A comparative User Evaluation of Terminology Management Tools for Interpreters

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Introduction

- Unlike the myriad of computer-assisted tools for translation, there is still a limited range of technology tools for interpreters [1].
- Interpreters face different settings and specialised domains in their interpretation services [2, 3] where computer-assisted tools could be useful.
- Interpreters need to perform extensive searches for specialised knowledge and terminology before an interpretation.
- Fortunately, there are several Terminology Management Tools (TMTs) capable of assisting interpreters before and during an interpretation service.
- Nevertheless, these tools provide different features and consequently different degrees of usefulness.

Interpreters' Needs

- Interpreters' needs are different to those of translators and terminologists [2, 3].
- They are looking for tools capable of:
  - exchanging terminological information;
  - storing concise information;
  - consulting it in the quickest and easiest way;
  - offering an intuitive navigation;
  - updating terminology during the interpretation service;
  - giving the necessary freedom to define the basic structure;
  - filtering data.

Terminology Management Tools (TMTs)

- Terminological information continues to be stored on scraps of paper or excel spreadsheets.
- Specialised computer and mobile software can be used to help interpreters compile, store, manage and search within glossaries.
- TMTs differ as to their functionalities, practical issues and degrees of user-friendliness.
- In order to compare them it is necessary to convert the interpreters' needs [2, 3] to a set of more practical and measurable features.

Our Approach

1. Review the most up-to-date standalone TMTs specifically designed for the interpreter's work that run on the most known computer platforms.
2. Establish a set of specific and measurable features that permit us to assess and distinguish the different TMTs.
3. Use these features to compare and evaluate TMTs.
4. Help both potential users as well as TMTs' designers.

Comparative Analysis

Features/ Tools	**Intragloss** Pre-1.0 (2014)	**InterpretBank** 3.102 (2014)	**Intraplex** 2.1.1.47 (2012)	**SDL MultiTerm** 2014 (2013)	**AnyLexic** 2.0.0.2110 (2009)	**Lingo** 4 (2011)	**UniLex** 0.9 (2007)	**The Interpreter's Wizard** 2.0 (2011)
Manages multiple glossaries	yes	yes	yes	yes	yes	yes	no	yes
Nº of possible working languages	≈180	≈35	unlimited	unlimited	unlimited	unlimited	≈30	unlimited
Nº of languages per glossary allowed	2	2	unlimited	unlimited	unlimited	unlimited	2	2
Nº of descriptive fields	4	4	non	>5	1	>5	2	non
Handles documents	PDF, MS Word, Pages and Keynote	no	no	no	no	no	no	no
Unicode compatibility	yes	yes	yes	yes	yes	yes	no	yes
Imports from	MS Word, Excel and Plain Text	MS Word, Excel, TMEX and Plain Text	MS Word, Excel and Plain Text	MS Word, Excel and other CAT formats	MS Excel, Plain Text and AEF	TMX and Pain Text	Plain Text	Proprietary format
Exports to	MS Word and Excel	MS Word, Excel, TMEX, Android and Plain Text	MS Word, Excel and Plain Text	MS Word, Excel and other CAT formats	MS Excel, Plain Text and AEF	TMX and Plain Text	Plain Text	non
Embedded online search for translation candidates	yes	yes	no	no	no	no	no	no
Interface's supported languages	1	1	1	6	11	1	4	1
Remote Glossary Exchange	no	no	no	yes	yes	no	no	no
Well-documented	yes	yes	yes	yes	yes	yes	no	no
Availability	proprietary with demo	proprietary with demo	proprietary with demo	proprietary without demo	proprietary with demo	proprietary with demo	free	free
Operating System(s)	Mac OS X	Windows and Android	Windowns and iOS	Windows	Windows	Windows	Windows	iOS (only iPad)
Other relevant features	allows to highlight terms in the documents and merge a glossary with a document making it annotated to be printed	the MemoryMode helps to memorise bilingual glossaries	permits to have several glossaries open at the same time	it is a concept oriented-tool and permits to add illustrations into each entry	allows to share glossaries within a group of AnyLexic users	permits to add an unlimited number of descriptive fields	–	quick performance
Final Mark	69	60	55	77	64	61	27	39

Table 1 : Comparative view and classification of several terminology management tools.

- Table 1 puts side-by-side the 15 practical and measurable features along with eight TMTs, which permits to:
  - make a comparative analysis;
  - highlight some of the features that interpreters can expect from these systems;
  - help interpreters choosing a specific tool for a given service;
  - give hints to the designers of such systems.
- The final score give us an idea how the tools meet the interpreter's requirement needs.

Screenshot

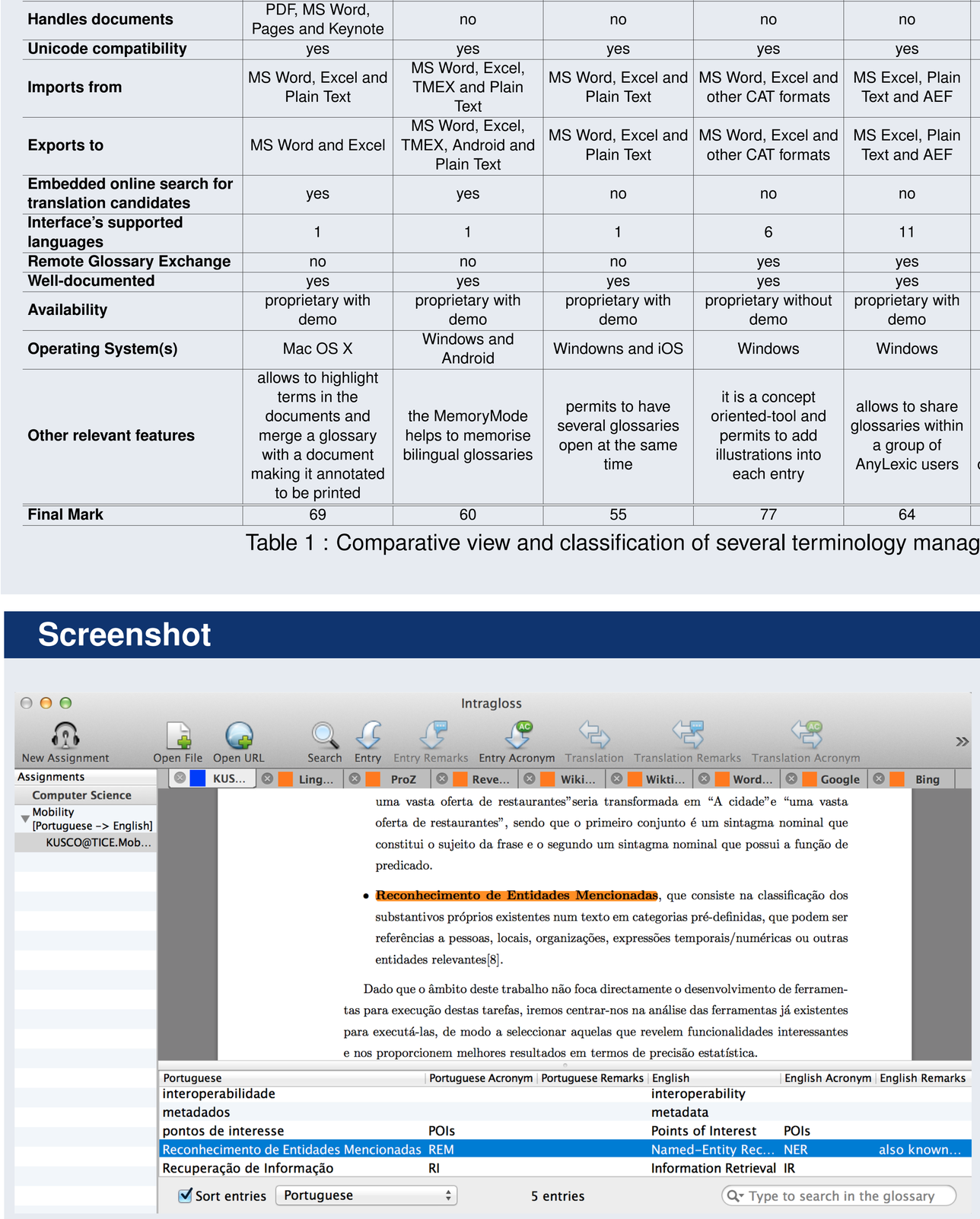

Figure 1 : Intragloss screenshot.

Conclusions

- Professional interpreters need specific terminology tools (different from those for translators), mainly due to their response time requirements.
- Although most of the analysed TMTs could be considered to be very complete, it appears that none of them fulfils all interpreters' needs.
- In particular, there is a pressing need to design TMTs tailored to assist interpreters not only in the preparation stage, but also before their interpreting service and during it.

References

[1] H. Costa, G. Corpas Pastor, and I. Durán Muñoz, "Technology-assisted Interpreting," *MultiLingual #143, April/May*, vol. 25, no. 3, pp. 27–32, 2014.

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