

A BEST-PRACTICE MODEL FOR TERM PLANNING

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1 Introduction

This document summarises the findings of a research trip to Barcelona in April 2009, in which members of TERMCAT's staff and external experts were interviewed. The aim of the interviews was to find out about TERMCAT's work as an organisation and in particular areas, such as research and standardisation; the aim was also to reflect on the strengths and weaknesses of the particular approach taken. Extracts from the interviews (and from other, written, sources) have been used to illustrate the answers to the questions in this document. For a list of the interviewees and their roles, see page 102.

1.1 Introductory notes on the TERMCAT case

TERMCAT is a consortium, founded in 1985. The directory board consists of members of the Generalitat de Catalunya [the Government], of the Institut d'Estudis Catalans [Institute of Catalan Studies], and of the Consorci per a la Normalització Lingüística [the Consortium for Language Normalisation]. The president of the consortium is the secretary for language planning of the Government. The director of TERMCAT, Rosa Colomer, takes part in this directory board as secretary.

TERMCAT is responsible for three things:

- developing terminological resources (terms, dictionaries, databases, tools...)
- standardisation of terminology (in a limited number of cases)
- terminological advice to anyone working with Catalan. (Bover 2005, 2)

It has about twenty-five full-time staff, complemented by contractors and people working on a part-time basis or from home (about forty to fifty people in total). Its annual budget is €1.5m, supplemented by contract work. This is its mission statement:

TERMCAT's mission is to grant Catalan terminology development and integration in specialised fields and society by means of the continuous creation of innovative tools and resources of quality, in a permanent dialogue with target groups, in the framework of the general processes of language standardisation in a global context determined by knowledge society, diversity and multilingualism. (Introductory ppt)

There is no specific legislation on terminology for Catalan, and terminology matters are dealt with in general language policies.

I must say that there is no specific legal text for terminology in Catalan: terminology matters are referred to the general language policies. You can have a collection of legal texts about language policy and language planning in this link:

<http://www20.gencat.cat/portal/site/Llengcat/menuitem.1ab5a94fef60a1e7a129d410b0c0e1a0/?vgnnextoid=8647f9465ff61110VgnVCM1000000b0c1e0a>

1.2 Notes on the sociolinguistic background

Several points were made during interviews and in source material about the general sociolinguistic situation for Catalan, although this was not a specified area for discussion. It was noted that there are no monolingual speakers and that there is scarce use of the language in some social sectors (Colomer and Cuadrado 2008, 104). Despite this, it is a 'fully codified, regulated and standardised language, totally accepted by academics and citizens' (Colomer and Cuadrado 2008, 104). There is in fact a lot of interest in the language itself, according to Camps:

Voilà, en Catalan les gens en générale ont une vraie préoccupation pour la langue, alors il y a beaucoup de dictionnaires, on dit qu' il y a trop de dictionnaires per capita, la publication de dictionnaires normalement c'est un succès, normalement.¹ (Camps)

Vila i Moreno *et al.* (2007, 244) also mentions language loyalty, 'una certa actitud de lleialtat lingüística fins i tot en absència de tota intervenció institucional'²:

Els informants consultats - tots, o una part significativa - no rebutjaven de ple la intervenció sobre la llengua i fins i tot s'hi expressaven moderadament a favor amb relativa freqüència (245).³

For specialists, however, this interest in the language does not necessarily lead to its use in their field of work.

...Les spécialistes ont fait carrière en espagnol ou en anglais. Et normalement il est difficile qu'ils fassent l'effort de retrouver sa propre langue dans sa spécialité. Et alors les gens par exemple quand on fait une interview, un médecin parfois il n'est pas capable de dire en Catalan ce qu'il est capable de dire dans son spécialité en espagnol ou en anglais... Alors il faut être parleur de Catalan et en plus un peu militant, pour ainsi dire. Un peu, être pour le Catalan. Sinon les gens ils se comprennent entre eux, ils font les articles scientifiques en anglais, ou ils ont des collègues qui parlent espagnol, alors ils se débrouillent, mais ils ne vont chercher sa propre langue même s'il y a la bonne terminologie. Parce que pour exemple dans la médecine il y a un vraiment très bon dictionnaire de médecine en Catalan...⁴ (Camps)

¹ 'You see, in Catalan people in general have a real preoccupation for the language, so there are lots of dictionaries, they say there are too many dictionaries per capita, the publication of dictionaries is usually a success.'

² 'a certain attitude of linguistic loyalty even in the absence of any institutional intervention'

³ 'The informants consulted – all, or a significant part – did not completely reject language intervention and were even relatively frequently moderately in favour of it.'

⁴ 'The specialists have made a career in Spanish or in English. And usually they're unlikely to make the effort to go back to their own language in their speciality. So people when they do an interview, a doctor sometimes can't say in Catalan what he can say about his speciality in Spanish or in English... So it is necessary to be a Catalan speaker and as well to be a bit militant, if you like. To be for Catalan, a bit. Otherwise people understand each other, they write scientific articles in English, or they have colleagues

Uno de los problemas más graves de la normalización lingüística, es la implantación del catalán en la justicia, entonces, con la pequeña paradoja de que ahora ya hace veinte años que están saliendo licenciados en derecho y que han hecho algún curso de catalán, entonces estarían en disposición de redactar sentencias, documentos, y por lo tanto necesitas la terminología pero cuando entran en el mundo profesional, todo se hace, o casi todo se hace en español, muchas veces son de fuera de Cataluña. Por lo tanto, también hay que ser, digamos justos, y no todo, es decir, la terminología no se implanta, no sólo por problemas del TERMCAT, sino porque hay unas dificultades en la sociedad, bastante grandes. Yo creo que la tarea técnica de elaborar terminología, en principio, es bastante bien. Otra cosa es conseguir la implantación que no depende sólo del TERMCAT.⁵ (Costa)

Similarly, written materials are not always available in Catalan, and this has knock-on implications for term use:

...par exemple dans la vie commerciale, il est difficile a trouver les produits, surtout les produits spécialisées qui soient commercialisés en catalan. Les gens qui doivent acheter n'importe quoi, des matériaux pour la construction ou n'importe quel produit, ils vont au catalogue, ils prennent le catalogue, le catalogue est en Espagnol n'est-ce pas. Il y a pas façon de récupérer le Catalan la si le catalogue, si l'ensemble des relations commerciales ne se déroulent en Catalan.⁶ (Camps)

The question of regional acceptance of the language authority was raised.

Bueno no, porque ya ha salido, yo era simplemente, tenía apuntado aquí la cuestión de todo dominio de lingüístico, es decir, el TERMCAT es una entidad creada por el gobierno autónomo de Cataluña, y esto, pues puede, levanta suspicacias... no sé si estás familiarizada con el problema, sobre todo al sur, en el país Valenciano, en la cuestión de la lengua, es decir, es la misma lengua, no es la misma lengua...Entonces este, la fragmentación administrativa, es uno de los grandes impedimentos para difundir las propuestas normativas.⁷ (Costa)

who speak Spanish, so they get by, but they don't go looking for their own language even if there is good terminology. Because for example for medicine there is a really very good dictionary of medicine in Catalan.'

⁵ 'One of the most serious problems of language standardisation is the implantation of Catalan in justice, with the small paradox that for the last twenty years now legal graduates have done some courses in Catalan, and so would be in a position to draft sentences and documents, and for that you need terminology. But when they go into the legal world everything or almost everything is done in Spanish, often they're from outside Catalonia. So we need to be fair; terminology is not implanted, not just because of problems with TERMCAT but also because there are problems in society, quite big ones. I think that the technical task of elaborating terminology, basically, is quite good. Implantation is another question, which does not depend on TERMCAT alone.'

⁶ 'for example in commercial life, it is difficult to find products, particularly specialised products, which are marketed in Catalan. People who have to buy anything, construction materials or any product, they go to the catalogue, they take the catalogue, and the catalogue is in Spanish isn't it. There is no way to get back the Catalan if the catalogue, if all the commercial relations aren't in Catalan.'

⁷ 'Well, it's already come up, I'm just noting the question of any language dominance, that is, TERMCAT is an entity created by the autonomous government of Catalonia, and this, then, can raise suspicions... I don't know if you're familiar with the problem, especially in the south, in the Valencian country, the

2 Questions

2.1 Policy and planning: Catalan networks

Which entities share responsibility for standardisation, evaluation and modernisation of terminology in Catalan?

TERMCAT is part of the larger language planning structure for Catalan. It is under the aegis of the Institut d'Estudis Catalans. A distinction is made in Catalan language planning between 'normativització' ('unificar i fixar formes, a partir de la diversitat, que constitueixin la varietat estàndard'⁸), which is done by the language academy, and 'normalització terminològica' which is done by TERMCAT. 'Normativització' (normativisation) results in the normative dictionary, whereas 'normalització terminològica' (terminological standardisation) results in terminology collections, but there is a reciprocal relationship between the two (Sabater ppt).

TERMCAT is an official body constituted by the Government of Catalonia and the Academy of the Catalan Language. This Academy is the official body responsible for the codification of the Catalan language. In fact, TERMCAT's function has been delegated by it, and both organisms collaborate in terminological questions (Colomer).

The Academy can, if necessary, ignore or change terminological decisions made by TERMCAT, particularly in the case of more general terms which might be included in the normative dictionary (Bover).

One interviewee saw this overlap of roles as a possible source of confusion.

Y luego, a veces también, no se entiende la relación que hay entre el TERMCAT por una parte y el Institut d'Estudis Catalans por el otro, porque el Institut d'Estudis Catalans ha publicado un diccionario general, que incluye terminología, entonces, sabemos que hay miembros del Institut d'Estudis Catalans que forman parte del máximo órgano de decisión, el Consell de Supervisió del TERMCAT. Pero esto, visto desde fuera, pues, dice bueno ¿quién manda en terminología? ¿el TERMCAT? ¿o el Institut d'Estudis Catalans? Pues claro, como el Institut d'Estudis Catalans no publica vocabularios específicos, pues a veces puede haber un poco de confusión visto desde fuera, a quien tienes que hacer caso, si hubiera, podría pasar, ¿no?, una solución en el diccionario del institut d'Estudis Catalans, y en un vocabulario del TERMCAT.⁹ (Costa)

language question, that is, it's the same language, it isn't the same language... So this, the administrative fragmentation, is one of the big impediments to the diffusion of normative proposals.'

⁸ 'unifying and fixing forms, based on diversity, which constitute the standard variety'

⁹ 'And then, sometimes as well, the relationship between TERMCAT on one side and the Institut d'Estudis Catalans on the other is not understood, because the Institut d'Estudis Catalans has published a general dictionary, which includes terminology, and we know that there are members of the Institut d'Estudis Catalans who are in the highest decision-making entity, the Supervisory Council of TERMCAT. But this, seen from the outside, you could say, well, who is in charge of terminology? is it TERMCAT, or the Institut d'Estudis Catalans? But obviously, since the Institut d'Estudis Catalans does not publish

The Institut runs a general language information service similar to that of TERMCAT for terminology; this is called Optimot and includes a helpline.

CB: Optimot is a relatively new service offered by the Language Policy Service in Catalonia. This service can be used for the general public and it solves problems of general language, such as orthographic and lexicographic problems. Optimot is an online language portal with a search engine but also a customised service, for you to ask questions through the website.

ÚB: So kind of like TERMCAT but for general language.

CB: Exactly. (Bofill)

TERMCAT and this service cooperate, on the understanding that they are providing a cohesive service.

CB: In my area, which is terminology helpdesk, we also work for the Optimot service. When they receive a terminological question that they can't solve, they pass on to us. Terminology and general language have a separate treatment. But sometimes people don't understand the difference very well.

ÚB: But you cooperate. If somebody asks you for a general question...

CB: We transfer it to Optimot. We are coordinated and we both are public services. (Bofill)

TERMCAT works in cooperation with two universities, Pompeu Fabra University and Barcelona University, to research term implantation.

According to the agreement with Barcelona University, three pilot studies have been drafted based on a qualitative and observational methodology with the aim of making some initial assessments of the degree of implantation of Catalan terminology into certain sports (climbing, roller hockey and potholing). (Colomer and Cuadrado 2008, 108)

There are also agreements with the universities to develop research tools.

Specifically, in the framework of the cooperation established with Pompeu Fabra University, a project has been submitted for the development of a computer tool that could contribute to the automation of data extraction for studies of this kind. Moreover, TERMCAT has signed an agreement with the Open University of Catalonia to increase and improve the computer applications of both institutions for automatic language processing, both for translation and publishing tools and for terminological management. (Colomer and Cuadrado 2008, 108).

The universities, however, don't have the same codification role, so there is a distinction between research and practice.

There are other institutions, such as universities, who are carrying out research on terminology but without this encoding function. (Colomer)

specific dictionaries, sometimes there can be a bit of confusion seen from the outside, for someone who is paying attention to the solution in the dictionary of the Institut d'Estudis Catalans, and in the dictionary of TERMCAT.

they [TERMCAT] are not exactly a research centre, So what they do is they produce new terminologies, and they produce new techniques to work with terminology, but research is done outside TERMCAT. (Vila)

Academics, as experts, are of course involved in TERMCAT's work as advisers; they also teach terminology, carry out theoretical and methodological research and provide a criticism of TERMCAT's proposals and results.

En principio la distribución entre el TERMCAT y el ámbito académico pues, es el que digamos, viene marcado por la ubicación de cada institución, el TERMCAT está fuera de la universidad aunque me imagino que universitarios, personal universitario estará, digamos implicado en los trabajos y por, la función del TERMCAT es elaborar la terminología, establecerla, siempre en relación con la máxima institución normativa del Instituto de Estudios Catalanes. Y, en cambio, el personal académico, su función es pues, enseñar terminología, desarrollar la investigación, y seguramente en muchas tesis y en muchos momentos, habrá una crítica desde el mundo académico, a los resultados, a las propuestas del TERMCAT. Supongo que básicamente la distribución de papeles es: uno, el TERMCAT, elabora la terminología y la universidad investiga métodos, investiga la teoría, sobre la terminología, difunde la terminología fijada por el TERMCAT, pero al mismo tiempo, me imagino que también hay, digamos, en algún momento, critica a determinadas soluciones.¹⁰ (Costa)

TERMCAT, then, is the statutory body with responsibility for terminology in Catalonia. This is reflected in its mission statement:

TERMCAT's mission is to grant Catalan terminology development and integration in specialised fields and society by means of the continuous creation of innovative tools and resources of quality, in a permanent dialogue with target groups, in the framework of the general processes of language standardisation in a global context determined by knowledge society, diversity and multilingualism (introductory ppt).

What are the relationships and partnerships between TERMCAT, academia, Government agencies, the main language planning body and others? Who does what? Is TERMCAT linked to academic research in the terminology field?

The most important relationship, of course, is that TERMCAT is a consortium, whose directory board consists of members of the Generalitat de Catalunya [the Government], of the Institute

¹⁰ 'In principle the distribution between TERMCAT and the academic area is, we'll say, marked by the position of each institution, TERMCAT is outside the university although I imagine that university staff is involved in the work and the function of TERMCAT is to elaborate terminology, to establish it, always in relation to the maximum normative institution of the Institut d'Estudis Catalans. And, in exchange, academic staff, their function is to teach terminology, to carry out research, and certainly in many theses and on many occasions, there will be a critique from the academic world of the results and the proposals of TERMCAT. I suppose that basically the distribution of roles is: one, TERMCAT elaborates terminology and the university investigates methods, investigates theory, on terminology, it spreads terminology created by TERMCAT, but at the same time, I imagine that there is also, sometimes, a critique of certain solutions.'

of Catalan Studies, and of the Consorci per a la Normalització Lingüística [the Consortium for Language Normalisation].

RC: We are a consortium whose directory board is integrated by members of the Generalitat de Catalunya, the Institute of Catalan Studies (where the Academy of the Catalan language is incardinated) and the Consortium for Language Normalisation. I take part in this board as the secretary.

ÚB: So they decide policy and issues like that?

RC: Yes, they approve (or not) our policies. They usually meet twice a year and supervise all our plans and activities. The president of the consortium is the Secretary for language planning of the Government, and the vice president is the President of the Institute of Catalan Studies. This is the framework in which we are integrated, but this specific structure may be different in other countries. (Colomer, Cuadrado)

Terminology and other language planning work are thus funded by and under the auspices of the same organisations. TERMCAT is still its own organisation, however.

We are not strictly Administration. We are a public organisation, but as we are a consortium, we have some independence which gives us more agility in management. (Colomer)

There is cooperation in the provision of services; for example, general terminology developed and standardised by TERMCAT is included in normative dictionaries, where appropriate. Optimot, the Generalitat's online language portal, contains TERMCAT terminology and terminological questions to Optimot are passed on to TERMCAT.

The relationships with academia are in the work on particular projects (implantation studies and others, such as Talaia, a corpus searcher) and in the reliance on academics as specialists in particular areas of study.

The academic role is, then, to teach terminology, to carry out research on methods and theory and to study and (sometimes) criticise TERMCAT's proposals.

Y, en cambio, el personal académico, su función es pues, enseñar terminología, desarrollar la investigación, y seguramente en muchas tesis y en muchos momentos, habrá una crítica desde el mundo académico, a los resultados, a las propuestas del TERMCAT. Supongo que básicamente la distribución de papeles es: uno, el TERMCAT, elabora la terminología y la universidad investiga métodos, investiga la teoría, sobre la terminología, difunde la terminología fijada por el TERMCAT, pero al mismo tiempo, me imagino que también hay, digamos, en algún momento, critica a determinadas soluciones.¹¹ (Costa)

¹¹ 'And, in exchange, academic staff, their function is to teach terminology, to carry out research, and certainly in many theses and on many occasions, there will be a critique from the academic world of the results and the proposals of TERMCAT. I suppose that basically the distribution of roles is: one, TERMCAT elaborates terminology and the university investigates methods, investigates theory, on

Terminology produced by other organisations is also sometimes included in TERMCAT's databases.

Cercaterm contains all our terminology production. However, now we have begun to introduce terminology production from other organisations. We have developed a system to label terms in order to inform about authorship. For example, if you are looking up a term whose source is not TERMCAT, but UPC (Universitat Politècnica de Catalunya), you'll find a label which says that this term doesn't come from TERMCAT's terminology production, but UPC's. (Colomer, Cuadrado)

How is coherence and consistency between different groups working in terminology and in general corpus planning (and language planning) achieved?

Because TERMCAT is under the direction of the Institute of Catalan Studies, as explained on page 9, there is a reduced risk of inconsistency between different groups. There is a close cooperation during standardisation work because of the membership of the Supervisory Council (two of the members are from the philological department of the language academy), and standardised terms, if they are general enough, are included in the language academy's dictionaries.

What part of the overall language planning work for Catalan is TERMCAT responsible for (examples: advising on policy; establishing and evaluating norms; providing an information service; coordinating and supporting projects; and acting as a clearinghouse for private or outsourced terminology work)? Are areas of term planning not covered by TERMCAT covered by others? Is there an overlap between any of these groups, or are there any gaps? Are there any areas which are not really covered at all?

In its mission statement, TERMCAT takes responsibility for the development of Catalan terminology and its integration in specialised fields and in society.

TERMCAT's mission is to grant Catalan terminology development and integration in specialised fields and society by means of the continuous creation of innovative tools and resources of quality, in a permanent dialogue with target groups, in the framework of the general processes of language standardisation in a global context determined by knowledge society, diversity and multilingualism. (Introductory ppt)

TERMCAT's main responsibilities are: a) to create terminology and to make this terminology available for everybody; b) to create linguistic and terminological criteria for terminology matters; c) to standardise terminology, when necessary, and d) to advise other organisations and general public regarding terminology. (Colomer)

The terminology development work covers three aspects: *ad hoc* work in response to enquiries (the terminology helpdesk), research and production of dictionaries and other projects (usually

terminology, it spreads terminology created by TERMCAT, but at the same time, I imagine that there is also, sometimes, a critique of certain solutions.'

in response to requests) and the standardisation of a small number of particularly important or complicated terms. There is also the development of terminology tools, such as a term management system which is free to download.

Les trois grandes lignes de travail de TERMCAT sont la recherche, axée sur la production de terminologies de n'importe quel domaine de spécialité; l'expertise - conseil terminologique, documentaire et méthodologique pour l'élaboration de dictionnaires, pour la rédaction ou la traduction de textes spécialisés ou pour la localisation de logiciels en catalan; et la normalisation de néologismes.¹² (Fontova 2007, 1)

Some privately developed terminology is also included in Cercaterm (the terminology database and main means of diffusion), but with an emphasis on quality.

We are more focused on having a quality database than a quantity database. Our external resources come from organisations which are collaborating with us, from some universities or institutions, for example university linguistic services. We are not going to nourish Cercaterm with terms proceeding from any source, because our aim is not just to collect terminology, but offering quality data. (Colomer, Cuadrado)

TERMCAT also takes responsibility for the diffusion of these resources through its communication department.

It supports university projects which investigate, among other things, the implantation of terminology.

TERMCAT advises on policy and also organises conferences (biannually) and publishes material on terminology theory and practice.

ÚB: Do you advise on terminology policy, for example?

RC: Yes, sometimes we do. (Colomer)

It is described as 'the coordination centre for terminological work in the Catalan language' (Colomer and Cuadrado 2008 105).

We are last responsible for terminology. A solution may be taken by a university or by the linguistic department of the Generalitat, but if they cannot solve a problem, they ask TERMCAT, because TERMCAT is the reference framework for terminology neologisms in Catalan. (Bofill)

There is recognition that the approach adopted in Catalonia is unique.

In the case of activities in the Catalan language planning, the approach adopted has been based on a cooperative model of participation and social involvement, designed

¹² 'TERMCAT's three big lines of work are research, based on the production of terminologies in any specialised domain; expertise – terminological, documentary and methodological advice for the creation of dictionaries, for editing or translation of specialised texts or for the localisation of software in Catalan; and the standardisation of neologisms.'

to guarantee its sustainable coexistence with the other languages found in Catalonia. Undoubtedly the political, social, demographic and legal framework of the Catalan language community has been decisive in the adoption of this model. Be that as it may, after over twenty years' experience Catalan has shaped a style of its own, with idiosyncratic features but also elements that can be exported to other language communities. As an activity linked to language planning, Catalan terminology plays a full part in this cooperative model we have mentioned, and indeed is probably one of the fields where most work has been done to involve the different sectors of society. (Colomer and Cuadrado 2008, 103)

How is TERMCAT involved in policy formation for Catalan language planning?

This is covered on page 11.

2.2 Policy and planning: international networks

Is TERMCAT involved in ISO/TC 37 policy formation? How? What is TERMCAT's involvement in ISO/TC 37 and its subcommittees?

There is no direct relationship with ISO:

TERMCAT is not directly involved in ISO/TC37 because Catalan is not an official language. The official language is Spanish and AENOR is the representative of ISO for the Spanish language. (Colomer)

There is a member of EAFT, of which TERMCAT is a member, who represents EAFT at meetings:

Yes, we are involved in ISO conferences through EAFT, as one of our EAFT members represents EAFT in ISO committees. (Cuadrado)

TERMCAT is involved in translating norms into Catalan, however:

Otra función del Consejo Supervisor es evaluar las traducciones al catalán de las normas UNE. AENOR es la asociación española de normalización, y TERMCAT es el encargado de traducir las normas UNE del español al catalán. Como contienen mucha terminología, tiene sentido que se haga aquí. Una vez se traduce una norma, es remitida al Consejo Supervisor para que haga las modificaciones que considere. Éste es el único caso en que hacemos traducción, y se justifica porque son normas, algunas únicamente terminológicas y otras con mucha terminología. Las normas traducidas siempre se revisan externamente¹³ (Sabater)

First we should mention the permanent cooperation with AENOR, representative of ISO in Spain, to prepare the official Catalan version of the UNE-ISO standards with

¹³ 'Another function of the Supervisory Council is to evaluate the translations into Catalan of the UNE norms. AENOR is the Spanish organisation for standardisation, and TERMCAT is charged with translating the UNE norms from Spanish into Catalan. Since there is a lot of terminology in them, it makes sense that they be done here. Once a norm is translated, it is studied by the Supervisory Council so that it can make the modifications it considers. It's the only case in which we do translation, and it's justified because they are norms, some only terminological and the others with a lot of terminology. The norms are translated and revised externally.'

terminological contents, according to an agreement signed in 2005. (Colomer and Cuadrado 2008, 109)

This TC37 membership is recognised as an aspiration:

It would be good for TERMCAT to have a permanent delegate, but I consider the first step is that AENOR publishes norms in Catalan. This is something new, which has happened only from 2005, and other challenges in the near future could be reached. For example, in Spain there are four official languages: Spanish in the whole area, but also Basque, Galician and Catalan, for specific territories. But at present we only have the official norms translated into Catalan. (Colomer)

What other international networks are there (for example with EU bodies such as IATE, with ISO, with Termilat, with UNESCO...)? Are there practical benefits and results, and what are they?

TERMCAT seems to take a proactive role in international networks.

Since it was created, TERMCAT has taken a proactive attitude of direct involvement in the different international terminological cooperation networks. And so it is a member of different terminology associations working in Spain and in the sphere of Latin languages in general, as well as in Europe and the rest of the world, and currently it is a member of the Board of the European Association for Terminology (Colomer and Cuadrado 2008, 109).

This extends to sending members of staff to conferences, and bringing students and others in to TERMCAT for research purposes.

Another issue we try to focus on is the involvement with institutions and organisations who work in the international frame. We always try to participate and send papers or lecturers to all events in the international agenda. Last year we took seventeen papers at different events in several countries. (Cuadrado, Cortés)

Visits like yours, for example, are another kind of cooperation. We have now another request from an Iranian student who is doing a PhD in Pompeu Fabra University and who wants to do a stage with us. We usually cooperate with universities in Catalonia but also with other areas where Catalan is spoken, such as Valencia or the Balearic Islands. They send us translators who have studied philology or students of graduate programmes on language advice and correction. We also do general presentations addressed to students of degrees related to linguistics, such as translation, terminology, journalism and communication. (Cuadrado, Cortés)

There are also specific partnerships, such as with Quebec, with the Olympic terminology committees and with AENOR.

With Quebec we have an agreement for knowledge and terminology exchange. (Colomer, Cortés)

As a specific example of that international cooperation, we should mention the cession of TERMCAT's Olympic terminology at the request of different organising committees:

- Atlanta: Olympic Games 1996

- Sydney: Olympic Games 2000
- Seoul: World Football Cup 2002
- Turin: Winter Olympic Games 2006 (Colomer and Cuadrado 2008, 109)

Regarding the Olympic Games in Beijing, the Academy of Science in China contacted us to ask for the cession of our Olympic terminology. When the Olympic Games took place in Barcelona, TERM-CAT was in charge of creating a set of dictionaries for all the Olympic disciplines. All these dictionaries are in Catalan and have definitions in Catalan, but also include French, English and Spanish equivalences, and the China National Committee for Terms in Sciences and Technologies was interested in it in order to prepare a Chinese version. (Colomer, Cuadrado)

[...] We should mention the permanent cooperation with AENOR, representative of ISO in Spain, to prepare the official Catalan version of the UNE-ISO standards with terminological contents, according to an agreement signed in 2005. (Colomer and Cuadrado 2008, 109)

The importance of this kind of cooperation is, among other practical benefits, the international recognition gained.

ÚB: Is that important, what do you gain from that kind of cooperation? What's the advantage of that kind of cooperation?

SC: We think we gain international prestige, recognition and a high level of notoriety in the worldwide terminology scenario. (Cuadrado)

2.3 Policy and planning: resource planning

How are decisions made about which domains (or other priorities) to undertake? Who makes the decision? How are domains selected and prioritised?

Projects are often selected because of a request from a particular group.

We usually receive requests from public and private organisations or from Government departments such as the Health Department or the Industry Department. We work with most of the Government departments and develop terminological products for them, such as glossaries, dictionaries with definitions or certain specifications. Our Government is made up of thirteen departments and at this point we have open agreements with eleven. (Colomer, Cuadrado)

JB: Usually, the specialists of an area are the ones who come to us to suggest a new dictionary.

ÚB: So they come to you with a suggestion?

JB: Yes. It is more usual that a dictionary is suggested by specialists than by our own initiative. (Bover, Rebagliato)

The need for a new dictionary is then investigated.

When somebody suggests us to do a dictionary, we check that no other dictionaries of that area are already done, because it's important to take advantage of our resources and avoid doing things twice. Then we select the teamwork and search if there are institutions that can collaborate with us, because it's not possible to do a dictionary without specialists from the field. When we have all the information, we make a budget, and if everything is okay, we start to work. (Bover, Rebagliato)

Projects are also undertaken for private companies and in software localisation.

Terminological advice does not only mean giving criteria or solutions for a set of terms but also helping companies and organisations to elaborate specialised works. For example, Honda asked us for terminological advice when they were writing up their handbook. (Colomer, Cuadrado)

In software localisation, for example, we have given advice to translators, to enterprises such as Microsoft, and to other associations or individuals who develop free resources like Mandrake or Open Office, when they need specific solutions for Catalan. (Colomer, Cuadrado)

The request for a product indicates a real demand for it.

We receive a lot of demands. If a product is demanded, it means the product will be real, because users exist. (Colomer, Cuadrado)

Who is consulted when policy decisions are being made about resource allocation (potential users, service providers, academics, institutions...)? Is planning carried out in conjunction with potential users, service providers, academics, institutions, etc?

This is partly covered on page 15.

Who pays for TERMCAT's work? What financial support does it receive?

TERMCAT has a budget of €1.5m annually. This is supplemented by occasional charges for specific projects, such as for private companies.

RC: We have a budget of €1.5 million, approximately.

ÚB: And that's been more or less the same over the years, has it?

RC: Yes. It has been more or less the same. It basically covers the staff salaries and the payment for the facilities and utilities. Apart from the official budget, we also can get financial resources from other institutions for specific projects. (Colomer)

RC: Terminological advice does not only mean giving criteria or solutions for a set of terms but also helping companies and organisations to elaborate specialised works. For example, Honda asked us for terminological advice when they were writing up their handbook.

ÚB: And you charged them for that? In the same way as you would...

RC: It depends. We can charge it if a demand come from a private company. We only charge for the additional cost, but not for our staff cost, because we are a public, non-benefit organisation. (Colomer, Cuadrado)

At the beginning of the year, ninety-five per cent of TERMCAT budget comes from the Secretaria de Política Lingüística (SPL, the Catalan government department that deals with linguistic policy). However, TERMCAT generally achieves financial agreements with different foundations, institutions or universities in order to collaborate in specific terminological projects, and as a result the amount of the budget coming from the SPL is not so high. (R.Colomer email)

There are agreements with Government departments to carry out work, and financial arrangements are made in these cases to cover extra costs.

RC: We usually receive requests from public and private organisations or from Government departments such as the Health Department or the Industry Department. We work with most of the Government departments and develop terminological products for them, such as glossaries, dictionaries with definitions or certain specifications. Our Government is made up of thirteen departments and at this point we have open agreements with eleven.

ÚB: So they come to you with requests?

RC: Yes, they come to us with requests.

RCosta: And do they pay you additionally?

RC: We make a budget for the project. What we do with our own resources and staff is free for them, but if we have to ask somebody else to do part of the work, we charge it, and that is what they cover. (Cololmer, Cuadrado)

Sometimes, too, sponsorship is received, in this case from the bank.

RC: The *Noms de Plantes* project is a compendium of all Catalan names of plants in all Catalan speaking countries. This is an extremely complex project with as far as 35 thousand denominations.

SC: For this project we have the collaboration of the University of Barcelona and the financial support from La Caixa [bank].

ÚB: So the bank provided sponsorship?

RC: Yes, it provided sponsorship for the project. As I mentioned, we have additional financial support for most of the projects. (Cololmer, Cuadrado)

Income from sales of publications is not significant.

The sales income is not significant. (R.Colomer email)

Is outsourcing of research work for term creation used? How does this work?

Outsourcing is used, both for terminologists and for subject experts.

We have experts in all our projects, and we also have terminologists who collaborate with us to do dictionaries, because if we just had our staff, it would take many years for dictionaries to be done! At the moment here in the office we have about ten terminologists collaborating with us, and another ten free-lance terminologists work from home. (Colomer)

External experts, often from the universities, are brought in as contractors on particular projects.

In all cases, we pay these specialists. We have a contract with them in which we specify the task they are asked to do and the amount of money they will be paid for. (Colomer, Cuadrado)

In dictionary production, external contractors work in a team with a member of the in-house staff as a project manager (Bover, Rebagliato).

Who are TERMCAT's 'customers' or term users, and how is this determined?

TERMCAT's main users seem to be linguists and those who work with language in the public sector.

One first group consists of translators, because there is a big industry of translation in Catalonia, proofreaders and publishing houses. Another group consists of technicians and professionals who work for the Generalitat, the Catalan Government. We also give services to the linguistic professionals of the different departments of the Generalitat. Finally, we have the professionals who work at universities, because every university in Catalonia has a linguistic service. So we have translators, proofreaders, freelance workers, the administration, the Government, the universities and the media. (Bofill)

In fact, linguists and translators are the most important users. (Cuadrado, Cortés)

Some of the tools available cater specifically to linguists or other specialised groups of users, such as the tools for developing private terminology collections and submitting them to TERMCAT.

SC: This is an open source product. We have a collection of products that you can download. This is under a Creative Commons license and we have a great amount of our terminology in this collection. It's called *Terminologia Oberta*, which means 'Open Terminology'.

RC: This is our terminological data collection. But we also offer a free tool designed to do multilingual terminological dictionaries. It is a managing system to build up dictionaries.

ÚB: And who has been using that, people using different languages, or other terminologists, or?

SC: This is open source software that allows users to add their own contents. For example, if you are part of a team in a university and you are working on theoretical areas, you can download this open source software and add all the terms that you have been collecting. Then your research group can develop definitions. After that, you can get in contact with us and we can work together and share the knowledge. Since sometimes the way specialists collect terminology does not match with the methodology we use, it is useful to work together from the beginning.

ÚB: So you have the same categories...

SC: Exactly. And we have the same design in order to match the information.

RC: This is a free product oriented to people who want to work by themselves. (Colomer, Cuadrado)

Members of the administration are required to use TERMCAT's standardised terms, and other users are officially recommended to use them.

Les termes normalisés sont également publiés sur le bulletin officiel du gouvernement catalan dans le but de les diffuser dans les domaines liés à l'Administration, où l'utilisation des formes normalisées est obligatoire. Dans les autres domaines (enseignement, médias, entreprises...), l'utilisation des termes normalisés n'est pas imposée mais elle fait l'objet d'une recommandation officielle.¹⁴ (Fontova 2007, 2)

The private sector seems to be less involved.

We also work for private companies, although in this sector there seems to be less interest for language or terminology. Normally, when a private consultant asks for information or terminological assessment, it's because they get some kind of subvention from the Generalitat to do that. For example, when Seat, the automobile manufacturer, decided to translate all their manuals into Catalan, it was because they had financial support from the Government to do that. (Bofill)

A distinction was made by several interviewees, however, between linguists, translators and correctors – 'although they are not the end users of the terminology, these professional play a crucial role in transmitting standardised proposals and spreading them widely within social usage' (Colomer and Cuadrado 2008, 107) – and primary (or 'real') users, who might be journalists or specialists. It is felt that these real users are not as aware of TERMCAT, or do not use it as much.

Par exemple, dans les médias que je connais, normalement ceux qui sont en charge de la terminologie sont les linguistes. Les linguistes, oui, ils savent où il faut la chercher et ils font l'intermédiaire entre les journalistes et le TERMCAT, ou le dictionnaire.¹⁵ (Camps)

MC: Before the communication plan, TERMCAT was also quite known, but just in the linguistic sector.

SC: Yes, but not for real users, because it is not well known among the whole community of experts. This is one of our goals: to be present in all this fields of knowledge, not just in the linguistic area.

[...]

ÚB: So these users are translators and linguists, for example in the media, or in translation, obviously, and things like that. Or maybe proofreaders or people like that...

MC: Yes. They are writers for the media, for educational services, for universities, even for the private sectors.

ÚB: So you think that they generally know about TERMCAT, but you're aiming for the primary users.

¹⁴ 'Standardised terms are also published in the official bulletin of the Catalan Government with the aim of distributing them in the domains linked to the Administration, where the use of standardised forms is obligatory. In other domains (teaching, media, enterprises...), the use of standardised terms is not forced but is officially recommended.'

¹⁵ 'For example, in the media that I know, normally the linguists are the ones in charge of terminology. The linguists, they know where to look for it and they act as intermediaries between the journalists and TERMCAT, or the dictionary.'

SC: Exactly. (Cortés, Cuadrado)

OC: Mais les média ne sont pas très habitués à la consulte. Surtout les journalistes, ce sont des gens qui travaillent très vite, qui prennent ce qu'ils lisent dans les agences de notices, ils les placent rapidement à la radio et normalement ils ne sont pas habitués à faire des consultes. Même pas notre web. Il est difficile.

ÚB: Donc ce n'est pas la 'faute' - disons la faute - de TERMCAT qu'ils ne consultent pas?

OC: Non. Normalement c'est que les gens ont peu de conscience de la nécessité de faire des consultes... Alors nous essayerons d'arriver un peu plus aux journalistes aussi. Mais ça n'est pas facile pour la façon dont nous travaillons. Parce qu'ils vont très vite et tout ça. Mais il faut le faire...¹⁶ (Oriol Camps)

The 'public in general' is not considered to be a target group. It is pointed out that other general-language resources (such as the wide-ranging Optimot, which, among other things, searches TERMCAT's database) cater to their needs.

We say we don't work for the public in general, because the Catalan public in general uses another service, called Optimot. Optimot is a relatively new service offered by the Catalan Government. This service is addressed to citizens in general and it solves problems on general language, such as orthographic and lexicographic problems. (Bofill)

Le «client» du processus de normalisation linguistique est, avant tout, le spécialiste qui a besoin d'utiliser une terminologie spécifique.¹⁷ (Fontova 2007, 4)

Most users are registered with TERMCAT and submit personal details; this is how the composition of the user base is determined.

ÚB: How do you know who the users, the customers of TERMCAT are? Do you know who your customers are?

SC: Yes, because the biggest part are users of Cercaterm and they are registered.

MC: If a user doesn't get the answer through Cercaterm, he or she can ask for more details or make a new enquiry to the terminology helpdesk. To do this you need to be registered, so that's the way for us to have all the information about that user.

ÚB: So most of the users are registered?

¹⁶ 'OC: But the media are not very used to consultation. Especially journalists, they're people who work very fast, who take what they read in the news agencies, they quickly put it on the radio and usually they're not used to consultations. Not even our website. It's difficult.

ÚB: So it's not the "fault" of TERMCAT that they don't consult it?

OC: 'No. Usually it's that people don't have a sense of the need to do a consultation... So we'll try to get through to the journalists a bit more too. But it's not easy because of the way in which we're working. Because they go very fast and so on. But it has to be done...'

¹⁷ 'The "client" of the language standardisation process is, above all, the specialist who needs to use a specific terminology.'

MC: Yes, they are.

ÚB: And you find out who they are or why they're using it.

MC: Exactly. (Cuadrado, Cortés)

Cercaterm has 24,534 registered users. They belong to the following sectors:

Companies: 27%

Universities and other education centres: 19%

Language professionals: 15%

Catalan Government: 13%

Other administration bodies: 12%

Other institutions: 12%

Media: 1%

ConSORCI per a la normalització lingüística: 1% (R.Colomer email)

The number of users registered has grown since its beginning at year 2000:

2000: 1,788 users

2001: 3,586 users

2002: 5,575 users

2003: 8,240 users

2004: 10,905 users

2005: 14,923 users

2006: 18,680 users

2007: 21,914 users

2008: 24,534 users (R.Colomer email)

2.4 Research: theoretical approaches

Where does terminology work stop - how strict a distinction is made between general language and specialised language?

Because there are other services for general language (such as the Institute of Catalan Studies and the website Optimot), a distinction is made between terminology and general language work.

The aim of Optimot is different. If you need specialised terminology, you have to go to Cercaterm or to the terminology helpdesk of TERMCAT. (Bofill)

There is an organisation who works with general language, the Institut d'Estudis Catalans. It standardises the general Catalan language. On the other hand, TERMCAT is the organisation that works with specialised language. (Bover, Rebagliato)

This can be seen, for example, in the approach to the dictionary of sport.

ÚB: And, for example with the sports dictionary, do you look at commentators or television discussions or radio?

JR: Not often, because we are doing a terminological dictionary, not a sports dictionary of use. We have our corpora, which include the rules of the sport, and some of our specialists come from the Catalan television. It's a little different, because I think sport is a field divided into specialised and general language. And we were focused on the specialised one. (Bover, Rebagliato)

JB: It depends on the definition of a dictionary. Our goal is not to deal with general language, because we are the organisation who works with specialised language. (Bover, Rebagliato)

Tingueu en compte que hem intentat restringir-nos una mica a la metodologia més oficial, fugir una mica de la sinonímia, a la qual tenen tanta tirada els mitjans de comunicació, com el que fa el Puyal al futbol (la "bimba"...). N'hem fugit una mica; hem intentat no posar "tirar-se a la piscina", hem evitat les denominacions més col·loquials, tot i que igualment és una terminologia prou rica. Hem evitat sinonímia, hem unificat la terminologia...¹⁸ (Bover 2005, 6)

There is recognition, however, that there cannot be a strict distinction between general and specialised language.

ÚB: So you make quite a strict distinction between your specialised work and general language. There is a line between them.

¹⁸ 'Bear in mind that we have tried to restrict ourselves a bit to the more official methodology, to avoid synonymy, which the communications media use so much, like Puyal does for football (the "child"...). We've avoided it a bit; we tried not to put in "tirar-se a la piscina", we avoided more colloquial denominations, even though it's also a rich terminology. We avoided synonymy, we unified the terminology...'

JB: Well, there is not a defined line, because I think all the matters can be specialised, but only some of them hold to the general language. Of course 'table' is general, but when you define the holding pieces of a table, it may not be. I think everything can be a specialised subject. The problem is what can be included in the general dictionary of the Institut d'Estudis Catalans. This is a general and normative dictionary and they have to decide what to include.

ÚB: So they include some of the terms that you produce, they include them in the normative dictionary.

JB: Yes, they include the 'soft' terms. (Bover, Rebagliato)

JR: I think it is becoming more usual for general dictionaries to include specialised language and for terminological dictionaries to include nonspecialised words. The approach is the basis, because this approach makes our work specialised or nonspecialised. (Bover, Rebagliato)

Is a semasiological or an onomasiological approach to research taken, or is this distinction considered relevant? Is the work based on translation of existing terms in other languages, or is the research done from the Catalan side (on concepts)?

It is felt that the approach is onomasiological.

There's an onomasiological approach, because the key is the concept and the entry can include more than one term in Catalan. It's not a one to one relation. (Bover, Rebagliato)

Research work is usually done in Catalan, based on term extraction from sources.

JB: We work in Catalan, and the other languages are added to Catalan. But it depends on the subject. It's possible to do an extraction and not to find terms in Catalan. So we do the extraction in other languages, such as Spanish or English.

JR: But in general the results are in Catalan. We can work with other languages, but our product is in Catalan and includes the translation of all terms in other languages. (Bover, Rebagliato)

It is felt that going back to primary sources is better than adapting an existing dictionary.

ÚB: Do you ever base your work on an existing dictionary, say in Spanish or English. If there was a dictionary of sports already, would you ever base it on that? Or would you do the conceptual work yourselves?

JB: We look at them but we avoid basing our dictionaries on other dictionaries. We think it is better to do an extraction of manuals or texts instead of dictionaries, because the terminology in a text is more real. Of course a dictionary is good, but sometimes the conception of a dictionary in another language is not exactly the same. And it can condition you to do the same mistakes. It's true that sometimes we end up using other dictionaries, but according to our methodology, it's better to extract terms from texts.

JR: This way you get more information about the real importance of these terms and about syntax functions, what is something you are not sure about if you just use a dictionary. Moreover, a dictionary is just a collection of terms and can influence you. (Bover, Rebagliato)

Is terminology research reflective of real use, including for instance terms other than nominative ones (such as verbs or adjectives)?

Verbs and adjectives are included in terminology research.

Where do most new terms come from? Who ultimately decides on their use or meaning?

This question is covered on page 27.

What is studied (social use; popularisation and functioning of terms; corpora...)?

This question is covered in the sections below, and on page 27.

Is the use of terms outside their original fields (popularisation and determinologisation) studied?

This question is related to the question on page 22 on the distinction between LGP and LSP.

There is an awareness of the phenomena of popularisation and determinologisation in TERMCAT.

JR: I think it is becoming more usual for general dictionaries to include specialised language and for terminological dictionaries to include nonspecialised words. The approach is the basis, because this approach makes our work specialised or nonspecialised. (Bover, Rebagliato)

In standardisation research, the use outside the area of speciality of popular terms is taken into account, as well as specialist use.

ÚB: Studiate per lo piu l'uso popolare, l'uso specializzato, o forse, l'uso... in che tipo di contesto cercate i termini? O un po' tutto?

MS: En principio, intentamos encontrarlos en contextos de especialidad, como artículos de especialidad, obras terminológicas y diccionarios terminológicos, pero evidentemente también nos interesa saber si es un término que se ha difundido a la población en general y el uso general que se hace de este término.

ÚB: Diciamo un terme molto di uso popolare, diciamo di sport o di non so, 'surfing', o 'internet', qualcosa così un po' generale, cercate quello piu' nelle cose specializzate o nelle cose un po piu delle medie, un po piu' informali?

MS: Un poco de todo. Intentamos buscar en todas partes. Por un lado, buscamos en contextos especializados, porque nos interesa saber cómo se define exactamente ese concepto, qué opinan los especialistas y qué hacen las otras obras terminológicas. Por otro lado, también nos interesa ver cómo los medios de comunicación lo utilizan, porque al fin y al cabo son ellos los que se encargan de difundirlo.¹⁹ (Sabater)

19 ÚB: Do you study popular usage a bit, specialised usage, or maybe... In what kind of context do you look for the terms? Or is it a bit everywhere?

MS: In principle, we try and look for them in the specialised context, such as specialised articles, terminological works and terminological dictionaries, but obviously it also interests us to know if it is a term which has spread to the general population and the general use of this term.

How much *ad hoc* work is done in response to enquires etc?

There is a separate department which deals with enquiries from the public. There are two people working there, and they deal with about 3,000 requests annually. This number has decreased (from perhaps 10,000, before Cercaterm was available online), but the questions nowadays tend to be more complicated, because they ask for the terms which are not available in Cercaterm. (Bofill).

My daily work involves answering the questions that users address to the terminology helpdesk. We only answer specific questions about terminology in Catalan. (Bofill)

CB: For example, a translator who is translating a documentary for the Catalan TV about animals in South Africa. The translator may have a Spanish or English list of animals which are not documented in Catalan, so we offer him a possible translation for this terminology.

ÚB: A typical question would be 'what is the Catalan for this?'

CB: Exactly. This is the typical question. Usually the term is in English, although some years ago it was in Spanish.

ÚB: That's changing, is it?

CB: Yes, that's changing. 30 years ago people learned to read in Spanish and there were a lot of problems when translating from Spanish into Catalan. These problems have been more or less overcome. Now the new terminology is most in English, for example in Technology, Genetics or Biochemistry. A typical question is 'I have a genetic term in English, and I want to know the term in Catalan'. They use Cercaterm, the email and the telephone. The number of people using telephone has decreased. (Bofill)

Some of these requests are submitted for standardisation, but most are not.

CB: When there is extra difficulty with a term, we submit it to the standardisation area.

ÚB: So most of them, do you have to send them on or most of them can you solve them yourselves.

CB: We can solve most of them ourselves. (Bofill)

The results of the *ad hoc* work are published on Cercaterm.

The result of our work is an entry in our database. It's like a dictionary of the terminology helpdesk that you can consult through Cercaterm. (Bofill)

ÚB: Let's say a very popular term, say in sport or, I don't know, "surfing" or "internet", something a bit general like that, would you search for that more in specialised things or more in the media, more informal contexts?

MS: A bit of everything. We try to look everywhere. On the one hand, we look in specialised contexts, because it interests us to know exactly how the concept is defined, what the specialists think and what other terminological works do. On the other hand, it interests us to see what the communications media use it, because at the end it's them who look after spreading it.'

**Who is consulted during the research process (linguists, terminologists, domain experts...)?
When and how are they consulted?**

For research, the terminologists and linguists work with TERMCAT (either in the office or from home) and domain experts are consulted as needed. It is part of TERMCAT's policy to consult widely with domain experts during the research process.

[TERMCAT] promotes the drafting of terminological products with the active participation of people and organisms representing each sphere. In this way the terminologies produced will be as suitable as possible from all points of view and enjoy the support and involvement of their real users, experts and technicians from the different sectors. (Colomer and Cuadrado 2008, 106)

RC: Our relationship with users and experts is a very important part of our mission. I think it is something that perhaps is different in other organisations, where the work is mostly done by linguists. The work is coordinated and reviewed by terminologists, but experts play a very important role in the activity. These terminologists are the project managers, and most of them are linguists, but we also have other profiles. So, the project manager in charge of health projects is a biologist, with linguistic and methodological knowledge.

SC: I think this is one of the strengths of TERMCAT, because although this kind of cooperation makes the work much more complex, you make sure the final product is much more successful. (Colomer, Cuadrado)

This can be done through the Antena de Terminologia – persons in the media can be asked for their opinions or for contacts. This is discussed further on page 56 below.

...Il y a deux possibilités normalement. Ou c'est le TERMCAT qui découvre un terme qu'il faut consulter aux médias. Parce que par exemple, dans des domaines comme le sport, ou comme la politique, ou come la sociologie, qui sont toujours présents dans les nouvelles. Il faut consulter, quand-même savoir qu'est qu'on dit, quelle est le mot qu'on utilise dans les médias. Ça, c'est une première relation.

...De temps en temps aussi le TERMCAT utilise l'antenne pour faire des consultations, par exemple, ils sont en train de préparer un vocabulaire du golf. Alors ils essaient de trouver des spécialistes, des gens qui parlent de golf dans les medias. Alors ils nous demandent s'il y a quelqu'un entre nous. Pas un linguiste, simplement un journaliste qui parle de ça. Alors ils le consultent.²⁰ (Camps)

There is also a network of experts who can be consulted.

ÚB: And do you have experts that you can phone up and say look, I need an answer.

²⁰ '...There are usually two possibilities. Either it's TERMCAT which discovers a term that needs to be discussed with the media. Because for example, in domains like sport, or like politics, or like sociology, which are always present in the news. They need to consult us, to find out what is said, what word is used in the media. That's the first relationship.

...From time to time as well TERMCAT uses the antenna to consult with us, for example, they're preparing a golf term list. So they try to find specialists, people who speak about golf in the media. So they ask us if there is one of us. Not a linguist, just a journalist who talks about it. So they consult him.'

CB: Yes, we do. (Bofill)

If a lot of terms in a particular area have to be standardised, a standardisation session is organised.

A vegades quan hi ha molts termes d'un àmbit que s'han de normalitzar el que fem és una sessió de normalització. Ens posem en contacte amb el president de la federació corresponent i intentem trobar no molts especialistes, set o vuit, representatius, que siguin un parell d'esportistes; un àrbitre; un entrenador, si hi ha material, un proveïdor de material...; periodistes, que són els difusors de la terminologia; també mirem que no tots siguin de Barcelona; i intentem entre tots arribar a un consens sobre les propostes...²¹ (Bover 2005, 7)

2.5 Research: methods

How is terminology research carried out? What are the process and the research methods?

This section describes the research work in creating terminology collections. Standardisation research is described on page 39.

Once a subject area is chosen, documentary research is done.

We do documentary research on all the institutions in Catalonia related to the subject and, with the support of our documentalist, we do bibliographic research to know which dictionaries or works have been done on the same subject. (Bover, Rebagliato)

Then a team is selected.

Then we select the team. It is composed by terminologists, specialists, documentalists and computer technicians. (Bover, Rebagliato)

JB: We usually have one terminologist who coordinates...

ÚB: A project manager

JB: Exactly. Generally, the project manager is a person who works for TERM CAT as staff. (Bover, Rebagliato)

As far as specialists are concerned, usually there is an expert coordinator, working together with the project manager. The work is divided into different subareas, and we assign one specialist to each one. (Bover, Rebagliato)

A concept structure is established.

²¹ 'Sometimes when there are lots of terms from one area to be standardised, what we do is a standardisation session. We get in touch with the president of the corresponding federation and we try to find not too many specialists, seven or eight, representatives, who might be a group of sportspeople; a referee; a trainer; if there are materials; a provider of material...; journalists, who spread the terminology; we also make sure they are not all from Barcelona; and between everyone we try to find a consensus about the proposals...'

With all this information we construct the conceptual structure of the dictionary. This is very important because all the work is organized on the basis of areas and subareas. (Bover, Rebagliato)

And we call this 'arbre de camp' [structure of concepts] (Bover, Rebagliato)

Then terms are extracted from the assembled sources. This is usually done in Catalan, but it depends on the subject area.

JB: We work in Catalan, and the other languages are added to Catalan. But it depends on the subject. It's possible to do an extraction and not to find terms in Catalan. So we do the extraction in other languages, such as Spanish or English.

JR: But in general the results are in Catalan. We can work with other languages, but our product is in Catalan and includes the translation of all terms in other languages. (Bover, Rebagliato)

It is felt that going back to primary sources is better than adapting an existing dictionary.

ÚB: Do you ever base your work on an existing dictionary, say in Spanish or English. If there was a dictionary of sports already, would you ever base it on that? Or would you do the conceptual work yourselves?

JB: We look at them but we avoid basing our dictionaries on other dictionaries. We think it is better to do an extraction of manuals or texts instead of dictionaries, because the terminology in a text is more real. Of course a dictionary is good, but sometimes the conception of a dictionary in another language is not exactly the same. And it can condition you to do the same mistakes. It's true that sometimes we end up using other dictionaries, but according to our methodology, it's better to extract terms from texts.

JR: This way you get more information about the real importance of these terms and about syntax functions, what is something you are not sure about if you just use a dictionary. Moreover, a dictionary is just a collection of terms and can influence you. (Bover, Rebagliato)

Then the information is completed, with definitions etc.

When we have finished the extraction, we start the completion. We don't get the information of all terms just with the extraction. We may have the term but not the definition. (Bover, Rebagliato)

JR: Other dictionaries are very useful to complete the extraction.

JB: Yes, we use a lot of dictionaries in other languages to translate the term. (Bover, Rebagliato)

Thematic and alphabetic revisions are done.

JB: When the terms are completed, we do a thematic revision by fields.

ÚB: You go through it field by field?

JB: Yes. We don't go through the entire dictionary at once. We look area by area to guarantee the information is homogeneous. (Bover, Rebagliato)

When we finish this revision by subareas, we list all the terms and we start the alphabetic revision. (Bover, Rebagliato)

When the introduction and so are completed, the dictionary is published.

We prepare the texts which are related to the dictionary - introduction, bibliography, etc. Then we can publish it in hard copy or online. (Bover, Rebagliato)

These steps are all documented on a process poster (Bover, Rebagliato ppt).

Experts are involved, and they usually come in for an initial meeting.

The first time they come for a meeting where we inform them about TERMCAT, the project for the dictionary and all the administrative questions. After that, we usually send them by email the part of the dictionary they have to revise with our questions, which can be conceptual or linguistic. They usually answer us in another meeting, although sometimes it's done by email. (Bover)

Then they work through a combination of emails and meetings.

ÚB: So what do you send them by email? Do you send them a list of suggested terms, or do you send them a list of definitions, or do you send them terms in Spanish?

JB: We send a part of the dictionary with all the information.

ÚB: So you send them the list and they come in here and discuss it, or they discuss it by email?

JB: It depends - by email or sometimes a meeting is necessary, because for the specialist it may be difficult to do this work, as they have to combine this task with their job at university, for example, and they don't have the time. And for us it's easier to explain it to them during a meeting than having to write all the questions. (Bover, Rebagliato)

The work is coordinated by terminologists, but experts collaborate in making the selection of the nomenclature. Their participation is very important in establishing definitions and the conceptual structure of the dictionary. They also select the nomenclature and review or do the definitions, depending on the project. But we always work together. However, terminologists coordinate the tasks, so the final review is also in charge of terminologists. We have also started working with them using other tools, such as Google Docs, to share documents. (Colomer, Cuadrado)

As an example the time taken for the videogames dictionary is given below.

265 terms

Term extraction: 2,5 months

Elaboration: 11 months

Participants: 1 terminologist + 1 project manager + 7 specialists

1 standardization session: 11 participants, 100 terms standardized.

There are some projects of 2500 or even 4000 or 6000 terms. In that case the rate is not 10 times (for 2.500 terms) the example above, but lower. Anyway, it depends on

the project internal and external features (participants, budget, type of dictionary...).
(R.Colomer email)

What internal research systems are used (e.g. in-house or commercial software, particular methods)?

An in-house series of databases is used for terminology work, although some work is also done outside it.

JB: We work with terminology using a terminology tool specially designed. (Bover, Rebagliato)

We have 3 databases. One database includes dictionaries which are in process, another one includes dictionaries which are finished, and still another one includes dictionaries which are online. (Bover, Rebagliato)

JB: Specialists don't usually work through the database.

ÚB: Why not?

JB: We prefer to check their corrections, because if they do the changes directly to the database, we couldn't identify them.

ÚB: And is it complicated, is it difficult? Do you need a lot of training?

JB: It should be easy to use. (Bover, Rebagliato)

The aim is to have all terminology work done inside the system.

ÚB: So all the work that's done on a project is done inside this database. You don't use Excel lists or Word?

JB: Yes, we do. Sometimes there are dictionaries started by specialists, and they are in an Excel document, so we have to transfer them.

ÚB: So you input it into that.

JR: There are always other documents on Word or on any other programme.

JB: Our aim is to have all the terminology inside our database in order to make this dictionary usable in the future, so that we don't need other documents. (Bover, Rebagliato)

The system is specific to TERMCAT, although it is similar to other terminology management systems.

ÚB: This software, you developed it yourselves?

JB: Well, we outsourced it.

ÚB: But it's made for you

JB: Yes, it is. (Bover, Rebagliato)

ÚB: It seems to be quite a similar structure to Multiterm or something... it seems to be a similar layout

JB: Probably, they are all similar. (Bover, Rebagliato)

This means that changes and updates can be made if necessary, such as adding new fields.

ÚB: Why did you decide to build your own system instead of using something commercially available? Why did you decide to have this created?

JB: I suppose we thought that commercial programmes weren't good for us because we had very specific requirements, so we evolved them.

ÚB: So if there is a change you want, you can make the change

JB: Exactly, we can make the change. It is not so quick, but we can do it.

ÚB: What kind of changes have you made as a result of learning?

JB: Sometimes we needed another field. For example, six months ago we couldn't make visible the whole name of a source, and now we can.

JR: The sources are now in a closed field. At the beginning we could write there anything we wanted.

ÚB: So now it's a drop down list

JB: Now we have to clear the source, but that's better, because with open labels you could find two (or more) ways of doing the same thing.

[...]

ÚB: So you're gradually improving things.

JR: Yes. It's very necessary. (Bover, Rebagliato)

How is the research work documented (e.g. training manual, history of database changes)?

The criteria used for terminology work are set out in publications by TERMCAT about very specific topics: *Denominació catalana d'animals*, *Noms de professions*, *Formació del plural dels manlleus*²², and so on (Sabater ppt). Some of these are as a result of the biannual conferences. As well as that, there are several large posters, which show the step-by-step work in dictionary production and answering terminological queries. The publication of the methodology is seen as important.

ÚB: And why is it important to publish your methods, or who is that for?

JB: It's important in order to tell people 'that's our methodology'.

JR: It is useful for people who need to know how we work, but also to homogenise our work. (Bover, Rebagliato)

A revision is being carried out of the documentation and of the methodology, as part of the ISO 9000 certification process.

ÚB: And in general for your terminological work, do you have rules set out or manuals or a protocol?

JB: Yes, we have a methodology manual which was written about fifteen years ago. We are trying now to update it.

²² Catalan Names of Animals, Names of Professions, Formation of the Plural of Loanwords.

JR: Yes, we are updating now this methodology manual.

ÚB: So it's a bit out of date.

JB: Yes, because it's not completely adapted to applied work today.

JR: It's too simple.

JB: It is published, but we have other documents which are also designed for doing the work.

ÚB: So you have documents for say if you get a new member of staff, you can give them the document and they can learn from that.

JR: Yes, exactly. But we are doing now a revision of all our methodological work, although very slowly. We're updating the published documentation, because we are now doing things which are not included in the manual. (Bover, Rebagliato)

As for the terminology helpdesk, records are kept there of customers and of responses given.

ÚB: And do you keep a record of who asked you for what and when?

CB: Yes. [showing the database]

ÚB: And in that database is there a record of when the request came or what...

CB: That information is in another database where administrative information about the user and the date is included. In this one [showing this database], we include the *consultas*, which means all the questions belonging to a user: the user name, the term asked, the date, the means to contact him (whether the question was put through Cercaterm, telephone or email) and our answer. (Bofill)

How is the research work structured – are concept systems used to lay out the work?

The creation of concept systems is one of the stages in the research project.

How much of the research work carried out by TERMCAT is based directly on current theory about how research should be done? How pragmatic is TERMCAT when theory and the reality of research vary? [Could you give me some examples?]

ISO norms, although studied and known, are not always followed; they are used more as a guide.

ÚB: So it's more or less according to ISO, the different categories that you use. The definition, the notes, the context and so on. You follow international norms about what categories you use.

JB: In some way, we do it. However, for example, they say full stops don't have to be used at the end of a definition, but we use them, because we want to respect the general recommendations of Catalan lexicography. So we look at their norms and try to respect the general ones, but sometimes we need to make some adaptations.

ÚB: But it's not completely according to ISO, for example.

JB: Not completely. (Bover, Rebagliato)

ÚB: How important are the ISO norms for terminology, how important are they for your work here? I was talking to different people about, and I asked them whether they use the ISO standard, for example for planning work or for the layout of databases and so on. And it seems a bit unclear about whether that's followed strictly

or it's used as an idea, or it's followed at all. How important is it? The ISO one about work for management or layout of terminology resources, for example.

RC: Well, on one hand we base our work and our methodology on these standards, of course. Besides, we have our own methodology, which has been based on these norms but also on the best practices from others, such as the Office Québécois de la Langue Française. So it's our own methodology but based on the international standards and best practices in the world.

ÚB: You've taken what there is and adapted it to your own situation.

RC: Exactly. (Colomer)

ÚB: How much is this work based on theory and looking at the current developments in the literature, what people are saying about how terminology work should be done? Is it based, do you look at what the recommendations are internationally for example, or do you, is it more based on practice?

MS: En los inicios se tuvo mucho en cuenta la teoría de la terminología. En cuanto a si nos basamos en las normas internacionales que pueda haber, la verdad es que, conscientemente, no lo sé. De todos modos, me parece que los estudios que hacemos están bastante reconocidos desde el punto de vista de la teoría terminológica.²³ (Sabater)

²³ 'At the beginning all the terminology theory was taken a lot into account. I honestly don't know if we base our work in the international norms that there are, but it seems to me that the studies we do are quite well recognised at least from the point of view of terminology theory.'

2.6 Standardisation

What does 'standardisation' mean for TERMCAT?

'Standardisation' is a term which seems to have a different meaning for every user. In the case of TERMCAT, it is a specific process which is carried out in the case of occasional terms which are deemed to be particularly problematic. It involves detailed research of definitions, context and use, and expert opinion. The evidence for different possibilities is assembled and decided on by a supervisory council, which meets fortnightly. Thus most of TERMCAT's work is *not* standardisation work.

La normalització terminològica és el procés de fixació de les formes lingüístiques més adequades per a denominar en una determinada llengua els conceptes propis dels diversos àmbits del coneixement especialitzat²⁴ (TERMCAT 2006a, 7)

Es el proceso de fijación de la forma catalana más adecuada para hacer referencia a un concepto de un ámbito de especialidad.²⁵ (Sabater)

JB: Then we do the standardisation, but only one kind of the two meanings of standardisation.

ÚB: And what meaning is this?

JB: This is linguistic standardisation, but we only take this step for terms entail major difficulties. For example, for English terms which are used in Catalan. We study them and we try to find the best Catalan solution.

The standardised terms have a higher status than other terminology work done by TERMCAT, not least because they are obligatory in some situations.

SC: Maybe the level of linguistic quality of a standardised term is not higher, but it has been agreed by qualified members who have decided one term out of several options. In our website, we put a label to all terms that have passed this process. We can set a 'Neoloteca' mark or a kind of GIF that shows the user that this term has passed all this process and has been approved by the Supervisory Council. So for the user it is...

RC: It's a recommendation.

SC: Yes, it is. (Colomer, Cuadrado)

What is true is that TERMCAT is an official body, and although what TERMCAT says is not an obligation, it is a reference for everybody. Moreover, when we develop

²⁴ 'Terminological standardisation is the process of fixing the most adequate linguistic forms to denominate in a particular language the concepts belonging to different areas of specialised knowledge.'

²⁵ 'It is the process of setting the best Catalan form to refer to a concept from a specialised area.'

terminology and we elaborate our products, we just use the standardisation structure in several specific cases. (Colomer)

ÚB: This normative function, the standardised terms, what obligation exactly do... who is obliged to use them and under what structure?

RC: Only the departments of the Catalan Government are obliged to use the standardised terms.

ÚB: They're obliged to use the terms.

RC: Yes. They're legally obliged because they have to use correct and standardised language following the standards given by the language academy and TERM CAT. For the rest of the society, it's just a recommendation. (Colomer)

A distinction is made between standardisation ('normalización') and linguistic normativisation ('normativización'), which aims to create a common or standard language (Sabater). TERM CAT's standardisation work is confined to specialist areas.

Por un lado, la normativización, que viene de 'norma', se aplica a la variedad estándar, mientras que la normalización terminológica se aplica al léxico de especialidad. Ésta es la primera gran diferencia.²⁶ (Sabater)

Tenemos que tener muy claro que estamos aplicando nuestra fijación de la terminología en el ámbito de especialidad, algo que no afecta a la variedad de la lengua común. Además, el objetivo que hay detrás es facilitar la precisión en los intercambios de información y la adecuación comunicativa. Como el catalán es una lengua minorizada y minoritaria, es importante generalizar el uso de las formas propias del catalán en cualquier ámbito de especialidad.²⁷ (Sabater)

Relatively few of the terms researched or published by TERM CAT go through the standardisation process. 353 terms were standardised in 2008, thirty per cent relating to sports, twenty-nine per cent to economics and social sciences, twenty-eight per cent to computing and new technologies, and others to industry, life sciences, health sciences, and gastronomy (Sabater ppt).

An external commentator, Vila, finding the current conceptual framework unsatisfactory, proposes a distinction between two types of standardisation, '*in vitro* standardisation' which would be the process described here, and '*in vivo* standardisation' which would be the change

²⁶ 'On the one hand, normativisation, which comes from "norm", is applied to the standard variant, whereas terminological standardisation is applied to the specialised lexis. That's the first big difference.'

²⁷ 'We need to be very clear that we are applying our terminology creations in the specialised area, something that doesn't affect general language. Moreover, the objective behind it is to facilitate precision in communication exchanges and communicative appropriateness. Since Catalan is a minority and a minoritised language, it is important to generalise the use of proper Catalan forms in all specialised areas.'

in use to a single denomination. 'Terminological standardisation', then, would mean this complete cycle.

la *normalització terminològica in vitro*, és a dir, el procés de codificació que condueix a la selecció d'una denominació enfront d'altres, i el seu resultat; i la *normalització terminològica in vivo*, és a dir, el procés i el resultat d'haver-se estandardizat l'ús de les variants denominatives en favor d'una de sola en les pràctiques lingüístiques reals. En aquestes condicions, hom podria reconceptualitzar fàcilment el terme *normalització terminològica* per a referir-se al cicle complet que duria des de la selecció fins a la implantació, la qual cosa l'aproximaria substancialment a la visió global que té la noció en sociolingüística.²⁸ (Vila i Moreno *et al.* 2007, 249)

When is standardisation considered needed?

The criteria for a term to be standardised are set out, published (TERMCAT 2006b; TERMCAT 2006a) and agreed. The criteria are the following:

- concepts without established designation;
- variations in spelling or morphology;
- different designations for the same concept;
- loan words or loan translations;
- inappropriate designations;
- unclear concepts;
- registered trademarks. (Sabater ppt)

However, the majority of cases involve loanwords or calques.

El caso más común que tratamos son los conceptos que son designados con una forma prestada o un calco. Esto representa quizás el ochenta o el noventa por ciento de casos que estudiamos en el Consejo Supervisor.²⁹ (Sabater)

Standardisation questions are sent on to the standardisation department from all the other branches of TERMCAT, and from the media and public.

Las fuentes principales de términos que se estudian en el Consejo Supervisor provienen de otras áreas del centro, como por ejemplo del área de investigación sectorial. Cuando ellos están elaborando un diccionario, hacen un listado de las formas

²⁸ 'In vitro terminology standardisation, that is to say, the process of codification which leads to the selection of one denomination instead of others, and its result; and in vivo terminology standardisation, that is to say, the process and the result of having standardised the use of the denominative variants in favour of a single one in real linguistic practices. In these conditions, one could easily reconceptualise the term *terminology standardisation* to refer to the complete cycle which would go from selection to implantation, which would bring it close to the global vision which the notion has in sociolinguistics.'

²⁹ 'The most common cases that we deal with are the concepts which are designated by a loanword or a calque. These represent maybe eighty or ninety per cent of the cases which we study in the Supervisory Council.'

más conflictivas y nos las hacen llegar para que sean estudiadas en el área de la normalización.³⁰ (Sabater)

La otra gran fuente de términos proviene del área de asesoramiento. El servicio de consultas del TERMCAT recibe consultas y, en la medida de lo posible, las resuelve al instante. Sin embargo, hay algunos casos conflictivos en los que puede dar una solución provisional, pero que el Consejo Supervisor tiene que estudiar más a fondo.³¹ (Sabater)

También nos pueden llegar términos de otras fuentes, como por ejemplo de los medios de comunicación, que nos hacen llegar las formas que están más al día y que necesitan alguna solución terminológica. También pueden enviarnos términos para normalizar los servicios lingüísticos de universidades y organizaciones de especialistas. Todo el mundo nos puede hacer llegar propuestas de términos para normalizar.³² (Sabater)

Usually, few terms in a dictionary project need to be standardised, but this depends on the field.

We can solve most of them. It is not possible to standardise all the terms of every dictionary. In a dictionary of 1,000 terms, for example, you can standardise between twenty and thirty terms (generally speaking). The annual amount of terms coming from the terminology helpdesk is more or less 60 or 70. (Bofill)

Recientemente hemos elaborado un diccionario del ámbito de los videojuegos. Es un ámbito que nos llega con mucha terminología del inglés, y en este caso ha habido muchos términos para los que hemos tenido que buscar una solución catalana. Creo que el sesenta o el setenta por ciento de los términos de este vocabulario ha tenido que pasar por un proceso de normalización, aunque esto no es lo normal.³³ (Sabater)

³⁰ 'The main sources of terms to be studied in the Supervisory Council come to us from other parts of the centre, such as the sectoral research area. When they're making a dictionary, they make a list of the most controversial forms and they give them to us to be studied by the standardisation area.'

³¹ 'The other big source of terms comes from the advice area. The advice area of TERMCAT often receives questions and, as much as possible, resolves them at once. However, there are some controversial cases in which they can give you a provisional solution, but they have to be studied more in depth by the Supervisory Council.'

³² 'These terms can also come to us from other sources, such as the communications media, which send us the most current forms and which need a terminological solution. The linguistic services of universities and specialists organisations can also send us terms to standardise. In fact, everyone can send us suggestions of terms to standardise.'

³³ 'Recently, we did a dictionary of videogames. It's an area with a lot of terminology from English, so there were many terms where we had to look for a Catalan solution. I think that sixty or seventy per cent of the terms in that dictionary had to be standardised, but that's not the norm.'

Para el diccionario de educación, un ámbito mucho más tradicional, que ya tiene muchos especialistas aquí, quizás hemos normalizado un cinco por ciento de los términos. Varía mucho en función del ámbito.³⁴ (Sabater)

Who is responsible for term standardisation? Are there national committees for term standardisation? If so, what is the structure? Who are the members of national committees for term standardisation, and how are they chosen? How often do they meet? What do national committees for term standardisation discuss? Is standardisation work carried out at meetings or online?

Although the research work is done by TERMCAT, a supervisory council is responsible for standardisation. This council has more authority than TERMCAT itself.

En el caso del catalán, el organismo que regula este proceso es el Consell Supervisor.³⁵ (Sabater)

The Supervisory Council is a committee responsible for Catalan terminological standardisation. It looks after the aspects related to the linguistic form of neologisms and their adequacy to the general rules of Catalan. (Colomer, Cuadrado)

ÚB: So the standardisation is another level of authority or another level of expertise.

RC: It's supra TERMCAT. The president of the Supervisory Council is a member of the Institut d'Estudis Catalans, the language academy. If we had to vote, the majority of this body belongs to the language academy.

SC: But it never happens.

RC: No, but they don't always agree. But that's good to know. As I was saying, it's supra TERMCAT. (Colomer, Cuadrado)

Decisions made by the supervisory council can be overruled by the academy of the language. And the Supervisory Council can't make decisions which run counter to the rules of the language.

If we approve a term that will be included in the dictionary of the Institut d'Estudis Catalans and the Institut decides to change the form, we automatically apply the change. So the language academy is always in an upper level. They don't usually modify forms that have been standardised. But it may happen, for example with some criteria. Thus, if the Institut d'Estudis Catalans approves a criteria about the use of '-s-' in words coming from Latin or Greek, we have to follow this in all our products. (Colomer, Cuadrado)

[This may be what leads to confusion for commentators about what is or is not a definite version.]

³⁴ 'For the dictionary of education, which is a much more traditional area in which there are a lot of specialists here, maybe we have standardised five per cent of the terms. It varies a lot depending on the area.'

³⁵ 'In the case of Catalan, the organisation which regulates this process is the Supervisory Council.'

El Consejo Supervisor no puede aprobar una forma que no esté de acuerdo con lo que dice la normativa.³⁶ (Sabater)

There are seven voting members of the Supervisory Council (the standardisation staff of TERMCAT function as non-voting secretaries). Three members are subject experts, two are from the philological department of the language academy and two are terminologists from TERMCAT, usually the director and another member. The specialists are from technology, the sciences and the humanities.

Por otro lado hay especialistas, normalmente tres, ya que se pretende que haya uno del ámbito más técnico, otro del ámbito más científico y otro del ámbito más humanístico. Estos especialistas han sido designados por el TERMCAT y el Institut d'Estudis Catalans.³⁷ (Sabater)

The composition of the Supervisory Council is meant to represent the three aspects of terminology, linguistic denomination, reference to a concept and an area of speciality; it is also meant to reflect the participation of term users.

La triple composición del Consejo Supervisor intenta reproducir las tres vertientes de la noción de *término*, porque para nosotros, un término es una denominación lingüística que hace referencia a un concepto y que se usa en un ámbito de especialidad concreto.³⁸ (Sabater)

[TERMCAT] promotes the drafting of terminological products with the active participation of people and organisms representing each sphere. In this way the terminologies produced will be as suitable as possible from all points of view and enjoy the support and involvement of their real users, experts and technicians from the different sectors.' (Colomer and Cuadrado 2008, 106)

How is standardisation carried out for Catalan terminology?

Standardisation research starts with a (very) detailed investigation of the concept, its definitions, contexts, use, and denominations in other languages and so on. About 125 sources are consulted in each case (Fontova 2007). This is done by staff in the standardisation department.

Para cada término intentamos buscar todas las denominaciones catalanas que documentamos para ese término y las denominaciones en otras lenguas, redactamos una propuesta de definición y, una vez hecho todo el estudio, hacemos una propuesta

³⁶ 'The Supervisory Council can't approve a form which doesn't agree with the standard.'

³⁷ 'On the other hand, there are specialists, usually there are three, because it is intended that there be one from a more technical area, another from a more scientific area and another from an area of the humanities. These specialists were chosen by TERMCAT and the Institut d'Estudis Catalans.'

³⁸ 'The triple composition of the Supervisory Council is meant to reproduce the three vertices of the concept of *term*, because for us, a term is a linguistic denomination which refers to a concept and which is used in a particular area of specialisation.'

de denominación. Finalmente, es el Consejo Supervisor quien tiene que decir si les parece bien o si se tienen que buscar otras propuestas. También recogemos definiciones de otras obras, que son contextos que nos permiten ver el concepto y aspectos referidos a la noción, pero también nos permiten ver si el término se utiliza en femenino o en masculino, cómo se acentúa, etcétera.³⁹ (Sabater)

It takes at least 2 days per concept.

La mediana para preparar un estudio de un término es de dos días, aunque normalmente son más.⁴⁰ (Sabater)

External subject experts are consulted – a minimum of five.

For each term, we have at least five different opinions. This is the average. We always try to look for the most representative specialists in every field. They can be members of a research group or people who are leaders in a field of knowledge, what makes sure that we are doing a good job. (Colomer, Cuadrado)

Para cada estudio consultamos un mínimo de cinco especialistas del ámbito⁴¹ (Sabater)

The findings are written up in a document which is then distributed to the members of the Supervisory Council to study before the meeting. One set of Council notes (#481) contains thirteen terms for discussion, from botany ('assa de primavera'), biochemistry and molecular biology ('chaperone', 'chaperonine'), and informatics ('baixar', 'penjar', 'minibloc', 'backlink', 'control de versions', 'check in', 'check out', 'portar', 'portable', 'portabilitat'). It runs to sixty pages in total, including a bibliography/list of sources of twelve pages.

Una semana antes de la reunión les enviamos este material para que puedan leerlo y estudiarlo. De este modo llegan a la reunión con una idea más o menos clara de los conceptos y los podemos discutir abiertamente.⁴² (Sabater)

The Supervisory Council meets fortnightly and the meetings take an hour or two.

Normalmente duran dos horas, de once a una de la mañana, y son reuniones quincenales.⁴³ (Sabater)

³⁹ 'For each term we look for all the Catalan denominations which we document for this term and the denominations in other languages, we write a definition and, once we've done the study, we propose a denomination. Finally, the Supervisory Council is the one which says whether it seems good or whether we have to look for other proposals. We also collect definitions from other works. These are contexts which let us see the concept and aspects that refer to the idea, but they also let us see if the term is used in feminine or masculine, how it is accented, etcetera.'

⁴⁰ 'The average to prepare a study for a term is two days, but it is usually more.'

⁴¹ 'for each study, we consult a minimum of five specialists from the area.'

⁴² 'A week before the meeting we send this material to them so they can read and study it. In this way they come to the meeting with a more or less clear idea of the concepts and we can discuss them openly.'

⁴³ 'They usually take two hours, from eleven in the morning till one in the afternoon, and they are fortnightly meetings.'

Ten or fifteen concepts are discussed at each meeting.

Se estudian unos diez o quince términos y se hace un estudio terminológico para cada uno de ellos.⁴⁴ (Sabater)

The decisions are recorded and brought to the subsequent meeting, where they may be modified or the discussion may be re-opened.

Por ejemplo, en la reunión de mañana estudiaremos este material, pero en la reunión de dentro de quince días, el Consejo Supervisor tendrá, aparte del nuevo material, el acta provisional de una reunión anterior. En esta acta aparecen las fichas de los términos con las denominaciones en otras lenguas y la definición. Ya no hay tantas denominaciones, porque intentamos sólo recoger las que se documentan en las obras más fiables. También incluimos los criterios aplicados para aprobar una forma y descartar otras. Ésta sería la estructura. El Consejo Supervisor estudia también esta acta y puede hacer modificaciones, y en la siguiente reunión se presenta el acta definitiva.

En la primera reunión se discute sobre todo la denominación que se tiene que aceptar. En la segunda reunión, a veces también se discute, ya sea porque algún miembro no asistió a la primera y tiene alguna cosa que decir, o porque, al verlo escrito, no están convencidos. Pero normalmente en la segunda y en la tercera reunión lo que se modifica es la definición. Así pues, el Consejo Supervisor también se dedica a perfilar la definición.⁴⁵ (Sabater)

The result of the standardisation work is that about 300 terms are standardised annually.

Actuellement, la moyenne annuelle de termes normalisés approche les trois cents. Le nombre de sources consultées en moyenne lors de l'étude de chaque terme dépasse les cent vingt-cinq. Pour chaque terme étudié, un minimum de cinq spécialistes représentatifs du secteur de spécialité concerné sont consultés. Et un terminologue a besoin en moyenne d'une quinzaine d'heures de recherche pour élaborer chaque dossier de normalisation.⁴⁶ (Fontova 2007, 3)

This rhythm of work is usually fine, but can come under pressure with publishing schedules.

⁴⁴ 'They study between ten or fifteen terms and a terminological study is done for each one of these terms.'

⁴⁵ 'For example, in tomorrow's meeting, we will study this material; but in the meeting in two weeks' time, the Supervisory Council will have, apart from the new material, the provisional minutes of the previous meeting. In these minutes, it appears the term file with the denominations in other languages and the definition. There are not as many denominations, because we try to only collect what is in the most reliable works. We also include the criteria applied to approve this form and to discount other forms. This is the structure. The Supervisory Council also studies these minutes and can modify them, and at the next meeting the definitive minutes are presented.

At the first meeting, mostly the denomination which is to be accepted is discussed. At the second meeting, sometimes it is discussed too, maybe because one member wasn't at the first meeting and has something to say or maybe because once they see it written down, they aren't convinced. But normally at the second and third meetings the definition is more usually modified. That means that the Supervisory Council can also refine the definition.'

⁴⁶ 'At present the annual number of terms standardised is almost 300. The average number of sources consulted in the study of each term is over 125. For every term studied, a minimum of five specialists who are representative of the sector are consulted. And a terminologist needs an average of 15 hours of research to put together each standardisation document.'

ÚB: So if you do about ten or fifteen terms every two weeks, every fifteen days, is that enough, or do you have a lot? Do you do enough, do you standardise enough terms, or are there too many? Do you get more questions than answers?

MS: Depende un poco de la situación. Hay momentos en los que se tienen que acabar todas las obras terminológicas y hay muchas consultas, y hay momentos en los que el plazo de los diccionarios no es tan estricto. Ahora, por ejemplo, vamos a un buen ritmo, porque lo que tenemos, lo presentamos al Consell y se resuelve, pero han habido épocas con muchos casos pendientes y en las que 10 o 15 términos por sesión no eran suficientes.⁴⁷ (Sabater)

It takes a minimum of two months for a question to be processed, although a provisional answer is usually given to the person making the enquiry, especially in the case of journalists.

ÚB: And if tomorrow I phone you and I'm a journalist; I phone with a request, how long will it take to get an answer?

MS: Si llamas al servicio de consultas del TERMCAT y es una respuesta fácil, te responderán al momento. Aunque no sea fácil, frecuentemente te dan una solución provisional, porque el término requiere un estudio de normalización. Y si quieres saber la respuesta definitiva pero el término tiene que pasar por el Consell Supervisor, tienes que contar con el tiempo de estudio, que puede ser de un mes, y también con el hecho de que entre la primera reunión y hasta que se aprueba definitivamente el término pasa un mes y medio. En definitiva, se necesita un mínimo de dos meses.⁴⁸ (Sabater)

The Supervisory Council also approves general policies on terminological matters.

El Consell Supervisor también puede aprobar, aparte de las denominaciones, criterios que afectan a un conjunto de términos. Por ejemplo, criterios sobre la denominación catalana de animales o sobre la formación del plural en los préstamos.⁴⁹ (Sabater)

Although standardised terms should not change too often, they can be revised in certain cases: if the term is linguistically or semantically inadequate, or 's'hagi observat objectivament, al cap d'un temps prudencial, que la denominació normalitzada no té ús'⁵⁰ (Sabater ppt).

Although this seems like a slow way of working, the interviewee working in the area is sure that there is no faster way to respond, properly, to *ad hoc* terminology questions. (In the case

⁴⁷ 'It depends a bit on the situation. Sometimes all the terminological work has to be finished, and there are lots of requests, and sometimes the deadlines are not as strict. Now, for example, we're working at a good rhythm, because what we have, we present it to the Council and is resolved, but there have been times when there were a lot of cases pending and 10 or 15 terms per session weren't sufficient.'

⁴⁸ 'MS: If you call the terminology helpdesk, and it's an easy answer, they will answer you immediately. Even if it's not easy, they often give you a provisional answer, because the term requires a standardisation study. If you want a definitive response but the term has to go before the Supervisory Council, you have to wait, because the time the study takes maybe a month, and then from the first meeting until the definitive approval is a month and a half. In conclusion, it requires two months at a minimum.'

⁴⁹ 'The Supervisory Council can also, apart from approving terms, approve criteria which affect a group of terms. For example, criteria about the Catalan denomination of animals or about the formation of the plural in loanwords.'

⁵⁰ 'it has been objectively observed, after a prudent amount of time, that the standardised term is not in use'

of sets of terms from the same area, this is much easier, since specialists can be brought together for discussion).

ÚB: It seems like a lot of work. [laughter] Is it, do you think it's an efficient way to do the work? It seems like a lot of time for just one term.

MS: Es verdad, pero para tomar una decisión conscientemente, se necesita tener el máximo de información posible sobre ese caso y creo que éste es el mínimo de tiempo que se necesita. Si fuera menos que esto, la decisión que se tomaría quizás sería a menudo la equivocada.

ÚB: So there is no faster, no more efficient way of doing it?

MS: La manera más eficiente es cuando se pueden agrupar términos del mismo ámbito y convocar a los especialistas. Pero si un usuario nos consulta un término de química, otro nos consulta uno de biología y otro nos consulta uno de deportes, es todo más difícil.⁵¹ (Sabater)

In fact, the number of experts consulted has increased over the years rather than decreasing, and this is deliberate.

ÚB: Are there any changes that could be made or for example that have been made recently, changes in methodology or changes in the way you structure your work to improve it?

MS: Por ejemplo, el número de especialistas consultados. En los primeros años, se tenían que consultar dos o tres especialistas para cada caso y en los últimos cinco años nos hemos dado cuenta de la importancia del papel de los especialistas, por lo que ahora intentamos que haya un mínimo de cinco especialistas que sean de ámbitos, preferencias o universidades distintas. Es importante tener el máximo número de opiniones.⁵² (Sabater)

Experts who give a lot of advice (more than ten or fifteen terms per year) or are brought in for standardisation sessions are remunerated for their work.

En los casos en los que los especialistas vienen a sesiones de normalización, son remunerados. Si tienen que venir aquí y les hacemos más de 10 o 15 consultas al año, también les pagamos. Si les hacemos menos de diez, se considera que lo que percibirían sería tan poco que no valdría la pena.⁵³ (Sabater)

⁵¹ 'MS: That's true, but to make a decision in good conscience, you need to have as much information as possible about the case, so I think that this is the minimum you need. With less than this, the decision you make might be wrong more often.

ÚB: So there is no faster, no more efficient way of doing it?

MS: The most efficient way is when you can group together terms from the same area and bring together the specialists. But if a user consults us one day for a chemistry term, then another consults us for a biology one, and another for sports, it's all more difficult.'

⁵² 'For example, the number of specialists consulted. In the first years, two or three specialists used to be consulted for each case, and about five years ago we realised that we had to take account of the importance of the specialists' role. That's why now there are a minimum of five specialists from different areas, specialisations or universities. It's important to have the maximum number of opinions.'

⁵³ 'When specialists come to standardisation sessions, they're paid. If specialists have to come here and if we consult them more than 10 or 15 terms per year, we pay them too. For less than ten, though, we think it'd be so little that it wouldn't be worthwhile.'

Most are helpful, but there are exceptions.

En general todas las relaciones son cordiales, pero también hay quienes no contestan, quienes no colaboran o quienes te dicen que "esto que haceis no vale para nada".⁵⁴ (Sabater)

Are the subject experts alone considered responsible for term creation decisions?

The short answer is no. They form a part (three of seven members) of the Supervisory Council, and are consulted extensively during the research process. But terminologists (TERMCAT) and linguists (the language academy) are also involved, and the language academy has the final say.

ÚB: So [in general] the final decision about which terms, is that up to the specialist or is it up to the terminologists, if there is a disagreement about the choice of terms. Who has the final authority, or is that the standardisation?

JR: For conceptual problems, it's the specialist. (Bover, Rebagliato)

The subject experts are considered a very important part of the process.

Quizás lo mejor es contar con la opinión de los especialistas, no limitarnos a la opinión de los lingüistas. Lo mejor es intentar combinar lo que es lingüísticamente adecuado con lo que es realista de fijar.⁵⁵ (Sabater)

In fact, there are sometimes disagreements between experts on term choices, and the terminologist has to mediate.

MS: Lo peor es quizás cuando no podemos tener a todos los especialistas juntos para que ellos mismos se pongan de acuerdo en una reunión. Porque cada uno dice una cosa diferente y tienes que actuar como mediador.

ÚB: Yes. So you're in the middle sometimes between...

MS: Sí, y a veces es difícil encontrar un punto medio.⁵⁶ (Sabater)

Are new terms based on the historical language, on the language as it is spoken now, or on new creations?

There seems to be a pragmatic approach to the derivation of terms from the historical language. It is researched and adhered to as much as possible.

54 'In general all relationships are cordial, but there are those who don't answer, who don't help or who tell you "what you're doing isn't worth anything."'

55 'Maybe the best part is getting the opinion of the experts and not limiting to the opinion of the linguists. The best thing to do is trying to combine what is linguistically adequate and what is realistic to do.'

56 MS: The worst part is, maybe, when you can't keep all specialists on the same page and getting them to agree at a meeting. Because every person tells you something different and you have to act as a mediator.

ÚB: Yes. So you're in the middle sometimes between...

MS: Yes, and sometimes it's difficult finding a middle ground.'

En principio intentamos basarnos en la gramática histórica y utilizar raíces propias y nuestros propios mecanismos de formación de palabras. Si en un diccionario histórico encontramos un uso similar de una palabra, intentamos, si los especialistas lo aceptan, volver a introducir esa palabra.⁵⁷ (Sabater)

Sometimes this is not possible and it is more important to look at what is happening in language in general, or to use an international form. It depends on the subject area, as well.

Lo intentamos en la medida de lo posible, pero no siempre se puede y hay casos en los que es más importante adecuarnos a lo que hacen el resto de lenguas. Depende un poco del ámbito de especialidad. Hay ámbitos en los que tienes que tender a la internacionalidad, porque la lengua de intercambio de especialización es el inglés y no tiene sentido que nosotros continuemos con una fórmula catalana, cuando el francés, el italiano y el portugués han tomado el término inglés. Se trata de un juego de equilibrios, porque no es siempre una cosa o siempre la otra. Intentamos evaluar lo que es más importante en cada caso, por ejemplo qué pérdidas supondría una cosa y qué pérdidas supondría la otra, y en función de esto, tomamos una decisión.⁵⁸ (Sabater)

This international awareness is recognised as being more important in terminology work than in other areas of language planning.

En la normativización se da mucha importancia a la genuinidad de las formas. En cambio, aunque en la normalización también se tiene en cuenta, aquí tiene mucha más importancia saber qué hacen las otras lenguas, para que las propuestas catalanas tengan un carácter internacional y sean más o menos paralelas a las de otras lenguas.⁵⁹ (Sabater)

How are term candidates themselves evaluated, and for what? (examples: compliance with terminological standards, formal and methodological consistency, accuracy of information, correct allocations of terms and equivalents to concepts, correct spelling and grammar...).

There are linguistic and sociolinguistic criteria for the evaluation of term candidates. This reflects the three sides of standardisation - respect for the linguistic system, terminological principles, and involvement of the specialists of the area (Sabater ppt).

57 'In principle we try to base ourselves in the historical grammar, and to use native roots and our own mechanisms for word formation. If in a historical dictionary we find a similar use to a word, we try, if the specialists accept it, to reintroduce this word.'

58 'As much as possible we try to do this, but it's not always possible, and sometimes it's more important to adjust to what the rest of the languages are doing, rather than to stay in our corner. It depends a bit on the area of specialism. There are areas where you have to tend to internationalism because the language of specialised exchange is English and there is no sense in continuing with the Catalan formula where in French, Italian and Portuguese they've taken up the English. It's all a game of balance, because it's not always one thing or always the other. In each case we try to evaluate what is most important, for example what you would lose going one way and what you would lose the other, and we make a decision.'

59 'In normativisation the genuineness of the forms is very important. On the other hand, although standardisation bears it in mind, too, it is more important to know what other languages are doing, so that the Catalan proposals will have an international character and will be more or less parallel with the other languages.'

The linguistic characteristics to be taken into account are phonological aspects, pronouncibility, morphological aspects, syntax, semantic transparency and precision (at risk of creating overly long terms), univocity, adequacy to the thematic area being addressed, formal similarity to other terms in the domain, similarity to the equivalents in languages of international communication, and others. (TERMCAT 2006a)

Sociolinguistic criteria are taken into account, such as the need for a neologism, the background of the users, the linguistic attitudes of the users, dialectical variation and euphony, pronounceability and brevity.

Les propostes neològiques han de tenir en compte criteris sociolingüístics com els següents:

necessitat real de creació d'un neologisme

arrelament d'una forma entre els usuaris i consens dels especialistes

formació dels usuaris

actituds lingüístics dels usuaris

variació dialectal

eufonia, pronunciabilitat i brevetat⁶⁰ (Sabater ppt)

One sociolinguistic aspect of term candidates which is evaluated is implantation and use, with the advice of specialists. Choosing terms which are or could be actually in use (but may be loanwords) has to be balanced with the wish to use Catalan terms wherever possible.

ÚB: So you look at the implantation of a term.

RC: Yes. That's where the specialists play a very important role, because sometimes we have a perfect Catalan alternative but nobody uses it or nobody wants to use it. In these cases our policy is to take the opinion of the experts into account. Because if you approve a term that nobody will use, it's not worthy. This is not, either, a good image for us, because users may think: 'oh, they are working for themselves and are proposing impossible solutions'. Besides we have to be very careful with this, because we have the Academy that says: 'hey, you already have a Catalan term, so why are you proposing this?'. So it's important to keep a balance between the use and the correct linguistic form. (Colomer, Cuadrado)

There is an order of preference – a Catalan term; failing that, a Catalan form of the borrowed term; if that is not acceptable, a direct loanword.

Delante de un préstamo, siempre intentamos encontrar una forma catalana. Por ejemplo, para "email" proponemos "adreça electrònica" o para "pop-up window", "finestra emergent". Cuando se considera que la alternativa catalana no es viable, el

⁶⁰ 'Neological proposals have to take into account sociolinguistic criteria such as the following:

real need for the creation of a neologism

establishment of a form among users and agreement of the specialists

training of the users

linguistic attitudes of the users

dialectical variation

euphony, pronounceability and brevity

siguiente paso es adaptar o hacer la traducción. Cuando hablamos de adaptar, queremos decir adaptar gráficamente o fonéticamente.

... Cuando no es posible la alternativa catalana, fijamos la forma de la otra lengua adaptada a la grafía catalana o traducida a la lengua catalana. Por ejemplo, "bàner" o "ràfting", con acento, o "alta costura", que es el calco de "haute couture"...

... Cuando ni la adaptación ni el calco no son viables, se opta por la función directa del préstamo. Pero, ¿por qué en algunos casos consideramos que ni la adaptación ni el calco no son viables? Por un lado, porque el uso de la forma prestada sin adaptar está muy generalizada. La forma "amateur" o la forma "atrezzo", por ejemplo, ya se conocen con la grafía de la otra lengua, así que la adaptación sería más difícil que fijar la forma de la otra lengua.⁶¹ (Sabater)

Intentamos, en la medida de lo posible, adaptar una forma catalana, pero si los especialistas se oponen rotundamente a la forma catalana, la adaptación es el mal menor.⁶² (Sabater)

The choice of form depends on the specialists' advice, but it also depends somewhat on the subject area in question. Some subject areas, such as golf, are very anglocentric, and a Catalan term would not be accepted. It depends on the users' background.

También depende de las aptitudes lingüísticas de los usuarios. Hay ámbitos en los que son muy reticentes a hacer propuestas catalanas. Por ejemplo, en el ámbito del golf, sería impensable que el "green" lo tradujéramos como el "verde". Esto sucede simplemente porque se trata de un ámbito que está muy en contacto con el inglés y esta forma ya está muy arraigada.⁶³ (Sabater)

⁶¹ 'When we encounter a loanword, we always try to find a Catalan form. For "email", we suggest "adreça electrònica" or for "pop-up window", "finestra emergent". When it is considered that the Catalan alternative is not viable, the next step is to adapt or to make a translation. When we say adapt, that means we adapt graphically or phonetically.

... When the Catalan alternative is not possible, we take the form of the other language but we adapt it to Catalan spelling, or translate it into Catalan. For example, "bàner" or "ràfting" with an accent, or "alta costura", which is the calque of "haute couture".

...When neither the adaptation nor the calque is viable, we opt for the direct form of the loanword. But why do we in some cases consider that neither the adaptation nor the calque is viable? On the one hand, because the used of the borrowed form without adaptation is much generalised. The form "amateur" or the form "atrezzo", for example, are already known with the spelling of the other language and so the adaptation would be more difficult than taking the form of the other language.'

⁶² 'We want as much as possible to adapt a Catalan form, but if the specialists roundly oppose the Catalan form, adapting is the lesser evil.'

⁶³ 'It also depends on the linguistic abilities of the users. There are areas where they are very loath to use Catalan suggestions. For example, in golf it would be unthinkable that the "green" be translated as "la verde". That's simply because it's an area which is in a lot of contact with English, and this form is already very established.'

También se tiene en cuenta la formación de los usuarios. En el ámbito de los deportes, no puedes utilizar un cultismo, aunque esa forma sería muy normal en el ámbito médico.⁶⁴ (Sabater)

In very specialised areas, the use of a loanword is not considered as serious as in everyday language (such as archaeology vs 'email').

También se tiene en cuenta que una forma, si se usa en ámbitos muy restringidos, no afecte al conjunto de la lengua y no sea un problema. Por ejemplo, en el caso de los términos del ámbito de la arqueología. El ámbito de la arqueología es tan limitado y afecta a tan pocos especialistas, que si fijamos la forma sin adaptar, no afecta al conjunto de la lengua. En cambio, si fijáramos "email" en vez de "adreça electrònica", esta forma se extendería a toda la sociedad, aunque se trate de una forma de un ámbito de especialidad.⁶⁵ (Sabater)

Or in the case of very (physically or culturally) distant realities, the original term might be kept.

También nos quedamos con una forma de otra lengua sin adaptar cuando hace referencia a realidades físicas o culturales muy lejanas a la nuestra.⁶⁶ (Sabater)

In other cases, a Catalanised spelling might change the term and make it unrecognisable, and this is to be avoided.

Y el otro motivo por el cual no adaptamos la forma de la otra lengua es porque cambiaría tanto la forma de partida que no se reconocería. Por ejemplo, para adaptar "au pair" al catalán, tendríamos que escribir "oper" y cambiaría demasiado.⁶⁷ (Sabater)

Are ISO/TC 37 and its standards used as a model? Are they adhered to? Why and how?

For a discussion of this, see page 32. It is the same question.

Are term users consulted about proposed terms (before or after term standardisation work, or both), and how?

The main method of consultation with term users is the process of asking advice from (a minimum of) five or six subject experts. They are considered representative of term users in that field.

⁶⁴ 'We also take into account the training of the users. In the area of sports, you can't use a literary word, whereas this form might be very normal in the medical area.'

⁶⁵ We also take into account that if a form is used in a very restricted area, it doesn't affect the whole language and it's not a problem. For example, the case of terms from the area of archaeology. Archaeology is so limited and affects so few specialists, that if we take the form without adapting it, this won't affect the language as a whole. On the other hand, if we took "email" instead of "adreça electrònica", this form would be used throughout society, even though it's a specialised term.'

⁶⁶ 'We also use a form of another language without adaptation when it refers to physical or cultural realities very distant from our own.'

⁶⁷ 'And the other reason why we don't adapt the form of the other language, it's because it would change the original form so much that it would be unrecognisable. For example, to adapt "au pair" to Catalan, we'd have to put "oper", which would change it too much.'

People in the media are also sometimes consulted about terms which are being discussed in the media. This is done through the Antena de Terminologia.

ÚB: Do you consult people in the media?

MS: Sí, también. Cuando son términos que se han hecho populares por los medios de comunicación, consultamos esta lista de distribución de medios de comunicación, llamada 'Antena de Terminologia', para que nos den su opinión.⁶⁸ (Sabater)

There is also a facility for Cercaterm users to send in their opinions about any term. There is not, however, the very widespread consultation suggested by Vila.

If you are talking about football, Barcelona Football Club alone has more than 100,000 supporters, with a card, and millions - in fact everybody can speak about football. It would be quite an interesting initiative to try to solve a problem - a terminological problem. In fact we had something like that some weeks ago, *in vivo*, when the Barcelona Football Club won the championship. There was this initiative from the Catalan television to say 'what would we call this team?', so supporters and fans could send their proposals via SMS. And the five most voted... they had Pep' Team or Magic Team. That was quite an interesting example of what you can do with thousands. People wanted to take part. I saw that at home - my children wanted to enter, and we disagreed. That introduced a debate into the house, and it was not me who introduced the debate, it was the television and the kids. (Vila)

Although standardised terms should not change too often, they can be revised in certain cases: if the term is linguistically or semantically inadequate, or 's'hagi observat objectivament, al cap d'un temps prudencial, que la denominació normalitzada no té ús'⁶⁹. (Sabater ppt)

Does the organisation's terminology work have a descriptive or a prescriptive role? Has this situation changed over the years? Are terms regarded as having socially allocated, negotiated meaning? Who decides on meaning?

In the case of TERMCAT, this is a complicated question. *Some* of the terminology – the standardised terms, about 300 per year – is prescriptive.

ÚB: In general, your terminology work, is it descriptive or prescriptive? As an overall thing?

RC: It's in general descriptive, but we also have the prescriptive function. However, we only use this function for a specific set of terms. What is true is that TERMCAT is an official body, and although what TERMCAT says is not an obligation, it is a reference for everybody. (Colomer)

In this case, it is obligatory for the administration.

⁶⁸ 'MS: Yes, also. When they are terms which have become popular through the communications media, we ask them through this distribution list for the communications media, called 'Antena de Terminologia', and they give us their opinions.'

⁶⁹ 'it has been objectively observed, after a prudent amount of time, that the standardised term is not in use'

ÚB: This normative function, the standardised terms, what obligation exactly do... who is obliged to use them and under what structure?

RC: Only the different departments of the Catalan Government are obliged to use the standardised terms.

ÚB: They're obliged to use the terms.

RC: Yes. They're legally obliged because they have to use correct and standardised language following the standards given by the language academy and TERMCAT. For the rest of the society, it's just a recommendation. (Colomer)

This is reflected in the labelling of the databases, where, in the case of standardised terms, other variants are labelled as deprecated.

ÚB: And if say there were 3 different Catalan terms, would you label them according to recommendations?

JR: We can make a distinction between synonyms. We have synonyms at the same level or terms that we consider more appropriate, more used or linguistically more correct.

ÚB: Formal or informal or things like that.

JR: Yes. We have a main synonym and a complementary synonym, although they are all good. We only have good forms, but we can rank these data.

ÚB: If there are forms that aren't recommended, do you put them in? If you find forms that are grammatically incorrect or that are for some reason that you don't recommend, do you put them in anyway?

JR: Only some standardised terms include not recommended or grammatically incorrect forms, which are marked with a label. (Bover, Rebagliato)

JB: In the botanic dictionary, a lot of forms are included, but some of them are not correct and we indicate that.

ÚB: So they're in use but they're not correct or something like that.

JB: Exactly.

JR: But this is a rare case, because this is a dialectal descriptive dictionary and we don't usually make this kind of products. (Bover, Rebagliato)

The question of the source and decision on meaning is covered in other sections.

There are discussions in the literature of the steps of term research or of database creation and a list of the attributes needed for successful terms: transparency, consistency, appropriateness, linguistic economy, derivability, linguistic correctness, and preference for native language. Does this correspond to the attributes considered important in TERMCAT's work?

This has been largely covered on page 45; the same attributes as are mentioned in the literature seem to be considered important for TERMCAT. The importance of the users and the likelihood of implantation – both socioterminological criteria – are much more evident in TERMCAT's work than in the literature.

The aim is to reduce linguistic variation, to ensure communicative appropriateness, and to spread Catalan terminology. (Colomer, Cuadrado)

2.7 Dissemination: awareness-raising

What is TERMCAT's approach to marketing? What marketing work is carried out? Are efforts made to increase awareness about terminology or about term planning? How is this done?

TERMCAT has a communications department, with three members of staff. In the last year, a comprehensive communications plan was developed, and it is being used throughout the organisation to create a unified image and to market terminology work.

The communication plan must be assumed by everybody, because we always have to offer unified communication ideas, so that if someone is in Dublin and afterwards in Canada, the idea transferred about TERMCAT is the same. We wanted that every time a person from TERMCAT is asked what we do here, we all give the same explanation of procedures. All of us are communicators. (Cuadrado, Cortés)

The main aim of the communication department is the promotion of terminology and new term collections.

Right after this, another very important thing that we have been developing, and where we put much effort, is the communication plan. This plan is a big procedure that we started two years ago, when we created the communication department. When a product is published, we make sure that we have done a market study for every target group. Then we make sure that all products, all contexts and all terminology contents are going to reach this target. We do this market study while we work on a product in order to identify the real users. (Colomer, Cuadrado)

The results of the communication plan have been good so far.

The number of new visitors has grown twenty-five per cent more or less [since the communication plan was put into use]. (Cuadrado, Cortés)

Part of the communications plan is to make TERMCAT itself known, and the logo, for example, is visible on every piece of stationery and on every publication.

ÚB: I noticed in the hall you have lots of little booklets about terminology, for the spa and things like that. Are they important?

SC: Yes, definitely. If you don't know at all what TERMCAT means or what TERMCAT is, you just see the logo and...

MC: ... and you see the website name.

SC: It's just a name, but it is a way to record in a clear way what TERMCAT is and what TERMCAT offers. For some of our users, TERMCAT means Cercaterm, the database. For others, Cercaterm and TERMCAT mean different things, but they don't know that we also give terminological advice, or offer advice to companies to improve their products. So this is a good way to clarify the concept. (Cuadrado, Cortés)

Apart from the product, the information which is really important for us is to let them know who TERMCAT is, what TERMCAT offers and what TERMCAT could be useful for. (Cuadrado, Cortés)

Another part of the plan is to convince organisations that the use of correct terminology is important from an image point of view.

Another possible strategy to let them know the importance of terminology is telling companies that, if they do not have a good level of terminology, the catalogues may be confusing. One of our aims in terminological communication - I'm now talking in general - should be to let them know the importance of using good terminology in these products. It's a question of image. For example, in the case of pharmaceuticals, if a leaflet contains lots of terminological mistakes, it may cause serious problems to the pharmaceutical company. (Cuadrado, Cortés)

One focus is on what are called 'real events'; that is, bringing users or specialists together for a launch or to discuss terminology. As well as the biannual conferences on aspects of terminology, launches of collections in the 'real context of use' are mentioned.

A tool that can be added to the other ones mentioned is a real event. Digital position is important, but it's also really important to organise events in the real context of use. For example, we launched the *Dictionary of Psychiatry* in a hospital, because the people who assist at these events are the users of this field of knowledge. This is one of the other communication strategies that we do when we launch a product. (Cuadrado, Cortés)

Regarding the *Videogames Dictionary*, we would like to make an arrangement with the director of the MA in videogames at Pompeu Fabra University, which is the only university in Catalonia dealing with this kind of studies. We are trying to launch the product there, because that's the real context of use. (Cuadrado, Cortés)

In the case of the pharmaceutical terminological product, it was launched in a division of the organisation for pharmacy in Barcelona. (Cuadrado, Cortés)

There is also a certain amount of advertising done in specialist websites and publications.

Apart from all these strategies, we also advertise in specialised magazines, newspapers, etc. We also prepare adverts for magazines and we are starting to do online advertising, too, with banners and all these things for specialised websites, especially from the Government. (Cuadrado, Cortés)

The budget is limited, however, and it is felt that advertising is not always the best way of reaching users.

ÚB: You must have a big budget for communication?

SC: No, we don't. We always try to create communication actions that don't need to spend much money, because we don't have much money to spend on adverts. We always try to cooperate with agencies and even magazines that are supported by institutions that cooperate with us. So this is a kind of exchange.

ÚB: So it's free.

SC: In most of cases. We always try to find the best solutions to spread our terminology, without spending much money, because we are a public non-profit institution. (Cuadrado, Cortés)

For example, we have an agreement with the linguistic services of the media, by which they can ask us for the best solution when they have to spread a new term through the news. On the other hand, they spread our terminology. But we don't put an advert in the media, because this is really expensive and this kind of marketing is more suitable for private enterprises than for public institutions like us. So we look for other kinds of cooperation. (Cuadrado, Cortés)

TERMCAT's communications are focused and specific to target users.

We select the target group and we choose the best communication tool to spread the news or the product. Imagine, for example, that we have recently published a videogames terminology. This product has been published, and the first thing we do is to look for the target group of this product. In the case of videogames, to start with, we can take all Catalan universities, IT systems bodies where this subject has been studied, companies who develop this kind of product, the mass media responsible for this sector, technology sections and groups who can be sensible to get our news about this new release. (Cuadrado, Cortés)

For example, in promoting a videogames terminology collection, a video game was developed.

Apart from the terminology, in this case we offer online recreation. We have a computer game to advertise the video games dictionary. It is very interactive and it appears in some websites. This is an example of a supporting communicative action. We developed this videogame for users to learn the terminology. It is called *Màrius Gros*. (Cuadrado, Cortés)

Another example is the *Dictionary of Psychiatry* which, in every stage of its production, was connected to its target user group.

It was produced by TERMCAT and a team of doctors from the Catalan Psychiatry and Mental Health Society (a branch of the Catalonia and Balearic Islands Academy of Medical Sciences and Health). The dictionary, which was presented last April to the leading Catalan hospitals (the Hospital de la Santa Creu i de Sant Pau), has been published by the Elsevier-Masson house, one of the most renowned in the field of biomedical sciences. The project has also had institutional support through the Catalan Government Health Department and the sponsorship of a private company, Laboratoris Almirall.

As we can see, all the social agents directly involved have worked on the production of this terminology: the psychiatrists and their academic organisation; a hospital centre as representative of the fundamental environment in which this professional activity takes place; the publishing house which is closest to doctors and has the greatest prestige among them; the public administration as an instrument that regulates medical and health activity in the country; and the private sector, through the participation of a pharmaceutical company. The aim of this was to guarantee the quality of the work, its prestige and, most of all, the use by society of the terminology it proposes. (Colomer and Cuadrado 2008, 106-7)

This focus on particular target groups (the community of users) is also recommended by one of the external interviewees.

ÚB: How about the marketing of terminology, or the marketing of themselves, making people aware that they're there, that they exist, that they're available?

XV: I would say that that's something that would appear, come naturally if they started introducing themselves in the community of users. I wouldn't say, if I were the director of TERMCAT, I would not think about a general campaign of publicity. I don't know if that makes much... You could try it but I think it would be more intelligent to go for sectorial initiatives. If I'm working with people in biotechnology, now I make sure that all of them know that we are here because we are doing something for them. Otherwise it would sound like another government action about how good we are. (Vila)

Although there is a considerable amount of cooperation with the media (such as the Antena de Terminologia), it is still difficult to make some of TERMCAT's work 'media-friendly'.

It's very difficult. We have to bear in mind that the interests of the media are different from our interests. They want to spread current news or something to catch the audience's attention, while our purpose is completely different. Sometimes it's really difficult to mix our aims. (Cuadrado, Cortés)

The marketing and dissemination of terminology is recognised as challenging, especially when it is not related to any event and therefore not 'news-worthy'. The one big exception (which was mentioned by lots of interviewees) was the 1992 Barcelona Olympic Games, for which TERMCAT produced a series of dictionaries.

OC: Normalement c'est le point où ça ne marche pas exactement comme il faut. Il n'est pas facile... Par exemple, il y a eu un moment où il a été relativement facile, c'était dans les jeux Olympiques de 1992, quand on a fait toute une collection de la terminologie de tous les sports Olympiques. Alors, ça a marché à ce moment-là, parce qu'il y avait un événement, qui aidait à ce type de publication. Mais après, on a sorti beaucoup de dictionnaires, mais à propos de quoi, une relation avec des événements - ça, jamais. Pour faire une publicité, ce n'est pas facile, faire une publicité des dictionnaires.

ÚB: Oui, bien sûr. Il y a pas des événements ou...

OC: Pour l'attacher, pour dire 'à propos de ça, on a un dictionnaire'. Alors le dictionnaire sort, il est distribué, ils le font connaître aux services linguistiques en Catalunya, un réseau de services linguistiques, le Consorci per a la Normalització Lingüística, alors à travers ça on peut faire une certaine diffusion. Mais c'est une diffusion qui normalement s'arrête dans le spécialiste, dans le linguiste qui est au service linguistique d'une certaine place...⁷⁰ (Camps)

⁷⁰ 'OC: Normally that's the point where it doesn't work exactly as it ought to. It's not easy... For example there was a moment when it was relatively easy, that was the [Barcelona] Olympic Games in 1992, when a big collection of all the terminology of all the Olympic sports was done. That worked at that moment, because there was an event, which helped that kind of publication. But afterwards, lots of dictionaries were brought out, but about what, a relationship with events – never. To create publicity, it's not easy, to publicise dictionaries.

ÚB: Sure. there are no events...

OC: To attach it to, to say, "we have a dictionary for this". So the dictionary comes out, it's distributed, the linguistic services in Catalonia are told about it, a network of linguistic services, the Consorci per a la

It is hard, also, to combat a certain lack of interest in specialised language among specialists.

ÚB: Est-ce qu'ils [les spécialistes] savent qu'il y a de la terminologie? Est-ce que c'est visible?

OC: Je ne suis pas sur. Si quelqu'un a l'inquiétude certainement il le trouve. Mais s'il n'a pas l'inquiétude, c'est ce qui est difficile, il faut faire des campagnes. On en a fait dans le champ de la médecine, par exemple, il y a eu des campagnes pour essayer que chacun cherche sa spécialité, le vocabulaire de sa spécialité. Mais l'impression – moi, je ne parle pas normalement de médecine, alors, l'impression c'est qu'il y a pas un grand intérêt, excepte dans certaines personnes qui sont vraiment très intéressées au Catalan. C'est l'intérêt pour le Catalan, mais pas l'intérêt pour la spécialité.⁷¹ (Camps)

The impact of marketing work such as press releases is evaluated.

Of course, the impact of the press releases has increased since the Communication Plan was implemented. Every time we have a new product or a relevant event relating to Catalan terminology the Communication department issues a press release to the media. After that, an extract from this press release is sent to the specific target groups, this is probably why the impact has been increasing. (R.Colomer email)

2.8 Dissemination: publication

How are terms made available?

The main method of publication is on TERMCAT's website, in the Cercaterm database. All the terminology work done by TERMCAT is published here.

SC: Cercaterm includes all the contents integrated in all products.

ÚB: So everything that you have?

SC: Cercaterm is the main way to spread all what TERMCAT has published. (Cuadrado, Cortés)

As well as that, most terminology dictionaries are published in paper form. They (or parts of them) are sometimes also made available as posters or leaflets.

Sometimes we use other materials, such as posters, leaflets or decorative resources, mostly because we've received a request. (Cuadrado, Cortés)

The number of dictionaries published on paper is falling. They are a bit cheaper than other similar publications because the price is subsidized. For example:

Normalització Lingüística, so through that you get a certain diffusion. But it's a diffusion which usually stops at the specialist, at the linguist who is at the language service of a particular place...'

⁷¹ 'ÚB: Do they [the specialists] know that there is terminology? Is it visible?

OC: I'm not sure. If someone is worried about it he'll certainly find it. But if he's not worried, that's what's difficult, you have to have campaigns. There was one in the field of medicine, for example, there were campaigns to get everyone to look for their speciality, the vocabulary of their speciality. But the impression – I don't usually talk about medicine, so my impression is that there is no great interest, except for some people who are very interested in Catalan. It's interest in Catalan but not interest in the speciality.'

Diccionari dels mercats financers (170 pages): 20 euros

Lèxic multilingue de la indústria (900 pages): 30 euros (R.Colomer email)

Sometimes dictionaries are published by publishing houses which deal with specialised areas.

One example of this work of integration is the recently published *Dictionary of Psychiatry...* The dictionary... has been published by the Elsevier-Masson house, one of the most renowned in the field of biomedical sciences... the publishing house which is closest to doctors and has the greatest prestige among them. (Colomer and Cuadrado 2008, 106-7)

It is often suggested that dictionaries and term lists only have limited, indirect influence (that 'real people don't read dictionaries'). Is this recognised, and, if so, what steps are taken to address the issue? Are other means of dissemination used? What are they?

Part of the answer to this question has already been discussed in the section on marketing (page 51) – the ways in which information about TERMCAT and about terminology work is spread. Since all TERMCAT's products (its terminology and other resources) are available online, directing people to the website is very important.

Another aspect of dissemination is the involvement of subject experts in the production process. As well as ensuring the quality of the result, this gives the project credibility and an initial group of 'insiders' who will use and spread the terminology.

ÚB: Presumably it helps with distribution that they use it.

RC: That's why we incorporate experts as part of the project process. As you have seen in our mission, our goal is not only to produce terminology, but to integrate it in our society. We try to make this terminology useful and accepted, so it is crucial that these experts participate in the process.

SC: In all the process. They discuss with the team if the solution is ok, or if it's not, and why. Then it's easier for them to use this terminology and for us, too, because they are actors of the process and can spread the terminology. They are leaders of their areas, so it is much easier for them than for us to be in contact with all the people who are going to use this terminology. (Colomer, Cuadrado)

A third aspect is the advisory service run by TERMCAT. Users can contact the service and ask for terminological advice.

This is another part of our activities. The terminology helpdesk is mostly addressed to professionals of language and translators. We offer this service totally free of charge through Cercaterm. (Colomer, Cuadrado)

Standardised terms, as well as being published in subject-specific dictionaries and on Cercaterm (and Optimot, and through the advisory service and Antena de Terminologia), are published in the Neoloteca, a database of standardised terms. The minutes of the standardisation meetings, which include the rationale for standardisation decisions, are sent to the Language Academy and to the participating specialists.

Redactamos las decisiones acordadas por el Consejo Supervisor en un acta de reunión que posteriormente enviamos a la sección filológica del Institut d'Estudis Catalans. Ésta es otra forma de difusión. Todos los especialistas que consultamos para la elaboración del estudio, también reciben el extracto del acta y les pedimos que hagan difusión en su universidad.⁷² (Sabater)

Standardised terms are also published in the official diary of the Generalitat de Catalunya.

Los términos normalizados también se publican en el diario oficial de la Generalitat de Catalunya. Como el TERMCAT es un organismo oficial, estos términos tienen que usarse en la administración pública, por lo que se publican en el diario oficial del gobierno.⁷³ (Sabater)

They have also been collected in a dictionary of neologisms.

En el año 2004 se publicó un libro sobre la normalización. La primera parte explica lo que es la normalización y la terminología, y la segunda recoge todos los términos normalizados por el TERMCAT hasta el 2004.⁷⁴ (Sabater)

The Antena de Terminologia is frequently mentioned as a way both of gathering information about terms to be standardised and of disseminating information. It is a group of the main media working through Catalan who communicate through an occasional email distribution list.

OC: Il y a une deuxième relation plus serrée, qui s'appelle 'Antena di terminolgia', antenne de terminologie, qui est un groupement de principaux medias en Catalan, écrits ou parlés, qui ont des représentants dans une réunion qu'on fait de temps en temps, et qui habituellement on se relationne a travers une liste de distribution email.

ÚB: Donc c'est une liste de discussion?

OC: Pas exactement, non. Il y a deux possibilités normalement. Ou c'est le TERMCAT qui découvre un terme qu'il faut consulter aux médias. Parce que par exemple, dans des domaines comme le sport, ou comme la politique, ou come la sociologie, qui sont toujours présents dans les nouvelles. Il faut consulter, quand-même savoir qu'est qu'on dit, quelle est le mot qu'on utilise dans les médias. Ça, c'est une première relation.

De temps en temps, il y a quelques medias qui découvrent un mot qu'ils ne sont pas satisfaits d'utiliser un mot ou un autre, et alors c'est les medias qui demandent au TERMCAT de faire un consulte généralisé et voir si on trouve les mots le plus justes

⁷² 'We edit the decisions made by the Supervisory Council into minutes that are set to the philological section of the Institut d'Estudis Catalans. This is another form of diffusion. All the specialists that are consulted for the study also receive an extract from the minutes, and we ask them to spread the terms in their universities.'

⁷³ 'The standardised terms are also published in the official diary of the Generalitat de Catalunya. Since TERMCAT is an official organisation, these terms have to be used in public administration, so they're published in the official diary of the Government.'

⁷⁴ 'In 2004 a book was published about standardisation. In the first part, there's an explanation about what standardisation and terminology are and the second part has all the terms standardised by TERMCAT up until 2004.'

pour dire ça. Alors ça fonctionne, mais de temps en temps ça s'arête, après ça reprend, mais c'est une relation...⁷⁵

Un medio especial de difusión de la terminología es la Antena de Terminologia, que es una lista de distribución de los distintos medios de comunicación catalanes. Sirve para detectar formas que tienen que normalizarse, pero también para difundir las formas normalizadas, porque cuando hay alguna forma normalizada que nos parece especialmente relevante para los medios de comunicación, la damos a conocer a través de ella.⁷⁶ (Sabater)

The Antena de terminologia has the following membership:

2 news agencies

10 dailies

10 radios

6 television stations

Secretaria de Política Lingüística

Consorti per a la Normalització Lingüística

Grup d'Estàndard Oral (interuniversitari)

Grup Llengua i Mitjans de Comunicació (UAB)

Observatori de Neologia (IULA-UPF)

Associació Catalana de Comunicació Científica (Sabater ppt)

Although the group is quite small, it has ramifications in the media, and seems to be well regarded.

ÚB: C'est grand, l'antenne? Il y a beaucoup de monde?

⁷⁵ 'OC: There is a second closer relationship, which is called "Antena de terminología", terminology antenna, which is a group of the principal media in Catalan, written or spoken, which have representatives at a meeting which is held from time to time, and who usually communicate through an email distribution list.

ÚB: So it's a discussion list?

OC: Not exactly, no. There are usually two possibilities. Either it's TERM CAT which discovers a term that needs to be discussed with the media. Because for example, in domains like sport, or like politics, or like sociology, which are always present in the news. They need to consult us, to find out what is said, what word is used in the media. That's the first relationship.

From time to time, there are some media which discover a word or they're not happy to use one word or another, and then it's the media which ask TERM CAT to do research and to see if they can find the best words to say that. So that works, but sometimes it stops, then it starts again, but it's a relationship...'

⁷⁶ 'A particular way of spreading terminology is the Antena de Terminologia (Terminology Antenna), which is a distribution list for the different Catalan communications media. It is used to detect forms which have to be standardised, but it is also used to spread standardised forms, because when there is a standardised form which we think is particularly relevant for the communications media, we send it out.'

OC: Non, il n'y a pas beaucoup de monde mais il y a beaucoup de ramifications, c'est à dire, il y a un représentant pour chaque moyen, et quelques observateurs des universités, des groupes de recherche des universités.

ÚB: Et ça marche assez bien?

OC: Oui, ça marche.⁷⁷ (Camps)

The Antena de Terminologia works quite well because the communications are usually sent twice a month. (Colomer, Cortés)

Optimot, a website, is a general language service which searches the language dictionaries and also searches TERMCAT's databases; this is another means of disseminating terminology. Terminology work overseen or approved by TERMCAT is also published on other websites, such as that of Radio Catalunya.

OC: Alors par exemple on ira apporter les mots, par exemple des mots du manga japonais, on ira porter une petite collection des mots, alors ils font la révision a un spécialiste japonais et après ils nous remettent les mots révisés. Et comme ça nous pouvons mettre dans le web les logos de TERMCAT, ça veut dire nous sommes en premier ligne des gens qui respectent la normative, qui sommes d'accord avec l'institution de la langue.

ÚB: Donc c'est vous qui avez fait la collection de termes de manga.

OC: Oui. Pas personnellement moi, mai quelqu'un qui a été surtout dans la télé ou ils ont des téléfilms de manga. Ils ont assemblé tous – 35. Pas beaucoup mais quand même c'était question de faire une révision.⁷⁸ (Camps)

Finally, the more general-language terms may be published in the normative dictionary of the Catalan language.

Some of these terms will finally be introduced in the normative dictionary. Not all terms will be introduced, because sometimes they are too specialised. We deal with very specialised terms, but sometimes they are terms that can be of common use, like terms related with genetics or trademarks in current use, such as 'velcro'. However, most of the times we deal with specialised terms that will never appear in a general

⁷⁷ 'ÚB: Is it big, the antenna? Are there many people?

OC: No, there aren't many people but there are a lot of ramifications, that is, there is a representative for each means of communication, and some observers from the universities, research groups in the universities.

ÚB: And does it work well enough?

OC: Yes, it works.'

⁷⁸ 'OC: Now for example we're going to carry the words, for example the words of Japanese manga, we're going to carry a small collection of words, so they're getting a Japanese specialist to do the revision and then they'll send us back the revised words. And that way we can put the TERMCAT logos on the website, which says that we are people who respect the standard, who are in agreement with the language institution.

ÚB: So you did the collection of manga terms.

OC: Yes. Not me personally, but someone who was mainly on the TV and they have manga TV films. They collected them all – 35. Not a lot but still they needed to be revised.'

dictionary, not because they are considered inappropriate, but because they're too specific. (Colomer, Cuadrado)

Informal means of dissemination are important, according to the literature. What informal means of dissemination, if any, are used by TERMCAT?

The most notable informal (or semiformal) means of dissemination is the Antena de Terminologia, the distribution list between TERMCAT and the media.

The antenna is a permanent space for communication with the media in Catalan, in the shape of a distribution list supervised by TERMCAT. The aim of the initiative is to provide the media with constant information about terminological novelties that may be of interest to them and to reach consensus in cases which are more difficult to resolve. Likewise, the terminology antenna is used by the media to notify TERMCAT of any terminological needs they detect and their assessment of the possibilities of implanting the new terms proposed. (Colomer and Cuadrado 2008, 108)

There is also informal distribution of terminology in collaboration with the media, such as in this example where a collection of manga terms was revised by TERMCAT and put on Radio Catalunya's website.

Il peut s'agir, pour donner un exemple, que nous remetons une petite collection de mots propres aux mangas japonais. Ils font la révision et ils la soumettent à un spécialiste japonais. Le TERMCAT nous remet ensuite les mots révisés. Nous pouvons alors apposer sur notre site web les logos du TERMCAT, ce qui signifie que nous faisons partie des gens qui respectent les normes linguistiques, de ceux qui travaillent en accord avec l'institution responsable de la langue.⁷⁹ (Camps)

How have methods of dissemination changed, and why? (And are there any quantitative data for this?)

All TERMCAT's terms are available online in Cercaterm, a database which was launched in 2000. The publication of paper dictionaries is falling, although it is still carried out.

The number of dictionaries published on paper is falling. They are a bit cheaper than other similar publications because the price is subsidized. For example:

Diccionari dels mercats financers (170 pages): 20 euros

Lèxic multilingue de la indústria (900 pages): 30 euros (R.Colomer email)

⁷⁹ 'For example, we may send a small collection of terms of Japanese manga. They do the revision and they send it to a Japanese specialist. Then TERMCAT sends us back the revised words. That way we can put the TERMCAT logos on the website, which says that we are people who respect the standard, who are in agreement with the language institution.'

How freely are term collections available?

The answer to this is straightforward – all the term collections are available online, most can be downloaded and most are also published. As well as that TERMCAT publishes leaflets about the terminology of particular areas.

How are the needs of particular user bases, such as translation, education and the media, responded to? Are there other specific user groups?

The needs of the media are catered for with the Antena de Terminologia.

La seconde stratégie [pour évaluer et assurer la satisfaction des utilisateurs de la normalisation] est la priorité donnée à toutes les demandes de normalisation provenant de spécialistes ou d'organismes. Elle est soutenue par la création de forums d'échange et de participation qui permettent aux personnes qui le souhaitent d'exprimer leurs besoins terminologiques et au Centre de Terminologie de leur répondre aussi rapidement et agilement que possible. Je citerais comme exemple l'Antenne de Terminologie, une plate-forme d'échange en plein fonctionnement, qui rassemble pratiquement tous les médias qui emploient la langue catalane. Cette Antenne permet aux journalistes et aux linguistes qui travaillent dans les médias de proposer de nouveaux termes ou d'évaluer les propositions que TERMCAT a encore à l'étude.⁸⁰ (Fontova 2007, 4)

The aim of the initiative is to provide the media with constant information about terminological novelties that may be of interest to them and to reach consensus in cases which are more difficult to resolve. Likewise, the terminology antenna is used by the media to notify TERMCAT of any terminological needs they detect and their assessment of the possibilities of implanting the new terms proposed.' (Colomer and Cuadrado 2008, 108)

One user of the Antena seemed reasonably satisfied with it and with its reach.

ÚB: C'est grand, l'antenne? Il y a beaucoup de monde?

OC: Non, il n'y a pas beaucoup de monde mais il y a beaucoup de ramifications, c'est à dire, il y a un représentant pour chaque moyen, et quelques observateurs des universités, des groupes de recherche des universités.

ÚB: Et ça marche assez bien?

OC: Oui, ça marche.⁸¹ (Camps)

⁸⁰ 'The second strategy [to evaluate and assure the satisfaction of standardisation users] is the priority given to all standardisation requests from specialists or organisations. It is supported by the creation of forums for exchange and participation which permit people, if they wish to, to express their terminology needs and let the Terminology Centre respond to them as quickly and nimbly as possible. I'd cite as an example the Terminology Antenna, a platform of exchange which is working away, which brings together practically all the media using the Catalan language. This Antenna lets journalists and linguists working in the media propose new terms or evaluate the propositions which TERMCAT is researching.'

⁸¹ 'ÚB: Is it big, the antenna? Are there many people?'

The idea of the media as particular user group, from the point of view of the terminology it uses, is something of a myth, however.

OC: C'est un peu une espèce de mythe. C'est à dire les médias ont besoin d'une terminologie très large, très simple. Et alors seulement de temps en temps il y a le besoin d'utiliser un mot vraiment très spécialisé. Et alors comme on utilise un mot très spécialisé il faut le définir à coté et dire normalement 'ce mot, qui veut dire tel et tel' parce que sinon les gens qui nous écoutent n'y comprennent rien.

ÚB: Parce que vous vous n'écrivez pas pour les spécialistes, c'est une autre chose...

OC: Non, pas ici. Normalement, peut être il y avait des productions un peu plus spécialisées dans les reportages scientifiques dans la télé. Mais pas dans la radio, non.⁸² (Camps)

The particular requirement of the media, and of translators, is not particular terminology; it is speed in resolving questions. This is recognised and is catered to as much as possible.

ÚB: If I phone you today with a question, when will I get an answer? If it doesn't need to be standardised, just a normal question.

CB: In two or three days, more or less. That is the optimal situation.

ÚB: And for a journalist, if I need this for the six o'clock news, can you get me...

CB: Yes, of course we'll get back to you as quick as possible. (Bofill)

Users, particularly from specific user groups, are brought together every two years for a conference.

Every two years, we organise an event. It's a kind of open space, a forum where all our users can meet. It's open to linguists, translators, terminologists, etc., and we focus every event on one specific matter. (Cuadrado, Cortés)

How are users of terminology websites catered for?

In terms of terminology resources, all the term collections are available online, and most can be downloaded.

The website is updated weekly with news and information. (Cuadrado, Cortés)

OC: No, there aren't many people but there are a lot of ramifications, that is, there is a representative for each means of communication, and some observers from the universities, research groups in the universities.

ÚB: And does it work well enough?

OC: Yes, it works.'

⁸² 'OC: It's a bit of a myth. That is, the media need a very broad and very simple terminology. And only now and again they need to use a really very specialised word. And when they do use a very specialised word, they have to define it on the side and say something like "this word, which means such and such" because if not the people listening to us don't understand.

ÚB: Because you're not writing for specialists, it's another thing...

OC: No, not here. Normally, maybe there are more productions which are a bit more specialised in the scientific reports on TV. But not on the radio, no.'

Is there a common exchange format between term banks?

TERMCAT allows the free download (under a creative commons licence) of much of its terminology as XML files.

We have a collection of products that you can download. This is under a Creative Commons license and we have a great amount of our terminology in this collection. It's called *Terminologia Oberta*, which means 'Open Terminology'. (Colomer, Cuadrado)

It also offers a free dictionary management tool.

We also have a free managing system for dictionaries, a tool created to do multilingual terminological dictionaries, so users can add their own contents. (Colomer, Cuadrado)

SC: For example, if you are part of a team in a university and you are working on theoretical areas, you can download this open source software and add all the terms that you have been collecting. Then your research group can develop definitions. After that, you can get in contact with us and we can work together and share the knowledge. Since sometimes the way specialists collect terminology does not match with the methodology we use, it is useful to work together from the beginning.

ÚB: So you have the same categories...

SC: Exactly. And we have the same design in order to match the information.

RC: But this is a free product mostly oriented to people who want to work by themselves.

There is a separate facility for those who are working with TERMCAT.

We have a different tool oriented to our external terminologists. This tool is connected to our database, it's online and it's very useful. For example, an external co-operator who works with us as a freelance can use this platform. (Colomer, Cuadrado)

2.9 Implantation

The successful implantation of terms, as was seen in the literature, is linked to factors such as the quality of the terms, their dissemination, and the participation of intended users in the terminology process. It is not, however, a process which is controllable by the organisation, and therefore there are no questions that can be asked about how the implantation aspect of terminology management is 'done'.

However, the analysis of the implantation by interviewees was, firstly, that Temcat's recommendations can be and sometimes are contested.

Parfois dans le notre web [Esadir] il y a des annotations qui disent 'TERMCAT dit ce mot mais nous préférons en utiliser un autre'.⁸³ (Camps)

Secondly, it was pointed out that the Catalan terms offered by TERMCAT are sometimes not accepted because, to the speaker, they do not give the right impression of education or culture.

Pues, hombre, ha habido también errores... o propuestas que el mismo TERMCAT ha tenido que retirar, por ejemplo... un plato francés, la 'fondue', se normalizó 'f-o-n-d-i', con acento, que es, más o menos, como suena, fondue, a los catalanes, claro. Lo que pasó fue que como lingüísticamente, la cocina francesa, pues es muy elegante, exquisita, etc, etc, los restauradores se negaron a escribir así, porque daría la sensación de que no saben escribir francés.

Es un poco lo que pasaba con el 'hardware' y el 'software'. Si tu dices 'hardware' y 'software', quedas bien, por que demuestras que sabes inglés.

Si tu quieres decir las palabras catalanas, parece que eres poco culto, porque no sabes inglés o no sabes francés. Y esto se tuvo que retirar.⁸⁴ (Costa)

Or, to the general user, they may appear overly technical, as is the case with the restaurant terms mentioned in this extract:

ÚB: Are TERMCAT then maybe a bit unrealistic when they expect people to use that spelling or to use..

JC: Bueno, claro, sí, a veces, es decir, el especialista, el terminólogo, pues creo que llegaron a esta conclusión, por una serie de criterios y pero claro, quizá no

⁸³ 'Sometimes on our website [Esadir] there are notes which say "TERMCAT says this word but we prefer to use another".'

⁸⁴ 'But, wow, there have also been errors... or proposals which TERMCAT itself had to take back, for example... a French dish, "fondue", was standardised as "f-o-n-d-i", with an accent, which is more or less how it sounds, fondue, to Catalans, of course. What happened was that since, linguistically, French cooking is very elegant, exquisite, etc, etc, the restaurateurs didn't write that, because it would look like they didn't know how to write French.

It's a bit like what happened with "hardware" and "software". If you say "hardware" and "software", it looks good, because you're showing that you know English.

If you use the Catalan words, it looks like you're not cultured, because you don't know English or you don't know French. And this had to be retracted.'

sospecharon demasiado, que los destinatarios de esta terminología, que son la gente que tiene restaurantes, pues, encontrarían o percibirían esta forma como ridícula, ¿no? Bueno, es lo que pasa, tú como técnico, haces una propuesta, y luego, la gente lo... entonces hay que, tienes que ser sabio o reconocer que no vale la pena mantener la propuesta y claro, pues aceptas que se mantenga la grafía francesa. Sí, sí, pero esto es el, digamos, el riesgo de dedicarte a fijar, a decir de la gente, como tienen que comportarse. De hecho, decir a la gente, tienes que decir esto, es arriesgado, porque la gente pensará, bueno y tu tienes... ¿no?⁸⁵ (Costa)

The idea of the restaurateur as terminology user contrasts, of course, with the idea suggested by TERMCAT interviewees that their work is for specialists and not for the general public.

In short, it is agreed that term implantation does not depend on TERMCAT alone, but is a societal matter.

Por lo tanto, también hay que ser, digamos justos, y no todo, es decir, la terminología no se implanta, no sólo por problemas del TERMCAT, sino porque hay unas dificultades en la sociedad, bastante grandes. Yo creo que la tarea técnica de elaborar terminología, en principio, es bastante bien. Otra cosa es conseguir la implantación que no depende sólo del TERMCAT.⁸⁶ (Costa)

Terms which have been standardised have, in theory, to be used by the administration, but this does not seem to be checked.

ÚB: The result, the standardised terms, they're prescriptive for the administration for example, they have to use them?

MS: Tienen que hacerlo y más o menos lo hacen, aunque nadie se encarga de supervisarlos.⁸⁷ (Sabater)

⁸⁵ 'JC: Well, of course, the specialist, the terminologist, I think they jump to this conclusion, for a series of reasons, and maybe they don't suspect that the intended users of this terminology, who are restaurant owners, they would find or perceive this form ["fondi"] as ridiculous. What happens is you, as a technician, you make a suggestion, and then people... so you have to be wise or recognise that it's not worth keeping the suggested term and then of course you accept that the French form ["fondue"] is kept. Yes, because this is the, let's say, the risk of telling people how to act. To say to people, you have to say this, it's risky, because people will think, yeah and you are... no?'

⁸⁶ 'So we need to be fair; terminology is not implanted, not just because of problems with TERMCAT but also because there are problems in society, quite big ones. I think that the technical task of elaborating terminology, basically, is quite good. Implantation is another question, which does not depend on TERMCAT alone.'

⁸⁷ 'MS: They have to use them and they do, more or less, but nobody checks it.'

2.10 Evaluation: user feedback

Is research carried out into the use of TERMCAT's website? What have the findings been?

There are statistical tools on the website to measure traffic to different areas, and this is used to measure the impact of different communication efforts, such as press releases.

SC: Maria is in charge of analysing the impact of publishing news in our website, by analysing the statistics. This helps us to see if we are in a good way.

MC: The number of visitors for each of our tools has been increasing a lot since last year. We relate this high increase to the communication plan we started two years ago. (Cuadrado, Cortés)

We use a RSS tool to get every mention of TERMCAT on the web. This is a tool used to receive updated information, such as news headlines and blog entries where TERMCAT is mentioned. (Cuadrado, Cortés)

We have statistics for Cercaterm and website usage. In addition it is possible to get the statistics for every single dictionary that has been published on our website. For this reason, it's easy to check the success of a dictionary. For example, we could check that the Videogames Dictionary was the most successful online product with 33.300 visitors in the first two months. I'm also giving you complementary data as follows: Website: 1.673.000 visited pages 2008 (25% new visitors). (R.Colomer email)

The findings have been a growth of twenty-five per cent in visitors since the implementation of the communication plan (two years).

The number of new visitors has grown twenty-five per cent more or less [since the communication plan was put into use]. (Cuadrado, Cortés)

How interactive is the website? How much user feedback is received?

Cercaterm users are invited to let TERMCAT know if they have suggestions or find mistakes.

ÚB: Do you hear much back from users, do they email you, do you get a lot of information from users? Do you hear their opinions?

JB: When an online dictionary is published, there's a place in the website where they can submit opinions

ÚB: And do they?

JB: It depends. After offering the dictionary online there may be around fifteen or twenty.

JR: I think Cercaterm is our most consulted project. So the opinions of users about Cercaterm are more general, not only about a concrete dictionary but about general public data. There are a lot of opinions and we have to decide if they are right, and answer to them.

ÚB: Do you try to make it easy or difficult for people to tell you what they think? Is it easy for users to write to you and say if there is a problem?

JR: Yes, it is. Cercaterm provides an email address for them to explain immediately a problem they had or to make a suggestion.

ÚB: So you encourage people.

JR: Of course. (Bover, Rebagliato)

As well as this, through the terminological advisory service, users can have questions about particular terminology answered by email or by phone.

What is done with feedback about terms or about the way they are made available?

One example of a complaint from the public that was acted upon is that there should be a broader vision of the language than just the Barcelona area.

RC: Some external people suggested that we should have a more general vision regarding the Catalan language, because the Catalan language is spoken in different territories and has different dialects. We are in Barcelona and our experts mostly come from the central area, so they suggested us to have more participation of experts coming from different parts of the territory. We thought this request was interesting.

ÚB: From somebody in the public?

RC: Yes, from somebody in the public. So last year we integrated in the Supervisory Council representatives from different areas of the territory. This one is a relevant change that we introduced in our dynamics. (Colomer)

In general, if suggestions or corrections about particular terms are received, they are investigated and acted upon (Bover, Rebagliato).

Is the public consulted (through meetings, interviews or surveys)? About what? How (online surveys, focus groups...)?

A consultation with the public was done during the creation of the communication plan.

We did surveys dividing our target groups, for example a health science group, a humanities group, an IT group and a linguists group. We sent a complete survey to approximately fifteen people per group asking questions like the following ones: What do you think about TERM CAT?, What do you think our image is?, What do you think about the terms we offer?, Are you satisfied with them?, Did you receive a good answer when you have contacted us?, How do you think TERM CAT should be in the future? We studied all the answers and we achieved a diagnosis about where we are and where we want to go. (Cuadrado, Cortés)

As well as that, the specialists are consulted about particular terminologies, and Cercaterm users are invited to let TERM CAT know if they have suggestions or find mistakes.

ÚB: Do you hear much back from users, do they email you, do you get a lot of information from users? Do you hear their opinions?

JB: When an online dictionary is published, there's a place in the website where they can submit opinions

ÚB: And do they?

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public data. There are a lot of opinions and we have to decide if they are right, and answer to them.

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ÚB: So you encourage people

JR: Of course. (Bover, Rebagliato)

This bidirectional contact with the public (considering requests and suggestions for change) is one of the control mechanisms mentioned by TERMCAT (TERMCAT 2006a).

Les trois stratégies que j'ai citées (la politique de communication bidirectionnelle, la création de plates-formes d'échange avec des groupes ayant des intérêts concrets, et les études sur l'implantation des termes normalisés) sont donc des outils de contrôle qui nous permettent d'évaluer l'adéquation des propositions aux besoins de leurs destinataires.⁸⁸ (Fontova 2007, 5)

How frequent is evaluation? Are the results published?

The evaluation of the impact of press releases, etc seems to be continuous.

SC: Maria is in charge of analysing the impact of publishing news in our website, by analysing the statistics. This helps us to see if we are in a good way.

MC: The number of visitors for each of our tools has been increasing a lot since last year. We relate this high increase to the communication plan we started two years ago. (Cuadrado, Cortés)

2.11 Evaluation: implantation

Are the dissemination and implantation of already standardised terms studied? How important is this considered? What are the findings?

TERMCAT, although it does not carry out implantation studies in-house, is working with two universities (Pompeu Fabra University and Barcelona University, both in Barcelona) to study term implantation. One study is quantitative and the other qualitative (Sabater).

Specifically, in the framework of the cooperation established with Pompeu Fabra University, a project has been submitted for the development of a computer tool that could contribute to the automation of data extraction for studies of this kind. According to the agreement with Barcelona University, three pilot studies have been drafted based on a qualitative and observational methodology with the aim of making some initial assessments of the degree of implantation of Catalan terminology into certain sports (climbing, roller hockey and potholing). (Colomer and Cuadrado 2008, 108)

⁸⁸ 'The three strategies I've cited (the policy of bidirectional communication, the creation of exchange platforms with groups with concrete interests, and studies of the implantation of standardised terms) are thus monitoring tools which allow us to evaluate how our propositions match the needs of their targets.'

This is clearly considered very important. The studies are carried out by an external party to ensure fairness.

De alguna manera es un examen de nuestro trabajo, porque no nos podemos examinar nosotros mismos, sino que lo tienen que hacer desde fuera.⁸⁹ (Sabater)

TERMCAT conçoit donc les études d'implantation comme mécanisme d'évaluation qualitative du processus d'aménagement terminologique. En marge des systèmes de contrôle interne, les normes ISO établissent aussi, dans les processus de suivi et de mesure des systèmes de management de la qualité, l'exigence de participation d'agents externes à l'organisation, de manière à garantir l'objectivité des analyses. Voilà pourquoi TERMCAT a ouvert des voies de collaboration avec des universités et d'autres centres de recherche – certaines études expérimentales ont été effectuées – pour que cette évaluation puisse être menée par des organismes indépendants et impartiaux.⁹⁰ (Fontova 2007, 5)

Implantation studies are a new field and there are inherent challenges, particularly in collecting material and in knowing what material is authentically produced by target specialists.

It's not done very quickly. Regarding the written use, the tools that have been developed may be a cheaper and an easier way, because you can look for a form automatically or semi automatically. But regarding oral use, it's much more complicated and difficult. In fact, this is a new field that has not been explored. Nobody has studied it, so we don't know much about it. (Colomer, Cuadrado)

Primero vamos a hablar del concepto de implantación, porque ¿qué quiere decir implantación? ¿Podemos decir que una forma está enraizada cuando han pasado ya dos, siete o veinte años? De hecho, las diferentes obras de referencia de este ámbito dicen cosas muy distintas en cuanto al tiempo que se necesita para hacer un estudio de implantación.⁹¹ (Sabater)

Otra cosa que juega a la contra son los mediadores lingüísticos y los correctores, porque a veces no podemos saber si el uso de una forma normalizada se debe al

⁸⁹ 'To an extent it's an examination of our work, because we can't examine ourselves and it has to be done from the outside.'

⁹⁰ 'TERMCAT thus conceives the implantation studies as a qualitative evaluation mechanism for the term planning process. As well as the internal monitoring systems, the ISO standards also establish, as part of the process of following and measuring quality management systems, the need for agents external to the organisation to participate, in order to guarantee the objectivity of analyses. That's why TERMCAT has opened up avenues of collaboration with universities and other research centres – there have been some experimental studies – so that this evaluation can be done by independent and impartial organisations.'

⁹¹ 'First let's talk about the concept of implantation, because what does implantation mean? Can we say that a form is rooted when two years, seven or twenty have passed? In fact the different reference works in this area say very different things, regarding the length of time after which an implantation study can be done.'

especialista que ha redactado el artículo o al corrector que ha ido detrás y ha cambiado esa forma.⁹² (Sabater)

The results obtained by the qualitative study (of certain sporting fields) show that TERMCAT's terms are more likely to be used in formal contexts.

Les produccions orals formals o els textos escrits, contextos en què la consciència dels parlants té un paper més important, presentaven, en termes generals, més occurències de les formes catalanes o catalanitzades que no pas els usos orals interpersonals.⁹³ (Vila i Moreno *et al.* 2007, 244)

Els resultats obtinguts mostren, en primer lloc, que sí més no pel que fa als termes analitzats, en els tres camps hi ha un important grau de variació lingüística, concretada en la presència de diverses variants denominatives en concurrència en la majoria de casos estudiats. La variació s'organitza en termes estadístics i segons diverses variables, com ara el canal de producció, el nivell de formalitat, l'edat dels usuaris, la pertinença a subgrups determinats per la vinculació a l'activitat objecte d'estudi, l'estructura de la xarxa social d'usuaris, etc.⁹⁴ (Vila i Moreno *et al.* 2007, 242-3)

Often, however, the terms were neither known nor used.

Els resultats són força clars: la gran majoria de formes propugnades com a *denominacions normalitzades* no han reeixit a implantar-se. En un nombre molt considerable de casos, aquestes denominacions no han arribat a ser ni conegudes pels practicants dels esports, i de vegades ni tan sols no arriben a ser reconegudes pels seus suposats usuaris principals. En molts casos, encara que els usuaris les sabessin, les denominacions propugnades no ha arrelat en l'ús, o ho han fet d'una manera molt limitada. Només en alguns casos, i en són més aviat pocs, pot parlar-se d'implantació àmplia, i només de manera excepcional pot parlar-se d'implantació hegemònica de les solucions *presumptament* normalitzades. Si a això s'hi afegeix que entre aquests darrers hi ha solucions que originalment ja es van seleccionar precisament perquè eren solucions guanyadores en el seu moment - per la seva àmplia implantació prèvia o perquè tenien dinàmiques d'extensió espontània - el balanç general de les polítiques d'implantació és magre.⁹⁵ (Vila i Moreno *et al.* 2007, 243)

92 'Another thing that works against us is the linguistic mediators and the correctors, because sometimes we can't tell if the use of a standardised form is due to the specialist who wrote the article, or to the corrector who went after him or her and corrected the form.'

93 'formal oral productions or written texts, contexts in which the awareness of the speakers had greater importance, presented, in general terms, more occurrences of the Catalan or Catalanised forms than interpersonal oral usage.'

94 'The results obtained show, in the first place, that at least in the case of the terms analysed, in the three fields there is a considerable amount of linguistic variation, shown by the number of competing denominative variants in the majority of cases studied. The variation was organised in statistical terms according to different variables, such as the channel of production, the level of formality, the age of users, the pertinence to the subgroup because of the attachment to the area of study, the structure of the social networks of users, etc.'

95 'The results are pretty clear: the great majority of forms propagated as *standardised denominations* have not succeeded in being implanted. In a very considerable number of cases, these denominations have not got to be known by the practicants of the sports, and sometimes they are not even recognised by their supposed main users. In many cases, although the users know them, the forms propagated have

En pocs mots, doncs, a la pregunta de fins a quin punt s'ha aconseguit traslladar la feina *in vitro* a resultats *in vivo*, la resposta és poc, o molt poc, si més no en els termes analitzats.⁹⁶ (Vila i Moreno *et al.* 2007, 244)

This is recognised by TERMCAT as a problem.

ÚB: E dei resultati che avete gia' avuto? Siete contenti?

MS: No tan contentos como nos esperábamos, porque hay personas que no conocen la terminología fijada. No es que no la utilicen, sino que no la conocen.⁹⁷ (Sabater)

One of the conclusions of these first studies in different sport areas was that many people said that they didn't use the standardised terminology not because they didn't like the terminology, but because they didn't know that it existed. (Colomer, Cuadrado)

Although standardised terms should not change too often, it is felt that they can be revised in certain cases: if the term is linguistically or semantically inadequate, or 's'hagi observat objectivament, al cap d'un temps prudencial, que la denominació normalitzada no té ús'⁹⁸ (Sabater ppt).

Sometimes, of course, the language debate has nothing to do with TERMCAT.

XV: Oh yes. We have ridiculous debates about - we have this case with 'patera' and 'pastera'. It's when immigrants from Africa started arriving to southern Spain they would use a sort of boat which in southern Spain is called 'patera'. Then Spanish-speaking media started talking about 'patera, patera, patera', and it became the symbol of illegal immigration. Then Catalan media needed a word. At the very beginning they followed the word, until someone discovered that actually 'patera' is an Andalusian way of pronouncing a Catalan word, which is 'pastera'. A pastera is a place where you prepare the bread, and it has exactly the form - it's like this [drawing a boat]. It's very - you put the dough in and you work with it. So the boats look like this.

ÚB: So it was actually a Catalan word.

not transferred into use, or have done so in a very limited way. However in some cases, and they are few, we can speak of widespread implantation, and in exceptional cases we can speak of hegemonic implantation of the solutions *presumed* standardised. If to this we add that some of these are solutions which were originally selected precisely because they were winning solutions at the time - because of their widespread previous implantation or because they had dynamics of spontaneous extension - the general balance of the implantation policies is sparse.'

⁹⁶ 'In a nutshell, then, in response to the question of the extent to which the *in vitro* work has been translated to *in vivo* results, the answer is little, or very little, at least in the case of the terms analysed.'

⁹⁷ 'ÚB: And the results so far? Are you happy?

MS: Not as happy as could be expected, because there are people who don't know the terms which have been created. It's not that they don't use them, it's that they don't know them.'

⁹⁸ 'it has been objectively observed, after a prudent amount of time, that the standardised term is not in use'

XV: Yes and it was discovered that the area where pateras are used was repopulated by Catalan sailors two centuries ago so it seems to be clear that – and in Catalan this is the name for a boat also. So how will the Catalan media speak about 'pastera'? They speak about 'patera'. They say people will not understand that it is the same. That is something TERMCAT cannot solve, those are private media. Part of the Catalan media use 'patera', others 'pastera'; that makes things crazy. (Vila, with amendment by email on review)

How important is it for TERMCAT to research how and which terms are in use?

Clearly, given the importance placed on implantation studies, and the publication and the discussion of these, this is very important to TERMCAT.

2.12 Evaluation: methods and products

Are term production mechanisms, such as the number of terms, time spent, and quality of methods used, monitored?

Term production methods are monitored.

Yes, TERMCAT works following a strategic plan and a quality management system that provides some indicators of performance and quality, like number of specialists involved in a project, time spent in every task, customer satisfaction... Moreover, at the end of every project all the team involved does a final evaluation. (R.Colomer email)

What evaluation is carried out of terminology products and resources, such as dictionaries and databases?

The importance of providing quality products and resources is recognised.

Our product and service must be valuable, because that encourages people to come back again. If someone asks for one term and the resulting term does not satisfy what he is expecting, maybe he's not going to come back. So our value is a quality, adequate and relevant product. (Cuadrado, Cortés)

The production of individual dictionaries is also evaluated at the beginning and at the end of the process.

ÚB: The methods for work, do you monitor how efficient they are, for example how long it takes to do term research or how long it takes to research one area. Do you monitor the efficiency of your work or the standards, the quality?

JB: We have to calculate the time that we need to do a dictionary. It's very important because we have a budget that is limited. So if we don't finish the work when we had first thought, it's a problem for us, because we don't get more money. Therefore, if we don't reach the goal, we have to know why it didn't work.

ÚB: So before you start a project, you always set out a plan, a budget and a timetable and so on.

JB: Yes, we do. I think in this case we have improved, because three years ago we didn't do that.

ÚB: That's a new development

JB: Yes, it's an evolution, an innovation. (Bover, Rebagliato)

JB: And then at the end of the work do an evaluation of the project in order to know if we have done a good use of resources.

ÚB: So when you do the evaluation at the end, what are the things that you evaluate?

JB: We evaluate the system of work and, in case we have been delayed, the reason of the delays. Delays are very usual for many different reasons. We also evaluate our relationship with the specialists. (Bover, Rebagliato)

It is planned to also carry out evaluation of the resources themselves.

JR: In the future, we want to do a quality evaluation of every product. We want to take a part of the dictionary and analyse everything: the grammar categories, the definitions, the terms... We are not in this stage, yet, because now we are just trying to have a good base of public data.

ÚB: So you will be taking the database and checking say what percentage of things are correct, or what percentage of definitions - that kind of analysis or evaluation?

JR: This is our goal. The problem with our public data is that we have very old public data, but also very new public data, and they are not regular, because they follow different criteria. We are trying to find the differences and to decide which the best criterion is. (Bover, Rebagliato)

The impact of marketing work such as press releases is evaluated.

Of course, the impact of the press releases has increased since the Communication Plan was implemented. Every time we have a new product or a relevant event relating to Catalan terminology the Communication department issues a press release to the media. After that, an extract from this press release is sent to the specific target groups, this is probably why the impact has been increasing (R.Colomer email)

ISO 23185 is one mechanism mentioned in the literature for the assessment and benchmarking of term resources: terminological data, data input, data output and data management. Is this used by TERMCAT? Why? Are other mechanisms used?

ISO 23185 is not used because it is not yet finalised [in fact, it was published during 2009].

ÚB: One of the things that are mentioned as a way of evaluating resources is ISO standard 23185. Do you use that? It's a way of assessing a term resource for the data, and the data management and so on. Do you use ISO standards or do you use your own standards for evaluating resources?

JB: No, we don't use them.

JR: I asked our documentalist and she said it has not been published yet.

ÚB: So when it is published, if it is published, will you incorporate it?

JR: Of course. We will first analyse it. (Bover, Rebagliato)

TERMCAT is, however, preparing for overall ISO 9000 quality certification, discussed below.

Fontova (2007) discusses Catalan terminology work in light of the ISO 9000 family of standards for quality management, and the work done by TERMCAT to obtain certification. In particular, she discusses the importance of documenting how standardisation is carried out and the need for quantifiable measurements (such as the number of terms standardised annually, the

number of sources and specialists consulted and the number of hours spent by a terminologist per term). The use of the terms by the 'client' – the specialist or, more broadly, the entire linguistic system – is also a key criterion. For a more qualitative approach to evaluation, TERMCAT relies on a policy of two-way communication with specialist groups, the creation of exchange platforms for special interest groups such as the media, and implantation studies. The other important aspect, in light of ISO 9000, is external evaluation.

En marge des systèmes de contrôle interne, les normes ISO établissent aussi, dans les processus de suivi et de mesure des systèmes de management de la qualité, l'exigence de participation d'agents externes à l'organisation, de manière à garantir l'objectivité des analyses. Voilà pourquoi TERMCAT a ouvert des voies de collaboration avec des universités et d'autres centres de recherche – certaines études expérimentales ont été effectuées – pour que cette évaluation puisse être menée par des organismes indépendants et impartiaux.⁹⁹ (Fontova 2007, 5)

Quantitative measurement is also important in the ISO 9000 framework.

Un autre aspect auquel les normes 9000 accordent de l'importance est le rôle confié aux éléments de mesure quantitative. En effet, pour assurer la qualité d'un processus, il est jugé indispensable de disposer d'outils qui, à partir d'un contrôle quantitatif, permettent d'évaluer l'efficacité des processus et objectivent l'observation. En ce sens, le fait que, dans les travaux de normalisation terminologique, une bonne partie du processus de recherche s'effectue avec le soutien du Gestionnaire de Terminologie acquiert une grande importance.¹⁰⁰ (Fontova 2007, 3)

What do terminologists in TERMCAT consider 'good' terminology research (transparency, consistency, appropriateness, linguistic economy, derivability, linguistic correctness, and preference for native language...)?

This was answered on page 45. It is clear from the quote below, however, that quantity of terms produced is not the sole measure of quality.

Bien entendu, la mesure de la qualité du processus de normalisation terminologique ne peut pas être fondée simplement sur des éléments quantitatifs. Ce qui compte, ce n'est pas strictement le nombre d'unités produites mais l'usage effectif qu'en font les utilisateurs ou, pour parler selon la terminologie des ISO 9000, les clients. La participation de représentants de l'Institut des Études Catalanes – organisme qui exerce les fonctions d'académie de la langue catalane – à ce processus garantit que les termes normalisés respectent bien les critères généraux d'incorporation de mots dans

⁹⁹ 'Aside from the internal control systems, the ISO standards also establish, as part of the process of following and measuring quality management systems, the need for agents external to the organisation to participate, in order to guarantee the objectivity of analyses. That's why TERMCAT has opened up avenues of collaboration with universities and other research centres – there have been some experimental studies – so that this evaluation can be done by independent and impartial organisations.'

¹⁰⁰ 'Another aspect to which the 9000 norms ascribe importance is the role of quantitative measurements. In order to assure the quality of a process, it is judged necessary to have tools which, using quantitative measurements, allow an evaluation of the efficiency of the process and an objective observation. In this sense the fact that, in standardisation work, a lot of the research process is carried out using the Terminology Manager becomes very important.'

le corpus de la langue. Et cela assure, indirectement, la satisfaction de ce que nous pourrions appeler le grand « client » de la normalisation terminologique : le système linguistique général.¹⁰¹ (Fontova 2007, 3)

2.13 Evaluation: organisational and general

Is the organisation as a whole evaluated, and if so, by whom and how?

The most important evaluation of the organisation is the current preparation for ISO 9000 certification, which has involved two years of preparations.

In our second strategic plan [2008-2011] we have as a very important objective the evaluation of the performance of our centre at all levels, because we are preparing ourselves to obtain the ISO certification of quality. We will apply for this certification this year. We have been preparing for this during about two years, and we think that this year we will be ready to apply for it. In this quality certification, it is planned to do an internal process of reviewing and evaluation. (Colomer)

There is also an external directory board, which has to approve decisions, activities and plans.

The only activity which undergoes external evaluation (by university groups), however, is the use or implantation of terms.

By now we don't have external evaluators, it doesn't exist. Only the use of terms has begun to be evaluated by some studies... But this is a very specific question about the implantation of terms. About our general activity, we don't have external evaluation. (Colomer)

What is done with the results of these evaluations? Are they published?

The implantation studies are published (e.g. Vila i Moreno *et al.* 2007), with the aim that they will feed into TERM-CAT's work in future.

La recerca en aquest àmbit, doncs, té com a finalitat arribar a determinar si la dinàmica que se segueix en el procés de normalització terminològica és l'adequada. I les conclusions a les quals s'arribi, per tant, pretenen que contribueixin a una reflexió sobre la feina feta fins ara i sobre els principis i els criteris que s'hi apliquen.¹⁰² (Montané March 2008, 187)

¹⁰¹ 'Of course, the measurement of the term standardisation process's quality can't just be founded on quantitative elements. What counts is not strictly the number of units produced but the actual usage made of them by users or, to use the ISO 9000 terminology, the clients. The participation of representatives of the Institute of Catalans Studies – an organisation which functions as a Catalan language academy – in this process guarantees that the standardised terms respect the general criteria for the incorporation of words in the corpus of the language. And that ensures, indirectly, the satisfaction of what we could call the big "client" of language standardisation: the general linguistic system.'

¹⁰² 'The research in this area, then, has as an aim to determine whether the dynamic followed in the process of terminological standardisation is adequate. And the conclusions reached contribute to a reflection on the work done until now and on the principles and the criteria which have been applied.'

What else is evaluated by TERMCAT, and how?

No other relevant data emerged.

2.14 Modernisation/maintenance

Are new research technologies and methods, and work practices, used as they are developed? [Could you give me an example of some recent innovations?]

All the interviewees, when asked to mention innovations, did so readily, and there was a general acknowledgement of the need to keep up with new research technologies. These ranged from microlevel editorial improvements to larger scale technological innovation.

ÚB: What kind of changes have you made as a result of learning?

JB: Sometimes we needed another field. For example, six months ago we couldn't make visible the whole name of a source, and now we can.

JR: The sources are now in a closed field. At the beginning we could write there anything we wanted.

ÚB: So now it's a drop down list

JB: Now we have to clear the source, but that's better, because with open labels you could find two (or more) ways of doing the same thing [...]

ÚB: So you're gradually improving things.

JR: Yes. It's very necessary. (Bover, Rebagliato)

There is also an emphasis on supporting research which could be useful in the future.

Specifically, in the framework of the cooperation established with Pompeu Fabra University, a project has been submitted for the development of a computer tool that could contribute to the automation of data extraction for [implantation] studies of this kind. According to the agreement with Barcelona University, three pilot studies have been drafted based on a qualitative and observational methodology with the aim of making some initial assessments of the degree of implantation of Catalan terminology into certain sports (climbing, roller hockey and potholing).

Moreover, TERMCAT has signed an agreement with the Open University of Catalonia to increase and improve the computer applications of both institutions for automatic language processing, both for translation and publishing tools and for terminological management. (Colomer and Cuadrado 2008, 108)

One example of this is an observatory of technical terms, a sort of corpus, which is being developed in association with the Open University of Catalonia.

RC: The Talaia project is an observatory of terminology in the knowledge society.

ÚB: So in the observatory you look at what they use and you search the corpora?

RC: Yes. Talaia is a cooperation project between TERMCAT and UOC [Open University of Catalonia]. UOC University is very advanced in technology and they suggested us to collaborate in this project. They have developed a system of semi-automatic terminology extraction, and they wanted to extract the terminology from their academic reviews. With the tools that they are developing, they extract the terminology and can detect the new terms. Our collaboration, though, has been taking place since the beginning because they wanted to refine the tools. It's very difficult to make an automatic tool for extracting terminology, because it's difficult to guess what a term is and what is not, so how can we give the tool the knowledge to extract a term?

SC: From TERM CAT, we help them identify with much more appropriateness if it is a term or not.

RC: Yes. They use statistical methods, but they also have linguistic information in the tools. They have been perfecting these tools and the methodological knowledge for the results to be better. When this terminology is extracted from the research reviews of university, we review it with descriptive criteria, not prescriptive. So this is a most descriptive labour in which we try to identify the suitable forms, and try to identify the forms which need some deeper study because they are not totally adequate. We offer this repertory online: we don't have definitions, but very complete contexts, as contexts are essential for researchers, because they act as a draft definition. It is also relevant to know when a term first appeared, who used it for the first time and what meaning it has in context. (Colomer, Cuadrado)

How are terminology resources kept up to date?

Resources are kept up to date by accepting information and suggestions from the public.

JR: I think Cercaterm is our most consulted project. So the opinions of users about Cercaterm are more general, not only about a concrete dictionary but about general public data. There are a lot of opinions and we have to decide if they are right, in which case we answer to them.

ÚB: Do you try to make it easy or difficult for people to tell you what they think? Is it easy for users to write to you and say if there is a problem?

JR: Yes, it is. Cercaterm provides an email address for them to explain immediately a problem they had or to make a suggestion.

ÚB: So you encourage people

JR: Of course. (Bover, Rebagliato)

If it becomes obvious that a particular term is not in use, the case is re-opened.

ÚB: And what do you do as a result of the implantation, if you find out for example that a term you recommended isn't being used at all and another term is being used, would that have an effect on you?

RC: This kind of studies has been carried out only on demand. Sometimes we receive some request to carry out a deeper study of the real use of a specific term. We have been doing these studies for many years. When this happens, we review the term, and we collect more information, opinions and alternatives, if there are any. What we want to obtain with these studies is a more systematic control of the terminology taking into account the opinion of users. (Colomer, Cuadrado)

This seems to be the case for individual terminology projects as well. The last two stages, as shown on the terminology project poster (Bover, Rebagliato), after publication and diffusion, are 'Observacions i propostes' and 'Nova edició/actualització', which leads back around to the creation of a new project. Indeed, the entire communication policy is based on dialogue with user groups.

Il y a, en premier lieu, l'application d'une politique de communication qui donne la priorité à la participation et qui recherche la complicité des groupes concernés par la communication spécialisée. Cette politique de communication n'est pas comprise comme une transmission d'informations unidirectionnelle. Elle prévoit, au contraire, un « renvoi d'ascenseur », une rétroalimentation du processus. De telle sorte qu'il soit

sûr que toute personne intéressée puisse faire parvenir des observations et des commentaires sur les propositions approuvées. Ainsi, l'éventuelle reconsidération des termes approuvés par le Conseil de Supervision est une étape de plus parmi celles que prévoit le processus de normalisation terminologique. Elle est conçue comme une action corrective, tournée vers l'amélioration de la qualité.¹⁰³ (Fontova 2007, 4)

How is modernisation of the organisation carried out?

As a way of evaluating and modernising the organisation, preparation for ISO 9000 quality certification is currently underway. This has wide-ranging effects, particularly because of the need to document processes.

Preparing for the quality certification is an initiative to improve our organisation. We think that we have to be very accurate in our processes and in our way of working, because we are a reference for a lot of people. In fact, when we have been evaluating some processes and projects, we have realised that our way of working could improve in many aspects. (Colomer)

There were also changes following the introduction of the communications plan.

It has changed a lot because, for example, after we approved this communication plan and spread out digital contents, our marketing has changed a lot. (Cuadrado, Cortés)

Changes are also made as a result of suggestions from the public.

Some external people suggested that we should have a more general vision regarding the Catalan language, because the Catalan language is spoken in different territories and has different dialects. We are in Barcelona and our experts mostly come from the central area, so they suggested us to have more participation of experts coming from different parts of the territory. We thought this request was interesting. This request was from somebody in the public. So last year we integrated in our Supervisory Council representatives from different areas of the territory. This one is a relevant change that we introduced in our dynamics. (Colomer)

One of the external interviewees pointed out the importance of keeping up to date and of maintaining enthusiasm and innovation.

XV: TERMCAT is arriving at a mature state, and they will have to keep an eye on intergenerational transmission, because institutions in language planning tend to have a problem when their leaders become more than 50 years old.

ÚB: So they sort of stagnate, or...

XV: Yes, so you have to combine experience and innovation, and you have to think about the institution. I am by no means saying that TERMCAT is right now in that

¹⁰³ 'There is, in the first place, the application of a communication policy which gives priority to participating and which looks for the complicity of groups concerned with specialist communication. This communication policy is not understood as a one-way transmission of information. On the contrary a "reciprocation" is intended, a [?] of the process. So that it is sure that anyone interested in so doing can send their observations and comments on approved propositions. Thus the possible revision of the terms approved by the Supervisory Council is another step in the terms standardisation process. It is thought of as a corrective action, aimed toward the improvement of quality.'

problem, but I am anticipating what could happen if you do not foresee a process of internal renovation, so that enthusiasm keeps growing. I think they're handling it quite well. (Vila)

What changes have been made within TERMCAT in recent years, as a result of evaluation?

Several examples of changes made as a result of evaluation have already been given. The most important, perhaps, is the establishment of the communication department in response to the low rate of knowledge of terminology found in implantation studies.

Vila suggests new approaches to diffusion, 'entrar en propostes més imaginatives i lúdiques, ja sigui per la via de concursos, de premis, de jocs, de pòsters'¹⁰⁴ (Vila i Moreno *et al.* 2007, 247). This seems to have been carried out: for example, the videogames terms are being promoted using a game.

How are research standards maintained (manual, training of new staff, etc)?

Several of the ways of maintaining research standards have already been mentioned, particularly documentation (and the revision of this in light of ISO 9000 certification), and the training of new staff.

¹⁰⁴ 'use more imaginative and playful proposals, maybe through competitions, prizes, games, posters'

2.15 Training

Are university courses in terminology available for Catalan terminologists? Are they appropriate and up to date?

As far as training future terminologists or potential terminologists is concerned, TERMCAT is involved with the universities in provision. For students and other professionals, TERMCAT organises visits and talks, and accepts students on internships and study visits. There is also a considerable amount of documentation on the TERMCAT website.

[TERMCAT] has promoted cooperation on different levels with the Catalan and Spanish universities through participation in academic and training events, receiving students on work experience and, more recently, the promotion of research projects on aspects related to terminology activity. (Colomer and Cuadrado 2008, 108)

Another line of work in the communication department is hosting students who want to do an internship. Students come here and stay for a month or a month and a half. The first week we do a kind of training or academic visit with a general overview, and afterwards we assign them to some project under a supervisor. So they work in a real project, and that kind of hosting really works. (Cuadrado, Cortés)

We go to them [to students in universities] or they come here, but we must explain to them how TERMCAT works. Every year we have about ten or fifteen visits. Sometimes they come here and we offer them an overview about our helpline, our work and our latest products, how they can produce terminology products, etc. We want to make the most of their visit here, so we also offer them a tour around the centre. (Cuadrado, Cortés)

Are terminology users given training and educational resources? (For example, journalists, teachers?)

For the general public, TERMCAT's website is considered easy to use.

...es muy fácilmente accesible a partir de la página web y de las bases de datos. El Cercaterm y la Neoloteca, en cuestión de segundos, puedes obtener respuestas e incluso, puedes ir más allá y hacer una consulta si no sale el término que buscas.¹⁰⁵ (Costa)

The consensus seems to be that further training or instruction on it is not needed. This aspect of training really can be merged with dissemination - the main message is the existence and whereabouts of resources, along with a smattering of theory.

¹⁰⁵ '...it's very easy to access from the website and the database. From Cercaterm and the Neoloteca, in a few seconds, you can get answers and also, you can go further and make an enquiry if the term you want doesn't come up.'

entonces, yo creo que el TERMCAT también se preocupa de difundir un poco la teoría, intentar formar gente, sobre todo también me imagino que para el personal que se dedica a atender consultas de la población, pues tener esas mínimas nociones también es importante.¹⁰⁶ (Costa)

Another question is the training of specialists such as journalists or lawyers in the use of the terminology for their field. Two of the external interviewees agreed that this would be a very good thing, and that such training should not be limited to translation students.

ÚB: Un autre demande c'est le - training - l'enseignement des utilisateurs de la terminologie. Comment faire savoir qu'il y a des ressources terminologique, et comment s'en servir. Est-ce qu'on fait un peu ça, est-ce que vous avez l'impression...

OC: Non. J'ai l'impression qu'on ne fait pas ça... Je crois que ça serait bien si on le faisait a l'université.

ÚB: Ce serait quoi? Qu'est qu'on...

OC: Je ne sais pas exactement, mais si on n'est pas habitué à faire ce type de consultation quand on est étudiant, quand on commence à travailler, on commence à courir a la vite, on ne le fait pas. Alors, si l'entraînement, comme on fait par exemple pour les journaliste un entraînement dans le droit - parce que le journalisme a toujours un certaines dangers de se mettre hors de la loi... Alors on ne le fait pas dans la terminologie, ça.¹⁰⁷ (Camps)

...Yo diría que fuera de las facultades de traducción, no se da tanta importancia al estudio de la terminología... Podría ser que, se ofreciera a estudiantes por ejemplo de derecho o de biología, la posibilidad de hacer, de asistir o de cursar alguna asignatura de terminología porque ahora hay mucha flexibilidad, yo no sé si dentro de la facultad de biología o de derecho, se prevé que haya una asignatura de terminología, esto, no lo sé, pero podría ser interesante ver si, realmente, como se hace en un proceso de normalización de la lengua y de la terminología pues, desde mi punto de vista personal, no sobraría que al futuro biólogo se le hicieran..., la terminología científica normalmente se, también, se hacen, se organizan cursos para doctorandos, que están elaborando la tesis doctoral, para ayudarlos a aprender a redactar un trabajo y dentro de esto es posible que también hay una mínima reflexión, una mínima introducción de terminología.¹⁰⁸ (Costa)

¹⁰⁶ 'I think that TERMCAT also tries to spread a little of the theory, tries to train people, especially I imagine that for staff who will be dealing with the public, having a certain minimum amount of knowledge is important too.'

¹⁰⁷ 'ÚB: Another question is the training of terminology users. How to let them know that there are terminology resources, and how to use them. Is that done a bit, do you get the impression...

OC: No. I get the impression that that isn't done... I think it would be good if it were done at the university.

ÚB: What would it be? What would...

OC: I don't know exactly, but if you're not used to doing this kind of research when you're a student, when you start working, you start running very fast, you don't do it. So, if the training, like the way a training in law is given to journalists – because journalism is always in danger of breaking the law... That isn't done in terminology.'

¹⁰⁸ 'I would say that outside of translation faculties, not that much importance is given to the study of terminology... It might be that students of say law or biology be offered the possibility of doing a course

Sí, sí porque claro es donde la terminología se puede difundir, en primer lugar es en los que se supone que serán los profesionales, podemos poner un caso que a lo mejor te interesa, es en términos de informática... es relativamente fácil ver que en general los informáticos prefieren el término inglés, seguramente por los condicionantes socio-lingüísticos, pero claro, lo interesante sería que en las facultades de informática, pues los profesores...¹⁰⁹ (Costa)

What kind of on-the-job training is provided to new and old staff?

There are several dimensions to the training of terminologists in and for TERM-CAT. There is an entrance exam which tests terminological ability (such as the ability to define common terms).

JB: It's an exam about terminology. In the first part they have to define terms which are very known, but they have to show that they are able to do a definition. For example, they have to do the definition of *heater*. It's clear, but it's not easy.

ÚB: So it's a way of thinking.

JB: Yes, it is. Then there are other parts where they have ten terms of a domain and they have to correct the mistakes. There are not only linguistic mistakes, but terminological mistakes. And another exercise is about standardisation. There is an anglicism and they have to propose a Catalan term and explain the criteria on which they base the proposal. (Bover, Rebagliato)

The exam includes questions referred to all aspects of terminological work: elaborate some definitions of given terms, check the given content of a small vocabulary, check a given report about a term, sort by subject a group of terms, translate into Catalan a French and an English terminological definition, propose Catalan denomination for neologisms and answer a terminological question. (R.Colomer email)

Once recruited, the staff has access to training manuals and comprehensive documentation.

They work as junior terminologists on projects supervised by others.

JB: There are methodologies and documents, but when a person starts working for TERM-CAT, he or she always works with a more experienced terminologist.

JR: And there's also some training at the beginning

JB: Yes, during the first week they have two or three training sessions which are given by TERM-CAT's staff. (Bover, Rebagliato)

in terminology, because now there is a lot of flexibility, there may be a terminology course, I don't know, but it might be interesting for them to see how the process of standardising the language and terminology is done; but I don't know if this is done with future biologists... For scientific terminology this is done, there are courses for doctoral students, who are doing their doctoral thesis, to help them to write their thesis, to help them to learn how to write a thesis, and during this it is possible that there is a minimal reflection, a minimal introduction to terminology.'

¹⁰⁹ 'Yes, yes because obviously it's where terminology can be spread, in the first place it's among those who are presumably going to be professionals, let's take an example which might interest you, in computing terms... it's quite easy to see that in general computer scientists prefer the English term, certainly because of socio-linguistic conditioning, but of course, it would be interesting if in computer science faculties, the lecturers...'

There are also training courses (such as language classes), and the opportunity to attend conferences. There is a biannual conference in TERMCAT itself.

SC: Every two years, we organise an event. It's a kind of open space, a forum where all our users can meet. It's open to linguists, translators, terminologists, etc., and we focus every event on one specific matter.

ÚB: So it's like a conference

SC: Yes. This is another tool to spread our work. Not only to spread our work but also to bring ideas, challenges or goals together. The last event was focused on loan words in terminology. We always try to keep a good balance, so there were conferences held by experts from Catalonia, but also other languages were represented, such as Irish and Italian.

ÚB: So it's training and spreading information and as well as that it's collecting, getting information.

SC: Yes, it is. (Cuadrado, Cortés)

Continuous training is provided to staff in terminoloy and languages.

ÚB: And there seems to be continuous training. I saw that there was an English lesson on this morning for example.

RC: Yes, we get language training, but we also train people about other aspects of the work. Basically we train about tools, methodology and linguistic issues. (Colomer)

According to our strategic plan, we have a training programme which is part of the general knowledge management system. We try to offer information for everybody in a continuous way. (Colomer)

However, the provision of further training for TERMCAT's terminologists is recognised as a problem for TERMCAT.

RC: Sometimes it is difficult for us to find good or adapted training for terminologists, since at university the courses are not so specialised. Sometimes it's difficult to find...

ÚB: Training in terminology?

RC: Exactly. Sometimes it's difficult to keep on learning about our speciality. I think the new staff has the basic knowledge that they need, but here they get the experience. But it's difficult to find good opportunities to learn for people who already have experience and basic knowledge. There are congresses, conferences, seminars, etc., but we cannot always find what we really interest us. (Colomer)

3 Evaluation: general reflections

These are already mentioned above in the relevant places.

3.1 What are TERMCAT's main strengths?

Interviewees, particularly external interviewees, are generally very positive about TERMCAT's work.

External interviewees praise the Cercaterm system, and the ease and speed with which it can be searched. (This contrasts with a few interviewees inside TERMCAT, who say that Cercaterm is currently old-fashioned and unwieldy, but that a new version with better search capabilities is being developed (Bofill; Bover, Rebagliato)).

OC: Normalement dans le site de TERMCAT, nous allons directement au Cercaterm.

ÚB: Et ça, c'est facile?

OC: [Cercaterm] ça c'est facile, c'est rapide, on cherche n'importe quoi.

ÚB: Donc il n'y a pas de besoin d'explications, de..

OC: Non. La recherche c'est très simple. Alors comme les définitions sont biens, alors il est facile à comprendre... Je crois que comme un machine à chercher la terminologie, le TERMCAT est sinon parfait, presque. Dans ce domaine il travaille très bien, il travaille au rythme que la matière permet, ce n'est pas très compliqué.¹¹⁰ (Camps)

Yo creo que, sería desde mi punto de vista, como profesor que necesita en determinados momentos terminología del TERMCAT, es muy fácilmente accesible a partir de la página web y de las bases de datos. El Cercaterm y la Neoloteca, en cuestión de segundos, puedes obtener respuestas e incluso, puedes ir más allá y hacer una consulta si no sale el término que buscas.¹¹¹ (Costa)

As far as I know there was a time, before the internet, when TERMCAT did not work that well. But since the arrival of electronic media it seems to be quite good.... Regarding the strengths, I have to say that the introduction of electronic media seems

¹¹⁰ 'OC: Normally in the TERMCAT site, we go directly to Cercaterm.

ÚB: And is that easy?

OC: It's easy, it's fast, you can search for anything.

ÚB: So you don't need explanations, or...

OC: No. The search is very simple. And since the definitions are good, it's easy to understand... I think that as a machine for searching the terminology, TERMCAT is, if not perfect, almost. In that area it works very well, it works at the rhythm the material permits, it's not very complicated.'

¹¹¹ 'I think that, from my point of view, as a lecturer who occasionally needs terminology from TERMCAT, it's very easy to access from the website and the database. From Cercaterm and the Neoloteca, in a few seconds, you can get answers and also, you can go further and make an enquiry if the term you want doesn't come up.'

to be quite important, and it is easy to use. They should make it more user-friendly. (Vila)

As for research and standardisation work, the interviewee responsible for it finds it, in general, the best way to work; expert involvement, in particular, is valued.

Creo que intentamos ser bastante realistas y tener en cuenta las diferentes perspectivas. Aún así, todos a veces cometemos errores y pueden haber soluciones que no son las más adecuadas o que algo no se haya tenido en cuenta en el estudio del caso, pero en general, el proceso funciona bastante bien.

Quizás lo mejor es contar con la opinión de los especialistas, no limitarnos a la opinión de los lingüistas. Lo mejor es intentar combinar lo que es lingüísticamente adecuado con lo que es realista de fijar.¹¹² (Sabater)

The director of TERMCAT sees the structure of the organisation – a smallish body which is not strictly a part of the administration, and can be quite dynamic – as a strength. The closeness to the academic world is also positive.

Another strength of our centre is that we are not a very big structure and that we are not strictly the Administration. We are a public organisation, but as we are a consortium, we have some independence which gives us more agility in management and allows us to give quicker responses to users. Besides, we have a small structure and very good atmosphere. (Colomer)

TERMCAT was first managed by a university professor, and from the beginning, it has had an academic orientation, focusing not only on producing activities but also on academic progress. We are related to universities and have students doing internships here. So we have a relationship with the academic world. We are not academic, but we are related to it. In conclusion, I think that we have a special position which is different from other organisations, such as l'Office Québécois de la Langue Française, which belongs to the Government. (Colomer)

Governmental and academic support (from the language academy) are also positive factors.

We are lucky to have the support from the Government and from the language academy. This allows us to have a political influence, but also an academic legitimacy. (Colomer)

The international role and recognition of the competence of TERMCAT are seen as important, particularly because Catalan is not a powerful language nationally or internationally.

From the beginning we have been very active internationally. That's a good point because you get an idea of what other people are doing in the world, so you are not only focused on your language. (Colomer)

112 'I think that we try to be quite realistic and to take different perspectives into account. Still, sometimes we commit errors and there can be solutions which are not the best, or something that was not taken into account in the study of the case, but in general, the process works quite well. Maybe the best part is getting the opinion of the experts and not limiting to the opinion of the linguists. The best thing to do is trying to combine what is linguistically adequate and what is realistic to do.'

Our strength is our competence, more than our power, because the Catalan language is not a powerful language. In Spain, Catalan is coofficial in Catalonia, but not in the whole territory of the State. (Colomer)

3.2 What are TERMCAT's weaknesses?

Although this research aims to identify what can be learned from TERMCAT, as a model of best practice, the perceived weaknesses must also be examined; they highlight pitfalls to be avoided.

The main weakness of TERMCAT's work is perceived to be the rate of diffusion and implantation of terms. In one study, it is found that not only are many of the terms not used by their target users, they are not even known.

Si els resultats obtinguts en aquest treball reflecteixen les dinàmiques generals, el tema no és com pasar del coneixement a l'ús: el problema de debò és com arribar a assolir primer el coneixement, per la senzilla raó que una part substancial de les propostes terminològiques ni tan sols no han arribat a ser apreses pels seus destinataris.¹¹³ (Vila i Moreno *et al.* 2007, 246)

ÚB: A votre opinion, les méthodes de dissémination, de publication du TERMCAT, ce sont effectives? Les dictionnaires, les méthodes de publier les nouvelles collections, ils sont effectifs?

OC: Normalement c'est le point où ça ne marche pas exactement comme il faut. Il n'est pas facile. Il n'est pas facile. Par exemple, il y a eu un moment où il a été relativement facile, c'était dans les jeux Olympiques de 1992, quand on a fait tout une collection de la terminologie de tous les sports Olympiques. Alors, ça a marché à ce moment-là, parce qu'il y avait un événement, qui aidait à ce type de publication. Mais après, on a sorti beaucoup de dictionnaires, mais à propos de quoi, une relation avec des événements - ça, jamais. Pour faire une publicité, ce n'est pas facile, faire une publicité des dictionnaires.

ÚB: Oui, bien sûr. Il y a pas des événements ou...

OC: Pour l'attacher, pour dire 'à propos de ça, on a un dictionnaire'. Alors le dictionnaire sort, il est distribué, ils le font connaître aux services linguistiques en Catalunya, un réseau de services linguistiques, le Consorci per a la Normalització Lingüística, alors à travers ça on peut faire une certaine diffusion. Mais c'est une diffusion qui normalement s'arrête dans le spécialiste, dans le linguiste qui est au service linguistique d'une certaine place.¹¹⁴

¹¹³ 'If the results found in this work reflect the general dynamic, the question is not how to go from knowledge to use: the first problem is how first to get knowledge, for the simple reason that a substantial number of terminological proposals are just not known by their target users.'

¹¹⁴ 'ÚB: In your opinion, TERMCAT's methods of dissemination, of publication, are they effective? The dictionaries, the means of publishing the new collections, are they effective?'

ÚB: What about the implantation - is there a gap there?

XV: There is a gap. In fact the results of our research show, to a certain extent, prove, that that is their main problem. TERMCAT has not developed adequate tools to disseminate their solutions. There is another issue, another aspect to the issue. TERMCAT works in two different ways. One of their ways of working is they elaborate vocabularies and lexicons. The other way is they answer specialised questions. When they are answering questions, they are disseminating. And that seems to work pretty well. And then they can use these materials, they can add them to their web[site]. When they create vocabularies, that's more difficult to disseminate, at least in their experience. So they have a gap there. (Vila)

Sí que de manera sistemàtica es detecten mancances gravíssimes pel que fa a la difusió: els materials utilitzats per a difondre les solucions són coneguts per una minoria ínfima, de vegades sols per aquells que participaren en l'elaboració del diccionari o hi eren a prop. Aquest aspecte s'ha de prendre en consideració urgentment.¹¹⁵ (Vila 2008, 196)

ÚB: Est-ce qu'ils [les spécialistes] savent qu'il y a de la terminologie? Est-ce que c'est visible?

OC: Je ne suis pas sur. Si quelqu'un a l'inquiétude certainement il le trouve. Mais s'il n'a pas l'inquiétude, c'est ce qui est difficile, il faut faire des campagnes. On en a fait dans le champ de la médecine, par exemple, il y a eu des campagnes pour essayer que chacun cherche sa spécialité, le vocabulaire de sa spécialité. Mais l'impression – moi, je ne parle pas normalement de médecine, alors, l'impression c'est qu'il y a pas un grand intérêt, excepte dans certaines personnes qui sont vraiment très intéressées au Catalan. C'est l'intérêt pour le Catalan, mais pas l'intérêt pour la spécialité.¹¹⁶ (Camps)

OC: Normally that's the point where it doesn't work exactly as it ought to. It's not easy... For example there was a moment when it was relatively easy, that was the [Barcelona] Olympic Games in 1992, when a big collection of all the terminology of all the Olympic sports was done. That worked at that moment, because there was an event, which helped that kind of publication. But afterwards, lots of dictionaries were brought out, but about what, a relationship with events – never. To create publicity, it's not easy, to publicise dictionaries.

ÚB: Sure. there are no events...

OC: To attach it to, to say, "we have a dictionary for this". So the dictionary comes out, it's distributed, the linguistic services in Catalonia are told about it, a network of linguistic services, the Consorci per a la Normalització Lingüística, so through that you get a certain diffusion. But it's a diffusion which usually stops at the specialist, at the linguist who is at the language service of a particular place...'

¹¹⁵ 'In a systematic way serious gaps are found in diffusion: the materials used to spread the solutions are known to a tiny minority, sometimes only by those who participated in the creation of the dictionary or [?]. This aspect needs to be taken into consideration urgently.'

¹¹⁶ ÚB: Do they [the specialists] know that there is terminology? Is it visible?

OC: I'm not sure. If someone is worried about it he'll certainly find it. But if he's not worried, that's what's difficult, you have to have campaigns. There was one in the field of medicine, for example, there were campaigns go get everyone to look for their speciality, the vocabulary of their speciality. But the impression – I don't usually talk about medicine, so my impression is that there is no great interest,

Clearly, dissemination and implantation are TERMCAT's main challenges, and they have recognised this and are tackling the problem with the communication department and communication plan.

I think that we have been working to improve in our methodology. We have to be more effective and try to provide resources to more people. That is our goal, and we are working on it. (Colomer)

There are always challenges, however, because of the area itself.

Sometimes you do your best to communicate effectively, but perhaps if the product is really specialised, it's difficult for users and for media to be informed. (Cuadrado, Cortés)

If we have a look at the results obtained, we can consider we did a good job during last year. Things can always be improved, of course, but we have to bear in mind that, as we are a public organization, we don't have a large amount of economical resources to be spent on advertising. Therefore, we put all our efforts in looking for alternative and effective communicative actions which allow us to keep in touch with our target users without spending much money. (Cuadrado, Cortés)

Another related challenge to TERMCAT is the acceptance of terminology by target users. It does not seem, in many cases, to be accepted unquestioningly. Private enterprises and private correctors and private linguists may not agree with what TERMCAT says. The media often find TERMCAT's suggestions too long or unwieldy, and do not use them. As one commentator points out, any organisation that tries to tell people how to act or what words to use is at risk of ridicule.

Peut-être trop longue. Surtout pas exactement dans le radio ou la télé mais oui dans le journalisme écrit, parce que dans les titres, les mots trop longues sont compliqués de mettre la-dedans. Y alors normalement on commence à utiliser les mots nouveaux par l'emprunt, les mots étrangers. Et normalement le TERMCAT a une stratégie qui consiste à donner la forme Catalan et comme synonyme la forme étrangère. Et alors lentement on s'approche à la forme Catalan, sans forcer.¹¹⁷ (Camps)

ÚB: So there's a question then about the acceptance of terminology from TERMCAT. It's not unquestioningly accepted.

XV: No, it isn't. I would speak about two different levels. For lay people, it is not an issue of accepting or refusing, but rather getting to know that something has been

except for some people who are very interested in Catalan. It's interest in Catalan but not interest in the speciality.'

¹¹⁷ 'Maybe too long. Maybe not in the radio or the TV but in written journalism, because in titles, overly long words are difficult to use. And so normally they start borrowing the new words, the foreign words. And usually TERMCAT has a strategy which consists of giving the Catalan form, and the foreign form as a synonym. And so slowly the Catalan form is brought into use, without forcing the issue.'

produced. Among linguists, especially among chiefs responsible for correction at particular media, there is also a sort of professional pride issue. So that's quite difficult to solve.

ÚB: So in general a lot or some of their terms would be disputed.

XV: Some of them. I would not say most of them, but some of the terms have become controversial. (Vila)

ÚB: Are TERMCAT then maybe a bit unrealistic when they expect people to use that spelling or to use..

JC: Bueno, claro, sí, a veces, es decir, el especialista, el terminólogo, pues creo que llegaron a esta conclusión, por una serie de criterios y pero claro, quizá no sospecharon demasiado, que los destinatarios de esta terminología, que son la gente que tiene restaurantes, pues, encontrarían o percibirían esta forma ['fondi'] como ridícula, ¿no? Bueno, es lo que pasa, tú como técnico, haces una propuesta, y luego, la gente lo... entonces hay que, tienes que ser sabio o reconocer que no vale la pena mantener la propuesta y claro, pues aceptas que se mantenga la grafía francesa ['fondue']. Sí, sí, pero esto es el, digamos, el riesgo de dedicarte a fijar, a decir de la gente, como tienen que comportarse. De hecho, decir a la gente, tienes que decir esto, es arriesgado, porque la gente pensará, bueno y tu tienes... ¿no?¹¹⁸ (Costa)

The questions of implantation and acceptance are both, for one interviewee, related to the traditional theoretical approach of terminology as a discipline – the asocial, scientific tradition (as opposed to a more socioterminological approach).

XV: I would say that TERMCAT was created in an intellectual framework which was attached to the classical terminological approach, terminological theory. So they wanted to standardise *in vitro* the terms, and they expected that somehow the terminology would be spread. They realised quite rapidly that that was not the case, but they did not have many academic resources to turn to to change that situation... What I mean is that there were no people working on analysis of implantation... They don't have the theoretical background to do that sort of research, and they did not have any interlocutors.

ÚB: So before [the start of the implantation studies] there was a gap.

XV: They were aware of the gap as far as I know. But they didn't have the opportunity to solve it. (Vila)

XV: But the problem with terminology is that it is terminology that is not very social as a domain. I mean, terminology has been making efforts to develop as an independent field. And one of the decisions they made many years ago was that they were

¹¹⁸ 'Well, of course, the specialist, the terminologist, I think they jump to this conclusion, for a series of reasons, and maybe they don't suspect that the intended users of this terminology, who are restaurant owners, they would find or perceive this form ["fondi"] as ridiculous. What happens is you, as a technician, you make a suggestion, and then people... so you have to be wise or recognise that it's not worth keeping the suggested term and then of course you accept that the French form ["fondue"] is kept. Yes, because this is the, let's say, the risk of telling people how to act. To say to people, you have to say this, it's risky, because people will think, yeah and you are... no?'

independent from linguistics, and they were of course even more independent from sociolinguistics. That makes them a sort of extreme case of the asocial approach in many linguistic areas.

ÚB: So when you say asocial, you mean distant from the..

XV: Yes, From sociology and anthropology. That is exactly what I mean.

ÚB: And you think that perspective comes through in TERMCAT's work? Do you think they've adopted that?

XV: Since they are informed by terminological theory, they are absorbing that ideology. It's true that terminology is changing, it's becoming more and more social. So to answer your question, yes, I would say they are quite familiar with terminological theory, so the fault is with terminological theory but not TERMCAT. (Vila)

Another criticism relates to the speed of TERMCAT's work; it can be too slow, particularly for journalists. One commentor suggests that the need for a long process of discussion and investigation – although understandable – slows TERMCAT's work down too much for journalists.

ÚB: Donc pour votre travail qui est un travail très vite, forcément parce que c'est le journalisme, est-ce qu'il - il semble qu'il y a des problèmes avec le TERMCAT, qu'ils font le travail mais ils font un peu trop lentement.

OC: Un peu trop lentement, oui. Chacun son rythme. Alors ils nous disaient l'autre jour qu'il vaut la peine que nous nous avançons dans certains domaines. Nous avançons alors peut-être ils sont coincés entre les besoins du moment et l'insister d'être formelle, de parler avec l'académie, l'Institut d'Estudis Catalans, alors quand ils donnent une forme comme la forme correcte, normalement c'est déjà la forme qui va être adopté par l'Institut, par l'Académie, mais ils y arrivent lentement. Et c'est normale, ça.¹¹⁹ (Camps)

Normalement il y un problème avec TERMCAT, un problème de vitesse. Nous sommes plus rapides normalement. Alors les mots nous arrivent avant, et alors on commence à les utiliser.¹²⁰ (Camps)

The people who work in linguistic services, media, have some pressure to have a solution for tomorrow or for tonight. I understand that they may be dissatisfied with the solutions or with the speed. But if you have some days, if you can wait for some days, I would say that TERMCAT is responding reasonably. (Vila)

¹¹⁹ 'ÚB: So for your work which is a very fast work, because it's journalism, is it – it seems like there is a problem with TERMCAT, that they do the work but they do it a bit too slowly.

OC: A bit too slowly, yes. Each at his own speed. So they told us the other day that we might as well work ahead in some areas. We're working ahead and maybe they're caught between the needs of the moment and the insistence on being formal, on speaking to the academy, the Institute of Catalan Studies, so when they give a form as the correct form, usually it's the form which will be adopted by the Institute, by the Academy, but they get there slowly. And that's normal.'

¹²⁰ 'Usually there's a problem with TERMCAT, a problem of speed. We are quicker normally. So the words get to us faster, and we start using them.'

Although this is recognised, it seems that standardisation work cannot be properly carried out any faster, if it is to be of good quality.

ÚB: It seems like a lot of work. [laughter] Is it, do you think it's an efficient way to do the work? It seems like a lot of time for just one term.

MS: Es verdad, pero para tomar una decisión conscientemente, se necesita tener el máximo de información posible sobre ese caso y creo que éste es el mínimo de tiempo que se necesita. Si fuera menos que esto, la decisión que se tomaría quizás sería a menudo la equivocada.¹²¹ (Sabater)

In the advisory services, however, it is suggested that more staff would be beneficial.

CB: We would need one or two more people to be able to answer the questions in a shorter period of time. When a translator asks you a question, you can't say: 'okay, it's a very important term. We are going to standardise it'. She or he will say: 'okay, but when?' 'Oh, six months, or a year'. That's not possible. You have to give a provisional answer because tomorrow you are going to see the result on TV.

ÚB: But you try to give some sort of answer.

CB: Yes, we do. We work then with the experts, what is difficult because they don't answer immediately. (Bofill)

The Cercaterm system is described as old and unwieldy, but there are plans to upgrade it. Interestingly, this is not a weakness pointed out by any of the external interviewees.

CB: Cercaterm is a very old searcher, and we have to renew the search engine because nowadays a lot of searchers are better and offer more possibilities. If you have tried Cercaterm...

ÚB: It's quite a simple search

CB: Exactly. We are working on that. You only have a text box, and you can only choose one subject. There is no 'begins with', 'follows', 'contains', etc. You can't choose different areas like mathematics AND construction. It's very simple.

ÚB: There is no advanced searching.

CB: Because we have not changed it since the year 2000. We are working on that, and before the end of this year we hope it will be finished. (Bofill)

Another problem is the misuse of Cercaterm, or its use for a purpose for which it was not intended, as a Spanish termbase. This, of course, is not a poor reflection on TERMCAT – the opposite, in fact – but it can lead to problems.

Many professionals working with Spanish language, such as translators, proofreaders or media, use Cercaterm for Spanish terminology. That is a problem because we are only responsible for the Catalan terminology, so you can find a term in English or Spanish that is not fully correct. (Bofill)

¹²¹ 'MS: That's true, but to make a decision in good conscience, you need to have as much information as possible about the case, so I think that this is the minimum you need. With less than this, the decision you make might be wrong more often.

An external commentator who works with translation students finds that it is not always clear which terms ought to be used. It is also difficult to persuade students of the authority of standardised terms, compared to whatever else they might find online.

Lo que quizá no queda claro es hasta qué punto, la solución que se propone en el Cercaterm o en la Neoloteca, ya es la solución definitiva porque, desde el punto de vista, digamos administrativo, hasta que no se publica en el diario especial de la Generalitat de Catalunya, aquella terminología, no esta aprobada porque entonces, ya ha intervenido el Institut d'Estudis Catalans. Por lo tanto, es por una parte cierto, que es fácil conseguir propuestas, soluciones, lo que ya es mas difícil e incluso para los alumnos de entender es, si aquello ya es una solución definitiva o no. Incluso la distinción entre el Cercaterm, que parece más provisional, y la Neoloteca, que ya parece una solución más asentada, a veces los alumnos esto no lo tienen claro.¹²² (Costa)

Bueno, es en principio, claro, primero busco en la Neoloteca, que se supone que ya son propuestas firmes del TERMCAT, que están a la espera de una sanción oficial. Si no encuentro el término en cuestión en la Neoloteca, pues en segundo lugar, vas al Cercaterm, y allí ya sabes que lo que vas a encontrar no, a lo mejor es una simplemente, han recogido el término y han dado una solución de urgencia, pero bueno, normalmente la, ya digo, la fiabilidad del trabajo del TERMCAT, pues hace que, tú puedas recoger este término con una cierta garantía. Siendo consciente, evidentemente yo cuando me preparo una clase, pues aviso. De momento la propuesta es esta. Entonces, pero esto si que hay que reconocer que, yo doy clases en segundo año de carrera y claro, el alumnado muchas veces no distingue. Igual encuentra una cosa en Google, o en Internet y ya está, ¿no? es maravilloso. Entonces, hay que insistir mucho en saber la autoridad, la fiabilidad que puede tener una propuesta del Cercaterm y de la Neoloteca.¹²³ (Costa)

los términos normalizados también se publican en el diario oficial de la Generalitat de Catalunya, es decir, como el TERMCAT es un organismo oficial, del gobierno de Catalunya, estos términos deberían usarse, bueno, tienen que usarse en la

¹²² 'What is perhaps unclear is to what point the solution proposed by Cercaterm or the Neoloteca is a definitive solution, because, from an, let's say, an administrative point of view, until it's published in the special diary of the Generalitat de Catalunya, this terminology, it's not approved because the Institut d'Estudis Catalans could [?] have intervened. So it's certain that it's easy to get suggestions, solutions, but what's more difficult – and what's more difficult for the students to understand – is whether it's a definitive solution or not. Including the distinction between Cercaterm, which seems more provisional, and the Neoloteca, which seems like a more clear solution, sometimes the students aren't clear about this.'

¹²³ 'Well, it's clear in principle, first I look in the Neoloteca, which one supposes has firm proposals from TERMCAT, which are at the level of an official sanction. If I don't find the term in the Neoloteca, then as a second step I go to Cercaterm, and there you know what you're going to get, maybe it's only that they've collected the term and gave an emergency solution, but still, normally the trustworthiness of TERMCAT's work, you can take this term with a certain guarantee. But of course when I'm preparing my classes I point this out. At the moment this is the proposal. But it has to be recognised that I give classes to second years, and obviously the students often don't distinguish. It's the same, they find a thing on Google, on the Internet, and there it is, it's great. So you have to insist a lot on the authority, the reliability of a proposal in Cercaterm and the Neoloteca.'

administración pública. Entonces, se publican en el diario oficial del gobierno.¹²⁴ (Sabater)

JC: Y luego, a veces también, no se entiende la relación que hay entre el TERMCAT por una parte y el Institut d'Estudis Catalans por el otro, porque el Institut d'Estudis Catalans ha publicado un diccionario general, que incluye terminología, entonces, sabemos que hay miembros del Institut d'Estudis Catalans que forman parte del máximo órgano de decisión, el Consell de Supervisió del TERMCAT. Pero esto, visto desde fuera, pues, dice bueno ¿quién manda en terminología? ¿el TERMCAT? ¿o el Institut d'Estudis Catalans? Pues claro, como el Institut d'Estudis Catalans no publica vocabularios específicos, pues a veces puede haber un poco de confusión visto desde fuera, a quien tienes que hacer caso, si hubiera, podría pasar, ¿no?, una solución en el diccionario del institut d'Estudis Catalans, y en un vocabulario del TERMCAT.

ÚB: Are they sometimes different?

JC: Ahora mismo no me consta pero, podría pasar, ¿no? Podría pasar que, a ver, un diccionario publicado en el año 1995, el TERMCAT dice una cosa y luego, posteriormente, pues, el diccionario del Institut, diga otra cosa. Aquí en este caso sería claro, porque siempre la hora posterior pues se supone que, si ha tenido que cambiar algún criterio, pues lo han cambiado ¿no?¹²⁵ (Costa)

3.3 What are the opportunities?

Vila i Moreno *et al.* (2007, and interview) suggests that TERMCAT needs to make the transition from *in vitro* to *in vitro and in vivo* terminology work. Otherwise, he says, the sociolinguistic situation will not change and sooner or later questions will be raised about TERMCAT's social usefulness.

Si les polítiques de normalització terminològica aspiren a assolir la implantació de les solucions que propugnen, els responsables han de replantejar a fons les polítiques de difusió - inclosa la dinamització o el foment - que duen a terme. En altres paraules, sense descuidar la normalització *in vitro*, cal abordar de manera sistemàtica la

¹²⁴ 'The standardised terms are also published in the official diary of the Generalitat de Catalunya, that is, since TERMCAT is an official organisation of the Catalan government, these terms have to be used, well, they should be used in public administration. So they're published in the official diary of the government.'

¹²⁵ 'JC: And then, sometimes as well, the relationship between TERMCAT on one side and the Institut d'Estudis Catalans on the other is not understood, because the Institut d'Estudis Catalans has published a general dictionary, which includes terminology, and we know that there are members of the Institut d'Estudis Catalans who are in the highest decision-making entity, the Supervisory Council of TERMCAT. But this, seen from the outside, you could say, well, who is doing the terminology? is it TERMCAT, or the Institut d'Estudis Catalans? But obviously, since the Institut d'Estudis Catalans does not publish specific dictionaries, sometimes there can be a bit of confusion seen from the outside, for someone who is looking for the solution in the dictionary of the Institut d'Estudis Catalans, and in the dictionary of TERMCAT.'

ÚB: Are they sometimes different?

JC: Right now I'm not sure, but it could happen, couldn't it? It could happen that, say, a dictionary published in 1995, TERMCAT says one thing and then, afterwards, the Institut's dictionary says another thing. Now in this case it would be clear, because always in the later work, one supposes that if there was some criterion to change they would have changed it, no?'

normalització *in vivo*. L'alternativa, és a dir, la reclusió en les tasques de codificació sense projecció social ulterior pot resultar individualment gratificant, però no modifica la realitat sociolingüística, i tard o d'hora acabarà generant dubtes entorn de la seva rendibilitat social.¹²⁶ (Vila i Moreno *et al.* 2007, 246)

There is a generally positive attitude towards TERMCAT's work, and this could be exploited.

Els informants consultats - tots, o una part significativa - no rebutjaven de ple la intervenció sobre la llengua i fins i tot s'hi expressaven moderadament a favor amb relativa freqüència.¹²⁷ (Vila i Moreno *et al.* 2007, 245)

This could be used to involve people in the discussion and creation of terminology.

Playing with words is something people like. Not everybody, but many people like it. People tend to be proud of their language, so... I am not one hundred per cent sure, but why don't we give them some voice? In a controlled way. That may enhance the process of - it would not be called dissemination then - we would need another term. To create, collect, maybe. (Vila)

Regarding dissemination, I explained to you that I think that participation of users - in our research we have coined the term 'community of users' - they should be incorporated, engaged in the process. (Vila)

If you are talking about football, Barcelona Football Club alone has more than one hundred thousand supporters with a membership card, and millions of supporters around the world - in fact everybody can speak about football. It would be quite an interesting initiative to try to solve a terminological problem. In fact we had something like that some weeks ago, *in vivo*, when the Barcelona Football Club won a championship. There was an initiative from the Catalan television, who asked the audience 'what would you call this team?', so supporters and fans could send their proposals via SMS. For example, they got Pep' Team and Magic Team. That was quite an interesting example of what you could do with thousands of cases. People wanted to take part in it. I saw that at home - my children wanted to participate, and we disagreed. That introduced a debate into the house, and it was not me who introduced the debate, but the television and the kids. (Vila)

Vila suggests new approaches to diffusion, 'entrar en propostes més imaginatives i lúdiques, ja sigui per la via de concursos, de premis, de jocs, de pòsters' (Vila i Moreno *et al.* 2007, 247).

He proposes a distinction between two types of standardisation.

¹²⁶ 'If the terminological standardisation policies aspire to achieve the implantation of the solutions proposed, those responsible must fundamentally rethink the diffusion policies – including the [?] – which they carry out. In other words, without neglecting *in vitro* standardisation, they need to approach *in vivo* standardisation in a systematic manner. The alternative, that is, the seclusion in codification tasks without ulterior social planning can be individually gratifying, but it doesn't change the sociolinguistic reality, and sooner or later there will be questions about its social usefulness.'

¹²⁷ 'The informants consulted – all, or a significant part – did not completely reject language intervention and [fins i tot?] were relatively frequently moderately in favour of it.'

La *normalització terminològica in vitro*, és a dir, el procés de codificació que condueix a la selecció d'una denominació enfront d'altres, i el seu resultat; i la *normalització terminològica in vivo*, és a dir, el procés i el resultat d'haver-se estandarditzat l'ús de les variants denominatives en favor d'una de sola en les pràctiques lingüístiques reals. En aquestes condicions, hom podria reconceptualitzar fàcilment el terme *normalització terminològica* per a referir-se al cicle complet que duria des de la selecció fins a la implantació, la qual cosa l'aproximaria substancialment a la visió global que té la noció en sociolingüística.¹²⁸ (Vila i Moreno et al. 2007, 249)

3.4 What are the threats?

The main challenge for (or threat to) TERMCAT seems to be that it has to maintain its relevance, and the way in which it could become irrelevant would be to fail to be useful.

Terminology has to be useful. So the idea that I produce dictionaries and I leave them on a shelf, I would say that might be useful in some situations, but may not be useful indefinitely. At a given point, taxpayers may say 'if you are not making your dictionaries useful, why are you producing them?' Because they will become older. I am aware that TERMCAT's directory board and supervisory board are quite aware of the need that they should start looking for results; in fact, that's why we have been contracted, and other people.

ÚB: To find out what the results of the work are.

XV: Yes, and to find ways to improve them. (Vila)

Si es pretén assolir la implantació primer cal cercar la implicació dels destinataris. Altrament, es corre el risc que les propostes neològiques es floreixin i caduquin abans d'arribar a ser posades mai en ús.¹²⁹ (Vila i Moreno et al. 2007, 247)

riscos de desplaçar excessivament lluny de les pràctiques terminològiques totes les activitats *in vivo* - el que podríem dir-ne la temptació d'externalitzar l'activitat *de bota*.¹³⁰ (Vila i Moreno et al. 2007, 247)

There is also the importance of remaining dynamic and enthusiastic.

XV: Well TERMCAT is arriving at a mature state, and they will have to keep an eye on intergenerational transmission; they should be, not worried, that's not the word yet,

¹²⁸ *'In vitro terminology standardisation*, that is to say, the process of codification which leads to the selection of one denomination instead of others, and its result; and *in vivo terminology standardisation*, that is to say, the process and the result of having standardised the use of the denominative variants in favour of a single one in real linguistic practices. In these conditions, one could easily reconceptualise the term *terminology standardisation* to refer to the complete cycle which would go from selection to implantation, which would bring it close to the global vision which the notion has in sociolinguistics.'

¹²⁹ 'If implantation is to be achieved, first we have to look for the involvement of the target users. Otherwise, we run the risk that the neological proposals will live and die without ever being put to use.'

¹³⁰ 'the risk of moving all the *in vivo* activities too far from terminological practices – what we could call the temptation of externalising the activity.'

but institutions in language planning tend to have a problem when their leaders become more than 50 years old. Because I think that in Quebec, in other countries...

ÚB: So they sort of stagnate, or...

XV: Yes, so you have to combine experience and innovation. And you have to think about the institution. I am by no means saying that TERMCAT is right now in that problem. But I am anticipating what could happen if you do not foresee a process of internal renovation, so that enthusiasm keeps growing. I think that they should... I think they're handling it quite well. (Vila)

There is also the risk of being caught up in administrative fragmentation between Catalonia and Valencia, where there is a question of language similarity and acceptance of standardised terms.

Bueno no, porque ya ha salido, yo era simplemente, tenía apuntado aquí la cuestión de todo dominio de lingüístico, es decir, el TERMCAT es una entidad creada por el gobierno autónomo de Cataluña, y esto, pues puede, levanta suspicacias, no sé si estás familiarizada con el problema, sobre todo al sur, en el país Valenciano, en la cuestión de la lengua, es decir, es la misma lengua, no es la misma lengua...Entonces este, la fragmentación administrativa, es uno de los grandes impedimentos para difundir las propuestas normativas.¹³¹ (Costa)

¹³¹ 'Well, it's already come up, I'm just noting the question of any language dominance, that is, TERMCAT is an entity created by the autonomous government of Catalonia, and this, then, can raise suspicions... I don't know if you're familiar with the problem, especially in the south, in the Valencian country, the language question, that is, it's the same language, it isn't the same language... So this, the administrative fragmentation, is one of the big impediments to the diffusion of normative proposals.'

Field Procedures

Data collection

The information needed was initially sought in the literature published by and about TERMCAT. Data was generated in discussion with interviewees.

As well as TERMCAT staff (nominated by TERMCAT), interviews were sought with external commentators who work with TERMCAT or TERMCAT's products, on advice from TERMCAT staff and other correspondents.

Interview methodology

A list of interviews can be found in Interviewees on page 102.

A short description of the thesis project and an outline of the items for discussion was sent to each interviewee about a week before the interview, with a Spanish translation.

The purpose of the interview and the research aims were explained to interviewees, and they were asked to sign a consent form.

The interviews themselves were semi-structured, based on the list of questions. At the end of the interviews, participants were asked if they had anything else to add, and whether any important details had been omitted. The questions for external interviewees (J. Costa, O. Camps and X. Vila) focused on evaluation.

All interviews were recorded using a small handheld Dictaphone and saved in MP3 format. All interviews were transcribed and a copy of the full transcript kept securely.

Processing of material – coding and analysis

The interviews were transcribed using F4 software and checked. They were then coded according to the questions using Nvivo software.

The finished report was sent to external interviewees in August 2009 and they were invited to make corrections. One minor correction was received from Xavier Vila. The report was then sent to TERMCAT in September 2009, with a list of additional questions. The questions were answered and TERMCAT undertook a formal revision of the case report:

We have been assessing with Rosa which procedure should be the most suitable one in order to adapt the case report from the oral format into a formally written correct version to be published.

With this aim we have agreed that TERMCAT will take on the task of doing the formal revision of the case report resulting from the interviews that have been taken to our technical staff during your stage. We could get back to you with the complete document revised at the end of November.

We consider this should be the formal procedure bearing out that this case report finally will be added as written material to your thesis. (S.Cuadrado email, 30.10.09)

The revised report was received in January 2010, with changes made to most quotes and translations. Material (from the answers to the list of questions) was added, and all TERMCAT's changes were accepted except those made to transcripts of external interviewees. Since those interviewees had already accepted the document, no changes were made to transcripts of their interviews.

A final version of the case report was sent to TERMCAT on 10 June 2010.

Schedule of data collection activities

Date	Type	Location	Participant(s)	Length (min)	Language	Record kept	Consent form	Key topics
27.04.09	Interview/presentation	TERMCAT offices	Rosa Colomer, Sandra Cuadrado, Rute Costa	86	English	Recorded and transcribed	full	Overview of TERMCAT, organisational structure.
28.04.09	Interview	TERMCAT offices	Jordi Bover, Joan Rebagliato	90	English	Recorded and transcribed	full	Terminology project work, terminology tools and database
28.04.09	Interview	Radio Catalunya offices	Oriol Camps	30	French	Recorded and transcribed ¹³²	full	The user's experience of TERMCAT
29.04.09	Interview	TERMCAT offices	Marta Sabater	81	Spanish (questions posed in Italian/English)	Recorded and transcribed ¹³³	full	Standardisation
29.04.09	Interview	Joan Costa's house (Barcelona)	Joan Costa	32	Spanish (questions posed in Italian/English)	Recorded and transcribed ¹³⁴	full	The user's experience of TERMCAT
30.04.09	Interview	TERMCAT offices	Sandra Cuadrado, Maria Cortés	75	English	Recorded and transcribed	full	TERMCAT's communication strategy
30.04.09	Interview	TERMCAT offices	Cristina Bofill	32	English	Recorded and transcribed	full	<i>Ad hoc</i> terminology work
30.04.09	Interview	TERMCAT offices	Rosa Colomer	27	English	Recorded and transcribed	limited	General evaluation of TERMCAT
14.10.09	Email		Rosa Colomer		English			RE: TERMCAT case report for review
18.06.09	Interview	University of	Xavier Vila	26	English	Recorded and	full	Term implantation and the

¹³² This transcription was checked by Isabelle Chesneau.

¹³³ This interview was transcribed and checked by Nuria Perez.

¹³⁴ This interview was transcribed by David Carter and checked by Nuria Perez.

Date	Type	Location	Participant (s)	Length (min)	Language	Record kept	Consent form	Key topics
		Limerick				transcribed		user's experience of TERMCAT

Interviewees

Each of the interviewees (with the exception of Marta Sabater) was asked to give his or her name and a description of their position.

My name is **Rosa Colomer**, and I am the director of the centre of terminology TERMCAT.

My name is **Sandra Cuadrado** and I'm responsible for the communications area. I'm in charge of the application of the communication plan.

My name is **Jordi Bover**. I am responsible for the production department of TERMCAT, what we call Àrea de Recerca Sectorial [Sectorial Research Area]. Our goal is the production of dictionaries, and we have a system for creating dictionaries from the beginning until the distribution.

My name is **Joan Rebagliato**. I work in the terminology and information management area, and I am responsible for the public knowledge and the quality of the website data.

Je m'appelle **Oriol Camps**. Ici dans la radio je suis le chef du service linguistique et même dans la corporation, où est intégré aussi TV Très, la notre télévision. J'assume la responsabilité de travailler - pour que tous - pour un travail ensemble.¹³⁵

Marta Sabater: linguist of the Standardisation Department and secretary of the Supervisory Council.

Me llamo **Joan Costa Carreras**, soy profesor de la facultad de traducción y interpretación de la Universidad Pompeu Fabra y mi relación con el TERMCAT, pues es en estos momentos podríamos decir, solo de usuario de esos bases de datos. Hace tiempo, asistía en un curso de información y terminología pero hace mucho tiempo y tengo unas mínimas bases en lo que es la terminología... Desde mi punto de vista individual, yo soy por una parte, difusor de la posibilidad de consultar en esta base de datos para los estudiantes y soy usuario por que para mis trabajos y para mi curso, para preparar las clases, es una herramienta muy útil.¹³⁶

¹³⁵ 'My name is Oriol Camps. Here in the radio I'm the head of language services and in the corporation as well, which includes TV Très, our television. I'm responsible for making sure everyone works together.'

¹³⁶ 'My name is Joan Costa Carreras, I'm professor of the faculty of translation and interpretation of the Universidad Pompeu Fabra and my relationship with TERMCAT, well at the moment we could say it's just a relationship of a user of the databases. Some time ago I attended a course on information and terminology but it's a long time ago and I have a minimal knowledge of what terminology is... From my

I'm **Maria Cortés**. I'm working in the communications area with Sandra and Henar, and I'm in charge of the website actions and the support of all we've explained to you.

My name is **Cristina Bofill** and I am a terminologist. I work in what we call 'Àrea d'Assessorament', the advice area or maybe the terminology helpdesk. We call it 'assessorament' because we offer assessment to external users. My daily work involves answering the questions that users do to the terminology helpdesk. We only answer specific questions about terminology in Catalan.

My name is **Francesc Xavier Vila i Moreno**, for short Xavier Vila. I'm an ordinary professor of Catalan sociolinguistics at the department of Catalan philology at the University of Barcelona, and then also head of the Catalan linguistics section. I am also the director of the network on Competence, Representations and Uses of Catalan at the Institut d'Estudis Catalans, and the secretary of the Centre Universitari de Sociolingüística i Comunicació at the University of Barcelona. My relationship with TERMCAT is that I started working there in 1986, more or less, as a student, and I worked there for five or six years [as a terminologist]. And then I left the country and some eight years ago I started to get in contact again with TERMCAT, and in the last three years the network and the centre where I work have had some contact with TERMCAT in order to explore the implantation of terminology... With much freedom, but yes, they subsidised the last research.

individual point of view, I am on the one hand a spreader of the possibility of consulting this database for students, and I am a user in my work and in my courses, to prepare my classes, it's a very useful tool.'

Organisational chart

Organisational chart of TERMCAT (source: <http://www.TERMCAT.cat/centre/>). Interviewees are italicised and marked with an asterix.

Direcció/Director

*Rosa Colomer i Artigas

Administració/Administration

Clara Giralt i Liesa (head of area)

Cristina Fernández i Rueda

Sandra Sànchez i Torres

Sílvia Soler i Vilagran

Servei d'Informàtica/Computing Services

Marcos Urbina i Cabrera (head of area)

Albert Lago i Garcia

Àrea de Recerca Sectorial/Sectoral research area

*Jordi Bover i Salvadó (head of area)

Elisabeth Casademont i Caixàs

Marta Grané i Franch

Maria Antònia Julià i Berruezo

Montserrat Serra i Figueras

Àrea d'Assessorament/Advice area

Glòria Fontova i Hugas (head of area)

*Cristina Bofill i Caralt

Anna Llobet i Solé

Àrea de Neologia i Normalització/Neology and Standardisation area

Xavier Fargas i Valero (head of area)

Dolors Montes i Pérez

*Marta Sabater i Berenguer

Àrea de Gestió Terminològica i de la Informació/ Terminology and Information management area

Maria Navas i Jara (head of area)

Pilar Hernández i Abellán

*Joan Rebagliato i Nadal

Mariona Torra i Ginestà

Àrea de Comunicació/Communications area

*Sandra Cuadrado i Camps (head of area)

*Maria Cortés i Jordana

Henar Velàzquez i Montané

Personal col·laborador/Assistant staff

Olga Andrés i Viñas

Mercè Bacardit i Peñarroya

Ariadna Barcelona i Ceamanos

M. Àngels Bonet i Galobart

Clara Bozzo Closas

Núria Esteve i Gibert

Xavier Marzal Doménech

Judith Rodríguez Vallverdú

Ferran Romeu i Grau

Anna Truyols i Vázquez

Joan Carles Villalonga Terrasa

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