BUENOS AIRES – ICANN In Your Language - ICANN Language Services Department
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YU-CHUANG KUEK: …Update from the Language Services Team. My name is Kuek. Many of you may know me in my role in the Asia Pacific region. I'm very happy to have taken responsibility for the Language Services Team as well. I think especially as a Member of ICANN staff based not in North America, but based out in the regions, I understand very well the kind of diversity that exists outside of many of the communities that we are familiar with. So I'm very happy to be doing this. We're also very happy to share some updates on what we are going to do. Primarily, we're going to take you through four items.

First, you might have remembered that we did a Language Services Focus Group. We want to give you updates on where we are in the process. There are certain things, with the practices that we have in the Language Services Team, as well as new things that we are doing, we are meeting some of the recommendations made in the Focus Group discussions. Other than that, there might be certain things that we're in the process of improving - we're not there yet - but we wanted to give you where we are in this journey, and we hope for your feedback.

Other than that, we are also very happy that we are making available for the first time an external facing community Wiki page that will give you information on that. I skipped something. Before that, I wanted to talk about the Language Localization Toolkit that Fadi introduced at

the Opening Ceremony this morning. Before I allow my colleagues to go through all of this, I wanted to introduce people on the team. First and foremost, I didn't want to forget the people sitting behind the booths. These are the interpreters who are very much the life-blood of any ICANN Meeting in terms of getting people to understand ICANN's conversations in multiple languages.

I also wanted to acknowledge the team up here; our heads of the various UN languages. Thank you for supporting us and coming here despite a very full schedule, running around the different rooms, arranging and making sure that the interpretation services are available. Next to me you have Christina Rodriguez, who has been leading the process of growing the Language Services Team for ICANN over the years. As you may have noticed, the content of ICANN Meetings has grown exponentially within a very short time, and Christina has been making sure we adapt to the many changes and meet the needs.

Butch, to her left, has just joined us as well, bringing new resources and expertize in different fields. He's come especially from a localization perspective, as well as coming from the vendor community to help us improve our process. Thank you very much for joining us. I'm going to leave it to my colleagues to take you through the actual slide deck, please.

CHRISTINA RODRIGUEZ: Good afternoon everyone. My name is Christina Rodriguez. I'm the Director for ICANN Language Services. I'm going to be taking you

through the progress and what we've been going through after the Language Services Focus Group updates. The Focus Group took place, and it was produced and organized in June of 2014. The idea was to explore translation approaches for ICANN.org, the new site for the organization.

We had 27 participants during the second Focus Group, from 17 different countries. 15 languages were represented during this time from community and staff. We shared the translation experiences and participants spoke to us, and we spoke to them about best practices and where we wanted to take this moving forward.

A formal report was presented at ICANN 51. This was ICANN LA in October 2014. In fact, you can see on the slide the URL that can take you to that specific report. You'll also be able to download this presentation from the meeting site and the page dedicated to this session. During this Focus Group we were able to extract 17 specific recommendations. We regrouped these recommendations, clustered into six or seven different groups to make sure we had captured them; understanding the needs and areas that the community was asking.

One of the recommendations that we went through and were able to make progress on was related to the methods of translation, where the recommendation specifically spoke about what we wanted to consider if professional machine crowd-sourced a methodology to translate and process the documents. All content is currently translated by an ICANN Language Services process, who process these documents through human translation, unless we specify and request it otherwise.

Language Services work also with the Legal Department to make sure that we show a disclaimer appropriate for each translation type. This disclaimer will be attached to all documents translated by non-professional translation methods.

Also, this disclosure is also shown in the Board documents, if you have seen them already. On the same subject of methods of translation, Language Services has taken over the responsibility for the Localization Toolkit that was developed jointly with KISA and ICANN. This was an effort that our ICANN APAC Office led, and now is passing onto us to continue with the work. We'll talk about this Toolkit and program in a few minutes. Language Services also consolidates a Regional Translation and Localization Toolkit to benefit this, which we are providing for the community to work from. You can see this if you go to the community Wiki, where the Language Services has a page, and the Toolkit is included there.

The localization of content is another area where we were able to make some progress. The community was concerned and had requested that we take more care with the localization of content, so we are moving forward with videos and infographics in languages other than the six UN languages. We will be collaborating in a joint effort with community members and teams like the GSE Team, for example, or other staff members that will be helping us on making sure that we are using the proper dialectical phrasing and meaning.

LS has published glossaries and terminologies on the community Wiki for the benefit of regions and ICANN communities and the global

stakeholders. You also can see a link there where you're able to access these glossaries. This is more or less how the glossary looks. You'll see on the far left you have the English word, phrase or term, followed by a definition of such a word or term, and then the subsequent two columns replicate the first two in English, but in the different languages. This you will be able to find in all UN languages plus Portuguese. We're working on updating the Japanese, Turkish and Korean language as well. Next please.

Another very, very interesting tool, we actually launched at the first meeting that we had in Singapore, however this is something that we have worked more on and have brought to stage right now where it's a very robust source of terminology and a database for the community and even people in the industry to use. [KWISIS 00:09:55] is an online tool. It was created as a flash card system for students to use in their preparation for a test or something, but it has many uses, and people have found out it's very helpful. We also took advantage of it, and we have available in there all our terminology databases.

The Language Services Team works very diligently every month on updating this database. You can actually find it in other languages. The access to the different languages is in the language of the specific terminology set. It also has an application you can download to your smartphone to have an easy access, and not only can you read, but also hear the translation of each terminology and acronym. This is what it looks like when you access it. Can we click on it? No. This is how you will hear it. You will click on it and you will hear even the translation of each of the sets.

You have the link also to access this, and this specific tool [unclear 00:11:30] glossaries and terminology database that we upload onto the Wiki page, which also is updated on a monthly basis. The first week of each month the team updates this with any additional terms and words that have arisen from the different words that ICANN has. Next. Okay, another one of the things that arisen from the Focus Group and recommendations was the community was concerned or had asked for legally binding documents to be produced or available for the different communities in the other languages.

We know that the English version is the one that's legally binding, but in order to understand a little more, and for people who have English as a second language, to make sure that they understand it and they have a fully comprehensive document in front of them, we were able to extract some of the documents that have already been translated in the past and are available for the community. Next. Work is still to do. The road ahead of us is very busy, and we are looking forward to the challenges that this will bring.

Among the many things that we have to do, the Focus Group was specifically asked to be established on information from each community, who'd like to see the shelf-life of translated documents. So we've asked them that and we're asking them that. Language Services is currently working in collaboration with GSE on how to best establish this mechanism - a mechanism to determine in fact the prioritization of the translations for the different regions. Next please.

The ICANN.org translation and navigation. The Focus Group recommended that ICANN.org be available in all six UN languages, and that it be consistent in navigation and content, and that the documents on ICANN.org be available simultaneously in the six UN languages. There is much work that remains to be done in this area. It's work that's going to take various departments to work closely together on and find a common ground. We are working on that. We are looking at possible solutions.

As we said, there's technical aspects of it, there are financial aspects of it, and again there's the prioritization of what we do first to make sure the community feels that we are responding to what they need. Again, we're working closely with the Communications Team and with the Web Team very closely to be able to move forward with this. At the same time, we have improved and are trying to improve the timeliness of posting translated documents, or being able to actually publish documents all at the same time when something comes out for publication in the different languages.

LS is tracking all ICANN translation requests in a Translation Master. We began by publishing this Translation Master in our internal Wiki, before the purpose of the requestors of this translation to be able to look at the progress of these documents being translated. Sometimes we had the same questions coming from the community, so we thought there would be, for transparency, and to make sure everybody knew where we were with each document and the preparation of each document, we are uploading this Translation Master also to the community Wiki.

Where we are still working is on the coordination between ICANN Communications and the Language Services Team. We have been working with the Communications Team, and it's really made a very, very big difference. For us, we are in fact working on the possibility of a development of global English guidelines for authors, for people within ICANN, that put together and produce documents in English, to have in mind the globalization - to have in mind that this document is going to go for translation, so it's more readable for those who have English as a second language, and it's easier for us to send out for translation.

A good English document in global English will result into a faster production of a translation by all means. So we work closely with Communications with new, refined procedures, so that we can make sure that we can localize content before we even send it out for translation. So we review things as they are being produced, and then we send it out to translation. Next. The coordination - again, in continuation to our work with coordinating with the Communications Team, we have been asked in the past that we explore the possibility of producing executive summaries for documents that are larger than 25 pages.

62 per cent of the Focus Group survey respondents felt the executive summaries could be very useful in view of a full translation. Full translation documents will still be available, if requested, and upon request by the community to Language Services, by all means. Next. Now I'm going to leave Butch to talk about the Localization Toolkit, and afterwards we'll talk about the Wiki and open the floor for questions, if you have any.

BUTCH PFREMMER: Thanks Christina. I am going to take us through the Localization Toolkit. We're very excited to be able to adopt and continue to support the Localization Toolkit. It was originally developed as a basic set of outreach materials for the regional community by the ICANN APAC Region and Korean Internet and Security Agency, KISA. Currently today I think it's translated into five languages - Hindi, Bahasa, Korean, Vietnamese, Chinese and Japanese.

We're looking to help support the other regions, add additional languages, and really serve as a consolidator and provide a framework for that. There is downloadable outreach material available. We have made a space on the community Wiki to provide the outreach of the Localization Toolkit materials. Regions can translate them into their own languages.

There are a number of FAQs and some help for translating the graphics. That was graciously provided by the APAC region and KISA during their pilot, and we've made those available. Language Services also has official outreach material available - beginner's guides, infographics, brochures and fact sheets in the six UN languages as well. The regions can request new language versions of some of those outreach materials with the Language Services Team in addition. Let's go into the Localization Toolkit a little bit. It currently includes two sets of materials. The first one is about ICANN. That was updated last year, in July. The second set is around some universal acceptance of

TLDs, IDNs, WHOIS basic information, and New gTLD Program materials.

These are all PowerPoint presentations. You would literally decide which ones you would want to take. For example, here is the English version of the template on the left side, and here it has been translated and localized into Chinese. Essentially those PowerPoint materials are available as the source for the regions to use in their outreach activities. The Localization Toolkit information is available at the community Wiki page, which is also being launched as part of our session here today. Here's the example of the page out on the community Wiki. Over on the left you can select the Localization Toolkit and you can page through here and look for the information and the resources.

This is live today, so you can go to the community Wiki and see the information. There are some guidelines that we've adopted from the APAC region and the pilot with KISA. We've made those available; some best practices, some FAQ documents, but essentially I'll go over a few of the highlighted points. The localized material is really for reaching out to the community and local events. There's a link to some best practices that are available from the APAC region. The process includes deciding which materials are appropriate for your outreach event.

You'll take into consideration the type of audience, their expertize, their knowledge. But that information is available under the Localization Toolkit. Some of the guidelines that were offered and

have served well the APAC region, or to estimate the number of people at your venue, partnering with other institutions or stakeholder groups, work with the partner or vendor to make sure that the meeting room in the venue is appropriate, send invitations early and reminders. This is some of their best practice and results that they've seen during their pilot program. Additionally I always prepare a meeting program, make sure the venue is ready to go ahead of time. This is a short list of some of the best practices, guidelines, and again the full list is available under the Localization Toolkit's base at the community Wiki.

LS support - these are the things the Language Services Team will do. We will provide and update the guidelines, best practices, and FAQs essentially for information the region shares with us. You're the ones doing the outreach, and we want to work with you as a partner and consolidate that for the benefit of all the regions. We ask you to please send us your final translation material and how the event went. We're actually posting all the material that does get translated by the regions. We think it's a resource for others to have available on the community Wiki. We will collate, coordinate and disseminate that content through the Localization Toolkit page, or space, that is out on the community Wiki.

We'll also post any new glossaries or translated outreach material that we do, because that can serve as a benefit and also especially the terminology and the glossaries can serve as a benefit for you when you're doing your translation of these outreach materials. We want to keep the messaging and the consistency of the terminology for ICANN. Again, Language Services will try to organize the best practices, tips

and recommendations that the region shares with us, and have a single place that the other regions can benefit from that information. I think that's it for the Localization Toolkit. We did want to share with you a few pages from the new Language Services' community Wiki page.

We're very excited to be able to provide this information to the larger community and stakeholder groups. When you go out to the community Wiki, whether you're anonymous or a registered user, you will first see a lot of the STAR groups listed - the official ICANN groups and organizations. We're over to the right, so you have to tab over and you will see Language Services right here, next to Meeting and some of the other support teams. Once you select our page you get a little bit of information and on the left hand side is some of the navigation and some of the additional information. You'll notice the Localization Toolkit is there at the bottom. It may move up and down, but it will always be available as a menu item.

Interesting that we've also provided five UN language translations for the community Wiki page. Those are available today as well, and they essentially are an exact copy of the information you're seeing provided here under Language Services tab. Here is some Language Services scope; the items that are covered, the activities. I'm showing you the actual page itself. You will see this when you go out to the community Wiki. Here's an example of the acronyms. If you go under "outreach materials - terminology" you can select acronyms and you'll see a page that will have a definition of the acronym.

In this case, these are generic acronyms used across ICANN. You'll see the acronym name, the definition, and then you'll see the language translation for that acronym and definition, if it's different than the English. You can go through these. There are several hundred acronyms, but we also have glossaries available for terms for WHOIS, gTLD, IDN, and the other groups as well. I wanted to show you one example of those that we've made available now on our new Language Services space.

I believe this is the IDN glossary. I wanted to show you one entry here under AC on the left. You'll see the definition and then the different language versions of the acronym, plus usually the full name that's available for that language as well. Also on the community Wiki, here are some of the other glossaries available for WHOIS, gTLD, IDN, and I believe that last one is IANA. Those are all available as well. Hopefully this format is usable. We're publishing it in a portable PDF format, so lots of users will have access to be able to see the information.

One of the other items that Christina mentioned under transparency, with the organization At-Large, is to provide our Translation Master File, and that's also available under the community Wiki page, under Translation Master. When you go to that page you'll see the previous months. We're only updating this monthly for the community, because it's more of a record of what documents have been translated and some information about the project and the request, and at the end of the month will be a full month's posting.

You can see here we're in the middle of June so we haven't completed the whole month of June yet. I wanted to take you through what the file looks like. It essentially has the requested document name, and I hope the red circles make it easy to focus: the document name, the total number of words, the original language source, the target languages requested, who requested the document, when the request was created. We have a couple of other internal dates that we capture: when we're able to validate the requests, all the files were provided properly, then we have an expected delivery date.

During the project there may be several statuses. There may be a question that came up during translation. We will capture the different statuses up through "completed" and then it will show "closed" and the date delivered, and who it was delivered to. The last column is called rate quality and will capture any quality rating coming back from the community as well. This is many, many pages. The Language Services Team gets hundreds of requests, and especially around ICANN Meeting time. This will have all the requests that came in for each month. We hope that is useful. I think we are at questions and answers now.

CHRISTINA RODRIGUEZ: One quick comment, if I may? We have created an email address for the community to be able to reach out to us, to the Language Services Team. It's a very fun email address. It's community2icannlanguages@icann.org, and we invite everybody to, if you have any questions, comments, anything on your wish list that we

might be able to look at and approach for translation, please feel free to write to us at all times.

YU-CHUANG KUEK: Are there any questions from the floor or comments? Please?

SPEAKER: Yes, hi. Sorry, I came in late. Do you accept any kind of request from any kind of language, or is it limited to certain languages?

CHRISTINA RODRIGUEZ: At ICANN Language Services we translate into specific, the five UN languages. We follow the lead of the UN. From time-to-time, because of the need, we have translated some material in Portuguese as well, and that is to support the LAC region. We also help with some translations in Turkish to support the hub office in Istanbul, and in Japanese and Korean as well. But mainly everything that is created or process through Language Services is the five UN languages. I'm not sure if I follow you when you ask… Did I answer your question?

SPEAKER: If there is a certain language that you are not working on, that you get a request that they will help with translation but just need your help with it, would you collaborate with them?

CHRISTINA RODRIGUEZ: That is the idea of the Localization Toolkit. We are working with… As Butch was introducing everybody to the Localization Toolkit, the idea is to be able to get closer with the community and make sure that everybody, and more languages are accessible. We will provide the help, and the community will be the one producing the translations with our help of certain material, or easy enough material, so that you can do some outreach in your regions.

SPEAKER: So this is open and based on that any language group can come to you and ask for help? It's not limited to UN languages. Thank you.

YU-CHUANG KUEK: Maybe I can supplement Christina's question and answer as well. The truth is that we live in a very diverse world, and frankly anyone from any of the language communities should have access to the information that's coming from the organization. From a resource point of view we will have limitations on how many of the languages we can translate materials into, and so the Localization Toolkit is a platform for the community to partner with us. I don't know if you missed the slides, but Butch walked us through them.

Basically what we do is we give you an editable format and guidelines on the translations that can be done from the basic materials. You download it, you can translate it into your own language. You can share this with your own community. As part of our crowd-sourcing effort and sharing this knowledge with the entire community, if you

return it to us we will then upload it onto the site so it's for everyone to use. As Butch mentioned, we now have the materials within the Localization Toolkit translated into Hindi, which is one of the 22 official languages in India.

We have it in Bahasa, Indonesian, which is a language that is used in Indonesia but also understood in Malaysia and parts of Singapore, as well as Korean and Chinese as well. We are really looking forward to this opportunity to partner with the community, so that for the under-served regions that might otherwise not get materials in the language, they'll get to enjoy the materials. Please?

SPEAKER: My name is [unclear 00:34:44] from [CRUSO 00:34:47]. I'm representing the Caribbean. I would like to add onto that question as well, because we're from the developing countries and even though English and Spanish and the UN languages might be a constraint to access the Internet, is there room for if people would like to contact you for the creole languages, for instance? I know it's very specific, and I don't know how it's defined in the UN, but it's quite a quantity of people who would like to access the Internet, but still English and Spanish is not enough to connect with the ICANN Wiki.

YU-CHUANG KUEK: Thank you for that question. I definitely relate to the problem statement you've described at hand. I think this is a case where maybe you can work with us as well as your GSE representative. I believe in

this case it's Albert. Do you know Albert? A possible way to do it is to find an academic institution or university, for example, so that we can do a three-way partnership, where the materials that come from us can be translated maybe by a local university or someone we can partner with, and then it comes back to us and communities outside of your country that uses creole - I'm not sure if I am pronouncing that correctly - can use that.

SPEAKER: Correct, yes. Several islands that have the creole, and it's quite a large community, and not only limited to the Caribbean but they live also in the US. Yes, to get more access to the native languages, or the local newspapers there, they read it very frequently, so it might lower the bridge to access the information in their own language. Maybe that's a good point you stated.

YU-CHUANG KUEK: Yeah, and as a case study I have colleagues from the China Academy of ICT here. This is an example of a three-way partnership that we've done. Chinese is one of the languages that we cover, but in terms of developing outreach materials we also feel that a think-tank on the ground is a great partner for us. We actually have an MOU with CAICT on general outreach events, and this is an example of how things can be done. We're always looking for opportunities to partner, because you cannot just wait for resources to come to you. We are looking for opportunities to work with you, so that we are reaching out to these people.

SPEAKER: This would be a very great initiative.

YU-CHUANG KUEK: I would suggest you reach out to Albert, and if Albert wants to let me look in to share the experience I'd be very happy to do that.

SPEAKER: Sure. Thank you very much.

SPEAKER: [unclear 00:38:01] from CAITC.   Since this is a Language Services session, could you permit me to use Chinese? Okay. Thank you. Just now, as Kuek mentioned, because our Academy has an MOU with ICANN, starting from last year. We signed the MOU in the last one year, aside from the activities with the community, such as the IANA transition, ICANN accountability and new gTLD policy, and technical exchanges. There is another thing we do that's also very important. We work with ICANN to improve the usage of Chinese language, including the glossary you just mentioned.

We have assisted the Language Services Department to give them our ideas, to let them know what some of the translation will be more appropriate. We also gave them ideas about the Chinese translation of ICANN documents. We let them know what might look better based on the local customs and based on our past experience. In that we have received some achievement. This experience I think is quite good, at

least from my own perspective, because quite often we say Chinese communities need to increase their participation in ICANN.

As Members of these communities, through our contribution we're able to promote the local communities to further understand ICANN. Through this we can also help ICANN to do a better job in their service in Chinese language. This is a win-win situation. We think this method can be adopted by other language groups as well. A lot of you sitting here might be coming from academies or a think tank in your own country, so through your advantage of your own organizations you can work with ICANN so you can better service your own communities.

I think this is a very good method. I hope in the next few years we can further promote this. Of course, we've seen certain obstacles - for example the IANA transition accountability document translation. Aside from the Chinese documents, some of the documents tend to be delayed when they are offered to the communities. But those can help the communities better understand the whole process. Sometimes they give a relatively short commentary period, so that might have some adverse affect.

Through our communication with ICANN, later ICANN also extended a time for the Chinese group so the local communities will have more time to read the materials and provide our comments. This way, the Chinese communities can better participate in all the issues in ICANN. I think this is a good thing for everybody. Of course, just like what you mentioned previously, the particular Chinese Toolbox is something we

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worked on with the Asia Pacific Office as well as Beijing's Regional Office.

We hope in the future we can cooperate further, so that our Toolbox can become even more abundant. Particularly for the translation of important documents we will be able to give you more feedback and support. This way, ICANN's Chinese service is going to be even better, and also in a lot of the Chinese communities. At the same time the Chinese community will have more chance to take part in ICANN. Aside from the translation of a language, we were thinking through a lot of the activities of the communities.

We will have more chance to communicate with ICANN face-to-face, and that might be able to deepen the understanding - whether it's the understanding of the policy or the usage of the language. This can help eliminate the misunderstanding of the policy due to language translation error. In the beginning there weren't that many people taking part in these activities, but now we're organizing a lot of experts. Most of them are volunteers. Now we have six or seven experts.

They are going to edit the translated documents after either we translate a document or edit a document, the experts can give us their opinions. This way, our documents will be better supported and accepted by the communities. These are just some of our experiences, and I hope the Language Services Team will do a better job down the road. After several meetings I listened to the Chinese translation in the Opening Ceremony, and today I was saying compared to my first

participation in the meeting back in the United States, they have improved greatly, so I can see a lot of improvement. I guess we are mutually encouraging each other, and this way we will all do a better job. Thank you.

YU-CHUANG KUEK: Thank you very much for your comments. I will pick up on one point, but before that, if you think that the Chinese interpretation has improved, I think we have to thank Christina and also Jessie in the Chinese interpretations booth here, who is our in-house interpreter who manages the process. This is very good feedback. [applause] It really shows that when we have the community working with us on the glossaries and terminology it really helps us develop a better product for everyone to use.

I also wanted to pick up the point on the fact that for the public comment period for the CWG and also the CCWG, we might face some delays, and that might have affected the ability of certain communities to provide comments after performing analysis. This is something that we took as a lesson coming from the past. Frankly, when we were moving into this exercise we didn't know whether the articles were going to be very long, or whether they were going to be very short.

Moving forward, especially as we are going to move into the final proposal in October, we are going to have a new model where we are going to start translating from the drafting stage, rather than wait for the final products to appear and start the translation process from there. We don't know how effective it will be. We were just doing a

comparison. From the drafting stage to the final stage, the text was 75 per cent different. If you look at the tracked changes and the red lines, there was 75 per cent of amendments from the first to the last version.

So we will try, but it's something that, despite the costs, we are happy to start translating from the drafting process to address exactly the concern that you were talking about. I don't know if Butch or Christina want to comment on that? We just had this discussion with Theresa and the Strategic Initiatives Team on this.

SPEAKER: My opinion is we have this kind of experience with regard to the New gTLD Applicant Guidebook. At the very beginning there was no Chinese translation, and the translation was so postponed and there was a lot of modification to the English documents. Now we are very happy to have an executive summary at the very beginning of the CWG Proposal.

We know the Proposal is going to be long, and as Kuek just said, from the draft to the final proposal there will be a huge change, but our opinion or suggestion would be for any important proposal or report we could see that ICANN has a lot of policies for the public comment period, however we would say for most of the communities we could see that there are too many policy documents, and if it's not in our own native language it would be hard for us to understand.

So if you could give us a summary in a very short period of time, or if you can extend the PCP, that would be great. Or if you give us a 10-

page summary for a 50-page document then we will be more active in giving you the comments or feedback. Otherwise, we will have to wait until the final version and then give you feedback. I would say for all the important documents, please give us a summary. We also understand you need time, people and resources to do the translation, so we'd like to suggest that you can give us a summary for all the important documents, and of course Chinese would be a large community.

Also there are some other small communities, so they would definitely need some summary so that they can communicate with you and engage in this process. Thank you.

CHRISTINA RODRIGUEZ: I would like to address some of your comments if I may. More or less in the order you were addressing there. Chinese is one of the UN languages and is one of the UN languages that Language Services treat as one of the main languages we translate into. Language Services translates all the documentation that comes through us, or that is submitted for translation, into Chinese. The New gTLD Applicant Guidebook, I joined ICANN when the first draft of the New gTLD Guidebook was produced, and the second translation of it took place.

From the second until the ninth version of the Guidebook, every single one was translated, and I can vouch for that. Everything was always published at the same time - not the English and the languages, but the English was always published first unfortunately, and then followed by that all the material was sent out for translation, and

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we've always published a red line version and the clean version of each translated language - this be Chinese, Arabic, Spanish, Russian and French.

We also at some point in time translated the Guidebook into Japanese and Korean, so you may have one or two versions of the Guidebook in these two languages, and even another language maybe. I think at some point it could have even been Italian in there. I can corroborate that for [Ewan 00:51:39], I'd be more than happy to pinpoint you to the URLs - the links that will take you to all these translations. I invite you and anybody, and the community of course, if you have any doubt or if you're searching for a document and cannot find it, shoot us a quick email so that we can actually let you know if indeed that document was not translated.

Most likely the document, if it was an important document, it was translated, at least, for sure, to the UN languages, to the set we always translate into. Maybe a quick email will resolve the idea that you don't look, you don't find it. We will look for it for you and we will send it to you and anybody in the community that needs this. I think that's pretty much it.

YU-CHUANG KUEK: I will just add on another point. We are very accepting of the point about executive summaries. We think that's what is a good way forward. Under the Language Services Focus Group, one of the recommendations was that if it's above 25 pages there should be an executive summary as well. Obviously because a lot of the policy

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product actually comes from the community rather than the other way around, it will be a conversation we'll need to have with the community on them coming up with an executive summary.

But this was reflected in the slides, and we are looking into this model of working together. But thank you for your feedback. Go for it.

BUTCH PFREMMER: We did not list all of the partners in the region who helped with the Localization Toolkit translation, but on the website in the Wiki we do acknowledge their support and contribution, so that's there. There are a lot of them, in every language. I just didn't list them, but I did not want to leave them out for their support and work in the languages that were provided.

DEV ANAND TEELUCKSINGH: Thanks. Good afternoon. My name is Dev Anand Teelucksingh from the At-Large community, from Trinidad and Tobago. We are in the Latin American and Caribbean region. Often we have communication between English and Spanish. I came late for this, but I noticed there was a slide that talked about global English guidelines for authors. Two questions. One, is this going to be publicly available when it is done? Secondly, given that a lot of content is coming from Spanish and we need to now look at it in English, is there going to be anything like global Spanish guidelines for authors?

BUTCH PFREMMER: We had not planned on making it available to the larger community, because a lot of the documents we work on for translation are generated from staff and policy and other groups. That's where the focus was originally on the global English guidelines. They're not something we've invented. It's a standard writing for global audience. It's even a good strategy when documents are not translated, for better understanding and comprehension from non-native English speakers.

We're going to be doing that training internally for staff, but I think some distilled smaller concepts… There is certainly a lot of it available on the web we could eve point people to as well. Thank you.

DEV ANAND TEELUCKSINGH: Thanks. A quick follow up then. The reason why I ask this is because right now within LACRALO we're trying to work on bylaw modifications and so forth. Language is really critical there. When we see something, the concept from Latin America is very different. That's why I was asking these questions regarding the guidelines, because maybe if you phrased our language better it would help, and foster better understanding.

BUTCH PFREMMER: So in that particular question you were thinking specifically from Spanish being translated into another language? Okay. I don't have any personal experience with that, but you've raised my curiosity. I'm

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going to be seeing if there's anything that might be publicly available, and I'd certainly be willing to point you that way as well. Yes.

CHRISTINA RODRIGUEZ: One quick comment - you can always go to our glossaries, and the Quizlet tool, and the terminology tool. That is actually also meant to aid those who are writing in other languages to be able to be consistent with the language that ICANN utilizes when translating. I would suggest you always have that on the side when you have someone from the community writing and producing either a blog or a piece, and especially for bylaw modifications in fact.

It's very, very important for us, for the Language Services Team, to receive those, because it's happened several times to receive materials produced in other languages other than English where the terminology is consistent with what is approved through the Language Services Team experts.

BUTCH PFREMMER: Those are all available now on the new community Wiki space, I'm happy to say.

[LATHIER]: I will speak in Portuguese. My name is [Lathier 00:58:07]. I am part of the Brazilian community. We can see that in the website of ICANN itself there is part of the material in Portuguese, but in English available in other languages, and this event has the presence of many

Brazilian people who have a lot of involvement here. So as to translation, is there any expectation of having all the material translated into Portuguese?

YU-CHUANG KUEK: I would have to fall back again to the Localization Toolkit that we've demonstrated today. I don't know if you were here at the earlier part of the session, but the Language Services Team we feel is very well resourced, but even then there will be limitations to whether or not we are able to translate 100 per cent of all the materials that exist. We are looking to select what is most pertinent to the community. As I mentioned just now about partnering the community, today we signed an MOU with the Japanese community - JPNIC and JPRS.

JPRS is the ccTLD operator of .jp, and JPNIC is the NIC for Japan. We signed an MOU with them so that we can coordinate our translations. We make it clear that these are the materials that we are translating into Japanese, and for the materials that we are not translating, they help us out by filling in the gaps so that we are able to promote a basic level of service to the community, using our resources, and there is no duplication of effort, and they know exactly what is missing, and then they can pursue that.

If you would like to bring this conversation up with Daniel Fink, who is your GSE ICANN staff Member based in Brazil and explore this, I'd be happy to work with him and yourself to see how we can further that model. If you don't have a connection with Daniel, please come to me after the session and I'll work out the contacts for Daniel. Thank you.

FACILITATOR: This is the remote participation manager. There is one question from a remote participant, from Nathalie [Cupid 01:01:20]. The question is: "How many interpreters have English as their pivot language as specified in the UN interpreters' guide ICANN is supposed to follow?"

SPEAKER: This is the Spanish language expert and her interpreter speaking into the microphone. Most of our interpreters use English as their pivot or transition language as required by the UN specifications that ICANN does follow. In very few cases we use Spanish as a transition language, but I would say that in roughly most of the cases English is the transition language, especially in the main sessions. Thank you.

YU-CHUANG KUEK: I thank everyone for your interest in the work of the Language Services Team. I hope you can tell more people about the Localization Toolkit. I also wish you will go back to the community and tell them about the work that's being done in the interpretation booths as well as the team here. Thank you very much. Christina and Butch, I don't know if you want to add…

CHRISTINA RODRIGUEZ: No. Thank you very much to those of you who took the time to participate in our session. The transcript and audio of the session will be uploaded, as well as the presentation that we showed you, on the

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session's page within the Meeting website. As we said before, remember the very easy email address? It's community2icannlanguages@icann.org. Feel free to write to us with any questions, concerns, suggestions you might have. We'd be very happy to address them and get back to you.

[END OF TRANSCRIPTION]