



# BRIDGES

Newsletter of the Atlanta Association of Interpreters and Translators • Spring 2011

## New voices shape AAIT Board of Directors

Re-elected AAIT President Mary C. Maloof opened the first meeting of the new Board of Directors on March 10.

After welcoming the new members and thanking the returning board members, Mary cited the roles and responsibilities for each position, a combination of official and unofficial roles and responsibilities intended to meet AAIT's changing needs and better serve its members.

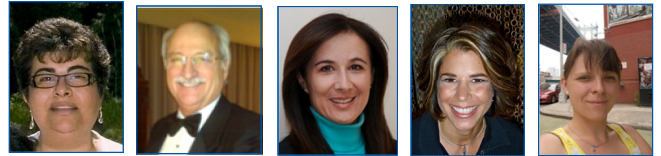
Each member serves a two-year term until his or her successor is elected and must be an individual member of the Association in good standing. Officers are appointed once a year for a one-year term in each position.

"I am so excited about all our opportunities and possibilities for the coming year; with 14 Directors working together, if we all remain committed and work together, we'll easily make them all happen," said Mary.

With a fresh start and more manpower, AAIT is set to renew itself by reviewing the current by-laws and reaching out to its members, other individuals, and organizations in a more efficient way. After revamping its website, the AAIT is transferring the communication functions to the Website Committee (see our story on page 6). This same committee manages member profiles, changes to the website, and the Association's LinkedIn and Twitter accounts. AAIT will also work consistently to organize networking events and education sessions.

"My hope is that the membership at large will continue to benefit from what we have to offer and will get more involved as an association in promoting this noble and often times misunderstood profession," said the Association's treasurer, Gabriel Rueda.

As part of its continued support for translator certification, AAIT plans to host an Atlanta sitting for the ATA certification



### New Board members

From left, Grace Villalba, Dick Singer, Clara Montoya, Maria Ceballos-Wallis, and Kate Rivers. New to the board but not pictured: Antonio Gavilanez,

exam in August 2011.

The executive offices and other positions are as follows:

- Rosa Burkard – continuing as chair; will also chair By-laws Revision Committee
- Mary C. Maloof – continuing as president
- Eva De Vallescar – continuing as vice president
- Grace Villalba – new secretary
- Gabriel Rueda – continuing as treasurer
- Loana Denis – continuing as chair of Education and Accreditation Committee
- Dick Singer – new chair of PR Committee
- Clara Montoya – member of PR Committee
- Maria Ceballos-Wallis – member of PR and E&A committees; liaison with the Georgia State Commission on Interpreters
- Antonio Gavilanez – member of PR Committee
- Kate Rivers – new membership director
- Amanda Williams – continuing as chair of Website Committee and in charge of managing mailing lists and external communications
- Neitcha Thomsen – continuing as director

The Board meeting was followed by the traditional annual banquet for the inauguration of the new Board. Vincenzo (Enzo) Piscopo, Director of Insights, Ideas, & Impact for The Coca Cola Company, appeared for the second time as a guest speaker – this time on a personal note, with an inspiring presentation of his journey to overcome the difficulties caused by his spinal cord injury. In just one of many inspirational speaking engagements he has had since he left the hospital late last year, Piscopo shared his vision and perspectives with our members and friends.

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# Fourth Annual Conference focuses on practical aspects

By Amanda Williams

On September 25-26, 2010, an enthusiastic group of industry professionals gathered in Atlanta, Georgia to attend AAIT's 4th Annual Conference, held at the Crowne Plaza Atlanta Perimeter NW. This year's theme, Towards Excellence in Multilingual Communications, aimed to equip attendees with useful and practical tips to cultivate their translation and interpretation skills in a wide variety of translation and interpretation fields.

This skill-building conference gave attending translators and interpreters an opportunity to gain practical insight into translation and interpretation methods directly from industry experts. The presentations given delved into topics such as using translation assisting technology to improve translation efficiency, overcoming the difficulties of translating legal documents stemming from different justice systems, identifying the challenges in terminology with regards to target audiences in medical translation, understanding translation standards, tips on glossary building, challenges and standards for interpreters working in the field of education, practical tips for sight translation, and note-taking practices for consecutive interpreters. Below is a brief recap of each speaker and their respective presentations.

## **Translation Process Innovation**

### **Andrew Martin**

How can you complete a 130,000-word translation project with a very aggressive deadline without compromising consistency and quality? On Saturday morning, Andrew Martin, technical translator, certified SDL Trados trainer, and founder of the most innovative translation agency in Colombia, Precision Translators, explained how he tackled this very issue by effectively using a terminology management system (MultiTerm by SDL Trados in this case). Utilizing this situation as the backdrop, Andrew's very hands-on presentation used SDL Trados to illustrate to attendees how to build an effective terminology database.

Andrew explained the various methods by which you can create a terminology database with SDL Trados: entering terms manually from MultiTerm desktop, importing terms from a pre-existing glossary in excel form, or importing terms from a pre-existing termbase. Andrew then demonstrated how to search and filter in an existing MultiTerm database and enrich existing termbases by adding illustrations, hyperlinks, etc., to existing terms. Lastly, Andrew explained their team's various quality control functions, such as pre-approval for new entries, standard data requirements for new entries, etc. which all assist in keeping translations consistent, even when several translators are simultaneously working on a project. This dynamic presentation impeccably conveyed to attendees how integrating computer assisted translation tools into one's workflow can significantly improve consistency and output.

## **Legal Translation**

### **Fausto Anzaldúa**

How can you translate something you don't understand? You can't, says Fausto Anzaldúa, an esteemed ENG < >SPA legal and financial translator certified by Venezuela's Colegio Nacional de Licenciados en Traducción e Interpretación (CONALTI) and by the Fédération Internationale des Traducteurs (FIT).

Fausto began his presentation by defining legal translation as "the art of communicating the language of one juridical culture to that of another." He then explained the kinds of documents that constitute legal translation, such as birth certificates, death certificates, marriage certificates, school transcripts, degrees, letters of intent, contracts, court judgments, and legal proceedings. The translation of these types of documents requires much care to preserve not only the meaning, but the intent and register of the original text as well. In order to properly illustrate the level of diligence that a legal translator should exert in the translation process, Fausto started with the Spanish word "la legítima" and explained how he would start the translation process by looking up "la legítima" in a monolingual Spanish law dictionary, then a regular monolingual Spanish dictionary, such as the Diccionario de la Real Academia Española, then search for an English equivalent in a Spanish-English bilingual dictionary, then check the proposed English translation in an English monolingual dictionary, and finally verify the translation's accuracy in an American law dictionary. In the end, Fausto determined that "inheritance, or heir, by operation of law" was the appropriate translation of "la legítima," given the context. Fausto's thought-provoking presentation reminded attendees that translation is indeed still an art that requires much skill and finesse.

## **Medical Translation**

### **Eva De Vallescar**

In a highly fascinating and informative presentation, Eva De Vallescar, vice president of AAIT and ATA-certified English to Spanish translator, taught the attendees about the distinctive field of medical translation and the challenges that medical translators are faced with every day. Eva holds an M.A. in medical translation and is currently a contractor for the Centers for Disease Control (CDC). Eva began her presentation by explaining the different types of medical translation and the four elements that help render successful translations in this field: terminology, drafting, practical advice, and proper resources.

Medical translation contains very specialized terminology and may, at times, intermingle with other fields, such as advertising or business. Eva emphasized that knowing your target

audience is particularly important for medical translators because the terminology can differ significantly depending on the intended reader. Furthermore, English medical terms can differ even more than most, since there are street names and formal names for almost all medical conditions. In addition to understanding your target audience, it is also important to comprehend the source and target terms themselves. Eva suggested a tutorial from the National Library of Medicine entitled "Understanding Medical Words." Eva also warned attendees about the danger of false cognates and when it is appropriate to translate acronyms. Once the translator has dealt with the terms in the text and begins to draft the translation, it is important to use appropriate style and rhetoric. Eva urged attendees not to be afraid of redundancy in medical translations, because using different synonyms is not acceptable in this field. Eva closed with some practical advice:

- Don't translate what you don't know
- Choose a field of competence
- Form a network of doctors/experts
- Keep glossaries/termbases/translation memories

Please see the resources table for information regarding the books and/or websites that Eva mentioned in her presentation.

**Translation Office 3000 and Projetex:  
Advanced Software for the Translation Industry  
Carolyn Morris and Katherine Rivers  
(on behalf of Advanced International Translations)**

During the conference lunch break on Saturday, Carolyn Morris and Kate Rivers, two recent graduates of Georgia State University's post-graduate Certificate Program in Spanish < >English translation, gave a hands-on, workshop style presentation on two software programs created by the innovative Ukrainian software company, Advanced International Translations (AIT), whose primary focus is providing translators and translation agencies with software specifically tailored to the needs of the translation industry.

Carolyn Morris, who holds a B.A. in Spanish from Goshen College and is working towards a certificate in Spanish-English interpretation from Georgia State University in addition to her translation certificate, presented AIT's Translation Office 3000. Carolyn demonstrated TO3000's most significant functions, such as the flexibility the software has for currencies used in billing and accounts receivable purposes, price-list functionalities, and issuing quotes and invoices.

Kate Rivers, who holds a B.A. in Spanish from Agnes Scott College in addition to her translation certificate, then presented AIT's Projetex, which is a program designed to simplify project management and workflow management for translation agencies. Kate demonstrated some of Projetex's most noteworthy features, such as tracking deadlines by color, exporting files and assigning separate tasks to different service providers.

**Translation Standards and Best Practices  
Marko Miletich**

The best way to implement and maintain high standards and best practices in our industry is to ensure that these standards and best practices are taught to novices in the field, because they will one day become the industry. In a riveting presentation, Marko Miletich discussed this pertinent topic at great length.

Marko Miletich holds an M.A. in liberal arts with a concentration in translation from the Graduate Center of the City University of New York (CUNY), an M.A. in Hispanic civilization from New York University (NYU), and a bachelor's degree in

Spanish from Hunter College. Marko began his presentation by defining the word "standards" and then naming the organizations that have contributed to the establishment of translation standards, such as the American Translators Association (ATA) and the American Society for Testing and Materials (ASTM). In order to discuss the standards and best practices for the entire translation process, Marko broke down the translation process into three phases:

- Specifications Phase
- Production Phase
- Post-Project Review Phase

In the specifications phase, the translator should consider the format of the source and target texts, the delivery methods, specific procedures such as location or translation software specifications, and copyright/confidentiality issues. The production phase involves the actual translation, editing, formatting the target text, proofreading, and quality control. During the post-project review phase, the translator should discuss successful and unsuccessful aspects of the translation in order to ensure that improvements are made for future projects. Marko emphasized the importance of training translators not only in theory, practice, grammar, editing, and composition, but also in computers and word processing software, proofreading and general business etiquette.

Once a translator has been trained in these basic areas, Marko made some suggestions for best practices to which translators should do their utmost to adhere, such as translating into your native language, becoming a trustworthy expert, always planning out a translation and then editing your work, keeping commitments such as deadlines, keeping your language skills up-to-date, recording your previous work, keeping track of and educating yourself about your clients, and finally, being active in



the translation community.

**Glossary-Building  
Rosa Burkard**

The last presentation on Saturday was given by AAIT's esteemed chairperson and former president, Rosa Burkard. Rosa, a professional translator and conference interpreter since 1983, and a Georgia certified English-Spanish court interpreter who holds an M.A. in intercultural communication, an M.A. in terminology, and an undergraduate degree in translation and interpretation. She is also an active member of ATA.

Rosa's presentation was on glossary building. She began by defining terminology and explaining its background which dates back to the 19th Century when scientists began to formulate rules that would allow them to understand each other and internationalize their respective disciplines. Rosa expressed that there are two types of people that use terminology: direct users (who are specialists in certain fields, such as engineers, doctors, etc.), and intermediary users, (language professionals). After

listing the applications for terminology, Rosa began explaining in great detail how to build a term glossary for translation purposes. First, the translator must define their needs, then design the database based on the above-mentioned needs. Next, the translator populates the terminology database with terms from a corpus (compilation of texts in a specific field) or a specific text to be translated. Typically, a terminology database contains two main parts:

- Administrative information: entry number, terminologist, date, project name, domain and field

- Terminological information: part of speech, definition, source, context, equivalent term, variations, language registry, etc.

Rosa then provided attendees with very useful guidelines to follow when building a glossary:

- Terms must be extracted from original texts

- Terms must be entered in lower case (except for acronyms and names)

- Definitions must use known words, should not be circular, and should avoid meta-linguistic phrases

- Contexts should be taken from the original text

- Equivalent terms must be taken from original texts and reliable sources

This constructive and valuable presentation emphasized the importance of utilizing glossaries in order to provide consistent translations in addition to improving time efficiency during the translation process.

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*Amanda Williams is a French to English translator specializing in international business translation, particularly in the field of international trade and import/export compliance. She is a graduate of Georgia State University's post graduate translation program. Prior to becoming a freelance translator, Amanda spent six years working for the 56<sup>th</sup> largest ocean importer into the United States as a trade compliance manager. She holds import/export compliance management certification from the Professional Association of Import/Export Compliance Managers. She is also a member of the Board of Directors and serves as chair of the Website Committee for the Atlanta Association of Interpreters and Translators (AAIT), a chapter of the ATA.*

## AAIT 4<sup>th</sup> Annual Conference

### *Towards Excellence in Multilingual Communication*

Presented by ATA and AAIT

Atlanta, September 25 – 26, 2010

Dear Members and Friends of AAIT:

When the AAIT Board of Directors decided to hold the AAIT 4<sup>th</sup> Annual Conference, we knew it wouldn't be easy, given our country's economic situation. However, we also realized that because of the recession, now more than ever, translators and interpreters must keep their skills sharp in order to stay competitive in the job market. As a professional association, we, the AAIT, could not think of failing them. So once again, we set our shoulders to the grindstone and worked hard for many months to pull the Conference together. And once again, it was a success!

In general, the participants commented that this year's Conference has been the best of the four we've organized so far in terms of the quality of the speakers and presentations, facilities, and organization.

Special efforts were made to give participants the best value for their "investment" with top-notch presenters, relevant topics, a lively panel discussion, comfortable facilities, good service, and additional benefits such as membership until December 2011 for any non-member signing up for the registration-membership combo.

We are immensely grateful not only to the Organizing Committee (Rosa Burkard, Eva De Vallescar, Gabriel Rueda, Loana Denis, Neitcha Thomsen, and Amanda Williams), who planned and managed this Conference, but also to the American Translators Association and our sponsors and exhibitors (Advanced International Translations (AIT), SDL, The University of Arizona National Center for Interpretation, LATN, Translation Station, Inc., A-A Language Services (AALS), LatinLink, LLC, Gloria Restrepo, TROY University, The University of Georgia Center for Continuing Education, and InTrans Book Service) for their enthusiastic support.

Special thanks also go to Ramsey Wagner at the Crowne Plaza Atlanta Perimeter NW Hotel, who did everything possible to accommodate our needs and budget, and to Herb Bastin of Media Technical Services, who was in charge of audiovisual services, including the installation of a full interpreting booth for participants to test their interpretation skills.

However, it's fair to say that even with everyone's hard work and support, the Conference would not have been a success without our speakers. I'm sure that all those who attended will join me in thanking all of the speakers for their excellent presentations:

Andrew Martin:

Fausto Anzaldúa:

Eva De Vallescar:

Kate Rivers & Carolyn Morris:

Marko Miletich, M.A.:

Rosa Burkard:

E. Scott King:

Sandra Bravo:

Norma Alvarez:

***Translation Process Innovation***

***Legal Translation***

***Medical Translation***

***Translation Office 3000 and Projetex:***

***Advanced Software for the Translation Industry***

***Translation Standards and Best Practices***

***Glossary-Building***

***Standards of Practice and Challenges for Interpreting in the Educational Setting***

***Sight Translation Tips***

***Note-Taking for Consecutive Interpretation***

Last but certainly not least on our "thank you list" are the participants, because the Conference couldn't have taken place without you! At the end of the Conference, many of you completed our evaluation, giving us some valuable and useful insight, comments, and suggestions. Your responses not only highlighted the achievements of the AAIT 4<sup>th</sup> Annual Conference, but also pointed out some of its shortcomings, which will definitely be taken into account for future Conferences. For more information on the results of the evaluation, please see the attached report.

Thank you, thank you, THANK YOU to one and all.

Best regards,

Mary C. Maloof  
President, AAIT

# How to ergonomically optimize your workspace

By Whitson Gordon

**W**e spend a lot of time sitting at our desks every day, and while it may not look like it, it can wreak havoc with our bodies. Here's how to set up a healthy, ergonomic workspace to keep you comfortable and injury-free.

Some of you may not realize how unfriendly your workspace is to your body, while others of you have already started experiencing repetitive strain injury (RSI) from an improperly set up desk. A number of different factors can cause injuries (yes, even at a desk), and they may not always be obvious—for example, slouching and keeping your shoulders tense can not only cause pinched nerves in your shoulders, but even hurt your wrists. If you haven't given a lot of thought to the comfort of your workspace, it's probably time to give it an ergonomic makeover. Here are the most important things you'll want to go through and change.

For the purposes of this guide, we're going to assume you're using a sitting desk.

## What your hardware needs to do

While you could go all out and build a custom ergonomic desk, all you really need to do is make a few changes around your workspace. Here's where you want all your hardware positioned, and why.

### Your chair

People have been talking about ergonomic office chairs for years now, but there's no need to go plop down a bunch of cash just to be comfortable. Nowadays, you can grab much cheaper ergonomic chairs from a place like Staples or even upgrade your old chair with some DIY fixes. Note that some things are DIYable; some are not. Here are the things you need to make sure your chair has:

*A comfortable cushion:* One of the most basic and obvious things you need is a comfortable place to sit. A hard chair isn't going to do you any good; a proper office chair with a cushion is going to keep you much more comfortable. After all, you are spending hours at

a time in this chair. Breathable fabric is great too, if possible.

*Arm rests:* Again, this is something you probably can't DIY, but you should have some arm rests on your chair for when you aren't actively typing. They should be low enough that your shoulders stay relaxed and your elbow bends at around a 90 degree angle.

*Adjustable seat height:* It's a lot easier to adjust your seat height than it is adjust your desk height. You want to be able to adjust your seat so that your thighs are parallel to the floor and your feet are flat on the floor. You also want to have your



arms at the height of the desk (or the part of the desk containing your keyboard or mouse).

*Adjustable back rest height:* This is one of the first things to go in the cheaper office chairs, and it was one of the biggest mistakes I was making in my own setup at home. You should be able to adjust your chair's back rest not only up and down, but its angle as well. Generally, you want the angle to be pretty far forward to keep your posture up—the further back you put it, the more likely you'll be to slouch. You'll also want the back rest of your chair to have...

*Lumbar support:* You have probably heard this term a lot, but may not even know what it means. Essentially, our backs are slightly curved inward, meaning the backs of our chairs shouldn't be directly vertical. Instead, they should support our lower backs by coming forward.

*The ability to swivel and/or roll around:* It's hard to DIY this particular feature, but a chair with wheels and the ability to swivel is actually more of a necessary feature than you may think. When you need to reach for items on your desk, you can put strain on your body—so widening the area you can easily reach (and see without turning your head) can do wonders.

### Your desk

Just plopping your mouse, keyboard and monitor on your desk is not going to give you a healthy working setup. Here's how to make sure everything's set up in the right position.

### Mouse and keyboard placement

You want your mouse and keyboard to be as close together as possible, with the alphanumeric part of the keyboard centered on your desk. This means you want to pay attention to the keys, not the keyboard itself—most keyboards are asymmetrical, with the number pad on the right. Instead of putting the whole keyboard in the center of your desk, keep an eye on the "B" key. You want that to be directly in front of you and in the center of your desk (or, rather, where you'll be sitting at your desk).

If you have a keyboard tray, make sure your mouse is on the tray with it, not on the desk itself. You want your keyboard and mouse to be at the height where using them causes your elbows to be bent at or near a 90 degree angle, so you aren't bending your wrists to type.

### Monitor

While most monitors aren't super adjustable on their own, we've featured numerous DIY monitor stands that are ridiculously easy to build. I'm using the door stopper monitor stand myself, and it works perfectly. You want the point about 2 or 3 inches down from the top of the monitor casing to be at eye level. You also want the monitors to be about an arm's length away from where you're sitting.

The trickier half of the equation is to eliminate glare on the monitors. While some monitors can tilt, many can't, and you're likely going to solve this problem with strategic lighting placement instead of monitor tweaks.

### Everything else

The last thing you'll want to make sure of is that the most important objects at your desk are easily reachable. You shouldn't have to reach for anything often, so use the space you have to store the things you need access to (note in the photo of my keyboard and mouse above, my Droid is the next closest thing). Everything else can go in drawers or other parts of the office. The swiveling and/or rolling chair helps with this: if your chair swivels, you have a larger space for which things are in direct reach.

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# News from our members

## New federal credentials

Current AAIT Chair Rosa Burkard is expanding her horizons. She has earned the credentials to contract independently for the US State Department as an English → Spanish liaison and seminar and conference interpreter.



**Rosa Burkard**

In 2008, after working for 6 years for CDC's Multilingual Services in Atlanta, Georgia, Rosa decided to return to freelance work as a translator and interpreter. These new credentials are the result of years of experience and hard work, and represent for Rosa the achievement of another goal in her professional career.

## Montoya ATA-certified

Colombian native Clara Montoya has passed the American Translators Association exam from English into Spanish. She graduated from the Certificate Program in Translation at Georgia State University in May 2009, where she was also the recipient of the "Best Translation Student" award that year. Her work experience includes translation of a variety of documents for individuals, domestic and international private companies, and state entities. Clara is a new member of the AAIT Board of Directors. Congratulations!

## Fresh horizons

German-English translator and *Bridges* co-editor Janet Golden has been invited to work for the in-house language services department of Credit Suisse, a Swiss multinational financial

services company, during the summer of 2011. The work stay is an arrangement between Janet's Seattle-based employer, German Language Services, and Credit Suisse. The invitation came about during a trip with GLS President Maia Costa to visit the company's clients in Germany and Switzerland. "I am thrilled to act as a liaison between my employer and our client and expect it will make for an even better working relationship with Credit Suisse in the future," says Janet.



**Janet Golden**

The opportunity has set in motion other changes as well. On her return to the United States in November, Janet plans to move to Seattle to join GLS on-site.

## Website redesign responds to needs of members, prospective clients

It is with great pleasure that the AAIT Board of Directors announces the unveiling of our new and improved website. We invite all of you to go to [www.aaait.org](http://www.aaait.org) to take a look at the site and all of its improvements. We have been working diligently on this project for over six months and are very pleased with the results. Below are some of the site's highlights.

### Increased User-Friendliness

The most notable feature of our new website is its user-friendliness. The design of the website is more contemporary, with less flash and glitter and more focus on functionality. The membership registration and payment process is significantly easier, and the process to set up, review, and/or change your online profile is now more straightforward than ever. For those who do not have the luxury of time to peruse every page of the website, the main highlights from each page in the site are now located on the left-hand side of the homepage. Therefore, if any changes are made in the fu-

ture, you will be able to see them immediately on the homepage. Most importantly, the Membership Directory is now the main focal point of the site. The website not only provides links to the Directory page but also displays a large "Find an Interpreter or Translator" box on every page, allowing potential clients to search our database of professional linguists with ease. The easier it is for people to find your profile, the better chance you have of increasing your business.

### Improved Consistency

We know how frustrating it can be to get lost in a sea of links to nowhere in a website. That's why, for us, making AAIT.ORG more consistent was a chief objective during the design and creation of the new site. AAIT.ORG now contains a consistent navigation section at the bottom of every page so that users can quickly access member services, retrieve our contact information, email any member of the Board of Directors with one click, or navigate to any other page in the website, all in one location.



### Updated Look

The Board of Directors recognized the need to carry our organization into the 21<sup>st</sup> century, and we have made great strides in this regard. In 2010, AAIT created a LinkedIn group and Twitter account for the organization. We also hired a cutting-edge web designer to overhaul our website, which is now based on a Content Management System (CMS), which allows us to update the website ourselves without relying on a webmaster or having to learn html, php, or other programming languages.

Last, but certainly not least, the Board of Directors decided that we couldn't update our website and leave our organization's logo in the 20<sup>th</sup> century. Please see AAIT's new logo above.

In the coming weeks, we will be making more changes to the site, so keep checking back.

We hope the redesign shows our commitment to constantly improving our organization. Please do not hesitate to send us your comments, feedback, and/or suggestions.