

LIONBRIDGE



GLOBAL TRANSLATION GLOSSARY

A GUIDE FOR YOUR ORGANIZATION



WHY CREATE A TRANSLATION GLOSSARY?

WHAT ARE THE BENEFITS?

By reducing uncertainty in the translation process, a glossary promotes consistency, shortens the time it takes to translate a document, and reduces the overall cost of translation over time. Having an approved glossary with input from your target markets will ensure that everyone speaks the same language and key concepts are not lost in translation.

A solid glossary can enhance the effectiveness of certain available AI solutions that you may want to test or apply, such as automated or assisted post-editing.

Every business has its own language. Consider the term “drive.” As a verb, it can describe several different actions, such as operating a motor vehicle. In many cases, however, it is used as a noun to describe a computer device that stores data.

There are also multiple terms that can have similar meanings. “Screen” and “monitor” are two examples. Both describe a device that provides visual output from a computer. You may prefer to use one or the other depending on context.

Context is critical for meaning. Both “screen” and “monitor” have a completely different meaning when translating a medical document.

Choosing the right term is a deliberate decision. Making sure everyone in your organization uses the same term for the same concept is key. If a term has multiple meanings, translating terminology from one language to another can be time consuming and expensive. That’s often why translation project costs result in rework, and the primary cause of rework is inconsistent terminology.



A GLOSSARY IS YOUR REFERENCE FOR APPROVED TERMINOLOGY

For smaller companies or projects, it may be as simple as a spreadsheet. Larger multinationals and broad product lines require more automated or sophisticated methods to manage all the terms and translations.


The glossary contains your key terminology in your source language (typically English) and approved translations for that terminology in all your target languages. The glossary may also contain other metadata such as the definition, context, part of speech, and approval/review date.

The glossary is one of the key tools, along with a style guide and Translation Memory, to assure that all translated materials meet your quality requirements.

Example: the terms “laptop” and “notebook computer” are synonymous. However, you should choose just one of these terms for all your supporting product materials.

Moreover, the glossary becomes even more important for maintaining consistency if you use more than one translation partner.

This is especially true in the case of tight deadlines, when many translators may be working on various elements of a project simultaneously.



The glossary helps your translators ensure that each time a defined key term appears, in any language, it is used consistently and correctly.

HOW LIONBRIDGE CREATES AND USES THE GLOSSARY

In the past, internal reviewers or a Language Service Provider (LSP) created glossaries manually.

Today, Lionbridge leverages AI-powered solutions, processes, and expertise to more effectively and efficiently create and manage glossaries. To create your glossary, Lionbridge reviews your pre-existing source materials, style guides, and related reference materials to identify potential glossary terms. Much of the “term-mining” can be automated.

Existing translations from previous versions of the product or from similar products can be leveraged using AI-powered tools, helping the terminologists quickly find the correct translation for each term in the glossary.

Next, the expert linguists step into review and refine the extracted glossary entries. These entries include such information as context, definitions, and part of speech. The entries ensure that they’re contextually appropriate and aligned with the subject matter.

Next, whenever feasible, your organization should validate the terminology for appropriate usage for your intended audience in each target language.

Your in-house expert for each language, ideally based in the target locale where the translation will be used, would review the glossary to make sure each term is translated according to your organization’s requirements.

After formalizing the development, review, and management of your glossary, Lionbridge uses it during the translation process. The glossary provides a needed level of precision for the most important terms in your source material.

As the translator works through your material, our Lionbridge translation memory tool automatically suggests sentences and phrases based on previous translations when applicable. It also offers terminology from the approved glossary, making it easier to maintain consistency within the appropriate context.



CHARACTERISTICS OF AN EFFECTIVE GLOSSARY

A well-crafted glossary is a powerful disambiguator. The best tools are easy to use and simple to understand, as demonstrated in these characteristics:

1

An effective glossary is an organized reference. It is mutually exclusive and collectively exhaustive. Mutually exclusive means that each term is included in the glossary only once. For example, a well-defined glossary will not include definitions for all of these terms: “car parts,” “car,” and “parts.” Instead, it simply provides a definition for “car” and “parts.” Collectively exhaustive means that all of the terms that require specific definitions are contained within the glossary.

2

Glossaries contain only terms that are targeted to your intended audience, product or service. Glossaries do not need to contain terms found in other industry-standard glossaries or dictionaries. For example, the term “Terminology Discovery” refers to a Lionbridge AI-enabled solution, which aides in the development of glossaries. That term is specific to Lionbridge and should be included in its glossaries. The term “Translation Memory,” which describes a database of translated sentences and phrases, is used throughout the industry and should not be included.

3

Glossaries should be as concise as possible. The larger the glossary, the more difficult it is to navigate. A glossary with many thousands of terms can ultimately slow down the translation process. An optimal glossary size is between about 150 to 350 terms, depending on the size and scope of the material to be translated.

4

Glossaries should provide a context and a definition. An effective glossary serves as a guide for the translator. It should not only contain the term, the definition of the term, and the translation of the term. It should also provide context to help the translator comprehend proper usage.

5

Glossaries often include a list of do not translate (DNT) terms. For example, product names are typically not translated. Including these terms either within the glossary or in a separate list of DNT terms helps translators identify and render these terms correctly in the target language.

THE EVOLUTION OF A GLOSSARY

THINK OF A GLOSSARY AS A LIVING, BREATHING DOCUMENT, GROWING AND EVOLVING WITH YOUR BUSINESS, PRODUCTS, SERVICES, AND VALUE PROPOSITIONS.

As such, you and your Lionbridge team should establish a process of entering and reviewing changes, as well as storing and accessing the terms. You may want to plan for a review every six to twelve months as your company creates and encounters new terminology. Working together, you can make sure your glossary remains a valuable tool for ensuring consistency and clarity in all your translated materials.

Five Best Practices For Developing a Translation Glossary

Based on many years of helping companies around the world develop and use glossaries, Lionbridge makes these suggestions for the best results:



1. Trust Your Team

Consult with your Lionbridge translation team regarding which of your materials are optimal for glossary creation. Consider the following:

- For IT companies, user documentation and corresponding user interface options are typically a good starting point.
- Marketing glossaries would be best served by including slogans and taglines as well.
- Life Sciences glossaries should consider industry-standard terminology such as MedDRA, EDQM, MDR/IVDR, etc., so to avoid generating overlap.
- In general, adding product names and Do Not Translate (DNT) terms is always a best practice.



2. Be Specific

For a new project, base your glossaries on the source material specific to that project. For projects that have already been translated, base your glossaries on the translated material, either segmented files or Translation Memories (TMs).



4. Review Everything

Local experts should always see a final draft. When discrepancies arise among different reviewers, a good rule of thumb is that the most clear, self-evident translation should be retained.



3. Stay on Topic

Focus on the core terminology of your product, processes, and company. Zero in on the most common, important, and potentially complex terms, as opposed to being all-inclusive.



5. Clarify Language Options

Make sure you are clear about any language variance before you translate and validate the terms in your glossary. For example, specify which form of Spanish (e.g., Latin American or Puerto Rican Spanish) is needed.

THE GLOSSARY DEVELOPMENT PROCESS

THE PROCESS TO CREATE A GLOSSARY FROM THE SOURCE FILES CAN BE DIVIDED INTO THE FOLLOWING MAIN TASKS:

- 1 Source File Preparation**

Lionbridge ensures teams have workable files to proceed with automated terminology extraction, aided by AI-powered solutions. This process supports the most common file types, such as txt, docx, xlsx, pptx, pdf, xlsx, xml, tmx, idml, etc.
- 2 Terminology Extraction**

Lionbridge will configure its AI-powered extraction tools to specify the required output. The terminology extraction itself is automated, thus significantly reducing the time to complete the initial extract.
- 3 Extracted Terminology Clean-Up**

Like any other language process, the clean-up phase can be affected by the quality of the source, domain and subject matter, and many other factors. Customer-specific requirements must be considered when performing clean-up. The clean-up consists of selecting the final glossary entries. This task must be carried out by a language specialist familiar with the source language, the content, and the customer. During this phase, the language specialist selects term candidates according to criteria, such as relevance to the domain and frequency of use in the source material. The output of the linguistic clean-up task is a glossary with a reduced number of terminology candidates.
- 4 Approval of Monolingual Glossary**

When the final monolingual glossary is ready, we recommend sending this term list to the customer or designated Subject Matter Expert (SME) for approval before translation.
- 5 Glossary Translation or Refinement**

Linguists translate and/or refine glossary entries to ensure accuracy and relevance. This process helps in validating the context and appropriateness of the terms. Some customers may also choose to insert blacklisted or rejected terms, as well as approved synonyms.
- 6 Final Customer Approval**

The final step in the glossarization process is to send the translated glossary to the customer for approval. Once this has been obtained, the glossary is ready for distribution, including uploading and linking to the corresponding translation memory and creating an automated glossary check for compliance.

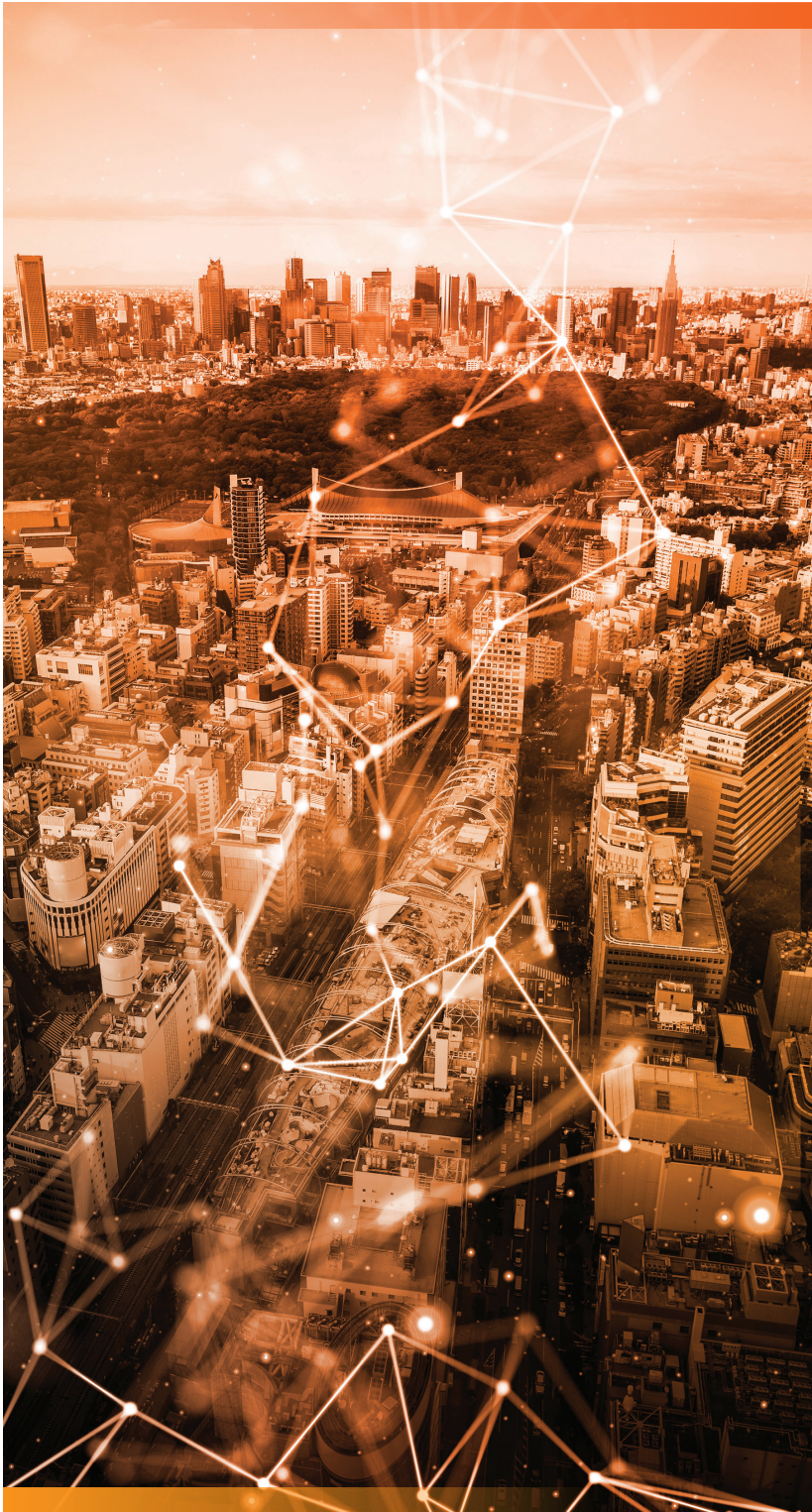
Note: Text with higher levels of complexity may produce a larger amount of terms. However, it's not recommended to create glossaries larger than 200-300 entries. Larger glossaries may require much more attention and management effort.

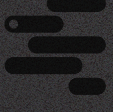
PRODUCTIVITY GUIDELINES

THE PROVIDED ESTIMATES ARE DESIGNED TO PROVIDE AN INITIAL, GENERAL INDICATION OF WHAT TO EXPECT.

Depending on the type of content, terminology richness, repetitiveness etc., of the material, as well as the process goals defined for the terminology project, these estimates can vary. Because each glossary project varies according to the needs of your business, be sure to work with your Lionbridge team to review your specific requirements, address questions, and build a solution that works best for you. We're here to help!

SOURCE VOLUME (WORDS)/ TERMS IN GLOSSARY (ENTRIES)
Volume of the source content used for term extraction/estimated final amount of terms in a monolingual glossary ready for translation
10,000/50
50,000/250
100,000/500
300,000/750
500,000/1,000
750,000/1,250
1,000,000/1,500



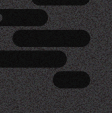


ABOUT LIONBRIDGE

Lionbridge partners with brands to break barriers and build bridges all over the world. For over 25 years, we have helped companies connect with their global customers and employees by delivering translation and localization solutions in 350+ languages. Through our world-class platform, we orchestrate a network of passionate experts across the globe who partner with brands to create culturally rich experiences. Relentless in our love of linguistics, we use the best of human and machine intelligence to forge understanding that resonates with our customers' clients. Based in Waltham, Massachusetts, Lionbridge maintains solution centers in 24 countries.



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