TERMINOLOGISTS TOGETHER

In this e-book TermCoord has published interviews with prominent terminologists about their work, their projects and their opinions on interesting terminological issues. These interviews were carried out by trainees from the European Parliament's Terminology Coordination Unit and the interviewees are all terminologists who have made an active contribution to the field.

The aim of this initiative is to shine a light on terminology work and raise awareness about its importance for both monolingual and multilingual communication.

The interviews were designed and carried out entirely by the individual interviewers, who were responsible for personally suggesting and contacting the terminologists they chose to interview.

LIST OF INTERVIEWS

Claudia Deidda with **Marella Magris**

Lucía Candelaria Mesa Socas with **María Isabel Fijo León**

Iulianna van der Lek with **Tatiana Gornostay**

Maria Pia Montoro with **Erin McKean**

Yuki Akaike Garrido with **Iñigo Valverde**

Mina Selimou with **Kostas Valeontis**

Annalisa Galeone with **Maria Teresa Zanola**

Federica Cacciaglia with **Franco Bertaccini**

Linda Burchi with **Marja Vaba**

Paul Clewett with **Kerry Maxwell**

Maria Gancheva with **Frieda Steurs**

Konstantinos Chatzitheodorou with **Rodolfo Maslias**

Giulia Nardini with **Licia Corbolante**

Agnieszka Antosik with **Gerhard Budin**

Wojciech Szmidt with **Gerhard Edelmann**

Xiaohua Jin with **Ghil'ad Zuckermann**

Matilda Soare with **Georgeta Ciobanu**

Müslime İlhan with **Michael Beijer**

Jiayi Huang with **Ian Arrowsmith**

Matilda Soare with **Klaus Dirk Schmitz**

Marella Magris



by **Claudia Deidda**

Marella Magris is associate Professor at the School for Interpreters and Translators (SSLMIT) of the University of Trieste. She teaches German to Italian Translation and German Language and Linguistics. Her research first focused on medical language and related translation problems. Now she mostly focuses her attention on the field of terminology. Since 1996, she has worked as editorial staff for the International Journal of Translation (RITT) and has been chief editor since 2004. She is a member of the Association for German Studies in Italy (AIG) and of the Network of Excellence for Institutional Italian Language (REI). Moreover, she has written several books on translation and terminology and she is one of the supervisors of SSLMIT of Trieste's terminology database, TERMit.

1. As well as coordinating the terminology database IATE, the Terminology Coordination Unit of the European Parliament's mission is to help translators and make terminology research and management more efficient. Are you aware of TermCoord? What is your opinion?

I am familiar with TermCoord and I receive its information emails. I think it's a necessary service for improving terminological activity at the European Institutions. I really appreciate its collaboration outside the European Institutions, for instance with the academic world.

2. In your work at the School for Interpreters and Translators of Trieste as a Translation professor, what importance do you give to terminology during your classes?

The importance of terminology depends on the level of the course. For instance, during the first year on the Bachelor Degree, texts are more general and often they don't require deep terminological analysis. But during the final year of the Bachelor Degree and during the two years of the Master's Degree, the topics covered on the course provide a starting point for discussing the importance of definitions and concepts in order to evaluate the level of equivalence, synonymy, standardisation of terms in specific domains and so on. In my experience, many students feel what I call a "cultural shock" when they run into the underlying conceptual complexity of a term for the first time.

3. Do you think that Terminology and Translation should be studied as separate disciplines in Translation departments?

I think that the best approach is to combine the two disciplines. Specific courses in Terminology and Terminography for translation students are very useful for developing the necessary skills to deal with terms; for instance for the management of a terminography database. However, at the same time, paying attention to terminology methods and principles during translation courses allows students to understand the importance of the main translation problems related to specialised concepts and their classification. Students can also improve their ability to solve these translations problems.

4. Do you think that translators don't give enough importance to terminology? Or do you think that, on the contrary, they often focus more on terminology than on the translation of all other lexical elements?

I think that this is a very subjective thing, which depends on the individual translator's training. As far as my students are concerned, at the beginning of the Bachelor Degree they focus so much on terminology that their errors more often

concern general language and syntax. During my translation courses, I always try to correct this tendency and encourage students to give the same attention to all the aspects of a text – without ignoring the terminological aspects, of course!

5. Alongside Maria Teresa Musacchio, Lorenza Rega and Federica Scarpa, you edited the terminology manual “Manuale di Terminologia”, which was the first publication on this topic in the Italian language. Why did you decide to write a manual on terminology?

Mainly because there was no manual on this topic in Italian which put together contributions with mainly didactic-methodologist orientation, without ignoring the theoretical basis. Moreover, we wanted to share the experience gained from our database, and put it in a more international context. This was achieved by the participation of some internationally- known experts, such as Khurshid Ahmad and Felix Mayer. More than 10 years later, it would be useful undertake the same project again to account for the methodological developments in the discipline.

6. It's often said that a good translator is not necessarily a good terminologist. But maybe the concept of a “good translator” implies giving special importance to terminology. What's your opinion?

Obviously a good translator should be aware of the complexity of terminological aspects and the real “behaviour” of terms, which does not always correspond to the sometimes idealised principles of terminology, particularly in its more traditional forms. The translator should know how to analyse aspects such as synonymy, variation, polysemy and diachronic evolution. As for the interlinguistic level, the translator should evaluate and manage the different levels of conceptual equivalence among terms of different languages. Despite that, a good translator is not necessarily a good terminologist since he or she is not always able to manage terminology in databases and so on.

7. You are one of the supervisors of the School for Interpreters and Translators of Trieste's TERMit terminology database. Can you briefly explain why it was created, what it consists of and how it works?

The TERMit project was created to systematise the terminological work carried out in SSLMIT and make it more accessible. It is a multilingual database based on the onomasiological method. The core of each entry is the concept level, and all the possible denominations in different languages are analysed in light of this specific concept. TERMit is aimed first and foremost at translators and interpreters and therefore tries to answer to the needs of translators and interpreters looking for an equivalent or solving other terminological problems.

However, I think that our terminography collections can also be useful for linguists and experts from other disciplines. It has a very complex structure which aims to give a short but detailed conceptual, linguistic and pragmatic description of each term's characteristic. Despite this complexity, it also allows translators and interpreters to quickly and easily consult the equivalent terms they are looking for in one field (equivalence). This database is fed with collections that are created by degree students who work always with Italian and usually with one or two more languages (sometimes even three) and are supervised by our professors and experts of the chosen field.

8. The TERMit project involves many students who are preparing for a degree at the SSLMIT of Trieste and contains thousands of terms in many different languages. Do you think that this database is used by translators, besides the students of Trieste? How can a translator consult this database?

TERMit was previously accessible online. For a simple search no special procedure was needed but for more complex research it was necessary to subscribe. Unfortunately, this database can no longer be consulted because of technical problems that hopefully will be solved soon. Though in this period of budget cuts everything seems to be more complicated.

9. What's your opinion on IATE, the terminology database of the European Institutions? How do you think it can be improved?

IATE is a fundamental reference point not only for the translators working for the European Institutions, but also for freelance translators and translators working for national institutions. Thanks to the extent of its collections, it is very likely to find an answer for any terminology question. However, its size means that management is very complex, which is very hard to evaluate from an external point of view. In my limited experience as one of the supervisors of TERMit, which is much smaller, I have proved that any uploading or any improvement and feeding of existing collections require good planning and coordination. In my opinion, IATE could be improved by completing some fields – I'm referring to the definition field in particular – for entries which are missing information, expanding the conceptual relations – for instance with diagrams or lists – and implementing more transparent bibliographic sources.

10. Last of all, TermCoord organises a terminology project in collaboration with professors of Translation. As part of this project, students create terminology tables with terms that will be later on integrated in IATE. Do you think that this project could be useful for your Translation students?

Absolutely, and it would be a pleasure for me to participate in the project. Also, I'm not the only one interested in it; there are also some other professors of translation at SSLMIT interested.

Interviewer:



Claudia Deidda

Claudia graduated with a BA in Linguistic Mediation from the University of Cagliari, with an experimental thesis about liaison interpreting. She then graduated with an MA in Specialised Translation and Liaison Interpreting at the School for Translators and Interpreters of Trieste, with a terminography thesis in Italian and English about the dream in neuro-psychoanalysis.

María Isabel Fijo León



by **Lucía Candelaria Mesa Socas**

Dr. María Isabel Fijo León has received her PhD in English Language from the Pablo de Olavide University in Seville in 2003. Since 1998, she teaches English Language, Lexicography and Terminology in the Philology and Translation Department of the Faculty of Human Sciences at the same University. Her research focuses on the study of languages for specific purposes, terminology and English-Spanish translation. She has participated as a terminologist in two research projects that have resulted in ICTIOTERM.

1. What first attracted you to the field of Terminology?

The year I started my thesis I was also teaching English for Specific Purposes in the Escuela Universitaria de Enfermería “Virgen del Rocío” in Sevilla. My thesis director, Antonio Garnica PhD, suggested that I investigated this kind of specialised language. I could use either a pure linguistic approach (as is used in English for Specific Purposes) or work from a terminological perspective. I chose the latter. I was attracted, as I still am, above all, to the interdisciplinary and the transdisciplinary character of terminology and its vital contribution to ordering, representing and communicating specific knowledge.

2. What is your opinion on the progress that has been made in the field of Spanish terminology? Do you think Spanish terminology has enough recognition in Spain and in Europe? What do you think the future holds?

The progress that has been made in the field of Spanish terminology is unquestionable. From the pioneer works of Amelia de Irazazábal up to the present day, terminological research in Spain has progressively increased in volume and improved in quality, and yes, I think it is well recognised in Spain as well as in Europe. A sign of the ‘good health’ of Spanish terminology is the number of researchers engaged in the field and the scientific quality of the contributions that have been made, and number of participants in the AETER and the RITerm congresses. Do you think that enough effort is put into the field of Terminology or is there still a long way to go? Although the evolution and development in Terminology in the last years was spectacular, there is still a lot to do, both on the theoretical level and on the applied level, and of course, on the academic one. Regarding this last aspect, and particularly in Spain, I believe that there should be more postgraduate courses specifically directed at terminological.

3. What is your greatest concern regarding the field of terminology right now?

In my opinion, it’s the same issue that all other disciplines face; an excessive “technologisation” that can cause us to forget the theoretical and methodological basis of terminology and concentrate exclusively on the technical aspects of terminological tools and applications. I think that this should be avoided. All the applied subjects (and the products that are created thanks to them) need to be based on strong theoretical and methodological bases which cannot be forgotten. What do you think is the importance of terminology for translators? Nowadays, it is impossible to imagine specialised translation without the help of terminological tools. However, it’s important that the translator not only uses these tools, but is also familiar with the basic principles of terminology and applies them to translation work. This is precisely the reason for including the

subject “Terminology” in graduate and postgraduate degrees in Translation and Interpretation at Spanish universities.

4. I imagine that you are familiar with the IATE database, what do you think of it? Do you have any suggestions? Do you use it?

IATE is a big step forward compared to previous databases as Eurodicautom, essentially because it was designed based on terminological criteria. Of course, its value lies in the fact that it is a public tool, which is not only an advantage for language professionals but also reinforces the idea that knowledge, besides being stored, must, above all, be shared. I often use IATE for teaching purposes: IATE is a good example for teaching my students on the Degree in Translation and Interpretation what terminological databases are like, how they are structured, and how they can help with translation. My suggestion is more of a request: to keep IATE accessible and growing. What do you think about proposals to standardise the use and the creation of databases? Do you think this is feasible and adequate? I think yes, it is probably feasible, from both an exclusively technical point of view and from the point of view of user demand. And yes, adequate, provided that this standardisation does not neglect diversity in its broader sense: minor languages, culturally marked areas of expertise, diversity regarding objectives (commercial, educational), standardisation and users.

5. You were one of the researchers that worked on the Ictioterm project, could you tell us what this project is about? How did it come about? Would you consider it as one of your biggest achievements?

This project came about when the doctors Alberto Arias, CSIC biologist, and Mercedes de la Torre, from the University Pablo de Olavide, a professor of Spanish and expert in “ictonimia”, came in contact. They had both noticed, in their respective areas of specialisation, a high number of vernacular names used to designate the fish species that are commercialised in Andalucía. Ictioterm’s objective is to compile, order and update the vernacular names used in the professional fishing sector off the Andalusian coast, as well as assign these names to the correct binomial scientific name-vernacular name. During the initial research phases we worked on the project from a terminological point of view, from there my participation which was for the most part limited to the design of the database. The existence of a multidisciplinary team of researchers made the final result (the icthoterm.es website) available for use by biologists, linguists and terminologists. No doubt this is one of the most interesting projects I have ever participated in.

6. Are there plans to launch the Ictioterm database at a national level and to include species which can be found off all Spanish coasts, not just of Andalusia?

This is our intention and we really want to, but, unfortunately, we have to consider the severe budget cuts in research funding in Spain. We hope that this situation will improve in the near future and that we can proceed with this project. To conclude, could you give some advice to the new generation of students interested in wants to do terminology? I would advise them to be conscious of the contribution terminology can make to society and to be aware of its needs and demands; to keep studying; to read a lot and reflect on terminology even more because, as I have said before, it does not seem possible to me to create quality terminological management applications without a deep knowledge of this discipline's foundations and principles.

Interviewer:



**Lucía Candelaria
Mesa Socas**

Lucía was born in Spain in 1983. She graduated in English, Linguistics and Literature, then qualified as a primary school teacher specialising in foreign languages at the University of La Laguna in Tenerife. After that, Lucía moved to Brussels to pursue her passion for translation and teaching, currently studying Translation and New Technologies at the University Menendez Pelayo in collaboration with the ISTRAD. She is also studying Teaching of Spanish as a Second Language at the University of La Rioja. She speaks Spanish, English and French.

Erin McKean



by Maria Pia Montoro

"A good definition is like a good poem: beautiful and worthwhile in itself"

Before starting Wordnik, **Erin McKean** was editor in chief for American Dictionaries at Oxford University Press. She is the editor of the irregularly-published recreational-linguistics journal, VERBATIM: The Language Quarterly, and the author of *Weird and Wonderful Words*, *More Weird and Wonderful Words*, *Totally Weird and Wonderful Words*, and *That's Amore* (also about words), as well as the novel *The Secret Lives of Dresses*. She has served on the board of the Dictionary Society of North America and on the editorial board for its journal, *Dictionaries*, as well as on the editorial board for the journal of the American Dialect Society, *American Speech*. She also serves on the advisory boards of the Credo Reference and the Dictionary of American Regional English. She has a A.B. /A.M. in linguistics from the University of Chicago. She rants about dresses on her blog (*A Dress A Day*, listed as one of the top fifty fashion blogs online by FashionIQ), and is disconcertingly bad at Scrabble (but surprisingly good at roller-skating). She can be reached at [**erin@wordnik.com**](mailto:erin@wordnik.com)

1. When and why did you decide to abandon “traditional” lexicography and simply enjoy words?

When I was working on print dictionaries, I was lucky enough to have a lot of opportunities to talk to the people who actually used them ... but I found myself spending more time explaining why the word they were interested in wasn't in the dictionary (or wasn't updated, or wasn't fully explained) than I did talking about what really interested them. So I figured that maybe print dictionaries were the wrong way to help people who loved words and wanted to have more of them.

2. Selecting words for a dictionary will never be an exact science but you gave a radical solution to the problem. With the slogan “All the Words”, you welcome new words without asking too many questions... so, is there enough room to welcome all of them?

Oh yes – we have plenty of space for all the words! Space isn't the problem. The real question is: how can we give you useful information about all of the words? That's trickier. And what is useful is different for different people. For some words, people really want a precise definition – say, scientific and technical words. What exactly is a “yottabyte”? For others, people want to know how the word fits into the system of English: what's the relationship between “very,” “terribly”, “quite”, and “awfully”? But for some words, it's just enough to know it exists, such as “awesomepants”.

3. With Wordnik you definitely said bye-bye to the validation. As you say: “If you love a word use it. That makes it real”. Is that enough to make it a word? The risk is that it could be frustrating even just trying to monitor them...

Yes, if I were trying to list all the words I would be very frustrated! But luckily now most of my work is focused one level up: how can I set processes in place that will add relevant data to as many individual words as possible? Sometimes that's figuring out ways to add good sentences; sometimes that's figuring out ways to make it easy and fun for human beings to make lists themselves.

4. Crowd-sourcing is central and once a word is included in Wordnik, its clever software “populates” the entry by bringing in examples from its corpus, from the Web, and from the Twittersphere, and (when appropriate) grabbing images from Flickr. Will the lexicographer be replaced by software? Is the definition, patiently crafted by a lexicographer, deemed to extinction?

I think a good definition is like a good poem: beautiful and worthwhile in itself. But not every subject gets a poem, and not every word needs a definition. Definitions are still helpful when space is limited, but when you limit your knowledge of a word to just the definition, you limit your understanding as well.

5. Wordnik is compatible with the priorities and expectations of users of the Web, especially digital natives: if a word is used, people expect to find it in their online dictionary. What contribution are you making to lexicography with your new approach? Do you officially state that speed and convenience in getting a useful answer now are more important than authority? Or is it simply enjoyment of language for its own sake?

With Wordnik, I hope that we are encouraging people to develop their own critical thinking skills, which are essential for being a successful digital native. Wordnik has no authority other than the authority it inherits from the data it shows: if a word has a wonderful example from the Wall Street Journal, for instance, then the authority for the use of that word isn't Wordnik, it's the WSJ. And if there is a well-reasoned, well-written comment from a Wordnik user on a word, you can go and check out that user's profile page (if it's public) and base your acceptance of that comment on your assessment of that user's trustworthiness. And even if there's no data for a word, you can always check the “statistics” at the bottom of the page, and see how many other people have looked up the same word! If it's in the thousands, it's probably a relatively decent word. If it's in the single digits, well... Users should always, always consider the source for anything they find online, and make judgments accordingly.

6. In my opinion, someone who asserts that “if we are worrying less about control and more about description, then we can think of the English language as being this beautiful mobile” is an extremist descriptivist! How do you describe your approach with lexicography?

I think most lexicographers are what I call “practical descriptivists”. We want to show as much data as possible about as many words as possible. And that data should really include information about whether other people consider a word appropriate, suitable, of some literary merit – all the opinions of the

prescriptivists, in fact! But they should be presented as “data about opinions” and not as incontrovertible fact.

7. I can't resist asking you how would IATE be if powered by Wordnik..

IATE is a huge effort... just the thought of having data in so many different languages makes my head spin! Wordnik is really limited to English. I encourage people to “steal” Wordnik-like ideas, though show more data, make it easy for users to contribute, and (most of all) have fun! Language is fun and we should keep it that way.

Interviewer:



Maria Pia Montoro

Maria Pia Montoro graduated in Modern Literatures, she has a Master's in Journalistic Translation and a certificate in Terminology Management. She currently works as a web content editor for the European Commission website Together against Trafficking in Human Beings. Previously she spent six months at the Terminology Coordination Unit of the European Parliament as a terminologist. Her enthusiastic passion for terminology is noticeable in her blog WordLo, where she explores neologisms, buzzwords, terminology, linguistics and more.

Tatiana Gornostay



by Iulianna van der Lek

Tatiana Gornostay is an experienced researcher in computational linguistics and terminology. She completed her PhD studies at the Applied Linguistics department of Herzen University, Russia, in 2009 (PhD thesis “Latvian-Russian Machine Translation in the System of Social Communication”, 2010). Since 2005 she has been working at Tilde as a Russian language system project manager, senior researcher and terminology service manager. She has participated in several national and international R&D projects related to language technologies (FP6 TRIPOD, FP7 ACCURAT, TTC and TaaS, ICT PSP META-NORD, as well as EUREKA Eurostars and ERDF projects). She is the author and co-author of more than 30 scientific publications. Her research interests lie in the area of human, computer- assisted and rule-based machine translation, terminology, terminography and comparative linguistics (studies in Germanic, Baltic and Slavic languages), as well as linguistic resources.

1. First, could you tell me a bit about your academic background and your relationship with terminology?

Terminology is everywhere – we come across terms every day! I am very much grateful to my father – he cultivated my love for new words, dictionaries of various kinds and languages when I was a child. Since then my life has been devoted to linguistics. During my university years I was interested in specialised languages and was inspired by computational terminography. That resulted in my Bachelor's research on the description of ambiguous terminology in electronic dictionaries and then my Master's thesis on thesaurus-based terminology modelling. Later on, I was actively involved in machine translation (MT) projects and defended my PhD thesis on the MT of specialised texts in the domain of social communication with great support from my research advisor and my colleagues at Tilde. These days I continue to work on computational terminology and terminography and trying to find innovative models of terminology acquisition, processing and utilisation in various applications within different usage scenarios.

2. What is the latest or most important research that you have done in the field of computational terminology and/or terminography?

There are several projects related to computational terminology and terminography that I have actively participated in. For example, TTC is a three-year FP7 project on terminology extraction, translation tools and comparable corpora. The main result of the project is the TTC web-based platform for comparable corpora collection and terminology processing and management. You are also welcome to join us in our LinkedIn TTC group. Our team participates in the project as a partner and is mainly responsible for research tasks related to the Latvian language and the development of a terminology management platform based on EuroTermBank. Another project is TaaS: Terminology as a Service – a two-year FP7 project coordinated by Tilde and started in June 2012. The main goal of the project is to create an innovative cloud-based platform for acquiring, processing, sharing and reusing multilingual terminological data – one of the most important language resources for industry, academia and society in general. I was also involved in the project ACCURAT: Analysis and Evaluation of Comparable Corpora in Under-Resourced Areas of Machine Translation.[3] You are welcome to access the ACCURAT toolkit for comparable corpora collection, analysis and data extraction from comparable corpora on the project website.

3. Could you please give some examples of the terminology services that will be provided via the TaaS platform and explain what is your role in the project?

TaaS will provide a variety of core terminology services for key terminology tasks:

- Automatic extraction of monolingual term candidates from documents uploaded by users
- Automatic recognition of translation equivalents for the extracted terms from different public and industry terminology resources (e. g, TAUS, IATE, EuroTermBank and others);
- Automatic acquisition of translation equivalents for terms not found in existing terminology resources from parallel and/or comparable web data
- Facilities for cleaning up automatically acquired terminology by users
- Facilities for terminology sharing with major term banks and reusing in various applications within different usage scenarios

My role in the project is to lead the team and manage terminology products and services.

4. How will you control the direct user involvement in the clean-up process? Who should be allowed to edit and validate the data available through such a platform?

TaaS registered users will be involved in the cleaning up of terminology stored in the TaaS Shared Term Repository. Any user will be allowed to edit and validate terminology extracted from his/her documents and then to share it (make it public) with other users, as well as browse other users' public terminology. Term banks, in their turn, will evaluate public terminology they are potentially interested in to be shared also via their interfaces. TaaS will serve the terminology needs of different user groups within a wide range of applications. The three usage scenarios are elaborated in which TaaS will demonstrate the efficacy of reusing the acquired and user-cleaned terminological data. Multilingual consolidated and harmonised terminology is already utilised as data in the process of human translation, and one of the main TaaS user groups are language workers. TaaS will simplify the process of the preparing, storing and sharing of task-specific multilingual term glossaries. Nowadays, terminology is also being developed as a web-based service with machines as users (e.g., MT systems, indexing systems, search engines and others). Thus, through this project, TaaS will provide an instant access to term translation equivalents and translation

candidates for professional translators via APIs for computer-assisted translation tools, or translation environment tools, and will enhance the domain adaptation of MT systems by dynamic integration with TaaS-provided terminological data. Beyond the EU-funded project, TaaS will broaden the application of its services for human and machine users.

5. I know that you participated in setting up EuroTermBank, one of the most important terminology resources for translators and terminologists. What does it mean for you and are there any important updates that you could share with us?

EuroTermBank was the eContent Programme project (2005-2007) initiated and coordinated by Tilde. EuroTermBank was one of the major efforts in the consolidation of multilingual terminology resources – a centralised publicly-available term bank for the languages of the European Union, which also provided federated access to five interlinked external term bases, including IATE. Beyond the EU-funded project EuroTermBank has been hosted and administrated by Tilde and is being actively developed to enhance the consolidation and harmonisation of multilingual terminology resources, broaden the language coverage of terminology resources and introduce advanced and innovative terminology services. The new version of EuroTermBank was released this year – it is targeted at a broad audience of translators, terminologists and other language workers.

6. What are the biggest challenges that a coordinator of such large- scale terminology projects faces?

Terminology is developing rapidly and every day the volume of terminology grows along with the explosion of information available on the web. Current static models for the acquisition, processing and sharing of terminological data cannot keep up with this increasing demand. Moreover, in the context of multilingual Europe, terminology is even more important than ever to insure that people communicate efficiently and precisely. One of the main goals we set out in large-scale projects is to monitor the situation at the scientific and industrial levels in order to have a grasp of the overall picture in terminology practice. We also keep in touch with our end users and clients to understand their needs and meet their requirements.

7. What advice could you give to aspiring terminology managers?

Terminology is the spine of a document during its life cycle and in professional communication in general. Furthermore, terminology is of vital importance for brand consistency and customer satisfaction in business. According to recent

surveys, terminology inconsistency is the main challenge in the translation and localization industry, and translation and terminology project managers should pay attention to this at the very first stage of a document life cycle. Another aspect I would like to emphasise is terminology processing: unfortunately, the majority of terminology extraction work is still performed manually. Nowadays there are a number of tools available for text and terminology processing and I would encourage translation and terminology project managers to widely exploit such tools in their teams' work. The developers of such tools could design and offer tutorials and workshops to demonstrate the power of new techniques in translation and terminology work. These materials could also be made available via TaaS.

8. How do you see the future of terminology as a discipline and what innovations do you expect in the future?

Terminology is multidisciplinary and comprises a wide range of tasks. We always have to keep in mind this interdisciplinary status of terminology and collaborate across various theoretical and applied directions in terminology. Future initiatives should be oriented on collaborative, customised and cloud-based solutions which meet the requirements of different groups of users. Terminology resources per se are of vital importance. However, terminology will also be important in facilitating language technology applications. TaaS will analyse the needs of machine users by studying several sample systems to identify the type, structure and format of terminological data needed by this kind of user. In MT, for example, an MT system will be able to integrate with TaaS and utilise terminology to adapt the system to a specific domain. We foresee collaboration between the two platforms – TaaS and LetsMT!. LetsMT! is a platform for building your own MT system on the cloud – Do-It- Yourself! MT solution.

“I would like to thank the TermCoord team and Iulianna van der Lek and Rodolfos Maslias in particular, for their kind invitation to take part in this interview which I accepted with great pleasure. I hope the interview will be interesting for your trainees and all of the specialists in the terminology field. Thank you and best wishes in your work!”

Interviewer:



**Iulianna
van der Lek**

Iulianna van der Lek is founder and owner of TradFlow, a company offering professional consultancy, training and support services in the translation technology field to freelance translators, individuals or groups, and small LSPs. TradFlow assists them in implementing effective workflow management and provides training for different CAT tools, such as SDL Studio and MemoQ. Iulianna has a BA in English and French Language and Literature, an MA in English Language and Culture (University of Amsterdam) and a Postgraduate European Master's in Specialised Translation (Lessius University College, Antwerp). She has worked for several years for a biotech multinational in the Netherlands and is also a Romanian teacher.

Iñigo Valverde



by Yuki Akaike Garrido

*"We can't understand the function of translation without terminology.
Translation and terminology always go together"*

November 2012. I had my appointment with **Iñigo Valverde** on November 15th, 2012, just some weeks before his retirement. After having spent some months in Luxembourg speaking different languages I was surprised to hear someone speaking perfect Spanish, full of correct words but without sounding pedantic. That is what he showed me during the hour I was speaking with him; a precise knowledge of the language, going into the concept, and at the same time staying natural. He is Spanish but there is Norwegian blood running through his veins.

Iñigo Valverde was Head of the Spanish Translation Unit of the Directorate-General for Translation of the European Parliament for 5 years. Trained as a lawyer, and as a certified translator for English, French, Portuguese and Italian, he started working in an import-export company where he gained knowledge in

maritime law. He also worked for a couple of maritime law firms. However, the “adventure of languages” brought him to Luxembourg in 1986, where he worked for the Court of Justice for almost three and a half years. Later on he decided to move to the European Parliament, where he stayed for 23 years till his retirement. Passionate about the French sci-fi author Jules Verne, he translated ‘Miguel Strogoff’ into Spanish, although he would like to have translated ‘The Mysterious Island’. The Terminology Coordination Unit of the European Parliament talked to him about multilingualism, translation and terminology.

1. How much do you think your multicultural origin, combining Northern and Southern Europe, has been a positive factor for your career at the European Parliament? Has it had a big influence on you?

Probably yes. Well, my mother’s father was Norwegian, my grandmother was a Basque from San Sebastian who learned Norwegian; she learned it quite well, which is admirable for a woman living at the beginning of the 20th century. What happened was that my mother did not speak Norwegian very often with her father but, of course, she spoke Spanish with the rest of the family. My grandmother had a very strong spirit so my mother’s mother tongue was Spanish. Her father tongue was Norwegian, but the mother tongue was the one which stayed. Also, my father spoke Romance languages such as French, Italian and Portuguese. My mother spoke English and German very well, and for that reason my brothers, sisters and I lived in this kind of multiculturalism. We all went to the French school. I have spoken French since I was a child. I learned English relatively easily, and Italian and Portuguese even more easily. I tried German but I’m not very fluent in that language. Neither do I speak Greek. But yes, my family’s origin, which is a little bit foreign, has influenced me. Unfortunately, I don’t speak Norwegian or Danish, even though I’ve studied them.

2. What about Luxembourgish?

I understand it a little bit as I understand a little bit of German, but I do not speak it. As I work in the Spanish Unit, we are immersed in the Spanish language. We must pay special attention to Spanish and the Spanish which is spoken in Spain. It is essential for our work. Some of the oldest members of this Unit have

not engaged in learning more languages but in improving methods of translation into our own language. So, I do not speak Luxembourgish. But there are several colleagues who are fluent in Luxembourgish. It's hard, but if you speak German, it is easier to learn.

3. Is Luxembourgish a kind of a mixture between French and German?

Luxembourgish is a High German dialect with a French influence. Luxembourg was dominated by France for a long time during the pre- Revolution and post- Revolution period. That is why Luxembourg has a French influence. You can see it in the Luxembourgish laws which come from Napoleonic and French texts. Administrative work has been carried out in French here for a long time. Normally, children speak Luxembourgish at home. When they go to school the first language they learn is German and when they have a certain maturity, they start learning French. Higher education is provided in German and French. Many of them go to France to study French. We have to remember that until ten years ago we did not have University education here. Students could not study at a university, so they had to go abroad. Many people went to Belgium, Germany, or France. As a result the majority of the educated population of Luxembourg speak French very well despite their Luxembourgish accent. Another part of the population speak both French and German and the less educated people speak bad French and good German. So, most of the well-educated people from Luxembourg speak French, German, Luxembourgish and English. Once you know three languages it is much easier to learn others. That is the reason why many people from Luxembourg or Germany speak Spanish.

4. Is the Spanish Community at the European Parliament in Luxembourg very big?

Here, in the Spanish Unit, there are around 50 Spaniards. In Luxembourg city, if you take into account the Spaniards who work in the banks, and the other Spanish civil servants from the EU, you could easily reach a number between 1,500 and 2,000 Spaniards living here.

5. I heard that you like Jules Verne's 'The Mysterious Island'; you have also translated Jules Verne's 'Miguel Strogoff'. Do you consider yourself an

adventurer? Is that why you decided to leave the profession of a lawyer and take on the adventure of translation?

A friend of mine proposed that I translate a Jules Verne novel in 1987. I wanted to translate ‘The Mysterious Island’, a beautiful novel, a wonderful novel. But I could not, so in the end I translated ‘Miguel Strogoff’. I accepted the offer, spent five months working on it and I really liked it. It was the first time I had translated fiction. I had done a lot of technical translation before. I had predominantly translated legal texts. I studied law; I am a lawyer. First I worked in an import-export company where I had contact with the maritime world and then I became interested in maritime law. I worked for a couple of maritime law firms. Then I gradually started withdrawing from it (I was not very good at translating bills), and I moved into languages. It was a coincidence that Spain joined the European Community at the same time and this opened up a lot of possibilities for people to work with languages. I was not a professional translator. Translation was a complementary activity to my work as a lawyer. Maritime law has a lot of international documents so I had to read specialised documents in English. I had passed the competition for the Court of Justice and for the Commission, and had signed up for the competition for the European Parliament. I also had submitted my candidature for a competition as an administrator and another one for the Ministry of Foreign Affairs. I had been studying for five competitions for two months.

I was exhausted! So I fell asleep on the day of the European Parliament competition. I said to myself, “Well, it is fine. I won’t go. I suppose I will pass one of the other four competitions.” I passed three of them, so I was put on three reserve lists. The Court of Justice and the Commission offered me a position. I came to Luxembourg to do the medical check and, in fact, the Commission GP told me I could not work there because of problems with my vision. But I was informed that I could send an expert’s report from a Spanish GP, so that a panel of doctors could take a decision. I was not too worried because I already worked in the Court of Justice. Afterwards I saw that there were new vacancies in the European Parliament and I decided to go for it. Finally, the only post I didn’t apply for because I had overslept on the day of the competition was the post I accepted and the one I have had for 23 years. It was possible to be promoted by taking into account seniority and good work. So, while the youngest had to pass an exam I was promoted without passing any tests. I did not like that because I wanted to prove myself. But I think I’ve proved my abilities throughout all these years.

6. Could you please explain how you dealt with terminology in the Spanish Unit in the last period, when the Parliament acquired increased legislative power.

All of us are translators and terminologists here. We believe that translation and terminology go together. Usually, when a translator has a problem and he/she knows that the problem will come back, they create a file. We all have files.

7. The Spanish Unit of the European Parliament has always shown a special interest in terminology, as we can see in your previous “bulletins” and “terminology flashes”, an example of best practice for the entire Parliament.

Yes, it is true. What we did was to put together all our experience, so that when we had a terminology problem, we looked for the term in English, because they normally are on the top, and then we started doing research. We had a group of terminologists who worked almost permanently in the Spanish Unit. But we decided to do it only when there was something to discuss. And that is what we did. We used to meet in an informal and spontaneous way every time there was something to discuss. There was no one to coordinate more often than others. The permanent members were: Teresa Ruiz, Amadeus Solar, Jesús Iglesias, Manuel Pedraza... but all the others were involved more or less. We used to do our own research at first, and then we used to go to the library, make calls etc... All those things that you used to do when there was no internet. But later on, about 10 or 15 years ago, we realised that there were web search engines and we started use them immediately. We used to get all the information from these engines, analyse and filter them, discard what was not useful and have an internal debate. This process was very fast.

8. In a world where languages evolve so fast and neologisms spring up (social media, IT, ecology, technology...), terminology plays a significant role. How do you deal with the increasing volume of new words coming into the language?

I don't think it is a problem. For us it is our job. We see it as something natural. If it rains lots of new words, we use our “terminology umbrella”. It is very interesting to have terminology debates. Well, we have to say that most of the texts which come to the Parliament from the Commission are well prepared. The

Commission carries out their own terminology research. Sometimes we have to find out the solution to a terminology problem.

9. IATE is a unique, important and interactive database, but don't you think that the evolution of international and interinstitutional cooperation and communication also needs a dynamic platform for information sharing and cooperation among the Institutions?

I do think that IATE is very useful. It is very well conceived. It has inserted a large amount of the terms coming from our bulletins thanks to our colleagues at the Commission. The only problem with IATE is that it imported a lot of information from the old application Eurodicautom. Much of the information in Eurodicautom had not been checked. There was a parameter for reliability, but during the import of all this information, this classification was lost. So, there is still a lot of work to do. We participate in this and consider this collaboration necessary. But I can't think about other innovations. Maybe it would be nice to modernise it. I also think it is great that IATE is public.

10. Could you please give your opinion about the contemporary approach of the Terminology Coordination Unit of the European Parliament?

Translators are specialists in language. However, a specialist in a subject doesn't need to be a specialist in languages. Translators do not need to know everything. They have to meet the correct person, the expert in their own language, in the Commission, in order to understand the documents. Terminologists work together with translators. What I mean is that a translator is a terminologist and a terminologist is a translator. We work on terminology. We give our work to the Terminology Coordination Unit in order to store it and distribute it. On the other hand, the translator-terminologist has to be the link between the specialised knowledge and the experts in several subjects and languages. They translate an idea from the specialised language into the public language.

11. Which countries do you think have longer traditions and are more active in terminology? And what is the place of Spain in this science?

Spain should be a country with a long tradition in interlinguistic terminology, but it isn't. Spain has Catalan, Basque and Galician (although the last one has few differences with Castilian). We should have an institution. I remember that

the National Research Council (CSIC) had a department which worked with a terminology scientist and a technician in English and in Spanish. That was in 1985 when they already had quite advanced databases. But all this is not well known to the public. Canada has a good tradition in terminology. They are perfectly bilingual. They have a long- standing university tradition of bilingualism and you can see this especially in weather terminology. Automatic translation started there. After that SYSTRAN was developed. Canada is a pioneer in this. They had the need and they had the means. We believe that IATE is an excellent instrument. We should continue develop it and to keep it public. The European Community must promote terminology, above all, among the regular users, not among the specialised ones because these translators are usually researchers so they know how to manage. A translator is a terminologist. I consider this is art, not just a technique.

Interviewer:



**Yuki Akaike
Garrido**

Half-Japanese, half-Spanish. Studied Journalism at the University Complutense of Madrid. Lived and worked as a journalist in London for almost two years as a participant of the European Leonardo da Vinci programme and as a freelance. Edited travel books and published articles about culture and social issues. Postgraduate in gender studies and interested in environmental topics.

Kostas Valeontis



by Mina Selimou

“In order to become a reliable terminologist, a person mainly should love knowledge and terminology as well as have a proficient knowledge of languages”.

Born in Greece, **Kostas Valeontis** is the president of the Hellenic Society for Terminology (ELETO) and the Chairman of the Permanent Group for Telecommunications Terminology at the Hellenic Telecommunications Organisation. He has a Certificate of Studies from the Computer Applications Centre of the Hellenic Physical Society, and a post-graduate Certificate in Electronics and Radio Science from the University of Athens.

He has researched and taught as a member of the Physics Laboratory of the University of Athens (1969-1972) and participated as a member of the research and development staff of the Hellenic Telecommunications Organization (OTE) for 30 years (1972-2001), undertaking research and studies on matters such as telecom engineering, applied acoustics and standardisation.

Founder and leader of the “Acoustics Team” as well as the “Laser Communications Team” of OTE, Kostas Valeontis is author of papers, books, and terminology vocabularies as well as creator of the following terminology databases: Telecommunications term base (TELETERM), Information Technology term base (INFORTERM) and Terminology term base (TERMTERM).

1. Mr Valeontis, how would you define “terminology”?

Well, there are two concepts designated by the term terminology. One is defined as a set of terms in a specific subject field, accompanied by the definitions of the corresponding concepts and/or their equivalents in one or more other languages (ISO 1087-1:2000). The other is defined as “the science of terms”; more specifically, the science which studies objects, characteristics, concepts, definitions, designations, concept relations, principles and term formation mechanisms.

2. What is the mission of the Hellenic Society for Terminology (ELETO) and where do you think its importance lies? How does ELETO collaborate with similar organisations in other countries?

ELETO is the only Greek Association, which is devoted exclusively to terminology, providing terminological assistance to other organisations in Greece. ELETO's relations with similar organisations in other countries are within the framework of membership of the European Association for Terminology (EAFET) and the international organisations Infoterm and IITF; ELETO board members take part and represent ELETO in international terminology conferences organised by these associations.

3. What are the biggest challenges ELETO is facing at the moment?

Since 1997, ELETO has organised a series of terminology conferences every other year under the common name, Hellenic Language and Terminology. From 1997 until 2011, ELETO has organised seven conferences in Athens and one in Nicosia (2005). All these conferences were quite successful, raised awareness for terminology and enriched the Greek terminological bibliography with eight volumes of proceedings, containing a large number of papers on terminology. So to continue this tradition, ELETO is about to begin preparatory work for the

organisation of the 9th Conference, “Hellenic Language and Terminology” (late 2013). There is much work to be done by the conference committees and ELET0 board members, but we hope that the 9th Conference will also be successful.

4. Please tell us, in brief, how new concepts are born.

Greek terms equivalent to foreign terms (mainly English, but sometimes also French and German) are validated or created by the relevant ELET0 “collective member”; that is the committee or working group in the specific subject field. There are two levels to naming a concept: primary naming and secondary naming. Both levels follow specific naming (or designating) rules that belong to the language of term formation. Primary naming is done by the creator of the concept, a specialist in the subject field who first conceives and launches the new concept. This process occurs in all subject fields where knowledge is being developed. Unfortunately, nowadays knowledge is being developed mainly in the English language; even Greek scientists write their papers in English and the same holds for other “minor” languages too. As a consequence, primary naming occurs mainly in English today. English is the source language for most new scientific and technological terms. Each target language has to receive the new concepts and name them with its equivalent terms. This is secondary naming.

5. What term formation principles do ELET0 bodies follow to introduce new terms in the Greek language?

Both primary and secondary naming are carried out according to certain term formation principles set by ISO in ISO 704:2000 and transposed into Greek by EL0T/TE21 in EL0T 402:2010, and according to proper term formation mechanisms of the relevant language. Thus, ELET0 bodies carry out mainly secondary naming. There are two inputs to their programmes. One is transposition of European or International Standards into Hellenic Standards; during this work all the concepts represented by English terms are named with Greek equivalent terms, thus forming the glossary of terms of the Greek document, annexed to the body of the document. Most of this terminology is systematic, given that for such a document there is always an underlying system of concepts. In this case, the whole draft document is subjected (by EL0T) to Public Enquiry (usually for two months), before final approval and publication. The other input comes from an “ad hoc” terminology need submitted by a person or a body. In this case, generally, the Greek equivalent terms are not based on a fully known concept system (non- systematic terminology). Many of these terms are submitted by the collective member of the ELET0’s General Scientific

Board (GESY) for approval. GESY generally approves, and sometimes suggests improvements. Some of these terms are sent to all ELETO members for Member Enquiry before they are approved by GESY. Approved terms are publicised in ELETO's Newsletter "Orogramma". Almost all new Greek terms are of "non-foreign" origin; although most of the new scientific concepts are primarily named in English, the terms selected and/or adopted by ELETO mainly consist of Greek words, a significant number of which are neologisms.

6. Ancient Greek and Latin have been the founding languages in International Terminology databases. Could the gap between these "pioneer" languages and the newly born terms be bridged constructively from a terminology perspective?

Any language needs new terms to designate new concepts that are continuously produced within developing subject fields. Ancient Greek and Latin will always be present in the terminology corpus of most modern languages, since not only whole words but also roots, affixes (prefixes and suffixes) as well as derivational endings from these two classical languages will always form a firm ground on which term formation is based. For example, can you imagine English terminology without Greek-origin word term and suffixes -ic and -oid, or without the Latin-origin word concept and suffixes -tion and -al? In their everyday practice of term formation, ELETO bodies (boards, committees and working groups) frequently use such elements from Ancient Greek to designate modern concepts. It would be foolish not to utilise the tremendous derivation and compounding capabilities of the Greek language in all of its forms.

7. You have created two terminology databases, TELETERM and INFORTERM, which cover two of the most contemporary domains: telecommunications and information technology. Could you please tell us more about these databases?

Yes. Since 2003, ELETO, in cooperation with the Hellenic Telecommunications Organisation (OTE), has been offering free use of TELETERM, a database of telecommunications terms produced by ELETO's collective member, MOTO (Permanent Group for Telecommunications Terminology). MOTO has been operating since 1989 and has produced a large number of Greek telecommunications terms. Since 2001, ELETO also has been cooperating with the Athens University of Economics and Business in offering, free online access to INFORTERM, a database of Information Technology terms produced by ELETO's collective member ELOT/TE48/OE1 (Information Technology Terminology). Both

groups have produced many of the Hellenic Standards published by ELOT. I have personally created and manage both databases, but their content is the outcome of persistent and consistent teamwork. Without the members' eagerness, love for knowledge and language and their uninterrupted participation in the meetings of the two groups, this would have never been achieved. Terms will continue to emerge in the domains of telecommunications and IT since both fields are under continuous development.

8. Which domains lack terminological attention nowadays?

There are, unfortunately, lots of domains that need terminological attention as far as the Greek language is concerned. Hundreds of thousands of concepts in the EU Interactive Terminology for Europe (IATE) have not been designated with Greek equivalent terms. This means that in many subject fields of EU activities there are no standardised and adopted Greek terms. ELETO actively participated (1999–2000) in planning the “National Programme for Terminological Coordination” (EPOS), a programme that would have produced about 600.000 standardised Greek terms from 180 subject fields. EPOS was submitted to the 3rd Community Support Frame for funding, but, unfortunately, was not approved.

9. Do translators in Greece use IATE in their daily work and what concrete actions would you suggest for the European Institutions?

I think that most translators in Greece use IATE in their work. I believe that many of them would have comments to submit so that IATE is continually improved and errors be fixed; this could be done by closer communication and cooperation. IATE is a powerful tool for translators and it should be enriched with correct Greek terms in all its entries. ELETO's collective members and special groups have produced several thousands of Greek equivalent terms for IATE. If EPOS had been approved and implemented, IATE would have been supplied with more than 500.000 Greek terms. Nowadays, in the midst of a terrible economic crisis, everything is more difficult. I hope that ELETO will continue to be active and will eventually manage to increase the interest from the Greek State's competent bodies in terminology and the development of the Greek language.

10. In your opinion, what aptitudes and skills are needed in order to become a reliable terminologist?

In my opinion, in order to become a reliable terminologist, a person mainly should love knowledge and terminology as well as have a proficient knowledge

of languages. She/he will have to study a specific subject field and become a specialist in it. They should study both the theory and application of terminology and all relevant ISO/TC 37 standards starting from ISO 1087 and ISO 704. Even if this person is a linguist, he/she should digest terminological concepts and methods, which are not quite the same as the linguistic ones. Being a confident user of computer programs and other applications used in terminology today (word processing programs, terminological databases, etc.) is another requisite.

Interviewer:



Mina was born in 1980 in Athens. She studied Communication, Media and Culture. During the last year of her studies she participated in the Erasmus-Socrates program in the department of Political Studies in Catania, Sicily. As a member of AEGEE (European Students' Forum) she took part in the organisation of several national and international workshops.

After voluntarily working for the Institute of International and Economic Relations in Athens, she worked for the "Athens 2004", Organising Committee of the Olympic Games. From 2005, she worked for five years as a publications coordinator in two medical journals and websites in Athens, while also being responsible for communication for two art exhibitions. It was then that the existing seeds of multiculturalism urged her to consider foreign languages, culture and travelling again as part of her professional life.

Thus, she completed a 7 month- traineeship with a cultural tours operator in Lucerne, a four month cooperation with the Athens Cultural Festival, an international workshop on cultural tourism in Venice and a traineeship in the Terminology Coordination Unit of the European Parliament.

Maria Teresa Zanola



by Annalisa Galeone

“A terminologist must know terminology strategies for business processes, if he/she works in companies which require translation, and be conscious of the relevance of terminological choices in institutional communication as well as in marketing needs”.

Maria Teresa Zanola is professor of French language and translation at the Università Cattolica del Sacro Cuore of Milan, where she is director of the Linguistic Centre and of the “Osservatorio di terminologie e politiche linguistiche” (Observatory for terminology and language policies, OTPL). Scientific French lexicon specialist, she has investigated neologisms in French specialised vocabulary from a diachronic point of view. She is also the author of important essays in the field of terminology: from standardisation to the results of multilingual products, and to topics related to language policies. She is President of the Italian Association for Terminology (Associazione Italiana per la terminologia – Ass.I.Term) and General Secretary of REALITER, the Pan-Latin network of terminology.

1. Prof. Zanola, what does “dealing with terminology” mean in Italy? Can you give us an example?

In Italy terminology plays a fundamental role in three areas: in scientific and technical translation, in the linguistic services of public institutions and private companies and as a skill that professionals must possess in medical, financial and legal fields. In the Italian context, dealing with terminology often means settling a dispute caused by the incorrect transposition of a concept using the wrong term. A significant example is the “pelle – ecopelle question”. The matter has been brought up by the Unione Nazionale Industria Conciaria (one of the biggest associations in the world in the field of tanning) and concerns the misuse of the term “ecopelle” (ecoleather). The diffusion of the concept of ecopelle as a synthetic product that looks like genuine leather dates back the beginning of the '90s. The key issue is the meaning of the prefix eco-, used for words that relate to ecology or environment. The link with ecology leads consumers to consider ecoleather as an alternative material to genuine leather, distinguished by a reduced environmental impact, but actually what seems to be an eco-friendly solution is extremely polluting, due to the fact that this material is obtained from oil. The real meaning of ecoleather maintains the link with ecology but in a different way, since it refers to the reduced environmental impact of the tanning processes of animal skins, so it has nothing to do with plastic or oil. Thanks to an awareness campaign conducted by Ass.I.Term in television interviews and thanks to the description of the topic in many seminars, it has been possible to restore the correct use of the term. This success is proven by the entry “ecopelle” in the dictionary of the Italian language (Zanichelli, 2012 edition), which provides the correct meaning of the term.

2. You have been a member of the Italian Association for Terminology since 1999, and president since 2010. What are the objectives you want to achieve with the association?

Ass.I.Term is a scientific and non-profit association created with the aim of connecting the sectors involved in the study and dissemination of languages for specific purposes: public administration, universities, institutes of research and standardisation, publishing, industry, schools for interpreters, translators and language professionals and documentation. It was founded and established in Rome in 1991 by Giovanni Adamo, Laura Bocci, Luigi Muzii, Giliola Negrini, Claudia Rosa, and Piero Trentin on behalf of Union Latine, who appointed Giovanni Adamo as the first secretary general.

Giovanni Nencioni was the first President elected by the first general assembly a few months later. The latter decided to underline the need for clear international communication in the technical and scientific field. Since then, the

Association has played an important role in the promotion of relations between scientific and professional operators in terminology, with the aim of encouraging the enrichment of scientific and technical information in the Italian language by promoting the terminology of languages for specific purposes. Moreover, Ass.I.Term organises an annual conference, the findings of which are regularly published in the website (www.assiterm91.it). The conferences highlight the relevance of the topics covered, interest in hosting the most significant studies, promoting projects and collecting results in the domain of interrelation between terminology and knowledge. The objectives are as follows: promoting relations between scientific and professional operators who use Italian terminology by organising workshops and conferences in Italy or abroad, encouraging the enhancement of scientific and technical terminology in Italian and the collection of related information and knowledge, sharing and coordinating activities in the field of scientific and technical terminology, providing training in the field of studies and professions related to the production and management of terminology with the provision of grants or scholarships, and contributing to the achievement of its goals with other national and international institutions.

3. We read that you are General Secretary of the Pan-Latin terminology network (REALITER). How does a “network” operate in the field of terminology?

Realiter is the Panlatin terminology network that brings together individuals, institutions and organisations from Neolatin language-speaking countries that operate in the field of terminology. The main objective of the network is the development of technical and scientific terminology in Romance languages regarding areas of social relevance. In order to achieve this, the network promotes collaborative projects aimed at the creation of multilingual terminology products in support of various linguistic realities. Realiter and Ass.I.Term cooperate in the creation of multilingual lexicons in various fields of knowledge (renewable energies, e-commerce, nanotechnology, to name a few).

4. We know that since 2010 Università Cattolica del Sacro Cuore of Milan offers a Master in languages and terminology, can you tell us about it?

Centering a Master’s degree course around the topic of terminology answers the need for effective and pertinent communication experienced by institutions and companies. The Master’s degree in Languages and Terminology aims to provide the knowledge and competences necessary to operate in the field of terminology and specialised terminography. In order to achieve this objective, the course covers linguistics, lexicography and translation, mixed with the basic scientific, economic and technological concepts required for adequate terminological

training. As well as this course, the Catholic University has organised a course in “Specialised terminologies and translation services” since 2007. This course improves the necessary competences in terminology for languages for specific purposes (LSP) for creation, translation and communication in scientific, technical and commercial fields. The objective is to train professionals who can work in the fields of institutional, technical, medical and commercial communication.

5. In your opinion, what skills must a professional terminologist possess?

Apart from having advanced linguistic and textual competences, a terminologist must know how to manage terminology: how to search and collect terms, how to store and retrieve them, how to manage monolingual and multilingual terminology and terminology projects. Moreover, a terminologist must know terminology strategies for business processes, if he/she works in companies which require translation, and be conscious of the relevance of terminological choices in institutional communication as well as in marketing needs.

6. At the beginning you mentioned the existence of OTPL. What is the aim of a centre dedicated to the scientific research in the field of terminology?

The Observatory was created as the result of the fundamental choice to use proper terminology in specialised communication. It aims to investigate knowledge and skills in the field of professional terminology, in the fields of science and arts, legal and institutional fields, economics and finance, technical and operational knowledge, and to study the resulting relationships with the development of language policies at a national and international level. As for scientific research, the Observatory conducts basic and applied research in the field of foreign languages and cultures in order to create both multilingual and monolingual terminological products in areas that have economic and social importance. The work of OTPL includes three kinds of activities: The first is developing lexicons, glossaries and thesauri (monolingual and bilingual), creating catalogues of existing terminological repertoires, analysing the diversity of glossaries based on the user category, creating terminographical products which are useful in different fields. Their work also involves providing advice on terminological issues for national and international companies; the precision and rigor of terminology (clarity of correspondence between name and definitional content) allow the unambiguous identification of the technical and economic production, resulting in transparency in corporate communication and training. The OTPL also research, document and extract terminology from corpora of different text types in order to promote the harmonious development of specialised communication and the dissemination of technical and scientific terminology.

7. Please tell us about your collaboration with the European Commission?

My collaboration with EC-DGT Italian section consisted of coordinating the economic and financial terminology group within the “Rete per l’eccellenza dell’Italiano istituzionale” REI, and taking part in the central committee for the organisation of the “Giornate REI”, the scientific meetings in which all the most interesting issues for Italian translators and terminologists are discussed. A concrete example of the work done is the revision and completion of a pack of terminological records EN / IT relating to financial terms (deriving from the term extraction on the 2006/48 EC and 2006/49 EC (Basel 2) directives).

Interviewer:



Annalisa Galeone

Annalisa is Italian and was born in The Netherlands in 1990. She graduated in Linguistic Sciences in September 2013 with a final mark of 110 cum laude /110 with a thesis on a Marketing subject: the consumers’ experience of a large international artisan EXPO in Milan, “L’Artigiano in Fiera”, and its e-commerce platform named “Make Hand Buy”.

Annalisa carried out a 3 month traineeship from January until March 2013 at the European Parliament in Luxembourg, supporting the outreach services of the Terminology Coordination Unit. In addition to her Italian mother tongue, she can speak English, French, German, and Spanish. After graduation, she enrolled in a Media Relations and Communication MSc.

During her free time Annalisa loves drawing, painting, reading books and writing stories or articles; in addition she is very fond of musicals, operas, and theatre. Quoting Charlemagne, her motto is “To learn another language is to possess a second soul”.

Franco Bertaccini



by Federica Cacciaglia

Franco Bertaccini is a professor at the SSLIMIT (Scuola Superiore di Lingue Moderne per Interpreti e Traduttori) of the Università di Bologna in Forlì. He taught literary translation from French into Italian until 1993 when – thanks to Guy Aston – he began to work on computational linguistics, dealing first with the quantitative and statistical analysis of texts, and later moving on to technical translation and terminological research. In 1996 he started the “Languages and productive activities” project, which he participates in as the coordinator of business-university relationships. The “research laboratory” terminology website of SSLIMIT, run by by Professor Franco Bertaccini, is now a major online resource for interpreters, translators and terminologists.

1. When did you discover that Terminology was your passion, and how did it become the focus for your academic activity?

The path from literary translator to technical translator was long, but once I had made the transition, my attraction to terminology was instant. During the 1990s the first stages of globalisation and internationalisation forced companies to translate the user and maintenance manuals of anything they wanted to export. The EU had already made it necessary to translate the documents accompanying the products into the language of the country in which these products were going to be sold. All this brought about a boom in technical translations on the translation market. Technical translations and specialised translations require harmonised terminology, or standardised terminology when it exists.

When there is no standardised terminology or rules to follow, the translator becomes his own terminologist, and this is what I have always tried to teach my students when they approach specialised translation. In time, this became the focus of my academic work, conference interests and research activity.

2. You are the Head of the Terminology Department of the University of Bologna-Forlì. What are the main characteristics of your methodology?

From the very beginning of my work, with the applied research project, 'Languages and productive activities', there was an attempt to bring together the world of production and the academic world, and in particular a faculty like ours which is usually considered as being part of the humanities disciplines. For us it was a way of opening the doors of these companies to our students. Doing an internship in a company gave our students a chance to experience real communicative situations and see a range of text typologies in a real-life context.

As part of its role in the project, the faculty immediately set about creating a Terminology Laboratory with computers and software designed to create reference corpora and to be used for statistical analysis. The Terminology Laboratory now has ample space in the new university campus, equipped laboratories and computers with the most advanced software for terminological and terminographical research and assisted and machine translation. The students regularly come to the laboratory to use the equipment.

3. You are also the coordinator of a really interesting and practical project, 'Languages and Productive Activities', which enables students to get in contact with the professional world. What is the aim of this project and why is it so important?

The project, which includes the possibility of doing an internship in a company, is important for both teachers and students! Although teachers shouldn't focus their teaching exclusively on preparing graduates for professional work, they do still have to consider the knowledge and skills required by the labour market and adapt their teaching accordingly. For the students, an internship in a company allows them to make informed decisions after graduation when it comes to deciding whether to remain in the world of terminology or not. They make their choices according to their expectations of life and work.

4. You deal with computational linguistics. What does it bring to the discipline of terminology?

One can carry out terminology and terminographical research perfectly well without using computing tools or software that analyse qualitative or quantitative texts, as was the norm until the early 70s. Later, however, the use of computational linguistics tools for research and the careful use of the internet for creating and analysing 'corpora developed for special purposes' focused primarily on specialist languages and, for example, made it possible to obtain good results quickly.

The added value that computational linguistics brings to the discipline is the following: often the automatic consultation of specialised voluminous corpora does not present us with a conclusion but rather with a set of synonyms to denote a single concept/object. This terminological wealth emerging from corpora papers or corpora of small dimensions, which is questioned by traditional systems, should not be considered as an uncontrollable situation but rather as an opportunity to analyse the terminology of a domain of investigation at diatopic, diamesic, diaphasic, diastatic, etc., level and in conclusion to choose the linguistic form of the concept that is best suited to denote it in the particular communicative situation.

5. I know that you worked as a terminologist for the EU. How would you describe this experience?

My collaboration as a consultant and terminologist with the EU, and that of my students, dates back to the time when the various Directorates-General of the then EC pooled their terminological resources together and Eurodicatom, IATE's predecessor, was created. It was an interesting experience involving institutional work and interpersonal relationships that still exist today. At the time, however, the problems were different from those encountered today. At that time, the aim was mainly to eliminate duplicate terms and deal with different proposals of interlingual equivalence.

At present, in my opinion, the challenges involve comparing the terminology available in IATE with the actual terminology used in everyday Italian, and also realising that language and terminology is evolving and always has done; these differences mean that methodologies must be reviewed.

6. IATE is the EU's Interinstitutional Terminology Database with entries in 27 languages. What does such an important resource mean for the terminology world?

IATE's range of languages and combinations, its ease of access and usability, and above all the richness of the domains that the terms belong to, make it such an important resource. I was surprised to see it being used in manufacturing companies, while most people believe that it is only consulted in a legal context! I've seen it being used successfully by my specialised translation students and with equal success by people with limited technological and linguistic skills. This wealth of terminology, ease of access and usability are in my opinion the reason why IATE has been so successful all over the world. It could be defined as a democratic resource.

7. How do you think that EU terminology work can be connected with the impressive evolution of this science worldwide?

The evolution of research in the field of terminology, from the time of the theories of Wuster up to today, was quick and produced some positive results. In recent years I have had the impression that most terminological research has been carried out by lexicographers, and that these lexicographers have applied lexicographic research methods and principles to terminology without experimenting or creating new ones.

The result is that theoretical research is stagnant, while terminology research applied to assisted translation, machine translation, the construction of ontologies and terminology is booming. In fact terminological research and terminology used in traditional translation is not the same as the terminology that a machine can use. Nowadays IATE use is restricted to human reference.

The next version will probably need to be prepared in such a way that it can connect directly to assisted translation or machine translation systems or to language engineering systems. In order for this to be possible, the current principles of interlinguistic equivalence would also probably have to be changed.

8. Your contribution to Terminology constitutes is of major importance to translators, interpreters and terminologists, as the website of your department shows. What will your next project be?

We are currently working on two applied terminological research projects: one on sight translation, in collaboration with students on the specialised translation course, and one on 'the use of the tablet in the interpreting booth', in collaboration with students on the interpreting course. For both projects, leaning towards the cognitive level thorough terminological research will be the secret for success. For the first project, translating the contents of the source text into the target language with sight translation demands a great ability to identify the concepts expressed and recognise the terms in the source language that have to be restructured and translated into the target language. A translator perceives the concepts on a cognitive level in the source language and immediately reformulates them on a cognitive level in the target language before expressing them verbally.

Although the second project, 'the use of the tablet in the interpreting booth', which is being developed by interpreting students, seems more focused on the use of advanced technology in the interpreting booth, it is also based on a cognitive approach to terminology. Assigning a category to the concepts, systematising them in a flowchart and relating them in an ontology means creating a graphic representation of the language being investigated, which can then be compared with the target language, thereby enabling the user, in this case the interpreter, to propose the exact linguistic equivalent, calque, loan word or functional equivalent.

Interviewer:



Federica Cacciaglia

Born in Italy in 1989, she developed her passion for languages during Classical High School, translating Latin and ancient Greek. She graduated in Languages and Information Technology in March 2012 from the University of Rome Tor Vergata. Later, she worked as a Junior Functional Analyst for an IT Company for ERP systems. Italian, English and Spanish speaker, she started to learn French and wants to learn Croatian as well. She is also interested in Communication, Media and International Affairs. After the traineeship at the Terminology Coordination Unit she started a Master's in International Relations.

Marja Vaba



by Linda Burchi

Marja Vaba is a Translation Quality Manager working for one of the biggest and most innovative IT companies in the world. Her contribution is useful for understanding which direction translation/localisation is taking as regards terminology management.

1. Could you please introduce yourself? What is your academic background, work experience and current position?

I have been working as Translation Quality Manager in a rapidly growing software company for almost five years. When I started, it still felt like working in a start-up where going with new ideas was more important and beneficial than following documentation. Now the company is so big that following processes and having decent documentation and databases are essential for quality assurance in both software development and translation (quality) management. I have had the chance to build up the translation quality system in the company. I have found my background in linguistics and in the translation industry useful for that.

2. Is terminology an important variable on the web?

I think that terminology is an important variable in all texts because the consistent and systematic way we call things and phenomena is very important for reader/user understanding. There is also another aspect: on the web, new products emerge very often, thus well-coined and motivated terms help users better understand what they are buying and dealing with.

3. Has web communication an influence on terminology?

It certainly does. On the web, everybody not only has access to information, but also can freely express their opinion. This also holds true for terminology – crowdsourcing is going on all the time if a company listens to its users/community.

4. Is there a need for terminology work or do you think that people on the web are autonomously “cleaning up” online content?

Who would be able to “clean up” online content? The web is too big for that. I think that every company can take care of its own terminology; co-operating with its users, other companies whenever possible, taking into account linguistic norms, etc...

5. Is there a way to control language production on the web? Do you think it is needed?

There is no way anyone could control language production on the web – just as nobody would be able to control information on the web. What can be done is to work together with peers and translation companies to set the rules and standards and follow them.

6. What kind of techniques do you use for terminology? A bunch of excel sheets uploaded in a database? Crowdsourcing? Human quality evaluation and selection?

Our company uses an online Term Base software that is integrated with our Translation Management System and Translator Workbench. Terms are coined in co-operation between translators and freelance linguists. I believe that in term management, only top notch processes and quality are good enough.

7. What do you think of the integration of machine translation with human translation and post editing?

Unfortunately I don't have a personal experience with this process. I think this approach might have a future, especially with technical and help texts. When a more creative approach is needed, people still do the best job (at least for now).

8. Are you informed about machine translation research by the European Institutions? Do you know about the IATE database? If yes, what do you think about them?

I have heard that the European Institutions have invested in developing MT patterns, especially for smaller languages. This is a very good initiative that helps smaller languages stay strong and alive. I know about the IATE database and have consulted it; unfortunately it doesn't include terms in the domain of the company I work for.

9. How do you imagine the future of terminology in your field of expertise?

I am pretty sure that in the coming years, software development/web sales will be an interesting field for terminologists. As services have not been set, product development is very active and services get more and more users, new phenomena keep emerging and new terms with them. Some of core terminology has been established by now, but most of the work still needs to be done.

Interviewer:



Linda Burchi

Linda graduated in foreign languages with a specialisation in computational linguistics. She is working in the translation and localisation industry. She is particularly interested in language technologies and online content management. You can get more information by following her blog People's Code.

Kerry Maxwell



by Paul Clewett

Kerry Maxwell has a first degree in computational linguistics and an MA in theoretical linguistics from the University of Manchester, specialising in syntactic theory. She now works as a freelance editor/lexicographer for various publishers such as Macmillan, Cambridge University Press and Harper Collins. She also participated in the “A Term is Born” seminar organised by the Terminology Coordination Unit of the European Union in November 2012.

Her main areas of activity include dictionary compilation, corpus research, glossary compilation and presentations. She is the regular author of the Macmillan Dictionary website’s popular BuzzWord column, and MED Magazine’s New Word of the Month series, as well as the author of a book on new words in English, *Brave New Words*, published by Pan Macmillan.

1. Could you explain in simple terms what it is that a lexicographer does? What are the main challenges in your day to day work and what in particular do you really enjoy?

A lexicographer is a language professional who records information about words for later publication in a printed, electronic or online dictionary. Lexicographers write mini ‘word biographies’, which can include information about a word’s birth, its history of use, the company it keeps and its role in life today. These days I work mainly with neologisms (new words). One of the main challenges of my day to day writing is to keep it fresh and interesting, trying to accurately describe a new word’s meaning and work out what facts about it are really worth recording and communicating to others. It’s also tricky sometimes to second-guess which new expressions aren’t just a flash in the pan but look likely to stick around. By far the most satisfying thing is when I manage to get that right, and my work stimulates interest or, longer term, has correctly pinpointed something which continues to be significant.

2. What does it take for a new word, or neologism, to appear in the dictionary? How tempted have you been to be ‘creative’ with your entries?

There’s one simple hoop that a word has to jump through to be included in a dictionary – it has to be used – and widely, in a range of sources and over a number of years. However these days, with the advent of online dictionaries, this criterion can be relaxed a little. Because electronic dictionaries can be so easily updated, lexicographers now have the luxury of being less picky. They can present an ongoing snapshot of language in use, weeding out any words which turn out to be ephemeral or obsolete, and regularly admitting any new kids on the block.

No, I’ve never been tempted to be ‘creative’ in my entry writing – it goes against every grain of being a good lexicographer – the point is we write about things that we know exist, because we’ve identified the evidence. There are plenty of words out there to write about so I don’t need to make any more up!

3. The 21st Century has seen the end of the cassette tape, the VHS, and perhaps now, the printed book. Will this spell the end of the dictionary as we know it and is this something to be lamented?

My prediction is that it will, and indeed Macmillan, a publisher I regularly work for, has already bitten the bullet, announcing in late 2012 that it was concentrating on its online and electronic resources and would no longer be producing printed dictionaries.

I do not, however, believe that this is something to be lamented, but quite the reverse, because dictionaries have found their ideal medium in electronic form. There are so many advantages – we can incorporate multimedia angles, from British and US audio pronunciations through to sound effects to convey the meaning of words like ‘smash’ or ‘whisper’. Hyperlinking means that we can provide much more information than we’ve ever previously been able to, but still preserve a clear entry format, giving users the option to click on links to information they are particularly interested in. We can also, as I indicated above, keep dictionaries much more up-to-date and even be guided by language users, incorporating crowd-sourced suggestions about the developing lexicon.

4. I recently enjoyed your BuzzWord Column on the term ‘Brexit’, a variant on the widely used ‘Grexit’, relating to the potential exit of Greece from the European Union. To what extent, however, are neologisms simply becoming fashionable in media circles, rather than filling genuine lexical gaps?

Annually there are of course, a whole raft of neologisms which are just media concoctions, an example from 2012 would be something like Titanorak, (a reference to people with a keen interest in the Titanic which was all over the headlines around the time of the tragedy’s hundredth anniversary in April). Such creations tend to burst on the scene and then quickly disappear when interest wanes, but not all neologisms can be tarred with the same brush. There are plenty of others which do fill a genuine lexical gap and turn out to be more enduring – think podcast, wifi, google, tsunami, carbon-neutral. If society needs them, and their use doesn’t hinge solely on transient events, then they will stick around, regardless of whether they are headlining in the media.

5. You recently travelled to Luxembourg to participate in the seminar ‘A Term is Born: Neologisms in the Digital Age’, where you gave a presentation entitled ‘Neologisms in the 21st Century.’ Firstly, what were your impressions of the Terminology Coordination Unit?

My impressions were of a hard-working team of genuinely lovely people, it was a great pleasure and privilege to meet them, and I enjoyed the demonstration of IATE.

6. Secondly, in your presentation you highlighted technology as the main driving force changing language and creating neologisms. Given your advanced knowledge of terminology and specialism in neologisms, does it fascinate or frustrate you (or both) to see the creative destruction and reconstruction of the English language on internet message boards and smartphone applications?

As a descriptivist rather than a language pedant, I'd have to say it fascinates me. I'm a strong believer that language is primarily a tool for communication, not something to be analysed from an ivory tower, so that if a particular form is fulfilling a communicative function, then it's a bona fide element of the language. And after all, if people weren't manipulating language and being creative in this way, I wouldn't have anything to write about!

7. The position of English as the working language in a majority of European organisations, and as the professional world's lingua franca does not seem to be under any real threat at the given time, and if anything is becoming more central to European life. What do you think the future holds for English as a lingua franca, and what are the consequences for terminology?

I can't really speak with any authority about ELF but I'd guess that, as increasingly it becomes clear that there needs to be a distinction drawn between native speaker English (what I describe in my work) and English for international communication (a variety in its own right), then the role of a terminologist would become more, rather than less important, as there'd be an even greater need for experts who can pinpoint clear mappings between ELF expressions and their meaning. On the flip side, one could alternatively argue that the Internet has made native speaker English more visible and accessible globally, which may ultimately lead to a narrowing of its distinction from ELF. It's a difficult one to call...

8. In linguistic terms, British students continue to lag behind their European counterparts. How do you see the state of language/linguistics study in the UK? What should we be doing about it as a nation?

This is tricky. One thing I am encouraged to see, relative to my own generation (I did my A levels back in the early eighties), is how the English curriculum in UK secondary schools now has at least the option of practical language study (aka basic linguistics) – e.g. language change, phonetics, sociolinguistics – in other words, sixth formers are not limited to English Literature, and they're coming into Higher Education with a much wider perspective and range of options for English study. (Foreign) language study is a different kettle of fish, and still

seems pretty lacklustre. I'm not optimistic that this will ever change, whatever new and exciting approaches are introduced, because the basic impetus isn't there, and never will be. With English as the language of online communication this perspective looks likely to become yet further entrenched, if that's possible.

Interviewer:



Paul Clewett

Paul undertook a 3 month traineeship with the Terminology Coordination Unit in early 2012 as part of his undergraduate studies in International Relations & German and Spanish at the University of Sussex in Brighton, UK. His passions lie with people; in addition to his studies, he works with migrants detained in the UK (www.gdwg.org.uk) and extensively with young people in a local and European context as the founder of community enterprise ISCA and trustee of youth charity The Swift (www.theswift.org.uk). His work is motivated by a desire to bring the huge range of opportunities on offer within the EU to some of its most isolated and disaffected young citizens. As his studies draw to a close, he is currently weighing up different ways of returning to the 'continent' and once again working with some of the most open-minded and talented international teams in the world...

Frieda Steurs**by Maria Gancheva**

Prof. Frieda Steurs is the dean of the Subfaculty of Language and Communication at Lessius/KU Leuven. She is a full professor in terminology and language technology and a member of the research group 'Quantitative Lexicology and Variation Linguistics' (KU Leuven). Her research includes projects with industrial partners and public institutions. Prof. Frieda Steurs is the founder and former president of NL-TERM, the Dutch terminology association for both the Netherlands and Flanders. Since 2005, she has been the president of TermNet, the International Network for Terminology. Prof. Frieda Steurs is the head of the ISO TC/37 standardisation committee for Flanders and the Netherlands and a member of Coterm, the Commission for Terminology in the Dutch Language Union. She is also a guest professor at 'L'Université Catholique de l'Ouest' (UCO), France, and a research fellow at the University of the Freestate, Bloemfontein, South Africa.

1. ‘Terminology in Everyday Life’, a collection of papers on the impact of terminology, co-edited by you and Marcel Thelen, has come out recently. Why is terminology so important?

Terminology is essential in all aspects of communication. It was long considered as being on a side-track of the language and linguistics spectrum, and pertaining to purely technical issues (highly specialised and very technical material), but it is now considered to be crucial in almost every form of communication. The collection of terms used in a language is a subset of the overall vocabulary of that language, but it penetrates every subdomain relevant to our modern society.

We use a lot of terms relating to telecommunication, banking, medical and legal topics etc., even in non-specialist communication, but apart from this, terminology is very important for companies and domain specialists. As we are confronted here with the transmission of knowledge, there is a definitely a need for clear terminology in order to facilitate specialised communication. This applies both to a monolingual setting in order to define and delineate concepts, but also to a multilingual setting where translation and localisation are involved. Together with my colleague Dr Hendrik Kockaert, I am preparing a new book ‘Terminology and Terminology Management: Challenges in the Information Society’, which will be published by the end of 2013.

2. You are involved in numerous projects on legal translation. Could you tell me about them? What have been the major advances in the area and what remains to be done in the future?

From my own professional perspective, being responsible for a large translation and interpreting department in a multilingual country, legal translation and interpreting has always been quite important, and we have a long tradition of offering translation courses focusing on the legal domain. Students are clearly interested in this field. A recent market study for the translation market in Belgium pointed out that 25% of the workload relates to legal and administrative documents. The relevance of the field for our master students is obvious. Gradually, we developed research relating to this field. It first started with insights into community interpreting and court interpreting developed by one of our professors with an international reputation: Erik Hertog.

We got EU funding for many projects relating to this field and published a lot (cf. AGIS, GROTIUS, etc.). Over the years we developed excellent cooperation with DG Translation, DG Multilingualism and DG Justice at the European Commission. We then, under the impulse of the EMT network, applied for funding under the DG Justice framework for a large-scale project on ‘Quality in Legal Translation’ (QUALETRA). This project was approved and started officially in November

2012 (and will run till November 2014). The aim is very specific: to help the EU Member States with the implementation of Directive 2010/64/EU on the right of each European citizen to interpretation and translation in criminal proceedings.

Over the years, the EU has recorded significant figures on criminal proceedings involving a non-national ($\pm 10\%$) and the cost factors of legal translation. According to estimates made by DG Justice in the Impact Assessment document for the Proposal for a Framework Decision on the right to interpretation and to translation in criminal proceedings, the need for legal translation will increase significantly for two reasons: the ever-growing mobility of EU citizens and globalisation; and the implementation of Directive 2010/64/EU on the right to interpretation and translation in criminal proceedings.

This has serious consequences for the EU Member States, legal practitioners and translators and training institutions. One of the work packages in this project involves the creation of a terminology database for the legal domain relating to specific documents necessary in criminal proceedings. More information can be found on *www.eulita.eu*. A second project we are working on is TermWise, a major project funded by the industrial research fund of KU Leuven, dealing with legal terminology and phraseology for the Belgian public services, e.g. the translation office of the Ministry of Justice. TermWise aims to develop an advanced tool which includes expert knowledge in the algorithms that extract specialised language from textual data (legal documents).

The outcome is a knowledge database including Dutch/French equivalents for legal concepts, enriched with the phraseology related to the terms under discussion. The project will be concluded at the end of 2013 and will be presented to the larger public. Spin-offs for other languages and other subdomains will follow.

3. You are also actively working on terminology management. Could you tell us more about it? What are the current trends, the best practices, the challenges?

Terminology management considered more and more as knowledge management relating to the most crucial workflows in a company. Research into the attitudes of companies and professional partners involved in terminology work reveals a lot of positive effects for terminology management. A few examples: fewer errors in communication, cost reductions and time savings, better communication (availability of reference points, fewer debates and misunderstandings, better definitions), higher quality in authoring of the source text, fewer queries, improved quality, positive effects on translation, easier

classification and better workflow in documentation procedures (retrievability and reusability).

Both source language and target language terminology management prove to be beneficial to overall communication in a professional context. Terminology management involves not only the good management of both source and target languages, but also a lot of knowledge about workflow management, software tools, etc. A cost-benefit analysis and a clear calculation of the ROI of good terminology work can convince companies and services to invest in this type of work.

4. There are various approaches to the assessment of translation quality. Which one do you consider most feasible nowadays?

Translation quality and how to measure it is a hot issue these days. Due to the enormous increase in multilingual communication and the nature of many documents that contain critical information, the quality of translation has to be assessed carefully. There is an emerging awareness, both in translator training institutes and in the professional translation world, that we need evidence and quality tests to measure translations. I am not an expert in this field myself, but some of my colleagues in our faculty are, and the issue is also under discussion by the standards bodies: we have a European standard for translation service providers, and ISO TC/37 is also working on standards in this area.

In any case, insights and methods from the field of educational methodology have to be combined with insights in the field of language testing and these will have to be applied to translations. One of the work packages in the Qualettra project is devoted to this issue, and the aim is to develop a system for the assessment of translations that can be used by the official bodies of the Member States to evaluate translations in criminal proceedings.

5. How can academia, industry and government interact (and cooperate) on terminology? Should the European Union institutions also be a factor in this interaction?

The trend in research projects is that more and more projects tend to be interdisciplinary, including several types of expertise, and that funding can be found in consortia where academia, industry and government interact. For us, the applied nature of the research we are working on is crucial. We like to work with the professional field, and try to find solutions to the problems companies and public services are confronted with. In my faculty, the domains of expertise

are not only translation and interpreting, but there is also considerable expertise in discourse studies.

From a methodological point of view, we have experts in corpus linguistics and try to combine useful new insights in linguistics and translation studies in specific applications. I believe the research funding for this type of project can still be improved, and the EU definitely has an important role to play. Stimulating networking between experts from industry, public services and academia is definitely a task for the EU institutions. We can use the example of the EMT network, where the Commission DGT took the initiative of creating a network of top-level translator institutes and, alongside discussions and improvements in the curricula of these masters courses, stimuli are also given to joint research projects.

6. The Terminology Coordination Unit of the European Parliament has recently launched a project on academic cooperation with universities in the EU Member States aimed at giving students the opportunity to do terminology research and contribute to IATE, the European Union terminology database. What do you think of this initiative? What else can be done to enhance collaboration between the EU institutions and academia?

I think the IATE project and the cooperation with universities is a great idea. We are involved in this project, and we are very much looking forward to the opportunity for our best master's students in translation and language technology to work with IATE. This is a very good example of how we can train our students by first providing them with the academic background, and then offering them a privileged 'hands-on' training.

More EU institutions could try this type of cooperation, through shared expertise for master's students, or by offering internships, or by promoting joint research for this type of project. Looking at the importance of IATE, and the creation of multilingual resources, I would strongly promote the creation of budgets for the 'new' EU languages, as this would facilitate the expansion of language resources. A recent research report, presented by MetaNet, also warned of the problems that will arise from the lack of language resources for the smaller languages.

7. Neologisms come into existence constantly. What, in your opinion, is the best standardisation policy to apply to them?

I think standardisation is very difficult in this respect; neologisms are typically terms and words that come into existence because of the pure dynamic

nature of society and language. New concepts are created or come into existence, and linguistic designations are needed. ISO 704 establishes the basic principles and methods for preparing and compiling terminologies, and Annex B of this document is devoted to term formation methods. It also notes the importance of language diversity: obviously the methods for term creation obey different mechanisms and differ from one language to the other. Creative principles already widely used in semantics are expansion (extending the meaning of a term by giving it a new meaning), metaphor (giving a new meaning by analogy to that of an established term), metonymy (taking the part for the whole or the whole for the part), eponymy (widening the use of a proper name as a common noun), conversion (shift in the grammatical category) and borrowing from another subject field.

8. What advice would you give to young people who would like to pursue a career in terminology? What qualifications and skills do they need in order to be successful?

Different tracks can lead to a career in terminology. From a multilingual point of view, starting with a Master's in translation and specialising in translation technology and advanced human language technology is definitely a good choice. However, terminology can be approached from different angles (it is definitely interdisciplinary), and academics with a background in other sciences can definitely also work in terminology research. In any case, anyone working with terminology and trying to build terminology collections needs good language skills, and especially a keen interest in new trends in society, with an open mind on new workflow procedures.

Interviewer:



Maria Gancheva

Maria Gancheva graduated from Sofia University “St Kliment Ohridski” with a degree in British and American Studies and a specialisation in Linguistics. Her passion for modern languages and translation took her to the European Parliament in 2012, where she did a traineeship first in the Bulgarian Translation Unit and then, in the Terminology Coordination Unit.

Rodolfo Maslias



by Konstantinos Chatzitheodorou

Rodolfo Maslias is Greek and studied languages and law in Greece, Germany, Spain and Luxembourg. He worked as translator at the European Parliament from 1981 and since 2008 he has been head of the Terminology Coordination Unit. He taught translation at the Ionian University of Corfu and Multilingualism and Terminology at the University of Luxembourg. He was Head of Cabinet of the Minister of Culture in Greece, cultural advisor to the Mayor of Athens and Secretary General of the Network of European Capitals of Culture. He is member of the European Cultural Parliament.

1. Please tell us about your career and your current responsibilities.

I joined the European Parliament in March 1981 as a translator in the Greek Unit, immediately after my postgraduate studies in languages. I worked in the Greek Unit until 2008, with two interruptions for two-year secondments to public posts in the cultural field in Greece and a parallel position as Professor of Translation and Terminology at the Ionian University of Corfu. In 2008 I was asked to set up a new unit to coordinate the terminology work done in the 23 translation units and to represent the European Parliament in the context of interinstitutional cooperation on the management of the European terminology database IATE.

2. Over the last few years, the European Parliament has made a huge investment in language technologies. Do you think this trend will continue under the European crisis conditions?

Particularly in this period of crisis, language technologies need to be more widely used and developed. The European Union institutions possess the largest linguistic structure in the world, with some 5 000 translators dealing with 506 official language combinations, who translate thousands of pages using a huge translation memory in 24 languages and an interactive multilingual terminology database containing more than 10 million terms. It would be a terrible waste of resources not to use the best technology available in order to respond to changing needs in this era of communication and globalisation.

3. What is your vision of language technologies in Europe? Do you think that multilingualism will continue to be one of the primary targets for European Union?

Multilingualism is one of the cornerstones of European integration. It is one of the democratic rights of the representatives of the 27 – soon to be 28 – peoples of the European Union, and to me it is also a cultural right of EU citizens and an integral part of the diversity of European culture, which I consider to be the soul of Europe. Although, of course, we use a common language of communication – and pivot languages for translation – in order to make the European legislative process more efficient, citizens will always have the right to use their own language, since European legislation becomes the national legislation of each of the Member States. I would even add that regional languages will become an increasingly important issue, since protecting them as a cultural asset is also one of the EU's primary objectives.

4. How do you describe the interconnection between academic research and the needs of European Union? In other words, do you think that European graduates have the same set of skills and knowledge you would like them to have?

New academic topics in the field of linguistics and translation, such as computational linguistics, terminology and e-lexicography, provide European graduates with very advanced skills. Cooperation between universities (through programmes such as Erasmus), multilingual curricula and enhanced global communication also offer the young generation excellent skills. One of the biggest advantages of our unit is that it can add to the knowledge of the numerous trainees and young researchers who come to the Terminology Coordination Unit on traineeships or study visits.

5. What is your advice for recent graduates (masters and PhDs) looking for a job at governmental organisations? What should graduates be prepared for and what can they expect?

Rather than governmental organisations, I would prefer to talk about intergovernmental or international institutions such as the United Nations and the European Union. The young people who come into contact with us and our work are fascinated by the opportunities for international teamwork, the huge size of these organisations and the importance of their work. As an illustration, suffice to say that every three months we have to select six trainees from among more than 1,500 candidates from all the Member States for traineeships in terminology. If these young people subsequently secure a job in such an organisation, they will have to follow the slow and cumbersome procedures of public administration and cope with the constraints imposed by the complicated and strict rules needed for such huge structures, while at the same time making the most of their own knowledge and creativity.

6. What is your opinion on the near future of machine translation and NLP in general? Which research directions and development areas will grow in the next few years?

All the European institutions are already using CAT tools and cooperating to use the best machine translation systems and adapting them to the very specific needs of the EU, which possesses the world's biggest linguistic machine. Such cooperation is a wonderful challenge, involving testers from all languages, with different specialisations, who intervene at different stages of the European legislative process. We are also cooperating in the area of terminology, giving

very careful consideration to ways of providing translators with reliable solutions via the integrated workflow and translation tools they use. It is very important that the solutions should be flexible and capable of adapting to the vertiginous development of language technologies.

7. Could you give us some examples of terminology tools and services that are provided to the translators via European projects and other means?

The greatest service we provide is of course the IATE database, which covers more than a hundred domains and subdomains and is constructed – often with the use of macros to facilitate data entry – by the thousands of translators as they translate, and managed by the terminology coordination units of ten institutions via an exemplary cooperation arrangement that allows consolidation, completion of languages, definitions and references, elimination of duplicates, and communication and feedback, along with a validation process enabling most of the entries to be added to the public version of the database, which receives an average of 3,600 hits per hour from all over the world. We also provide a collection of links to highly specialised glossaries compiled by the various EU institutions and relating to the topics translated, as well as pre-processed terminology folders created on the basis of cooperation with Parliament’s political bodies. Thanks to this cooperation we receive advance warning of the texts to be sent for translation, enabling us to carry out term extraction in advance and to provide translators with terminology tables in parallel with the text for translation allocated through the workflow system.

8. Can you tell us about your collaboration with universities around the world?

The Terminology Coordination Unit has launched terminology projects in conjunction with specialised university departments. Students receive a template enabling them to create IATE entries under the supervision of their terminology lecturers, which are then validated by our terminologists. This project is still in a pilot phase, having started with five universities (in Bulgaria, Belgium, Italy, Latvia and Luxembourg). Our relations with the academic world are supported by our website, which has attracted more than 150,000 users since it was launched in mid-2011. This semester we also initiated cooperation with the University of Luxembourg, which has included a module on terminology management in the curriculum for its master’s programme, ‘Learning in a Multilingual and Multicultural Environment’. Lastly, since our unit’s inception we have organised very successful and much appreciated seminars on ‘Terminology in the Changing

World of Translation’, inviting university lecturers and other prominent speakers from the world of linguistics. The next seminar in this series, in early 2014, will focus on ‘Terminology in Academia’.

Interviewer:



**Konstantinos
Chatzitheodorou**

Konstantinos Chatzitheodorou, worked as Machine Translation Expert at the European Parliament’s Directorate-General for Translation (DG TRAD) in Luxembourg. He holds a BA in Italian Language and Literature and MSc in Informatics. His Master’s thesis focused on optimisation and evaluation of Machine Translation. Currently he is pursuing his PhD in Computational Linguistics. Over the last few years, Konstantinos has been also involved in several EU projects on Computational Lexicography and Terminology as researcher.

Interview published in NLP People

Licia Corbolante



by Giulia Nardini

Licia Corbolante holds a degree in translation from the University of Trieste, Italy, and a diploma of advanced studies in applied linguistics and marketing from the University of Salford, UK; she also did further studies in computational linguistics at Dublin City University, Ireland. She has been working in the localisation field since the early 90s, mainly at Microsoft, where she was instrumental in defining Italian localisation standards, developing target language processes and driving best practices across languages. Until recently she was Senior Italian Terminologist with Microsoft Language Excellence, an international team of terminologists and language specialists responsible for maintaining a multilingual, concept-oriented terminology database and supporting Microsoft product teams and localisation service providers (for additional information, see the outline of her presentation *Working with terminology at Microsoft 2008*). She currently works as an independent terminologist and localisation specialist and she is based in Milan, Italy.

1. You studied translation at the University of Trieste. When and why did you decide to focus your career on terminology and localisation rather than on translation?

Going into localisation rather than translation wasn't something I had planned, but before graduating I had developed an interest in computers and I wrote my dissertation on the adaptation of culture-bound texts, so maybe it was not surprising that I ended up in Dublin, which at the time was the localisation centre of Europe.

2. You have 20 years of significant work experience in Microsoft as Italian Language Specialist and later Senior Italian Terminologist. What did you find most challenging in your job?

I was responsible for the standardisation of terminology and language usage in Microsoft products and services for the Italian market. An aspect of IT terminology management that can be quite challenging, but also very rewarding, is the analysis of any new, highly visible concepts and the selection of the most appropriate target term that is acceptable to experts and accessible to non-experts and is, as such, most likely to be adopted by the market. IT terminology, which mainly has English as its source language, is extremely varied, constantly growing and changing, often with no clear line separating specialised and low-end software. It includes terms from different domains with different degrees of specialisation and it is marked by innovation and rapid developments that give rise to a fast evolution of concepts, but also a significant obsolescence rate and various degrees of inconsistency and indeterminacy. In this scenario, there are no unique strategies in the term formation process, and in each case a different mix of factors need to be taken into account – not only linguistic considerations, availability of different term candidates and consistency with existing terminology, but also product placement, user experience and preferences, learnability, market expectations, cultural differences, concept “point of entry” (e.g. via early adopters and influencers, or popularised through mainstream channels), and the prevention of any subsequent, costly terminology changes. In this framework, diachronic analysis can be helpful in identifying terms that are more likely to succeed based on existing trends and patterns, such as the evolution of similar competing terms.

3. During those 20 years, how did IT terminology and the terminology management process change and evolve?

IT terminology is better motivated now than it was 10 or 20 years ago. Internationalisation and Globalisation guides and other reference material have increased developers' awareness of language usage. Also, reviews at early stages

of the product life cycle help filter out terminology that is not suitable for a global market. However, IT terminology is still rich in jargon, idioms and colloquialisms that can make concepts hard to understand and to transfer adequately into another language, especially when it favours metaphors that are marked by indeterminacy and lack of transparency. In a comment to a TermCoord post, for instance, I remarked that cloud computing remains a fuzzy concept for many users; elsewhere I noted that incidental metaphors are not uncommon and gave the example of ribbon, an area in a window in which commands and other controls are displayed in functionally related groups, which was named after a prototype that was unrelated to the design of the final feature. The terminology management process has also changed considerably over the years, both in the methods used and in the stages in the product life cycle in which terminology management takes place. When I started working in localisation, basic lists of terms were compiled at a relatively advanced stage of the localisation process, often by individual translators. Such lists soon evolved into product-specific glossaries with definitions, usually created by localisation teams at the beginning of the localisation process, sometimes with no direct input from product developers. It was still a reactive, term-oriented approach with no mechanism to share terminology across product teams and which had a limited effect in reducing inconsistencies between products. Nowadays large software companies prefer a proactive approach where new terminology is identified by product teams before localisation starts and is made immediately available company-wide in multilingual, concept-oriented termbases. Terminology management is part of a knowledge sharing workflow that helps achieve higher standardisation and better quality, not only in translation but also in the source language, for example in the authoring of documentation. Another relatively recent change has seen major software companies make their terminology publicly available (cf. Microsoft Language Portal, SAP terminology, IBM terminology etc.). End users can also be involved in the terminology selection process via forums or other initiatives.

4. You created a really interesting blog about terminology, localisation and translation. When did you start it? How do you get ideas and inspiration for writing your frequent posts?

My blog, Terminologia etc., started in 2008 as one of ten language-specific terminology blogs of the Microsoft Language Portal. It was part of a community engagement effort aimed at making terminology work better known to localisation professionals, developers and end users. It generated considerable interest and when I left Microsoft I decided to continue blogging using my own

domain, retaining the original blog name and republishing the old posts. I enjoy working with terminology and I have always been fascinated by languages and their quirks, so anything can be a source of inspiration. I jot down ideas, and I add links and notes whenever I find anything relevant, so I have plenty of material I can draw on when I write a post. A number of entries, particularly the ones tagged 'lavoro terminologico', are based on issues found in terminology projects I worked on, with the original examples replaced by equivalent material that is openly available on the web.

5. Could blogs and websites about terminology and linguistic issues become a key tool to popularise terminology and make it more accessible to a wider audience?

There are excellent sites and blogs on language and on translation that help popularise complex linguistic issues, and I am sure the same could be done for terminology. I saw that the TermCoord blog has reached the 200,000 visits milestone (congratulations!) and I think its success proves that there is a great interest in terminology, in the type of work done by EU institutions, in experts' insights as well as practical examples, and recommendations on resources and tools, with a mix of topics that can appeal to different audiences. The need for better terminology awareness is probably more acute in some languages than others. Italian, for example, lacks an established tradition in terminology, and although there are now excellent programs like the ones described by Franco Bertaccini in Forlì and in a few other Italian universities, not everybody had the opportunity to acquire terminology research and management skills. I hope that by sharing information and providing hands-on experience in my own blog, I am also helping to popularise terminology to a wider audience.

6. How will the fast development in new technologies affect terminology management and the translation process?

Technology has already changed translation and terminology management considerably, and it can only get better. Just to mention one example, further developments in corpus linguistics and related tools will have a great impact also on the work of individual terminologists and translators. Needless to say, getting the best out of tools will always rely on an adequate understanding of terminology management and of any related workflow, a further reason for promoting better terminology awareness.

7. What do you think about the EU's Interinstitutional Terminology Database, IATE? Do you consider it an important resource for the wide public?

IATE is an excellent resource, very much used, not only by translators, but also by the wide public. If I might make a suggestion, in addition to the Quick Reference Guide, I'd like to see a brief explanation on how query results should be used; for instance explaining that some terms are only applicable in specific contexts or that some older entries might no longer be applicable.

8. You have been invited twice to seminars at the European Parliament. How do you find TermCoord's approach in trying to follow the evolution of terminology in universities, technologies and communication?

I am really impressed by TermCoord's work and their constant attention to what is happening also outside EU institutions. I appreciate their strong communication effort in the promotion of EU terminology and of terminology best practices, supported by the organisation of seminars and workshops aimed at sharing knowledge and expertise. It was a pleasure to take part in seminars they organised: TermCoord enthusiasm and passion for terminology makes any speaker welcome.

Interviewer:



Giulia Nardini

Giulia Nardini is Italian and studied at the Advanced School of Modern Languages for Interpreters and Translators of the University of Trieste, where she obtained a Bachelor's Degree in Translation and Interpreting and a Master's Degree in Translation (English, French and Italian). She also holds a Certificate in Terminology Management issued by the ECQA.

After her studies she worked as a translator and terminologist trainee both at the European Parliament in Luxembourg and at the European Central Bank in Frankfurt. She currently works as a freelance translator, interpreter, terminologist and teacher of foreign languages.

Gerhard Edelmann



by Wojciech Szmidt

Gerhard Edelmann studied Law, Economics, Translation Studies (Spanish, Portuguese), Romance Studies (Hispanic and Portuguese Studies) and Sinology at the University of Vienna. Apart from dealing with terminology, he is a business consultant and used to be a board member of an Austrian investment bank. Gerhard Edelmann is also a professor at the Centre for Translation Studies of the University of Vienna, University CES Felipe II-UCM in Aranjuez (Spain), Vienna University of Economics and Business Administration and Vienna University of Applied Sciences. He is a member of the board of the Austrian Society for Financial Analysis and Asset Management (ÖVFA).

1. You are primarily an economist, but have also been working with terminology quite intensively. Why did you decide to focus on terminology?

I worked as an economist and company lawyer, first as the board member of an Austrian investment bank and now as an independent consultant. However, I have a degree in translation studies as well. That is why my focus on and interest in terminology rests on two pillars.

From the very beginning of my professional career in business, I have had a strong focus on terminology. When you are dealing with international clients you have to use business and legal terminology correctly in order to be clear and to avoid costly or irritating misunderstandings. On the other hand, for nearly three decades I have been a lecturer at the Centre for Translation Studies of the University of Vienna where I teach legal and economic translation. In this special field of translation, terminological work is of utmost importance, i.e. a translator of legal and economic texts also has to be an excellent terminologist.

2. Does your expertise in the field of economics help you a lot when dealing with finance-related terminology? How important is it to have a financial background in order to provide correct and consistent financial terminology?

Of course, it is very helpful to have knowledge and expertise in the field of economics, when dealing with finance-related terminology, as in order to choose the adequate terminology, you have to understand how the finance business works.

So, in my opinion, it is indispensable to understand the area in which you do your terminological work. You do not necessarily need to be a trained economist to become a qualified terminologist in the area of finance. However, you have to be willing and able to acquire the necessary knowledge which enables you to understand business, and to follow new developments in order to keep your know-how up to date. So, if you are interested in the field and have experience, you will be able to do a good job.

3. How crucial is the quality of terminology work? Can you name some examples of negative consequences caused by using inaccurate terminology?

The quality of terminological work is extremely important. Let me just mention two examples: in German and Austrian companies we have the two-tier corporate system with a supervisory organ, the Aufsichtsrat, and a management organ, the Vorstand, whereas in other countries companies are organised according to the

one-tier system with just one administrative organ, which is called, for example, Board of Directors, Conseil d'Administration, etc. A translator who translates a document that is to be submitted to a German/Austrian Trade Register translates this term by Aufsichtsrat, might get into trouble, when the competent judge, for example, considers the German/Austrian Aufsichtsrat incompetent for the action described in this document. Another example refers to the distinction between reserves and provisions in the statement of financial position, which is essential, as reserves belong to equity and provisions to debt. In the Slavonic languages the terms are very similar: reserves; Polish kapitały rezerwowe; Russian резервы, Croatian rezerve; provisions: Polish rezerwy; Russian резервы по предстоящим расходам; Croatian rezerviranja. An error would entail grave consequences and perhaps even lead up to third-party liability claimed vis-à-vis the translator.

4. You often deal with changes in financial terminology, especially terminology related to the International Accounting Standards. Are these changes frequent? Is it difficult to track them?

Changes to the International Accounting Standards (IAS) and the International Financial Reporting Standards (IFRS) are extremely frequent. Just let me draw your attention to one of the most fundamental terms of accounting. The Commission Regulation (EC) No 1126/2008 of 3 November

2008 states that one element of the set of financial statements comprises the balance sheet, whereas the Commission Regulation (EC) No 1274/2008 of 17

December 2008 speaks of a statement of financial position, with the further difficulty that a company may use a designation other than that used in the Standard. Some national legal systems of EU member states follow the new terminology, others, like Germany, don't. A further problem arises when some companies use the new terminology in their documents and others don't. The only way to track these changes is to follow new developments closely and carefully screen the information documents published by the companies.

5. Do you find terminology tools run by the EU Institutions, such as the interinstitutional terminology database IATE, useful?

The database IATE is extremely useful and an indispensable tool for translators. It provides you, not only with equivalent terms, but also refers to the relevant conceptual systems. However, when it comes to translating a text, a translator will still have to study the legal systems of both the source and target languages and the relevant documents published by the EU and the national legislators and other sources.

6. How have financial terminology and the terminology management process changed and evolved during your career?

In my professional career, the process of terminology management has changed dramatically. On the one hand, we have been facing a rapid process of internationalisation in business. Nowadays, we apply the same rules and use the same instruments in a financial transaction which is done, for example, in Austria as, let us say, in the UK. On the other hand, financial instruments and procedures have become much more sophisticated. The internationalisation of business and the growing sophistication of instruments and procedures have inevitably led to the necessity of adhering to an accurate financial terminology and establishing efficient terminology management systems. Terminological consistency is an important contribution to creating a uniform corporate identity.

7. In your opinion, is terminology awareness among business people rising?

With the internationalisation of business and the growing sophistication of instruments, business people increasingly recognise the importance of terminology. Without high-quality and standards-based terminology, it is impossible to achieve the necessary precision and efficiency in business. Companies are becoming aware of the fact that terminology and terminology management are important concepts, even if you don't translate texts, because efficient terminology management helps you achieve consistency in your written communication. When companies have to translate texts, the necessity of efficient terminology management systems becomes even more evident, as these systems help translators do their work rapidly and efficiently. The use of inadequate or incorrect terminology might lead to costly misunderstandings and/or mistakes in business processes. The business sector shows great interest in the work that is done, for example, at the Centre for Translation Studies of the University of Vienna, where a considerable number of terminology projects are carried out in cooperation with other academic institutions, public entities and private companies.

8. Can you give us any advice on how to manage terminology in big companies? Are there any financial terminology tools you can recommend?

First of all, a company should recognise that terminology management refers to the whole range of its business communications. So, terminological management should start at the source level. I would not mention a concrete provider of terminology management services, I would rather focus on the main criteria these tools should meet:

In the first place, the system should help achieve terminological consistency within the different products, departments and documents of a company, in order to create a uniform corporate identity. When it comes to multilingual communication and translation, the tools applied should allow translators to use databases with the relevant terms and, in the post- translation stage, provide translators with an efficient and rapid translation review and a reliable quality assurance tool.

Interviewer:



Wojciech Szmidt was a trainee at the Terminology Coordination Unit of the European Parliament. He holds a Bachelor's Degree in Transcultural Communication (PL-DE-EN) and a Master's Degree in Translation Studies (PL- DE-EN) from the University of Vienna. He is currently enrolled in the Master's Programmes in Law and Finance & Auditing. Wojciech speaks Polish, German, English and Spanish.

Wojciech Szmidt

Gerhard Budin



by Agnieszka Antosik

Gerhard Budin is the director of the Institute for Corpus Linguistics and Text Technology (ICLTT) at the Austrian Academy of Sciences, of which he's also a member. He is a Chair holder of the UNESCO Chair for Multilingual, Transcultural Communication in the Digital Age. He is also the vice-president of the International Institute for Terminology Research and Chair of a technical sub-committee focusing on terminology and language resources in the International Standards Organisation (ISO), managing pre-normative research. His research interests and publications cover topics such as cross- cultural knowledge communication and knowledge organisation, language engineering, translation technologies, knowledge engineering, epistemology of e-learning and collaborative work systems, terminology studies, ontology engineering, translation theory and philosophy of science.

1. Could you tell me why you decided to pursue a career in the field of terminology?

Early in my translation studies I became interested in technical translation, science communications and terminology. In the early 80s Prof. Hildegund Bühler took us students to INFOTERM, the International Information Centre for Terminology, where I met Prof. Felber, who was director at the time. Prof. Dressler supervised my diploma thesis on the technical terminology of the printing industry. I was interested in the philosophy of language and linguistics as a whole and started to study linguistics. In 1985 I attended the 2nd International Terminology Summer School, held by INFOTERM, where I had the chance to work as a freelancer. I started my doctoral studies in linguistics, first in Barcelona, then in Vienna, under the supervision of Prof. Dressler and Prof. Wodak. The topic of my doctoral dissertation was terminology work in the social sciences. In parallel to the doctoral studies in linguistics (morphology, word formation, lexicology, text linguistics, socio- linguistics, and terminology theory), I also studied economics and philosophy, with a focus on philosophy of science. In 1988 I finished the doctoral studies in linguistics and started to teach science communication and theory of terminology at the Department of Philosophy of Science and the Social Study of Science of the University of Vienna, where I taught from 1989 to 2005. In 1990, I began to teach translation-oriented terminography at the Institute of Translation and Interpreting of the University of Vienna and also became a staff member of INFOTERM at the Austrian Standards Institute, where I worked until 1996 in the field of national and international standardisation of terminology, technical communication, and library and information management. I then returned to the University of Vienna, where I became associate professor for knowledge engineering and terminology studies in January 1997. In 2005 I became full professor for terminology studies and translation technologies at the Centre for Translation Studies at the University of Vienna.

2. For the last 20 years you have conducted research projects on the national, European and international levels. Can you give some information about the LISE project?

The LISE Project (Legal Language Interoperability Services) addresses the urgent need to coordinate legal and administrative terminologies. It also intends to improve their quality and establish interoperability among such terminologies on a cross-national level, and enhances the quality of European legal and administrative terminologies at European institutions. The LISE project aims to enable data owners in public administrations and translation departments to manage their terminological data on the basis of best practices in inter-institutional, interdisciplinary, and multilingual terminology management workflows, and by using web services to support this work. Major work

packages have addressed the analysis of legal and administrative terminology and workflows to identify current problems and future options for optimisation in different user groups and the development of web services for quality management operations on legal terminology resources. The project consortium consists of the University of Vienna, the companies Cross Language and Esteam AB, the research institution EURAC (Bolzano), and the Austrian Parliament. For more information please visit the dedicated website.

3. You have also coordinated projects funded by the European Commission. One of the most relevant current projects is called “Knowledge Experts”. What is the aim of this project?

The full title of this project was: Knowledge Experts and E-Tutors – Trans-disciplinary professional profiles and qualifications in knowledge-related techniques and procedures, educational technologies and co-operative knowledge and content development. The goal of the project was to create blended-learning study programmes offering students a collaborative platform to acquire core skills in knowledge work relevant to the knowledge society. The term ‘knowledge expert’ refers to a generic qualification in knowledge-intensive branches of industry (including ‘knowledge manager’, ‘knowledge engineer’ and others). It is also an additional qualification for graduates of all study programmes who need to apply knowledge-related techniques and methods such as knowledge organisation, knowledge acquisition, knowledge development and presentation, knowledge transfer, an evaluation of knowledge in social situations, and other activities crucial to the modern knowledge society.

Another professional profile included in the Knowledge Experts programme is the ‘e-Tutor’, covering the skills required to run e-Learning environments, assisting both teachers and students in their use of e- Learning.

These study programmes were targeted towards, among others, people who decided to go back to college or work after a period of inactivity. The study programme was designed to assist students in acquiring specific qualifications that facilitate their return to the workforce. Core skills acquired in knowledge techniques and educational technologies include focused knowledge acquisition in digital media, didactic knowledge organisation to support learning processes, knowledge communication in cross-cultural and international work environments, design of internet-based learning environments for communities of practice, design and operation of learning platforms and learning content management systems, methods of information mining, co-operative knowledge management, knowledge modeling, information and content management, co-operative authoring of domain-specific texts, web content design, cross-cultural

management, project management, human resource management, coaching and mentoring for learners and students, ethical aspects of the knowledge society, etc. The curriculum of the study programme was designed in such a way that it combines theoretical and methodological knowledge with operational and practical socio-technical skills. The Knowledge Experts project is one of many projects we have been carrying out in this thematic area of cross-cultural knowledge production, e-Learning, e-Science and e-Work. Our current project in this area is ODS (Open Discovery Space) focusing on a European ecosystem of eLearning Resources for schools.

4. You specialise in e-learning technologies among other fields. I can imagine that this area is a very dynamic one. How do you manage to keep up to date with all the newest developments?

For many years I have been focusing on the convergence of various research disciplines, where the management and engineering of knowledge, communication, and cross-cultural domain cooperation on the basis of information and communication technologies are a dynamic core and source for new methods, theories, and best practices.

I have tried to focus on this core research interest in different contexts such as translation, theory of knowledge, text analysis, information management, ontology engineering, etc. Terminology has always been the essence of this multifaceted and dynamic field. In the above-mentioned ODS project, for instance, we created domain vocabularies as a crucial component of such e-Learning ecosystems for orientation of teachers and learners to find resources and use them in structured, purpose-driven ways.

5. You are a full professor at the University of Vienna, member of numerous bodies and organisations as well as an active researcher. Do you see these activities as complimentary, or is there one that requires most of your time?

I am convinced that a researcher should get involved in communities of practice, for several reasons: to get access to real-life data for empirical research, to create a context for a proof of concept of new theories and methods, and to get involved in collaborative research with industry and public institutions. The active participation in international and national bodies has turned out to be very fruitful for me.

6. In recent years, what new trends have you noticed in terminology studies? What is your perspective for the future?

In the 1980s and 1990s a computational turn revolutionised terminology studies and closely linked it to corpus linguistics and computational linguistics, as well as to knowledge engineering and ontology management. At the same time a sociological turn broadened the field of terminology studies and combined it with socio-linguistics, in particular in the contexts of language planning and language policies. Since then a cognitive turn that had revolutionised linguistics has also extended the scope of terminology studies by focusing on the cognitive dimension of the formation and use of terms in domain communication and their underlying concepts, which are constantly re-constructed by each member of a discourse community in individual cognition processes as well as in collective meaning attributions. An economic turn made the economic potential of efficient terminology management in language industries and in international business and trade visible. The future of terminology studies lies, now as always, in a cross-disciplinary approach, carrying out empirical research driven by questions coming from industries, public institutions and from scientific institutions at large.

7. How do you view the role of the European Union's language policies? Do they encourage the development of terminology?

The language policies of the European Union have a long tradition and have always focused on promoting multilingualism in all spheres. Thus, they have shaped the field of terminology as a major driving force for the creation of terminology in many domains in the official languages of the EU, but also in regional and local languages spoken in member states. IATE is a visible and vivid sign of these policies, but also a result and consequence of the policies which enables translators and interpreters, but also editors and domain professionals in general, to maximise their work inside and outside the multilingual European Union. Many projects, co-funded by the European Union, have focused on the creation of specialised terminology resources for different languages and different domains, for various purposes and embedded in varied organisational and social contexts. Despite all these achievements and success stories, there is no doubt that terminology development will continue to be in need of more visibility, more networked and co-ordinated approaches across member states and EU institutions, across domains and languages.

8. What do you think about terminology management in the European Parliament?

TermCoord in the European Parliament definitely belongs to the best of the so-called best practices in the field of terminology management!

9. What is your advice to aspiring terminology managers?

I would say that it comes down to few major things:

- be flexible;
- be open to innovation (tools, methods, data, etc.);
- network with others in the same profession as well as with others in your professional environments (incl. the social web);
- develop your personal professional profile, often in combination with other specialised domain-specific or generic skills and make it visible to the world;
- stay in touch with universities and research activities.

Interviewer:



Agnieszka Antosik

Agnieszka was born in 1987 in Poland. She holds a Bachelor's degree in Intercultural Communication from the University of Vienna and a Master's degree in Conference Interpreting. She presented her final degree project on the role of terminology in the European Parliament in July 2012. Her working languages are: Polish, German and English. She also knows Russian and is about to learn French. Agnieszka has already had a chance to gain some experience in both translation and interpreting. She completed an internship as a project manager in one of the biggest translation companies in London, where she got an insight into how the job market works and worked as a simultaneous interpreter at the EWMD Conference (European Women's Management Development International Network) in Hamburg and consecutive interpreter for the Austrian Federal Economic Chamber in Vienna.

Ghil'ad Zuckermann



by Xiaohua Jin

D.Phil. (Oxford), Ph.D. (Cambridge) (titular) **Ghil'ad Zuckermann**, is Chair of Linguistics and Endangered Languages at the University of Adelaide, Australia. A native speaker of a reclaimed tongue (Revived Hebrew) and fluent in 10 other languages, he is an expert of Revivalistics (including Revival Linguistics and Revivalomics), language contact, borrowing, lexicology and the study of language, culture and identity.

Professor Zuckermann is Distinguished Visiting Professor and Oriental Scholar at the Institute of Linguistic Studies at Shanghai International Studies University (China), Visiting Professorial Scientist at the Pilpel Genomics Lab, Department of Molecular Genetics, Weizmann Institute of Science, and Visiting Professor at the Israel Institute for Advanced Studies (Hebrew University of Jerusalem).

He serves as a member of the Editorial Board of the Journal of Language Contact. He has published in English, Israeli ('Ivrit'), Italian, Yiddish, Spanish, German, Russian and Chinese. His revolutionary bestseller book, *Israelit Safa Yafa* (Israeli – A Beautiful Language), was published in 2008 by Am Oved (Tel Aviv), and his book, *Language Contact and Lexical Enrichment*, in Israeli Hebrew came out with Palgrave Macmillan in 2003. He is currently preparing *Revivalistics: Language Reclamation and Cross Fertilization* (Oxford University Press).

1. Can you introduce the background to the language death of aboriginal languages in Australia?

I distinguish “language death” by two types: linguicide and glottophagy. Linguicide is language killing. To force children to attend an English-speaking school and to ban them from speaking their own tongue is a form of language killing. Glottophagy is language eating, and this depends much more on the people’s desires, which may or may not be based on erroneous assumptions about bilingualism, etc.

Linguicide and glottophagy have made Australia an unlucky country. These twin forces have been in operation in Australia since the early colonial period, when efforts were made to prevent Aboriginal people from continuing to speak their language, in order to ‘civilise’ them. Anthony Forster, a nineteenth-century financier and politician, gave voice to a colonial linguicide-ideology, which was typical of much of the attitude towards Australian languages, (Report on a public meeting of the South Australian Missionary Society in aid of the German Mission to the Aborigines, *Southern Australian*, 8 September 1843, p. 2, cf. Scrimgeour 2007: 116):

The natives would be sooner civilized if their language was extinct. The children taught would afterwards mix only with whites, where their own language would be of no use – the use of their language would preserve their prejudices and debasement, and their language was not sufficient to express the ideas of civilized life.

Even the Governor of South Australia, George Grey, who was relatively pro-Aboriginal, appeared to partially share this opinion and remarked in his journal that, ‘the ruder languages disappear successively, and the tongue of England alone is heard around’ (Grey 1841: 200-201). What was seen as a ‘civilising’ process was actually the traumatic death of various fascinating and multifaceted Aboriginal languages.

It is not surprising, therefore, that out of 250 known Aboriginal languages, today only 18 (7%) are alive and kicking, i.e. spoken natively by the community children. Blatant statements of linguistic imperialism such as the ones made by Forster and Grey now seem to be less frequent, but the processes they describe are nonetheless still active, if one even looks at the Stolen Generations between approximately 1909 and 1969.

There are approximately 7,000 languages currently spoken worldwide.

96% of the world's population speaks 4% of the world's languages, leaving the vast majority of tongues vulnerable to extinction and disempowering for their speakers. Linguistic diversity reflects many things beyond accidental historical splits. Languages are essential building blocks of community identity and authority. However, with globalisation, homogenisation and Coca-colonisation there will be more and more groups added to the forlorn club of the powerless lost-heritage peoples. Language reclamation will become increasingly relevant as people seek to recover their cultural autonomy, empower their spiritual and intellectual sovereignty and improve their wellbeing.

Revivalistics – including Revival Linguistics and Revivalomics – is a new interdisciplinary field of enquiry comparatively and systematically studying universal constraints and global mechanisms on the one hand (see Zuckermann 20092), and particularistic peculiarities and cultural relativist idiosyncrasies on the other, which are apparent in linguistic revitalization attempts across various sociological backgrounds, all over the globe (Zuckermann & Walsh 20113).

Revivalistics combines scientific studies of native language acquisition and foreign language learning: language reclamation is the most extreme case of foreign language learning. Revivalistics is far more than Revival Linguistics. It studies language revival from various angles such as law, mental health, sociology, technology, talknology and the New Media, politics, education, colonisation, missionary studies, art and architecture.

2. How often do you conduct the workshops? And who attends the courses?

At this stage: several days once a month. This is in addition to the normal University workload. Approximately 30 people attend each workshop. There are currently 3 different locations, so we have almost 100 Barngarla people directly involved in the reclamation. The total number of Barngarla Aboriginal people is approximately 1,000. I hope to train as many Barngarla people as possible to teach Barngarla themselves at childcare facilities, primary schools, secondary schools and other institutions in Eyre Peninsula, which means that many more Barngarla, and other Aboriginal and non- Aboriginal people will be exposed to Barngarla, which in my view ought to be the official language of Eyre Peninsula.

3. What is the meaning of reclaiming a dead language? Why should we invest time and money in reviving languages?

I would like to share my opinions from three perspectives: Ethical reasons, aesthetic reasons and utilitarian benefits.

1. Ethical reasons

Australia's languages have not just been dying of their own accord, as many Australians and non-Australians believe. Many of the languages were destroyed by the settlers of this land. We owe it to the Aboriginal and Torres Strait Islander people to support the maintenance and revival of their cultural heritage, in this instance through language revival. To quote Nelson Mandela: 'if you talk to a man in a language he understands, that goes to his head. If you talk to him in his language, that goes to his heart'. Every person has the right to speak their mother tongue, to express themselves in the language of their ancestors; not just in the language of convenience that English has become.

Language death means not only the loss of cultural autonomy, but also of spiritual and intellectual sovereignty. Cultural knowledge perishes, and therefore the direct connection to ancestors through language, often resulting in feelings of anger or isolation. Through the prejudices of colonists, so much pride and cultural autonomy was lost along with heritage that can never be reclaimed. By supporting language revival we can right some small part of the wrong committed against the original inhabitants of this country and support the wishes of their ancestors with the help of linguistic knowledge. We can appreciate the importance of Indigenous languages and recognise their importance to Indigenous people and to Australia.

Despite being aware of the people-land-language trinity, I propose that ontologically, the loss of language is more severe than the loss of land. When the land is lost, it is still there, albeit mined or abused by others. When a language is lost, even though the ownership (rather than usership) still exists, the language is not there anymore, not to mention the loss of cultural autonomy, spiritual and intellectual sovereignty, ideas, values and experiences.

2. Aesthetic reasons

Australia was once linguistically diverse, but this diversity has been vanishing rapidly. Most of Australia's approximately 250 original languages are falling asleep, or have already become 'sleeping beauties'. The linguist Ken Hale, who worked with many endangered languages and saw the effect of loss of language, compared losing language to bombing the Louvre.

When you lose a language, you lose a culture, intellectual wealth, a work of art. It's like dropping a bomb on a museum, the Louvre (Ken Hale, *The Economist*, 3 November 2001).

A museum is a repository of human artistic culture. Languages are even more important since they store the cultural practices and beliefs of an entire people. In Australia, information relating to food sources, surviving in nature and dreamtime often passes away when language perishes.

Different languages have different ways of expressing ideas and this can indicate which concepts are important to a certain culture. A lot of fascinating words should not be lost as they are important to the cultures they are from and beautiful to outsiders. Through language maintenance and reclamation we can keep important cultural practices and concepts alive.

3. Utilitarian benefits

Language revival benefits the speakers involved through improvement of wellbeing, mental health and cognitive abilities. It reduces delinquency and increases cultural tourism. Language revival has a positive effect on the mental and physical wellbeing of people involved. Participants develop a better appreciation of and sense of connection with their cultural heritage and tradition. Reacquiring their ancestors' tongue can be an emotional experience and provide people with a strong sense of pride and identity. As the Aboriginal politician Aden Ridgeway said, 'language is power; let us have ours!' (Ridgeway 2009:4). Small changes can impact people in big ways. A participant at a Barngarla Aboriginal language reclamation workshop in May 2012 (Port Lincoln, Eyre Peninsula, South Australia) wrote that she found learning the language 'liberating', that it gave her a 'sense of identity' and that 'it's almost like it gives you a purpose in life'. Another participant said: 'our ancestors are happy'.

There are various cognitive advantages to multilingualism. Several studies have found that bilingual children have better non-linguistic cognitive abilities compared with monolingual children (see, e.g., Kovacs and Mehler 2009:5) and improved attention and auditory processing (see, e.g., Krizman et al. 2012:6).

It has been shown that people involved in Indigenous language reclamation see an improvement in non-language subjects, linked to educational empowerment and improved self-confidence. Educational success directly translates to improved employability and decreased delinquency. Approximately \$50,000 per language per year was provided in 2010-11 by ILS (Indigenous Language Support) to 78 projects involving 200 languages. The cost of incarceration is \$100,000 per person per year and the cost of adolescent mental health is \$1,395 per patient per day.

Cultural tourism already represents an important part of Australia's economy with many tourists wishing to learn about Indigenous cultures during their stay. Aboriginal and Torres Strait Islander cultures represent part of Australia's image overseas and greatly contribute to the tourist dollar. We need to help preserve and revive these languages, and protect cultural knowledge in order to maintain this point of attraction. This tourism not only benefits the economy, but can also provide work and opportunities for Indigenous people.

For more information, you can watch a video of my speech titled Revival Linguistics: language reclamation, cultural empowerment, intellectual property and Aboriginal wellbeing, delivered at AIATSIS Special Seminar, 2012. This one-hour lecture analyses above-mentioned three perspectives, and propose the establishment of Revival Linguistics, a new discipline.

4. What do the native Barngarla people think of the revival?

One participant commenting on the April 2012 Barngarla reclamation language workshop wrote that learning the language was 'liberating', and gave a 'sense of identity' and 'a purpose in life'. Another participant wrote:

'Our ancestors are happy'. Similarly, Barngarla men Stephen Atkinson and Harry Dare in an interview for the SBS 'Living Black' Series 18, Episode 9 ('Linguicide', available online) about the Barngarla revival, expressed feelings of empowerment following a Barngarla reclamation workshop).

In fact, such feedback made me hypothesize that language reclamation might generate significant mental health benefits: improved individual and community wellbeing, increased sense of identity and purpose, empowered self-pride.

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Interviewer:



Xiaohua Jin

Xiaohua Jin graduated with BA degree in English language & literature, and is now undertaking a Master's linguistic programme at the University of Luxembourg. She also works as a freelance interpreter and translator in China and Luxembourg. Her current research interest lies in minority languages in multilingual and multicultural contexts, including social media discourse.

Georgeta Ciobanu



by Matilda Soare

“Terminology is a tool of accessing knowledge – in a clever way – in any subject field”- Georgeta Ciobanu

Georgeta Ciobanu is Full Professor of Terminology and Translation in the Department of Communication and Foreign Languages at the “Politehnica” University of Timisoara in Romania. She holds a PhD. in Linguistics from the University of Bucharest. She attended advanced courses in terminology and terminography, in teaching language for special purposes and teacher training. She is herself a terminology trainer of the ECQA Certified Terminology Manager course and has been a teacher trainer for the British Council. In the international scene she has been collaborating with: the Latin Union in Paris; the National Center for Terminology, Chişinău; the Institute of Applied Linguistics at the University Pompeu Fabra, Barcelona; TermNet, Vienna; and the Terminology Standardisation Directorate of the Public Works and Government Services, Canada. She is a member of the Panlatin Terminology Network (Realiter) and of the European Association for Terminology (EAFT). She has published over 25 books, monographs and courses, and over 140 scientific articles. She is the

co-author of the Romanian-English-Romanian Dictionary on construction installations and coordinator of an electronic glossary on telecommunication. She is also interested in the methodology of communicative teaching, communication and PR, quality assurance in higher education and auditor training for translation services.

1. You are also a certified translator and interpreter. How did terminology become the focus of your scientific and academic activity?

After years of teaching English for special purposes and lots of translations in various subject fields, I was offered the chance to study terminology in Brussels. I didn't know exactly what to expect – it seemed to be difficult and challenging. Discovering the secrets of terminology, I realised that terminology know-how was a powerful tool, useful to open (in a smart way) “the doors” of any sophisticated subject field, to overcome the handicap of approaching and even understanding specialist knowledge without being an expert in certain domain. Afterwards, the rest was a natural follow-up: teaching terminology, elaborating terminological products, research, publications, becoming a terminology trainer. First there was the need to clarify the terminology of terminology in Romanian, prepare the first terminology course taught in Romania, write the first terminology book, etc. Each step was pioneering work. I got the terminology virus – no wonder terminology gained priority in my academic activity. Everything has been more difficult and challenging than expected initially, but worth every effort.

2. You teach terminology in the Department of Communication and Foreign Languages of the Polytechnic University in Timisoara. Can you tell us a few things about the training given to your students?

First of all, I try to help my students understand why they need terminology, and teach them how to use it for their specific needs, and, later on, for the needs of their clients. Managing terminology projects represents the appropriate framework to master the process of achieving quality in terminology. You yourself have been involved in project management activities in Cologne, so you know quite well their advantages. Managing all the steps of a project in a team, by the end of the course my students are all able to produce a mini-glossary based on a conceptual system, with term entries including basic data categories. Focus on team work, use of extraction tools, documentation abilities, development of critical thinking and problem solving are part and parcel of my students' work.

Speaking of documentation, students confessed that IATE saved them in many of their searches. Last term, when “pinterest”, was suggested on TermCoord’s website, students were delighted to discover terminology blogs, new extraction tools and classifications, and realised that terminology also makes use of the new technologies; it is modern “stuff”.

3. What innovative methods do you use to teach terminology?

One of the successful methods used in teaching is ARGs – alternate reality games, namely, the game called “The Saviours” that I designed for solving terminology domain loss issues (presented in Dublin, TKE 2011). I’d like to emphasise the fact that ARGs are applicable for any training, for various purposes and users, and are not limited to the classroom; they can be used in organisations, multinational corporations, etc. After all, adults still want to play games and difficult terminology problems can be solved, in a funny, pleasant way, by playing ARGs. ARGs have some strong points that terminology can benefit from, such as: collaboration, intense involvement, sharing, use of multimedia, social networking, mix of specialists, combination of skills, analysis and coordination of real-life and online activities and use of the services provided by Web 2.0 and Web 3.0. One of the most appreciated powers of ARGs is their quality of being intrinsically and extrinsically motivating, which consequently turns terminological activities into enjoyable, even funny activities. When players in the ARGs achieve a meaningful and focused collaboration online to accomplish a common objective (e.g. find an appropriate term equivalent together), all participants benefit from this ‘collective intelligence’; they succeed in developing the new digital network literacy necessary to solve real-life terminology problems.

4. You are a trainer of the ECQA Certified Terminology Manager curriculum. Could you give us an insight into your experience as a trainer?

I consider myself privileged, as I have had the chance to learn how to train from the best – G. Budin, C.Galinski, H.Picht, K.D.Schmitz, F.Steurs; my first mentors. The real challenge came when I was invited to join my mentors in order to train other people – an unforgettable experience. ECQA was the missing link – the framework provided at European level to certify the terminology management job role. The strong points of the ECQA training scheme are its pragmatic character, the focus on developing skills applicable to real world desiderata, i.e. to integrate terminology management as part of an organisation’s identity and reputation. Even with the most heterogeneous groups, at the end of the day the projects defended by the trainees prove they have learned the lesson

of terminology management and are able to apply this knowledge to their own activity; I must say that some of the projects they defend at the end of the training are quite amazing – most creative and innovative.

5. As we all know, terminology is quite a young science. How has terminology evolved in Romania?

The beginning of Romanian terminology was related to texts in various domains and their translation, attempts at standardising language, as well as numerous high quality terminographic products. After 1990, terminology was approached as a distinct science, taught as a specific subject and terminology theory and practice were updated according to international trends. The academic staff members were trained abroad in various international programs (Brussels, Paris, Rennes, Germersheim, Aston) and the necessary infra-structure was provided – library resources, equipment, laboratories. The first textbooks, studies and articles were published and terminology science events started to be organised. Romanian terminologists created professional associations, joined international terminology entities and various international projects. The results of terminology activity presented on various occasions – international conferences, symposia, etc. – were widely appreciated, Romanian terminologists were elected members of various terminology bodies and scientific committees, became terminology trainers. In other words, Romanian voices were heard on the international terminology stage. At present, terminologists, developing abilities, skills, competences based on the Bologna scheme, are being trained to meet labour market demands. Benefitting from exchange programmes, attending short-term training sessions, joining internships, becoming internationally certified (ECQA), qualifying at the MA and PhD level in terminology, they all stand the chance to become highly qualified experts.

6. In your opinion, what does it take to be a terminologist and what challenges are encountered in this job?

Much has been written about the traditional basic competences of terminologists, such as thorough knowledge in terminology theory and practice, linguistic competence, etc. Nowadays, terminologists face more challenges related to the impact of the new technologies/media (not tackled beforehand in the literature). Among the recent innovations bound to Web

2.0 and Web 3.0, we can mention the competences to: communicate with “digital natives”, socialise by getting involved in social communities, collaborate

virtually with people from various cultures, adapt to the intercultural/cross-cultural diversity of partners, use new technologies/media, evaluate and validate the quality of data produced by “collective intelligence”, realistically select Web 2.0 technologies and adapt them to the specific needs of terminology users and use semantic webs in representing ontologies. At least some of the challenges encountered in this job (less discussed in the literature) are tightly connected to and depend on the personality traits of a terminologist. But to become a good terminologist, one has to work very hard, have an organised mind, worship the power of words, never give up until one finds answers, be blessed with a mountain of patience and creative ideas, be an excellent communicator and have the wish and will to learn all one’s life.

7. How important is terminology work and management for translators?

A translator becomes aware of the importance of terminology work and management only by translating lots of challenging documents from various subject fields. Invariably, the first impression seems to be: ‘Why should I “waste” my time and complicate my life with all this terminology stuff?’ Once you try to go through all the steps of managing your translation work as a project, including the terminology component becomes a natural must. Professional translators nowadays realise they can only get jobs and stay on the market if they deliver high quality services. At the same time, managing terminology in translation projects has become a standard requirement (standard 15038).

8. IATE is the EU’s interinstitutional terminology database with entries in the 24 official languages. What does such an important resource mean for the terminology world and do you foresee any cooperation possibilities with the scientific world to improve the database?

I don’t like to bet (as I hate being a loser), but, this time I am willing to bet and say that IATE is being used by each and every professional dealing with languages in general, and special languages in particular. Terminologists have discovered the power of IATE and they refer to it in their searches, knowing they always get answers, the answers they expect. As for cooperation possibilities with the scientific world, new avenues are opened by the development of the new technologies/media. Nowadays, the terminologist developing competences bound to these new technologies, as mentioned above, can be a more equal partner to the scientist, and, together, they can get involved in ARGs used to develop terminology databases (as we suggested in a recent paper in 2011 called “Terminology Moves into the Alternate Reality”, published in Buletin Stiintific,

Academia de Studii Economice din Bucuresti, Centrul de Cercetari literare si de Lingvistica aplicata la Limbaje de specialitate Teodora Cristea).

Interviewer:



Matilda Soare

Matilda Soare graduated in Translation and Terminology (German/English) from the University of Bucharest and has an MA in Terminology and Language Technology from the Cologne University of Applied Sciences, with a thesis on “Terminology of Terminology Science”. During her MA studies Matilda worked as a research assistant on projects dealing with implementing student-oriented and project-based learning methods in the university. Matilda is passionate about terminology, project management and language technologies.

Michael Beijer



by Müslime Ilhan

'The language of Europe is translation.' - Umberto Eco

Michael Beijer has been working in the European translation industry for the last 15 years, rendering business and technical texts from Dutch and Flemish into English. Although he is primarily a translator, his keen interest in terminology is reflected in his Wordbook.nl project, a one-stop shop for Dutch-English terminology resources. Wordbook.nl is the result of over 15 years of research and is a well-loved resource within the Dutch-English translation community, with dozens of downloads each week, and daily requests about site content.

Translation and terminology run in his family, as his mother is also a translator who ran a small successful translation agency, first in the Netherlands and later in Greece. His academic background is in philosophy and fine arts, which he studied at the American College of Greece and at the Rietveld Art Academy in Amsterdam, respectively. Michael is Dutch/English bilingual, but having lived in a number of European countries, he also speaks Spanish, Greek, French and German to varying degrees of fluency, and as such is a true European!

Michael keeps up to date with the latest developments in the translation world by participating in a wide range of online forums, mailing lists, translation & terminology blogs, and he subscribes to various professional journals, magazines, and newsletters. He is also very active in the Proz.com forums where he can usually be found among the top three 'KudoZ points leaders' in his language pair. His favourite hangout at the moment is CafeTranslators, the CafeTran mailing list, where you will find him arguing about the minutiae of various CAT tool features and brainstorming ways of improving them.

1. Could you please tell us a little bit about yourself?

I am a full-time professional translator and terminologist with over 15 years of experience working in the European translation industry. I refer to myself as a 'translator & terminologist', but I could just as well call myself a 'language consultant', 'CAT tool consultant' or 'linguist' instead. However, while I have many different interests and am constantly discovering new things, I pay my bills translating and doing terminology extraction and consulting, so that's what ends up on my calling card. I translate mainly business and technical texts from Dutch and Flemish into English. Although I spend most of my time translating audit reports, contracts and product manuals, I have recently also become interested in literary translation. I am also well-known online as a translation technology nerd, and I am an active member of many mailing lists relating to translation, CAT tools and terminology. One of my favourite pastimes is arguing about the nuts and bolts of the technical side of CAT tools in the CafeTran and MemoQ mailing lists. I am also very active on the Proz.com forums for translators, where I spend a lot of time helping beginner translators translate difficult terms and asking more experienced ones for help myself.

2. Could you briefly describe what the following phrases remind you of?

- Terminology:

I used to call myself just a translator. I added 'terminologist' only recently because I realised that my particular style of translating relies heavily on knowing the correct terminology. I don't translate novels, and neither do I like doing expressive marketing material (I leave that to my brother, Steven Beijer). My forte is technical contracts or specialised and detailed product manuals. These are areas with highly standardised and specific terminology where consistency is of prime importance. For example, using three slightly different terms to refer to a specific device in a 50-page manual is not going to do anyone

any good. Correct terminology and terminological consistency are therefore both extremely important in my work and this realisation soon led me to start paying much more attention to terminology.

- Mother tongue:

Rule number one: Only translate into your native language. No matter how talented you are, someone will notice. Although I was raised fully bilingually (with a Dutch father and an American mother), I only translate into English. I have been writing and speaking English all my life, and I find it easier to express myself in English. I did try translating into Dutch once, long ago, but was lucky enough to have a friend of mine suggest I 'stick to English'. Of course, there are people who do it, and even people who do a good job. However, they are most likely having their finished translations checked by a native speaker, which ensures the finished text is indistinguishable from one produced in the target language.

- Simultaneous interpreting:

I don't feel that simultaneous interpreting is a good mesh with my own abilities and so I have steered away from it. As befits a terminologist, my working style involves extensive use of computer-based tools and other reference materials. I am much better suited to meticulous research and cross-referencing than speed and ease of translation, and this has led me to develop these skills instead, although I have the greatest respect for those who can work under such pressure and at such high speed – and for their excellent memories! My focus continues to be on improving the industry's terminology research and glossary creation methodologies and technologies. Language work is a broad field and there are as many different aptitudes within it as translators – knowing your own strengths and working on developing them is key to a successful career.

- The EU's 24 official working languages:

The more the merrier! The wide range of working languages can only mean more work for us translators, particularly as the number of official languages means that terminological consistency is a pressing issue for the EU, which is where I come in. I am also especially pleased that the EU has provided such a large amount of good translation memories (the DGT-TMs, etc.), although these do contain their fair share of mistakes and must therefore be used with circumspection.

3. Could you describe your Wordbook Project? What is your source of inspiration for this project?

The term 'Wordbook', for me, encompasses a range of different possibilities. Perhaps the most concrete and accessible of these right now is the Wordbook webpage, hosted on my website. Here visitors can access over 350 resources, including different Dutch-English dictionaries, glossaries and search websites. Between one and five glossaries are downloaded daily, and the site attracts hundreds of visitors per month. Much of my work has been to source appropriate resources and to present them in a variety of formats, including tab-delimited UTF-8 text files – that is, files that can be imported directly into CAT tools. This puts high-quality, specialised terminology at your fingertips, so you can spend less time looking up terms and more time translating. Wordbook has been my pet project for the last five years, as can be seen from the glossaries in my own CAT tool, MemoQ, currently comprised of over 500,000 entries. I recently conducted an experiment, asking my copywriter wife, Jen Rouse, to 'translate' a small Dutch text using my MemoQ glossaries. With her writing skills and the extensive glossary in MemoQ she managed to turn out an acceptable translation without any real knowledge of Dutch. Of course, this is far from the ideal situation, but it goes some way towards demonstrating the benefits of extensive, accurate glossaries when deployed by a skilled translator. My dream is to one day develop Wordbook into a collaborative online dictionary for translators, rather like a wiki in principle, where community members will be able to contribute to a bank of language resources that would be available for all to use freely.

4. Isn't it hard to keep the glossaries update all the time?

Keeping Wordbook.nl up to date is indeed a lot of work. I usually work on it in bursts, depending on how much free time I have. However, I do always try to add any new resources I might come across during my day-to-day work. I usually quickly open up Dreamweaver and add the link. If I have a little extra time I might also download the glossary in question and convert it to my standard tab-delimited UTF-8 text file format, and then upload it to the content directory of Wordbook.nl, linking it to my entry in the resource directory.

5. Do you want to publish your own dictionary one day (if yes/no why)?

I once did, yes, but I soon realised what that would really mean in terms of time and effort, and quickly wrote it off as a youthful fantasy! I currently subscribe to three of the best specialist online reference works for my language pair, and using them soon showed me exactly how much work goes into writing and maintaining a good dictionary. In fact, this realisation was what drew me toward an alternative, collaborative approach to terminology, and I am extraordinarily

grateful for the improvements in technology that make this approach more and more feasible.

6. What are the challenging aspects of Terminology Work that you face most?

One of the hardest things about terminology work is how little translators know about terminology. Even CAT tool developers are relatively uninformed as to the interaction between their software and its applications to the real job of translating. From the user's perspective, translating is hard enough as it is without having to constantly hack your tools to try and get them to do what you want. I have wasted a lot of time fighting with my translation tools – time that would be better spent on my work itself. You would be surprised how many translators don't even use the glossary feature in their CAT tools. Another thing that puzzles me is how many translators aren't even aware of the fact that there are a number of very good dictionaries (both print and online) that would greatly assist them in their daily work. I feel strongly that investing a bit of time and money in learning about these possibilities pays dividends, but there is still a lot of educative work to be done in order to encourage people to take advantage of them.

7. What advice could you give to young Terminologists?

Focus on the content. How you find, edit, sort, manage, store and access your terminology (its 'form') is of course also important, but without good content, what's the point? It might be fun or intellectually stimulating to devise The Ultimate Terminology Management System (believe me, I have tried), but when it comes down to it, you are going to need something to put in it. Unless you are one of the lucky few, you are also going to need to pay your bills – that is, you are going to need to find someone who is willing to pay you for your work. One of the things that got me into terminology, for example, was large LSPs (Language Service Providers) asking me if I could extract monolingual glossaries for them from massive amounts of corporate data. These (usually English) glossaries of mine would then be translated into scores of other languages to create a basic glossary that would be sent to all of the translators in large, multilingual translation (or 'localisation') projects. Another area where terminologists are in constant demand at the moment is in the world of online business. Corporate keyword consultancy and multilingual search websites and glossaries (supported by ads) are both budding new areas for tech-savvy terminologists trying to get a foothold.

8. Do you think that Terminology should be a separate discipline at universities rather than a sub-branch of Translation Studies?

I am probably the wrong person to ask, as funnily enough I have no academic training in translation or terminology work. However, if I were to hazard a guess, I suppose I would have to say yes. After all, not all terminology is bilingual or multilingual. Monolingual terminology, for example, has very little to do with translation. As shown by the relative reluctance of translators to delve far into terminology, there are many specific technical skills that apply to the creation, management and dissemination of terminological resources, and I believe the relative paucity of skills in this area is one reason why translators shy away from accessing the wealth of resources floating around out there. The industry needs more skilled terminologists with programming skills who can help close this gap, to improve data management and create user-friendly resources, and these technical skills are not addressed in traditional translation courses.

9. Do you define yourself more as a Translator or a Terminologist? Or which work do you prefer more and why?

Although I have a lot of fun hunting down the right term online or in my many dictionaries and slowly improving my own glossaries and term bases, I will always be a translator at heart. Anyone who knows me will tell you that terminology is always at the forefront of my mind when working on a translation, and I turn this to my advantage when choosing work to undertake. So, for me, the two are inextricable.

10. You prefer to translate into one language only. What are the advantages and disadvantages of this choice in the market?

I have always been slightly sceptical that anyone could do a good job translating into more than one language. How many languages a person can translate out of, on the other hand, is a different matter, although I am often deeply sceptical about the credentials of some multilingual translators. I think that, as translation relies on fluency and ease of communication, a person should do themselves and their readers a favour, and only translate into their native language. Excellent research, extensive vocabulary and grammar and wide reading can only get you so far, and ultimately working in your native language lends your writing an authority it can otherwise lack. You can also feel much more confident in the quality of your work. Another more practical reason to focus on one language pair and direction is the amount of money you will save on resources. I spend quite a bit of money every month on dictionary subscriptions and this is only for my pair and direction Dutch into English. If I also undertook English to Dutch, or added more languages to my repertoire, this would soon increase substantially. For

me personally, choosing to specialise in a particular pair, a particular direction and particular subject fields has allowed me to carve out a niche in the market, and with hard work I am now in the fortunate position of being able to choose which jobs to take. Reputation goes a long way in this industry. We have all heard the horror stories about cowboy operators and machine translators working for pennies and delivering shoddy work. In my experience, specialisation has allowed me to develop my visibility as a trustworthy identity in the industry, got me work, and allowed me to create good working relationships.

Interviewer:



Müslime İlhan

Müslime was born in 1989 in Şanlıurfa (Turkey) but lived in Nürnberg, Germany since she was 2 months old. She attended the Maria Ward Private High School in Nürnberg where she learned English, Latin and French. Müslime obtained her Bachelor's Degree in Translation and Interpretation (English, German & Turkish) at both the Hacettepe University in Ankara/Turkey and the University of Strasbourg. She also holds an Associate Degree in Law from the Anadolu University. Müslime wants to begin her Master's Degree in Human Rights or International Relations and currently works as a Translator and Interpreter at the Constitutional Court of the Republic of Turkey. She wants to help build a future in which everyone respects human rights, human dignity and equality.

Ian Arrowsmith



by Jiayi Huang

Ian Arrowsmith, Chief Terminologist at Health and Social Care Information Centre (National Health Service, UK), has been involved in the use of clinical terminologies in electronic health records for over 13 years, following his earlier career as a radiographer in the UK National Health Service. Ian was originally taken on as a terminologist in the project to create SNOMED Clinical Terms in 1999 and has worked in or around this field since that time. This period included several years as a Clinical Design Consultant in the Design Authority for the National programme for IT in the NHS – advising NHS colleagues, regulatory bodies and system suppliers on the delivery of what was the largest public sector procurement in the world. In this role, Ian had responsibility for the capture of health information requirements, specification and high-level healthcare design to meet the needs of healthcare professionals and patient groups. This included elaboration and re-scoping of requirements and collaboration with regional teams and suppliers in system design. Ian was also the lead officer for ensuring that terminology components of electronic applications were consistent and made the best use of available standards. Since 2007, as Chief Terminologist in the NHS, Ian has managed a team of clinical terminologists in the maintenance and delivery of several terminologies including the Read codes, Diagnostic Imaging codes and the UK edition of SNOMED CT. Ian also played a part in the establishment and on-going governance of the International Healthcare Terminology Standards

Development Organisation (IHTSDO), having been an active member of the Content Committee for 5 years, the Member Forum for 6 years, and is currently a member of the Management Board. In recent years, Ian has delivered educational sessions and workshops to colleagues in many countries, including Canada, USA, Australia, Malaysia, Netherlands, Denmark, Sweden, Ireland, Norway and Singapore.

1. You worked as a Radiographer for quite a number of years. At which point did you realise the importance of terminology work in health care? Was it simply that you wanted a career change?

I have had a long-standing interest in computing. We had a radiology information system in my hospital and we had coded data items for each procedure we did. Other than that it was a happy coincidence career change.

2. You manage the clinical terminology team at the UK Terminology Centre (UKTC). Can you explain a bit about the structure of the team, and its role in the health care service of the UK? How many people are on the team and what are their backgrounds (are they trained terminologists)?

All editing staff have a clinical background – doctors/nurses/pharmacists, etc., though we do also have some associated staff who are not clinical. There are 10 clinical and 7 pharmacy terminologists. We provide the content necessary for electronic health records – both for clinical system users and system suppliers.

3. One of the things I've noticed as a medical translation student is that not only can a single term be used in different 'domains' (i.e. medical specialisms), but that several terms can be used to denote one single concept. Is this a problem that you have encountered? In what ways does your team deal with the lack of standardisation of medical terminology?

Alternative descriptions are available for concepts, each are linked to the same concept code so there should not be any misinterpretation. Each concept has a fully specified name that must be unambiguous.

4. In your opinion, what is the biggest current challenge that the British National Health Service is facing in regards to terminology?

Migrating the estate (the systems already adopted) from system supplier proprietary codes (every system supplier works with their customers to develop their very own set of terms and codes) and from legacy national code schemes (the old code schemes developed and managed nationally which are widely used

but have significant deficiencies). It is a significant undertaking for suppliers to re-design their systems around a different terminology scheme.

5. The NHS works with SNOMED CT (Systematized Nomenclature of Medicine–Clinical Terms). What is that?

See <http://systems.hscic.gov.uk/data/uktc/snomed>

6. Do you think a standard medical terminology is achievable in the UK/worldwide? Why or why not?

It is eminently possible, though there may not be comprehensive adoption as soon as we would like so that all benefits are realised. Also there are many data collections that are based on old or proprietary code schemes (see answer to question 4).

7. What training does your team receive before they work in terminology at the UKTC?

They have to have a clinical background and an aptitude for informatics and a degree or Master's. Most of the training is 'on the job' after they start. It takes a few years to 'grow' a terminologist.

8. At the UKTC, how are terms extracted? How are they imported into the SNOMED CT?

End users submit requests for change, terminologists add them to the database and assign the appropriate relationships – this is a largely manual process, though much of the QA is automated. There are bespoke editing tools for the purpose.

9. In your opinion, why do health care professionals need a standardised terminology? Does their need differ from those of laypeople's need for standardised terminology?

For effective communications between clinical professionals/organisations to support continuity of care. I don't actually believe lay people's needs are as different as sometimes portrayed.

10. Could IATE be enriched in specific scientific domains with the contribution of specialists in terminology in the respective fields? By searching a few medical terms, what do you think of its resources and definitions/contexts (be honest)?

I'm sure that would be useful. SNOMED is authored in English so I imagine it would be very useful for countries where the main language is not English.

11. Are you aware of any translation issues in medical translation of terminology? Does the NHS deal with translated documents? How can translators translating from/into English deal with lack of standardisation of medical terms in your opinion?

There is an issue around which term to translate – the IHTSDO has some guidance on translation. The following is extracted from the IHTSDO website:

'The basic objective of any SNOMED CT translation is to provide accurate representations of SNOMED CT concepts in way that is understandable, usable, and safe. Translations must be concept-based, as term-to-term translations may yield literal expressions that are often meaningless. Instead, the translator analyses each concept based on the position within the hierarchy, the descriptions, and relationships to other concepts before deciding on the most meaningful translation of a concept.'

12. Finally, what advice would you give to someone aspiring to work in medical terminology? What credentials should they ideally have?

A logical brain, an eye for detail, the ability to understand difficult constructs and be able to work well with other like-minded individuals. Ideally a clinical background and a good understanding of how information is/can be used for the benefit of patients (and anybody else interested in analysing the data).

Interviewer:



Jiayi Huang

drug-related terms to be inserted into IATE and coordinating the trainees' projects in disability-related terminology.

Jiayi Huang was born in Guangzhou China, and grew up in London. She did a BA in French and Contemporary Chinese at the University of Nottingham, where she spent her third year working at a training and rehabilitation centre for disabled people in France. She is currently studying an MSc in Scientific, Technical and Medical Translation with Translation Technology at Imperial College London. She studies part time, and also works as a French/Chinese into English freelance translator. From May to September 2013, Jiayi was a trainee at the European Parliament's Terminology Coordination Unit in Luxembourg, where her duties included researching

Klaus-Dirk Schmitz



by Matilda Soare

Klaus-Dirk Schmitz is Full Professor of Terminology Studies and Managing Director of the Institute for Information Management at Cologne University of Applied Sciences in Germany. Prof. Schmitz' formal training was actually in Computers and Linguistics. He holds a diploma in Computer Science and Mathematics and a Ph.D. in Applied Linguistics and Information Science, both from the University of Saarbrücken. His teaching and research activities focus on terminology theory and terminology management, as well as software localisation and computer tools for translators. Numerous articles and books, of which he is author, co-author or editor, show his expertise in these fields.

Prof. Schmitz has also taken a leadership role in national and international forums, e.g., as former president of the Council for German Language Terminology (RaDT), former president of the International Information Centre for Terminology (Infoterm), chairman of the German Standards Committee on Systems for managing terminology, knowledge and content, vice-president of the German Terminology Association (DTT), vice-president of the International Terminology Network (TermNet) and member of several advisory boards. He has participated in several national and international projects related to terminology

and language technologies (TDCnet, SALT, Euro TermBank, German Terminology Portal etc.), and developed a terminology eLearning portal (ELCAT). And, as he always keeps up to date with the latest trends in the field, he is now one of the five partners in the innovative project “Terminology as a Service” (TaaS), which aims to establish a sustainable cloud-based platform providing core terminology services.

1. You are very active in the terminology world. Could you tell me a bit about your activities?

Besides teaching, academic administration, writing articles and doing research, I’m very much involved in professional associations and strategic commissions that deal with terminology and related fields. Currently I’m contributing to several working groups of the German Terminology Association (DTT) for updating our Best Practice Folder for terminology work, and I’m involved in the planning and conceptual organisation of several congresses, such as our CHAT track (Creation, Harmonization and Application of Terminology Resources) during the tekomp TCworld conference in Wiesbaden in November 2013, our next DTT Symposium in Mannheim at the end of March 2014 with papers on copyright, return on investment and resources in the field of terminology, or the next TKE Congress (Terminology and Knowledge Engineering) in Berlin in July 2014. In the field of terminology standardisation, I’m currently working on finalising a German version of ISO 26162, “Design, implementation and maintenance of terminology management systems”, and every two weeks we have a web meeting on the revision of ISO 30042 (TBX).

2. You have also coordinated a lot of projects on terminology and language technology. One of the most interesting current projects is called TaaS. Could you please give some information on the evolution of the TaaS project and your role in the project? And which other projects do you coordinate?

The aim of the TaaS project[*] is to help language workers, as well as CAT and MT tools, by creating a web service for terminology; combining access to existing high-quality resources such as IATE and EuroTermBank with methods for finding new terms where they are not yet in the databases but might be findable on the web. TaaS also provides an infrastructure for sharing individual and company terminology resources, clean-up of raw term candidates, and for the validation of

new terms and their translations. The pre-final version of the TaaS platform was presented at the very successful mid-term review of the project in Luxembourg.

Our University was mainly responsible for the user needs survey, the functional specifications and the data modeling during the first year of the project, and we will concentrate on the usage scenarios, the testing and the evaluation during the second year. At the moment, we are only involved in one other research project, called TIPPS (Terminology Information Policy, Portal and Service). TIPPS is a 3-year Turkish-German bilateral project with two main project partners, Hacettepe University in Ankara and Cologne University of Applied Sciences.

3. The Cologne University of Applied Sciences offers a master's degree in terminology and language technology. Can you tell us about it?

Our Institute for Translation and Multilingual Communication is a CIUTI member and has a very long tradition in the academic education of translators and interpreters. After the Bologna process started, we were the first German University in that field to move from a Diploma to Bachelor and Master degrees. Our BA is called "Multilingual Communication", with two foreign languages (English, French, and Spanish) and three areas of specialisation (business, culture and media, translation).

The language professionals are educated at the MA level: We offer an MA in Specialised Translations (part of the EMT network), in Conference Interpreting, and in Terminology and Language Technology. The MA Terminology and Language Technology is unique in Germany; in four semesters students learn everything about the theory, practice and tools in the area of terminology and language technology, but also about technical writing, software localisation and specialised translation (only between German and English and with a concentration on IT texts).

4. Could you think of some approaches to cooperation between EU institutions and universities in the field of terminology? What can be done to enhance collaboration between the EU institutions and academia?

Besides internship opportunities, I see two main areas of cooperation between EU institutions and academia. One is related to projects, the other to theses. We have two project courses on our MA curriculum, a terminology project and a language technology project. We always look for application-oriented tasks (from real life outside the academia) that we can implement and conduct in these

project courses. As an example from last semester, with a group of 12 students we converted several bilingual lexicographical printed glossaries to a concept-oriented termbase from which data for a smartphone app can be generated. Another very successful form of cooperation with industry can also be applied to the EU bodies.

Students select a research topic for their master 's thesis in collaboration with an industrial partner, very often as a result of discussion during an internship. The university, the company and the students benefit from such types of collaboration. Similar application-oriented projects as well as coordinated topics for master theses can also be conducted together with EU institutions.

5. You are in permanent contact with language technology developers. Which are the new trends for terminology management systems?

Most of the terminology management systems on the market are highly developed and offer almost every feature a user will need. They are also very flexible so that they can be adjusted to specific organisational environments and needs. What could be improved is support of the terminology workflow and the different statuses an entry, a concept or a term will have during the process of elaboration and verification. We also see the trend to correlate terminology management much more with the Web, i.e., web-based terminology management tools, using the web as a resource for terminological retrieval and involving the crowd in terminological activities. As a consequence, terminological data have to be more inter-operable with other language and content resources, such as ontologies or other Linked Open Data resources.

And the last trend that I have observed is that – similar to translation memories – many terminological resources have grown during the last decades and, together with a lot of reliable data, a lot of inconsistent and impure data is stored. Quality assurance and cleaning features are urgently needed, as a functionality of terminology management systems or as additional tools.

6. Prof. Schmitz, what role does terminology play in the German scientific and industrial world?

Germany, or better, the German speaking area in Europe, has a long tradition of terminology activity, both in the scientific and the industrial world. Eugen Wüster being the founder of terminology science, and the amount of terminological literature published in German, are indicators for this. The first

huge main frame term banks (TEAM and LEXIS) were established in Germany and many of the software tools for terminology management were developed in the German speaking world. In terminology standardisation, as well as in the field of teaching and training terminology, this region still plays a pioneering and leading role. Professional associations for terminology and related fields are very active in Germany: The German Terminology Association (DTT – www.dttev.org), with about 300 members, is very active, and the German TechWriters Association (tekomp – www.tekom.de), with more than 8.000 members, always implements a terminology track as part of its huge conference on technical communication (2012: 3.700 participants).

Also, industry in Germany pays more and more attention to terminology management, not only to support translation, localisation and technical writing, but also as part of its corporate language activities and as a means of knowledge organisation.

7. How important are international standards for terminology exchange and how should developers and standardisation bodies work together in this respect?

There is no doubt, that interchanging terminological data between different users, system and application requires standards. If there are no standards available, individual conversion routines have to be implemented in every single case, and the owner of the source data has to be consulted to explain the meaning of each single type of information. That's the reason why standards bodies such as ISO already started to develop an exchange standard for terminological data at the beginning of the 1980s. Currently, we are happy to have ISO 30042 (2008), which specifies TBX (TermBase eXchange) as an XML-based exchange format for terminology. Some of the tools developers have implemented import and export routines that support TBX or the slightly simpler version, TBX-Basic.

Currently we are working on an updated version of TBX and on some amendments to the standard that will facilitate the understanding and implementation of TBX features. But there is one big dilemma that hampers the wide usage of TBX: modern terminology management systems are very flexible and allow the user to create all the data categories that he or she needs, which implies that only the user knows the semantics of their own specific data categories, and not the developer of the TBX interface. However, the user is not usually able to implement TBX import and export routines, due to the complexity of TBX. But we are working to solve this dilemma.

8. You are also an expert in the field of localisation. What role does terminology play in software localisation?

Terminology is very crucial for many products and documents, but especially for software products. There are several reasons for this. Software very often introduces new concepts for new features of the program, and no established terms for these new concepts in the target language; terminologists have to coin new terms for these new concepts. Software tools consist of many parts: the software itself with menus, dialog boxes, error messages, etc., but also printed documentation, online-help, installation guides, tutorials, sample files and so on.

Many people, under extreme time pressure to release all localised versions at the same time to, at least, the important markets (simship), are involved in the localisation of one program. This requires the use of consistent terminology through all parts of the software. And last but not least, terminology is the means of communication between the program and the user. If the terminology is not transparent, not appropriate and not consistent, the user will be frustrated and will not be able to use the software properly.

9. We all know translators have not always the time and resources to do terminology work; what is the best approach for translators to carry out acceptable terminology work?

Even if translators are very often under time pressure, they should do terminology work following the concept-oriented approach. Otherwise the terminological data will be unsystematic and therefore unusable over time. Concept orientation does not mean that translators have to elaborate concept systems and have to supply every terminological entry with a definition; it requires (only) that all terminological information belonging to one concept should also be managed in one terminological entry. Synonyms should be stored in the same entry, homonyms in different entries.

And with a good terminology management system and good preparation of terminology work, a translator can easily create entries that contain more than two terms. Before a translation job starts, an entry template can be filled with default values for the subject field, the client, the term status, and if not, done automatically with the name of the editor and the date. During the translation process, it is only necessary to add the source language and the target language term to create a valid terminological entry.

10. IATE is the EU's Interinstitutional Terminology Database with entries in 27 languages. What do you think about it?

I had already used the free version of Eurodicautom, one of the EU termbanks that was the major source for IATE, in 1985. Long before Windows and the Web existed in the way we know it today, I connected via modem to a host mainframe computer and sent a question for a term, and after a short time, I got the answer. The idea to include all EU resources into one system is really great and helpful for everybody. And there has been a lot of activity to improve the quality of the terminological information, which I really appreciate.

If people criticise some entries in IATE, I tell them that you always have to cross check terminological information you find, especially in the web. And if you keep this in mind, IATE is a huge and, in most cases, very reliable source of information for terminologists, translators, interpreters and technical writers.

11. What is your view of introducing the representation of concept systems in a terminological database?

Single concept relations are easy to maintain in a terminology management system; you just need some data categories such as /superordinate concept/, or even simpler, something like /see/ with a link to another concept, and maybe an attribute for the type of relation (e.g. partitive). Such concept relations are also easy to elaborate. But elaborating a whole concept system for a domain or sub-domain is really hard work and very time consuming. Unlike in academia, nobody has the time to develop a concept system in the real working environments of translators, techwriters and terminologists.

Currently, there are only a few applications that allow the user to represent or to maintain concept systems: Webterm (www.iim.fh-koeln.de/webterm) displays concept systems elaborated by students in the framework of terminological theses, and i-term (www.iterm.dk), together with i-model, is a terminology management system and a graphical concept modelling tool. And a new approach is being developed (www.coreon.com) which combines terminology management and taxonomy management, implementing something that we have been discussing for many years under the slogan, 'terminology and knowledge engineering'.

12. TermCoord tested some extraction tools to find the appropriate one to extract terms for proactive terminology projects. In your opinion, which is the best approach for terminology extraction?

The best approach for term extraction is the human approach, but of course this is too slow and too expensive. If you want to use software for term extraction, tools with linguistic knowledge are much better than tools that operate on the basis of statistical and heuristic methods, especially for multi- word terms and discontinuous terms. The only disadvantage of linguistic term extraction tools is that they are not available for all languages; only the major languages are supported. Some tool developers combine the linguistic and the statistical approach. In our TaaS project (see question 2), we try to implement linguistic based term extraction tools at least for all European languages in order to provide users with the necessary services for their terminology work.

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Interviewer:



Matilda Soare

Matilda Soare graduated in Translation and Terminology (German/English) from the University of Bucharest and has an MA in Terminology and Language Technology from the Cologne University of Applied Sciences, with a thesis on “Terminology of Terminology Science”. During her MA studies Matilda worked as a research assistant on projects dealing with implementing student-oriented and project-based learning methods in the university. Matilda is passionate about terminology, project management and language technologies.

Terminology Coordination Unit

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