Overview

Part 1 – Understanding, identifying and documenting concepts and terms
- Basic principles
- IT terminology
- Working with concepts and terms

Part 2 – Researching, discussing and sharing high-quality terminology
- Term formation and terminology research
- Errors and recurrent issues
- Terminology quality
- Interaction with experts and users
Basic principles

“When I use a word it means just what I choose it to mean — neither more nor less”
Defining terminology

1. Set of designations of a particular subject field

2. Theoretical discipline

3. Collection, description, recording, and consistent re-use of concepts and associated terms \(\rightarrow\) **Terminology management**

International Standards:
ISO 704:2009 Terminology work – Principles and methods
**Concepts, terms, definitions**

- **concepts**: depict objects or set of objects, are organized into concept systems, are represented or expressed by designations.

- **designations** (terms, appellations, symbols) represent a concept.

- **objects**: are perceived or conceived, are abstracted into concepts.

- **definitions** describe the concept.

---

**Traditional approaches**

<table>
<thead>
<tr>
<th>Semasiological</th>
<th>Onomasiological</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Word</strong></td>
<td><strong>Concept</strong></td>
</tr>
<tr>
<td>meaning 1</td>
<td>term 1</td>
</tr>
<tr>
<td>meaning 2</td>
<td>term 2</td>
</tr>
<tr>
<td>meaning 3</td>
<td>term 3</td>
</tr>
</tbody>
</table>

- **lexicography**: dictionaries, glossaries (descriptive)

- **terminology management**: term bases, knowledge management systems (prescriptive)
Term oriented – Concept oriented

Semasiological approach:

- **car sharing**
  - model of car rental where people rent cars for short periods of time, often by the hour
  - a group of two or more people who commute to work or other destinations together in a private vehicle

Onomasiological approach:

- a group of two or more people who commute to work or other destinations together in a private vehicle
  - car sharing
  - car pooling
  - lift sharing

Termbase entry

Data structure: different levels

Data categories associated to each level
Data categories

- Fields in the termbase
- Only some are mandatory
- Metadata / administrative info

Granularity
- + data + valuable information
- but
- + complexity + resource requirements

Organizing concepts

1. concept
2. taxonomy
3. conceptual system
4. formal ontology
Example: carpooling

“a group of two or more people who commute to work or other destinations together in a private vehicle”

Benefits to translators

**Concept systems** are particularly helpful in:
- Confirming or excluding synonymy
- Targeted, more efficient research
- Comparing concept systems in different languages
- Sharing information across languages
- Systematic understanding of source text → more consistent translations
Example

capitano [professional qualification]  comandante [seafaring rank]  De Falco’s rank: capitano di fregata

Example: “captain”

concept system: language-independent

Comandor → ● → ● → Càpitan

Captain → Commander → ● → ●
1 designation, different concepts

meat

flesh of animals used as food

A (mammals)  B (birds)  C (fish)  D (snails)  E (other)

A
A+B
A+B+C+D
A+B+C+D+E

Multilingual relations

Total equivalence

Intersection

Inclusion

No equivalence

A = B
A ~ B
A > B
A ≠ B
Problems of concept systems

Monolingual environment:
- Relatively fluid entities
- Terms as (sometimes arbitrary) labels
- Diachronic and diatopic variations
- Different subject fields, different ways of viewing knowledge
- Concepts can be classified in different ways
- Not all user needs are met

Problems of concept systems

Multilingual environment:
- Different conceptualizations in different languages (social and cultural factors)
- Different “maturity” of languages
- Different degrees of equivalence across languages (anisomorphism)
IT terminology features

- English L1
- Coexistence of different ecosystems:
  - computer science and information science
  - new technologies
  - other disciplines / specialized fields
  - user interfaces
  - online presence
- Large number of neologisms
Term formation in L1

- **Affixation** (*e-*), (*i-*), *smart*, *cyber*, *un*
- **Abbreviations** and **acronyms** (*app*, *URL*, *MP3*)
- **Blends** (*webinar*, *blog*, *widget*, *netbook*)
- **Compounding** (*plug&play*, *To-do list*, *go do*)
- **Grammatical transfer** (*metrics*, *mashup*, *photoshopped*, *to google*)

---

Term formation in L1

- **Spelling variation** (*phishing*)
- **Semantic neologisms**
  - terminologization (*tweet*, *cookie*, *ribbon*, *cloud*)
  - metaphors (*Over The Shoulder*, *sandbox*, *tombstone*)
  - transdisciplinary borrowing (*virus*, *hibernate*)
  - reuse of obsolete words (*quiesce*)
- **Syntactic neologisms** (*long photo*)
- **Loanwords** and **calques** (rare in English, common in L2)
Potential issues

- No systematic trends in term formation
- Indeterminacy of terms (metaphors, jargon, inconsistencies)
- Additional connotations
- Lack of appropriateness, transparency, consistency
- High obsolescence rate

Non-linguistic factors

- Inadequate terminology awareness by developers
- Developers’ demographics
- Rapid technological changes
- Different types of lexical diffusion
Localization dynamics

Cognitive, pragmatic, sociological and economic aspects:
- Target audience
- User experience
- Product placement
- Concept “point of entry”
- Costs (time, money, resources)

→ no unique strategies in L2 concept designation

Working with concepts and terms
Process – L1 (and L2)

For each language:
1. Identify concepts and relations
2. Analyse and represent concept systems
3. Define concepts
4. Attribute designations to each concept
5. Record terminological data

Terms are not “translated”!

Tools

- Extraction tools
- Termbases
- Management systems (with workflow)
- Checking Tools
- Change trackers
- CAT
- MT
- Other
Terminology extraction

- Automatic term extraction
- Manual term identification
- Legacy terminology
- Terms identified during translation
- Post translation analysis
- External sources

→ Considerable interpretative input needed before transferring to the termbase!

Identifying concepts and terms

What is NOT documented:

- Generic lexical items
- Recurrent sentences
- Text segments (e.g. error messages)
- Examples
- Symbols

→ any information already available elsewhere
Concept/term identification

**Criteria** (different weights):
- Specialization
- Novelty
- Frequency
- Distribution
- Visibility
- Standardization
- Confusability
- Terminologization
  → unique role of translators

Specialization

- Specific vocabulary ≠ generic lexical items
- Termbase user
- Confusability
Example: *towel* and *salvietta*

Example:

- *towel*
- *salvietta*

Novelty

- New concepts
- Concepts from other domains

Example: *second screening*

“Using a mobile device to monitor and post social media comments about what one is watching on TV”
Frequency and distribution

Parametres for automatic extraction.
Number of occurrences:
- in the same text
- in different texts and contexts

High frequency and/or high distribution: low documentation priority
Attention to novelty and visibility!

Visibility

- Strategic or high impact terms
- “High level” terms

Communication mechanism needed!

Example: fiscal compact, in Italian fiscal compact, patto di bilancio, patto fiscale europeo
Example: *fiscal compact*

**Fiscal compact entry**

- **Definition**: A proposed compact enshrining the essence of fiscal rules and restating the mutual fiscal commitments entered into by euro area governments.


- **Notte bene**: Updated: TOM 07/12/2011; RUSCOEL 25/01/2012

- **Termine**: Patto di bilancio

- **Contesto**: The president of the Bank of Italy, Mario Draghi, proposed a new ‘Patto di bilancio’ that complements the rules and agreements of the fiscal compact agreed at the Maastricht Treaty. The proposal is intended to curb the risk of fiscal profligacy and boost the confidence of markets. The new ‘Patto di bilancio’ is expected to include more stringent fiscal targets and enhanced monitoring mechanisms to ensure compliance with the agreed fiscal rules.
Standardization: example

“A small device plugged into a computer via a USB port and used to store information.”

- **English**: flash drive, jump drive, keychain / key chain drive, key drive, memory key, pen drive, thumb drive, USB drive, USB flash drive, UFB...
- **Italian**: chiave USB, chiavetta [USB], pen drive e pendrive (M and F), penna USB, pennetta, unità flash USB, unità di memoria flash USB...

Standardization: acronyms

**English:**
- ADSL
- Asymmetrical Digital Subscriber Line

**Italian:**
- ADSL
- Asymmetrical Digital Subscriber Line
- linea ADSL
- “linea di utente digitale asimmetrica”
Standardization: spelling

- Spelling variations (e.g. smartphone, smart phone, smart-phone)
- Potential errors (e.g. *reciever)
- Inconsistencies (e.g. Italian attacco dizionario, attacco a dizionario, attacco con dizionario)

Confusability

- Homonyms (e.g. thread, compact)
- Non-equivalent concepts in L1 and L2

English:
- item of footwear covering the whole foot and the lower part of the leg [boot]

Italian:
- item of footwear with thick, sturdy sole, covering foot and ankle [scarpone]
- item of footwear covering the leg up to the knee or higher [stivale]
- item of footwear covering the lower part of leg up to the ankle or part of the calf [stivaletto]
Terminologization

“The process by which a general-language word or expression is transformed into a term in a specialized language”

→ Example: pinch

Currently updated as pinch open and pinch close

Additional criteria

- Features that are specific to L2, e.g. gender of loanwords in Italian
- Complex nominal syntagms (“noun stacks”)
- Diachronic variation
Nominal syntagms

“Noun stack” issues:
– word order
– number and agreement
Example: default data validation task
1. [default data] [validation task] (different types of data)
2. [default [[data validation] task]] (different validation tasks)
3. [default [data validation]] [task] (different types of data validation)

Adjective hierarchy:
evaluation | size | shape | condition | human propensity | age | color | origin | material | attributive noun

(N. Whitman, Ordering Your Adjectives)

Diachronic variation

Terminology evolves over time:
 consolidation
  (e.g. scan in Italian: scandire, scannare, scansionare, scannerare, scansionare, scannerizzare, eseguire la scansione…)
 shift in meaning (e.g. accessibility)
 retronyms (e.g. black & white television)
 determinologization (e.g. multitasking, Wi-Fi)
 spelling reforms
Example: **accessibility**

<table>
<thead>
<tr>
<th>Domain</th>
<th>Information technology and data processing, Dataprocessing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domain note</td>
<td>Data processing/Software General</td>
</tr>
<tr>
<td>en</td>
<td></td>
</tr>
<tr>
<td>Definition</td>
<td>the extent to which software facilitates selective use or maintenance of its components</td>
</tr>
<tr>
<td>Defin. Ref</td>
<td>IE0:IEEE</td>
</tr>
<tr>
<td>Term</td>
<td>accessibility</td>
</tr>
<tr>
<td>Reliability</td>
<td>3 (Reliable)</td>
</tr>
<tr>
<td>Term Ref</td>
<td>IE0:IEEE</td>
</tr>
<tr>
<td>Date</td>
<td>24/09/2003</td>
</tr>
<tr>
<td>es</td>
<td></td>
</tr>
<tr>
<td>Definition</td>
<td>medida en la cual un equipo lógico facilita el uso selectivo o el mantenimiento de sus componentes</td>
</tr>
<tr>
<td>Defin. Ref</td>
<td>TBI-CENTAURUS</td>
</tr>
<tr>
<td>Term</td>
<td>accesibilidad</td>
</tr>
<tr>
<td>Reliability</td>
<td>3 (Reliable)</td>
</tr>
<tr>
<td>Term Ref</td>
<td>TBI-CENTAURUS</td>
</tr>
<tr>
<td>Date</td>
<td>24/09/2003</td>
</tr>
<tr>
<td>fr</td>
<td></td>
</tr>
<tr>
<td>Definition</td>
<td>mesure dans laquelle un logiciel facilite l'utilisation selective ou la maintenance de ses elements constitutifs</td>
</tr>
<tr>
<td>Defin. Ref</td>
<td>CE:IEEE</td>
</tr>
<tr>
<td>Term</td>
<td>accesibilité</td>
</tr>
<tr>
<td>Reliability</td>
<td>3 (Reliable)</td>
</tr>
<tr>
<td>Term Ref</td>
<td>CE:IEEE</td>
</tr>
<tr>
<td>Date</td>
<td>24/09/2003</td>
</tr>
</tbody>
</table>

The quality of a system incorporating hardware or software to engage a flexible, customizable user interface, alternative input and output methods, and greater exposure of screen elements to make the computer usable by people with cognitive, hearing, physical, or visual disabilities [Microsoft]

Example: **wireless** in Italian

**wireless** – pertaining to communications […] without the use of interconnecting wires or cables, such as by radio, microwave, or infrared.

IEEE 802.11 (Wi-Fi Alliance)  
SMEs **wireless!**  
general public **senza fili**

1999 2000 2001+ 2006 2007

- Windows XP localization
- Italian: **senza fili**
- Windows Vista localization
- Italian: **wireless**
Problems

- Not all concepts get documented
- Non all terms are final
- Defining concepts might be difficult
- Ad hoc vs systematic research
- Existing (“legacy”) terminology
- Tools, time, costs, and human factors

→ Translators fundamental in prioritization
Research methods

- Subject matter, “history” and specific needs determine research method and sources
- Terms should always be analyzed within their conceptual system
- Analysis should always start from concept / L1

L1 concept analysis

- New or existing concept?
- [If applicable] Product or industry-specific?
- Origin of term?
- Potential for term variation?

**Diachronic analysis** helps identify terms most likely to succeed based on trends and patterns.
Priority: avoiding subsequent term changes!
L1 term usage context

- Transparency, metaphors, connotations
- Domain
- Register and end user (target audience)
- Related terms
- Metadata

Researching existing concept – L2

Existing concept

- Finding equivalent contexts in L2
- Usage analysis
- Terminology collection
- Evaluation of alternative or competing terms
  ➔ potential L2 term candidate

- Consistency with existing terminology
- If applicable, input by SMEs
  ➔ final term
Example – *hashtag*

**Terms as labels**

- The # symbol, used to mark keywords or topics in aTweet:
  - *hashtag* [Twitter Help Center]
  - *hash* [most Twitter users]
  - *pound sign, number sign* [common usage]
  - *octothorpe, double cross symbol* etc. [other contexts]

- The # symbol followed by a word or phrase without spaces, used for marking topics or making commentary. Example: #terminology
  - *hashtagged word* [Twitter Help Center]
  - *hashtag* [most Twitter users]

---

**Researching new concept – L2**

**New concept**

- Finding equivalent contexts in L2
- Features that need to be reproduced
- Evaluation of available solutions (ad hoc, neologism, loanword, calque)
  - potential L2 term candidate

- Consistency check with existing terminology
- If applicable, input by SMEs
  - final term
Example: primary term formation

A user interface element similar to a button that provides access to key Windows features, such as Start, search, sharing, devices, and settings. Charms differ from buttons in that they have extended functionality, such as flyout menus that provide access to individual or grouped commands.

charm

Semantic neologism

1. the power or quality of delighting, attracting, or fascinating others
2. an object, act, or saying believed to have magic power
3. small ornament worn on a bracelet or mobile phone

Not well motivated: unusual meaning, not easily recognizable in E2 (indeterminacy)

Secondary term formation

A user interface element similar to a button that provides access to key Windows features, such as Start, search, sharing, devices, and settings. Charms differ from buttons in that they have extended functionality, such as flyout menus that provide access to individual or grouped commands.

No unique strategy in L2

<table>
<thead>
<tr>
<th>English</th>
<th>charm</th>
<th>button</th>
<th>icon</th>
</tr>
</thead>
<tbody>
<tr>
<td>Italian</td>
<td>accesso</td>
<td>pulsante</td>
<td>icône</td>
</tr>
<tr>
<td>Spanish</td>
<td>access</td>
<td>botón</td>
<td>icône</td>
</tr>
<tr>
<td>French</td>
<td>icône</td>
<td>bouton</td>
<td>icône</td>
</tr>
<tr>
<td>Portuguese (pt)</td>
<td>charme</td>
<td>botão</td>
<td>icône</td>
</tr>
<tr>
<td>Portuguese (br)</td>
<td>belis</td>
<td>botão</td>
<td>icône</td>
</tr>
<tr>
<td>Romanian</td>
<td>buton</td>
<td>buton</td>
<td>pictogramă</td>
</tr>
<tr>
<td>German</td>
<td>Charm</td>
<td>Schaltfläche</td>
<td>Symbol</td>
</tr>
<tr>
<td>Dutch</td>
<td>charme</td>
<td>knop</td>
<td>pictogram</td>
</tr>
<tr>
<td>Swedish</td>
<td>snabbknapp</td>
<td>knapp</td>
<td>ikon</td>
</tr>
<tr>
<td>Danish</td>
<td>amulet</td>
<td>knap</td>
<td>ikon</td>
</tr>
</tbody>
</table>

* amule = shortcut
** snobb = fast
Selecting L2 terms

A new / standardized term should be:
- Unique
- Transparent
- Non ambiguous
- Appropriate
- Linguistically correct
- Consistent with existing terminology
- Easy to memorize and pronounce
- Productive

(in an ideal world...)

Eurolinguistic approach

Preference for terms that score high on:
- **Index of European Diffusion**
  (number of EU languages in which the term has minimal orthography or pronunciation differences, not relevant in terms of comprehension)
- **Index of International Transparency**
  (affixes, confixes, roots, word formation processes common to different languages)

Cf. Castorina and Gagliardi, Plain English, Euroenglish and the Fight the FOG Campaign
Terminology research

Search engines

**Special attention should be paid to:**

- Reliability of sources
- Translated pages / non-native speakers
- Obsolete material
- Frequency
- Context
- Audience

→ always **double check** information!
Terms should **NOT** be translated!

Example: *greenwashing*

"form of spin in which green PR or green marketing is deceptively used to promote the perception that an organization's aims and policies are environmentally friendly"

Blend: green+whitewashing

In some languages *washing* interpreted literally as “cleaning” / “bleaching” → new, different metaphor

Example: **tax haven** as “fiscal paradise” (heaven) in a number of languages


Terms should **NOT** be translated!

Common error: tentative *translation* of term and confirmation by search engine hits.

Example: *holding pattern*

Italian: *schema di tenuta? modello di tenuta?* ...

<table>
<thead>
<tr>
<th>Google</th>
<th>&quot;schema di tenuta&quot;</th>
<th>&quot;modello di tenuta&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ricerca</td>
<td>3 risultati</td>
<td>Circa 1,160,000 risultati</td>
</tr>
</tbody>
</table>
**define operator**

```latex
define holding pattern
```

About 406,000,000 results (0.19 seconds)

**holding pattern**

Noun:

1. The flight path maintained by an aircraft awaiting permission to land.
2. A state or period of no progress or change.

Wikipedia searches

- Not always reliable!
- Languages other than English, often “translated” terminology
- Useful for further research suggestions
Example: holding pattern

### Holding (aviation)

In aviation, holding (or flying a hold) is a maneuver designed to delay an aircraft already in flight while keeping it within a specified airspace. It is particularly useful as an intermediate maneuver to position the aircraft prior to entering or leaving a controlled airspace.

#### Implementation

A holding pattern for Instrument Flight Rules (IFR) aircraft is usually a racetrack pattern based on a holding fix. The fix can be a radio beacon, such as a non-directional beacon (NDB) or VOR, and a vector (VOR) fix. The duration of the pattern depends on the fix used, but it usually takes approximately 4 minutes to complete.

#### Example

In aviation, holding patterns are critical for maintaining traffic flow and ensuring safety. They are used at various stages of flight, such as before entering a controlled airspace, during taxi operations, and before landing at an airport.

---

Example: holding pattern

### Circuit di attesa

Il circuito di attesa, o più propriamente il volo nel circuito di attesa (in inglese "holding" oppure "holding pattern"), consiste in una procedura di manovra che ha lo scopo di mantenere l’aeromobile su di un fine, in una definita posizione di spazio, mentre attende di essere autorizzato a proseguire in volo o a rientrare in un aerodromo per svolgere un atterraggio.

Il circuito è costituito da due tratti rettilinei racchiusi da due varie di 180° per un tempo totale di quattro minuti, un minuto per ogni tratto del circuito. Generalmente si dice come punto di riferimento una rotella di precisione (ad esempio un VOR o un NDB), un raccordo di variante, oppure un fine.

Il tratto rettilineo, in avvicinamento alla radioelettronica, si chiama in volo varia, quello parallelo e ripetuto in alternanza, chiamato in volo varia end. Le due varie di raccordo, effettuate verso il disco di variante, convogliano la rotella nel circuito di attesa e si allineano alla fine dell’involta rotella.

Durante il volo nel circuito di attesa si devono rispettare i precisi limiti di velocità. In modo da delimitare sia la lunghezza dei tratti rettilinei che il raggio delle varie, così da rimanere in un'area ben definita e priva di altre aeree. Ogni circuito si svolge in diversi livelli di volo, segno della quale è distintamente. Ad esempio, 1000 e 3000 m, in questo modo lo stesso circuito può essere percorso da diversi velivoli in completa sicurezza. La somma di tutti i diversi circuiti sovrapposti, con diversi livelli di volo e con differenti accelerazioni e decelerazioni, è ciò che determina l’aeromobile nel volo di attesa in queste condizioni. Nonostante i diversi livelli di volo, si previene il rischio di collisioni.
Diachronic perspective

[Web as] Corpora used to identify trends in:

- evolution of alternative and competing terms
- variations in meaning – shifts, narrowing, de-terminologization etc.
- spelling preferences
- LSP ⇒ LGP

Google Ngram Viewer

Food chain in French:

- chaîne alimentaire
- chaîne d’approvisionnement alimentaire
- filière agroalimentaire
- filière alimentaire
- chaîne agroalimentaire

### Lexical resources (English)

- DANTE (Database of Analysed Texts of English)
- OneLook Reverse Dictionary – related concepts, list of words by category
- Vocabulary.com – list builder: type of, example of, parts of
- Memidex, Visual Thesaurus etc. – WordNet data (synsets and semantic relations)
- Visual Dictionary

### Lexical resources – links

- [www.webdante.com/](http://www.webdante.com/)
- [www.memidex.com/](http://www.memidex.com/)
- [www.visualthesaurus.com/](http://www.visualthesaurus.com/)
- [visual.merriam-webster.com/](http://visual.merriam-webster.com/)

List of terminology references:
- [blog.terminologiaetc.it/2011/06/20/bibliografia-terminologia/](http://blog.terminologiaetc.it/2011/06/20/bibliografia-terminologia/) (in English and other languages)
Research overview

- Different search modes for different needs
- Each term should be analyzed within its conceptual system
- Terms should not be translated – equivalent “labels” should be identified.
- Search engine results, glossaries, termbases should always be used with a pinch of salt!

Errors and recurrent issues
Common issues

- Homonymy not recognized
- Lexical items (LGP) instead of terms (LSP)
- Obsolete, incomplete or incorrect data
- Doublettes
- Inadequate definitions

Doublettes (duplicates)
Doublettes

“model of car rental where people rent cars for short periods of time, often by the hour”

| TRANSPORT [EP] | | |
|----------------|------------------|
| EN | car sharing |
| FS | coche compartido |
| FR | auto partage |
| IT | auto condivisa | | utozio in comune dell’auto |

Inaccuracies

- Non canonical forms (e.g. plural, articles, capitalization, conjugated verbs)

- Typos
## Text segments instead of terms

<table>
<thead>
<tr>
<th>AGRICULTURE, FORESTRY AND FISHERIES [COM]</th>
<th>Full entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>EN fresh fruit excluding citrus fruit</td>
<td>*** ⚫</td>
</tr>
<tr>
<td>IT frutta fresca escluso agrumi</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGRICULTURE, FORESTRY AND FISHERIES [COM]</th>
<th>Full entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>EN cultivation of citrus fruit in glasshouses</td>
<td>*** ⚫</td>
</tr>
<tr>
<td>IT coltura degli agrumi in serra</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGRICULTURE, FORESTRY AND FISHERIES [COM]</th>
<th>Full entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>EN other citrus fruits, not otherwise specified</td>
<td>*** ⚫</td>
</tr>
<tr>
<td>IT altri agrumi, non denominati altrove</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGRICULTURE, FORESTRY AND FISHERIES [COM]</th>
<th>Full entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>EN fruit trees, excluding olives and citrus fruits</td>
<td>*** ⚫</td>
</tr>
<tr>
<td>IT alberi da frutto, senza olive ed agrumi</td>
<td></td>
</tr>
</tbody>
</table>

## Descriptions instead of terms

<table>
<thead>
<tr>
<th>Geoscience [COM]</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>EN High energy密集</td>
<td>*** ⚫</td>
</tr>
<tr>
<td>IT apparecchio di collasso ad alta energia</td>
<td>*** ⚫</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Struttura industriale; AGRICOLTURA, SILVICOLTURA E PESCA [COM]</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>EN Carbone</td>
<td>*** ⚫</td>
</tr>
<tr>
<td>IT carbonato in terra</td>
<td>*** ⚫</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Composte chimici; AGRICOLTURA, SILVICOLTURA E PESCA [COM]</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>EN charcoal</td>
<td>*** ⚫</td>
</tr>
<tr>
<td>IT corteccia di carbonella sottoposta a combustione incompleta per ottenere il carbone di legna</td>
<td>*** ⚫</td>
</tr>
</tbody>
</table>
# Multiple terms in term field

<table>
<thead>
<tr>
<th>Producione e strutture agricole [COM]</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EN</strong></td>
</tr>
<tr>
<td><strong>ES</strong></td>
</tr>
<tr>
<td><strong>FR</strong></td>
</tr>
</tbody>
</table>

---

# Wrong field usage

- Definitions, notes or examples in term field

## Information technology and data processing [COM]

<table>
<thead>
<tr>
<th>English</th>
<th>Italian</th>
</tr>
</thead>
<tbody>
<tr>
<td>read-only memory</td>
<td>memoria leggibile solo</td>
</tr>
</tbody>
</table>

## Data processing, Information technology and data processing [COM]

<table>
<thead>
<tr>
<th>English</th>
<th>Italian</th>
</tr>
</thead>
<tbody>
<tr>
<td>LCA an alphabetical length may be used in calculating an approximation of the amount of space that a given text will occupy when presented in a given typeface and nominal type size. However, such an approximation must take into account the distribution of the letters of the alphabet in text of different kinds (e.g., scientific, literary, juvenile).</td>
<td>lunghezza alfabetica</td>
</tr>
</tbody>
</table>

## Coal industry, ENERGY [Council]

<table>
<thead>
<tr>
<th>English</th>
<th>Italian</th>
</tr>
</thead>
<tbody>
<tr>
<td>coke-extracting industry, <em>etc.</em> (except fuels)</td>
<td>impianti di estrazione del carbone, ecc. (esclusi combustibili)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>German</th>
<th>Italian</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bergbau (ohne Brennstoffgewinnung)</td>
<td>impianti di estrazione del carbone, ecc. (esclusi combustibili)</td>
</tr>
</tbody>
</table>
Inconsistencies

Definition

A good definition should:

- provide enough characteristics to **differentiate the concept** from other related concepts
- be **as concise as possible** and as complex as necessary
- **fulfill the needs** of the user of the terminology product
Inadequate definitions

- Tautological
- Circular
- Too narrow / Too broad
- Negative

**Substitution principle**: an intensional definition “is valid if it can replace a designation in discourse without loss or change in meaning”.

ISO 704:2009 Terminology work – Principles and methods

Common issues in L2

- Inadequate research
- Unreliable sources
- Unverified translated material as reference
- Lack of sources
- Personal preferences
- Term-oriented work
- Interference across languages
### What might help - 1

- Familiarity with termbase specifications
- Understanding concept-oriented terminology
- Uniform working methods (incl. workflow, roles)
- Avoiding “semasiological temptations” (e.g. *greenwashing*)!
- Reliability of sources

---

### What might help - 2

- Advanced search techniques
- Awareness of terminological developments
- Validation scripts
- Continuous maintenance
- Flagging problems for correction
- Collaborative efforts
Terminology quality

Assessing terminological resources

ISO 23185:2009 – Assessment and benchmarking of terminological resources.

**Usability**: “extent to which an entity can be used to achieve goals effectively, efficiently, satisfactorily”

Sets of **usability attributes** related to:

- terminological data
- data management
- data output
- data input
Quality checklists

*Handbook of Terminology Management 2:*

- **Different checklists** depending on:
  - work environment
  - terminology management method
  - data model
  - role (terminologist, translator, QA)

- **Areas to be checked:** entry creation and management, term, definition, context, documentation

- **Doublettes** as main issue

*Cf. Handbook of Terminology Management 2 compiled by S.E. Wright & G. Budin*

---

**Quality Checklist: example**

**TERM-RELATED ISSUES**

- Terms are present for all languages to be treated in the entry
- Terms are spelled correctly
- Terms are in lowercase unless commonly used in uppercase in texts
- Terms are reported in the singular unless always used in context in the plural
- Entailed terms present in database are cross-referenced
- Only one term [including multi-word terms] is entered in each term field
- Each term (e.g., synonym, abbreviation, full form, TL equivalent) is entered in its own term field (i.e., there is just one term per term field)
- No terms (synonyms, abbreviations, full forms) are embedded in definitions or notes
- Articles (e.g., le, la, der, die, das, etc.) are not entered in term field (noun terms)
- Infinitive particles (e.g., zu, etc.) are not entered in term field (verb terms)

*Source: Handbook of Terminology Management 2 compiled by S.E. Wright & G. Budin*
Customizable checks

Examples of potential **error indicators** in term field:

- Punctuation signs
- Term in L2 longer than \( n \)% of L1 term or longer than \( n \) characters
- Common adverbs, conjunctions, abbreviations (*also, however, e.g., etc.*)
- Language-specific “markers” of non canonical forms

In practice...

Easy to verify:

- metadata consistency
- adherence to procedures
- spelling
- missing information

More difficult to identify:

- doublettes
- inadequate terminology
- “human factor” errors
Interaction with experts and users

T is for Terminologist

- T-shaped professional: depth and breadth

- other areas
- interaction and collaboration

- linguistic competence
- methods
- processes
- tools
Different types of interaction

- SMEs
- Also influencers, community, outsourcing

Interaction:
- occasional / continuous
- direct / indirect

Potential issues:
- linguistic and terminological knowledge
- lack of broader view

Best practices

Definition of:
- processes / workflow
- knowledge sharing
- working methods
- validation systems
- preliminary work + additional information
- language-specific information
Example

Evaluation of Italian term candidates (*governance*)

<table>
<thead>
<tr>
<th></th>
<th>pros</th>
<th>cons</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>governance</strong></td>
<td>• univocity</td>
<td>• loanword</td>
</tr>
<tr>
<td><strong>governo</strong></td>
<td>• familiar word</td>
<td>• semantic ambiguity</td>
</tr>
<tr>
<td><strong>governanza</strong></td>
<td>• univocity, • Italian word, • internationalism</td>
<td>• archaic flavour</td>
</tr>
<tr>
<td><strong>governamento</strong></td>
<td>• univocity, • Italian word</td>
<td>• archaic flavour</td>
</tr>
</tbody>
</table>

Cf. Michele Cortelazzo – Ass.1.Term. Conference 2012

Best practices – Crowdsourcing

- Do not assume terminology knowledge
- Explain purpose and requirements (FAQ)
- Input type:
  - feedback vs new contribution
  - granularity
  - mandatory data
  - text fields vs dropdown lists
  - contacts and disclaimers
In conclusion

Validated, well maintained terminological data help translators work more efficiently and consistently.

There is no single best way of working with terminology: different solutions are needed in different contexts.

Collaborative effort and translators’ contribution are fundamental!

Thank you!

licia.corbolante@terminologiaetc.it
blog.terminologiaetc.it
(tag lavoro terminologico)