

**NORTHWEST TRANSLATORS AND INTERPRETERS SOCIETY**

**CHOOSE YOUR CULT:  
POVERTY OR PRIDE IN PERFORMANCE**

ABIGAIL CLAY

Neil Inglis gave the keynote address to members and friends of the five organizations participating in Cascadia '98, the Fifth Biennial Conference for Translators and Interpreters, on Saturday, September 19 at the Meydenbauer Center in Bellevue, Washington.

His talk was an amplification of his analysis of the poverty cult given at the 1996 American Translators Association Conference in Colorado Springs. The poverty cult may develop from the inferiority complex that language professionals have (and others have about them) regarding their worth in the marketplace.

After noting the general rule for public speakers ("If you don't strike oil in the first ten minutes, then stop boring"), the English author and translator, who works for the International Monetary Fund in Washington, D.C., proceeded to spice up his discussion with references to current events, namely the release of the salacious Starr report.

Inglis first listed the seven hallmarks of the poverty cult: envying the success of others, gloating at their failure; feeling it is better for all to fail than for a few to succeed; being squeamish about money; glorifying shabby gentility; feeling it is better to have less than to take risks; and, experiencing *Schadenfreude* mixed with sour grapes.

Inglis feels translators need to put these negative attitudes behind them. They should focus on just how important translators have been throughout history. An example is William Tyndale, who translated the King James Bible (and was burned at the stake in 1536). While Tyndale was held up as a positive model for his achievements (not his death), Inglis noted that translating errors could have pro-

found effects. Evidently, the Wick Bible, published in 1631, left the word "not" out of the seventh commandment, telling the faithful, "Thou shalt commit adultery." With a smirk, Inglis divulged that this volume is still at Oxford and "may have been read by succeed-

Don't be modest.  
You are very skilled.

ing generations of American students."

Continuing on the subject of the President, Inglis stated that translators and interpreters have a hard time with his euphemistic language, including such phrases as, "I've let my family down." In a similar vein, Inglis imagines that the Starr report, when "subjected to the tender mercies of machine translation" might end up with such gems as the "President of Inadvertent Activity" as an equivalent for the "Chairman of House Oversight."

Inglis emphasized that interpreting is just as important (for world leaders), referring to freelance translator Chris Durban's assertion that because speakers sometimes feel fluent enough to dispense with interpreters the results can be disastrous. "The true cost of poor interpreting lies in lost opportunities," stressed Inglis. He added that there have been interpreters for thousands of years. Julius Caesar admits that he employed them.

However, interpreters and translators are not all created equal and do not all produce the same quality of work. For example, if it is assumed that the quality of work of all translators is the same, then cost should drive the

industry. The T & I industry—in the form of brainstorming sessions organized by the American Translators Association and the National Foreign Language Center at Johns Hopkins University, using the guidelines of the American Society of Testing and Materials—is working to set standards for the industry. This will help establish a measure for the quality of translations. While there have been some bumps in the road, this process has been getting around several issues, such as consistency over time (All translations done for a client are of high quality, not just the first one) and making sure that translations are intelligible to non-translators.

Inglis concluded his thoughts on the poverty cult with two points.

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and Interpreters Society  
(NOTIS)**

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Individual & Institutional \$35.00 a year  
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**NOTIS** is a Washington State non-profit organization.

**NOTIS NOTES**

**CONGRATULATIONS  
TO OUR CASCADIA  
PARTICIPATING GROUPS**

Congratulations to **SOMI** Society of Medical Interpreters, **STIBC** Society of Translators and Interpreters of British Columbia, **TTIG** The Translators and Interpreters Guild, and **WITS** Washington State Court Interpreters and Translators Society, our NOTIS partners in presenting Cascadia '98, the successful Fifth Biennial Conference for Translators and Interpreters in Bellevue, Washington.

**WELCOME TO NEW  
CORPORATE MEMBERS**

**Accurate Translations & Interpreting Service and D.C. Williams & Associates, Inc.**

**DIRECTORY  
ADVERTISING THANKS**

The 1999 NOTIS Directory of Translators and Interpreters has gone to press and will be distributed to over 600 users of language services across the country. The advertising revenues will make a substantial contribution to the cost of publication. Many thanks to all who advertised for supporting NOTIS in this vital aspect of our member services.

**THINK RENEWAL!**

We'll be sending out reminders for renewal at the end of the year, but you can save us postage and time by renewing early. Membership rates remain the same for 1999: \$35/yr. for Individual and Institutional members, and \$50/yr. for Corporate members. Please be sure to let us know of any changes in your address and phone number when you renew.

**NEW NIB**

The Winter update to the NOTIS InfoBase will be appearing at the beginning of January. Look for it on our home page (<http://www.NOTISnet.org>). The deadline for changes to information for the next update is the 15th of December.

**INTERNET ADVERTISING  
OPPORTUNITIES**

One of the results of the recently adopted advertising policy is that members now have an opportunity to advertise on our home page marketplace at a preferential rate. We will accept advertising for services, post job announcements, and help you sell the odd dictionary or modem (no Beanie Babies, please!). For more information, please contact the Webmistress at [info@NOTISnet.org](mailto:info@NOTISnet.org).

**CORRECTION**

An oversight led to the introduction of the names of the nominating committee into the list of candidates published in the Autumn NOTIS News. The nominating committee members are **Glenna White** (Chair), **Emma Garkavi**, and **Michelle Privat Obermeyer**. The error was rectified in the final ballot sent to all members prior to the annual meeting. We regret any confusion this may have caused.

**ELECTION OF BOARD MEMBERS**

Congratulations to **Abigail Clay**, **Carol Liebowitz**, **Jochen Liesche**, **Courtney Searls-Ridge**, **Kendrick Wagner** and **Caitilin Walsh** on their election to two-year terms on the NOTIS Board of Directors.

**MOVING FOUNDER**

**Judy Langley** has recently moved to Washington, D.C. in order to take a position as translator/editor in a governmental agency. In this, the tenth anniversary year of NOTIS, when we recall the beginnings of our society in 1988, we are reminded of Judy's foresighted and tireless promotion of an organization of translators and interpreters in the Northwest. Under her forceful and efficient leadership, NOTIS set out on a steady course of growth in usefulness to its members. As our first president and an active member of the board for many years, Judy contributed immensely to the establishment of NOTIS as a nationally recognized society among its peers. We will miss her presence among us, but we are confident that we can count on her faithful help and advice in the future. We wish her the best of luck in her new position.

*Jean Leblon*  
*Founding Member and Past President of NOTIS*

**Publicity Alert**

Your association [NOTIS] is among the 400 described in "Networking through Professional Associations," a chapter in Linda Carlson's *How To Find A Good Job In Seattle*, the best-selling career guide available in October in a seventh edition. First published in 1990, *How To Find A Good Job In Seattle* now offers more than 500 pages of job-search advice and contacts for employers, associations and in expensive job-search resources. It's a great resource for your career transition library - or for individual members making job changes or sales contacts. Available through your neighborhood bookstore after Oct. 15 or by contacting Barrett Street

Productions at [www.lindacarlson.com](http://www.lindacarlson.com), (206) 284-8202, FAX (206) 352-0944. The retail price is \$21.95, but your group can order copies at a special discount through Dec. 31; send a check for \$20 plus \$1.74 book rate postage for each copy ordered. (Please enclose a copy of the newsletter when requesting the discount.) We'll pay the sales tax. If you order more than two copies at one time, you can take an additional 20 percent discount. That's just \$16 per book plus postage! (All orders must be shipped together to one address for the 20% discount.)

**UPCOMING EVENTS****ATA Accreditation Workshop**

NOTIS will again offer an Accreditation Workshop in preparation for the annual April American Translators Association Examination. The workshop will be held on **Saturday, January 30, 1999, 1:00 - 4:30 p.m.**, on the University of Washington campus. Presented by NOTIS, this workshop will help you prepare for all the "major" and "minor" do's and don'ts of the exam. Participants will be given a general briefing illustrated with transparencies, will take a practice test under official conditions, and then will discuss their test paper in language-specific groups. **Register by December 19, 1998** for a reduced fee: \$15 for members of NOTIS, SOMI and WITS, \$20 for non-members. Late registration - NO LATER THAN JANUARY 11 - is \$20 for members, \$25 for others.

**RENEW YOUR MEMBERSHIP  
 AND  
 ENJOY NOTIS**

To register and receive further information, call **Mr. Jean Leblon at 425-778-9889**. If there is no answer, please leave a message with very clear mention of your name, spelled out, and telephone number(s) where and when you can be reached.

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# VIDEOCONFERENCING

CAROL LEIBOWITZ

**C**ascadia Conference saved one of the best presentations for the last: Videoconferencing. The presenter was Mike Searcy of T-Line Services, an integration company that specializes in combining technologies so their customers can be more productive while meeting remotely. Mike answered our interpreters' questions about the equipment and how interpreters could take advantage of this new technology tool.

## What equipment is used and what are the associated costs?

In addition to cameras, monitors and microphones, there is video and audio enhancing equipment. Videoconferencing uses ISDN (Integrated Digital Switching Networks) to transmit clear pictures. The fault line today is 128 kilobits. Inverse multiplexing at 384 kilobits is a high quality system that can offer clearer audio and frame rates (This is especially important for simultaneous interpreting). Codec devices are used to compress and decompress audio signals.

Technology is changing so rapidly that prices for videoconferencing equipment have come down considerably. A good electronic device on top of the monitor which cost \$50,000.00 six months ago today sells for \$9,000.00.

Although the equipment prices have come down, the users should compare the total cost of videoconferencing to telephone conferencing, e-mail or other types of communication. ISDN charges are between \$30.00 and \$60.00 per month. Airtime charges can range from \$30.00 to \$90.00 an hour. T-Line Services charges \$3.00 a minute per site, or about \$250.00 per hour plus connection time.

## What are some of the technical problems associated with videoconferencing?

Video hook-ups via ISDN are not available in rural areas. For example, Russian doctors from rural areas traveled to a central location for the videoconferencing (V-Sat Telecom Company sells video kiosks or ground stations to get satellite signals in places like Russia and Australia).

There is a delay between sending the

audio signals and receiving the audio. Protocols should be used to prevent the overlapping of the speakers' audio signals. No matter how good the video is, the audio quality is more important. The brain cannot handle bad audio no matter how good the video.

In a teaching environment, writing must be large or else it can not be seen well (If you can read it on the floor from a standing position then it will show well).

Videoconferencing may be attempted with a personal computer but the video is too jerky and not appropriate for commercial use. With today's technology, the Internet cannot provide good results for videoconferencing.

## What are some of the applications for videoconferencing?

Companies save money by not paying travel, hotel and dining expenses. In addition, their employees are not taken away from their work sites for very long.

Virginia Mason has used videoconferencing hook-ups in Russia allowing Seattle doctors to see and help diagnose patients during an operation (Mike Searcy's company arranged this videoconferencing).

A technician and a physician performing an MRI were hooked up via videoconferencing to a prostrate cancer specialist in New York.

At the remote North Slope School District near Barrow, Alaska, classes are taught via videoconferencing for an all boys school and an all girls school. Class attendance is nearly perfect and test scores have risen dramatically because the students can interact with and see each other.

Employers could interview job applicants remotely and reduce their hiring costs.

## The presentation

Mike Searcy connected our audience via monitor to Ross Bertram of Open Learning Canada in Burnaby, British Columbia. We could see Ross and he could see us. Ross could zoom in on members of our audience to ask questions. We could zoom in to see other parts of the room where Ross was talking. Open Learning Canada has many sites in British Columbia, Canada, and worldwide. Videoconferencing is used for holding public meetings, teaching

classes, and holding meetings at these sites. Mike was able to take control of the camera and direct it at will. More than one camera may be used. A split screen was shown of Ross and another room near him. We could still hear Ross while the camera switched to another part of the building. Mike used an insert in the top or lower side of the monitor to show us other areas of the building where Ross was located. Mike prefers 2 monitors for demonstration purposes. He can create 3 set positions.

## What is the difference between television and videoconferencing?

Television entertains. Television personnel are the only ones whose voice and actions are projected; in this sense, the audience is passive. On the other hand, videoconferencing is used as an interactive tool. People at both ends of the monitor interact with each other. Teachers can ask questions and students can respond or initiate other questions. Business people and their customers can see and communicate directly with each other. They can show their products and receive immediate feedback.

## Where could videoconferencing be used with interpreters?

At arraignments using hook-ups between the judge in the courtroom and the jail.

Between two countries. For example a person could sell a tractor to someone in a different country. The product could be displayed and questions asked and answered. Breaks may be taken for people to brainstorm during the videoconferencing. The interpreters in each country do not have to appear on the screen. There are no headsets and interpreters speak into microphones.

## When might videoconferencing not be appropriate?

Arranging a real estate or business loan with a bank (People like a more personal, face-to-face approach).

A lecture series where there is no question and answer period. Any type of non-interactive activity.

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# TRANSLATION THEORY: HELP OR HINDRANCE?

ANITA KRATTINGER

**D**r. James West, Associate Professor at the University of Washington, started with three questions: Does theory help? Who needs it? Can you teach translation?

In an attempt to find answers, Professor West set out to define the process and the result: What goes on in the translating mind? What is a good translation?

A detailed inspection of the translation process revealed that good language skills are a prerequisite. This led us into the very controversial theoretical question: Is teaching language like teaching music? In music, good motor skills are acquired and become second nature in the practice of the art.

Other questions mushroomed. Is the critique of performance tantamount to the critique of lack of theory? What is the defensible set of standards for a good translation job?

What makes one translation better than another? Is training translators in translating

equivalent to training lawyers in what constitutes a good brief?

A harvest of common translation mistakes was gleaned.

*Grammatical:* inflection and agreement are not adequately treated; e.g. Russian text with English syntax,

*Contextual:* compounded meanings become hilarious in the target language,

*Overly literal translation:* the target language becomes distorted by being too close to the source language; e.g. Spanish/Italian,

*Stylistic:* relative informality or formality, where syntax and rhetoric are not adequately rendered.

And the ingredients of a good translation were identified: correctness, defensible in any area, and readability in the target language.

More questions loomed. Is a good linguist correspondingly a good translator? Do translators turn into cultural hybrids when

language is the ultimate theoretical expression of culture? (How many words does your language have for snow? sand? garbage?) Can this multicultural familiarity be taught and conveyed to students?

Such questions naturally provoked a very animated discussion. Some views of veterans and novices are offered for your contemplation.

- ◆ You can't teach translation. It's something people either can or can't do well.
- ◆ A translator's ability and product is surprisingly independent of his or her proficiency in the languages involved.
- ◆ A translation should read as if the text had been generated in the target language.
- ◆ Translation generally adds something to the receiving language.
- ◆ Translation theory anchors and clarifies the discussion of translation, without which the craft of translation could not be a true profession.
- ◆ Knowing is nothing. You must apply!

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NOTIS

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## ***“Videoconferencing”***

### **What are some of the protocols interpreters should know when using videoconferencing?**

Noise and movements should be kept to a minimum to avoid distraction. Remote sites should be set on audio mute. When videoconferencing participants dial in, they cannot hear anything in the room until someone turns the mute button off.

Mute your microphone when you are not talking. There may be a delay in the audio because codexes are decoding and compressing the sounds. Speakers' voices may overlap. Provide a visual response to questions so the next speaker will know when to begin. Wait a heartbeat before responding.

In some situations the interpreter will not appear on camera but will speak directly into the microphone. In other situations the interpreter will be in an inset in one corner of the monitor. It will take practice to get used to videoconferencing.

### **What does the future hold for interpreters and videoconferencing?**

While videoconferencing is a useful technology, these are some additional points to consider:

There are some applications where videoconferencing may not be legal. For example, it may not be legal to be married using videoconferencing technology if the bride and groom are in a different jurisdiction than the preacher.

The only thing that would make videoconferencing affordable would be the ability to do it over the Internet.

## EXHIBITORS AT CASCADIA '98 OFFER RESOURCES AND OPPORTUNITIES

JOHN O. FALCONER

### Sharon Drudian, Moe Valiani

CANBRIDGE IMMIGRATION GROUP, Inc.  
800 - 555 W. Hastings St., Vancouver, BC. V6B4N5 Canada  
(604) 925 - 0569; CIGI@Sprint.ca

As its name suggests, this Vancouver, BC firm provides a bridge for individuals wanting to immigrate to Canada. They handle all major aspects of immigration/ naturalization from assessment of eligibility and preparation for visa officer interviews to assistance finding employment, housing, school, etc. in Canada. The group is in need of certified interpreters/translators in all major languages (and several "less-frequently spoken" ones too) who can work as an agent in this process on a commission basis (U.S.\$300~1,000).

### Kristin Dagg

LINGO SYSTEMS  
5100 SW Macadam Ave. Suite 450, Portland, OR 97201  
(503) 224-2256; kristind@lingosys.com; www.lingosys.com  
Lingo Systems provides translation and localization services into 41 languages (primarily from English) in the fields of computer technology, software, manufacturing and medicine. They were at Cascadia '98 recruiting translators with "native-quality" speaking ability/knowledge of their language pair and at least two years of experience in translation/localization.

### Claude Marchand

CEDROM-SNi  
825 avenue Querbes, bureau 200, Outremont, QC H2V 3X1 CAN  
(514) 278-6060; ventes@cedrom-sni.com; www.edgrom-sni.qc.ca  
CEDROM-SNi "creates and integrates new technologies for the production and electronic distribution of text and multimedia information." Specializing in French and English CD-ROM/Internet products, the firm was demonstrating "Le grand Dictionnaire terminologique," an "essential tool" for anyone who translates, edits or writes in French. In addition to a dictionary containing over 3 million words categorized into 160 general and 2,000 specific subject areas, the CD-ROM (which can be updated via the Internet) contains a document database of 13,000 current terminology books and a best-selling French writing guide. Other CD-ROM products included databases of current events, Canadian newspaper articles, Le Monde, the Canadian Who's Who and the 1998 edition of the Ontario Legal Directory. Their Internet services include automatic article retrieval and access to a variety of newspapers.

### Jean-Paul Gagnon

INTERNATIONAL BOOKS  
8140 NE Paulanna Lane BC-3, Bainbridge Is. WA 98110-1581  
(206) 780-2737  
Operating on an exclusively mail-order basis, International Books offers

a selection of foreign-language books, audio and video cassettes and software representing 375 ancient and modern languages.

### Lyndon Hrytzak

VANCOUVER COMMUNITY COLLEGE  
1155 E. Broadway, Vancouver, BC V5N 5V2 CAN  
(604) 871-7166

Vancouver Community College was publicizing its six-month court interpreting programs and had a videotape of the hazards of using non-professional interpreters...very effective! The program is promoted to bilinguals who wish to turn that ability into a marketable skill. VCC also offers other interpreting and translation courses, some of which are available via distance education.

### Michael Kolb

Dynamic Language Center  
5200 Southcenter Blvd, Suite 25, Seattle, WA 98188-2383  
(800) 682-8242; dynamic@d-l-c.com; www.d-l-c.com  
Dynamic Language Center, with services in over 90 languages, was recruiting freelance translators for work in all languages and all fields as well as interpreters (DLC offers interpreting services on a 24-hour a day basis). Among other things, the company offers full in-house publishing, multilingual typesetting, web page and software localization.

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### Freek Lankhoff

INTERNATIONAL BOOK DISTRIBUTORS i. b. d., Ltd.  
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1-800-343-3531; www.ibdltd.com  
This specialist in foreign language dictionaries of all types and related publications for translators is a long-time supporter of translation and interpreting activities in the area. Check out their new titles at <http://www.ibdltd.com/whatsnew.htm>.

### Anne Quinn

BELLEVUE COMMUNITY COLLEGE  
3000 Landerholm Circle SE, Bellevue, WA 98007 (425) 649-3171  
<http://www.conted.bcc.ctc.edu/> or <http://www.bcc.ctc.edu>  
Anne Quinn of BCC was on hand to share information on the college's Continuing Education programs in translation, interpreting, vocabulary acquisition and terminology research. The college offers beginning level courses, including practicum classes in either interpreting or translation, as well as advanced training for medical/social services and court interpreters. For more information see their Web site.

## From the President - Caitilin Walsh

### GIVING THANKS.

After the wedding, there's a long list of maiden aunts and new in-laws to thank for salt shakers and toasters. After a successful Cascadia conference, there's an even longer list of thank you's. I am going to do what they won't let you do at the Academy Awards ceremony: try to list them all. So, in no particular order, thanks to:

**Nancy Thiele**, organizer of Cascadia '94 & '96 for passing on scores of lists and notes;

the Cascadia Planners: **Deya Nolan, Susana Stettri Sawrey,, Zulema Borges, Jim Vail, Glenna White, Abby Clay, Angela Torres-Henrick, Katalin Pearman, Kawal Khalon-Macintosh, Ann Macfarlane, Ken Wagner, Emma Garkavi, Alex Mosalsky, and Mary Brown;**

**Anita Krattinger** and **Chila Harrington** for acting as registrars;

**Jean Leblon** and **Courtney Searls-Ridge** for setting up the ATA accreditation exam and **Katalin Pearman** for helping proctor;

All our speakers, working only for fame and a free lunch: **Neil Inglis, Eve Lindemuth Bodeux, Laura Servid, Jerry Torgerson, Ursula Schwalbach, James West, Mike Searcy, and Ross Bertram** in Vancouver;

Our sponsors, who allowed us to breathe a little easier and offer the extras: **Academy of Languages, Dynamic Language Center, Language Management International, and Merino Translation Services;**

**Alfred Hellstern** for lining up our many exhibitors: **Bellevue Community College, Dynamic Language Center, Canbridge Immigration Group, CEDROM-SNi, International Books, i.b.d., Ltd., Lingo Systems, and Vancouver Community College;**

**Lilly May Bayley** for volunteering everyone she knows or meets to help out at the registration desk: **Mercedes D'Antona, Maiyim Baron, Fisseha Engida, Chila Harrington, Sara Koopman, Liisa Milpacher, Michelle Privat Obermeyer, Maarit Reed, and Ken & Toshiko Wagner;**

**Claudia Kellersch** for making the homestay & rideshare idea work;

**Chaouky Kaboul** for his help in publications;

**Tony Roder** for letting us use NCTA's e-mail list;

**Germán Pareja** for emailing STIBC members;

**Guinevere Rockstad** at STIBC Headquarters;

**Terry Hanlon** at ATA headquarters, for handling the accreditation exam registration;

**A&A Printing** on Queen Anne for bargain basement printing with full price service;

**ATA** for gifts for our speakers;

And to **all the attendees** from near and far!

As you can see, the list is long, which goes to show how many hands make light work. If I have omitted someone, please forgive me, and let me know, so I can get a belated thank-you note to them. Please join me in offering a big **THANKYOU to all of them!**

## RECEPTION BANQUET CASCADIA '98

JOHN O. FALCONER

**J**eff Snow provided live guitar music while the participants at this year's Cascadia '98 exchanged business cards and got to know one another at the DoubleTree Hotel Bellevue Center. The dinner was excellent and arrived at a relaxed pace. The after-dinner entertainment was provided by the Off Limits Improvisational Theatre. The group of five actors/comedians created comic scenes and situations based on audience suggestions.

Among the highlights for me were: An interview with "Dr. Goren," the world's foremost expert on...adultery! Dr. Goren spoke no English, but the interviewer's daughter was on hand to provide "interpreting." Sympathizing with the interpreter, I found myself unable to keep from listening for speech patterns in Dr. Goren's spontaneously-produced "language" ("How do you keep a translator entertained?"). There was a talking lizard named Roger who had seen some interesting evolutions during his time on Galapagos and a three-headed, infallible Greek oracle that we consulted about the future and other issues, and which informed us that 23 people had passed the ATA accreditation examination that day. Perhaps the most interesting skit was when the audience provided two unrelated settings (a closet and a swimming pool) and then two actors, each of whom knew only one of the settings, had to have an integrated, cohesive Q&A-type conversation about them. It was like a combination of charades, passwords and Pictionary where neither participant is permitted to guess the other's setting, but has to work his/her questions, answers, etc. into their own scene. Very interesting! At the end, the five were presented with ATA mugs and pens for a job well done.

*continued from page 1*

### **"Choose your Cult"**

First:

We are highly skilled professionals and should expect to be treated that way, and our status as such should give us clout in every regard (not just as language professionals).

Second:

When we do have doubts about our work, we should go back and read excellent translations, such as Tyndale's version of Adam and Eve in the Garden of Eden. Inglis gave a reading of the passage, and concluded his speech with a final thought on the poverty cult:

**"Don't be modest. You are very skilled".**

# TORGERSON'S TIPS FOR RUNNING A HOME OFFICE

MARIE J. PECK

In the State of Washington there are only two people certified by the State Court as Lao interpreters and translators. Jerry Torgerson is one of them. During 15 years of residence in Laos and Thailand, he studied and learned Lao and Thai. His language experience combined with 15 years as a church pastor uniquely qualify Torgerson to share his hard-won insights for running a successful home office.

"Your office must work for you," rather than you working for your office, according to Torgerson. Recognizing the diversity of experiences in the audience, he explained that he did not want to suggest what might be obvious and, yet, he did want to try to help others to work with their unique situations and adapt to them.

Why does Torgerson prefer a home office? Quite simply, he likes working at home. His kids are grown up and have left the nest. His wife works and that makes his business possible. [And, it is apparent that he is highly respected and sought after as a specialist in Lao language and culture.]

## Federal Taxes

Whether you prefer to use a Mac or a PC, TurboTax software is one of your best bets for a tax program. "You can use Quicken or QuickBooks and key it to keep track of tax items so that you can import the information into TurboTax." If you intend to declare office space in your home as a tax deduction, be careful! To do so could trigger an IRS audit. To qualify, your office space must be dedicated to your business activity. No other activity should go on there. You would be wise to set up boundaries; visibly partition the space in some way. There are also criteria based upon the relationship of space in your home to office space elsewhere. Ask your tax consultant for advice. The bottom line is that once you figure it all out, your deduction might amount to only \$100, or so. That amount is hardly worth the extra effort and the audit risk!

## Office Space

"Finding space for your home office depends upon what you've got!" Ideally, you might have a spare bedroom. However, consider the cor-

ner of a large room, a natural nook in the layout of a room, space under a stairway, or even in a bedroom closet where it can be closed off.

## Using Office Furniture to Define Your Space

Browse in Office Depot and other furniture stores. Take inspiration from new shapes in computer cabinets and office desk combinations. For example, you might select a "corner configuration with space for feet and wings on either side." You might find a traditional china cabinet on the exterior that opens up to reveal shelves for your computer and printer that can be folded up when you're not working. The latter might cost \$400 or \$500, but if you are handy you might be able to create something comparable yourself.

## Alternative Spaces

An office may be as small as a Day Planner Binder with pens, vouchers, and travel records or not quite so small if you add a laptop computer in a carrying case. Or, it may be as large as a garage or detached building.

## Other Considerations

Your office space needs to be: (1) conducive to work, not rest or play; (2) out of the foot-traffic pattern so that you will not be interrupted; (3) protected from easy access by persons who might want to chat with you; (4) free from distractions, such as television; and (5) not subject to outside noise like loud music or kids bouncing a ball off the wall.

## An Interpreter's Office

What should an office have in it? A person who works exclusively as an interpreter will find that he or she can make do with an office setup that is less elaborate. The office should at least provide for: (1) telephone answering and voice messaging, (2) message recording and forwarding; (3) financial record keeping; (4) invoicing; and (5) language reference material.

## A Translator's or Translator/Interpreter's Office

For the translator, office needs are more acute. Translation requires the investment of time and reference resources. In addition to the

accuracy and quality of the translation, the ability to provide fast turn-around is often important. Many hours may be spent in the office space. Professional demeanor dictates that the translator not tell the client, "Your fonts won't work on my computer."

## Selecting the Computer

Whether it be Mac or PC depends upon what you find the most comfortable. Select the fastest, most powerful system you can afford (in three years, it will be out of date). Get as much RAM as you can afford. Go for 128 MB of RAM, if you can. These days, 32 MB is the absolute minimum. Get a hard drive that is as big as possible, 4 GB won't go far. You will also need an adequate surge protector.

## Monitor

Given the amount of time you spend looking at the screen, get a 15-inch monitor at the very least.

## Printer

Will an inkjet or comparable suffice? Probably not. Translation agencies usually expect laser capability.

## Internal FAX/Modem

You need at least 56 Kbps. Faster is better. Consider ISDN and other communications systems where available.

## Scanner

Roller v. flatbed? [A flatbed scanner is more likely to accept bound material.] You do need the best OCR Software: (1) scan the document; (2) OCR it into your word processor; (3) do a word count; and (4) edit the text or graphics.

## Zip Drive

Use it, or a comparable storage device, to make it easier to back up big jobs or provide the client with stored data.

## Software

Torgerson suggested the following types of software: (1) word processing such as MS Word [or Corel WordPerfect]; (2) accounting such as Quicken or, preferably, QuickBooks

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## STRESS MANAGEMENT? SIT WELL AND TYPE RIGHT!

ALEX MOSALSKY

Sitting with your pelvis tipped forward on a chair with a flat seat can minimize back and shoulder pain. This was one of the many hints that Laura Servid, an Occupational Therapist and Astin Patterning practitioner, provided to a room full of translators and interpreters all of whom had, at one time or another, experienced either those symptoms or neck tensions, headaches, forearm, wrist or hand pain.

We learned that these pains are a result of a combination of physical and psychological tensions, along with improper body posture and furniture usually not designed with proper ergonomics in mind. Most chairs tip the pelvis back, compressing the rib cage and making it hard to breathe. The body tries to compensate for improper posture, resulting in pain. With the help of a plastic skeleton (which was both

extremely relaxed and superbly agile), she showed the relationships of hips, waist, shoulders, arms and wrists. It was very obvious that tension arises from physical and emotional stress, imbalance or immobility.

Here are a few hints for people who spend a lot of time sitting. Sit with your hips slightly higher than your knees. This allows the body to tilt at the hips. Body movement should start from the hips, not the waist. If the chair bottom is slanted backwards, put something in the back to raise the hips up. Sit on your "sit bones", arc the waist first as far forward as possible, then as far back as possible, then find the middle point. This is the best position in which to sit. The keyboard should be sloping slightly away from you, so that the wrists do not break when typing. Keep the screen directly in front, with the center of your screen at

eye level. If working with a document holder, try not to have the screen directly in front, but a little to the side, so that you can look at screen and document equally each way. Keep elbows close to your sides. Consider investing in an ergonomic chair, one that tilts, and has a flat seat pan, with the back and seat separated.

Posture, furniture, body movement, psychological and physical stress all contribute to back, arm and shoulder pain in an interrelated pattern. Whether you are an interpreter who stands a lot, and is under a lot of stress, or a translator, tied to a screen and chair for long periods, a consultation with an occupational therapist can be a decisive step in eliminating pain and discomfort from your life. Working properly defeats stress.

## THERE IS MORE TO TERMINOLOGY MANAGEMENT THAN IS DREAMT OF IN YOUR GLOSSARY

NANCY A. THIELE

It is fitting that one of the first breakout sessions at Cascadia '98 tackled the challenges of applied terminology management. Coming on the heels of an intriguing keynote address aimed at establishing a professional identity for the individual translator, the consideration of terminology management took up a philosophical thread and added a scientific framework. The concept and tenets of applied terminology management were insightfully examined as necessary components in the development of any product or document destined for translation. The speaker reviewed the process and the systems needed to create and manage terminology. And what better example than Microsoft to learn how this is handled in a large corporate environment that creates many products, and with Ursula Schwalbach, International Terminologist for Microsoft, as guide. The session was thought provoking. It was an educational and valuable exercise to consider

theoretically, scientifically, even practically, matters one generally doesn't have time for in the daily course of business.

The need to establish and maintain glossaries is an age-old theme, but this session made a compelling case for company-wide commitment to the wider scientific scope of terminology management. One cannot dispute that this is a desirable, even necessary consideration of source language to ensure translatability, systems and terminologists to monitor and fine-tune them to ensure consistency across products is all eminently laudable.

The reality is, however, that translation assignments often entail products or documents for which no terminology management systems exist. The source text was crafted without considering whether the language would be suitable or effective for later translation, never mind cultural considerations. The source text is locked in and the opportunity to

establish terminology at the developmental stage is long past. And so the process is rather one of requesting access to the author or developer for clarification of the source text. Clients could, of course, use these points of clarification as an opportunity to modify the source text. This would be particularly helpful if the source text is yet to be translated into other languages where similar questions may arise.

And yet freelancers can play an active role in raising awareness of and promoting the need for terminology management, and terminologists, by continuing to educate clients on the relevance of these efforts beyond maintaining simple glossaries. Freelancers can apply the precepts across their body of work as their own corporate terminologists. One example provided in this session detailed an individual in Europe who took the

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### ***"Tips for Running a Home Office"***

[or QuikBooks Pro]; (3) Internet access or browsers; (4) graphics; (5) desktop publishing such as Page Maker or Quark; and (6) calendar management.

#### **Stand-alone FAX**

Use a plain-paper FAX to handle your "hard copy" transmissions. Torgerson suggests that you leave it on 24 hours a day.

#### **Telephone**

You will need two phone lines: (1) Computer/Internet/FAX, and (2) to receive calls from clients.

#### **Answering Machine**

You may select from (1) digital, (2) tape, and (3) telephone system in your computer. [U.S. West Voice Mail?]

#### **Desk**

Don't have the computer monitor too high as you sit looking at it. A good computer desk is not flat. It will have shelves and drawers that allow you to keep computer components and peripherals within arm's length. Look around. Get ideas. Explore used computer and salvage stores. If you or a friend are handy, modify something.

#### **Office Chair**

Someone sitting for 8 hours needs a good office chair. You'll probably need a floor pad, too, to make it easier to scoot around. Sit in the chair for at least 10 minutes before you buy it! "Try it out on your bottom and back!" It must have good lumbar support. "Wheels are essential." Are there good armrests for your elbows?

#### **File Cabinets, Bookcases & Shelving**

You'll need an open-type file cabinet within arm's reach for frequently used documents. Archive the rest in large conventional file cabinets. You will probably want to have desktop or tabletop space for books you're using at the moment and bookcases for the rest of your reference books and CDs. Don't forget the vertical space that you can bring into play by adding some wall shelves. Try Costco or similar stores.

#### **Office Arrangement**

Arrange the office according to your activity! Keeping 'constant-use' items within arm's reach of your chair might be useful: (1) keyboard, (2) portafile, (3) date stamps, (4) addresses, and (5) printer. Keep 'medium-use' items within a long reach of your chair: (1) FAX, (2) answering machine. 'Low use' items such as a big file cabinet or bookcase need not be within arm's reach. Remove any "no use" items from your office space! Make it comfortable and efficient for your unique needs.

#### **Lighting**

You may receive some very small type, so consider a magnifying glass/lighting combination above the desk. It should be movable so as to avoid glare on your screen.

#### **Legal Type of Business**

Asked what type of business he advised, Torgerson pointed out that in a Sole Proprietorship the business owner can be sued for personal as well as business property. A business incorporated under Sub-Chapter S or a conventional Corporation provides greater protection for personal property in the event of a lawsuit.

#### **Bookkeeping and Billing**

Queried on estimating what to charge for one's services, Torgerson explained that what might be applicable to Lao might not be relevant for Spanish. Each language has unique considerations. You need to estimate the expense to you and add the cost per word. "Remember that this is not a hobby". Never tell a translation agency that you have money problems. Tactfully tell them to "find another translator", if they cannot pay what you request. With QuikBooks you can generate invoices linked to accounts. Terms might be stated on the invoice: "Net payable in 30 days."

#### **Insurance**

Contact your insurance agent. You may want to consider protecting your home office investment and injury liability if clients visit your office frequently. If so, expand your homeowner's or renter's insurance. At some point, too, you may wish to obtain the ATA's "Errors and Omissions" insurance.

#### **Licenses**

You will need a Washington State business license if you earn more than \$12,000 per year. If you are an independent contractor interpreter, you must have a UBI number. City, County, State, and Federal entities must be satisfied that you have appropriate licensing.

**You are now totally prepared to begin to work!**

### **TRANSLATION AND INTERPRETATION INSTITUTE**

The T&I Institute offers a certificate program for linguistically skilled people of diverse educational backgrounds who wish to pursue a career in translating and interpreting.

Courses are offered at:  
Bellevue Community College,  
Bellevue, WA.

For information call:  
(206) 281-9612.

To register call:  
(425) 641-2263

#### **SPRING SCHEDULE**

**Introduction to Translation and  
Interpreting (INTRP 101)**

**Basic Interpreting Skills  
(INTRP 102)**

**Vocabulary Acquisition  
& Terminology Research  
(INTRP 105)**

**Ethics & Business Practices  
(INTRP 106)**

# THE ATA EXAMINATION: WHEN FACED WITH THREE PASSAGES FIND A STRATEGIC LEEWAY!

LAURA A. GARCIA

As a special feature of the Cascadia '98 Biennial Conference an ATA accreditation examination was offered on September 18, in Bellevue, Washington. I attacked the French-to-English test and now, in tranquility, offer these recollections.

The ATA accreditation exam does not necessarily penalize candidates who do not like to work quickly; it also offers a certain strategic leeway. First, there is the option of translating only two passages (the instructions specify: at least two and no more than three), although you are warned that the grading in that case will be more severe.

Also, in the event of disagreement between the two reviewers the test will not be given to a third reviewer.

If you are a perfectionist and need to go over your work several times before you are ready to let it go, or, if you know that you can successfully complete only one of the technical passages, or, if you prefer to struggle with the time-consuming stylistic problems of the literary passage, you can opt for just two.

Secondly, if you come well equipped with technical dictionaries or are proficient in more than one technical area you can opt for the technical passages only. However, as there is no guarantee of the types of technical subjects that will be proposed, it's a bit of a lottery.

For some reason I was tempted to try the literary passage, although as I worked through the text I found quite a few difficult spots that would have to be reread and corrected. This was clearly going to take some time. I had also chosen to translate the general text, and it would need some revision as well. I realized that by taking my time and polishing the two texts I had selected, I would accomplish the minimum necessary, but that the translations would have to be very good indeed.

Once they were polished to the best of my ability, I would see whether enough time remained to go ahead and attack a third passage. And this, of course, is the great trick. Even if you race through your third passage, as long as it's finished in some reasonable state or other, you'll have the benefit of being appraised for

three translations, and you will have assumedly perfected the two on which your rating really depends. This holds true no matter which combination of texts you choose.

Once I had decided on this strategy, I could devote myself one hundred percent to proofreading and correcting what I was working on without having to panic about how much time remained. However, I do not think that the general and the literary passages are likely to be the easier ones. Thus, the best strategy might be to stay away from them, but how can you foresee how you will react in the throes of an examination?

Just another little tip: I had brought along a large, unabridged Webster's English Dictionary, which unexpectedly contained an expression that my bilingual technical dictionary, normally quite suitable for my purposes, did not. This leads me to think that a comprehensive standard monolingual dictionary, for all its unwieldiness, can sometimes be worth its quite appreciable weight in gold.

## RENEW YOUR MEMBERSHIP AND ENJOY NOTIS

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### *"Terminology Management"*

initiative to research terminology in a specific field, who actively networks, and is now a reputed authority whose services as a freelance terminologist are regularly sought out.

Terminologists are rare in the United States and as a profession terminologists are just starting to gain consideration. According to the presentation, Canada is light-years ahead. This may explain why terminology management is not yet integrated into the development and production of source materials destined for translation. Perhaps between continued client education toward a corporate commitment to terminology management and freelancers assuming more active roles as terminologists, some very positive results may be achieved.

*The handout for this session is available on the NOTIS Web site.*

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### *"Upcoming Events"*

#### Call for Submissions

**Two Lines, a journal of translation**, is accepting original translations into English of fiction, poetry, reportage, legal documents, advertising, oral histories, diaries, proverbs, case studies, essays, and short articles about the translation process. Especially sought are works which bring new genres and rarer languages to the reader.

The topic is all possible interpretations of: FIRES ( fevers, lightning, arsons, hearths, downsizings, pyres, purgatories, torches, flamboyances, conflagrations, passions, etc.

Send material by mail: P.O. Box 641978, San Francisco, CA 94164 or e-mail: editors@twolines.com or Internet: www.twolines.com  
Deadline: **December 31, 1998.**

# CALENDAR

DATE	EVENT	DETAILS	TIME & PLACE
<p>Saturday January 30, 1999</p>	<p>ATA Accreditation Workshop</p>	<p>Helpful hints, Practice test, Confer with colleagues</p>	<p>1:00 - 4:30 pm University of Washington</p>
<p>Saturday April 24, 1999</p>	<p>ATA Accreditation Examination</p>	<p>Pre-registration required</p>	<p>Details to be announced</p>

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