Summary of discussion

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THE TELEGLOBE CANADA EXPERIENCE

It was suggested that if the two Canadian terminology banks were amalgamated, it would save checking terms in each system. The speaker agreed, but the termbanks would continue to exist for political reasons and because they have a slightly different bias. In Quebec, where the official language is French, the Government of Quebec Terminology Bank is bilingual, but accuracy is only guaranteed for the French terms, whereas at the Secretary of State Terminology bank in Ottawa, English and French are treated equally as official languages. (In other words, provincial versus federal priorities.)

A delegate queried whether computer time-sharing caused problems. Teleglobe does not have a terminal for each translator but time-sharing *is* not a problem since translators rarely spend more than about one to two hours at a time working online. Usually a print-out is made for editing.

The different functions of the translator and terminologist were discussed. It was important for both to work together in order to produce the best results since the translation is produced on two levels: the terminologist provides only the specialised vocabulary; the translator incorporates this into the text and is concerned with the grammatical accuracy and phraseology.

Computer-generated glossaries were described, prompted by a request from the floor. Glossaries can easily be created by the translator checking through the text and inputting the terms in the required languages in tabulated form so that each term appears beside its foreign equivalent.

Ms Talhami was questioned about the financial savings after the implementation of word processing. Although from 1978 to 1981 overall productivity increased by 20 per cent, only about 10 per cent can actually be attributed to the implementation of word processing. There were savings in terms of the number of clerical staff employed, as well as reduced printing costs through the production of camera-ready copy. The appearance of the finished product gave greater satisfaction to the client, not to mention the possibility of telecommunicating documents.

Teleglobe uses Wang OIS software.

ELECTRONIC MAIL

Mr Rooke was asked if it is possible to link up any word processor or computer with electronic mail. He replied that it is possible if it has an asynchronous program. This also solves the problems of incompatibility between different makes of equipment.

Delegates were concerned that mailbox recipients may not have actually read the messages sent to them. However, there is a special command, (.AR), which allows the sender to check that the message has been read. Distortion and line noise between PSS and telephone lines can also cause problems. To overcome these, there are packages available from various commercial firms for error checking.