Infoterm
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Infoterm Annual Report 2003

Over the year 2003, Infoterm's activities concentrated on:
- standardization and related activities, especially with respect to the increasing importance of multilinguality and cultural diversity (MCD) in general and of terminology in the fields of eBusiness, eContent, eGovernment, eLearning, eHealth and other e-...s in particular;
- engaging in joint activities with UNESCO;
- the promotion of and lobbying for terminology at international, regional and national levels;
- the follow-up of TDCnet Consortium activities;
- the provision of assistance and advice to newly emerging terminology organizations;
- the presentation of the Eugen Wüster Prize 2004 to the two winners.

As all Infoterm activities are highly interconnected in order to benefit from synergies, some or most of the foci mentioned above can be found again in some or most of the project, conference, liaison as well as standardization activities listed below.

Standardization and related activities

ISO/TC 37

By agreement with the Austrian Federal Ministry of Economics and Labour (BMWA) and the Austrian Standards Institute (ON), Infoterm continues to manage the Secretariat of ISO/TC 37 until 2005 (for the time being). ISO/TC 37 has defined its core competence as "lying in the experience with standardization of language-related aspects of content in the multilingual information and knowledge society. The standardization of language-related aspects focuses on methodology standards and other kinds of 'basic standards' concerning applications based on harmonized methods such as:
- language resource management
- preparation of terminologies
- formats (for input, exchange, etc.)
- metadata
- data modelling
- global mark-up
- coding

with the general aim to ensure the re-usability and interoperability of content. It will further extend to all kinds of (mono- and multilingual, multimedia and multimodal, and other types of) applications in information and communication technologies (ICT), management, administration, etc." (a new ISO/TC 37 Business Plan 2004-2005 is under preparation).
From 25 to 29 August 2003, the annual meetings of ISO/TC 37 "Terminology and other language resources", of ISO/TC 37/SCs and its related working groups took place in Oslo, Norway.

Joint Study Seminar on "Terminology and product-related multilingual content in eBusiness/mCommerce", Oslo (Norway), 23 August 2003

The recent discussions in the MoU/MG (*see next paragraph*) revealed that there are different concepts for product classification schemas, electronic product cataloguing approaches and other

major types of content in eBusiness. Therefore, Infoterm organized the above Seminar preceding the ISO/TC 37 meetings with a view
(1) to presenting to the experts from industry the existing methodologies and standards in the fields of terminology, translation, localization, internationalization, multilingual technical documentation, etc., and to showing how eBusiness could benefit from existing experience in these fields of multilingual applications;
(2) to identifying the needs for new standards, for which ISO/TC 37 "Terminology and other language resources" and its sub-committees would be the most appropriate framework (of course in co-operation with other pertinent committees, whenever necessary).

In eBusiness, the products themselves are not transported, but the information on the products, which is full of terminological units and language resources. This information then is needed at the user interface and in other data environments for a variety of purposes. Therefore, the idea lies near to apply content management methods also to product information of all kind – in order to ensure a high degree of re-usability of data and interoperability of data structures.

The objectives of the seminar were:
(1) to analyze existing standardization frameworks in the field of eBusiness under the aspects of multilinguality and cultural diversity, and to think about the need to widen their perspective as well as the possibilities of sharing work;
(2) to identify topics for new standardization efforts.

During the discussion, it became apparent that the theoretical foundations and methodology of multilingual content management need to be further developed and at the same time applied in eBusiness (covering the full range of aspects from eProcurement to mCommerce). eBusiness and especially emerging mCommerce are driving forces in the direction of the convergence of technologies (office automation software, database management systems, web design, etc.) and methodologies (metadata approaches, meta-models, XML-schemas, etc.). However, there is a fundamental need to clarify concepts used in the field of content in eBusiness in order to come to a better understanding as well as to find the right way of sharing experience and labour.

In any case, a high degree of standardization is a prerequisite for the smooth functioning of future eBusiness and mCommerce. This applies increasingly for the methodological aspects of data modelling in eBusiness/mCommerce under a multilingual content management perspective. It was, therefore, suggested to have similar seminars on a regular basis including further communities of the eBusiness world.

ISO-IEC-ITU-UN/ECE Memorandum of Understanding Management Group concerning standardization in the field of eBusiness (MoU/MG)

ISO/TC 37 is represented in the (MoU/MG). eBusiness here is covering the whole range of eCommerce, eProcurement, via ePayment up to mCommerce. MoU/MG meetings took place in Geneva 2003-04-07/08 and Detroit 2003-11-24/25. Under the heading of 'semantic interoperability' topics like terminology, multilinguality, multimodality, cultural diversity, multilingual classification, accessibility (incl. the requirements for people with special needs) and language resources in general, as well as the need for standardizing the respective principles and methods have become items of discussion in the MoU/MG.

Based on the discussions in the above-mentioned MoU/MG as well as in ISO/TC 37/SC 4 and other frameworks, an ISO/IEC strategy for maintenance and updating mechanisms (comprising existing maintenance agencies [MAs] and registration authorities [RAs] as well as future registries) for all kinds of repositories has been drafted (see Infoterm Liaison Report). The organization of a world-wide network of such repositories under a coherent strategy would

guarantee organizational interoperability and semantic interoperability throughout the 'Semantic Web', without which it cannot perform as efficiently and effectively as expected by its users. In this connection also

- new methods for net-based distributed co-operative content development
- the respective workflow management standards
- provisions to comply with copyright

will have to be formulated.

On-line Terminology Tutorial

A demonstration of the "On-line Terminology Tutorial" at the MoU/MG meeting in Detroit not only met with great interest, but also gave MoU/MG members the impression that this tool could substantially improve standardization as a whole in the future – and particularly eBusiness related standardization and harmonization efforts to allow subject-matter experts to acquire basic knowledge about terminology work so that they will be at ease when participating in terminology standardization activities. Among the topics covered by the tutorial are: an overview of terminology work in a standardization context; the organization of standardization committees; possible terminology products (medium and contents); documentation; concepts and concept analysis; term identification; context analysis and delimitation; definitions; synonymy; comparative terminology; word formation; structuring knowledge; usage labels; terminology work methodology; and terminology tools. However, the completion of the tutorial does not lead to accreditation or certification.

The Tutorial has been developed by the Public Works and Government Services of Canada (PWGSC) within the framework of a co-operation agreement with Infoterm. It will be available through the Translation Bureau's Web site and will be widely promoted throughout all standardization frameworks at international, regional and national levels.

Project activities

TDCnet – European Network of Terminology Information and Documentation Centres

The TDCnet is suffering from a lack of funding for its Portal ETIS (European Terminology Information Server) hosted by Union Latine. On the one hand, efforts have been undertaken to apply for funding continued and new activities of the TDCnet Consortium. On the other hand, the "Terminology Documentation Interchange Format" (TeDIF) and the "Terminology Umbrella Classification" (TUC), developed by the TDCnet Consortium, would be the ideal starting point for the preparation of standards, which would lay the basis for making different knowledge ordering structures and data models in different content databases interoperable.

Software development project with UNESCO: Multilingual Content Management Platform (MLCM) based on UNESCO freeware "WinISIS" software

By contract with UNESCO, Infoterm organized in 2002 the development of a MLCM platform comprising a number of application programmes/tools to be used as individual or as a combination of integrated programmes (at a local PC or in a LAN), such as

- a bibliographic database (BDB) module
- a factual database (FDB) module
- authority files databases (for terms, names, words, etc.)
- the WWWISIS user web front end
- a data entry module based on UNESCO ISISMARC,

to which the following features will be added where applicable:

- a bar code system (for inventory control, lending system, etc.), and
- interfaces to MS Word (for full-text files and graphic files) and MS Outlook.

MLCM was tested and continuously upgraded comprising all Infoterm data so far recorded.

As the MLCM Platform responds to immediate urgent needs of those individuals or organizations, which cannot afford to purchase expensive commercial software and adapt it to their own needs, Infoterm has proposed a project to OSI (Open Society Institute) to further develop it into OpenMLCM under the latest release of OpenISIS.

Co-operation with UNESCO

Around 2000, UNESCO intensified its activities to create better awareness for the important role of language in bridging the digital divide and building knowledge societies. The digital divide next to always comprises access inequality, which in most cases is also a linguistic inequality. This linguistic inequality is largely due to the lack or inadequacy of terminology, which results in 'functional illiteracy' for accessing information and using the computer. Hence in 2003, one of UNESCO's goals became "to achieve world-wide access to e-contents in all languages, improve the linguistic capabilities of users and create and develop tools for multilingual access to the Internet." This was reinforced by the *Recommendation on the promotion and use of multilingualism and universal access to Cyberspace* (32C/Resolution 41, which was adopted by UNESCO's General Conference in 2003), also covering terminology aspects.

Increasingly, countries or language communities feel the need to formulate a systematic 'national terminology policy' (NTP – comprising also a terminology planning strategy) in order to improve their competitiveness in the era of globalization, which needs to be complemented by localization. Therefore, UNESCO contracted Infoterm to organize a group of experts with the aim to prepare **Guidelines for a National Terminology Policy (NTP)**, which provide a systematic framework for decision and policy makers to initiate such a policy in support of the long-term and sustainable development of their country or language community.

These Guidelines aim to provide methodological assistance for formulating, implementing and operating a national terminology policy on the basis of a consolidated language planning policy. They will be useful to all countries ranging from developing countries with less developed terminologies to developed countries boasting of highly developed terminologies, terminological activities and an existing terminology market for terminological products and services.

Activities in Europe

Infoterm and the Secretariat of ISO/TC 37 actively supported the 2nd International Terminology Conference (CIT 2003) entitled *Terminology: the state of the theories,* which was held in Lisbon, Portugal, from 11 to 13 December 2003, organized by the *Faculdade de Ciências Sociais e Humanas of the Universidade Nova de Lisboa.* In addition, Infoterm organized a Workshop on "Concepts in Terminology and Beyond" with a view to bringing together experts from the fields of terminology, applied linguistics, classification research, thesaurus theory and practice, ontology etc., who would discuss these questions in detail. The objective was to outline a roadmap for further research in this topic, which might have a great impact on mobile computing and mobile commerce (MCC) as well as on their applications in eBusiness, eLearning, eHealth (and all other 'e-.s').

Activities in Latin American Countries

In conjunction with the standardizing activities and the MLCM software development the formal liaison or informal contacts with countries in the Latin American and Caribbean region proved to be very valuable.

Activities in Asian Countries

The cooperation with many institutions/organizations in East Asia was further pursued:

The General Administration of Quality Supervision, Inspection and Quarantine of the People's Republic of China (AQSIC) encourages Chinese institutions active in the field of standardization

- to engage in the preparation of International Standards,
- to endeavour to host secretariats of ISO/TCs and SCs, and
- to acquire the necessary expertise as well as administrative skills as fast as possible.

This follows a national strategy, whereby China needs to engage in more international activities in order to ripe the full benefits of membership to WTO. CNIS, therefore, wants to strongly engage in standard preparation within the framework of ISO/TC 37 in compliance with this request.

Among the various projects, in which Infoterm is involved, one of the most promising for ISO/TC 37 and its position in ISO at large is a co-operation scheme in East Asia, by which Infoterm Members CNIS (China National Institute for Standardization) and KORTERM (Korea Research Center for Terminology and Knowledge Engineering) collaborate to record the standardized terminology of all ISO standards within the framework of EAFTerm (East Asia Forum on Terminology), so that these data can be made available to the general public via the ISO/TC 37 website on the ISO Portal.

The joint Infoterm – CNIS Project VI.A.4: "Development of a multimodal, multilingua system of creating and exploiting high quality terminology related standards", which is being carried out within the framework of the Agreement on scientific and technical co-operation between China and Austria was completed with good success. The final report is available from the Infoterm Secretariat.

Activities in African Countries
Infoterm was represented at TAMA 2003 SA "Terminology in Advanced Management Applications. Multilingual Knowledge and Technology Transfer", Pretoria, South Africa, 17-21 February 2003, which it co-organized with TermNet. As a follow-up to this event the Pan South African Language Board (PanSALB) became Infoterm Member.

International Terminology Awards and Eugen Wüster Prize

The *ITA/TFR Award 2003* (International Terminology Award for Theoretical and Fundamental Research) was won by Ms. Judit Freixa Aymerich, for her thesis on "La variación terminológica: Anàlisi de la variació denominativa en textos de medi ambient". The Award Ceremony took place within the framework of Workshop 6 "Theory of Terminology" of the XVIIth International Congress of Linguists, in Prague, Czech Republic, on 29 July 2003 in the presence of Dr. Rute Costa (President of the EAFT, which holds the Secretariat of the ITAs), Prof. Maria Teresa Cabré (Chairperson of the International Jury of the ITAs) and Dr. Christian Galinski (Director of Infoterm, which is co-sponsor and originator of the ITAs).

Presentation of the *Eugen Wüster Prize 2004*:

- Dr. h.c. Robert Dubuc, co-founder and president of Linguatech, distinguished member of OTTIAQ (Ordre des traducteurs, terminologues et interprètes agréés du Québec), co-creator of the Banque de terminologie of the University of Montreal, now TERMIUM, main founder of the profession of terminologist in Canada as well as founding president of the Canadian Translators and Interpreters Council. A prolific author, he wrote some 15 theoretical and practical publications on translation, grammar and terminology over a 25-year span and was for many years manager of the prestigious Service de linguistique for Radio-Canada in Montreal. The Prize will be presented to him by the Chief Executive Officer of the Translation Bureau, Francine Kennedy, on the follow-up day on Terminology in Canada in February 2004.

- Prof. Amelia de Irazazabal Nerpell from Spain, former Director of the Terminology Group TermEsp at the Scientific Information and Documentation Centre (CINDOC), scientific researcher at the Spanish Higher Council for Scientific Research (CSIC) as well as at the University of Alcalá, professor of specialized terminology at various universities in Spain and eminent author and translator of innumerable publications on terminological, linguistic and documentary issues. The Award Ceremony was held at the Royal Academy of Physical, Exact and Natural Sciences in Madrid on 10 December 2003 under the presidency of Valentín García Yebra, member of the Academy, and Maria Teresa Cabré, President of the Spanish Terminology Association (AETER).

Association matters

The 14th Meeting of the Infoterm Executive Board as well as the 6th session of the Infoterm General Assembly were both held in Oslo on 26 August 2003.

New Infoterm Members
The following institutions joint Infoterm in 2003:

The Institute of the Lithuanian Language (LKI)
The Antanas Smetona Institute for Lithuanian Studies, which was founded in 1939, merged in 1941 with the Lithuanian Society of Science to form the Institute of the Lithuanian Language (LKI), which in turn was merged in 1952 with the Institute of Lithuanian Literature and became finally on 16 April 1990 an independent institution with the aim:

   (i)   to develop lexicology, lexicography and research into the grammatical structure and the operation of the Lithuanian language in society;
   (ii)   to carry out research on the history, onomastics and dialects of the Lithuanian language, and sociolinguistic research;
   (iii)   to collect linguistic data and publish results of the scientific work

The Pan South African Language Board
PanSALB was founded in 1995 with the following vision, mission and values:
 Vision: To achieve the equal status and use of all the official languages of South Africa as well as Khoe, Nama and San languages and South African Sign Language.
Mission: To provide for the recognition, the promotion and the development of all South African languages, with particular attention being given to those languages that were previously marginalised.
Values: The following values have been developed as critical to ensuring that this is the culture in the organization that will be projected to all stakeholders:
·   Respect for all languages in South Africa
·   Equal treatment of all languages in South Africa
·   Non-discrimination on the basis of language.

Grupo Argentino de Terminología
TERMAR –was established in Buenos Aires in 1988 as a non-profit professional association with the aim to:
- do research on terminological theory;
- establish and maintain terminology databases;
- organize teaching and training courses;
- develop terminology database management systems;
  promote activities connected to the Spanish language, including language policy in Argentina.

Conference activities

Infoterm was actively involved in the following events:

18th Meeting of the "Rat für Deutschsprachige Terminologie" (RaDT)
Baden, Switzerland, 11-12 April 2003,
organized by the Swiss Federal Chancellery and the Swiss Commission for UNESCO (SCU)

Meeting of the TDCnet (European Network of Terminology Information and Documentation Centres) Consortium, Paris, 9 May 2003

IWIPS 2003 – 5th International Workshop on Internationalization of Products and Systems, Berlin, 17-19 July 2003
The Workshop was organized under the motto „Where East meets West". About 200 participants constituted a highly interdisciplinary community, which wanted to bring together usability studies, localization, adaptability, intercultural design etc. under the general heading of "internationalization". IWIPS 2003 topics ranged from "quantifying cultural patterns" via "globalization practices" (meaning also "internationalization strategies" in the sense of systemic approaches to localization) and "international design patterns and guidelines" to "cultural influences on international product development". Needless to mention that "multilingualism" was at least a sub-topic everywhere. Internationalization was not confined to ICT software development, but also referred to other branches of industry, such as machinery. In this broadest meaning it definitely will have to be incorporated in management studies and training, especially in the framework of eBusiness.

32nd session the UNESCO General Conference, Paris, 5-8 October 2003
Infoterm, being a long-standing member of the Austrian National Commission for UNESCO, was represented in the Austrian delegation.

2nd International Terminology Conference – CIT 2003 «Terminology: the state of the theories», Lisbon, 11-13 December 2003
(see under activities in Europe)

Liaison activities
Infoterm is in liaison with a number of ISO/TCs, such as
- ISO/TC 37 "Terminology and other language resources (and its SC 1, SC 2, SC 3)
- ISO/TC 46 "Information and documentation"
- ISO/TC 154 "Graphical symbols"
- ISO/TC 173/SC 2 "SC on Classification and terminology of the TC on Technical systems and aids for disabled or handicapped persons"
- ISO/TC 176/SC 1 "SC on Concepts and terminology of the TC on Quality management and quality assurance"
It represents ISO/TC 37 in the MoU/MG.

Infoterm is member or associate in:
- CEN/ISSS/EC – CEN/ISSS Workshop "Electronic Commerce"
- CEN/ISSS/eCAT – CEN/ISSS Workshop "Multilingual e-catalogues"
- RaDT – Council for German Terminology

It enjoys an official status with:
- UN/DPI (Department of Public Information of the United Nations in New York) as "Associate"
- WHO (World Health Organization) as "International Collaboration Centre for Terminology"
- ISONET (Information Network of ISO) as "Information Centre for Terminology Standardization"

and co-operates closely with:
- UNESCO – United Nations Educational, Scientific and Cultural Organization
- ISO – International Organization for Standardization
- TermNet – International Network for Terminology
- IITF – International Institute for Terminology Research
- TDCnet – European Network of Terminology Information and Documentation Centres

For further information, please consult the Infoterm Website http://linux.infoterm.org