



BOOK OF ABSTRACTS

**FIRE-TI
2022**



International Conference on Field Research on Translation and Interpreting: Practices, Processes, Networks (FIRE-TI)

The research group *Socio-Cognitive Translation Studies: Processes and Networks (socotrans)* at the Centre for Translation Studies, University of Vienna, is delighted to welcome you to the International Conference on Field Research on Translation and Interpreting: Practices, Processes, Networks (FIRE-TI).

The aim of the conference is to bring together researchers who study translation and interpreting (T&I) practices, processes or networks in situ using a variety of different (inter)disciplinary approaches, e.g., from sociological, cognitive, anthropological or ergonomic perspectives. The primary objective is to create a common reflection space for T&I field and workplace research where experts can share insights into the diversity and complexity of translation and interpreting practices. In doing so, the conference also seeks to bring to the fore those particular aspects that are hard to reconstruct through product analyses or in a laboratory setting.

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Key notes

Interpreting Studies as Linguistic Ethnography: New Theories, New Methods



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The term *linguistic ethnography* is an umbrella term for “a growing body of research by scholars who combine linguistic and ethnographic approaches in order to understand how social and communicative processes operate in a range of settings and contexts” (Shaw et al. 2015). The core goal of linguistic ethnography is to examine language use in context, so by that very definition, various qualitative research conducted within Interpreting Studies could be considered as falling under this umbrella. First, I will give an overview of linguistic ethnography and how it can be used to examine interpreter-mediated interactions, and I will highlight existing interpreting research that could be considered within this framework. I will give examples from my own current research examining experiences of professional and non-professional interpreter-mediated communication within a linguistic ethnographic framework; and I will also propose the affordances of examining interpreter-mediated communication through the theoretical lens of *translanguaging*, which is widely used by linguistic ethnographers to examine direct communication. Finally, I will explore how re-framing our approach to interpreting studies through linguistic ethnography may also lead to a re-framing of what we mean by mediated communication.

Depends on Context. On the Whys and Hows of Fieldwork in Translation Studies



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In my talk I will recount the history of fieldwork methods in translation studies, discussing the varied driving forces and competing paradigms behind their rise from the early 2000s onwards and identifying some current trends. I will then move on to discuss some future directions where I see new potential. These include translatorial linguistic ethnography, creative fieldwork methods and citizen science approaches.

Presentations

List of presentations

Bahadır-Berzig & Pacheco Aguilar	The Theoretical and the Political in Field Research: Embodied Performances of Translation and Interpreting in Post-Migrant Societies	1
Bartłomiejczyk	Field Research at a Distance: What and How Can We Learn About Interpreting in the European Parliament Without Direct Access to the Setting?	2
Bednarova-Gibova & Majherova	Researching Socio-Psychological Aspects of Translators' Professional Well-Being: Freelancers Versus Agency Translators	3
Bella	“90% I Understand”: On the Construction of Language Proficiency in Interpreted Interviews	4
Betancor Sánchez	The Interpreter in Sweden: A Questionnaire Study on Professional Status and the Impact of COVID-19 in the Interpreters' Experience with and Attitude Towards Remote Interpreting	5
Borg	Inside the Literary Translation Workshop	6
Caseres	Amateur Subtitling Practices: A Netnographic Study of Communication and Work Practices in French Online Translation Communities	7
Davier	A Half-Closed Door: How Interpretive Analyses of Refused Access Can Benefit Qualitative Research in Translation Studies	8
De Camillis	A Mixed-Method Approach for a Hybrid Translation Context: Non-Professional Translation in a Multilingual Institution	9
Dizdar & Rozmysłowicz	Sorting Speakers Out: The Theoretical Relevance of Field Research in Translation Studies	10
Feinauer & Lourens	The Reality of Revision	11
Getta	Ethnographic Approach to Research on Interpreting in Tanzania: Challenges of Adjusting the Methodology	12
González Campanella	Are We Doing Our Part? A Case Study of Interpreting in Refugee Contexts in New Zealand	13
Gutiérrez	Towards a Model for Community Interpreting Services: A Tool for Effective Communication in the Frontline	14
Havelka	Disclosing Tap Interpreting: Hybrid Interpreting <i>Sui Generis</i> ?	15
Hjort & Ruokonen	Extinction Or Evolution? Developments in In-House Translation in Finland from 1995 to 2018	16
Hokkanen	Affective Labor and Cognitive Strain in the Simultaneous Interpreting of Prayer	17
Iacono	Process Management and Interpreting in Cross-Border Patient Mobility	18

List of presentations

Kadrić & Iacono	Interpreting in a Project Network Using the Example of a TV-Reportage	19
Khelil	What Does Hiring a Translator in the Digital Era Look Like?	20
Korhonen & Hirvonen	Socially Distributed Cognition in the Translation Workflow	21
Leibbrand	Insight into Financial Translation: A Field Report on Corporate Text Production Processes	22
Lenhard	What is a Translator? Comprehending Mental Frameworks in Narrative Interviews	23
Maček, Biffio & Zorko	Perception of Space in RSI	24
Marín García	Modelling Socio-Cultural Constraints in Language Mediation Expertise Development	25
Mikić	The Courtroom as a Field of Research: Data Acquisition at Viennese Courts	26
Monteoliva	Methodological Approaches to the Study of Interpreted Interaction Through a Multimodal Lens: A Transcription and Analysis Proposal	27
Nurminen	Studying MT Gisting in the Patenting Ecosystem as Situated and Distributed Cognition: Findings and Challenges	28
Orthaber & Nuč Blažič	Self-Promotion on a Translator's Forum	29
Pateinari	Networks and Agents in the Field of Literary Translation Research: The International Book Fair of Thessaloniki (Greece) as a Case Study. A Sociological Perspective	30
Polat-Ulaş	Public Service Interpreters in the Turkish Context: Addressing the Communication Needs of Syrian Refugees	31
Pöllabauer & Milošević	Exploring the Field(s) of Community Interpreting: Challenges and Constraints of Interview Research	32
Pusztai-Varga	Multiple Boundary Crossings: The Self-Translation of Academic Papers	33
Riondel	Methodological and Ethical Challenges Regarding the Role of Participants in an Interview Study on a Sensitive Topic: The Translator-Reviser Relationship in Translation Departments	34
Rogl	Why Online Content is Not Just 'Easy Data': Methodological Challenges in Ethnographic Online Research	35
Şahin & Kansu-Yetkiner	Building Psychosocial and Physical Ergonomic Awareness Through Project-Based Training: Some Insights from Turkey	36

List of presentations

Sannholm	Scaffolded Action in the Translation Workplace	37
Schlager	A Structurationist Perspective on Translators' Agency: Invisibility, Expertise and Ownership at a Translation Department	38
Schögler	Rethinking Translation Policy for Praxeological Approaches to T&I	39
Seeber & Pan	Got Sensors – Will Travel: Turning the Field into a Lab	40
Sibul	From On-Site to Off-Site	41
Staudinger	'Going Native' During Field Research on Multilingual Legislation: Methodological and Ethical Strategies	42
Steinkogler	Translation Practices in the Multilingual Organisational Environment of NGOs	43
Šveda	Translators and Interpreters in Times of a Pandemic	44
Theys	Beyond Words: The Use of Gaze and Body Orientation During Emotional Communication in Authentic Interpreter-Mediated Consultations	45
Theys	Empathic Communication in Interpreter-Mediated Medical Consultations: A Qualitative Analysis of Interaction	46
Tóth	The Practice and Challenges of Cultural Anthropological Translation in Light of Two Synagogical Fieldworks	47
Yu, J.	Collaborative Translators, Conflicting Norms: How Norms are Negotiated in Transloration	48
Yu, C.	Ethical Dilemmas and Self-Reflexivity in Ethnographic Fieldwork	49
Zhao	Interpreting in the UN Context: A Workplace Study	50
Zhou	Translation as Ekphrasis: The Role of Translator's Maps in Translational Decision-Making	51

The Theoretical and the Political in Field Research: Embodied Performances of Translation and Interpreting in Postmigrant Societies

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Although ethnographic research in translation and interpreting studies strives for obtaining “‘thick’ situated insights into translation practices and the positions constructed, negotiated and maintained by translators and other actors in the field” (Flynn 2010:119, emphasis added), the concept of “translation and interpreting practice” has not been systematically elaborated so far. While numerous ethnographic studies drawing on Goffman’s role theory (e.g., Wadensjö 1998; Pöllabauer 2005), Bourdieu’s conceptual framework (e.g., Inghilleri 2005), or Latour’s actor-network-theory (e.g., Buzelin 2007) understand translation as a socially situated act, only few researchers have taken a critical look at the concept of “practice”—with the exception of Olohan (2018, 2019), who undertakes important steps towards developing a conceptual framework. Our paper challenges this lack of systematic theoretical analysis, taking the social practices of translating and interpreting as a starting point for reflecting the theoretical as well as the political dimension of field research. By conceptualizing translation and interpreting as situated practices, that is to say, as a bundle of “embodied routine activities subtended by implicit, collective knowledge” (Reckwitz 2017:114), we draw on practice theory (Reckwitz 2002; Hui et al. 2017). Translation and interpreting are studied as sociocultural, embodied performances inscribed in the habituated bodies of professional and non-professional translators and interpreters (Bahadır 2021a; Pacheco Aguilar & Guénette 2021).

Particularly in the context of postmigrant societies (Foroutan 2019), this approach enables research on phenomena that previously went unnoticed. Hence, it contributes to the study of translating and interpreting practices carried out not only by translators and interpreters in the public services, but also by cultural mediators and “integration facilitators” in schools and non-governmental organizations as well as by many postmigrant individuals navigating complex

multilingual and transcultural spaces in their everyday life (Flynn & van Doorslaer 2016). In this context, practice-based field research sheds light on the sociopolitical role that translation and interpreting play in the struggle for recognition and equal access to resources and for social participation and inclusion (Bahadır 2021b). Finally, the attention paid to the political does not only relate to the doing of translation and interpreting, but also to the doing of research on these practices. The knowledge generated through ethnographic fieldwork can perpetuate as well as deconstruct asymmetrical power relations and hierarchies.

practice-based ethnography, translation and interpreting as performance, the theoretical and the political in field research

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Field Research at a Distance: What and How Can We Learn About Interpreting in the European Parliament Without Direct Access to the Setting?

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Traditional field research involves explorations in situ. Obviously, the pandemic has severely limited researchers' access to translation agencies, international conferences and multilingual institutions – it has even barred many of their employees from on-site work. Paradoxically, the virus has not significantly influenced my explorations into interpreting in the European Parliament (EP), as even before the pandemic this institution was not particularly welcoming to external researchers. There are some field studies that outsiders have completed in cooperation with the EU interpreting services (e.g., Kajzer-Wietrzny 2013; Kent 2014), but it seems much easier for practisearchers employed as EU interpreters, be it permanent or free-lance (e.g., Vuorikoski 2004; Dufrou 2016).

The main methodological question that I would like to pose in Vienna is: Does my research still count as field research? The recordings of all the EP plenary sessions, including the interpretations into all the official languages, are available to the general public. This source of material has been tapped by many Interpreting Studies scholars (e.g., Beaton-Thome 2013; Bartłomiejczyk 2016; Kučič & Majhenič 2018). If we take into account the contextual information available on-line, incorporate the existing input from insiders, and pose the right questions about the situational embeddedness of the interpretations we examine, are we doing field research of some kind or not? I believe the insights gained from this particular setting with limited direct access may be very valuable now that the problem of access has generally become so acute.

Another problem is the legality of our actions. The EP makes the interpretations available with a disclaimer that, inter alia, states that they are only meant to facilitate communication among the participants and using them for any other purpose is prohibited. What implications, if any, may it have for interpreting research? May we face charges for using the material in our studies? Should we ask for permission? And, last but not least, why are the EU interpreting services so reluctant to cooperate with researchers?

simultaneous interpreting, European Parliament, methodology, on-line access

Bartłomiejczyk, M. (2016) *Face threats in interpreting. A pragmatic study of plenary debates in the European Parliament*. Katowice: Wydawnictwo Uniwersytetu Śląskiego.

Beaton-Thome, M. (2013) What's in a word? Your 'enemy combatant' is my 'refugee'. The role of simultaneous interpreters in negotiating the lexis of Guantánamo in the European Parliament. *Journal of Language and Politics* 12 (3), 378–399.

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Researching Socio-Psychological Aspects of Translators' Professional Well-Being: Freelancers Versus Agency Translators

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Departing from a sociological paradigm shift and the contemporary appeal to re-humanize translation studies, the paper anthropocentrically zooms in on freelancers and agency translators as important actors of translation practice. Although professional well-being has been amply studied, translators as agents of the relatively marginalized language industry have received far less attention in comparison to other professions across occupational literature. In the attempt to draw attention to translators as human beings with their voices and feelings in their uneasy occupational realities, the paper aims to compare professional well-being in freelancers and agency translators based on selected criteria of occupational status. The paper reports results of a questionnaire-based survey completed by 84 freelancers and 95 agency translators in Slovakia during the COVID-19 crisis. The translator's self-concepts of the selected criteria of occupational status (e.g., income, education/expertise, power, visibility and appreciation) are compared using standard deviation bars, creating their happiness at work (HAW) profile. Based on the study of psychological literature (Warr & Inceoglu 2018), it is hypothesized that freelancers as self-employed workers show greater happiness scores than their agency peers. The paper attempts to address the following questions: What are the similarities and differences in the selected translator habitus in the perception of their occupational happiness? Which satisfiers do they make use of when combating their professional realities and how does it influence their professional well-being? The results of the quantitative analysis imply that the studied minority language translators show comparable professional well-being although they differ in 'facet-specific' happiness which is discussed in detail. Although embedded in the Slovak translational reality, a cognitive-affective analysis of the translators' professional well-being uncovers important specificities of the minor socio-psychological identities, which can contribute to a research puzzle of the particularities of translators' professional well-being in major linguocultures. Last, but far

from least, the paper points to the added value of integrating insights from psychology into sociological TS research, thus creating a common reflection space.

sociology of translation, freelancers, agency translators, happiness at work (HAW), occupational research

“90% I Understand”: On the Construction of Language Proficiency in Interpreted Interviews

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In a migration society that is becoming increasingly diverse, multilingualism presents itself as a challenge for (qualitative) social research. More specifically, the interpreted interview with its triadic structure involving three participants: interviewer, interpreter, and interviewee. In this scenario, the interpreter functions as the conversational enabler in a highly complex communication process.

I approach this situational complexity by applying the ideas of the Symbolic Interactionism and Deppermann's understanding of the interview as interaction (Deppermann 2013). The way in which interpreters, as communicative managers in a 'bridging'-function (e.g., Rumpel & Tempes 2019), conduct the conversation should be reflected as a process of interactive variability, that can only be understood with constant reference to the language proficiency of interviewees. However, the typical scenario of qualitative interviews conducted with the assistance of interpreters regards the target language proficiency of interviewees as a static variable of absolute non-understanding and non-speaking. Such an assumption is particularly misleading for migration and refugee studies, as it completely negates the evolving language competence gained through language courses or the everyday proximity to the target language.

My research questions are therefore: How do the interactional dynamics and communication modes of the triad change with the increase in target language proficiency of respondents? Furthermore, what is the specific role and function of interpreters? To answer these questions, I use 14 narrative interviews collected at the Institute for Employment Research in Nuremberg within the project 'Networks of Integration?'. Using the method of analysing the transcribed interviews with both the instruments of conversation analysis (Kleemann et al. 2009) and the reconstruction of narrative identity (Deppermann 2008), I can gain a deep insight into the underlying interaction patterns.

Along the language competence spectrum of interviewees, my findings uncover three triadic constellations, each characterized by its own interaction dynamics and thus modes of communication. Specifically, I differentiate between translation as communicative enabling (the interviewee does not understand or communicate via the target language), translation as controlled enabling

(the interviewee understands fragments of the target language but cannot communicate independently), and translation as a creative community (the interviewee understands and communicates via the target language).

interpreted interview, interviewees language proficiency, translation

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The Interpreter in Sweden: A Questionnaire Study on Professional Status and the Impact of COVID-19 in the Interpreters' Experience with and Attitude Towards Remote Interpreting

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The interpreter's and the translator's perceived professional status and job satisfaction has been a matter that have caught much attention in Translation and Interpreting Studies research. Nonetheless, less have been studied about the professional status of public service interpreters (PSI) with few exceptions as Hale & Napier's (2016) survey in court interpreting in Australia and Gentile's (2016) international questionnaire which include both conference interpreters and PSI. Most previous studies have been conducted through questionnaires and have divided interpreters' professions in homogeneous groups, which can be problematic with the heterogeneous reality of the interpreter's professions profiles in many countries.

The study reported in this presentation is part of a PhD project that aims to investigate dialogue and simultaneous video remote interpreting through eye-tracking and video recording. The current study investigates the interpreters' professional status and professional identities in Sweden and how COVID-19 restrictions have affected the interpreters' experience with remote interpreting (RI) and their attitudes towards RI. This study presents the following main research questions:

- 1) Do conference interpreters and public service interpreters in Sweden perceive professional status differently?
- 2) Does experience affect how interpreters perceive their own professional status?
- 3) Is there any correlation between professional status and attitude towards remote interpreting?
- 4) Has Covid-19 influenced the interpreters' attitude towards remote interpreting?

Data collection is conducted through an online questionnaire with a total of 87 items divided in six sections: formal training, interpreting experience, professional status, remote interpreting, Covid-19 influence and background questions. Questions on professional status are adapted from

previous studies (Dam & Zethsen 2008, 2009, 2011; Ruokonen 2016; Svahn 2020). The questionnaire combines qualitative and quantitative closed questions.

Interpreters' professional identities are expected to be heterogeneous, especially in relation to PSI interpreting professions. We also expect conference interpreters to have a higher perceived professional status and a more positive attitude towards RI.

interpreter, professional status, remote interpreting, COVID-19, questionnaire, attitude

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Inside the Literary Translation Workshop

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In literary translation, workshops are a frequent occurrence. While several publications discuss literary translation workshops (e.g., Washbourne 2013; Filkins 2017; Johnston 2018), empirical research in this area is practically non-existent (Johnston 2018:39). Although Johnston's (2018) assertion refers specifically to the pedagogical workshop, it also applies to the less common non-pedagogical type.

This contribution presents a small-scale field study of a non-pedagogical literary translation workshop. The study was conducted in Malta¹ during the annual translation workshop organised in the context of the Malta Mediterranean Literature Festival (MMLF). Taking place every August, this international literary festival is run by Inizjamed, a voluntary cultural organisation, and is supported by several national and international partners including the European platform Literature Across Frontiers (LAF). During the workshop, participants translate and finalise the texts for the festival. Held in the days preceding the festival, the literary translation workshop plays a key role in the festival and has a very specific skopos, that of producing multilingual translations to be read during the festival evenings.

The study takes on an ethnographic approach to investigate translation processes and practices occurring during the workshop. Special attention is given to participants' behaviour and attitudes, as well as to the interactions taking place. Data were collected through observations, unstructured interviews with two participants and some draft translations. The researcher's role during the workshop was explicit; she was introduced at the beginning of the workshop as a researcher and during the round of introductions she explained clearly her presence and aims. Twelve hours of fieldwork spread over three four-hour sessions were carried out during which the researcher took detailed notes. The researcher's notes were typed and elaborated and they are currently being coded and analysed qualitatively from a socio-cognitive perspective. The present contribution will present the results emerging from the researcher's notes and will delve into the challenges and possibilities offered by this very specific research setting.

field research, literary translation workshop, translation processes and practices, ethnographic approach, socio-cognitive

¹ To preserve the anonymity of the participants, the year the research was conducted will not be divulged.

Filkins, P. (2017) A Multilingual Workshop in Poetry and Prose Translation. In: Venuti, L. (ed.), *Teaching Translation: Programs, Courses, Pedagogies*. 1st ed. New York: Routledge, 87–93.

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Washbourne, K. (2013) Teaching Literary Translation: Objectives, Epistemologies, and Methods for the Workshop, *Translation Review* 86 (1), 49–66.

Amateur Subtitling Practices: A Netnographic Study of Communication and Work Practices in French Online Translation Communities

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This paper examines workflow and communication practices in French to English amateur subtitling, also called fansubbing. This kind of non-professional translation is performed in online communities by fans for fans. An increasing number of scholars have studied online non-professional or collaborative translation (O'Hagan 2009, 2011; Jiménez-Crespo 2017) and others have studied the different steps of the workflow in amateur translation communities (Bogucki 2009), the motivation behind volunteer translation (Fernández Costales 2012) or the difference in reception between fansubs and professional subtitles (Orrego-Carmona 2014, 2016).

However, little research has been done on the specificities of collaborative work practices in fansubbing. This study aims therefore to focus on amateur translators and their translation process, rather than on the final translated product, to obtain a complete and up-to-date understanding of subtitling processes and communication in the communities. The ultimate objective of the research project is to later compare these practices to the professional and professional-amateur (pro-am) subtitling industry, in order to analyse and delineate the subtitlers' profession and translation conditions in different environments.

In order to undertake an in-depth analysis of a fansubbers community, it is necessary to join it as an observing member. This part studies an online English–French subtitling community through netnographic research (online ethnography) and aims to ascertain who the fansubbers are, what constitutes an amateur translation community and how these communities work in terms of practices and communication. A similar approach has only been used by a few scholars in fansubbing research in Chinese (Li 2017) and Italian (Massidda 2015) contexts. The netnographic approach developed by Kozinets (2015), will provide a new and up-to-date ethnographic perspective on fansubbing practices, and a real insight into exchanges between members, guidelines and workflow organisation.

By focusing on the methodological and ethical aspects of this data collection, this paper explores the specificities of netnography, the data analysis and my experience as a member of a French

fansubbing community. Due to the legally contentious nature of fansubbing, ethical implications of the data collection are also examined, such as confidentiality, anonymisation measures and other specific considerations made to conduct this research ethically.

fansubbing, netnography, non-professional translation, amateur subtitling, collaborative translation

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A Half-Closed Door: How Interpretive Analyses of Refused Access Can Benefit Qualitative Research in Translation Studies

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Participant-oriented approaches to news translation have increased in popularity over the last decade (e.g., Davier 2014; Matsushita 2019; van Rooyen & van Doorslaer 2021). However, no study has focused on the process of gaining—or being refused—access to the field. Outside of translation studies, academic narratives of denied access are rare and scattered across disciplines such as organization studies, communication studies, and ethnography. However, analyzing the reasons for refusal of access could contribute to a deeper understanding of specific workplaces and cultures, encourage researchers to reflect on the strategies they use to gain access, and help other ethnographers out of their isolation.

In this presentation, I analyze fieldwork studies in which I was granted access to some organizations and refused access to others. In my investigation of monolingual media outlets in Canada, a bilingual country, it was important to examine both francophone and anglophone outlets. My work was warmly welcomed in francophone media; however, I was refused access to anglophone outlets. Several possible reasons could explain this refusal of access, including inadequate access skills (Ilan 2015; Bengry 2018), my self-presentation and lack of knowledge of the sociolinguistic context (Darmon 2005), the rigidity of the ethical agreement (Alcadipani & Hodgson 2009), and a lack of explicit self-reflexivity (Punch 2012). In hindsight, my identity as a French speaker and the loaded connotations of the word “bilingualism” may explain some of the hurdles I faced. Reflecting on my positionality and emotions in a field diary (Punch 2012:90) would have been beneficial to enhance my confidence and would have provided me with data to analyze in an autoethnographic tradition (see among others, Anderson 2006; Ellis, Adams & Bochner 2011). I argue that more interpretive analyses of situations in which researchers were denied access to the field would benefit all scholars involved in qualitative data collection.

access, workplace study, ethics, field diary, news translation

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A Mixed-Method Approach for a Hybrid Translation Context: Non-Professional Translation in a Multilingual Institution

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Public institutions in South Tyrol, Italy, are officially multilingual. They must communicate with citizens in the language chosen by the latter, be it Italian or German (or Ladin in the Ladin valleys) both orally and in writing. This includes the translation of legally binding documents (i.e. laws, decrees) as much as administrative and informative documents. Especially for the two last text types, each department is responsible on its own. As in many multilingual institutions (Mossop 1988; Koskinen 2008; Schöffner et al. 2014; Burckhardt 2014; Meylaerts 2012), one would expect to find translation facilities in each department. Our study aimed to determine whether this applies also to South Tyrolean institutions.

This contribution focuses on the methodological approach chosen to study the translation processes in the provincial administration of South Tyrol. It combined qualitative and quantitative, sociological and linguistic research techniques. The four-year study consisted of a preliminary phase where a small group of civil servants participated in semi-structured interviews on translation practices. Later on, we asked the same questions to the entire institution (around 3,000 people) by means of an online survey. The main objective of the survey was to find out whether non-professional translation (Antonini et al. 2017; Aguilar-Solano 2015; Galiano 2020; Pérez-González & Susam-Saraeva 2012) was an established practice, as the interviews had showed. As for the translation product, we performed a linguistic analysis of the readability and complexity of a small corpus of institutional documents. Finally, we compared our results with institutional translation practices in two Spanish autonomies to widen our perspective on multilingual institutions in minority contexts (Branchadell & West 2005; González Núñez 2013; Li et al. 2017; González Núñez & Meylaerts 2017).

We will argue that a mixed-method approach has proven fruitful not only to gain a comprehensive picture of translation practices, but also to achieve valuable insights on related issues, such as institutional communication and politics. Considering the main object of the study as one link in a much longer chain – made of deep-rooted and sometimes contradictory rules and conventions – has led us to more concrete and realistic conclusions on required improvements.

institutional translation, non-professional translation, minority language context,
public institutions, mixed-method research

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Sorting Speakers Out: The Theoretical Relevance of Field Research in Translation Studies

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Upon their arrival in Germany, asylum seekers are registered by responsible authorities and housed in special facilities where they await the asylum process. In order to establish communication, the authorities (often) resort to translation and interpreting. But for translation and interpreting to take place, the asylum seekers first need to be sorted into 'language boxes' such as 'Arabic' or 'Farsi'. How does that happen? How do the authorities 'know' what languages the asylum seekers speak? What kind of 'language boxes' do they use?

This paper presents data from field research – carried out at a German facility hosting asylum seekers – on this crucial, but often overlooked 'forefield' of translation and interpreting practices: the (mutual) categorization of human beings according to 'their' language(s). The methods used to gather the data include document analysis and qualitative interviews with personnel from the facility, interpreters, and asylum seekers.

The main goal of the paper consists in demonstrating the theoretical relevance of field research. Its findings can be used to question a commonly held and rarely questioned assumption of Translation Studies: That 'languages' exist – as fixed and distinguishable units 'between' which translation and interpreting takes place. As will be argued, translating and interpreting do not merely enable communication 'across' pre-existing linguistic boundaries. Rather, they *catalyse* the construction of linguistic communities in the first place – forcing Translation Studies to rethink its concept of 'language'.

The Reality of Revision

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Flowing from Buzelin's (2005:202) call for "empirical data on the actual genesis of products labelled as translations", we conceptualized a project that in the first (completed) phase investigated the production processes of three literary translation projects initiated by a leading South African publishing house.

Our investigation was driven by the following research questions:

- 1) What are the practices of revisionary activities in their situational embeddedness and how can they be described;
- 2) how do these practices come together in actual processes; and
- 3) how are all of these eventually played out in networks?

Making use of an archival methodology, we sought to reconstruct these actual embedded practices, processes and networks against the existing literature on revisionary work. We employed a socio-cognitive perspective that allowed us to focus specifically on the actions performed by the various agents operating within the three constructed networks.

Our findings suggested that revision in practice differs from the often neatly-packaged descriptions found in the literature, being unstable and often hybrid, and not acting according to the binary logic of polysystems theory (Hermans in Shuttleworth 2009:200). The styles and applications of revisionary activities seem to vary from project to project, and also from agent to agent, depending on the nature of the text and individual working style and personality of the agent at work. With regards to larger revisionary processes and the networks within which these processes play out, we proposed a repackaging of terminology in which various agent-driven tasks in the process of textual genesis is lumped together under "revision". This framework, based on

our observations of revision as a complex causal web, views networks as context-specific constructions shaped by agent-driven tasks. It therefore does not suggest a universal model, but rather a flexible model that can be adapted for individual projects.

In the second phase of the project, our initial investigation should be replicated in other contexts in order to test the validity and wider applicability of the proposed framework. Non-literary translation projects, both for publication and non-publication purposes, could be included, as well as other literary translation projects. It might also be worth-while to investigate the process in machine (aided) translation processes such as post-editing and fuzzy matching.

agents, archival methodology, networks, revision

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Ethnographic Approach to Research on Interpreting in Tanzania: Challenges of Adjusting the Methodology

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The present study was conducted to explore the role of interpreting services in Tanzania, focusing mainly on the general issues such as the demand on interpreters in the country, their working conditions, possibilities of self-improvement, working languages mostly required and competences appreciated by the clients. Tanzania was chosen because of the strong status of its national language Swahili that is the medium of negotiation in the majority of meetings and international conferences.

The approach chosen for conducting the empirical study was strongly inspired by research methods followed in ethnography. Since interpreting is a new field of study in Tanzania, the written sources referring to it are very scarce. For that reason, the data were collected mainly during interviews with respondents who could offer a first-hand experience related to interpreting as well as intercultural communication in general. However, the initial methodology of conducting interviews needed a dynamic adjustment derived from the experience acquired during the research stay in Tanzania.

This paper highlights the most significant challenges such as the selection of appropriate respondents, building trust and establishing contacts, planning the meetings, preparing questions for different groups of interviewees, as well as the process of fixing the data in a suitable form for their future analysis.

The case of Tanzania opens new perspectives for the interdisciplinary approach in research on Interpreting Studies and gives an overview of challenges faced by exploring interpreting in an environment, where this topic is a new, but rapidly developing field.

Tanzania, interpreting, interviews, ethnography, challenges

Are We Doing Our Part? A Case Study of Interpreting in Refugee Contexts in New Zealand

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Effective communication conditions our access to necessary public services. However, language barriers are a consistent obstacle to fair service access for minority populations (Angelelli 2015; Arrasate Hierro-Olavarría 2017). In the case of asylum seekers and refugees, the inability to speak the host country's language combines with a higher prevalence of trauma (Kotovicz et al. 2018), making them a particularly vulnerable group. Interpreters thus become essential in exercising their fundamental rights.

Despite the relatively limited literature on interpreting services in New Zealand, language issues feature prominently in communications between migrants and service providers (Holt et al. 2001; Pahud et al. 2009; Shrestha-Ranjit et al. 2020). Furthermore, several authors have highlighted inconsistency in language support solutions, including a patchwork of interpreter qualifications and mixed use of trained and untrained interpreters (Enríquez Raído et al. 2020). Still, in the case of refugee-background populations, there are significant risks associated with inadequate interpreting services, including insufficient interpreter training. This understanding has underscored the development of initiatives promoting a trauma-informed approach to interpreting with refugee clients (Bambarén-Call et al. 2012; Bancroft 2017).

The present qualitative case study seeks to characterise interpreting in refugee contexts (IRC) in the New Zealand context, in light of key elements of trauma-informed interpreting (TII), such as client empowerment and strategic mediation (Bancroft et al. 2015). The emergent research design relies on semi-open, episodic interviews (Flick 2018) with participants in three different groups: refugee-background clients, interpreters, and stakeholders. Additionally, a survey assists in data triangulation and provides enhanced reliability. Data analysis integrates principles of Constructivist Grounded Theory (Charmaz 2014) to remain close to participants' worldviews and lived experiences.

Initial findings at this stage include issues both in the provision of public services and in interpreter practice. These involve a widespread misunderstanding of the interpreter role by all parties, a lack of preparation of interpreters working in the field, limited support for interpreters, and even disregard of clients' rights and needs. The study's goal is to produce a list of recommendations

for future policymaking and interpreter training that incorporates the principles of trauma-informed interpreting to avoid potentially (re-)traumatising service users and protect language practitioners.

Interpreting in Refugee Contexts (IRC), language support, Public Service Interpreting (PSI), refugee-background population

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Towards a Model for Community Interpreting Services: A Tool for Effective Communication in the Frontline

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Community interpreting, also called cultural interpretation, makes part of the support services offered by public and private institutions in the information, referral, and settlement programs towards the integration of newcomers to Canada. Around 40% of newcomers to Canada experience language barriers for accessing services in health, education, legal, and other social services; however, guidelines and protocols for working with interpreters are scarce or very vague.

Based on empirical research, this article aims at putting forward a model that will guide the work and coordination between service providers and interpreters before, during, and after assignments. Using Grounded Theory Methodology (GTM) data was gathered and analyzed. The main part of data was obtained through interviews carried out with qualified community interpreters and service providers in Toronto, Ottawa, Gatineau, and Montreal. Likewise, ISO-13611 Standards for Community Interpreting; Codes of Ethics and Standards for practice; and Immigration and Refugee regulations were analyzed for information triangulation. Additionally, some other data sources for this paper are Annual Reports to Parliament for Immigration (2016 to 2019); Statistics Canada; Facts and Figures 2014 – 2019; Open Data; and the document *L'intégration des immigrants au Canada: Une approche pansociétale pour aider les nouveaux arrivants à réussir*.

community interpreting, model, coordination, service providers, interpreters

Disclosing Tap Interpreting: Hybrid Interpreting *Sui Generis*?

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The interception of communication has gained in importance in the context of law enforcement with the development of information and communication technology. Understanding the language spoken by the intercepted suspects can be a crucial factor for the success of a criminal investigation. Research to date does not do justice to the fundamental role that tap interpreters have in the criminal justice system. The high level of confidentiality of the subject and the vastly difficult access to the work of police interpreters led to a scarce research body (Herráez Ortega & Foulquié-Rubio 2008; González Rodríguez 2015; Gamal 2017). Since the work of interpreters is strongly embedded in police work, we suggest an interdisciplinary research approach in order to investigate the legal, sociolegal, sociolinguistic, and ethnomethodological questions of whether and to what extent the interpreting activity in the context of intercepting and monitoring communication influences the outcome of an investigation. In this paper, we look at the interpreters' strategies and practices of entextualisation (Bucholtz 2009) of intercepted communications from an interpreting research perspective, based on the analysis of authentic audio data from a criminal investigation in Switzerland. Forensic transcripts and translations are central to the interpreters' output (González et al. 2012:965). They reflect the high complexity of hybrid translational and interpreting tasks. In order to unravel the practices and strategies at play, we transcribe the recordings in a twofold process by firstly creating an exact transcription in the source language and secondly a truth and faithful translation (cf. González et al. 2012:967). The forensic transcript and translation will be systematically compared with the corresponding authentic transcripts and translations from the case files by discourse analysis using Atlas.ti.

By doing so, we apply an interpreting research perspective on the entextualised product of surveillance, i.e. legal evidence. The analysis provides us an understanding of the processes of entextualisation of incriminating utterances and how they are generated, transformed, and used during the legal proceedings.

tap interpreting, interception, police interpreting, interdisciplinary research, entextualisation

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Extinction or Evolution?

Developments in In-House Translation in Finland from 1995 to 2018

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Since the 1990s, the translation industry has undergone fundamental changes: increased outsourcing, company mergers and major technological developments. These trends are likely to have affected virtually all aspects of in-house translators' work, from their tasks and responsibilities to their place within the organisational structure. Yet such changes must typically be pieced together from individual studies from different periods (e.g., Hermans & Lambert 1998; Kuznik & Verd 2010); diachronic data are rare (see overview in Ruokonen & Hjort 2019).

Aiming at a broader view, we conducted a survey among in-house translators in Finland where the respondents could report on a maximum of one current and two previous in-house positions. To our knowledge, this is a novel approach in workplace research (Risku et al. 2019) that could be particularly relevant for capturing the translators' career trajectories and changes in work arrangements. The respondents' reports, while partly subjective and affected by subsequent events and current situations (Brownlie 2016), highlight the respondents' experiences of developments in Finnish in-house translators' work and workplaces during the past 25 years.

The survey was conducted in 2018. There were a total of 223 respondents, who reported on a total of 172 current and 131 previous positions from 1995 to 2018. Combining quantitative and qualitative methods, we analyse the data from the following perspectives:

- Changes in the industry: Contracts started/ended each year; reasons for ended contracts; changes in employer types;
- Changes in the respondents' responsibilities (translation, other multilingual communication, other); and

- Changes in physical location and organisational position, including teleworking and existence of translation teams.

The responses indicate some decrease in in-house jobs. The remaining in-house translators' responsibilities can also be more varied than previously, including more administrative and technical duties and linguistic tasks other than translation. There is also an increase in teleworking and indications of complex organisational structures, although dedicated translation teams persist. On the whole, we would argue that in-house translators are a changing rather than a disappearing breed.

in-house translators, survey, translators' workplaces, organisational structure, telework

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Affective Labor and Cognitive Strain in the Simultaneous Interpreting of Prayer

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This presentation focuses on one aspect of embodied and situated cognition in interpreting: the affective labor, or the management of emotions for completing (volunteer) work tasks, carried out by interpreters in religious settings when interpreting prayer. Based on the autoethnographic fieldwork I conducted in Finnish Pentecostal churches for my doctoral research (2016), I propose a hypothesis that when interpreting prayer, volunteer simultaneous interpreters in church tend to use the voice of their religious selves instead of “the alien I” (Pym 2011), that is, the first-person pronoun reserved for primary speakers. In other words, interpreters not only interpret others’ prayers, they also pray themselves. This, I further hypothesize, reduces the affective labor required for interpreting and, thus, the cognitive strain induced by it. In the churches I studied, even small effects of this kind would be meaningful and noticeable: most volunteers interpret services lasting up to two hours from their native language Finnish into English without a partner and often without training, education, or experience in interpreting outside the church.

While affects or emotions are absent from the most eminent models of the interpreting process, such as Gile’s Efforts Model (2009), a significant amount research highlights the role of emotions especially in the field of public service interpreting (see, e.g., Hsieh & Nicodemus 2015). The concept of affective labor (Koskinen 2020; Hochschild 1983/2012) may serve to further incorporate affective phenomena into our theories and models of the cognitive processes of simultaneous interpreting.

The case in this presentation – the interpreting of prayer by volunteer church-goers – is arguably far removed from the settings and types of discourse typical to most (professional) interpreters’ daily work, but it may bring to the fore the inextricable link between cognition and the affective and social realities in simultaneous interpreting. When church interpreters are able to “speak as themselves” as they interpret prayer, the distance between the primary speaker’s “I” and the interpreter’s personal “I” is often dissolved, which may reduce cognitive strain. It may be hypothesized that this distance could be used to investigate interpreters’ affective labor and cognitive strain in other settings as well.

affect, affective labor, cognitive strain, simultaneous interpreting, church interpreting

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Process Management and Interpreting in Cross-Border Patient Mobility

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This contribution focuses on interpreting process management in *cross-border patient mobility*. Over recent years, interpreting research (e.g. Tipton & Furmanek 2016; Angelelli 2019) has started to describe doctor-patient interactions in hitherto little-known settings: interpreting in cross-border patient mobility. In cross-border patient mobility, which especially in German speaking countries is also known as *medical tourism*, patients do not live in the same country as the specialists they want to consult, so they have to travel to another country in order to be examined. Undertaking such travel presupposes the presence of particular pathologies or special needs. The patients – due to their lack of personal networks abroad and insufficient knowledge of the local healthcare system – not only need ‘classical’ medical interpreting during a consultation and/or an examination, but might also need the interpreter’s support including para-translational tasks such as coordination of travel arrangements and appointments for further diagnostic examinations, filling out documents or facilitating medical correspondence. In this context, the implementation of an interpreting process management concept is of big relevance in order for interpreters to coordinate all services offered during the entire interpreting process – pre-event, the interpreting event and the post-event (Tipton & Furmanek 2016:117).

After a brief terminological discussion about medical tourism and cross-border patient mobility, a description of its main setting-specific aspects and of the services required of/offered by interpreters will be provided. The presented data are based on the results of a doctoral thesis on cross-border patient mobility in Austria and Germany and expectations towards interpreters (Iacono 2019), and were collected using mix methods – ethnographic field observation, interviews with patients and representatives of the medical institutions as well with interpreters, and a quantitative survey among interpreters. Based on these data, an interpreting process management model will be provided which is grounded on Risku’s translations management model (2016:182) and Quast’s (2009:31) description of the service chain needed by patients within cross-border mobility. The proposed model captures and coordinates all the tasks interpreters perform along the interpreting process in these specific settings – from the analysis of the interpreting request to potential self-care measures.

process management, health-care interpreting, medical tourism

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Interpreting in a Project Network Using the Example of a TV-Reportage

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A television documentary about the manifestations of white-collar crime in various European countries produced by an interdisciplinary team – an editorial journalist, a legal expert, a cameraman, a sound technician and an interpreter, travelling to Catania, Italy, on behalf of an Austrian broadcaster, in order to interview different police and judicial authorities. The material filmed there is a part of the final product's content – the television documentary.

Our presentation focuses on the interactions between the interpreter and the four professionals, which all together constitute a project network (Windeler & Sydow 2001), a temporary system composed of independent firms for the purpose of realising a specific project or task (De Filippi & Sydow 2016). Analysed through the lens of the linguistic ethnography (Creese 2008) with combined methods (non-participant observation, discourse analysis and retrospective interview with the interpreter), the interactions within the case study's project network reveal the presence of team-oriented interdependencies (Thompson 1967) and task interdependencies (Crowston 1997) which evolve within the structure of the project network and continuously influence the strategies adopted by the actors as their input and output are closely interconnected. The dimensions of the interpreter's behaviour and the implemented interpreting strategies are in line with the principle of product orientation and multipartiality (Kadrić 2019). The action of each network member is guided by mutual trust and team alignment which, combined with a big flexibility, are the success factors of the project network. In this context, the interpreter's role-space changes (Llewellyn-Jones & Lee 2014) and the interpreter aligns to the team members during the entire interpreting process, i.e. from the request for interpreting to the billing of the services: The interpreter adapts for example to the setting specific gaze and positioning requirements, sitting on the floor in some interview sequences so that she is not in the picture but can see the participants at the same time or cooperating with the legal expert in order to co-construct the best translation.

project network, product-oriented dependencies, mutual trust, multipartiality

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What does Hiring a Translator in the Digital Era Look Like?

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The internet is among the most salient aspects of globalization, which heavily transformed a wide range of paradigms in every facet of the modern life in favour of a multilingual digital mediated content. This latter keeps evolving from simple traditional genres to intersemiotic interactive content such as web sites, video games and audiovisual data. Translators have been the first to find themselves compelled to adapt their job with the market industry so as to combine linguistic, cultural and technological skills. This cross-cutting gives rise to a dozen of heterogeneous jobs ranging from a translator-localizer to a translator charged with humanitarian mediation who is also asked to execute and deliver the final product in a record time. The present paper examines to what extent has the job of translators been changed in terms of content and form and does the technology convincingly reshape the job of translators or it is about distorting it. Based on these questions, this research probes into the worldwide employment related search engine for job listing *Indeed* which perceives a translator as a challenging superhuman who is able to do an extensive variety of new assigned tasks. In a mixed research design, it is expected that number one job search engine *Indeed* could reveal an unprecedented overlap between a myriad of neighbouring and non-neighbouring jobs which progressively move away from the interlingual aspect of translation to passionately settle in a multimodal perspective.

translator, job, globalization, internet, hiring, *Indeed*

Socially Distributed Cognition in the Translation Workflow

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We explore socially distributed cognition as a theoretical model of translation and investigate it empirically as an aspect of the collaborative translation workflow taking place in genuine working environments where more than one person participate in the creation of a final translation. Our investigation relies on two sets of data, one from each translation context that is being investigated: firstly, the translation industry, comprised of language service companies and independent professionals who offer commercial translation services to businesses and private individuals, and secondly, the production of audio descriptions of films and TV series as teamwork between blind and sighted professionals. Data from the editing or revision phase of several individual translation processes were collected via think-aloud method, in the first context, and via video recordings, in the second context. The data sets include a combined total of nine translation tasks as well as interviews with participants of the processes. We search the data for qualitative indications of the presence and nature of a socially distributed cognitive system, and explore the factors that influence the characteristics of the system. As communication plays a major role in the practical realization of distributed cognition, we expect interesting findings particularly in that area. The study is a contribution to the ongoing effort to introduce the idea and conceptual framework of extended, shared and distributed cognition into translation studies. The theoretical background on which we base our work comes from cognitive psychology, where theorists such as Edwin Hutchins (1991, 1995), Andy Clark and David Chalmers (1998) and Mark Perry (1999, 2013) have suggested that cognition does not reside solely within a person's brain, but is distributed or extended between people and the environment. In translation studies, these ideas have been developed by Hanna Risku and her research group (see e.g. Risku & Windhager 2013; Risku & Rogl 2020) as well as Ricardo Muñoz Martín (2010, 2016). Empirical studies on the subject are, however, still scarce, and the potential of the theories of distributed and extended cognition in explaining real-life translation processes remains largely untapped.

socially distributed cognition, audio description, language service providers,
translation workflow

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Insight into Financial Translation: A Field Report on Corporate Text Production Processes

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This empirical contribution focuses on the corporate situatedness and embeddedness of specialized translation and translation management processes. It presents the findings of an ethnographic investigation that was carried out with two aims: (1) to identify the original language version of corporate financial statements of more than a dozen internationally-operating companies and (2) to gain insight into the processes leading to corporate text production and translation in the field of financial reporting and investor relations. On a more abstract level, the contribution also thematizes the methodology and methods leading to the data and findings. The investigation integrates perspectives from financial communication, organization studies, terminology sciences, and qualitative sociological research on translation.

First, the field report presents the methods, i.e. the way the field was entered and how the data were collected. Selected material and data are presented by discussing their nature and the way how they contributed to the findings. Second, on a methodological level, the field report states the main challenges encountered during the investigation, particularly regarding data acquisition and field interactions. It also discusses questions related to the presentation of the results, the field description, and research ethics.

Finally, the field report presents the main findings of the ethnographic investigation. On a conceptual level, they provide insights on the following topics: different internal and external stakeholders of the company as multifaceted actors and agents in translation practice; competences and responsibilities within the corporation and its internal departments as elements of social embeddedness of the production of translation; the making of corporate communications and financial statements as setting-specific domains of specialized translation and translation management processes; international frameworks for corporate reporting and communications as an expression of the globalized environment and paragon of transcultural situatedness and dynamic embeddedness of translation, its processes and products; the translators' (in)visibility as indicator for the agency of translation and translators; and, the corporate environment and its various agents and processes as an example of social, and more specifically, organizational embeddedness of specialized translation and its practices.

investor relations, financial statements, translation, field report, ethnography

What is a Translator? Comprehending Mental Frameworks in Narrative Interviews

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Language-based interactions in the context of forced migration are very frequently characterized by heterolinguality. Different forms of translation and the deployment of personal linguistic repertoires play an important role in facilitating communication. But what conceptualizations are people drawing on when they speak of 'language' or 'translation'? And how can discrepancies between different mental frameworks be identified and examined?

The issues and methods presented here are part of a research project on translation and language in the context of forced migration. For this project, a number of guided narrative interviews were conducted with asylum seekers, interpreters and community volunteers. The interviewees had all participated in language-mediation encounters involving asylum seekers, some as mediators, some as primary participants in interactions, and some in both roles at different times.

The primary aim of the interviews was to elicit attitudes and expectations toward language, translation and translators. Over the course of the interviews and analysis, however, it became clear that notions of what constitutes a language, what translation is and who – or what – a translator is vary between individuals and between cultures, and also between experts and laypeople.

Understanding what interviewees associate with certain terms thus became a key issue in the interviews and also during analysis, especially in the case of discrepancies that went unnoticed or unaddressed during the interviews.

This presentation lays out some approaches that were taken both during the interviews and during analysis to resolve arising incongruencies and gain insight into the mental framework of the interviewees. It also discusses advantages and disadvantages of the employed approaches along with lessons learned for subsequent project phases.

cultural contingency, heterolinguality, linguistic repertoire, narrative analysis, perspective

Perception of Space in Remote Simultaneous Interpreting (RSI)

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Ever since the maternal womb, Man oscillates between claustrophobia on the one hand and the fear of the open, empty space on the other (*horror vacui*). However, space should be regarded as only one of the three things bestowed on Man – along with Time and Spirit (L.B. Alberti). The configuration of our spatial surrounding thus not only supports our physical presence, but also impacts our emotional response, our feeling of safety, exposure, privacy, as well as connectedness with others. The presentation will deal with spatial and social dimensions of the new reality of remote simultaneous interpretation. Without the safe, private ambience of a booth, which was – as we realize now – more than just a noise-free box, we struggle to ensure the same level of concentration and privacy (Christopher Alexander).

Spatial orientation is so strongly connected to our mental space that it is already integrated in the virtual environment. During training and interpreting via platforms since March 2020, both users and platform developers reverted to using space-related terminology (*breakout-rooms*, *meetings* on zoom, *going* to the booth, *coming* back together).

However, as useful as this may be to create and maintain the illusion of space and personal encounters, one must not be misled into mistaking virtual world for physical world. The mind is tricking our body into believing we are looking into the world (ex. computer screen as a window), but the fact remains that we are still staring at the wall.

The authors – an architect and two conference interpreters and interpreter trainers – will prepare a questionnaire (distributed among the EMCI Universities and the local conference interpreters association – sample ca. 60 responses) regarding the perception of space and new working conditions in RSI. The presentation also proposes simple spatial and technical solutions in the workspace which aim at preserving the interpreter's wellbeing, privacy and concentration when working online. The findings might prove to be useful not only for the community of conference interpreters but also for meeting organizers and participants.

space, spatial perception, working conditions, physical presence

Modelling Socio-Cultural Constraints in Language Mediation Expertise Development

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Explorations of expertise in Cognitive Translation and Interpreting Studies (CTIS) have evolved in recent years from the traditional, Ericssonian definition of the construct (Shreve 2006) to a new model of language mediation phenomena that embraces the tenets of situated and embodied cognition (Muñoz 2014; Risku 2014). This shift also implies a change in the epistemological commitments about the object of study. Angelone and Marín García (2017), for instance, advocate a change in perspective – from etic to emic – in their ethnographic approach to expertise development that does away with traditional distinctions between translation act and translation event reconceptualizing translation expertise deliberate practice. I adopt their views and those featured in recent publications in Expertise Studies (Rothwell et al. 2018) to revisit the constructs of deliberate practice and task demand according to socio-cultural constraints.

Thus, I set out to answer the research question: how can the role of socio-cultural constraints in task performance and deliberate practice be modelled into 4ea cognition CTIS? To that end I will engage in a conceptual analysis seeking to bring theoretical innovation with a pluralistic stance that does not compromise the internal validity of the constructs (Marín García 2019). I will also illustrate the results of that analysis with implications of socio-cultural, setting-specific constraints in defining task demands with a historical case study. I will describe the committees at the Spanish publishing house Alfabeta where a network of translators showed unheard of agency in a collaborative effort to implement new professional practices, and even task descriptions, and so renew the Spanish aesthetic and thought traditions during the political Transition to democracy.

task constraints, deliberate practice, expertise, situated cognition, embedded cognition

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The Courtroom as a Field of Research: Data Acquisition at Viennese Courts

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The proposed conference talk will address the challenges of entering the courtroom as a field of research, focusing on audio-recordings of real-life proceedings in Vienna and in this context also the interaction between the researcher and the participants. The data will be used in an emerging dissertation thesis, examining communication in the “bilingual courtroom” (a phrase coined by Berk Seligson, 2017/1990) as a joint responsibility and effort between interpreters and legal professionals.

To understand and being understood is a common goal which all interlocutors equally share, be they interpreters, judges, defendants, witnesses, or lawyers. Following this notion, the thesis aims to uncover the nature of the interactions primarily between legal professionals and interpreters, and to what extent they work together in a collaborative manner to ensure effective communication. Thus, the point of departure is that collaboration in the courtroom only works out if interpreters and legal professionals perceive each other as partners, understanding and trusting in the individual tasks and functions of the other. There are several studies that show the impact on the interpretation if interpreters and legal professionals fail to successfully work together, especially during the crucial sequence of questioning defendants and witnesses (e.g., Berk-Seligson 1990/2017, 1999; Rigney 1999; Hale & Gibbons 1999; Hale 2001).

In order to describe collaborative processes in the courtroom, the thesis draws on various frameworks, such as Leontiev’s activity theory (2012), Holz-Mänttari’s translatorial action theory (1984), Prunč’s translation culture (1997, 2008) and Kadrić’s concept of multipartiality (2018, 2019). Against the backdrop of a translatorial and legal collaboration, a multimodal methodological approach will be applied, combining observations and audio-recordings of real-life crime proceedings, and interviews with involved interpreters and judges. This hopefully will provide insight into whether cooperativeness is based on mutuality, whether structural features can be identified in the proceedings, and whether repeated phenomena occur that may determine ideal collaborative conditions between experts from different fields. In total, data of 50 criminal proceedings from three different courts in Vienna will be collected by the end of autumn 2021.

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Methodological Approaches to the Study of Interpreted Interaction Through a Multimodal Lens: A Transcription and Analysis Proposal

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Technological advances bring about changes in communication practices across professional and social domains. Technologies have also made it possible to access data for empirical research in different formats, such as in the form of audio and video recordings. Despite existing difficulties to access data in fields such as legal or healthcare settings due to the sensitive and confidential nature of communication, video recordings make it possible to analyse interaction beyond the spoken word, i.e. as a multimodal phenomenon.

This paper focuses on methodological approaches for the study of interpreted interaction as a multimodal phenomenon and presents a transcription and analysis proposal illustrated with an example applied to the study of authentic video-recorded police interviews. The introduction of audio and video recording in investigative interviewing made it possible to review interviews and interviewing practices and has led to improvements such as enhanced accuracy and detail of evidence (Westera et al. 2011). Along with the benefits for interviewing practice, video recordings are valuable data for empirical studies of monolingual and multilingual interaction across domains (Norris 2004). In Interpreting Studies, video recordings of interpreter-mediated interaction are used most prominently in Dialogue Interpreting (DI) studies of sign language interpreting (Bidoli et al. 2005; Dickinson 2017; Metzger 1999; Napier 2004, 2013; Napier et al. 2008; Roy 1996; Wurm 2010), and increasingly so in studies of spoken language interpreting (Apfelbaum 1998; Böser 2013; Englund-Dimitrova 1997; Bot 2005; Davitti 2013, 2015, 2019; Krystallidou 2013; Krystallidou et al. 2018; Lang 1978; Mason 2012; Monteoliva-García 2017, 2020; Pasquandrea 2011; Ticca & Traverso 2017; Wadensjö 2001), including studies using eye-tracking devices (Vranjes et al. 2018). Whereas video recordings make it possible to conduct rich analyses in relation to the relevant study focus, transcribing and analysing multimodal interaction pose significant methodological challenges, which are exacerbated by the multilingual and multiparty nature of video-recorded interpreter-mediated encounters. As stated by Mohr (2018), lack of methodological explanation and consistency among transcription methods in Translation and Interpreting Studies hinders the potential for replicability and reproducibility.

This paper presents a transcription and analysis proposal that includes an adaptation of Gallez' horizontal transcription method (2014) for the transcription and analysis of multimodal interaction. It encompasses verbal output, embodied actions, vowel elongation and silent pauses, back-translation and overlapping actions, and is aimed at improving reliability, readability and replicability.

embodied actions, interpreted encounters, multimodality, police settings, transcription

Studying MT Gisting in the Patenting Ecosystem as Situated and Distributed Cognition: Findings and Challenges

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In their daily work with Intellectual Property Rights (IPR) processes, patent professionals habitually use raw machine translation (MT) to understand patent documents in languages they do not know. In 2018–2019 I conducted an inductive, qualitative study of nine Scandinavian patent professionals' use of raw MT. My research question was: can the reception of raw MT in the IPR ecosystem be explained through the concepts of situated and distributed cognition? It seemed that situated cognition, defined by Suchman (1987:26) as "actions taken in the context of particular, concrete circumstances" and distributed cognition, described by Muñoz (2017:564) as occurring when "several cognizing and not cognizing agents conjointly perform complex tasks" might be fitting theoretical lenses through which MT gisting could be studied.

The results indicated that situated and distributed cognition offered an apt explanation for the phenomenon of MT gisting. Patent professionals' reception of raw MT and their ability to understand texts that were not always stylistically or grammatically well-formed was supported by their interactions with the artifacts and people in their work environment.

Besides sparking an interest in further exploration of MT gisting in specific ecosystems, this study led me to reflect on the appropriate methods for such research. The study's qualitative methods resulted in a deeper understanding of MT gisting than previous survey and experimental studies had accomplished. Risku's (2014:335) argument for qualitative research on translation processes, namely that they can help us to "model the cognitive processes in translation and to establish a deeper understanding of how translations are produced" applies to raw MT reception as well. The challenge is to find qualitative methods that are acceptable to the busy professionals involved.

In the first part of this presentation, I report on the study's findings and how the phenomenon of MT gisting in the IPR context can be seen as situated and distributed cognition. The second part comprises a discussion on the methods used and the challenges of data collection in this and other ecosystems.

situated cognition, distributed cognition, machine translation, qualitative research

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Self-Promotion on a Translator's Forum

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Self-promotion or positive disclosure of the self has become a widespread activity on social media, especially for (freelance) digital workers such as translators. Profession-specific online communities have thus not only become one of the virtual work locations, but also an important platform for professional self-marketing and the construction of social capital, which can lead into job opportunities (cf. Gandini 2015). Nonetheless, engaging in self-praise, especially in front of a large audience, has been reported to be an interactionally risky and delicate matter because it can trigger negative evaluations about one's character, i.e. bragging. When engaging in self-promotion online, therefore, participants tend to display an awareness of the delicate nature of self-elevation by minimizing its force (Dayter 2014; Matley 2018, 2020). Drawing on Anderson's (1983) notion of imagined communities and Goffman's notion of face (1967), this study examines elements of self-praise that emerge in spontaneous online interactions between translators. Specifically, the study examines how translators engage in self-praise to position themselves in knowledgeable light in order to get jobs or gain admiration by giving advice. The findings of this small-scale qualitative study suggest that despite its face-threatening potential, self-praise is a complex and dynamic phenomenon that is primarily used for the purpose of self-promotion.

self-promotion, self-praise, online communities, translators

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Networks and Agents in the Field of Literary Translation Research: The International Book Fair of Thessaloniki (Greece) as a Case Study. A Sociological Perspective

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In the recent years there is an increased interest in sociological approaches in the field of translation, which allow us to move beyond the (textual) product and analyze the social context of translation and the different agents taking action in the field within specific temporal, spatial and sociohistorical environments (Bachleitner & Wolf 2010:7; Cronin 2003; Hermans 1997:10). From a sociological point of view, international book fairs that bring together different agents of the book market (publishing houses, writers, translators, editors, professional associations, media, academia, readers etc.) constitute an excellent research field for the study of translation's and translator's status, networking, power interactions and visibility of translation practices. The aim of this study is to present and analyze these possibilities, using as a case study and research field the International Book Fair of Thessaloniki (Greece).

Within this specific context, the study investigates the translation agents and networks and their role, status and interactions in the Fair. The main research questions of the study include: Which translation networks and agents participate in the Fair and what is their profile? What are their interactions (collaboration, networking, power status)? Where, when and how are the translation related practices situated within the Fair? How is the role of the different translation agents developing within the years? For the purposes of the study empirical data and material was gathered from different sources (press releases, programs, interviews, articles, social media posts, photos, videos) and analyzed, using mainly qualitative research methods (Mayring 2000). The first findings reveal the increasing visibility of translation practices and agents within and through the field of the International Book Fair, suggest an increased effort for interaction between the agents and the public, show specific collaboration and networking patterns that develop over the years and extend beyond the Fair and depict to a certain point power interactions, acting in a way as a mirror of the wider literary translation field in Greece.

sociology of translation, translation agents, international bookfair, field research, literary translation

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Public Service Interpreters in the Turkish Context: Addressing the Communication Needs of Syrian Refugees

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In Turkey, the need for interpreting services, especially in public institutions, has gradually increased due to the growing number of Syrian refugees in recent years. Public service interpreting, which is the interpreting services provided in public settings with the aim of eliminating language barriers between official staff and migrants/refugees, is an institutionalized profession with training courses, certification examinations and professional associations in countries with a long history of migration and language access laws, such as Canada, Sweden and Australia (Hale 2015:67). In countries with a recent history of migration, such as Turkey, it is still far from acquiring professional status.

In Turkey, bilingual individuals, who are mostly not trained in interpreting, are currently recruited to bridge communication gaps between Syrian refugees and public officials especially in healthcare institutions, courts and police stations and at a limited number of non-governmental organizations. The interpreters in the mentioned settings work under differing institutional circumstances, yet the conditions required for their professionalization, such as comprehensive trainings, guidelines, accreditation and professional standards (Rudvin 2015:434), are mostly lacking for interpreters in each setting.

In this regard, this study aims to examine the professional identity and status of the public service interpreters working within the scope of the EU-funded healthcare project SIHHAT, in the legal context including courts and police units and at the units of the Association for Solidarity with Asylum Seekers and Migrants (ASAM). The mentioned issues will be discussed through the interpreters' professional perceptions and the institutional conditions influencing their agency and in the light of Pierre Bourdieu's (1986, 1998) concepts of *habitus*, capital and *illusio*. To this end, a qualitative research design has been adopted, and semi-structured interviews with the interpreters, interviews with the relevant officials engaged in interpreting processes, and the documents related to working conditions for interpreters are used as data sources. Based on the preliminary findings, it can be suggested that the professional identity formation for interpreters in general is hindered primarily by the lack of public awareness towards the interpreting

profession, the general lack of opportunities for the interpreters' professional development and the interpreters' low symbolic capital brought along by the mentioned issues.

public service interpreters, professional identity, *habitus*, capital, *illusio*

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Exploring the Field(s) of Community Interpreting: Challenges and Constraints of Interview Research

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This contribution deals with the use and potentials of interview research as a method to study the field of community interpreting by investigating the subjective views and perspectives of the actors involved in it. Firstly, a literature-review based reflection on the ways and contexts in which interview research has been used to date in interpreting studies in general and in community interpreting in particular will be provided. In addition, based on literature on interview research from both interpreting studies and other disciplines, a systematic discussion of the suitability, the limits and potentials of interview research for the investigation of the field of community interpreting will be provided. All phases of interview research (preparation, entering the field, data acquisition, data management and dissemination of findings) will be described in regard to the tasks and challenges they (might) comprise. Special attention will be given to the specific factors that may shape and/or limit community interpreting research and the environments it takes place in such as: time-space and organizational constraints, approaching and getting access to sensitive settings and topics, sampling, ethical considerations, the relation between researchers and study participants.

To illustrate the points made in this section, we will provide examples from studies conducted by the authors of this contribution. Two studies focus on interpreting for vulnerable groups of individuals, one on interpreting for deaf applicants for international protection in a national (Austrian) context, and another on interpreting provision and associated challenges in the transnational context of reception and identification camps at EU borders. In a yet another study, interviews were conducted with pairs of freelance interpreters and their customers in order to compare their views on not only their cooperation, but also on the way they view and value (community) interpreting on the whole.

The above-mentioned reflections should serve to highlight the importance of trust between researchers and the individuals involved in interview-based community interpreting research. They may also help to point to the necessity for stronger links between academia and the field that would both provide easier access to the field for researchers, and help researchers to better understand the needs of the field of community interpreting i.e., topics that can be addressed in future research.

community interpreting, interview research, qualitative research, field access, sampling

Multiple Boundary Crossings: The Self-Translation of Academic Papers

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Where does work as a writer end and work as a translator begin? Literary self-translation has been in the focus of translation research for a significant amount of time, but the field of academic self-translation – although a regular practice for many – is still neglected. In my presentation entitled “Multiple Boundary Crossings: the Self-translation of Academic Papers” I study the complex process of self-translation in the context of academic translation by way of empirical research. It focuses on a translation situation in which self-translation is encouraged by the cultural dominance of a specific language in the international context, i.e. native Hungarian scholars translate their own scientific papers from Hungarian into English (EAD) in order to have them published in internationally renowned journals. Findings in the discourse analysis of both interviews and translated texts reveal the different cognitive phases of academic self-translation. These involve factors such as the cultural aspects of the languages involved, the direction of translation, professional and personal experience of the author-translators, time management, motivation and quality concerns.

self-translation, academic translation, constraints of translation, English Academic Discourse (EAD), qualitative research

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Methodological and Ethical Challenges Regarding the Role of Participants in an Interview Study on a Sensitive Topic: The Translator-Reviser Relationship in Translation Departments

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Interview study is a particular kind of field research, with its own methodological challenges. One of them is the role of participants throughout the research project, from the designing of the project to the publication of results. Classic field studies generally require long-term involvement from the researcher and a mix of observation and interviews (Beaud & Weber 1997/2010). Participants are thus always implicated, which is not the case in an interview study. The researcher is therefore facing the following questions: How should participants be contacted? What kind of contact should there be between the researcher and interviewees throughout the study? How can confidentiality be maintained during data collection and the subsequent report? How should findings be presented to participants?

In this presentation, I will address these questions, using my PhD research as a case study. The project is dedicated to the translator-reviser relationship in translation departments (institutions, private companies and translation agencies). The relevance of the study is twofold: few studies have approached revision from a qualitative approach and no empirical work has been carried out on social competencies in revision (Künzli 2014). The data consist of 40 to 50 individual, semi-structured interviews.

Ethical issues are exacerbated in this study, as it tackles a sensitive topic, which makes it a good example to analyse. First, revision challenges workplace relationships: a good translator-reviser relationship is not guaranteed (Mossop 2020). Second, participants are invited to talk about their colleagues, and not only their own views and practices.

I will describe the methodological choices and highlight how they were influenced by elements from the field. Some decisions were taken when the research project was designed and approval had to be obtained from the Ethical Review Board of my Faculty, while others were taken during the research process itself. As a whole, the choices were quite restrictive. Finally, I will describe what a reflexive approach to ethics (Genard & Roca i Escoda 2019) could mean for field research in Translation Studies.

interviews, revision, ethics, institutional translation, translation industry

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Why Online Content is Not Just 'Easy Data'. Methodological Challenges in Ethnographic Online Research

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In the early 2000s, many fields of research saw a veritable hype surrounding new forms of online research. Because of its ready availability, online content was deemed 'easy' data to be harnessed without the need to give much thought to questions of field access, participant relations or privacy – issues that are usually at the core of field researchers' methodological concerns.

This contribution delves into the complexities of undertaking a specific type of participant-oriented online research that has recently found its way into translation studies, namely virtual ethnography (Hine 2015). By adapting the basic principles of traditional ethnography to virtual fields of research, such research allows us to explore practices, experiences, and artefacts in the virtual worlds translators or interpreters engage in, be they fansubbing communities, networks of translation activists, professional interpreters' discussion boards, crowdsourcing sites or other spaces where translators/ interpreters are brought together online.

Based on examples from my own ongoing case study of an amateur translators' community, I will first lay down the fundamentals of what it means to conduct online field research. Can we even talk about an ethnographic 'field' online – and if so, how can we approach such a construct conceptually and methodologically? How do classic and virtual ethnography compare, e.g., with regard to principles like participant observation, especially if our research has to rely exclusively on digital exchanges? I will also discuss other methodological challenges often encountered in virtual ethnography, such as difficulties with accessing communities, building rapport with research participants, or the complexities of working with digital data which may be highly dynamic in nature and occur in quantities that are difficult to process.

The second part of this contribution will be dedicated to the fundamental issue of research ethics in online research. Where are the ethical limits of participant observation in semi-public spaces? How can privacy and anonymity be guaranteed in virtual environments when back-searching quotations will immediately reveal its source and often author? What limitations arise when seeking 'informed consent' in ethnographic online research, and how can we protect particularly vulnerable groups when users rely on online aliases and possibly even fake profiles?

virtual ethnography, research ethics, methodological challenges, amateur translation, online communities

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Building Psychosocial and Physical Ergonomic Awareness through Project-based Training: Some Insights from Turkey

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A growing number of studies highlight the role of ergonomic factors in the performance of translators worldwide (Taravella & Villeneuve 2013; Massey & Ehrensberger-Dow 2011; Kuznik & Verd 2010; Désilets et al. 2009; Ehrensberger-Dow & O'Brien 2015). In Turkey, however, ergonomics in relation to Translation Studies is an untouched area that requires nation-wide exploration and analyses. Considering this gap, it is important to monitor market needs and professional requirements in ergonomics, relevant to T&I training and education.

Despite T&I departments' best efforts, novices are usually unaware of the psychosocial and physical factors affecting their well-being and professional life. Hence, this study, aiming to narrow the gap between theory and practice, takes action research as an approach, in which "[...] problems are investigated in a more embedded, contextualized manner, with stakeholders assuming more engaged roles than in traditional 'objective' approaches to research." (Nicodemus & Swabey 2016:156) and primarily reports on ergonomically relevant findings about translators' working conditions.

We investigated how a project-based translation course can help translation students build awareness of ergonomics. Fourth-year students visited workplaces where they interviewed and administrated a survey to professional translators. The survey was adapted from the ErgoTrans Project (Ehrensberger-Dow et al. 2016) and included several additional questions related to translators' status and visibility. Students made observations in the market and got in touch with real market actors; and they submitted a 1500-word self-report focusing on their impressions.

The study also involved a translation-oriented project in which a professional translator is assigned as a project manager to supervise the commissioning of translation tasks to the students. Students completed translation tasks both individually and as a collaborative work in groups. The project manager created a real-life working schedule and cycle so as to reflect possible psychosocial and physical factors affecting translators' ergonomics.

The results of the study contribute to efforts towards increasing translation students' awareness of ergonomics, particularly psychosocial and physical factors on translators' workplace functioning. The study also includes a discussion of possible improvements in the T&I curriculum to better prepare graduates for real-life such as embedding ergonomics-related aspects into translation assignments for students.

ergonomics, psychosocial factors, physical factors, translation education, translator training

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Scaffolded Action in the Translation Workplace

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Analyses of translators' actions have thus far often been explicitly or implicitly conducted based on the premise that cognitive and social factors be kept apart analytically (see e.g. Englund Dimitrova & Ehrensberger-Dow 2018). However, the epistemological usefulness of such a division is being challenged in recent empirical and theoretical contributions to TS (e.g. Muñoz Martín 2018; Risku 2010, 2014; Risku et al. 2013; Risku & Windhager 2013). Similarly, my research approaches translation work from a socio-cognitive theoretical perspective, which draws on TS modelling (e.g. Risku et al. 2013; Risku 2014), as well as cognitive scientific frameworks such as Distributed Cognition (Hutchins 1995), and theory on discursive action and social practices (Scollon 2001). On the most general level, the research question addressed in my research concerns how professional translators interact with, and exploit, their socio-material environment in their daily work.

The empirical material for the study has been gathered by means of ethnographic fieldwork in an LSP during the course of approximately one year in total, and consists of fieldnotes, interviews, records of electronically mediated communication, and documentary data. The material is analyzed by means of qualitative coding (Saldaña 2016). Central to the analysis is the concept of *scaffolding* (Clark 1997), which subscribes to the ontological premise that action and cognition be seen as interrelated phenomena.

The ongoing analysis points towards a number of interrelated social practices in the translation workplace (TW), which are interpreted from a socio-cognitive theoretical perspective: 1) *remembering practices*, which concern actions performed in order to preserve and convey knowledge in the TW; 2) *sense-making practices*, which concern ways in which decisions are interactively negotiated in the TW; and 3) *anticipatory practices*, which concern courses of action where predicted future events are prevented or facilitated. Furthermore, the analysis points to an intricate interplay between these social practices.

In my presentation, I will account for my fieldwork and analysis, and address certain methodological challenges of fieldwork in the workplace setting. I will also discuss the employment of socio-cognitive theoretical perspectives in analyses of fieldwork data and point towards possible developments of theoretical heuristics for socio-cognitive analyses of translation practices.

Cognition, Distributed Cognition, Ethnography, Scaffolding, Social practice

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A Structurationist Perspective on Translators' Agency: Invisibility, Expertise and Ownership at a Translation Department

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In this contribution, several aspects of Anthony Giddens' (1979, 1984) Structuration theory are explored in regard to translation workplace research. Similar to Bourdieu's field theory, Structuration theory seeks to overcome the analytical dualism between agency and structure. But while the perspective of field theory in Translation Studies is often linked to the notion of a submissive translatorial habitus, Structuration theory arguably allows for a more nuanced and dynamic understanding of translators' agency and its continuous interplay with workplace structures. However, despite its prominence in sociology and its wide application in other disciplines, it has rarely been used in Translation Studies, exceptions worth noting being Van Rooyen 2013, Ashrafi et al. 2019 and Saadat 2020.

The central tenet of Structuration theory is the mutual dependence of agency and structure. In their day-to-day practices, agents constantly (re-)produce the structures (i.e., rules and resources) around which their social system is organized. But they are also capable of acting differently and have the potential to transform these structures. Structures are both medium and outcome of action, and they both enable and constrain agents and their action.

These 'sensitizing concepts' (Blumer 1954; Turner 1986) of agency and structure are illustrated by a discussion of invisibility, expertise and ownership at a translation department of a public service institution. Based on data gathered in semi-structured interviews with the employees, it can be seen, on the one hand, that the translators are structurally less 'visible' than many of their colleagues in other departments. They feel underrated as experts and often overlooked. On the other hand, the lack of visibility can be regarded as structurally enabling them as well. The translators creatively draw on it as a resource, leading to self-administration and a strong sense of ownership within their department. Also, they actively position themselves as experts and often act on their own initiative. Thereby, they sustain and transform the structures within the institution and their department.

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Rethinking Translation Policy for Praxeological Approaches to T&I

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Traditionally, the term translation policy has been mainly used in translation studies to explain structural issues related to language policy and translation norms. In an attempt to broaden its conception, this contribution will discuss its heuristic value for the study of practices and processes of translation and interpreting in specific temporal, spatial and organizational environments. In general terms, I will argue that translation is a process of power and as such is negotiated amongst participating agents. As a result, translational agency is the result of translation policy and at the same time results in new conditions for subsequent translation policies. Further, by their choices of action, translators and interpreters position themselves and others, participate in transforming or perpetuating translation practices as well as contribute in strengthening or overturning existing power relationships in respective societal fields. More particularly, the heuristic value of the concept of translation policy will be explicated along the lines of three distinct dimensions: the dimension of translation practices, the dimension of field (in Bourdieu's sense) and/or situationally specific power relations and the dimension of a prototypical democratic translation-culture (*Translationskultur*, according to Prunč). The explanations of each dimension will draw on empirical material related to the (contemporary) field of the social sciences and humanities (SSH) and/or related to machine-translation portals. It will finally be shown that the concept of translation policy strengthens our focus on questions of translators' agency, particular power relations as well as more complex and historically grown field-specific interests that emerge in situationally specific translation practices.

translation policy, agency, positioning, translation as social practice

Got Sensors – Will Travel: Turning the Field into a Lab

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While tightly controlled laboratory experiments remain the gold standard for establishing causal relationships between variables, complex phenomena often elude replication in the white room (Black 1955). This is true for experimental research into interpreting, which can only aspire to come up with a reasonable facsimile of reality, inevitably reducing findings to reproducible scenarios. Conversely, traditional qualitative field research methods such as ethnographies are suited to report subjective perceptions rather than objective reactions (see Russo et al. 2018). Against this background, we address the question whether it is possible to apply traditional laboratory methods such as those quantifying participants' psychophysiological responses to carefully designed stimuli (see Rojo Lopez & Korpál 2020), to the complex and noisy real-life environment in which professional conference interpreters usually work in an attempt at directly observing them in their natural environment.

In order to address this question, we designed an exploratory study aimed at measuring interpreters' psychophysiological responses to naturally occurring stimuli in a realistic online conference environment. A cohort of six professional conference interpreters assigned to a hub for a series of RSI meetings spanning five days, was equipped with mobile sensors collecting real-time electrodermal (EDA) and heart rate (HR) data for the purpose of assessing their level of engagement. In our presentation we will describe the potential and the challenges inherent to this approach, including the method, the obtained data, its analysis and its interpretation.

psychophysiological measures, electrodermal activity, heart rate, remote simultaneous interpreting

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From On-Site to Off-Site

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The year 2020 witnessed an irreversible shift in conference interpreting: the rapid spread of remote simultaneous interpreting (RSI), bringing it into the mainstream in the ongoing pandemic. In Estonia, experience with RSI assignments is linked to the spread of COVID-19 and was limited to ten months at the time of this survey (from lockdown in March 2020 to January 2021).

I conducted a study among Estonian conference interpreters (CIs) working on the private market to gain insight into interpreters' psychological preparedness and perception of their changed workplace and working world. I chose a questionnaire as my research method.

The online survey comprised 34 questions targeted to elicit self-perception in practicing RSI interpreters. The questions were categorized under five headings (the impact of the pandemic on workload, attitude towards RSI, workplace and conditions, interpreters' psychological and physiological well-being, communication with clients). To increase the anonymity of respondents, the general information asked about respondents was deliberately limited to two questions: years of experience and professional membership. More detailed questions could have made respondents easily identifiable.

The survey link was emailed to 94 CIs (99% with a master's degree): of those, 46 were accredited as freelance interpreters for the EU institutions (ACIs), 30 were members of the Estonian Association of Masters in Conference Interpreting and Translation and 18 were interpreters within my network not included in either of the above lists. Twenty-seven responses were submitted. The 29% respondent rate is good, as arguably a majority of ACIs work exclusively for the EU institutions.

The findings from the survey show that 93% of respondents worked fewer days in 2020. Twenty-two percent admitted to having limited RSI experience with platforms before COVID-19. All respondents with over 25 years of experience preferred on-site work and travel, while those with under two years of experience preferred remote work. Forty-eight percent of respondents modified their workplace at home because of RSI. The respondents rated their performance on RSI assignments as "same" (51%), "worse" (33%), "it depends" (14%) and "better" (2%).

In January 2022, I intend to repeat the survey to detect any changes following two years of experience with RSI.

remote simultaneous interpreting, workplace, psychological well-being

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‘Going Native’ During Field Research on Multilingual Legislation: Methodological and Ethical Strategies

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The complexity of procedures in multilingual lawmaking institutions calls for methodological approaches providing a holistic view. More specifically, phenomena such as the linguistic revision and legal review of multilingual legislative drafts can only be fully explored when taking into account the different actors involved. Therefore, combined with other methods, in situ research can offer new insights into poorly explored aspects such as the collaboration of the persons involved in multilingual lawmaking.

In this paper, I present my PhD project on the linguistic revision and legal review of Switzerland's federal legislation in German and French at its draft stage in the executive branch. The research project is carried out as a descriptive case study in the Swiss Federal Chancellery. The aim of the study is to explore, within one specific context, what impact the different revision and review procedures involving language specialists and legal experts have on the original source and target texts.

First, I present the mixed-method framework of the study, which combines an analysis of official documents and guidelines as well as revised and reviewed texts with fieldwork, i.e., observations and interviews. Furthermore, I highlight ethical issues that arose during fieldwork due to the change of my status from outside researcher to fully integrated employee of the Swiss Federal Chancellery. In particular, I describe how the strategies I chose allowed me to maximise the benefits of “going native” in the field while minimising related risks. By illustrating the methodological and ethical strategies adopted in my PhD research project, this paper contributes to opening up new perspectives on field research in multilingual lawmaking and the translation of legislation.

multilingual legislation, field research, insider/outsider, research ethics

Translation Practices in the Multilingual Organisational Environment of NGOs

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In today's globalized economy and society, non-governmental organisations (NGOs) play various important roles: as new global workplaces (cf. Castells 2000); as global players that can regulate and influence global politics; and as organizations that provide humanitarian and development aid. They differ fundamentally from other organisations working at international level, not only in terms of their background but also considering different budgetary priorities and the motivations of their staff (cf. Frantz & Martens 2006).

In all of the above-mentioned contexts, agents with different cultural and linguistic backgrounds come together, and providing language mediation often forms part of NGO's day-to-day work. Since these organizations aim to negotiate and interact between these agents, translation and interpreting form the crucial basis for the functioning of NGOs. Nevertheless, the role of multilingual communication within humanitarian aid organisations has so far been scarcely discussed in research in translation studies and has only recently gained momentum (Tesseur 2014 et passim; Footitt 2017; Delgado Luchner 2018).

In the proposed presentation, I will discuss first insights on diverse translation and interpreting practices as well as perception and practice patterns in NGOs using the example of the welfare organisation Caritas Graz-Seckau in Styria. In particular, I will examine the importance of language, cultural knowledge and translation at Caritas Graz-Seckau and will look into the translation and interpreting needs that arise, how these needs are met, who the actors involved in translational activities are, how they interact between each other and their work environment and how they perceive translational activities.

The presentation is part of a larger project on professional and non-professional translation and interpreting practices in non-governmental organizations. The investigations planned in the course of the project by means of semi-structured interviews and participant observation shall make visible the complexity and diversity of written and oral translational activities within NGOs. Moreover, they could uncover multidimensional and hybrid identities of translators and interpreters. The conceptual framework for the project is the *theory of social worlds* according to Anselm Strauss (1978; Clarke & Star 2008) as well as the concept of *boundary work* introduced by Thomas Gieryn (1983) (see also Lamont 1992; Grbić & Kujamäki 2019).

translation and migration, professional and non-professional interpreting and translation, translation practices in NGOs, multilingual workplaces

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Translators and Interpreters in Times of a Pandemic

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The COVID-19 pandemic heavily impacted the T&I industry in spring 2019. To what extent and how has it transformed the community of translators and interpreters? What was the immediate reaction, and how have individuals responded?

In March and May 2020, we carried out a broad survey among Slovak translators and interpreters, mapping their workload development, economic reaction and subjective assessment of the situation. In the first round, in March, we have collected 370 responses and two months later 240. Based on the data gathered, we can draw a clearer picture of what part of the community was hit hardest and what was their reaction. We can also draw a broader picture of the community response based on the age, length of their career, professional specialization or share of income from T&I activities on the total income. Our data suggest that while those who have been relying mainly on interpreting were hit the hardest, translators were spared in the initial weeks and remained cautiously optimistic, yet two months later a significant part of them reported a drop in demand for their services. Similarly, in the case of long-term outlooks, translators remained optimistic throughout the period of restrictive measures, while scepticism and negativism rose among interpreters. In the case of interpreting, we have surveyed the attitude towards remote interpreting (RSI) among professionals and the overall incidence of assignments with RSI at the beginning of the lock-down and two months later. It seems that the motivation to provide RSI was rising much more rapidly than the demand for it.

In our paper, we will present the main findings from our survey and attempt to draw a clearer picture of the extent and character of disruptions the COVID-19 pandemic presented for the T&I community. Being involved in T&I training, we will also attempt to condensate key take-aways for T&I trainers, underlining profile of translators who were mostly immune to the pandemic and its implications.

COVID-19, sociology of translation, RSI, pandemic

Beyond Words: The Use of Gaze and Body Orientation During Emotional Communication in Authentic Interpreter-Mediated Consultations

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Background: Research in interpreter-mediated consultations (IMCs) has shown that verbal emotional communication (EC) might be compromised by the interpreter's performance (Krystallidou et al. 2018). However, these studies might present a distorted representation of EC as they did not take into account doctors', patients' and interpreters' nonverbal behaviour, a crucial resource in expressing emotions (Howick et al. 2018). A recent systematic review showed that there is a dearth of research on doctors', patients' and interpreters' use of nonverbal semiotic resources during EC in IMCs (Theys et al. 2019).

Research questions:

- 1) How do patients, interpreters and doctors express, render and respond to statements of emotion in IMCs?
- 2) What is the effect of participants' use of verbal and nonverbal resources on the co-construction of EC in IMCs?

Methods: We analysed 3 video recordings of authentic IMCs in an urban hospital in Flanders. We identified instances of EC using the Empathic Communication Coding System, as adapted for IMCs [1]. The identified instances of EC were then analysed by means of multimodal interaction analysis. This analysis looked into participants' embodied (inter)actions using the *A.R.T framework* (Krystallidou 2016) and participants' attention to / level of awareness to the ongoing (inter)actions using the *modal density foreground-background continuum* (Norris 2004, 2006).

Findings: Doctors, patients and interpreters can gaze and orient their bodies towards each other, signalling engagement in each other's actions and availability participation in the interaction. However, participants' gaze or BO are not always met, compromising these expressions of involvement and participation and by extension, the co-construction of EC in IMCs. When interpreters introduced EOs that were not expressed by the patients, they averted their gaze from the other participants, disengaging from the ongoing interaction and the other participants'

actions. Meanwhile, doctors' and patients' gaze and BO were directed more towards each other, suggesting they monitored the interaction and each other more closely.

Conclusion: Our study provides evidence of EC being subject to participants' use of gaze and BO, next to speech. Doctors and interpreters should be more aware of their embodied (inter)actions beyond words and their impact on the co-construction of EC.

healthcare interpreting, emotions, multimodal interaction analysis

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Empathic Communication in Interpreter-Mediated Medical Consultations: A Qualitative Analysis of Interaction

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Background: Empathy communication (EC) is an integral part of patient-centered care (Hojat et al. 2020; Katsari et al. 2020; Banerjee et al. 2020). It can be defined as a transactional, sequential process in which patients express empathic opportunities (EOs) and doctors formulate empathic responses (ERs) to those EOs (Banerjee et al. 2020). EC might be challenged in interpreter-mediated consultations (IMCs) where doctors and patients do not speak the same language and interpreters are needed to enable communication (Krystallidou et al. 2019; Krystallidou et al. 2018).

Research questions:

- 1) How do patients, doctors and professional interpreters verbally co-construct EC in IMCs?
- 2) What is the professional interpreter's effect on the verbal co-construction of EC in IMCs?

Methods: We analysed 7 video recordings of authentic IMCs in an urban hospital in Flanders. We identified instances of EC using the Empathic Communication Coding System as adapted for IMCs (Krystallidou et al. 2018). We coded empathic opportunities (EOs) and empathic responses (ERs) as expressed by the patient and doctor, and as rendered by interpreters. We analyzed and categorized shifts in intensity/meaning between the versions of EOs and changes in the level of empathy between the versions of ERs.

Findings: Our results show that interpreters introduced EOs that were not expressed by patients, but still responded to by doctors (n=15). Interpreters also struggled with detecting, identifying and rendering patient's EOs and doctors' ERs (45 out of 52 EOs & 17 out of 46 ERs were omitted/ marked by shifts or changes). Doctors responded to 46 passed on patient-expressed and 15 interpreter-introduced EOs but 42 out of 61 ERs did not pursue the core of the EO. Patients expressed a small number of emotion EOs (n=4) in comparison to the number of EOs addressing improvements (n=13) or deteriorations (n=35) in the patient's physical or psychosocial state.

Conclusion: The co-construction of EC in IMCs might be compromised by interpreters', doctors' and patients' communicative actions. Interpreters and doctors should be more aware of (the impact of) their actions on the co-construction of EC. They should try to refine their skills to detect, identify and render/respond to EOs to optimize the co-construction of EC in IMCs.

healthcare interpreting, empathy, Empathic Communication Coding System (ECCS)

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The Practice and Challenges of Cultural Anthropological Translation in Light of Two Synagogical Fieldworks

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My presentation consists of two parts:

Part I – brief review of how to interpret the mechanism of translation in cultural anthropological researches and understanding processes.

Part II – I put two of my own works under comparative scrutiny by examining how research in two similar fields can induce a partially identical but in many ways different translation process.

(I) It is now generally accepted that a cultural anthropologist, while doing fieldwork in a given cultural-social reality, does translation work when creates a scientific product by interpreting observations recorded in his/her field diary. The circumstances in which the translation takes place play a key role in this process, so does how the research was realized, how the researcher and the studied field related to each other at the beginning of the research, and how this relation changed in light of the time spent in the field. Rereading, time and space distancing, systematization of field experiences, structuring of different types of data are the basis of cultural anthropological translation.

(II) By analysing the methodology of two fieldworks in a synagogue, I would like to examine the following questions: how can the researcher be an outsider in a micro-society that speaks his/her mother tongue? How does the acquisition of the language of the studied societies take place? What does the specific language of the studied synagogue communities consist of, and how does this relate to the specific language acquired during the researcher's socialization and studies? If there is dissonance between all this, how can an authentic social science work be produced?

Cultural anthropological translation practice seems to be a simple formula. However, the same variables can never be substituted for this formula, as the “here” and “now” moments, of which the researcher and the studied community are part, cannot be reproduced.

Due to the distance between time and space, “here” and “now” seem to be “there” and “then” during translation. The task of the cultural anthropologist is no less than to connect these two dimensions by considering a number of ethical milestones.

cultural anthropology, self-reflective research practice, synagogical fieldwork

Collaborative Translators, Conflicting Norms: How Norms are Negotiated in Translaboration

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One of the major focuses of translaboration studies has been on the revelation of the invisible hands behind the collaboration and their impact on the translators and translated texts (Jansen & Wegener 2013; Alfer & Zwischenberger 2020). Conflict and collaboration are often intertwined in translaboration with agents working together to accomplish the translation task by negotiating and resolving possible conflicts along the way. However, norm conflicts may occur in translaboration as the agents involved may also have been trained to follow different norms, to practice the same norm in different ways or have acquired different translation habitus. How norms are negotiated in translaboration has been an under-discussed topic.

A textual and paratextual comparative study is conducted diachronically in this study of five co-translations by the Yangs (Yang Xianyi and his wife Gladys Yang), the most important translation team in China of Chinese literature in the twentieth century, to identify the norms they followed and the norm conflicts they were confronted with. The study finds (tentatively) that the norm negotiation was complicated as on-going process both within and beyond the specific collaborative project, and the dominance of one norm rather than a compromise often prevailed due to various factors concerning text integrity, social circumstances and power imbalance. The investigation focuses on revealing their coping mechanisms for the conflicts and the consequences as well as factors influencing their mechanisms and modes of collaboration. This study contributes to norm studies by revealing normative negotiation and struggle in translaboration and to translaboration studies by shedding new light on the complexity of the interaction between translaborators.

translaboration, literary translation, norm conflict, norm negotiation

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Ethical Dilemmas and Self-Reflexivity in Ethnographic Fieldwork

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Whilst ethnography has been increasingly adopted by translation researchers in examining various sociological aspects of translation (e.g. Marinetti & Rose 2013; Olohan & Davitti 2015;), the ethical dilemmas that an ethnographer encounters are often overlooked in translation studies literature. Drawing on the fieldnote data, this presentation sets out to engage in a self-reflexive analysis of the following issues: What ethical dilemmas did I grapple with during the fieldwork? How did the doubts and anxieties change my behaviour in the field and my perceptions of research participants? How can an ethnographer cope with these challenges?

I first briefly introduce the study of online collaborative translations in China for which I undertook longitudinal immersive fieldwork in order to collect first-hand data. Then I move on to discuss an ethnographic methodology underpinned by hermeneutics and its core method of participant observation. My fieldwork can be broadly divided into three stages, i.e., descriptive observation and non-participation; focused observation and moderate participation; and selective observation and active participation. The ethical challenges that I encountered at each stage were influenced by different factors as my familiarity with the research participants and the depth of the involvement in the field evolved. In the initial stage, I struggled between undertaking covert or overt research (Lugosi 2008:133), asking myself if I should be a “candid ethnographer” (Fine 1993:282). In the second stage when I started to interact with the community members, I became a ‘self-censored ethnographer’, mostly yielding to others, including the moments when I felt uncomfortable with the gender-biased remarks made by one of the participants. In the third stage, which was also the time when I felt ‘native’ in the community, I questioned myself if I was a “fair ethnographer” (ibid.:285) and whether I kept a balance between the multiple roles that I played simultaneously.

The self-reflections and analyses in hindsight reveal that the ethical dilemmas that one may encounter in the field can be heterogeneous, highly contextual and personal, subjecting to particular interactive instances. As an ethnographer, one may continue to struggle with unpredictable ethical challenges with which may be best dealt with constant, critical and conscious self-reflexivity.

Ethnographic fieldwork, ethical dilemmas, self-reflexivity, collaborative translation

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Interpreting in the UN Context: A Workplace Study

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The work environment, processes, and practices of interpreters at the United Nations (UN), though mentioned by some authors (e.g., Baigorri-Jalón 2004; Diur 2015; Shermet 2018), are not yet widely known to practitioners and researchers in this field. To provide a deep contextual understanding of the actual interpreting activities and situations at the UN, my study uses an ethnographic approach involving participant as well as non-participant observation in combination with interviews with interpreters, all conducted at authentic simultaneously interpreted meetings held by the UN.

The main empirical outcomes suggest that UN meetings constitute a unique and challenging workplace environment for its interpreters: their typical routines are characterised by collaborating in teams and providing simultaneous interpretation from and into multiple languages. Most of the time, speeches are read aloud by delegates in English, usually fast and with an accent, and interpreters typically work with the script of the speech that has been made available to the booths. In order to cope with the special challenge of dual-channel (auditory and visual) input, UN interpreters apply various strategies and perform to the best of their ability. Even so, they sometimes find themselves struggling in the face of high cognitive load and show concerns about the quality of the interpreting product when they run out of limited attentional resources.

interpreter workplace, United Nations (UN), simultaneous interpreting with text

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Translation as Ekphrasis: The Role of Translator's Maps in Translational Decision-Making

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John Livingstone Lowes, in his masterpiece *The Road to Xanadu*, speaks of poets' notebooks as "a priceless record of the birth-throes of poetry" (5), which "makes possible [...] a divination of that thronging and shadowy mid-region of consciousness which is the womb of the creative energy" (12). This study, sharing Lowes's curiosity in "the secrets of art in the making" (5), ventures to exploit graphic materials from a translator's notebooks for a glimpse of a translation in the act of being born. It will concentrate on David Hawkes's translation of China's greatest eighteenth-century novel, *The Story of the Stone* (*Honglouloumeng* 紅樓夢, also known as *The Dream of the Red Chamber*). With focus on a series of maps drawn by the translator, this study will demonstrate that the pictorial 'byproducts' of the translation process from his notebooks have the power of "uncovering the ways and means by which the text has become what it is" (Genette 1997:401), and of "reveal[ing] some of the normally hidden traces of translatorial activity" (Munday 2013:126). Borrowing concepts from cognitive-theoretically informed narratology, this study attempts to explore a new theoretical and methodological framework for the investigation of the becoming of a translation by using translators' notebooks, manuscripts and other personal papers.

translator's notebooks and manuscripts, genesis of translation, cognitive maps, cognitive narratology, *The Story of the Stone*

Genette, G. (1997) *Paratexts: Thresholds of Interpretation*, translated by Jane E. Lewin. Cambridge: Cambridge University Press.

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