PROCEDURAL MANUAL ON TERMINOLOGY

Translation-Oriented Terminology Work

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1   Introduction

The Procedural Manual on Terminology is a collection of guidelines addressing the translation-oriented terminology work in the Sector for Preparation of the National Version of the Acquis Communautaire (Sector), within the Secretariat for European Affairs (SEA).

The Sector is the central coordination body responsible for:

- coordination of the process of preparation of the national version of the Acquis Communautaire;

- translation of the legislation of the Republic of Macedonia into one of the European Union official languages;

- translation of key documents regarding the European Union integration process;

- providing translation for the European Union accession negotiation process;

- pursuing the development of language-related issues in terms of meeting the criteria for EU integration of the Republic of Macedonia in the field of language.

The Sector consists of two units:

- Unit for Translation and Translation Coordination - responsible for drafting translation plans, documents preparation, submission of the same to translation agencies and/or to in-house translators, technical committees responsible for expert and legal revision of translated EU legal acts, databases update, as well as drafting of the Technical Guidelines for all participants in the translation process;
- Unit for Revision and Terminology - responsible for terminology unification, monitoring the quality of translation of EU legal acts and legal acts of the Republic of Macedonia, drafting manuals, as well as maintenance of terminology database.

The workload of the Sector has grown substantially in the past few years and there is a growing need for stream-lined, time and cost efficient, and high-quality translation and terminology work. Translators dealing with specialized texts face an increasing need to record and retrieve terminological information, as it saves time and allows them to work more efficiently. Experience has shown that terminology work facilitates translation by enabling translators:

- to record and systematize terminology,
- to use terminology consistently over time, and
- to deal more efficiently with multiple languages.

This Manual aims at alleviating the practical and methodological difficulties faced when doing translation-oriented terminology work, improving the quality of terminological processes and

products, and strengthening the visibility of the key participants in translation-oriented terminology work. The objectives of the Manual are as follows:

- to draw up the ground rules for translation-oriented terminology work in all participating stakeholders;
- to serve as a guide for all the key participants doing translation-oriented terminology work,:
- to define the principles for elaborating terminological entries;
- to serve as a reference for implementation of high-quality terminology work;
- to help make the current SDL MultiTerm termbase a high quality terminological product, which is the primary tool for all users in the translation process;
- to help make the online TermBase a useful tool for the public interested in EU-related matters.

The Manual consists of eight chapters and six annexes. After a summary of needs analysis based on the on-site visit at the Sector, the Manual gives an overview of the translation-oriented terminology work. First, the basic terminology principles are introduced, followed by a detailed description of the workflow and activities. Chapter 4 focuses on the roles of the key participants and their obligations in the translation-oriented terminology work. Data categories and the optimal features for the information contained in a terminological entry are presented in Chapter 5. Additionally, the guidelines for drafting definitions are contained in this Chapter. Important strategies for translators, namely strategies to be applied in the case of no equivalence, are described in the next Chapter. Chapter 7 deals with the practical aspects of terminology management in SDL MultiTerm, and with the relation between SDL Trados, SDL MultiTerm, and SDL MultiTerm Convert. Finally, the issues regarding quality assurance and quality control are discussed and some mechanism for quality assurance and control are described.

The Annexes consist of: a workflow chart on monolingual specialized terminology methodology, a workflow chart on monolingual specialized terminology methodology, a workflow chart on multilingual specialized terminology methodology described, a workflow chart on the "phase of initial filling of the termbase, a workflow chart "phase of maintaining the termbase", a list of terminology standards, and a glossary of the translation-oriented terminology work.

2   Translation-oriented terminology work

Terminology is a multidisciplinary field of applied linguistics. It deals with the study of concepts and their representations in special language. Terminology aims at describing, structuring and transferring specialised knowledge.

The goal of terminology is to record and organize the meaning and usage of specialised terms and to make those available in various terminological resources like (online) termbases, dictionaries, glossaries, and terminology standards, in order to use them in texts, translation, and specialised discourse.

Terminology is a polysemic term referring to three different aspects related to compilation, description and presentation of terms:

- A set of designations belonging to one special language in a specific subject field, e.g. terminology of fishery, terminology of railway engineering.

- Science studying the structure, formation, development, usage, and management of terminologies in various subject fields. Here we also talk about terminology science.

- Collection and application of practices and methods to study, collect, manage terminology, and to make it available for users. Here we also talk about terminology work. In the scope of this Manual the operational part of terminology work (e.g. activities related to termbases) is called terminology management.

In this Manual we use the term terminology when referring to a set of designation belonging to one special language in a specific subject field. For the other aspects, we use terminology science, terminology work and terminology management.

Translation-oriented terminology work is terminology work related to the translation process and that is why translation-oriented terminology work is mostly bi- or multilingual.

The scope of translation-oriented terminology work is to facilitate translation by enabling translators

- to record and systematize terminology,

- to use terminology consistently over time, and

- to deal more efficiently with multiple languages.[1]

There are two different types of translation oriented terminology work:

- ad-hoc terminology work,

- proactive terminology work.

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[1] Cf. ISO 12616:2001.

Ad-hoc terminology work is text based terminology work concerned with the case-by case collection, description, processing and presentation of concepts and their designations during the translation process[2].

Proactive terminology work is text based terminology work concerned with the collection, description, procession and presentation of concepts and their designations before the translation process[3].

Before focusing on translation-oriented terminology work, we will describe some basic principles of terminology work that are common to all types of terminology work.

2.1   Basic principles

An **object** is anything perceived or conceived. An object can be concrete or material e.g. fish, mountain, laptop or an object can be immaterial or abstract e.g. financial planning, legal capacity or density. Objects are identified in the real world by their properties.

A **concept** is a unit of knowledge or unit of understanding created by a unique combination of characteristics. In communication, not every individual object in the world is differentiated and named. Instead, through observation and a process of abstraction called conceptualization, objects are categorized into classes, which correspond to units of knowledge called concepts[4] Concepts are identified by their characteristics.

Characteristics are qualifiers of concepts and narrow the meaning of a superordinate concept.
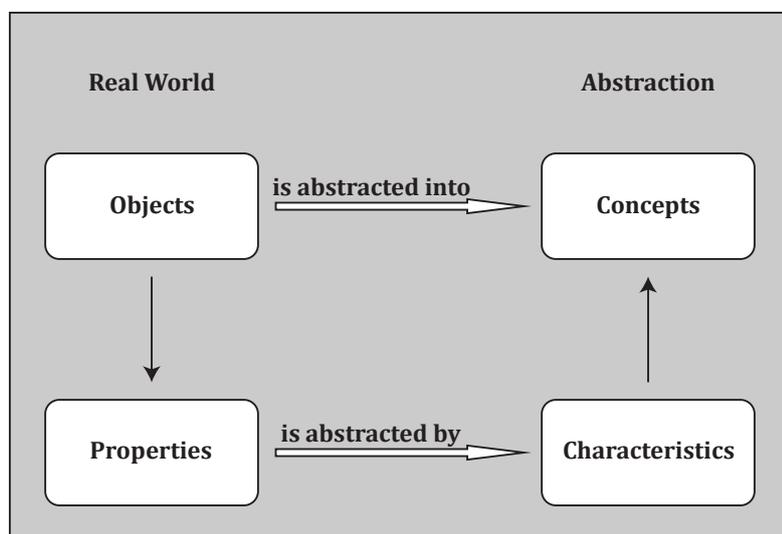
Figure 1: Relation between objects and concepts[5]

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[2] Cf. Chiocchetti et al.;2013, p. 23.

[3] Cf. Chiocchetti et al.;2013, p.23.

[4] ISO 704:2009, clause 5.1.

[5] Cf. ISO 704:2009, p. 5, modified figure.

In Figure 1 you can see the relation between objects and concepts that can be described as follows:

"Each object has one or multiple properties.

— Each property of a similar kind is abstracted into one characteristic.

— Each characteristic is part of one or multiple concepts.

— Each concept is constituted by one or multiple characteristics.

— Each object is abstracted into one or multiple concepts."[6]

A **concept system** is a set of concepts structured according to the relations among them.

A **terminological unit** is the designation representing a concept in a special language in a specific subject field.

A **term** or **terminological unit** may be a:

- one-word designation: a general language word used in a specialized way or a new word created to represent a concept in a specialized field (e.g. treaty),

- multi-word designation: an expression of two or more general language words used in a specialised way or a new expression of two or more words to represent a concept in a specialized field (e.g. fish stock, bio-concentration factor in fish),

- chemical or mathematical formula (e.g. H_2O),

- scientific name in Latin or Greek (e.g. Salmo trutta fario),

- initialism: abbreviated form made up of the first letters of the elements of the terminological unit (e.g. EU (**E**uropean **U**nion)),

- acronym: abbreviated form created by combining initial letters or syllables from each or some of the elements of the terminological unit e.g. surfactant (**surf**ace **act**ive **age**nt**),

- appellation: such as official title of a position, organization or administrative unit, name for treaties, documents, laws, etc. (e.g. Deputy Secretary-General of the Council, Directorate General for Translation, Rome Treaty).

A concept can also be represented by a symbol, e.g. , and can be inserted in the data base in a special data category e.g. symbol.

A **phraseological unit** or **collocation** is technically speaking not a term, but can also be included in a termbase since it is essential for translation purposes. In absence of specific data

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[6] ISO 704:2009, p 5.

categories like phrase or collocation, phraseological units or collocations can be inserted in the term field of a specific language.

! A **term** or **terminological unit** may be composed of one word, two or more words, an abbreviation, or an appellation.

Concept orientation

Every entry in a terminological source should deal with one concept or a single appellation only.

Elementary nature[7]

In one data category field only one type of information should be included. This means that for example in the data category "term" only a terminological unit should be inserted, and not also the source information. The source information should be included in the data category "source".

After having defined the **data categories**, the same type of information should always be contained in the same data category, e.g. in the definition field always the definition, and in the source field always the source, etc. (see also section 4).

2.2   Workflow and activities

An exemplary workflow in translation-oriented terminology work consists of a series of activities that may be carried out in a sequence, but are also often performed in various loops, either complete or partial loops, in the framework of the whole translation and revision process[8]:

- Needs assessment,

- Collecting resources,

- Term extraction and term selection,

- Terminological research,

  - Research for concept and term description in source language and documentation,

  - Research for concept and term description in target language, contrastive analysis and documentation,

- Revision,

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[7] Cf. Herwartz: 2010.

[8] Cf. Chiocchetti et al.:2013, p. 14.

- Elaboration of terminological entries,

- Quality assurance,

- Maintenance,

- Dissemination.

Some steps listed in this section might be considered more or less relevant, and may coincide, be repeated, or even skipped altogether. They may be performed with the help of dedicated software or manually[9].

In the following figure the translation-oriented terminology process is shown in relation to the translation process as described in the document *Working instructions. Process of translation, coordination of the process of translation and linguistic revision*[10].
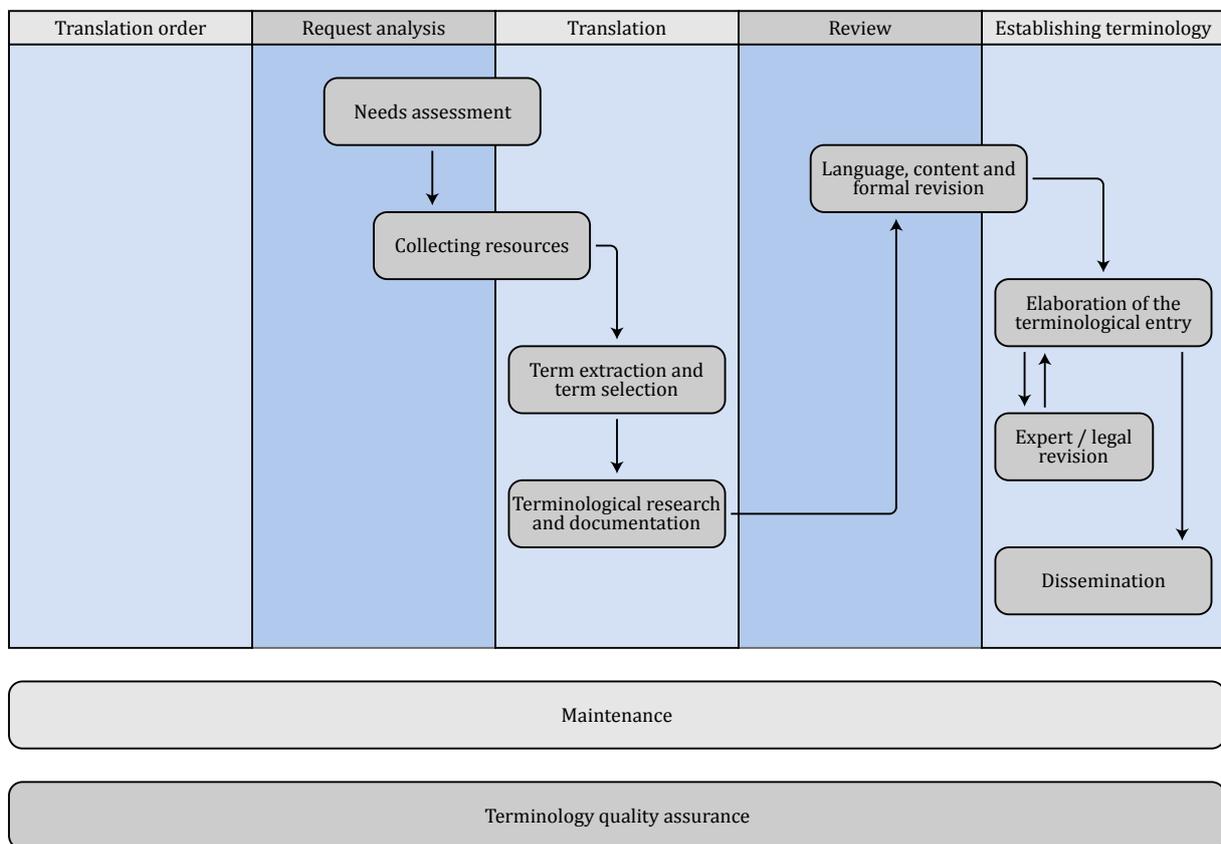
Figure 2: Overview translation-oriented terminology work

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[9] Chiocchetti et al.:2013, p. 14.

[10] The figure reflects the version of the document that was received during the on-site visit on the 6th and 7th of November 2014.

As the translation-oriented terminology work underlies the larger framework of translation processes, any changes in the translation processes and its work procedures will also be reflected in the terminology work. If this is the case, there may be a need for an adaptation and re-evaluation of the activities and tasks.

2.2.1   Needs assessment

Needs assessment is the process of identifying and evaluating needs in a defined community. A need can be defined as a gap between the current situation and the desired situation. The following four steps are essential assessing the needs in translation-oriented terminology work:

- describing the current situation or problem (problem / current situation)

- determining the desired situation (desired situation)

- envisaging one or more possible approaches to the problem (solution),

- implementing of one or more of the solutions (realisation)[11].

In the current situation needs assessment may be implemented to evaluate what kind of terminology work is required, or what kind of specific activity within the terminology process is necessary to resolve a certain problem.

In the following section different scenarios are described, in which the translation-oriented terminology work is required either in its entirety, or only certain specific activities. The description of the scenarios and their solutions in this section is by no means exhaustive and may be adapted to new scenarios and upcoming problems. It may be also necessary to combine different scenarios to achieve the desired result.

Scenario 1

Problem / current situation	Unknown terminology in the source text during translation that is not yet recorded in the termbase. The translator does not understand the term in the source text and as a consequence cannot provide a translation equivalent.
Desired situation	Understand the terminology/ the term in the source text in order to provide translation equivalent in the target language.
Solution	Ad-hoc terminology work

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[11] Cf. Chioccehtti et al.:2013, p. 14f.

Realisation	The terminology work is performed during translation process.

Scenario 2

Problem/current situation	Unknown translation equivalent in the target language during translation. The translator understands the term in the source text but does not know the terminology/ translation equivalent in the target language.
Desired situation	Knowing the term/ terminology in the target language and providing the translation equivalent.
Solution	Ad-hoc terminology work
Realisation	The terminology work is performed during translation process.

Scenario 3

Problem/current situation	Missing concept and term in the target language or no equivalence. The translator understands the term in the source text but the concept and term in the target language is missing in the target language, or there is no equivalency.
Desired situation	Creating a term in the target language and or creating translation equivalent.
Solution	Applying strategies for no-equivalence and term formation in ad-hoc terminology work (see 5.2)
Realisation	The terminology work is performed during translation process.

Scenario 4

Problem/current situation	Inconsistent terminology in translated texts due to the fact that large documents are split into smaller parts and translated by different translators.
Desired situation	Consistent terminology in translated texts.
Solution	Proactive terminology and sharing of terminology and resources.
Realisation	The terminology work is performed before the translation process by all the translators working on the same text/document. They agree on terms and translation equivalents, and the elaborated terminology and resources are shared among them.

Scenario 5

Problem/current Situation	The collection of resources is incomplete: There are not enough resources for the current project.
Desired Situation	Having a more complete collection of resources.
Solution	Asking subject field experts and legal experts (for example from line ministries or academia) to help finding or selecting relevant source material for documentation purpose.
Realisation	The resources are collected before translation work.

Scenario 6

Problem/current Situation	Entries in the termbase are incomplete or do not fulfil the established quality criteria.

Desired Situation	Having complete entries that fulfil the established quality criteria.
Solution	Establishing quality assurance procedure and maintaining routines.
Realisation	During quality assurance procedure and maintaining routines entries are completed, changed or corrected in order to fulfil the established quality criteria.

As stated in the beginning of this section, different scenarios can be combined, for example Scenario 1 and Scenario 4 can be combined and applied for the same project. In this case, you may combine the proactive and the ad-hoc terminology work within the same project.

! Scenarios can be combined, for example proactive and ad-hoc terminology work may be applied within the same project, although at different stages.

2.2.2   Collecting resources

Translation-oriented terminology work is mainly resource-based.

There are different types of resources that can be used by terminology coordinators (this is a task specific role, for further details see section 3), translator-terminologists, terminologists, revisers and subject-matter experts to perform terminology work or revision of terminology work.

There are different types of resources for translation oriented terminology work:

- textual resources (e.g. legal documents, standards, textbooks, reports, electronic corpora, websites),
- terminological resources (e.g. terminological databases, terminological data collections, glossaries, dictionaries (monolingual, bilingual or multilingual (for further information see glossary),
- experts[12].

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[12] Cf. Hohnhold:1990.

The relevance of the type of source depends on a series of factors: e.g. the aim, type and content of terminology work and the problem to be solved.

When collecting resources, different criteria for assessing the relevance of the resource have to be taken into account:

- the criteria for evaluating a source, such as reliability, pertinence, objectivity and general acceptance of the source in a specific domain,

- the date of production and the author or the publishing house can also influence the evaluation of a source.

Subject field experts can help to suggest and select relevant resources in a certain subject field.

Examples of the use of resources in different scenarios:

Scenario 1 - **unknown terminology in the source text that is not yet recorded in the termbase**: It is more useful to search in text resources of the source language to understand the meaning and the concept of the unknown terminology than to look up straight away in a bilingual or multilingual dictionary or glossary. This is because essential information to understand the terminology, such as definitions, explanation, etc., is often not included in the multilingual resources. If the search in all of the available resources was not successful, it might be useful to ask an expert and use his expert knowledge in order to explain a concept.

Scenario 2 – unknown translation equivalence in the target language: If the meaning of the terminology in the source text is clear but the translation equivalence is unknown, it is useful to start searching in terminological resources, such as glossaries, termbases and dictionaries. If the search is not successful, you may continue searching in text resources of the target language of the relevant subject field.

The resources for the terminological research that are available in digital format should be stored centrally in order to be easily accessible. There are different possibilities to organize these resources. One possibility would be to create electronic folders on a shared drive according to the subject fields already used in the termbase in MultiTerm. This means that each folder would be named after a subject fields e.g. agriculture and rural development. Each folder – in different sub-folders – would contain links to specialised glossaries or the glossaries themselves, lists of abbreviations, previous texts on the same subject, articles containing similar terminology, relevant national legislation texts, figures, maps and pictures for more technical descriptions and any other useful information regarding the subject field in question.

A best practice example for the central storing and sharing of resources for the terminological research are the so called "Termfolders" of the Terminology Coordination Unit of the European Parliament. They are theme-based files ('proactive terminology') containing links to specialised glossaries, previous texts on the same subject, any articles containing similar terminology, and the relevant national legislation texts already in force in the Member States. These files are

incorporated in the internal website of the Terminology Coordination Unit of the European Parliament and made available to the translation units[13].

Another possibility would be to collect links to useful monolingual, bilingual and multilingual online dictionaries, termbases, glossaries and thesauri for the relevant subject fields, and make them available on the intranet or on a shared drive.

A best practice example for collecting and sharing links of glossaries can be seen on the website of Terminology Coordination Unit of the European Parliament[14].

! The resources for the terminological research that are available in digital format should be stored centrally in order to be easily accessible.

2.2.2.1   Source citation

! In translation-oriented terminology work, the recording of sources is indispensable.

Currently the recording of sources is applied in form 1. However, in the way the sources are currently cited in the form, it is sometimes impossible to trace back the sources e.g. Longman Dictionary of Contemporary English. Without indicating the publishing year, edition and page number, it is impossible to trace back the information. If the source is an online dictionary, the link and the access date should be indicated.

For the recording of sources (e.g. laws, handbooks, dictionaries, websites, experts consulted) it is essential to establish common citation criteria and rules.

For this reason, the most commonly used resources citation rules should be elaborated (see examples below).

Uniform rules for dealing with sources of terminological information[15]:

- increase efficiency and facilitate the organization of terminology work and translation process over time,

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[13] Cf. https://termcoord.files.wordpress.com/2011/10/external_booklet_webresolution.pdf (accessed 24.01.2014).

[14] http://termcoord.eu/glossarylinks/ (accessed 24.01.2015).

[15] Cf. ISO 12616:2001, clause 6.

- increase the reliability of the terminological information recorded,

- facilitate the interchange of terminological information,

- ensure uniform recording of sources of terminological information,

- ensure unambiguous identification of sources of terminological information,

- facilitate analysis of sources of terminological information from the translator's point of view.

Different types of citation or rules for creating bibliographies may be in place:

- For laws, for example, you can use the official abbreviations, and for legal documents of the EU you can use the CELEX number.

- For handbooks, for example, you can use the following form:

  AUTOR or EDITOR, YEAR, PAGE NUMBER

  Example

  Cabré, M. Teresa (1999): Terminology. Theory, methods and applications. Amsterdam/Philadelphia: John Benjamins Publishing.

  Form used: Cabré, 1999, 125

- For dictionaries, for example, you can create an abbreviation using

  EVERY FIRST LETTER OF WORDS IN THE TITLE, YEAR, PAGE NUMBER

  Example

  Longman Dictionary of Contemporary English (2005), Munich: Langenscheidt-Longman.

  Abbreviation used: LDCE, 2005, 35

- For internet pages, for example, you can use the following form:

  INTERNETLINK, ACCESS DATE

  Example

  Online Longman Dictionary of Contemporary English, the searched term: 'Act of Parliament'

  Form used: http://www.ldoceonline.com/dictionary/Act-of-Parliament, 24.01.2015

! In order to trace back and identify the sources even at a later time, it is essential to establish common citation criteria and rules.

! The resources for the terminological research available in digital format, citation rules etc., should be collected and stored centrally in order to be easily accessible.

2.2.3   Term extraction and term selection

There are two different methods to extract terms from text:

- manually by reading the texts and excerpting candidate terms,
- semi-automatically or automatically by using dedicated tools.[16]

For the first method, term extraction and term selection coincide. An extra step of validating potential terms is necessary only for the (semi-)automatic extracted terms.

There are different types of term extraction tools, using different methods (statistic based, linguistically based and stop-word list based, or mixed methods) to extract terms from texts (semi-)automatically. There are freely available open source products (e.g. AntConc[17], AntPConc[18]) or commercial products (e.g. MultiTerm Extract[19])

Since the term extraction in the Sector is done manually, we focus only on the manual extraction in this Manual.

In translation-oriented terminology work term extraction is done before or during the translation process. Hence it is the task of the translator-terminologist to extract the terms. In the case of proactive terminology work, the term extraction is done before the translation starts. This can be done for example in the so-called terminology groups, consisting of all the translators assigned to the same translation project. Revisers and terminologists can also join the terminology group, if desired or needed.

In the case of ad-hoc terminology work, the term extraction is done during the translation process by a single translator.

While performing term extraction, it is important to recognise subject field specific terminological units or phraseological units (also see section 2.1).

2.2.4   Terminological research

The terminological research basically consists of the following steps:

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[16] Cf. Chiocchetti et al:2013, p. 21f.

[17] For monolingual term extraction, http://www.laurenceanthony.net/software/antconc/ (accessed 24.01.2015).

[18] For bilingual term extraction http://www.laurenceanthony.net/software/antpconc/ (accessed 24.01.2015).

[19] http://www.translationzone.com/de/products/sdl-multiterm/extract/ (accessed 24.01.2015).

- research of concept and term description in the source language in the relevant resources,

- documentation of the (re)search result: target term, definition, sources, context, grammatical information etc.,

- research of target language terms and descriptions and contrastive analysis,

- documentation of the (re)search results: target term, definition, sources, context, grammatical information etc.

In the proactive terminology work the terminological research and documentation is done before the translation process by terminology groups. In the ad-hoc terminology work the terminological research and documentation is done during the translation process by a single translator.

2.2.4.1   Concept and term description in the source language and documentation

The terminological research starts at different points, depending on the needs of the translator. If the translator does not know the target term, the terminological research starts with the (re)search for the concept and term description (such as definition or explanation) in the relevant resources. All the information gathered during this search is documented. This can be carried out either directly in MultiTerm by elaborating a new entry or editing an existing entry, or by documenting the research results as an intermediate step in another way, for example in an Excel spreadsheet.

Translator-terminologists in the Sector do not work directly in MultiTerm, which means that their research is documented in other ways. For the documentation of the research results we recommend to use standardized spreadsheets. In these standardized spreadsheets the header field of each column should correspond to the label of the data category fields in the MultiTerm database. For example for the source information of the term the header field should be **TermRef**. This procedure allows an easier and less time-consuming batch import of the terms and related information at later stages. With this approach the time consuming work of collecting and importing the information from Word forms into an Excel spreadsheet can be omitted.

It is recommended that the compiled spreadsheet is shared among the translators working on the same project. It can also be shared with the other translators.

This approach allows for easier change of terminology in all documents, which was changed or corrected by revisers, terminologists or experts, because the terminology was already used consistently.

2.2.4.2   Researching the term, concept and term description in the target language, contrastive analysis and documentation

After having researched the target term, the translator-terminologist searches for terms and term descriptions (e.g. definitions, explanations, context) in the target language. Then the

translator-terminologist has to perform a contrastive analysis. During the contrastive analysis, the translator-terminologist assesses, based on the information gained during the research, if the concept and the term in the source and target language can be considered fully or partially as (translation) equivalent, if there is maybe no equivalence at all, or if there is a terminological gap. In the latter, the translator may need to apply strategies for no equivalence (see 5.2).

At the end of the research, all the information should be documented in the standardized spreadsheet.

As stated above the terminological research starts at different points, according to the needs of the translator-terminologist. If the source term is already known to the translator-terminologist, the terminological research can also start with the search for the concept and term in the target language.

2.2.4.3   Peculiarities of legal terminology

During their work, translator-terminologist, revisers and terminologists have to deal on the one hand with terminology from different subject fields, and on the other hand also with legal terminology. Due to the nature of law, legal terminology has some peculiarities that differentiate it, for example, from railway engineering terminology. In the following section, we will describe shortly some peculiarities of legal terminology and what kind of consequences they might have on the translation-oriented terminology work.

Legal concepts, as concepts in general, are formed by abstraction of the general features from a large number of objects. The peculiarity is the fact that the objects are often already an abstraction, e.g. legal capacity, theft, warranty. Legal concepts are often the result of long discussions between the general public, politicians, law consultants, legislative bodies etc. on real-life situations with the aim of regulating these situations by law.[20]

To sum up, we can say that legal concepts[21]:

- are system-bound, i.e. they originate from a system of social, cultural and moral values,

- refer to specific situations in the real world within a specific society,

- are culture-specific, and

- contain provisions on how to handle these situations.

As a consequence of the fact that legal concepts are system-bound and culture-specific, legal terminology is also system-bound and culture-specific. Legal terminology is the expression of a specific culture. It is deeply connected to the legal system it belongs to and is strongly influenced by cultural, social and economic factors. Legal terms evolve together with these factors, which vary from time to time as they keep up with prevailing values. Legal terminology is also the

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[20] Sandrini:1996.

[21] Sandrini:1996.

instrument within legal discourse that gives rise to legal effects.[22] For this reason legal terminology needs to be as precise, correct and clear as possible, especially in multilingual environments (e.g. the EU), to ensure the possibility of expressing exactly the same legal concepts, contexts and rules in more than one language.

Due to the peculiarities of legal concepts and legal terminology, i.e. that they are system-bound and culture-specific, it is nearly impossible that there an absolute equivalence between different legal frameworks could exist. Therefore translators, translator-terminologists and terminologists, working with legal terminology are mostly confronted with partial equivalence or with functional equivalence. In order to find or to establish a functional equivalence, it is important that translators, translator-terminologists and terminologists posses or acquire the knowledge on the legal context of the source and the target legal system in addition to the linguistic and culture knowledge about the source and target languages.[23]

For the purpose of better understanding legal terms, terminologists and translator-terminologists usually apply the method of micro-comparison used in comparative law. Micro-comparison allows to place and thus to better understand a concept within its own legal reality as well as to assess its transferability from a source to a target legal system. For the macro-comparison the terminologist or translator-terminologist uses reference material that native legal experts would use (legislation, legal theory, case law, etc.) in order to find out any similarities and differences between the source and target languages and legal systems. This allows them to establish a functional equivalent and to convey the meaning of a term in an efficient and correct way from a linguistic and legal point of view, taking into account also the communicative effect.[24] Sometimes it might be better to create a new term to avoid wrong associations with concepts from the target language legal system. According to the Guideline 5.3.2 of the Joint Practical Guide (2013)[25] "[...] the use of expressions and phrases – in particular legal terms – that are too specific to a particular language or national legal system, will increase the risk of translation problems" and therefore "legal terminology, terms which are too closely linked to a particular national legal system should be avoided." (See also section 5.3)

! Legal concepts and legal terminology are system-bound and culture-specific and therefore when comparing different legal systems and languages it is nearly impossible to find absolute equivalents. Partial and functional equivalents are the rule.

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[22] Cf. De Groot:1999a, De Groot:1999b, Engberg:2013, Šarčević:1997, Sandrini:1996b, Chiocchetti/Lušicky/Ralli/Wissik:2013.

[23] Cf. Chiocchetti/Lušicky/Ralli/Wissik:2013.

[24] Cf. Chiocchetti/Lušicky/Ralli/Wissik:2013.

[25] European Parliament, Council and Commission:2013, p. 12, http://eur-lex.europa.eu/content/pdf/techleg/joint-practical-guide-2013-en.pdf (accessed 06.12.2014).

2.2.5   Revision

When the translation-oriented terminology work is performed directly in the termbase, without an intermediate step in a spreadsheet format, the revision process only succeeds the elaboration of terminological entries, as before this task there are no records to be revised.

In the specific situation in the Sector, the terminological research and documentation is not performed in the termbase, but is documented in Excel spreadsheets. As a consequence, the revision process starts immediately after the terminological research and documentation process, and before the elaboration of the terminological entries in the Sector's termbase.

Four different types of revisions are foreseen:

- language revision,
- content revision,
- formal revision, and
- expert/legal revision[26].

In the workflow in the Sector, the first three revisions are usually performed before the elaboration of the terminological entries, even though they could be performed also at other points in the workflow, such as in the maintenance phase as a part of the quality assurance.

The expert/legal revision is usually done after the elaboration of the terminological entries.

2.2.5.1   Language revision[27]

In the scope of the language revision (also called linguistic revision) the reviser performs the following checks:

The reviser

- checks if the source and target terms fit in the given context,
- checks spelling and typos,
- checks if the grammar rules are correctly applied/performs grammatical check,
- checks if new term formation adhere to language patterns in Macedonian,
- checks if conventions set out in the style guide have been applied.

2.2.5.2   Content revision

In the scope of the content revision the reviser:

- checks if the source and the target language terms can be considered equivalents,

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[26] Cf. Chiocchetti et al.:2013, p. 28f.

[27] Cf. Chiocchetti et al.:2013, p. 28f.

- checks if the term belongs to the relevant subject fields,

- checks if the term designates the concept treated.

2.2.5.3   Formal revision[28]

In the scope of the content revision the terminologist:

- checks if the provided information is complete (source term, target term, sources, definition, etc.),

- checks if all necessary data category fields are filled in,

- checks the language attribution, i.e. the terms contained are filed under the right language,

- checks if the definition is formulated according the formal criteria for writing definitions (see section 4),

- checks if the term is contained in the provided context,

- checks if the context belongs to the relevant domain,

- checks the cross-references,

- checks the source quotations,

- checks the elementary nature of data categories, i.e. if only one type of information is contained in on data category field (for example, the term field should only contain one term and not also its synonyms. For each synonym a separate, single data category field has to be filled in.),

- checks if the information is under the correct data category field, i.e. if the source information of the target term is in the data category field **TermRef** and not in the data category field **Definition**, for example.

2.2.5.4   Expert/legal revision

In this Manual the expert revision is understood as the revision by a subject-field expert in a specific domain other than legal domain, e.g. an expert in chemistry. In the scope of this Manual, the legal revision is the revision by a legal expert.

The expert:

- checks if the source and the target language terms can be considered equivalents,

- checks if the term belongs to the relevant subject field,

- checks if the term designates the concept treated,

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[28] Cf. Chiocchetti et al:2013, p. 29.

- checks if the definition is correct,

- checks if the synonyms designate the same concept,

- checks the legal correctness[29].

Since the expert/legal revision takes place after the elaboration of the terminological entries, the experts should receive an export of the relevant terminological entries in addition to the original texts and translation. This will allow them concentrating on the revision of the terminological content.

2.2.6   Elaboration of terminological entries

A terminological entry is a part of a terminological resource that contains the terminological data related to a single concept, or two or more nearly equivalent concepts in one or more languages.[30]

There are different methods, how terminological entries can be elaborated:

- manually creating a new single entry in the data base,

- manually editing an already existing entry,

- (semi-)automatic batch import.

2.2.6.1   Manually creating a new single entry in the data base

With this method an entry is manually created for each entry in the data base (see also section 6.1) and manually filled with the relevant information. This means that each data category field is edited manually and the information is typed into the relevant data category field, or the relevant information is selected from a pick list. At the end the entry is saved manually.

2.2.6.2   Manually editing an already existing entry

With this method information is manually changed or added in an already existing entry (see also section 6.1)

2.2.6.3   (Semi-)automatic batch import

With this method, structured terminological information elaborated outside of MultiTerm in other formats, such as Excel spreadsheets, are imported into MultiTerm, automatically creating multiple entries (see also section 6.1).

In the Sector, the documentation of terminological research in the Excel spreadsheets is an intermediate step of the elaboration of terminological entries. The structured and revised

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[29] Cf. Chiocchetti et al.:2013, p. 30.

[30] Cf. ISO 26162:2012. clause 3.1.4, Chiocchetti et al.:2013, p. 74.

terminological information contained in the Excel spreadsheets can be imported (semi)automatically.

For the further details on what kind of information can be contained in a terminological entry, see section 4.

! A terminological entry has to fulfil some minimal criteria that have to be established. It is recommended that at least source language term, term source, target language term, term source and subject field are contained in a terminological entry.

2.2.7   Quality assurance

Please refer to the section 7, Quality and quality assurance in terminology work.

2.2.8   Maintenance

Managing a database requires regular data maintenance and updating. In these Guidelines, maintenance is a set of proactive activities, which are designed to keep a termbase serving its purpose[31]. There are several tasks that can be performed in order to maintain terminological resources, such as:

- improving single terminological entries (e.g. correction of errors in existing entries, updating of existing entries to keep the data current; elimination or merge of doublettes, creating new cross-references, adding new synonyms/variants, marking obsolete terms and adding current terms),

- batch changes,

- elaborating new entries,

- data backup[32].

Before performing maintenance activities a needs assessment has to be performed considering the following aspects[33]:

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[31] Chiocchetti et al.:2013, p. 30.

[32] Cf. Chiocchetti et al.:2013, p. 30.

[33] Cf.Chiocchetti et al.:2013, p. 31; The table in Chiocchetti et al.:2013, p. 31 was adapted to the needs of translation-oriented terminology work.

scope	- minor issue, single terminological entry (can be solved by manually improving single terminological entries or manually creating a single new entry) - recurrent issue, several terminological entries (can be solved by manually improving single terminological entries or batch changes or manually creating a single new entry or batch import)
motivation	- incomplete or incorrect entries - doublettes - legal novelties (e.g. the Treaty of Lisbon amending the Treaty on European Union and the Treaty establishing the European Community) - innovation in subject fields (e.g. obsolete terms, new emerging terms) - enlargement of the termbase (e.g. adding additional subject fields) - language reforms (e.g. spelling reforms)
frequency	- daily - periodically (e.g. once a month) - translation-oriented (e.g. after having finished the translation of certain documents/ a certain field)
manner	- manually (semi-)automatically

2.2.8.1   Improving single terminological entries

In order to improve single terminological entries it might be necessary:

- to manually correct formal, content or linguistic errors in already existing entries,
- to manually update existing entries to keep the data current (update definition, update context, update terms, add new terms, synonyms, variants),
- to manually create new cross-references,
- to mark obsolete terms and add current terms,
- to locate doublettes and to delete doublettes,
- to locate entries that need to be merged and merge entries.

2.2.8.2   Batch changes

In order to improve multiple terminological entries it might be necessary to (semi-)automatically

- to correct formal, content or linguistic errors in already existing entries,

- to update existing entries to keep the data current,

- to delete entries (e.g. doublettes),

- to merge entries

in batches.

2.2.8.3   Elaborating new entries

In order to maintain the termbase and keep it up to date it might be necessary to elaborate new entries.

This can be done either by adding manually single entries or by batch import. For details see section 2.2.6.

2.2.8.4   Data back up

An important issue of maintenance is the process of **backing up**.

For the purpose of this Manual a **backup** is a copy of terminological data that is archived in order to be used when restoring the original after a data loss event or to recover data from an earlier time.

Backups can serve two different purposes:

- to recover data after its loss (e.g. deletion, corruption),

- to recover data from an earlier time, for specific purposes (e.g. comparison between old and new data etc.).

! Terminological data backup should be done on a regular basis (e.g. daily, weekly), or at least after changes have been made in the termbase.

! The maintenance of the termbase should be performed regularly. Dedicated tools may speed up or perform some of the processes (semi-)automatically.

2.2.9   Dissemination

The results of terminology work can be made available via different types of publication channels. Typically, terminology is published in:

- public termbases (e.g. online freely available terminological databases),

- internal terminological resources (e.g. terminological databases in an intranet),

- dictionaries (paper or online dictionaries),

- thematic glossaries and lists of terms[34].

The terminology elaborated in the Sector is published in:

- the internal MultiTerm termbase,

- the online TermBase accessible through an internet terminology portal available under http://tcu.sep.gov.mk/eutc/faces/eutc/search/corpusSimple.jsp,

- thematic glossaries distributed in-house (e.g. chemical glossary),

- dictionaries or glossaries published as books.

An aspect that might become relevant after the accession to the EU is the importing of the elaborated Macedonian terminology into IATE, the EU's inter-institutional terminology database.

The responsible unit for IATE should be contacted for the data import and an import procedure should be established. It will be necessary to analyse and check the interoperability of the data model of the Macedonian termbase prepared by the Sector, and the IATE's data model. Since IATE is an evolving termbase, it is also subject to changes. The data models have to be checked and compared shortly before the intended import date. After that the data has to be prepared for the export, followed by the actual the data export.

! Publication and dissemination of terminological data is a crucial step in ensuring that the product reaches the intended end-users. In order to attract the intended users and to ensure that the resources are used by them, the published terminology has to be regularly updated, especially via the online TermBase.

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[34] Chiocchetti et al.:2013, p. 38.

3   Roles

This section outlines the roles represented in the terminology process of translation-oriented terminology work. The roles illustrated in this section are task specific. As the terminology work in the Sector is translation-oriented, it is an inherent part of the translation process.

The description of task-specific roles and may be adapted according to the availability of human resources, and posts described in the Act of Systematization of Posts. One role is not necessarily bound to one singular post or person only, but can be shared among more people in the team (e.g. the tasks of the role 'translator-terminologist' would be ideally carried out by all translators). Likewise, one person does not carry out only one role, but can be involved in the terminology work in different roles (e.g. one person carries out the role of the terminologist and the reviser; the coordinator who manages the translation work also carries out the tasks of the role 'terminology coordinator' as terminology work underlies the translation work.). Any changes in the translation processes and translation work procedures will also affect the terminology work. If this is the case, there may be a need for an adaptation and re-evaluation of roles.

3.1   Terminologists

3.1.1   Who are they?

Terminologists are familiar with practical terminology work and terminology theory. They are responsible for the research and documentation of designations used in one or more specific domains. This is done in one or more languages.

The products of their work are terminological resources containing terms and other concept-related or term-related information.

3.1.2   What do they do?

Terminologists may:

- manage terminology (see section 0),
- compile terminological entries (with definitions, contexts, variants/synonyms, notes, , etc.) in one or more languages,
- update terminological entries (with definitions, contexts, variants/synonyms, notes, etc.),
- propose definitions,
- create (subject-matter-related) concept systems in Macedonian or/and English,
- study the terms to be processed terminologically,
- select reference material in one or more languages and assess its reliability and relevance,

- consult written sources (laws, text corpora, handbooks, etc.) or subject-matter, to collect information on a specific domain/term,
- find equivalents in the target language,
- make terminological resources available in one or more languages,
- clean and update terminological resources,
- use specific software such as terminology management systems (e.g. SDL MultiTerm),
- cooperate in the planning, data modelling and evaluation of termbases,
- edit or proofread texts from a terminological point of view,
- exchange information with all roles involved in the terminology workflow (translators, subject-matter experts, terminology coordinators, IT staff, users, etc.),
- regularly assess the quality of terminological data collected by other roles and give feedback,
- cooperate in collecting expressions of need from all types of users,
- train new staff members in terminology-related matters.

! In a streamlined and time-efficient translation-oriented terminology work, the role of the terminologist does not include terminology research and recording of equivalents in languages that are neither the source language nor the target language of the translated texts.

3.1.3   Terminologist as terminology manager

The terminologist may also carry out the role of terminology manager.

Terminology manager may:

- input: insertion of data into the terminology management system (e.g. SDL MultiTerm),
- data manipulation: consolidate and prepare Excel-file for a seamless import into the terminology management system (e.g. SDL MultiTerm),
- import batches: incorporation of data from a suitably prepared Excel-file,
- access: retrieval of data from the system for various purposes.
- export: copying of data into an external file, with or without prior modification, for the purposes of use in another program (e.g. the Sectors's online TermBase),
- modification: any changes made to data; modification may be further divided into addition, deletion, substitution, merging, etc.,
- backup: making copies of data so that these additional copies may be used to restore the original after a data loss event.

3.2 Translator-terminologists

3.2.1 Who are they?

In the case of the Sector, the scope of translators' role is two-fold. On the one hand they are translators proper, who act as users of terminological products, and on the other hand they are translator-terminologists, who conduct terminological research, form new terms, document terminology, etc. Apart from the translation, the product of their work is an extraction of terms with a documented terminological research in a form and format that allows traceable and streamlined processing by the reviser and terminologist.

3.2.2 What do they do?

Translator-terminologists may:

- extract terminology from source and target texts,
- consult written sources (laws, text corpora, handbooks, etc.) or subject-matter experts, to collect information on a specific domain/term in source and target language,
- find equivalents in the target language,
- propose and form new terms in target language, if needed (see section 5.2),
- propose definitions,
- document the results of their terminological research in the form and format designated for this purpose,
- cooperate in creating (subject-matter-related) concept systems in Macedonian or/and English,
- cooperate in selecting reference material in one or more languages and assess its reliability and relevance,
- propose terminology projects,
- give feedback on the quality of terminology products (termbases).

3.3 Terminology coordinators

3.3.1 Who are they?

Staff with management-related expertise who are familiar with terminology work, and have specific project management skills (e. g. acquisition, planning, managing processes, roles, and activities), or in the case of the Sector, the Head of the Unit for Revision and Terminology or Deputy Head of the Sector.

In the case of translation-oriented terminology work, they are ideally also involved in coordinating translation activities.

3.3.2   What do they do?

Terminology coordinators may:

- acquire terminology projects,
- assess the need for terminology projects,
- cooperate in collecting expressions of need from all types of users,
- manage terminology projects (e. g. by defining the project scope, schedule, human and financial resources, by doing progress and deadline controlling, by assigning tasks),
- delimit and subdivide the domain to be processed terminologically,
- coordinate a team of terminologists, translator-terminologists,
- coordinate the terminology activities with translation activities,
- coordinate the acquisition and processing of relevant documentation for terminology work,
- liaise with clients, subject-matter experts, legal experts, and other stakeholders,
- cooperate in the planning, and evaluation of terminological products,
- coordinate the terminological data exchange (e. g. import/export of data into the SDL MultiTerm termbase and the Sector's online TermBase),
- manage potential copyright issues,
- assess the quality of terminology work,
- coordinate and manage all relevant tasks and activities related to dissemination of terminology products.

3.4   Revisers

3.4.1   Who are they?

Revisers are usually experienced translators, with a solid knowledge and skills in terminology work. They also act as quality controllers. Revision is not just a simple technical verification, nor is it a proofreading exercise. The revisers are not only in charge of the revision of translations, but also of the revision of the terminology. Revision involves reviewing both the form and the content of each record (accuracy of the equivalence, presence of a textual match in the source and target texts, accuracy of subject fields, sources, etc.).

3.4.2   What do they do?

Revisers may:

- revise linguistically,
- revise according to the formal requirements in terminology work for the Sector (act as a quality controller; see section 7.3.3),
- ensure terminological consistency of the translated text,
- ensure terminological consistency of the translated text and the terminological records,

- consult written sources (laws, text corpora, handbooks, etc.) or subject-matter experts, to collect information on a specific domain/term in source and target language,
- find equivalents in the target language, if needed,
- propose and form new terms in target language, if needed,
- propose definitions, if needed,
- document the results of the revision of the terminology, and any terminological research in the form and format designated for this purpose,
- give feedback to translators,
- give feedback on the quality of terminology products.

3.5   Subject-field experts

3.5.1   Who are they?

Subject-field experts are experts in one or more specific subject fields that are being treated. They act mainly as consultants and revisers. They should be guided by lists of items to be checked, previously prepared by the terminologists. They should be introduced on the objective and target users of terminology work.

3.5.2   What do they do?

Subject-field experts may:

- help finding or select source material for terminology extraction and terminology work,
- offer information when consulted by terminologists on specific matters,
- create definitions, if needed, especially in their native language,
- revise terms, definitions, synonyms/variants, notes or fully fledged terminological entries,
- create, review or validate terminological proposals.

3.6   Legal experts

3.6.1   Who are they?

Legal experts work together with subject-field experts and are indispensable in legal translation and legal terminology work. Legal experts are familiar with the principles of legal language and legal drafting. They should be instructed on the objective and target users of terminology work.

3.6.2   What do they do?

Legal experts may:

- help finding or select source material for terminology extraction and terminology work related to legal terms,
- offer information when consulted by terminologists on specific matters,
- create definitions, if needed, especially in their native language,
- revise terms, definitions, synonyms/variants, notes or fully fledged terminological entries,
- create, review or validate terminological proposals,
- compare the source document and translation, and revise the translation from the viewpoint pertinent to legal language,
- advice on issues going beyond terminology work, such as phraseology, syntax, etc. in legal language.

! All experts should be instructed on the objective and target users of terminology work, and should receive clear instructions what is expected from them in order to ensure a streamlined and time-efficient process with clear and useful results.

3.7   IT experts

3.7.1   Who are they?

Staff with expertise in information technology, who are in charge of taking care of administering, maintaining and developing tools for terminology work and related tasks.

They can be IT specialists, developers, terminologists with a technological background, or similar profiles.

3.7.2   What do they do?

Staff with technical expertise may:

- administer the server-related issues of computer-assisted translation tools,
- support the terminologist in administering terminological databases (access rights management, import/export subsets of data to the online TermBase etc.),
- support terminologists by installing, updating and maintaining off-the-shelf terminology tools,
- develop, update and maintain graphical user interfaces (GUIs) for all tool-supported activities, if needed (especially for custom-made tools, such as the Sector's online TermBase),

- help finding, evaluating, installing, fine-tuning, training and adapting existing tools and tools that might be implemented in the future, e. g. for term extraction, text corpus management, terminology management tools, tools for terminology dissemination, workflow-assisting tools, etc.

3.8   Users of terminology

3.8.1   Who are they?

Users are people who consult terminological products for their own purposes. Typical users can be translators, domain experts or legal drafters.

As a subset of data is available via the online interface, the users of this terminology data and their background can be very diverse. In addition to translators, domain experts or legal drafters, they can range from the general public interested in EU-related matters, to journalists, students, etc.

3.8.2   What do they do?

Users of terminology may:

- voice expressions of need (e. g. suggest terms, domains, texts to be processed),
- give feedback on terminological data (e. g. spot inconsistencies, suggest additions where information is missing),
- disseminate terminology.

They might be looking for information:

- to understand a concept better,
- to find equivalents,
- to retrieve usage information, and
- to obtain the information on potential standardisation.

4   Data categories

Terminological data in a termbase is organized into terminological entries. A terminological entry is the basic unit of a terminological data collection which contains the terminological data related to one concept.

The information recorded in a terminological entry is subdivided into data categories.

Data categories are groupings of data with common characteristics or features. A data category is the result of the specification of a given data field in a termbase[35], e.g. definition, source, context.

Data categories are standardised according to ISO 12620: 1999 and ISO 12620: 2009. The data categories can also be found in the ISOcat Data Category Registry[36].

In the following section, some general aspects concerning data categories are discussed and commonly used data categories in termbases are described according to ISOcat.

Only one type of information should be included in one data category field, e.g. in the data category "term" only a terminological unit should be inserted, but not also the source information. The source information should be included in the data category "source". This principle is also called elementary of nature.

After having defined the **data categories**, the same type of information should be always contained in the same data category, e.g. the definition always in the definition field, the source always in the source field, etc.

4.1   Term

The data category **Term** is assigned to data that represent a verbal designation of a concept in a specific subject field. In the term field terms or terminological units (one word designations, multi-word designations, or abbreviations etc. see section 2.1) or the relevant language are contained[37],

In absence of a specific data category like phrase or collocations also phraseological units and collocations are contained in the term field.

! A **term** or **terminological unit** may be composed of one word, two or more words, an abbreviation, or an appellation.

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[35] ISO 1087 -2:2000, clause 3.6.

[36] www.isocat.org (accessed 25.11.2014).

[37] Cf. http://www.isocat.org/rest/dc/508, ISO 10241-1:2011 (accessed 25.11.2014).

4.2   Definition

The data category **Definition** is assigned to data that represent a concept by a descriptive statement that serves to differentiate it from related concepts[38].

There are different types of definitions:

- **Intensional definitions**: defining by providing the characteristics describing a concept in order to recognize and differentiate the concept from other related concepts. It is based on the next higher concept (generic concept) and gives the characteristics that permit the concept to be defined and that delimit it from the neighbouring concepts.[39]

  Examples of terminological records

  EN

  Term: **bicycle**

  Subject field: transportation

  Definition: land-vehicle used for transportation, having two wheels, a frame and a seat, which is pedal-driven and human-powered

  Source: ISO 704:2009

- **Extensional definitions:** defining by enumerating the subordinate concepts of a concept[40].

  Examples of terminological records

  EN
  Subject field: transportation
  Term: **wheel**
  Definition: The wheel of a bicycle consists of hub, spokes, rim and tyre.
  Source: COTSOES:2003, p. 28

! Intensional definitions shall include the superordinate concept immediately above, followed by the delimiting characteristics. In practice, intentional definitions should be used whenever possible as they most clearly reveal the characteristics of a concept within a concept system.[41]

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[38] http://www.isocat.org/rest/dc/168 (accessed 25.11.2014).

[39] COTOES:2003, p. 27.

[40] Cf. COTSOES:2003, p. 28.

[41] ISO 704:2009, clause 6.2 slightly modified.

A terminological definition must meet the following requirements[42]:

- **Reference to a system**: the definition inserts the concept into a concept system.

  Example

  bicycle: **land-vehicle used for transportation**, having two wheels, a frame and a seat, which is pedal-driven and human-powered[43]

- **Conciseness**: the definition is concise, clear, and brief but still containing all the essential distinguishing characteristics.

  Example

  original definition[44]:

  Term: ageing

  Definition: Gradual rise in strength due to physical change in metals and alloys, in which there is breakdown from supersaturated solid solution and lattice precipitation over a period of days at atmospheric temperature.

  poor shortened form:

  Term: ageing

  Definition: Gradual rise in strength due to physical change in metals and alloys.

  good shortened form:

  Term: ageing

  Definition: Rise in strength in metals and alloys in which there is a breakdown from super-saturated solid solution."

- **Affirmativeness**: the definition states what the concept is, rather than what it is not.

  Example[45]

  Term: trailer

  Definition: Non-mechanically propelled vehicle.

- **Noncircularity**: the definition does not use words whose definitions refer back to the concept in question, nor does it begin with the term itself.

  Example[46]

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[42] Cf. The Pavel, Terminology Tutorial:2001; COTSOES:2003, p. 27ff; Cabrè:1999, p. 105-107.

[43] ISO 704:2009.

[44] COTSOES:2003, p. 28.

[45] COTSOES:2003, p. 31.

[46] COTSOES:2003, p. 31.

Term: textiles

Definition: Products of the textile industry.

- **Absence of tautology** - the definition is not a paraphrase of the term, but rather a description of the semantic features of the concept. Avoid the following:

  Example

  Term: textiles

  Definition: Products of the textile industry.

- **Substitutability**-Use of term of the same part of speech that - the definition begins with a term of the same part of speech as the term being defined so that the term can be replaced by the definition within text without changing the sentence.

When writing a terminological definition you should:

- Start with a term that refers to the class the concept belongs to, usually a generic or superordinate term.

- Use a generic or superordinate term of the same part of speech as the term that has to be defined.

- Write as brief and clear as possible but still include all the main distinguishing characteristics.

- Use terms which already had been defined or be generally known.

- Avoid circular definitions.

- Avoid negative definitions[47].

4.3   Subject field

According to ISOCat, the data category **Subject Field** is assigned to data that represent a field of special knowledge. This data category is also known under **Domain** or **Subject**[48]. Usually the Subject Field data category field is designed as a picklist.

4.4   Note

According to ISOCat, the data category **Note** contains a statement that provides further information on any part of a language resource entry[49].. This data category is also known under comment or remark[50]

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[47] Cf. The Pavel, Terminology Tutorial:2001; COTSOES:2003, p. 27ff., Cabré:1999, p. 106f.

[48] http://www.isocat.org/rest/dc/489 (accessed 25.11.2014).

4.5   Data categories used in the Sector's termbase

The following data categories are actually used in the Sector's termbase:

Term

The data category **Term** is assigned to data that represents a verbal designation of a concept in a specific subject field. In the term field terms or terminological units (one word designations, multi-word designations, or abbreviations etc. see 2.1) in the relevant language are contained. In absence of a specific data category, like phrase or collocation, phraseological units and collocations are also contained in the term field.

TermRef

The data category **TermRef** is assigned to data that contain the source information of the source language term or the target language term.

Subject

The data category **Subject** is reserved for data that contain the information on what kind of subject field the term belongs to or under what kind of subject field the term can be filed. In the Sector's MultiTerm termbase the data category field **Subject** is designed as a picklist corresponding to the chapters of the Acquis.

Definition

The data category **Definition** is assigned to data that represent a concept by a descriptive statement which serves to differentiate it from related concepts.

So far this data category was mostly used to define the concept in the source language, i.e. English.

DefinitionRef

The data category **DefinitionRef** is assigned to data that represent the source information of the definition.

Context

The data category **Context** is assigned to text (e.g. a sentence) that illustrates a concept or the use of a designation.

Gender

The data category **Gender**, corresponding to the ISOCat data category **Grammatical Gender**, is a grammatical category that indicates grammatical relationships between words in sentences.

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[49] Cf. http://www.isocat.org/rest/dc/382 (accessed 25.11.2014).

[50] Cf. http://www.isocat.org/rest/dc/382 (accessed 25.11.2014).

! The concept of gender varies from language to language and is not a universal feature of all languages [51]

Reliability

The data category **Reliability** represents a code assigned to a data category or record indicating adjudged accuracy and completeness[52]. In ISOCat the data category is called **Reliablity Code**. In the Sector, the reliability depends on the workflow steps in the translation process (from MK 1 to MK 4).

! When importing data into IATE, it has to be taken into account that the data category **Reliablility** in the Sector's termbase and in IATE does not coincide[53].

! IATE is not a static termbase, which means that it is permanently improved and updated. At the time of the import an analysis and a check of the interoperability of the data models of the Sector's termbase and IATE should be performed.

! The minimum criteria for an entry should be source language term, target language term, domain/subject field and term source for source and target language.

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[51] ISO 12620:1999; SALT; ISOCat.

[52] http://www.isocat.org/rest/dc/439 (accessed 25.01.2015).

[53] For the reliability in IATE see IATE Input Manual (2008) https://iate.cdt.europa.eu/iatenew/help/input.html (accessed 25.01.2015).

5   Proposed methodology on general classification of terms for which no equivalent can be found in the target language

This section outlines the strategies and techniques, which may be implemented in cases of terms, for which no equivalent can be found in the target language.

5.1   Equivalence

Equivalence is a relation between designations in different languages representing the same concept[54]. It can be distinguished between four degrees of functional equivalence[55]:

5.1.1   Complete conceptual equivalence

Complete equivalence exists if two terms, A and B are identical in each and every characteristic of the concept.

[A = B]
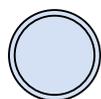
5.1.2   Inclusion

Inclusion exists if one term merges into another.

[A+B']
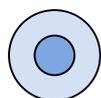
5.1.3   Partial equivalence, overlapping

This degree of conceptual equivalence exists if two terms are identical in some, but not all, characteristics of the concept.

[A≈B]

---
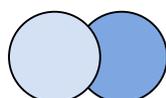
[54] ISO 1087-1:2000, p. 9.

[55] Arntz/Picht/Mayer:2002.

5.1.4   No conceptual equivalence

In the case of no equivalence none of the characteristics of A and B are equivalent.

[A ≠ B]
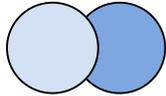
5.2   Strategies in case of no equivalence

If searching for an equivalent in the target language renders no results, the translator-terminologist may use one of the following strategies[56]:

1. No translation of the term, or only a transliteration from the source language (borrowing).
2. Description of the term in the target language.
3. Neologism, e.g. term formation.

5.3   Term formation

Term formation is of major interest to terminologists and translators, but also to subject field specialists. It is of particular significance to translators who work with languages of lesser distribution, such as Macedonian, where the lack of adequately developed reference tools such as specialized dictionaries and glossaries often compels them to become neologists.

Term-formation patterns depend on the lexical, morphosyntactic, and phonological structures of individual language and generic recommendations can only cover certain generic aspects of term-formation. Each language has its own rules, and language-specific conventions dictate whether a term will consist of a single lexical element, several morphological elements combined to form a single unit, several words arranged in a string, or a terminological phrase. Therefore, an adaption of specific rules applicable to Macedonian language is highly recommended.

> **!** An adaptation of term-formation patterns to the specific rules applicable to the Macedonian language is strongly recommended.

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[56] De Groot:1999, p. 27.

5.3.1   Primary term creation

Depending on the motivation for term formation, it can be distinguished between primary and secondary term formation, which are exposed to different influences. Primary term formation occurs when a newly created concept has to be named. Primary creation accompanies the formation of a concept and is monolingual.

Primary term formation results from the appearance of concepts in various disciplines and is influenced by existing patterns of term formation in the relevant discipline. In primary term formation, there is no linguistic precedent, although rules for forming terms usually exist in the given language.

5.3.2   Secondary term formation

Secondary formation occurs when a new term is created for an existing concept in the following three cases:

1. As a result of transferring knowledge and information to another linguistic community in which a corresponding term needs to be created. This case of secondary term formation is of particular interest for translators.
2. *Rebaptism* of a term as a result of the discovery of a new entity in the same subject field (e.g. telephone is now referred to as landline telephone following the discovery of the mobile telephone).
3. As a result of the revision of a term in the framework of a single monolingual community, e.g. creation of a term in the context of a normative document (standard).

In secondary term formation, there is always a precedent of an existing term in another language.

! Special attention should be paid to term formation with translation as the main motivation: The same term creation patterns in different languages can result in different meanings. A term created with the same term creation technique in two languages might describe a narrower or broader concept in the target language as in the source language.

5.4   Methods of term formation

The following term formation techniques are applied in English, and are apt to be applied in other languages as well:

1. using existing forms,
2. creating new forms, and
3. translingual borrowing.

5.5   Existing forms

Existing forms can be used to create new terms by techniques such as conversion, terminologization, semantic transfer and transdisciplinary borrowing.

Using existing forms might lead to homonymy, and as a result lead to confusion and ambiguity. However, the use of existing terms in new combinations (e.g. compounding, derivation) can be useful in creating new forms.

5.5.1   Conversion

New terms can be created by changing the syntactic category of existing forms.

Examples

output (noun) → to output (verb)

constant (adjective) → constant (noun)

empty (adjective) → to empty (verb)

5.5.2   Terminologization

Terminologization is the process by which a general language word or expression is transformed into a term designating a concept in a special language.

Examples

circuit

[general language]: a line enclosing an area

[electrotechnical field]: an arrangement of devices through which electric current can flow

5.5.3   Semantic transfer within a special language

Semantic transfer is the process whereby an existing term within a special language is used to designate another concept by analogous extension. The following techniques of semantic transfer can be used:

Simile: Designation of a concept by analogy with a different, better known or familiar concept.

Examples

track-type bulldozer

T-shaped molecular geometry

Synecdoche: This is a very productive technique of utilizing existing forms. In synecdoche, the whole is used for the part, and vice versa, the material for the object, and vice versa, the building for the people who are in it, etc.

Example

Screen

[concrete]: the portion of a computer monitor on which information is displayed

[abstract]: the information displayed on a computer screen

5.5.4   Transdisciplinary borrowing

In transdisciplinary borrowing, a term from one subject field is borrowed and attributed to a new concept in another subject field within the same language.

The characteristics of the concepts in the two fields are usually comparable by analogy.

Example

Virus

[medicine]: virus (infectious agent which causes diseases)

[computer science]: virus (computer program which replicates itself, and causes malfunction)

5.6   Creating new forms

A new form is the creation of a new lexical entity that has not existed before. Formation processes such as derivation, compounding or abbreviation can be used to create new forms for terms or appellations.

5.6.1   Derivation

The derivation process involves forming a new term by adding one or more morphological elements, or affixes, to a root or a word.

Examples

hazard + -ous = hazardous

co- + education + -al = co-educational

A derivational suffix usually applies to words of one syntactic category (e.g. grammatical function) and changes them into words of another syntactic category.

Examples

[verb-to-noun]: deliver + -ance = deliverance

[adjective-to-noun]: empty + -ness = emptiness

Derivational affixes don't necessarily modify the syntactic category, but they can modify the meaning of the base. In many cases, derivational affixes change both the syntactic category and the meaning.

Example

modern + -ise = modernise

5.6.2   Compounding

Compounding involves combining existing words, or word elements, to create a new form that contains two or more roots, but designates a single concept.

Compounds may be:

- complex terms,
- phrases,
- or blends.

The elements of the complex term or phrase may be joined by a hyphen or by fusing, or may not be joined at all.

Examples

[joined by hyphenation]: lawyer-linguist, high-definition television

[joined by fusing]: downsizing, output

[not joined]: member country, information highway

Blends result from fusing two or more words, after one or more of them have been clipped. The formation of blends uses a combination of two processes, compounding after clipping.

Examples

[back and front clipping]: smoke + fog = smog

[back and back clipping]: cybernetics + organism = cyborg

[back clipping only]: cybernetics + space = cyberspace

[back and front, back clipping]: quasi- + stellar object = quasar

When the combining of words involves an essential characteristic from the intension of the concept, the compound is considered a transparent term. A term is considered transparent when the concept it designates can be inferred, at least partially, without a definition. This means that the meaning is visible in its morphology. To make a term transparent, a key characteristic, usually a delimiting characteristic is used in the creation of the term itself.

5.6.3   Abbreviation

Shortening the word or words designating a concept can create new abbreviated forms. The original long term is called the full or expanded form.

Good writing practice dictates that both the full form of a term and the abbreviated form be indicated the first time a potentially unfamiliar abbreviated form is used in a text. In general, an abbreviated form should be easy to pronounce.

The types of abbreviated forms are:

- short forms,
- clipped terms,
- abbreviations,
- initialisms, and
- acronyms.

A very long complex term or appellation can be reduced. The short form uses fewer words to designate the same concept.

> *Example*
>
> High Representative of the Union for Foreign Affairs and Security Policy → High Representative

Truncating the front, middle or back portion of a simple term forms a clipped term. Both ends may also be truncated.

> *Example*
>
> influenza → flu

Abbreviations are created by omitting words and/or parts of a word making up a term. In some cases, the first letter of a word can suffice. In others, the first letters of short phrases are grouped together. Abbreviations usually end with a full stop.

> *Example*
>
> et cetera → etc.

Initialisms are abbreviations created by using the first letter (or sound) of each or some of the elements of a complex term or appellation. Initialisms are always pronounced letter by letter.

> *Example*
>
> United Nations → U.N.

Acronyms are abbreviations created by combining initial letters or syllables from each or some of the elements of the full form. The new designation is pronounced syllabically like a word.

> *Example*
>
> light amplification by stimulated emission of radiation → laser

Terms can be also formed by any combination of term formation processes.

> *Example*

[initialism + acronym + compounding]: compact disk-read only memory technology →
CD-rom technology

5.7 Translingual borrowing

Existing terms or concepts in one language can be introduced into another language by
borrowing, either by direct loan or loan translation.

5.7.1 Direct loan

Existing terms are frequently adopted from one language to another if there is no current term
for the concept in the second language. The borrowed term usually follows the linguistic rules
(pronunciation, spelling, inflection) in the borrowing language.

> *Examples*
>
> DE: Realpolitik → EN: realpolitik
>
> DE: Raster → EN: raster
>
> NL: schipper → EN: skipper

5.7.2 Loan translation (calquing)

Loan translation is the process whereby the morphological elements of a foreign term are
translated, then arranged in the target language in an order similar or nearly similar to that of the
morphological components of the source term in order to form a new term.

> *Example*
>
> DE: Lehnwort → EN: loanword

5.8 Excursus: Transliteration of appellations

An appellation designates an individual concept. This is a concept, which is made up of a single
object. In translation-oriented terminology work in the legal and administrative domain,
appellations, like official title of a position, organization or administrative unit, name for treaties,
documents, laws, etc., are indispensable to the translator to ensure the consistency of the text.

In languages using a non-Latin script, such as Macedonian, transcription or transliteration of
appellations might be a particular challenge, especially in case of geographical and personal
names. In general, the translator should follow the rules of the target language, but there might be
certain exceptions. Admittedly, the choice between transliteration and a direct transfer of the
appellation from the source text into target text is not always clear-cut, and thus a functionalist
approach is recommended. The translators should consider the aim and purpose of the text that is
being translated.

5.8.1   Geographical names

In general it can be said that when a geographical name does not serve the reader to give precise indication how to get to the site, but only for benchmarking, the translator should transliterate the geographical name into Cyrillic. The size or the reputation of the geographical object is not relevant in this case.

The main question that the translators should ask is: "Is there any reason to expect that the reader will try to identify place only or mainly with the translated document?" If this is the case, it is recommended that the names remain in the original spelling.

> *Example*
>
> 2006/674/EC: Commission Decision of 6 October 2006 amending Annexes I and II to Decision 2002/308/EC establishing lists of approved zones and approved farms with regard to one or more of the fish diseases viral haemorrhagic septicaemia (VHS) and infectious haematopoietic necrosis (IHN)
>
> This legislative document lists the names of the zones, i.e. geographical entities (e.g. Øster Å, Valle della Sorna, etc.), which have been approved by the European Commission in regard to certain fish diseases. Translators can expect that an employee, who receives a load confirmation sheet, or a similar document, will compare the geographical names in this document and in the legislative act on which it is based, and will need to correctly identify the approved zones.

5.8.2   Personal names

In general it can be said that when a personal name does not serve the reader to easily and unmistakably identify the person in question, but only for benchmarking, the translator should transliterate the personal name into Cyrillic.

However, if the document lists a personal name and translators can expect that the document will be used to identify the person, e.g. at the border control, application for visa, or in similar situation, it is recommended that the names remain in the original spelling. There may be certain standard procedures for specific types of documents, and if this is the case translators should adhere to the rules stated in those procedures.

> *Example*
>
> The instructions for the European Arrest Warrant are stated in the *European handbook on how to issue a European Arrest Warrant* and foresee the following for personal names:

„Name: Comment: obligatory field. Include previous official name, if known, and write the name as it is in national language, name should not be translated."[57]

! It is recommended to identify the types of documents for which special guidelines on geographical or personal names exist, and to compile a centralized reference collection of these guidelines for translators and other key participants.

[57] Revised version of the European handbook on how to issue a European Arrest Warrant, 17195/1/10 REV 1 COPEN 275 EJN 72 EUROJUST 139, p. 57.
http://register.consilium.europa.eu/doc/srv?l=en&f=ST%2017195%202010%20REV%201 (accessed 01.12.2014).

6   Description of the terminology workflow process in relation to MultiTerm and SDL Trados Studio

The following tools are used for translation process and terminology work in the Sector: SDL MultiTerm 2014 and SDL Trados Studio Version 2014. MultiTerm is a terminology management software and allows to collect, to edit, to store, to manage terminological data, to search for terminological data, and to publish terminological data. SDL Trados Studio is a translation memory software, a translation environment for computer aided translation.

In the current situation, only the terminologist/terminology manager works directly in MultiTerm, creating and editing entries and performing batch imports. The translator-terminologists are only consulting the termbase in the SDL Trados Studio to look up terms, but they don't create or edit entries.

Within the scope of the SDL products in general, a function in the SDL Trados Studio allows to add terms directly into the MultiTerm termbase. There are also the "Add New Term" option and the "Quick Add New Term" option, which might be worth considering. A new "Quick Add New Term" option automatically adds and saves the term(s) you highlight (in source and target segments) to the default termbase. However, these functions are currently not use in the Sector and the full potential of the tool is not adopted, mostly due to the infrastructure limitations.

In the following section, different activities and tasks in the translation oriented terminology work are described in relation to the SDL Multiterm[58], SDL Multiterm Convert[59], and SDL Trados Studio[60] .

6.1   MultiTerm[61]

6.1.1   Entries

Terminological data in a termbase is organized into terminological entries. A terminological entry is the basic unit of a terminological data collection which contains the terminological data related to one concept.

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[58] Cf. SDL Multiterm Online Help
http://producthelp.sdl.com/SDL_Multiterm_2014/client_en/SDL_Multiterm.htm (accessed 02.12.2014).

[59] Cf. SDL Multiterm Online Help
http://producthelp.sdl.com/SDL_Multiterm_2014/client_en/SDL_Multiterm.htm?s=null (accessed 02.12.2014).

[60] Cf. SDL Trados Studio Online Help
http://producthelp.sdl.com/SDL_Trados_Studio_2014/client_en/SDL_Trados_Studio_Help.htm?s=null (accessed 02.12.2014).

[61] SDL Multiterm Online Help
http://producthelp.sdl.com/SDL_Multiterm_2014/client_en/SDL_Multiterm.htm (accessed 02.12.2014).

The information recorded in a terminological entry is subdivided into data categories (see section 4).

6.1.1.1   Creating an entry

Creating an entry feature is used for adding ad-hoc terminology during the elaboration of terminological entries or maintenance. While batch import allows importing more terms/entries in one go, by creating an entry only one entry at a time is manually created and filled with the relevant content.

This feature is useful, when it is necessary to urgently insert a new term and you cannot wait until you have collected more terms (e.g. in a spread sheet) and do a batch import.

To create a termbase entry[62], you will need to have the appropriate access rights. At the moment the terminologist/terminology manager has the appropriate access rights to create a termbase entry.

Before creating a new entry make sure

- to choose a layout that displays the fields the entry needs to include,
- to choose an input model if available. See 6.1.4.2

Then

- select Term view,
- select Home > Add New from the Ribbon.

A new entry opens in the entry pane.

Add content to the chosen data categories e.g. TermRef (see section 4).

Once you have finished

- select Home > Save.

To cancel the new entry

- select Home > Cancel.

! The minimum criteria for an entry should be source term, target term, domain and term source for source and target language.

---

[62] The following description i staken from SDL Multiterm Online Help
http://producthelp.sdl.com/SDL_Multiterm_2014/client_en/SDL_Multiterm.htm (accessed 02.12.2014).

6.1.2   Editing an entry

During different steps of terminology work it may be necessary to edit an entry. It may happen that an entry is incomplete and you have to add new information. It may also happen that an entry contains incorrect information or information in the wrong data category fields, thus the entry has to be edited. It may also be that a term becomes obsolete and as a consequence the entry has to be changed, e.g. labelling the obsolete term and adding the new established term. Editing an entry may happen during the review phase, during quality assurance or during maintenance.

When working with the SDL MultiTerm you have to follow the following steps[63]:

- Choose a layout that includes formatting for cross-reference text.

- View the entry.

- Select Home > Edit from the menu.

- Start editing the entry:

- Click the data category labels to edit.

- Add data categories by clicking on the down arrow next to a data category label. This displays a list of the data categories which can be added below the data category.

- Click the data category label and press delete on the keyboard to delete the data category in this entry.

- Once you have finished, select Home > Save.

- To cancel the changes, select Home > Cancel.

! Deleting a data category also deletes any subordinate data category that is under that data category.

6.1.3   Filters

A filter is a method to select a subset of entries for display. For example, a filter can select predefined data categories from the whole existing data categories in this entry, i.e. a filter contains one or more rules. A filter rule compares the entries against a reference value. When

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[63] The following description is taken from SDL Multiterm Online Help
http://producthelp.sdl.com/SDL_Multiterm_2014/client_en/SDL_Multiterm.htm (accessed 02.12.2014).

you apply a filter, the application program displays or processes only those entries that match the rules.

Filters can be used in the review and maintenance phase as well as for the quality assurance routines.

6.1.3.1   Creating a Filter[64]

- Select the termbase for which you want to define the filter.

- Open the Termbase Management view.

- Select **Filter** in the navigation tree under the termbase name.

- Right-click on **Filter > Create** (The Filter Wizard will be opened)

- Click **Next** twice.

- Enter the name and description of the filter.

- Click **Next**.

- Choose the filter type:

  Simple filter containing only one rule.

  Advanced filter containing multiple rules combining them together using AND and OR.

- Click **Next**.

- Create the filter.

  o   For advanced filters: To add a rule to the list, click on the green + button.

- Check the Or box to add OR before the rule. If you do not check it, AND is added.

- To remove a rule, select the rule and click the red x button.

- Click Next and Finish.

6.1.3.2   Using a Filter[65]

- In the Terms view, select the Termbases tab.

- Highlight a termbase.

- Select the filter using the drop-down in the search tool bar.

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[64] The following description is taken from SDL Multiterm Online Help
http://producthelp.sdl.com/SDL_Multiterm_2014/client_en/SDL_Multiterm.htm (accessed 02.12.2014).

[65] The following description i staken from SDL Multiterm Online Help
http://producthelp.sdl.com/SDL_Multiterm_2014/client_en/SDL_Multiterm.htm (accessed 02.12.2014).

6.1.4   Input – Models

An input model provides you with a template for creating and editing termbase entries. Since the Sector's termbase contains a lot of data categories that are actually not used, it is easier to create and edit termbase entries when only the commonly used data categories are visible and editable. In order to work with the input-models in the SDL Multiterm, first an input-model has to be created.

6.1.4.1   Creating an input model[66]

- Select the termbase for which you want to define the input model.

- Open the Termbase Management view.

- Select **Input Models** in the navigation tree under the termbase name.

- Right-click on **Input Models > Create (Input Model Wizard will be opened)**

- Click **Next.**

- Enter a name and description for your input model.

- Click **Next**.

- Identify the data category fields that you want to include in your input model. When this input model is active, these will be the visible and editable data category fields when creating or editing entries.

- Right-click on **Entry** level to see the available options.

- Start selecting data categories. By selecting any language you specify data category field for all language by choosing a specific language you specify data categories for that specific language. The data category "Term" is added automatically.

- Continue adding data category fields by right-clicking. Preview. This button is to see how the structure of the input model will look like.Click **Next.**Click **Finish**.   **Using an Input Model**[67]

- Select the Terms view.

- Go to **Home** tab and select an input model from the drop-down list in the **Input Model** box.

- Click the Full form input model button, below the drop down list, to choose between full form and shot form input models.

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[66] The following description is taken from SDL Multiterm Online Help
http://producthelp.sdl.com/SDL_Multiterm_2014/client_en/SDL_Multiterm.htm (accessed 02.12.2014).

[67] The following description i staken from SDL Multiterm Online Help
http://producthelp.sdl.com/SDL_Multiterm_2014/client_en/SDL_Multiterm.htm (accessed 02.12.2014).

- Start adding new entries or editing existing entries.

! In the case that not all the data category fields selected in the input model are shown, check if any filters are applied. The filters overrule the input models in SDL MultiTerm.

6.1.5   Import[68]

With this function you can do a batch import of spreadsheet that had already been converted with the SDL MultiTerm Convert.

In the Sector this function is very important, because most of the terminology work is done outside of the SDL MultiTerm on spreadsheets, which means that the data has to be imported into the MultiTerm termbase at a later stage.

! Before you start, make sure that:

The file to be imported is an MTF.XML file (See6.2).

You have set an appropriate filter for the data. This will allow you to restrict the entries you import.

6.1.5.1   Creating an Import Definition[69]

The import definition is used to specify the import settings you want to use for the import. These settings can be saved in the import definition and reused.

- Open the Termbase Management view.

- Select **Import** in the navigation tree under the termbase name.

- Select Home > Create from the Ribbon.

- Select Save import settings when closing the wizard box. If you do not select, your chosen settings will not be saved.

- If you want the import to take place before the wizard closes, select Run import before closing the wizard. To just create the import definition and not import, de-select this box.

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[68] The following description i staken from SDL Multiterm Online Help
http://producthelp.sdl.com/SDL_Multiterm_2014/client_en/SDL_Multiterm.htm (accessed 02.12.2014).

[69] The following description is taken from SDL Multiterm Online Help
http://producthelp.sdl.com/SDL_Multiterm_2014/client_en/SDL_Multiterm.htm (accessed 02.12.2014).

- Give your import definition a name and if required, a description.

- Proceed to Importing.

6.1.5.2   Importing

- Open the Termbase Management view.

- Select **Import** in the navigation tree under the termbase name.

- If you have not yet created an import definition, right-click on Import and select Create.

- If you already have one, select it from the list in the right-hand window. Then select Home > Process... (the Import Wizard will be opened).

- Select the file to be imported into the termbase.

- Select Fast Import (import file is fully compliant with the MultiTerm XML) if you do not want validation checks to be performed on the entries in the import file.

- Select Perform full reorganisation after import if, for example, you are updating an existing termbase with new/changed data and are experiencing problems. It may be that you are getting errors after the import such as unwanted duplicates or the fuzzy search is not working correctly. Selecting this option rebuilds the indexes from scratch directly in the import wizard and prevents the need for a full manual reorganization after import.

- If you want to apply a filter to the entries in the import file, select Apply Filter and choose a filter from the drop down list.

- Click Next.

- If you selected Fast Import, the Advanced Options - Synchronize on Entry Number page is displayed.

- If you did not select Fast Import, the Validation Settings page is displayed.

6.2   SDL MultiTerm Convert[70]

This tool is used for batch imports. The tools converts terminogy data contained in different file formats into a format that is readable by a MultiTerm database i.e. MultiTerm XML format (MTF.XML). SDL MultiTerm Convert supports the following file formats:

MultiTerm 5 (MTW files), OLIF XML (Open Lexicon Interchange Format), SDL Termbase Desktop (TDB files), SDL Termbase Online (MDB files), CSV files, XLS files, TBX files (Termbase eXchange format).

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[70] http://producthelp.sdl.com/SDL_Multiterm_2014/client_en/SDL_Multiterm.htm?s=null (accessed 02.12.2014).

! When importing an Excel file make sure that the header field of each column has the same label as the corresponding field in the SDL MultiTerm termbase.

6.2.1   Converting files[71]

- Click the Start button in Windows, and select All Programs > SDL > SDL MultiTerm 2014 > SDL MultiTerm 2014 Convert.

- Load or start a new conversion.

- Choose the type of file to convert in our case spreadsheet.

- Choose the files to convert. The output files will be automatically generated.

- Specify how data is delimited.

- Specify the column headers.

- Create the entry structure.

- Once the conversion is complete, you have to Import the data into SDL MultiTerm.

6.3   SDL Trados Studio[72]

It is possible for the translator to directly add terms from the original and the translated term to a MultiTerm termbase from the translation suite SDL Trados Studio. These functions are currently not used in the Sector, mostly due to the issues relating to the infrastructure, the roles and their responsibilities, and the role management in MultiTerm.

6.3.1   Creating an entry[73]

In the following section, we describe how to add new terms to the MultiTerm termbase in SDL Trados Studio from your active translation project in the Editor view[74].

The terms are only added to the active termbase.

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[71] The following description is taken from SDL Multiterm Online Help
http://producthelp.sdl.com/SDL_Multiterm_2014/client_en/SDL_Multiterm.htm (accessed 02.12.2014).

[72] Cf. SDL Trados Studio Online Help
http://producthelp.sdl.com/SDL_Trados_Studio_2014/client_en/SDL_Trados_Studio_Help.htm?s=null
(accessed 02.12.2014).

[73] The following description is taken from SDL Multiterm Online Help
http://producthelp.sdl.com/SDL_Multiterm_2014/client_en/SDL_Multiterm.htm (accessed 02.12.2014)

[74] The first time you add a new term, you are prompted to trust SDL Trados Studio. Check the Always trust content from this publisher box and click Run to close the security warning and continue adding the term.

There are two options of adding a new term to the active termbase:

- **Add new term,**

- **Quick add new term.**

6.3.1.1   Add new term[75]

With this function you can add not only new terms and their translations but also fill in information in other data categories. Afterwards you have to save the new entry manually via the **Save this Entry** button.

- In the Editor window, select the source language term.

- If you have already created a translation for the term, then select the term translation in the target segment in the Editor window.

- Click on the term translation and select **Home** tab > **Add New Term.**

- A new entry is created and displayed, containing the source term and the target term.

- Review the new entry in the Termbase Viewer window.

- For editing other data categories click on the data category label or double-click inside the data category field. This opens the field for editing.

- Make the required changes and click outside the field or press Enter to close the data category field.

- For editing of not already displayed data categories, click each down arrow to display a list of data category fields which are subordinated.

- When you have finished editing the entry, click **Save this Entry**. The new entry is saved to the termbase and displayed in the entry window.

6.3.1.2   Quick add new term[76]

This function adds new source and target terms to the active termbase by one click without entering the Term Edit mode or manually saving the entry.

With this function only a new source and target term can be added. Other data categories, such as Definition, Source etc., cannot be reviewed and filled with information.

- In the Editor window, select the source language term.

- If you already have a target language term, select the target term in the target segment in the Editor.

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[75] The following description is taken from SDL Multiterm Online Help
http://producthelp.sdl.com/SDL_Multiterm_2014/client_en/SDL_Multiterm.htm (accessed 02.12.2014).

[76] The following description is taken from SDL Multiterm Online Help
http://producthelp.sdl.com/SDL_Multiterm_2014/client_en/SDL_Multiterm.htm (accessed 02.12.2014).

- Click on the target language term and select **Home** tab > **Quick Add New Term.**

- If you don't yet have a target language terms, click on the source language term and select **Home** tab > **Quick Add New Term.**

6.3.2   Editing an existing entry[77]

If the selected term already exists in the termbase, a prompt is displayed asking you if you want to edit the existing termbase entry:

- Click **Yes** to open the existing entry in Term Edit mode in the Termbase Viewer window.

- Click **No** to create a duplicate entry in the Termbase Viewer Window.

- Click **Cancel** to not create a new entry or open the existing entry.

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[77] The following description is taken from SDL Multiterm Online Help
http://producthelp.sdl.com/SDL_Multiterm_2014/client_en/SDL_Multiterm.htm (accessed 02.12.2014)

7   Quality and quality assurance in terminology work

Terminology-oriented work is an integral mechanism for ensuring and controlling the quality of translation products. This also implicates that the quality and control of terminology work itself has to be monitored and controlled. That is why the quality assurance and control of terminology work has to entail planned procedures, which have to be performed and re-evaluated on a regular basis, and documented accordingly.

7.1   Quality and quality assurance

Quality is an elusive concept. In the absence of some universal all-embracing view, quality can be generally assessed from three different but complementary perspectives:

- top-down - organisational audit and accreditation, where reference standards are determined and then applied,
- sideways - peer review and benchmarking, where a consensus of acceptable standard or performance is used to locate the relative position of your own service,
- bottom-up – user satisfaction and user feedback, where performance of a service and characteristics of a product are considered against user expectations.

All three perspectives are covered in this Manual.

For the purpose of defining quality and quality assurance, definitions from ISO 8402:1994, an international standard on quality management and quality assurance, are adopted in this Manual. The standard defines **quality** as the

> "totality of characteristics of an entity that bear on its ability to satisfy
> stated and implied needs" (ISO 8402:1994: 23).

For the stated and implied needs of terminology work in the Sector, see the supplementary document Needs Analysis.

The standard defines **quality assurance** as

> "all the planned and systematic activities implemented […] to provide
> adequate confidence that an entity will fulfil requirements for quality"[78].

The ISO standard stresses the relative and dynamic character of quality. It also highlights the fact that the degree of quality is ultimately determined by the users and applications of the product or service in question.

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[78] ISO 8402:1994, pp. 15–16.

It is hardly possible to cover all elements of quality assurance in a single guide, as requirements for quality assurance are project-specific. However, the ISO 9001 principle can be adopted for all projects in four simple steps:

- explicitly say what you do,
- do what you say,
- prove it,
- and document it.

7.2   Aspects of terminology assurance

In order to ensure the highest possible quality of the terminology work, the following three cornerstones of terminology assurance and control have to be taken into consideration:

- persons,
- processes,
- products.

7.3   Persons

The persons who are involved in terminology work and occupy roles represented in the terminology processes, such as terminologists, translator-terminologists, IT staff, et al. (see section 3) have to be qualified for their respective position and role. Depending on the human resources available, the persons should hold degrees in relevant fields.

In translation-oriented terminology work in the Sector, the qualification and skills of four roles are of particular importance in regard to ensuring the quality of the product:

- terminologist,
- translator-terminologist,
- revisers, and
- subject-matter experts.

7.3.1   Terminologist

The role and scope of terminologists' work are described in section 3.

The skill set of a terminologist[79] may cover the following:

- She/he understands the basic principles of terminology theory.
- She/he understands the basic concepts of terminology theory.

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[79] The skill set is based on the skill card for the ECQA Certified Terminology Manager – Basic (http://www.ecqa.org/index.php?id=52, accessed 27.11.2014).

- She/he understands the mechanisms of term-concept assignment.
- She/he is familiar with the advantage and disadvantages of using terminology management systems.
- She/he understands in which ways terminology is embedded in an organization and work environment.
- She/he understands which departments are involved and affected by terminology management.
- She/he knows where to look for relevant information for terminology work.
- She/he knows how to look for relevant online information for terminology work.
- She/he understands the basic principles of a terminology management system.
- She/he is familiar with the different models of terminology management systems.
- She/he is familiar with the basic principles of data modelling/data categories.
- She/he knows how to store information in a term bank.
- She/he has gained thorough understanding of term formation and is able to form terms.
- She/he knows how to define concepts.
- She/he is familiar with the basic principles of mono- and multilingual terminology work.
- She/he is familiar with terminology workflows and able to manage a terminological project.
- She/he has basic knowledge about standards and their role for terminology management.
- She/he is aware of copyright issues that may have an impact on terminology management.
- She/he is familiar with the linguistic and formal criteria for quality assurance of a given terminological product.

7.3.2   Translator

In translation-oriented terminology work in the Sector, translators take over the role of translator-terminologists. The role and scope of translators' work are described in section 3.2. In addition to translators being qualified to perform their role as translators in the translation process[80], they have to be qualified to perform as translator-terminologists. The qualifications and skills for both roles are deeply interconnected.

The skill set of a translator-terminologist covering only the skills pertinent to terminology work[81] may cover the following:

- She/he is able to identify the domain.

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[80] See the European standard EN15038.

[81] The skill set is based on the skill card for the ECQA Certified Terminology Manager – Basic (http://www.ecqa.org/index.php?id=52, accessed 28.11.2014) and the skill card developed for the job role 'Translator" in the framework of the EU-funded project TransCert (Trans-European Voluntary Certification for Translators).

- She/he is able to conduct research in the domain in the source and target languages.
- She/he is able to use tools and search engines effectively (e.g. terminology software, electronic corpora, electronic dictionaries).
- She/he knows how to look for relevant online information for terminology work.
- She/he is able to differentiate between reliable and non-reliable sources in the source and target languages.
- She/he is able to develop strategies for terminological research (including approaching experts) in the source and target languages.
- She/he is able to extract and process relevant information for a given task (documentary, terminological, phraseological information).
- She/he understands the basic principles of terminology theory.
- She/he understands the basic concepts of terminology theory.
- She/he understands the mechanisms of term-concept assignment.
- She/he has gained thorough understanding of term formation and is able to form terms.
- She/he knows how to define concepts.
- She/he is familiar with the basic principles of mono- and multilingual terminology work.
- She/he is able to identify a terminological gap.
- She/he is familiar with the basic strategies for term formation.
- She/he is familiar with the linguistic and formal criteria for quality assurance of a given terminological product.

7.3.3   Reviser

The role and scope of revisers' work are described in section 3.4.

The skill set of a reviser covers all the skills of a translator-terminologist, and may in addition cover the following skills:

- She/he is able to use tools supporting the revision tasks.
- She/he is able to use reference materials for the revision tasks (e.g. style guides, terminology manuals, termbases, monolingual dictionaries, orthographies, grammars, etc.).
- She/he is familiar with the linguistic and formal criteria for quality assurance of a given terminological product.

7.3.4   Other roles

Other roles (coordinator, IT staff) cover skills that are out of scope of terminology work proper and rather address needs of organizational, communicative, managerial, and technical nature. It is nevertheless recommended to re-evaluate the skill sets of these roles from the perspective of terminology work in the organization.

! It is recommended to collect and document the skills of individual employees according to their roles in order to:
- Encourage employees to take ownership of their roles.
- Make sure responsibilities are clear and useful.
- Encourage employees to do an honest assessment of the responsibilities and determine where they may have skill gaps or skills not being fully utilized.
- Model the need for continuous learning and training.

7.4   Processes

The processes in terminology work should be planned, executed, checked and observed, and followed by taking required measures.
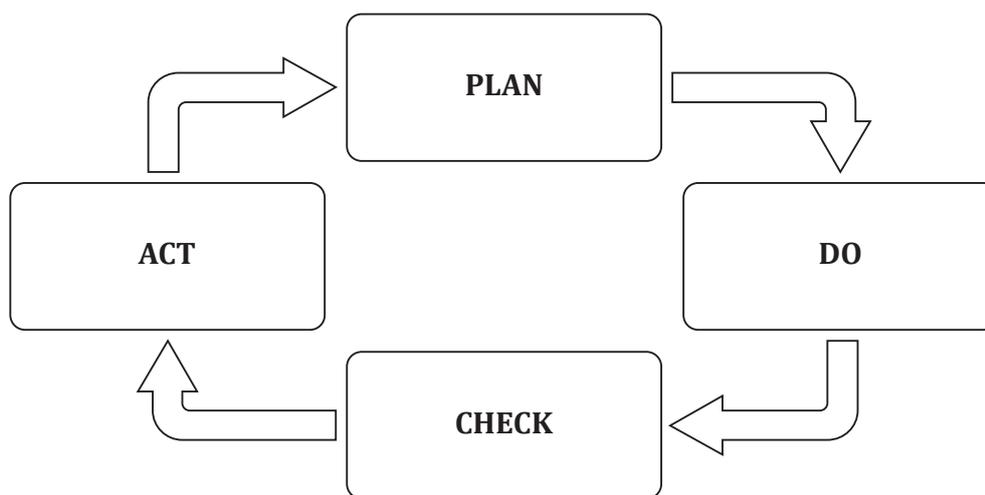
Figure 3: Quality assurance cycle

The accountability of each process in terminology work is of uttermost importance and is ensured by relevant documentation. Terminology-oriented terminology work falls under the scope of the wider framework of the translation services, and may thus be subject to provisions required for translation services[82]:

- documented procedures in place for handling and analyzing enquiries, and for determining project feasibility,
- documented procedures in place for determining whether all human and technical resources are available,

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[82] Cf. EN 15038:2006.

- an agreement with the client or a similar agreement,
- documented procedures for handling of project-related information, resources, and documentation,
- documented procedures for all terminology-related activities,
- documented procedures in place for collecting, assessment, traceability, and follow-up of user satisfaction,
- all terminology activities should be subject to the over-all documented quality management system that is in place in the organisation.

In the scope of this Manual, the terminology-related activities are as follows:

- needs assessment,
- collecting resources,
- term extraction and term selection,
- terminological research and documentation,
- language, content and formal revision,
- elaboration of the terminological entry,
- expert/legal revision,
- dissemination
- maintenance.

! It is recommended to develop and collect procedures for terminology work (e.g. the present Manual, etc.), and to make the whole collection centrally accessible to all roles in the terminology processes.

7.5   Products

Terminology product "consists of a set of designations and terminological and/or linguistic information to support special language use" (ISO 22128:2). The main terminology products produced by the Sector are the termbase in SDL MultiTerm and the Sector's online TermBase in the scope of the Preparation of the National Version of the Acquis Communautaire.

The criteria that influence the quality of a terminology product can be grouped in the following categories:

- linguistic criteria,
- content criteria,
- formal criteria, and
- other criteria.

7.5.1   Linguistic criteria

In this category, the quality criteria are based on the linguistic rules of each single language used as a working language in the Sector. The terminological product has to conform to the grammatical and orthographical rules of these languages.

The linguistic quality criteria are:

- linguistic correctness (conform to the morphological, morphosyntactic and phonological norms of the language in question),
- preference for native language (i.e. preference over direct loans)[83],
- conformity with style-guides,
- appropriateness of the terms in the given context,
- adherence to term formation patterns in a given language and to terminological criteria for term formation.

This list is by no means exhaustive.

The quality criteria for term formation are:

- transparency (i.e. the concept that the term designates can be inferred, at least partially, without a definition, because its meaning is visible from the morphology),
- consistency (i.e. term is not arbitrary, but must integrate into and be consistent with the concept system),
- appropriateness (i.e. term adheres to familiar, established patterns of meaning within a language community),
- linguistic economy (i.e. term is as concise as possible),
- derivability (i.e. term formation allow linguistic derivates)[84].

7.5.2   Content criteria

In this category, the quality criteria are based on content of terminological record in source and target language.

The content quality criteria are:

- correctness of the relation (equivalence) between the terms in the source and target language,
- correctness of subject-field attribution,
- correctness of the term designating the concept in question,
- correctness of the definition,
- correctness of the attribution of synonymy,
- adherence to legal provisions or further legal criteria.

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[83] Cf. ISO 704:2000.

[84] Cf. ISO 704:2000.

This list is by no means exhaustive.

7.5.3   Formal criteria

In this category, the quality criteria are based on formal requirements towards terminological records, especially terminological records in a termbase.

The formal quality criteria are:

- completeness of term records (source term, target term, sources, definition, etc.),
- correctness of data field attribution,
- correctness of language attribution,
- correctness of subject-field attribution,
- correctness of the formulation of the definition (see section 4),
- completeness of the context data category, if available (i.e. the exact term in question is used in context),
- correctness of cross-references,
- correctness of source quotations,
- elementary nature of data categories (i.e. only one type of information is contained in one data category field).

This list is by no means exhaustive.

7.5.4   Other criteria

The organization may decide to include other criteria that do not fall into any of the above categories, e.g. that the terminological product fulfils its intended purpose, or any other external criteria.

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Annex I, Part A: Methodology of the monolingual specialised terminology (workflow)

```
┌──────────────────────┐
│  Terminology needs   │
│     assessment       │
└──────────┬───────────┘
           │
           ▼
┌──────────────────────┐
│ Collecting resources:│
│ Identifying relevant │
│     resources        │
└──────────┬───────────┘
           │
           ▼
```

MONOLINGUAL TERMINOLOGY WORK

```
┌──────────────────────┐
│   Term extraction    │
└──────────────────────┘
```

TERMINOLOGICAL RESEARCH

Research definition	Research context	Research grammatical information	Research synonyms

```
Formulate definition
according to criteria for
terminological definition
```

```
Formulate definition
according to criteria for
terminological definition
```

REVIEW

Annex I, Part B: Methodology of the monolingual specialised terminology (workflow)

MONOLINGUAL TERMINOLOGY WORK

REVISION PROCESS

LANGUAGE REVISION

REVIEWER

| Check if the terms fits into the given context | Check spelling and typos | Grammatical check | Check if new term formations adhere to language patterns in Macedonian | Check if the conventions set out in the style guide have been applied |

CONTENT REVISION

REVIEWER

Check if the term designates the concept treated

FORMAL REVISION

TERMINOLOGIST

| Check completness | Check language attribution | Check definition | Check context | Check source quotation | Check cross-references | Check elementary nature of data category field | Check if the information is in the correct data category field |

ELABORATING ENTRIES

TERMINOLOGIST

| Batch import | Manual creation of a new single entry | Editing an already existing entry |

EXPERT REVIEW

Annex I, Part C: Methodology of the monolingual specialised terminology (workflow)

ELABORATION OF TERMINOLOGICAL ENTRIES
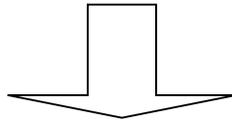
EXPERT / LEGAL REVISION

| Check if the term belongs to the relevant subject field | Check if the term designates the concept treated | Check if the definition is correct | Check if all synonyms designate the same concept | Check the legal correctness |
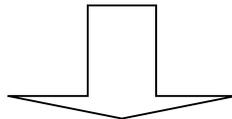
DISSEMINATION

Annex II: Methodology of the multilingual specialised terminology (workflow)*

Translation order	Request analysis	Translation	Review	Establishing terminology

- Needs assessment
- Collecting resources
- Term extraction and term selection
- Terminological research and documentation
- Language, content and formal revision
- Elaboration of the terminological entry
- Expert / legal revision
- Dissemination

Maintenance

Terminology quality assurance
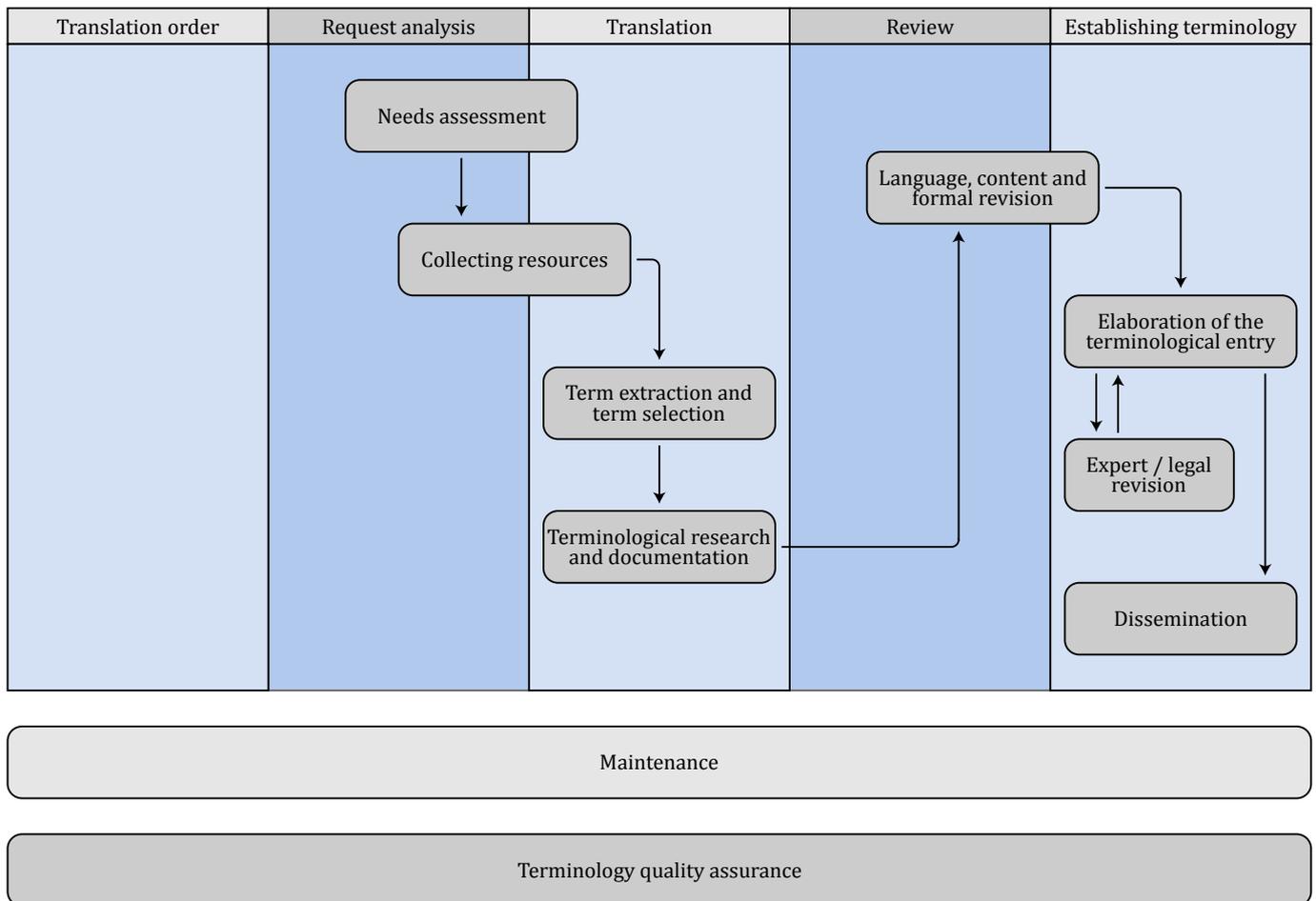
* For detailed activities, see Annex III.

Annex III, Part A: Initial filing of the termbase (workflow)

Translation order

↓

Translation request analysis

Terminology needs assessment

↓

Collecting resources:
Identifying relevant resources

TRANSLATION PROCESS

Start translating

| The translator does not know the translation equivalent. | Term is missing in the target language | Unknown term in the source text |

Apply strategies for no equivalence

Search for definitions or explanations in the source language

Search for translation equivalent

Use the equivalent in translation

document target and source term

Documentation of the results in the Excel spreadsheet

document research results

↓

REVIEW

Annex III, Part B: Initial filling of the termbase (workflow)

TRANSLATION

REVISION PROCESS

LANGUAGE REVISION

REVIEWER

Check if the source and target terms fit into the given context	Check spelling and typos	Grammatical check	Check if new term formations adhere to language patterns in Macedonian	Check if the conventions set out in the style guide have been applied

CONTENT REVISION

REVIEWER

Check if the source and the target terms can be considerer equivalent	Check if the term belongs to the relevant subject field	Check if the term designates the concept treated

FORMAL REVISION

TERMINOLOGIST

Check completness	Check language attribution	Check definition	Check context	Check source quotation	Check cross-references	Check elementary nature of data category field	Check if the information is in the correct data category field

ELABORATING ENTRIES

TERMINOLOGIST

Batch import	Manual creation of a new single entry	Editing an already existing entry

Annex III, Part C: Initial filling of the termbase (workflow)

**ELABORATION OF
TERMINOLOGICAL
ENTRIES**
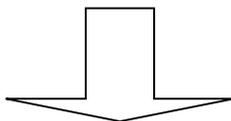
EXPERT / LEGAL REVISION

| Check if the source and the target terms can be considered equivalents | Check if the term belongs to the relevant subject field | Check if the term designates the concept treated | Check if the definition is correct | Check if all synonyms designate the same concept | Check the legal correctness |
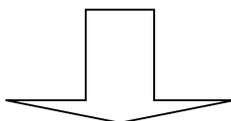
DISSEMINATION

Annex IV: Maintaining the termbase (workflow)

MAINTENANCE

Needs assessment of maintenance

IMPROVING SINGLE TERMINOLOGICAL ENTRIES

Complete an entry

Locate doublettes

Locate entries that need to be merged

Mark absolete terms and add current terms if needed

Delete doublettes

Merge entries

BATCH CHANGES

Complete a batch of entries

Locate doublettes

Locate entries that need to be merged

Mark obsolete terms and add current terms if needed

Delete doublettes

Merge entries

ELABORATING NEW ENTRIES

Batch import

Manual creation of a new single entry

Data backup

DISSEMINATION

IATE

Establish a procedure with the responsible unit for IATE on data import

Analyse and check the interoperability of data models of the Macedonian termbase and IATE

Prepare the data for IATE

Export the data

SEA MULTITERM TERMBASE

SEA ONLINE TERMBASE

Prepare the data for importing

Import

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