

Winter 2004-2005

The Newsletter of the Carolina Association of Translators and Interpreters

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CATI is a chapter of the  
American Translators Association.  
For more information, see the ATA  
website:

[www.atanet.org](http://www.atanet.org)

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**From the CATI President  
Welcoming 2005 with exciting new events,  
new sponsors, and new members**

**By Jackie Metivier**



Welcome to the Winter issue of the *CATI Quarterly*. First and foremost, I would like to congratulate our two newly elected members of

the CATI Board of Directors for 2005 — Michael Doyle and Alice Bolaños — who were elected to one-year and two-year Director positions, respectively.

I would also like to thank our departing veterans Irene Selent and María Rodríguez for their outstanding contribution to our association. In addition to her work on the Board, María has contributed as CATI Conference coordinator. She does an incredible job planning the sessions, mailing materials, and coordinating most of the event. María is a one-person army! CATI is fortunate to have such an outstanding volunteer who will again be coordinating this year's conference. (For more, see below.)

As for the other officers: I will continue as President with Sandra Bonifacio as Vice-president, Monique Glass as Treasurer, and Martha Ochoa as Secretary. Junko Gilbert and Mike Collins were re-

elected to Director positions. This means that the Director seats occupied by Mike Doyle and Mike Collins will be up for election again in 2005. At that time, we will be back on our regular election rotation as prescribed by our bylaws.

We have a lot to be thankful for. Our association is ending the year with 210 members, a Gold Sponsor, and a Bronze Sponsor. Soon we will have another new sponsor and we are planning exciting and educational events for 2005.

Our first workshop will take place on Saturday, February 26 in the Raleigh-Durham area. This will be a translation workshop for those inter-

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**"We have a lot to be thankful for. Our association is ending the year with 210 members, a Gold Sponsor, and a Bronze Sponsor."**

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ested in improving their Spanish-to-English translation skills and/or taking the ATA certification exam in that language pair in April. Ann Sherwin will provide an update on ATA's grading procedures and Janet Austin will lead the workshop using an ATA practice translation graded with a passing grade. We will post details of this event on the CATI website at [www.catiweb.org](http://www.catiweb.org) in the next few weeks.

# Medical back translation: Strategies for making it work

By Mike Collins



Mentioning the term “back translation” among translators can have the same effect as raking your fingernails

across a blackboard.

And why not? Although translators who work outside of the medical field rarely encounter back translation, others have been burned by it, and maybe more than once. It is a concept that seems to run counter to everything we know and understand about our art at the most basic level.

However, for various reasons, the number of requests for back trans-

lation is increasing steadily. We'll address three questions in this brief article: (1) What is back translation and why is it being used? (2) What are some of the problems inherent with it? And (3) what are some strategies for approaching it?

## What is back translation?

Back translation is the practice of taking a translated document and then translating it back into the original language to check the accuracy of the translation. For instance, you may be asked to translate a set of instructions into French. You deliver your translation to the client, who then gives it to another translator for transla-

*Continued on page 3*

## From the CATI President

This year, our Annual Conference will be at UNC-Charlotte on April 9. We are planning an outstanding selection of speakers and topics ranging from medical interpretation, to script translation and voice-overs, to what translation agencies like and expect from freelancers.

Please contact María Rodríguez if you wish to make suggestions and/or would like to volunteer. We will offer the opportunity to take the ATA exam the following day.

Contact the ATA if you wish to register for the exam ([www.atanet.org](http://www.atanet.org)).

This issue of the CQ brings you a report on “Medical back translation,” those consent forms, clinical trials, medical surveys, and questionnaires that are translated from a source language to a target language and then back again to the source, by a third party, to confirm

their accuracy. Although the process often seems unnecessary and costly, we offer you this article from the translation agency's point of view. Also in this issue is Part 4 of Eta Trabing's article on “Running an individual translator/interpreter business from home.” Don't miss the

**“This year, our Annual Conference will be at UNC-Charlotte on April 9. We are planning an outstanding selection of speakers and topics ...”**

Internet scam warning, and the feedback from the ATA Conference in Toronto in this issue.

As CATI President, I look forward to a second two-year term. Just like my profession, this position is a never-ending learning opportunity. Thank you for your support, and please enjoy this issue.

*Jackie Metivier*

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## Medical back translation: Strategies for making it work

*continued*

tion back into English. The client then compares the back translation to the original and checks for inaccuracies.

This desire on the part of clients to be able to verify translations for themselves is perfectly natural. With most services, they know right away if something's wrong. Translation is different, however: we are providing them with something that they cannot objectively assess.

While customer-internal review would seem to be

the best solution, there are several reasons why this may not be practical, especially where medical translation is concerned. Internal re-

viewers (if available) sometimes fail to understand that they must limit themselves to reviewing the accuracy of the translation, often insisting on changing content that has already been approved and vetted. Internal reviewers are also more difficult to hold to deadlines than vendors, at times.

Most translation professionals deal with this problem with a variety of Quality Assurance (QA) steps. These include using an editor, having someone spot-check, or re-reading the text carefully after letting it cool off for a bit. But with all of these, our customers are at our mercy: they must trust that we will apply these QA measures diligently and conscientiously.

For many clients and for many reasons, that is often not good enough. This is particularly true in the medical/pharmaceutical industry, and the result has been a surge in medical back translation.

The world of medical research was rocked several years ago when it was revealed that researchers at Johns Hopkins University had conducted medical trials with subjects

who had not given their informed consent. This 'informed consent' is usually obtained in the form of a document that explain the risks and procedures that a particular study entails. Every volunteer must read and sign one of these to show that he/she understands those risks and is agreeing to participate of his/her own free will. The subject must be given this form in the language he/she prefers, and have it explained in that language, if necessary. Partly as a result of this scan-

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**“Internal reviewers (if available) sometimes fail to understand that they must limit themselves to reviewing the accuracy of the translation, often insisting on changing content that has already been approved and vetted.”**

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dal, institutions conducting research have come under intense scrutiny and pressure to ensure that every subject gives his/her informed consent before joining a study.

Institutions that conduct research studies or allow them to be conducted in their facilities have an oversight committee called an Institutional Review Board, or IRB (sometimes also referred to as an Ethics Committee). This board is composed of people from various areas of the field of medicine and pharmaceuticals, and has the responsibility of ensuring that studies are conducted safely and ethically. This includes reviewing all the documentation (including draft versions of informed consents) associated with the studies.

So what is the IRB to do if it is responsible for ensuring that all subjects give informed consent, but it cannot read or objectively assess documents in foreign languages? The answer for many of them is

*continued on page 4*

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### Gold Sponsor

**Global Translation Systems, Inc.**, is proud to be a Gold-Level Sponsor of the Carolina Association of Translators and Interpreters. At Global, we strongly support CATI's ongoing work on behalf of our profession.

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The Community Spanish Facilitator Certificate Program offered by the College prepares students to act as paraprofessional Spanish interpreters in the community. Courses are taught within a cultural context and include community service projects. This is a day and evening program. The required courses are offered during lunchtime and evening hours to accommodate working students.

For information, visit the College's website at [www.durhamtech.edu/html/prospective/programsstudy/spi.htm](http://www.durhamtech.edu/html/prospective/programsstudy/spi.htm).

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## Medical back translation: Strategies for making it work *continued*

back translation.

And it's catching on: Pharmaceutical companies and CROs (Clinical Research Organizations) have also adopted this approach, both because the IRBs they work with are asking for it, and because it gives them an objective QA step that can be checked off in the process.

### What are the problems?

But does it work? What are the potential problems in this process, and how do we avoid them? Some of the answers depend on who is in control of the process, and on how much trust there is between translator and client. Much also depends on the client's understanding of the many shades of gray that exist in translation.

### The CATI Quarterly

The *CATI Quarterly* is a publication of the Carolina Association of Translators and Interpreters, a nonprofit organization to promote the recognition of translating and interpreting as professions in the Carolinas. Opinions expressed herein are the author's and not necessarily those of the Editor, the Association, or its Board of Directors.

Reader submissions are welcome. Suggested length limits are:

- Articles 1500 words
- Reviews 500 words
- Letters 300 words

Submissions become the property of the *CATI Quarterly* and are subject to editing. For details, see the "Submission Guidelines" at

[www.catiweb.org/guidelines.htm](http://www.catiweb.org/guidelines.htm)

If you have questions or would like to submit an article, please contact the editor, G. David Heath, at

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Please contact CATI at (919) 577-0840 for advertising information.

Every translator knows that producing a back translation that exactly matches the original is virtually impossible. The original says [research] subject, the Spanish

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**"Every translator knows that producing a back translation that exactly matches the original is virtually impossible."**

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translation says *participante* or *paciente*, and so the back translation likely says participant or patient. Does this constitute a translation error? Most Spanish translators would not use the term *sujeto* for a research subject.

Then there's the problem of register. Consider this example from Spanish:

**Source text:** ...how we plan to keep your baby's research information confidential...

**Spanish Translation:** ...la manera en que planeamos mantener confidencial la información de su bebé de la investigación...

**Back translation:** ...the way in which we intend to maintain the confidentiality of the information about your baby from the study ...

In this example, a slight increase in register in the Spanish has been amplified in the back translation. Strictly speaking, there is no serious translation error; the meaning is there, no concepts have been left out. However, the back translation has few words in common with the original. Client

reaction may range from a quick comment to check the register of the Spanish to a stern demand to explain these 'major' differences between the source and the back translation. The client's level of con-

cern will be compounded if the translator or agency does or says anything that seems evasive. Back translation can conceal errors as well. For example:

**Source text:** During the screening visit you may stay in the hospital overnight, if all of the screening tests cannot be scheduled on the same day.

**French Translation:** Pendant la visite de triage, il est possible que vous deviez passer la nuit à l'hôpital si tous les tests de triage ne peuvent pas avoir lieu le même jour.

**Back translation:** During the screening visit, you may have to spend the night in the hospital, if all the screening tests cannot take place on the same day.

In this example, the translator has, based on the context, translated 'triage' as 'screening.' However, the correct French for screening is 'sélection.' The back translation would not reveal this error.

### What are the strategies?

So what are some strategies for dealing with these issues and the confidence issues described above?

Our agency has seen all manner of approaches in connection with back translation, ranging from intelligent, flexible, and understanding to hysterically unrealistic.

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**"Our agency has seen all manner of approaches in connection with back translation, ranging from intelligent, flexible, and understanding to hysterically unrealistic."**

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On the successful side, discussions with many of our clients have resulted in some very effective arrangements. Two of these are presented here:

**Method 1:** The client asks for a translation and a back translation, agreeing to wait for delivery until the back translation is complete. The understanding is that we will translate and back translate with two different teams, and then do a source to back translation comparison ourselves, and correct any discrepancies in the translation. Both documents are then delivered to the client.

**Method 2:** The client asks for a translation and a back translation, but asks for delivery of the translation first. Then, when the back translation is complete, it is our responsibility to compare the back translation, the translation, and the source document, and correct any errors in the translation. When finished, we deliver the back translation and a revised copy of the translation, along with a list of the corrections made to the translation, and why they were made. The client then re-submits the translation to the IRB with our list of corrections.

These two methods have proven very satisfactory. The client gets the extra quality check and a real back translation for the files, while leaving problems of linguistic interpretation to the experts. In turn, we supply our agency certification describing the process and people used, and effectively standing behind our

work. The level of trust and accountability with these processes greatly reduces stress and eliminates many potential friction points in the process. We arrived at these methods after talking with our clients and making an effort to understand their needs and requirements, and by explaining the concepts and problems inherent in translation and back translation. And we do indeed find errors that were overlooked in the editing and review.

But what if we don't have this degree of control over the process?

Freelancers should never hesitate to ask if they suspect they are being

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**“Freelancers should never hesitate to ask if they suspect they are being asked to perform a back translation, or if the work they are doing is going to be back translated (especially in the case of medical translation).”**

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asked to perform a back translation, or if the work they are doing is going to be back translated (especially in the case of medical translation). Knowing in advance what issues are important to the client, and keeping them in mind while translating, can reduce the headaches down the road. For instance, if you know that your document will be back translated, you might consider a slightly more literal translation (while respecting register and accuracy, of course). If you are back translating from a Romance lan-

guage, you may want to spend a little extra time reducing all the ‘of’ clauses so that the tone will better mirror the original.

### Conclusions

In the final analysis, it is hard to say how much value back translation contributes to the process. Given the proper approach, it can provide an additional quality-control layer and give the client tangible and understandable evidence that the translation he/she has commissioned is indeed correct, or as correct as reasonably possible.

However, in the end, the process is still largely dependent on the integrity and skill of the translators and the agencies involved.

No matter what our opinion of it, back translation is not going away any time soon. I suspect that few of us are ready to risk alienating clients by flatly refusing to do back translations. It seems far wiser to work to help the client understand the advantages and disadvantages of the concept, to offer realistic and helpful approaches, and then to let the client decide how to proceed.

*Mike Collins is the President of Global Translation Systems, Inc., an agency established in 1992. He has a Masters Degree in Slavic Linguistics and is a former Fulbright scholar to Yugoslavia. He also currently serves on the CATI Board of Directors. He can be reached at [mike@globaltranslation.com](mailto:mike@globaltranslation.com).*

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## Best wishes for the New Year from Irene Selent

Thank you for your kind words about my service as Board Member. It's been a privilege and joy (as well as fun) to work with you all, and, like Maria, I hope to come and make a "guest appearance" once in a while, if I may. I will miss being on the Board, but plan to continue to be actively involved, and I am really happy for Alice and Michael Doyle to have this opportu-

nity. Congratulations to all elected and re-elected, and a special welcome to Michael D. and Alice. Maria, I want to add my special thanks to you for your terrific contributions with all the conference planning. What organizational talents and energy you have! In fact, the whole Board is so talented and en-

ergetic and you are a great President, Jackie. CATI is very fortunate indeed.

I really hate to miss the coming board meeting, and party(!), but with my out of town guests I just can't make it. Have fun, and all my best wishes for the new year to you all.

**Irene Selent**

## CATI members offer their perspectives on the ATA's 45th Annual Conference A renewing experience: new ideas, new methods, new contacts

By Jackie Metivier



Over the years I have attended several ATA conferences, and this year's conference in Toronto was by far the best.

Toronto means "meeting place" in the Huron language, so it was quite appropriate for the more than 1,500 people who attended the conference .

Among other interesting booths the exhibitor hall hosted several translation software vendors, agency T/I recruiters, our good friend Freck Langkhof's InTrans Book Service, and six state-of-the-art computers with DSL connections available to participants. Also, two very thought-provoking films regarding the history of interpretation were being offered in a cinema within the exhibitor hall.

I attended all the presentations I possibly could, at times having several choices within the same time slot. Some of my favorites were on media translation, legal interpretation, and leadership.

Nancy Smolen's and Louis Cardillo's presentation on media-script translation was very useful and practical. They not only presented several samples of voice over work their company has done, but had a practice session for participants to apply the principles just conveyed.

Janis Palma's presentation on how to become an interpreter trainer is also worth mentioning. She talked about the fact that as professional interpreters in the legal field, we

have knowledge about the proper protocol to follow, the ethical standards we uphold, the interpreting modes we have to use in the courts, and how we can pass on this knowledge to others. A copy of the presentation is

available through the Mirta Vidal-Orrantia Interpreting and Translation Institute web page:

[www.orgsites.com/ny/mvoiti/](http://www.orgsites.com/ny/mvoiti/)

Marian Greenfield's presentation on Leadership was my favorite presentation. She has the ability of 'connecting' with the audience, making you feel like she is only talking to you. I admired her amazing memory and ability to quote authors, as if she were reading them from an invisible teleprompter. I left the room with a sense of inner-peace, as if I had attended a 2-hour yoga class for the mind. She is an outstanding presenter!

Toronto is quite a beautiful city particularly from atop the CN tower. The Sheraton hotel was quite beautiful and the 7th floor view of a downtown plaza reminded me of

my years in Mexico City and, of course, my honeymoon. The hotel lent itself for such a large event, and although the weather was in the low 50's, the 6 miles of under-

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**"I always return home with a sense of being 'renewed' after an ATA conference, hearing new ideas, learning a new method, a new website, making new contacts, visiting old friends, and getting to know new ones."**

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ground shops, subway, and tunnels were the perfect place to get some exercise.

I always return home with a sense of being "renewed" after an ATA conference, hearing new ideas, learning a new method, a new website, making new contacts, visiting old friends, and getting to know new ones. This is what makes this profession so exciting: there is something new to learn at every conference.

*Jackie Metivier is President of Bilingual Communications, Inc. She is certified by the American Translator's Association as a translator from English into Spanish and is also certified as a Spanish interpreter by the National Association for State Courts. She is currently the President of CATI.*

**We would like to hear from you!**

**If you would like to comment on any of the articles or ideas expressed in this newsletter, please write the editor,**

**G. David Heath, at:  
[infoexact@mindspring.com](mailto:infoexact@mindspring.com)**

**A selection of letters to the editor will be published in future issues of CATI Quarterly.**

## An annual connection with the professional mainstream

By Ann C. Sherwin



Last October over 1,400 registrants from 33 countries gathered in the city of Toronto for the 45th Annual Conference of the American Translators Association. It was the

third-largest attendance on record for ATA.

The choice of a Canadian site, the first ever outside the U.S., was a draw to some and possibly a deterrent to others. Of course we had the minor hassles of dealing with foreign currency and a two-hour wait to get through customs coming home. But crossing borders is nothing new for translators. I elected to stay in a delightful French bed-and-breakfast this year, which ensured that I would begin and end each day with a brisk 20-minute walk along Yonge and Queen

Streets and feel

the pulse of this bustling cosmopolitan city. This was my 18th ATA conference in 19 years. Why do I keep going back? And what might there be in it for you?

When I attended my first conference in 1986, my eyes were opened to how much I didn't know about a field in which I *thought* I was well qualified. (This was a few months before I bought my first computer.) But I was impressed with how friendly translators and interpreters were, how eager they were to share their knowledge and experience with a newcomer. I sensed no elitism then, much to my surprise, and see little of it now. Communication is what we are about and what we do best, not only for clients but among ourselves. I eagerly soaked it up.

Every year the conference gets more diversified. In 1986 you could choose among four sessions in

each time slot. In 2004 that number had expanded to 17, for a total of over 200 presentations. If none of the choices at a given time was relevant to your work, you could always browse the 45 booths in the exhibit hall, check your e-mail at the free cybercafe, visit the Job Marketplace, or hang out in any hallway or lounge area and find someone to talk shop with. Name badges showing home towns and colored dots representing our languages were conversation starters, and cries of recognition could be heard as faces were linked with names familiar from the *Chronicle*, the Web, or the marketplace. Evening receptions brought new and old friends together, and first-timers established valuable contacts with colleagues and with potential clients.

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**"A major benefit of the conference for me is the feeling of connection with the mainstream of my profession."**

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The one educational session I attended this year was entitled "Translating German Legalese IV: A Cook's Tour of Corporation Law," presented by Lois M. Feuerle and Joe McClinton. Despite years of specialization in the field, I came away wondering whether I should be doing legal translation at all. But the speakers assured us that everything they had packed into their fast-paced presentation was out there on the Web, available for retrieval when needed.

I also attended the German Language Division meeting, proctored an exam sitting, participated in three grader workshops, and spent hours with my German-English work team preparing for the 2005 exam year. It is gratifying to belong to a professional support community where you can give as well as receive.

A major benefit of the conference for me is the feeling of connection with the mainstream of my profession. I find the staff and leaders of ATA to be quite approachable. I was impressed with how well president Scott Brennan conducted the morning sessions on Thursday and Friday. I noted the respect and dignity with which the candidates and the members of the ATA Board fielded challenging and often loaded questions from the membership at these sessions. In a world where divisive forces continue to hammer away, it was heartening to see that the majority of members want ATA to remain an inclusive organization dedicated to the task of building bridges for communication rather than tearing them down.

To be honest, I must confess to a brief dry period in my conference-going history. As my work became more narrowly focused over the years, the conference sessions, though greater in number, were also becoming more narrowly focused—on languages and subject areas that had little relevance for me. For a while, my main reason for attending was a sense of duty, since I was involved in various activities that made conference attendance almost mandatory.

But thanks in part to the dedicated ATA staff, elected leaders, and volunteers, I'm past that. I now see the conference as a window to a promising future for translators and interpreters, as an opportunity to step back and view the big picture of which I'm proud to be a part. Next year I'll be viewing it in Seattle, and I hope you will too.

*Ann Sherwin is an ATA-certified German-English translator based in Raleigh, NC.*

## My experience at the ATA's 45th Annual Conference

By Graciela White



**I**t ended up being a string of cold and rainy days, but the atmosphere inside the conference quarters was quite warm and lively.

Attending my second ATA conference gave me the opportunity to mingle again with old American and foreign friends, make new ones, and enjoy being surrounded by people who share my love of translation. The agenda for the conference was packed with remarkable activities. There was something for every taste: agencies, freelancers, diverse fields, emerging technologies, you name it.

I tried to plan my visit to the conference ahead of time by selecting those workshops that I was most interested in. But once I was there it was a little more difficult to make up my mind. The fact of very fascinating sessions being held concurrently made me switch conference rooms on the fly and try to catch up with what was being discussed on that other subject. All the presenters, myself included, showed the highest level of professionalism and dedication to their *métier*. Everybody was enthusiastic and ready to share his or her recent work and

experiences with peers. In fact, any ATA conference is the best opportunity to keep up with state-of-the-art initiatives in the profession and

the latest publications on a myriad of topics related to translation and interpreting, as well as to have casual exchanges with well-respected colleagues who otherwise may not be easily reachable.

As I said, I attended several sessions but I would really like to comment on one that truthfully filled me with joy. In a rather small conference room, there it was Peter Less, a Chicago resident lawyer and member of the team that performed the first simultaneous interpretation at the Nuremberg trials in 1946.

The unusual characteristic of Mr. Less's presentation was not really related to "what" he said — all the reader needs to do for that is refer to the September 2004 issue of the *ATA Chronicle* — but "how" he said it... from the heart. Mr. Less, an 83-year-old man born in Germany during WW II, spoke softly and relentlessly for over 90 minutes and the audience couldn't get enough of him. He discussed his move to Switzerland where he studied hotel management, became the apprentice to a barber, and later enrolled in the prestigious School of Interpreters at the University of Geneva.

Later, he was hired by the Ameri-

psychological counseling, had to face tales of horror and strive to keep their feelings to themselves in order to show their true professional grit. Mr. Less's humble attitude and unassuming demeanor made an instant click with an audience that flooded him with questions on his ordeal. Mr. Less always appeared calm and collected and responded with a smile. It was an unforgettable session for all those attendees sitting down and on the floor, and standing up in the back!

I also attended a forum on translation tools and presentations on project management, freelancer / agency interaction, the fine line between technical writing and translation, Spanish terminology for the insurance industry, and the importance of qualified interpreters for the court system.

Finally, it wasn't all work and no fun. I also had the opportunity to share lots of cups of coffee and a few meals with fellow CATI members... an experience to remember.

*Graciela White holds a degree in legal translation from the University of Buenos Aires, Argentina. She has worked as a freelance translator in the fields of law, software localization, telecommunications, and electrical engineering; and currently works as a Globalization Project Manager with IBM. In the past few years, Graciela has also been a workshop leader/presenter of software localization-related topics before local and international audiences.*

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**"... any ATA conference is the best opportunity to keep up with state-of-the-art initiatives in the profession and the latest publications on a myriad of topics related to translation and interpreting ..."**

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cans to render his services at the trials. Mr. Less provided a true insight into the lives of those young interpreters who, deprived of any

## Focus on members: Monique Glass

*Chevalier des Palmes Académiques*

By Irene Selent



Longtime CATI Board Member Monique Glass, of Simpsonville, SC, recently received double recognition.

In August, the French government awarded her the prestigious "*Ordre des Palmes Académiques*" with the rank of Chevalier. This order, which was founded by Napoleon Bonaparte, is awarded to "individuals worldwide who have demonstrated a level of devotion and achievement in the areas of teaching, scholarship and research" and is recognition of work done to promote French culture.

Then, in the Greenville News of September 15, 2004 she was profiled as Teacher of the Week. The two-column article by City People writer Cheryl Allen called her "the epitome of French culture and style," describing how "for the past 24 years she has enthusiastically shared her expertise and passion with others." The article quoted Monique as saying she was surprised when she received the letter and the certificate from the French Government, via the French Embassy.

The article went on to quote Louise Stanford, Head of the Department of Foreign Languages at the South Carolina Governor's School for the Arts and Humanities, located in Greenville, SC, where Monique teaches French: "It's an honor that is well deserved. She's so enthusiastic, a very caring teacher, and loves to promote the French language. She is a wonderful asset to our department."

Monique travels back to France every summer and returns with valuable new and current information and exciting ideas, which she loves to pass on to her students.

In addition to teaching at the Governor's School, she also teaches adults French at Greenville's International Center of the Upstate, which she helped found. She previously taught in Greenville and Spartanburg, SC, public schools, as well as various adult classes in Pittsburgh.

Before moving to the U.S. in 1978 with her American husband Bill, Monique was a flight attendant, translator/interpreter, and tour guide in her native France. As well as teaching, Monique has worked for many years as a freelance translator/interpreter, serves on CATI's board, and is the local president/driving force/event planner and hostess with husband Bill of numerous Alliance Française events.

The common thread in Monique's life has always been language. But, as fascinated as she is with language itself, Monique is even more passionate about the art of learning different languages for the insight they give us into other cultures. This leads us to understand one another—and ourselves—better, and is a major step in improved international relations.

*Irene Selent is a long-time CATI member and board member. She lives in Greenville, SC, where she teaches and translates Dutch and German.*

If you would like to let your colleagues know about some of your recent or upcoming activities, please send an e-mail to G. David Heath, *CATI Quarterly* editor, at [infoexact@mindspring.com](mailto:infoexact@mindspring.com).

## Internet scam warning

A message to all members from the American Translators Association

This message is to alert you that some members of the American Translators Association (ATA) have received email messages that appear to be an Internet scam.

The messages note that the sender got the recipient's name from the ATA Directory of Translation and Interpreting Services (or a chapter directory). The sender then goes on to describe a 10-day interpreting job for his daughters who will be "...going out for shopping and visiting some beautiful places..." The e-mailer continues "and let me have your full name and address and where partial payment should be sent." Other versions ask for the recipient to bid on interpreting for his fiancée at their wedding ceremony and for a business meeting: "My staffs are coming over to the united state for a 4days [...] seminar which is taking place in a hotel hall in texas and which involves the discussion of Business around us today Globally."

Your entry in the ATA online Directory of Translation and Interpreting Services is a marketing tool, and so is available to the public. Don't let your guard down just because an unknown sender mentions it. Be prudent and do your best to verify the sender is legit. For more information on recognizing and addressing fraud through the Internet, please visit [www.fraud.org](http://www.fraud.org) administered by the National Consumers League.

Finally, thank you to those members who contacted ATA Headquarters to inform them about this matter and for taking the time to share this information with your colleagues.

**Walter Bacak, CAE**  
**Executive Director**

## Running an individual translator/interpreter business from home

### Part 4: Quality control, the invoice, marketing yourself, client relations, professional ethics, and more

By M. Eta Trabing

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This is the fourth part of a multipart series. It deals with quality control, the invoice, multiple booking for court cases, delinquent payments, marketing yourself, the translator/client relationship, and professional ethics.

The final part of this series, to be published in the next issue of the CATI Quarterly, will deal with book-keeping, record-keeping, filing, and the importance of acquiring computer skills.

#### Quality control



Any and every translation you do should go through strict quality control by you before it leaves your desk.

First, read through the whole document you were given to translate. This will allow you to understand the whole concept. If there is anything you feel is ambiguous or that you don't understand, mark it and then send the client a message with all your questions, or do it by phone. Try to get answers as soon as possible, but you can start translating without them.

Second, look up and research all unfamiliar words and phrases. Start a glossary for each client or use terminology management software. Use your common sense and triple check to see if the word you chose is actually correct in that context or if it is a false cognate.

Then do the first translation draft. In this draft, make sure that you don't leave out any paragraphs or sentences—count bullets and numberings; double check all numbers in the text and conversions, if any. Double check the spelling of all names and places—translate those that require translation and leave untouched those that don't. Don't worry too much at this stage about perfect grammar and syntax. That will be accomplished in the second

draft. Make sure you have not misunderstood a long, complicated sentence or left a "not" out of a sentence. Be consistent with the terminology you use, unless you are working on something that requires creativity rather than technical consistency.

Check the Internet for any words/concepts that you don't understand or that you can't find in your printed dictionaries. New things come up all the time, and usually there is something about them on the Internet. Be a little wary about Internet dictionaries, some may not be as good as they should be. It may be a good idea to look up the subject on websites that are from the country/language you are working in.

That way you know what words are used in that country/language and don't rely just on U.S. sources, which are usually translations into another language just for posting on websites.

Some of these U.S. sources have lots of typos and can take you down a bad path or make you use a misspelling.

If you have time, let this first draft sit for a day or a few hours, so you can clear your mind. Then, set aside the original and look only at your translation. Now comes the careful checking of

style, grammar, syntax, and all the fine points of the target language, without interference from the source language. Then proofread this second draft again in case of small mistakes that a spell-check won't pick up. Run the spell-check. De-

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**"Be a little wary about Internet dictionaries, some may not be as good as they should be."**

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pending on your languages, you may have to change decimal periods to decimal commas, or vice-versa, depending on what is used in the target language.

Print your second and final draft. Proofread the hardcopy—this is very important! It is easier to catch oddities and mistakes on paper

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**"If you have time, let this first draft sit for a day or a few hours, so you can clear your mind. Then, set aside the original and look only at your translation."**

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than on the screen. Depending on what the material is, you might want to read it out loud, you may catch something that just doesn't sound right to the trained ear. When looking at the printed page, we see things that we don't see on the computer screen. Make all the necessary corrections.

Although you have been electroni-

## Running an individual translator / interpreter business from home

### Part 4 continued from page 10

cally backing up your translation as you go along, put the final version on a diskette, so you can use another computer should yours break down at the wrong time—actually, there is never a good time for a breakdown, but an hour before a deadline is certainly not a good time.

On occasion, you may find that something is still bothering you about your translation even though it seems you've done everything to prevent a mistake. If that happens, proofread the final printed version one more time, and you will almost always find that one mistake or misspelling that your intuition told you was still there.

### Preparing the invoice

Get in the habit of sending the invoice out **with** the translation. Don't wait and send invoices out weeks later – not only will your payment be delayed, but you may forget to send the invoice.

The invoice should include:

- Your name and address on the letterhead (if not no one can send you a check!)
- The word Invoice, so that everyone can see right away what it is
- The date
- The person/company to whom it is addressed – use the company street address, even if you are sending it by e-mail or fax
- The invoice number, if you have a numbering system for your invoices
- The client's Purchase or Job Order number, if any
- A statement that it is for a translation from [source language] to [target language] or an interpretation done at: place, day, time, reason
- The spelled-out heading or name of the document that you have translated

- The price agreed to through the price quote or some other way
- A "Thank you."

It is also a good idea to include your conditions of payment, agreed to by the original contract or order. Remember that the people in Accounts Payable probably never see the price quote and its conditions. Here are some examples of what you can use: "Invoice payable upon receipt" (although this still means 15 to 90 days to some of our clients!); "2% discount if paid within 15 days"; "5% discount if paid within 10 days" or whatever you think is appropriate, and will get you paid quicker.

If you have a client who already has a record with you of defaulting on payments, either don't work for them or ask for payment in advance or against delivery. Do not let large debts mount up! You will be the loser.

If you are working on a very large job that you will be delivering in parts or chapters, try to negotiate payment for each portion that you deliver. Most individual translators cannot be without income for months while working on a very large project. Or you might negotiate a large enough "retainer" to see you through to the end.

If you have moved, and the company's accounting department has your old address on the computer, it may take a couple of invoices before they get around to changing your address. Add a large arrow to your invoice and say "New address"; put it in red or some color they can't miss seeing.

Send the invoice together with the translation. Keep a hard copy of the invoice for your files, staple the purchase or confirmation order and

your price quote to it. The more information (dates, names, all e-mails) you have, the better in the event of delay or default. Ask that your client acknowledge receipt of both the translation and the invoice—files do get lost in cyberspace and envelopes get lost in the regular mail. If you have a difficult or unknown client, you might wish to staple that acknowledgement of receipt to the file copy of the invoice.

### Multiple booking for court cases

Court calendars and dockets change constantly—cases can be settled minutes before a trial is to

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**"It is also a good idea to include your conditions of payment, agreed to by the original contract or order. "**

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begin, one of the parties may become ill and the case will be continued (postponed) for weeks or months. Sometimes, somehow, the defendant wasn't brought from the jail to the courthouse, a lawyer had to appear in federal court and couldn't appear in state court, and so on and so on. Because of this, interpreters who work in the courts all the time and who are not on the court payroll, will find that they are almost forced to book various cases for the same day and time, reasoning that half of them will fall by the wayside before the necessary appearance or trial. However, when these do not fall by the wayside, the interpreter will now have to hustle to cover all the scheduled appearances.

It behooves all court interpreters to have one, two, or three back-up interpreters with whom they work closely on very short notice, so as to cover all the hearings scheduled, at the last minute, when necessary.

## Running an individual translator / interpreter business from home

### Part 4 *continued*

If an interpreter simply doesn't show up because of a scheduling conflict, chances are that interpreter won't be called again. It is up to the interpreter to get his/her own replacement, or to give the court enough lead time for it to get another interpreter.

### Delinquent payments

This is truly the most irritating and frustrating part of any business enterprise. People steal, lie and cheat and so do the companies they work for. Over the years, you will have trouble collecting some invoices. You can sign up with an agency like Dun & Bradstreet (ATA has a special contract with them) who will do the collecting for you—for a sizable fee.

You can keep harassing the client, nicely and not so nicely, until the invoice is paid, then be careful if they ask you to work for them again! You can send registered, return-receipt-requested letters, with a copy to your attorney, giving the client X number of days to pay or face litigation – that sometimes jars the money loose. If the amount is under \$100, write it off as a bad debt at the end of the fiscal year. Anything you do will cost you more than \$100 in time, money, fees, and aggravation.

Another recourse is Small Claims Court, but usually the complaint must be filed in the county of the debtor, so that may not be possible if you are across the country. Find out what the Small Claims Court limit is in the county/state where the debtor lives (at the time of writing, it is about \$4,000, but that changes every couple or three years). Then see if it is worth your while to have a local attorney handle it for you, or if you can travel there fairly easily to handle it yourself. First, there is a fee (\$50 and

up) for filling out all the proper forms, then you or your representative must appear before the magistrate judge, with all evidence, on the day assigned to you. Even if the judgment is in your favor you may not actually get the money, but you can put a lien on whatever thing of value the debtor has.

If a company or individual files for bankruptcy, you will most probably never see a cent of what is owed to you. There is nothing you can do about it—miserably unfair, but true! So don't let people owe you large sums of money!

If you work for state or federal agencies, they may run late in their payments for no obvious reasons.

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**“You can keep harassing the client, nicely and not so nicely, until the invoice is paid, then be careful if they ask you to work for them again!”**

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This is particularly likely when the budget runs out and the Congress hasn't approved a new one yet. Try to think of this as in involuntary savings account—you will eventually get paid, but make sure you have other clients whose payments will allow you to pay your mortgage or rent on time! Some state courts run out of interpreter money long before the end of the fiscal year. Keep an eye on the newspapers in your area to see if that is happening in your state and then decide if you want to continue working for the state or not.

### Marketing yourself

Once you are set up for business, you need to go out and market yourself and your talents. The first thing you need are business cards. Make yours stand out somehow from all the other little white bits of cardboard with black lettering. I used to have a two-tone blue with lettering in the reverse blue. When I

handed people my card, I would say: “Even if you don't remember this interpreter's name, remember the two-tone blue card.” Years after handing some of them out, they came back with a job! The professional design of the card helped, too. It was advertising money well spent!

Develop a good résumé. Many good articles have been written about how to do that in *The ATA Chronicle* and in many other books. Remember, again, your résumé must stand out from the hundreds received. Have a paper version if someone asks for it and have an electronic version for sending to translation companies. Be honest but not timid about your accomplishments. If you say you are certified or accredited, make sure you are, because it is very easy to check! Keep the résumé short; people will give it about 3 seconds to decide if they want to read more or not. Keep your résumé updated at all times, and have it on the computer so that if someone asks for it, it is immediately available.

If you live in a big city, you may want to make some cold calls to companies that work with your languages and specialties. Of course, you are reading the business pages every day and so know who is doing what where. Don't go only to the International Division vice president. Go to the Legal Department, to Manufacturing, to Safety and Security, to Human Resources, to Marketing and Publicity, etc., etc. In large companies, the departments don't necessarily share information when they need a translator/interpreter, so cover all bases that could possibly use you either for incoming or outgoing work.

In smaller cities, it may be somewhat more difficult, but not impossible! Look in the Blue Pages of the

## Running an individual translator / interpreter business from home

### Part 4 *continued*

telephone directory, where the federal, state, and local government agencies are listed. Go through them all to see who might have need of your services and then contact them. Look in the Yellow Pages for leads. If you can afford it, list yourself in the Yellow Pages, although that is quite expensive.

If you are starting out as an interpreter, check the community help agencies and non-profit organizations, the courts (if you are willing to quickly learn the legal terminology), and hospitals and clinics (if you are willing to quickly learn medical terminology). Some have full-time jobs available, others only outsource.

Ask everyone you know for ideas and referrals. Write follow-up “Thank you” notes to those who treated you particularly nicely—a nice touch few will forget! Offer to subcontract for overworked translators/interpreters. Occasionally, call clients who have not contacted you in a while and see if you are still on their active list. Their personnel may change and your name may disappear with the leaving staff member. Always remember to be extra nice to the secretaries, receptionists, or assistants in offices—they are the ones who will call you for work—or not! Not their bosses.

Network with other translators / interpreters either personally or via e-mails, and participate in your local ATA Chapters or organizations. Go to regional or national conferences if you can afford it—consider it money spent on marketing. The better known you become, the more others will remember you when passing on work or looking for teammates.

Do not limit yourself to your geographic area, either for translating or interpreting. Translators have the world at their fingertips via the

Internet and interpreters can travel far and wide or at the very least, around the corner. However, do research the area you live in—the whole county and the surrounding counties, if necessary—to find clients and work. As already mentioned, read the business news every day or subscribe to business magazines or newspapers. You might volunteer on occasion so people get to know your work. This is called “pro bono” work. However, pick your volunteerism carefully or it may cut into your business. If everyone can get your expertise for nothing, why should they pay you at all? However, volunteering for your local ATA chapter will be a quick way to get to know a lot of people in your area. That, in turn, will bring in more work.

Have your rates ready to quote, should someone ask. There is nothing less professional than to

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**“If you are starting out as an interpreter, check the community help agencies and non-profit organizations, the courts ... and hospitals and clinics ...”**

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say: “Well, I don’t know, what do you think I should charge?” (I swear this happens more than you would think!) These rates will vary with what you do, your experience, your skill level, and even with the area in which the work will be done—some states or cities are more high-priced than others. If you want to interpret for the courts, they usually have set fees and those are the amounts you will get paid—find out what they are in your state/county; federal courts pay the same across the country. Translation companies pay different rates for different jobs, skills, experience, rush work, etc. Many cash-strapped companies (whether translation or manufacturing or

anything else) are paying 30-60-90 days from completion of a job, so take that into account when presenting your invoice. Your rates don’t have to be the same for everyone. You can have different rates for different clients—just make sure you don’t get them mixed up!

Remember—don’t let any client run up a large tab that they then may not be able to pay; you are the one who will have to absorb the loss! The words “large tab” are relative, each of us will have a different level beyond which we decide not to go. Be aware of signs that a client is about to declare bankruptcy—once again you will absorb the losses.

Most importantly, follow up on your overdue invoices—keep dunning! Sometimes they just get lost in paperwork (or as in one case, they were carefully filed and never sent to accounting!). Other times the accounting department and the person you work for have different agendas and they do not work hand in hand. This is your money and your business, so take good care of it.

### **The translator / client relationship**

The most important relationship in your business world is your relationship with your clients! Be helpful and cooperative with your client’s needs—go the extra mile to make their life easier; that’s how you keep good clients.

Some things are basic but need to be remembered: return all phone calls as soon as possible (even if long-distance). If a translation company was nice enough to call you or e-mail you about a job, be sure to call or write back and explain why you didn’t do so earlier (“I was out on an assignment and just got back.” Never “I was out gardening and didn’t feel like answering the phone.”). Most translation companies can only wait for your reply an

## Running an individual translator / interpreter business from home

### Part 4 continued

hour or two and then they must go on to the next translator on their list. Return every call and e-mail, even if you cannot or will not take the job. And remember, do not quote a translation sight unseen!

If this is a new client who was referred to you, be sure and cover all of the points mentioned previously in this paper before you agree to take on a job. Then call the person who passed the client on to you and thank them. You owe them a big favor.

Once you have established a deadline, don't let your client down under any circumstances. Your delay may cost him millions (e.g., an international bid); or a translation company may lose a good client because of you. If for some reason you cannot meet the deadline, call the client immediately and explain. If the deadline cannot be extended to suit your situation, find your own replacement immediately (with the client's approval), and pass on the work. The important thing is to keep the client happy and not let him down.

As was said before, provide quality work every single time. Don't get sloppy just because you know the client well and think you can slide by. If you find yourself thinking "Oh, this is good enough," it isn't!

Your trustworthiness is everything in a service business!

Maintain client confidentiality at all times. Some clients will ask you to sign a confidentiality agreement—look it over carefully and if you sign it, abide by it.

Be flexible. There may be last minute changes that the client has no control over, so be gracious and do your best. If you think you spot an error in the original, notify the client

immediately and ask. Everyone makes errors sometimes, and in many cases the translator is the last person in the chain who can spot and stop one. For instance, if a column of figures doesn't add up to what the original indicates, say so. If there are other obvious errors, let

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**"Once you have established a deadline, don't let your client down under any circumstances. Your delay may cost him millions (e.g., an international bid); or a translation company may lose a good client because of you."**

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someone know. That person will be grateful.

Some translators think that they may sound stupid or inexperienced if they ask questions; but if you are clearly interested in making the client look good, they won't mind answering questions—just don't ask the same ones, project after project!

When and if a translation of yours comes back with many editing corrections or if the client has sent your work to the target country to be "proofed" and the translation has been rewritten—don't get too upset. Make the changes that you agree with and then sit down with the client to go over the ones you don't agree with, and explain why. If the client trusts you, he will accept your version over the other. Remember that company proofreaders in another country are not usually translators but technical people. You and they may approach a job from different points of view with differing results. The client needs to understand this.

Do explain cultural differences to your client so that he can avoid making obvious or possible gaffes. In many cases, the client is unfamiliar with a foreign market or culture and relies on the translator to set him straight without even knowing

that he's doing so.

Do not accept work for which you are obviously unqualified. And if you must accept the job (because your rent is due), get someone qualified to help you. It is unethical for you to "practice" on your client!

If a client provides you with glossaries to do a translation and you totally disagree with them, talk to the client and have your explanations ready. If the client insists you use his glossary, for the sake of consistency, then do so. If the client likes your work better, eventually you'll be able to change his glossaries.

And just because this is a business, doesn't mean you can't enjoy yourself. The best kind of work to have is the kind that makes you glad to get out of bed in the morning and work that you like so much that you might even do it for nothing if you didn't have to earn a living!

### Professional ethics

Ethics is a subject outside the scope of this paper, but ethics are very important in everything you do. Do read the Code of Professional Conduct of the American Translators Association, of the Federal Courts, of the State Courts, of other professional organizations related to your translating and interpreting work, and abide by them. Although there are thousands of translators/interpreters out there working, it is still a relatively small group and sooner or later people get to know you, and if you lie about your credentials or steal someone else's clients, or otherwise behave in an unethical or unprofessional way, the word will get around.

*M. Eta Trabing, translator, instructor, writer, retired interpreter, ex-President of CATI, and owner of Berkana Language Center (see [www.eberkana.com](http://www.eberkana.com)) has been in the T/I business for about 35 years and now lives in Houston, Texas.*



From the Editor's desk

## ATA School Outreach invites you to help

By G. David Heath

According to the American Translators Association, an astonishing number of teachers in the United States are unaware of translation and interpreting as professions and are actually discouraging their students from studying foreign languages because "there are no jobs other than teaching." That means it's up to language professionals to tell students what the professional standards are for qualified translators and interpreters.

In response to this need, the ATA has launched the School Outreach Area on its website. The goal is to provide members with quick, convenient access to material that they can use in making presentations on the translation and interpreting professions to students at any level. The material was compiled from the

contributions of many ATA members.

The ATA also points out that the linguists-to-be in America's classrooms today are sitting next to a whole lot of clients-to-be. The more these future doctors, lawyers, businesswomen, and businessmen know about our field, the more likely they are to appreciate the importance and complexity of our work—and compensate us accordingly.

Why should you bother with this? ATA's short answer is that it really makes a difference. But it's also fun. As the ATA puts it, "Most of the people who have done this will tell you it's an absolute blast."

To find out more, go to the ATA website at [www.atanet.org](http://www.atanet.org) and click on the link to the School Out-

reach Area. This area has links to four age levels: elementary school, middle school, high school, and university. Each level offers tips on what to say and how to say it, links to sample presentations and other materials that you can customize for your own use, a link to a hand-out for teachers, and an "extra credit" section with ideas that go beyond a quick presentation in the classroom.

The ATA has also included a link to general guidelines that will help your school outreach presentation go smoothly.

I went to the ATA School Outreach Area and found that there's a wealth of valuable information there to help us get started with this valuable effort. I strongly encourage CATI members to get involved.

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## Upcoming events

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Several CATI events are planned for 2005, beginning with a translator's workshop on February 26 in the Raleigh-Durham area. The CATI Annual Conference will be held on April 9 in brand-new facilities at UNC-Charlotte. As in the past, CATI will offer an ATA exam sitting the following day. Please contact the American Translators Association at [www.atanet.org](http://www.atanet.org) if you would like to register for the exam.

CATI will hold its traditional summer picnic and the various groups will organize their events simultaneously as they did last year. If you are a member and hold a meeting or social event, please e-mail the pictures to the CATI website administrator for posting on the website.

CATI is planning a Medical Interpretation seminar to be held in Charleston, South Carolina in the Fall, and there will also have a Translation Memory Tools presentation in November, 2005 in the Raleigh-Durham area. In addition, CATI will offer several community outreach opportunities for volunteer interpreters throughout the year.

If you would like to propose an event in a particular subject or field of interest, please contact the Board or send an e-mail to: [pobox@catiweb.org](mailto:pobox@catiweb.org). CATI will be pleased to assist you with your translation/interpretation needs.

### CATI Board Meetings

These are planned for the following dates:

- February 12, 2005 at UNC-Charlotte
- April 9, 2005 at UNC-Charlotte
- September 17, 2005 in Charleston, SC

### IJET-16 Conference

The Japan Association of Translators (JAT) is pleased to announce the 16th Annual International Japanese/English Translation Conference (IJET-16), June 3-6, 2005 in Chicago, IL. Translators and interpreters from around the globe will journey to the Westin Chicago River North in Chicago, USA for the

## Upcoming events *continued*

world's leading E<>J translation conference. Chicago, also known as the Windy City, features spectacular architecture, excellent restaurants, plentiful shopping, and convenient public transportation. Plan to stay a few days longer to take in the city.

### Informative sessions

As at past IJETs, Saturday and Sunday will be packed with sessions. Saturday will begin with an opening ceremony and a speech by Scott Brennan, President of the American Translators Association. Shortly thereafter, Cornelius Iida, interpreter to Presidents Carter and Reagan, will give the keynote address. After lunch, nine presentations on topics relating to translation and interpretation will be given in three breakout rooms. Sunday will feature 15 presentations, again in three breakout rooms.

IJET-16 received a very generous \$3,000 grant from the Japanese

Language Division of the American Translators Association. Some of the grant has been allocated toward the keynote speaker. The remainder will be used as honoraria for expert speakers who are not necessarily translators. These recognized experts will share their knowledge with IJET-16 attendees.

The organizing committee received so many excellent proposals for presentations that we decided to have two extra days for field-specific presentations. Tentatively, three presentations will be given on Friday afternoon before the Zenyasai, or pre-conference dinner. A post-conference seminar is slated for Monday morning.

### There's more

IJET conferences are an excellent place to catch up on industry trends and network with colleagues, but it's hard to do everything in the two days normally allotted for an IJET. That's why IJET-

16 will be a four-day conference. In addition to the Friday and Monday field-specific seminars, there will be meetings of special interest groups (SIGs) on Monday morning.

In a roundtable format, each SIG will cover one theme directly or indirectly related to translation (e.g., pharmaceuticals, parenting and translation, finance, tax issues). SIGs will meet in a restaurant, park, coffee shop, bar, or other location instead of a stuffy conference room.

Feel free to propose a SIG of your own. In addition, an exhibit hall featuring translation companies and vendors of translation tools and software will be open on Saturday afternoon and all day Sunday.

Visit [www.jat.org/ijet/ijet-16/](http://www.jat.org/ijet/ijet-16/) and follow the links for more information. To receive periodic emails about the conference, contact Ben Tompkins, organizing committee chair, at [ijet@sbcglobal.net](mailto:ijet@sbcglobal.net).

## Calendar of upcoming events

1/6/05	1/9/05	Hyatt Regency, San Francisco, CA	LSA	Linguistic Society of America 79th Annual Meeting
1/8/05	1/9/05	Kent State University, Ohio	NOTA	Professional TRADOS Seminar
4/1/05	4/3/05	Johnson County Community College, Overland Park, KS	MICATA	MICATA Symposium on Translation and Interpreting
4/9/05	4/9/05	Miami, FL	SPD	Jornada (topic to be announced)
<b>4/9/05</b>	<b>4/9/05</b>	<b>University of North Carolina, Charlotte, NC</b>	<b>CATI</b>	<b>CATI Annual Conference</b>
4/23/05	4/23/05	Los Angeles, CA	SPD	Jornada (topic to be announced)
4/28/05	4/28/05	Jersey City, NJ	ATA	ATA Mentoring Workshop
4/29/05	5/1/05	Jersey City, NJ	ATA	ATA 3-Day Financial Conference
6/3/05	6/6/05	Chicago, IL	JAT	IJET-16 ( <a href="http://www.jat.org/ijet/ijet-16/">www.jat.org/ijet/ijet-16/</a> )
8/4/05	8/7/05	Tampere, Finland	FIT	17th World Congress of the International Federation of Translators
11/2/05	11/5/05	Hotel Omni Mont-Royal, Montreal, Canada	ALTA	28th Annual American Literary Translators Association Conference
11/9/05	11/12/05	Westin Hotel, Seattle, WA	ATA	ATA 46th Annual Conference