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Remote interpreting

(bakalářská práce)

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1 Introduction

Technologies are becoming more intertwined with all professional areas and interpreting is no exception. In the area of interpreting this specifically means remote interpreting (RI). The purpose of my thesis is to make a review of this area with respect to various types of remote interpretation and discuss the basic psychological, physiological, cognitive and extralinguistic factors which are present during the performance thereof. In the first chapters I will describe the main types of RI and what are their benefits and disadvantages both for the interpreter and the client. Then I will go over the various contexts in which RI may be used and determine whether remote mode is suitable for said situation. Next I am going to address the psychological, physiological and technological matters of RI. The primary basis for those chapters will be the results from conducted experiments on RI and papers published by interpreters who work with and/or study RI. The next chapter is going to concern with interpreting for television especially in the context of Czech Television. As an information source for this chapter I have submitted questionnaires to interpreters and agency that provide interpreting for television. In the final chapter I will go over the practical application of RI with regards to the client. My thesis should answer the question of what should the interpreter be aware of if he wants to practice RI.

2 History

While RI might seem like a discipline that is very contemporary its roots reach as far as 1970's (Horváth 2013, 19) where the first controlled experiment was conducted by UNESCO. Several other major experiments were conducted since then such as the UN experiment in 1978, the International Telecommunication Union test in 1999 and the series of experiments held by the European Parliament in 2001 and 2004.

2.1 Development of RI

The practical usage of RI used to be limited to high-level institutions due to cost and complexity of used technologies but the increased availability of both hardware and software solutions, with the later being freely available in some cases (Skype etc.), means that RI can be used by virtually anyone. As was the case with adopting SI, interpreters are very cautious to adapt to this method of interpreting even if the gap between RI and SI is not as big as the gap between simultaneous interpreting (SI) and consecutive interpreting (CI). Both of these methods of interpretation require different approach from the interpreter. The consecutive mode places more emphasis on memory and coherent formulation of the speaker's thoughts while simultaneous mode puts more demands on cognition and the ability to co-ordinate multiple mental processes at the same time. RI usually works in simultaneous mode and as it is fundamentally an extension of on the spot interpreting, when stripped to its bare roots, it shares many similarities with "traditional" interpreting and lot of the required skills and methodology remain unchanged. The need to transfer into the second language as soon as interpreter understands a "unit" of meaning (Gaiba 1998, 16) still remains the main principle but there are other nuances that need to be dealt with. Other psychological and physiological demands on the interpreter are present and there are many ways that they can affect the interpreting (see chapters 5 and 6). The distrust towards technology is perhaps the most common complaint that interpreters have while approaching RI however the need to become familiar with the working process and the problems that may arise in the performance of RI is now

higher than ever if one aims to fully satisfy the demand of the market. Thanks to the internet and IT in general, the speed by which information spread is at an all-time high. This can lead to a need for interpretation in a very small time frame and RI serves as a tool that can effectively work under such conditions. It eliminates the need for interpreter to travel long distances to provide interlingual communication and cuts the costs for client. Technological advances allow interpreters to fulfill their task by means of video interpreting (VI) or telephone interpreting (TI) more effectively than it was previously possible.

2.2 Differences between RI and on-site interpreting

The factors of stress, informational lag and picking up non-verbal signals play an integral role in SI and are also present in RI. The impact that those factors may have on interpreter's performance is further amplified by the feeling of alienation, a term that comes up quite often in discussions regarding RI. Feeling of alienation from the speaker, the location and interpreting itself can have negative impact on the quality of interpreting and can lead to quicker exhaustion and as Jones notes "the longer a session goes on, the greater the feeling of alienation" (Jones 2013, 12). Alienation and absence from the place that the communication is taking place can lead to the interpreter's need to "deploy even more resources to ensure high-quality performance" (Moser-Mercer 2005, 735). Perhaps the main difference between on-site interpreting and RI is of the technological nature. While interpreting is no stranger to adapting to and using technologies, in the practice of SI in the form of headphones and microphone, technological dependency in RI is much higher. Computer monitors, camera placement, tools for machine interpreting and more all play their role in RI and their functionality is the prerequisite for proper remote interpretation.

2.3 Usage of RI in interpreters' training

Remote interpretation is also used in the education of interpreters. One of the common practices in interpreters' training is for the students to interpret pre-recorded audio or video recordings either consecutively or simultaneously. The very nature of this process meets the definition of RI as "a form of (...) interpreting where the interpreter works away from the meeting room" (Moser-Mercer 2003) and so it can be classified as such. This means that on top of improving their skills in SI and CI, the students are being trained in RI even though remote interpretation is not intended explicitly. Similar methods have also been adopted by institutions of EU who may use pre-recorded speeches in the accreditation tests¹ for candidates who wish to interpret for EU. As was the case with education of interpreters, RI is not mentioned explicitly and description of the tests mentions only "interpret[ing] speeches in both consecutive and simultaneous [mode]".

3 Basic classification of Remote Interpreting

Remote interpretation can have many forms and Mouzourakis offers the following in-depth classification (Mouzourakis 1996):

- *Teleconferencing* is any form of communication, comprising at least as audio stream, between spatially distant participants in a meeting.
- *Audioconferencing* refers to sound-only teleconferencing, for instance in a conventional conference hall.
- *Videoconferencing* is a special case of teleconferencing involving a video stream. It is an example of a multimedia application, i.e. one involving at least two different media, sound and image, in digital form. The term videoconferencing includes different variants such as:
 - *Videophony*: transmission of a facial image in conjunction with a telephone call
 - *Whiteboarding*: the electronic exchange and/or common editing of

¹ http://ec.europa.eu/dgs/scic/become-an-interpreter/interpret-for-dg-interpretation/index_en.htm

documents on two or more computers

- *Desktop videoconferencing*: transmission of images captured by camera attached to PCs, with or without whiteboarding.

- *Studio or room videoconferencing* takes place when two or more studios are linked together by video and audio.

- *Multilingual videoconferencing* is room videoconferencing in more than one language with interpretation.

For the purposes of this paper I will cover only the primary two instances of RI, and that is video interpreting and telephone interpreting with some brief overview of remote interpretation for televisions.

3.1 Video Interpreting

The rate at which technologies for communication provision advance is very rapid and even more so in the few past decades. The availability of those technologies is also spreading thus making technology dependent interpreting like video interpreting more and more popular as a service requirement as it can be “cheaper and quicker than live interpretation” (Andres and Falk 2009, 9). The essential equipment that is needed to successfully hold a video interpreting session is a “video conference system consisting of data reception technology (video camera, microphone etc.), data processing devices (a high speed computer with a video conferencing card) and data reproduction devices (screens, loud speakers etc.) at each location”. (Korak 2012, 84). One specific area of providing video interpretation is Video Relay Service (VRS). VRS is essentially remote sign language interpreting with full definition being a “service provided to deaf and hard of hearing individuals in order to achieve access to telecommunication that is functionally equivalent to that which is available to hearing individuals” (Alley, 2012). The usage of the term VRS and most discussions regarding it are more common in the United States with regulations regarding this service being enforced by the Federal Communication Commission. While the area of sign-language interpreting very complex it reaches far out of the scope of this paper.

3.2 Telephone Interpreting (Over-the-phone interpreting)

The next type of popular form of RI is telephone interpreting (TI). It can be defined as “bilateral interpreting over the phone. The telephone interpreter, who is based in a remote location, provides interpretation via the phone for two individuals who do not speak the same language” (Kelly 2007). TI is even more affordable and easier to set up than VI as the need for visual transfer is not present. The required tools for providing TI can be as simple as a basic telephone connection but can be further enhanced by use of mobile telephones, dual-receiver phones or loudspeakers (Korak 2012, 85). The default mode for TI is usually consecutive where the interpreter simply transfers the language as conversation proceeds however tools like teleconferencing bridge make even simultaneous interpreting a possibility (Korak 2012, 85). Besides the lowered cost, Mikkelsen (2003), citing Garcia-Garcia, Hewitt, Mintz and others, summarized a list of advantages and disadvantages present in TI:

Advantages:

- 1. Around-the clock availability* means that the interpreters will be available in emergency cases without prior notice.
- 2. Wider range of languages available*, the providers of TI services can connect a qualified interpreter who may not be available in the nearby area.
- 3. Professionalization of interpreters* the interpreters who can not for various reasons fully devote themselves to the profession may find jobs more easily.
- 4. Flexibility of working hours and location* interpreters who are not able to cope with the constant moving of on site interpretation may adjust their working schedule from the location they find appropriate.
- 5. Confidentiality and impartiality* remote interpretation provides a communication link that is not intrusive in sensitive cases

6. *Professional distance* it is easier for an interpreter to focus on the job at hand and not get emotionally involved in traumatic cases.

7. *Lesser of two evils* when judge will be faced with the decision to use a telephone interpreter or someone who is not qualified or is somehow involved in the case, the telephone interpreter may be more suitable .

Disadvantages:

1. *Consecutive interpreting* may prolong the session and also increases the risks of inaccuracies in translation.

2. *Lack of visual cues* the importance of visual contact between an interpreter and speaker has been emphasized numerous times.

3. *Interpreter's absence* the rhythm of turn-taking between speakers and interpreter may be severed if the interpreter is not present.

4. *Poor acoustics due to bad connections or equipment* the quality of provided tools may not be up to code with the standards and may impede comprehension on both sides."

5. *Lack of preparation* in urgent cases the interpreter does not have time to adequately prepare for the assignment as the onsite interpreter does.

6. *Identity of interpreter unknown* unless the parties have worked with or met the interpreter beforehand they can't know if he's qualified and trustworthy.

7. *Lack of privacy* in some cases the usage of speaker phone means that everyone in the room can hear what is being talked about, even if it is sensitive information.

3.3 Television Interpreting

Interpreting for television and media in general is a very specific area due to many reasons one of them being that the interpretation is public and archived so it will reach a much larger audience than it is common in most cases of interpreting most of whom will not be familiar with the interpreting process. This means that there is no place for errors, mistranslations or poor speech manner. The area is described more in detail in chapter 7.

4 Remote Interpreting in Context

As was already stated there are numerous situations in which RI may be used. Different contexts in which RI is practiced have their own little nuances and specifics that may come up during the interpreting process. Besides large scale conference remote interpretation or RI for administrative institutions like the EU these are the most common contexts in which the client may ask an interpreter to provide remote interpretation.

4.1 Courtroom & Legal Proceedings

The legal setting presents a vast amount of opportunities to hold RI and it can be used for many purposes “from collecting evidence to assessing, presenting and disputing evidence, making and pronouncing decision and reviewing and appealing these decisions” (Braun 2011, 268). Interpreters are serving as mediators, providing communication between courts and distance witnesses, courts and detainees in police stations, detention centers or prisons is common practice for many interpreters (Braun 2013). This practice can also work vice versa where the interpreter provides interpretation from a remote location (Braun 2013). The reasons why remote interpretation may be desirable include the instant availability, lower service cost, increased security by the means of holding the suspect in detention as opposed to transporting him to a court hearing (Braun 2013). The general demand for interpreting in criminal proceedings is rising and one of the causes of this is the increased migration rate in Europe, which raises the

need for providing quality interpreting. (Braun 2011, 266). To reinforce this and assure that people in criminal hearings receive the service at a standardized level, the European Union has adopted the Directive 2010/64/EU² on the right to interpretation and translation in criminal proceedings, the Directive 2012/13/EU³ on the right to information and Directive 2012/29/EU⁴ on the rights, support and protection of victims in crime. These Directives along with the E-Justice Action Plan⁵ enable the qualified interpreter to use videoconference technology in the performance of their service (Braun 2011, 266). Legal interpreting in general is an area that requires a specific set of skills and knowledge. Braun (2011) cites Seligson, Corsellis, Hale, Hertog, Kadric, Mikkelson and others and outlines the primary requirements:

- “profound knowledge of relevant working languages, including knowledge of all [used] registers (...)”
- “culture-specific knowledge of the host country and the [same knowledge] of the other-language speaker”
- “a sound knowledge of the legal systems of the host country and the country of the other-language speaker (...)”
- “appropriate interpreting skills and strategies for all relevant modes of interpreting (...)”
- “knowledge about how to deal with cultural and ethical challenges (...) including knowledge about how to prevent or resolve potential misunderstandings”
- “the ability to cope with emotionally loaded, inconsistent and/or conflicting communication goals (...)”
- “the ability to coordinate the interaction between the primary interlocutors and the interpreter, including the ability to intervene appropriately (...)”

4.2 Medicinal Setting

Interpreting for doctors and patients has always been a large part of interpreters work. The provision of proper interpretation in times of medical

2 <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2010:280:0001:0007:en:PDF>

3 <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2012:142:0001:0010:en:PDF>

4 <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2012:315:0057:0073:EN:PDF>

5 http://www.ccbe.eu/fileadmin/user_upload/document/E-Justice_Portal/05_03_2009/English/EN_Council_E_justice_action_plan.pdf

emergencies can often be a life or death situation and so the need to act as quickly as possible is even more desirable. While it may seem like RI would be an ideal solution for this setting it is not always the case. Kelly (2007) outlines the different situations in which RI should be avoided as well as the situations where remote interpretation is preferable. Although her classification is based on telephone interpreting, most of the cases can be applied to video interpretation as well.

Cases where on-site interpretation is preferred:

1. *When mental health services (more in 4.4) are being provided:*

“Telephone interpreting should not be used in most mental health settings. The presence of telephone equipment could itself present a hazard, since it could be used as a weapon. In addition, with certain mental health conditions, telephone interpreting might confuse the patient.”

2. *When serving patients who are hard of hearing:* “Some patients who are hard of hearing and/or elderly may rely more on lip reading than they realize. In these instances, it is preferable to have a face-to-face interpreter.”

3. *When communicating with children:* “Children often have difficulties communicating over the telephone. Therefore, when a provider is communicating directly with a child, it is usually preferable to have a face-to-face interpreter (...).”

4. *When providing patient education with visual components:* (This case would apply primarily to TI since the visual component can be transferred by video to some degree.) “Often, for sessions in which the provider is giving instructions to the patient (e.g., wound care, blood sugar testing), teaching aids or equipment is used. (...) telephone interpreter will not be able to see what is being demonstrated. However, if all of the patient’s instructions will be provided verbally, with no equipment demonstrations or visual aids, telephone interpreting may be an acceptable alternative.

5. *When there are multiple individuals present with limited English proficiency:* “Telephone interpreting is best suited to conversations between a provider and one patient only. Telephone interpreting is not ideal when the provider is speaking to multiple patients at the same time (e.g., health education classes) or when multiple individuals are present (e.g., the patient and several family members).”

Cases where remote interpretation is preferred:

1. *When both parties (patient and provider) are already communicating via telephone.* “Face-to-face interpreting is not a practical option when the primary interaction is taking place via telephone, so telephone interpreting is advisable in these cases. (...) For example, when patients call appointment lines, triage lines, nurse advice lines, and other numbers for service over the telephone, telephone interpreting is the best option.”

2. *When trained interpreters are not available in person.* “When it comes to choosing among the patient’s family member, friend, an untrained bilingual staff member, or a telephone interpreting service, it is usually preferable to choose the interpreting service. (...) Most health care organizations ensure this through the process of procuring a service provider. (...)”

3. *When it is preferable not to have another party in the room.* “(...) Some patients may fear judgment from another member of their culture, a member of the opposite gender, or speaker of their language. Conversely, however, some patients may have a greater sense of trust when an interpreter is present in person. (...) it is worth considering that the anonymity of a telephone interpreter can be an advantage at times (...)”

4.3 Business Meetings

Interpretation in the business setting is a common practice. Communication can take a lot of time especially if one of the parties has to travel long distances to arrange business plans. RI makes this process easier by setting up a conference call where all the three parties (speaker A, speaker B and interpreter) can be at a different place which eliminates the need of long distance traveling. Videoconferencing is also a common practice in the business setting even without the presence of an interpreter so the usage of video interpreting might not be so intrusive to the client in the context.

4.4 Mental-health setting

The area of mental-health requires careful approach in all respects and thus the interpreter needs to approach his role carefully as well. As was already stated above RI is not the ideal practice for cases dealing with mental-health problems (Kelly 2007). The required level of trust between the patient and the interpreter is much higher than in most cases and this trust is more easily gained in face-to-face interpretation (Alley 2012).

5 Psychological Aspects

The psychological effects that RI has on the interpreter have been one of the primary areas of focus of the experiments on remote interpretation. The studies held by European Parliament (EP 2001) and the International Telecommunication Union with Translating and Interpreting School in Geneva (Moser-Mercer 2003) and another study by EP in 2004 showed that RI does in fact place higher demands on the interpreter and is more tiring than regular on-site interpretation.

5.1 Motivation, participation and presence

The involvement of interpreter in the given context plays a large part in the quality of interpretation itself. Even though the interpreters role in the context of communication should be as little intrusive as possible he or she still needs to be involved in the conversation at least on a passive level. Whether this is achievable in RI has been subject to research that also tried to determine if it has a significantly noticeable effect on the interpreting itself. The test conducted by the European Parliament showed that remote interpretation does have a negative impact on the motivation of interpreters (EP 2001) where majority of interpreters who took part in the testing responded to the question of “effect on motivation” negatively. The motivation plays a crucial role in interpreting because it helps interpreters to focus, battle off fatigue and not become “burned out” during the task. If the interpreters’ motivation drops, so does their feeling of participation in the communication which has similar effects on the interpreter and can negatively impact the performance itself. Motivation and participation are both closely tied in with the concept of presence. Defined as “the subjective experience of being in one place or environment even when one is physically situated in another” (Slater 1999) it is something that can be seen as lacking in remote interpretation. There are several ways to enhance presence such as providing more interactivity and providing a wider field of view (Mouzourakis 2003) and they should be provided for the interpreter to increase the quality of his work. The most common way that the data regarding these phenomena is measured is by detailed questionnaires that deal with the concept of presence such as the Witmer & Singer Presence Questionnaire⁶ or by measuring the physiological response such as skin conductance (Mouzourakis 2003).

5.2 Concentration

Concentration is often considered one of the main components of interpreters performance. The studies have shown that demands on concentration in RI are larger than with the on-site interpretation. As was the case with the motivation and presence, concentration was measured by questionnaires and the

6 http://w3.uqo.ca/cyberpsy/docs/qaires/pres/PQ_va.pdf

results shown that interpreters found it more difficult to concentrate as the experiment went on. Majority of interpreters who took part in the EP experiment responded negatively to the question of “ease of concentration” (EP 2001). Similar results have been reached in another study by the European Parliament in 2004, where “more interpreters complained of concentration problems in the remote (27%) than in the on-site (9%) mode” (Roziner and Schlesinger 2010, 232) The increased demand on concentration can be caused by several factors. The technical limitations may lower the quality of the audio stream and thus make the interpreter focus more on what is being said and detract the effort from language transfer. This can be even more enhanced in the case of video stream, if an unexpected situation comes up during the conference or meeting (such as the speaker using tools for visual demonstrations), more concentration demands are placed on the interpreter and the situation may again be subjected to technological imperfections, making the task even more difficult.

5.3 Alienation

Alienation is a term that comes up quite often when talking about RI and about integrating IT in general. The feeling of being distanced from the place of the communication both physically and mentally will come naturally even if the provided technology is of the state-of-the-art quality. As Jones points out interpreters in the EU have only the best equipment for their work including multiple High Definition monitors and the highest sound quality and yet the interpreters still become alienated. It would seem reasonable that as the interpreting will go on the interpreter will get used to the monitors and their impact will lessen. However even the senior interpreters in EU say that they feel like they are talking to an inanimate object instead of another human being (Jones 2013, 12). The studies in Geneva and EP showed similar results. The interpreters who were distanced from clients and staff complained about alienation that lead to a decrease in their performance (Moser-Mercer 2003) and in EP the response to the question “feeling of participation in meeting” was overwhelmingly negative. The point made by Jones and research results from Moser-Mercer’s study are very much true but they also raise an interesting question. The interpreters in both

cases were experienced and experience is very closely associated with age. While it would be wrong to assume that all interpreters grew up without technologies surrounding them a large part of them might. By this point of their lives they may be used to computer screen exposure as well as more frequent use of headphones but because they did not grow up surrounded by them they may still seem somewhat alien and intrusive. The interpreters who were born later, maybe in the late 80's or early 90's, are however used to computer screens, headphones and IT in general from a much earlier point of their lives and so they may not see them in such an intrusive way as the older generation might. Whether this is true is pure speculation but the inclusion of younger, maybe less experienced interpreters in future experiments together with older and experienced interpreters would show if there are any differences in perception of alienation and if yes in what scope. Roziner and Schlesinger feel that the perceived effect of alienation is directly correlated to the previous work patterns of an interpreter, or as they put it “an interpreter who has worked in RI from the outset will suffer less from the perceived effect of isolation and alienation” (Roziner and Schlesinger 2010, 227). This may support my theory, because interpreters who are starting their career now are more likely to be exposed to RI than interpreters who started their career ten or twenty years ago.

5.4 Stress

Zeier defines stress as a set of “psychophysiological processes caused by a perceived threat or danger” (Zeier 1997, 231). Interpreting has always been considered as a stressful occupation for a number of reasons. Roziner and Schlesinger sum up some of the stress factors present in SI with regards to RI:

Difficulty of input text and delivery - “The interpreter has no control over the text delivery or the type of speech, nor over factors as the speaker's accent. (...)”

Poor booth conditions - “The physical conditions of interpreters' work environment may also induce feelings of stress and discomfort (...)”

Lack of feedback - “Simultaneous interpreters mention direct feedback as essential need. (...) In RI, the interpreters may miss [a significant

encouragement] because of their dependence on [camera angles]. Such a situation may easily lead them to feel that nobody is really paying attention to their efforts.” (org. in Mouzourakis 1996)

Insufficient visibility of speaker and/or audience - “[Human vision] searches for the features that allow it to answer specific questions. It is problem-driven selective and *active* (org. in Mouzourakis 2003). (...)”

The impact of stress on the interpreting quality has been researched numerous times and stress measurements were also a part of the experiments with RI. Given the nature of RI one might hypothesize that due to feeling of alienation, more demands on concentration and the sensation that the interpreter is not “in control” the stress levels would reflect this and be higher. The studies measured stress by analyzing saliva for stress hormones. In the Geneva experiment, samples were collected several times – before the experiment, immediately before the meeting and during the interpretation in regular intervals (Moser-Mercer 2003). The results showed that interpreters working in remote mode suffered from larger stress levels than those present on site. In the 2004 tests by EU questionnaires were handed out to measure the subjective stress levels. High number of participants complained about the increased stress levels during their performance but the objective measurements showed that the stress levels remained constant for the duration of the experiment. This fact presents an interesting question on what is more important for the results. If medical tests show no changes in stress level then it would mean that nothing is wrong and the problem is not present however in the end it is the subjective feeling that will determine whether the stress effect will have an impact on the quality of the interpreting.

5.5 Fatigue

Fatigue may work on two levels – psychological and physiological and is described as “a change in the psycho-physiological control mechanism that regulates task behavior, resulting from mental and/or physical efforts, which have become burdensome to such an extent that the individual is [able to] meet the mental demands of the job” (Roziner and Shlesinger 2010, 233). Following the description we can assume that fatigue is a complex issue and all of the

phenomena presented in this chapter play their role in increasing it. By itself fatigue can be measured only indirectly (Moser-Mercer 2003) by methods like measuring burnout and the need for recovery or by assessing behavior that is usually associated with stress coping such as alcohol consumption (Roziner and Shlesinger 2010, 234). These individual factors can once again be measured by detailed questionnaires. All the conducted studies confirmed what can be assumed and that is, that fatigue will increase with time. The levels of fatigue experienced by interpreters that were familiar with both on-site and remote interpretation were significantly larger in the later. (Moser-Mercer 2003). The 2001 experiments in the European Parliament had several results however this study covered fatigue only by a “fatigue (compared to normal)” question. Still the responses were overall negative so higher risk of fatigue should be taken into consideration if an interpreter is to prepare for such an assignment.

6 Physiological & Technological Aspects

Even if interpreting might not be considered a job that is demanding in the terms of physical prowess, researchers have still placed much attention to the physiological effects that are present during interpretation. Usual complaints from interpreters who practice SI include neck and back pain, which is understandable because the interpreter spends most time in the sitting position. In the case of RI another common complaint is the eye strain due to constant visual attachment to computer monitors.

6.1 Eye Strain

As was already mentioned several times video interpreters rely on computer monitors for the provision of the visual component of interpreting. Given this information it may seem that remote interpreter is at a higher risk of suffering eye strain than on-site interpreter. The EP study in 2004 tested the effect that computer monitors have on eye-sight. The interpreters underwent a professional examination as well as filling the questionnaire on their current eye

health status. The results showed little differences between on-site and remote interpreters (Roziner and Schlesinger 2010, 229).

6.2 Neck & Back Pain

Another common health risk is pain in the neck and back area. The examination of this problem may seem redundant purely in the context of RI because of the fact that the condition would be identical to SI. However some factors may be present that can potentially worsen the situation and those are related with the provided work environment and the ergonomics present in it. Unless the interpreter works in-house he or she may have problem with customizing the ergonomics to his liking and must rely on the work environment provided for the situation. The primary cause that may have negative effect is the monitor placement. As the interpreter will be fixated on the monitor for the majority of time, the improper placement of monitor may force the interpreter to sit in an uncomfortable position that can lead to back pain which may then serve as a distraction from the task at hand and increase the stress levels.

6.3 Technical Aspects

The pure technical component of RI is vast and an in-detail examination would take up a thesis on its own so for the purposes of this paper I will cover the necessary essentials and minimum standards, mainly in the context of SCIC. The report offered by Gartner on the order from SCIC (Gartner, 2012) offers several insights into the technical side. First of all the outline of the main components necessary for VC setup.

Camera – there are many options to choose from when it comes to cameras and whereas even a small web-camera will serve its purpose, ideally HD cameras are desirable because of the larger level of detail they provide.

Microphone – almost all microphones will serve their purpose as long as they meet the required technological minimum (see. 6.3.1).

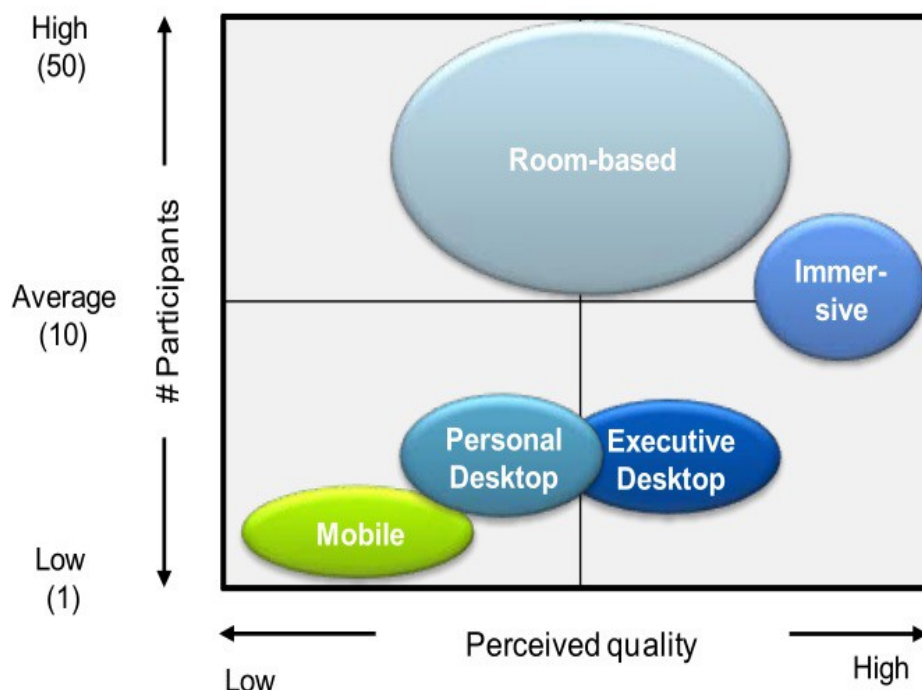
Video Display – usually in the form of LCD monitor or plasma screen is

used to provide the visuals. The quality of monitors should ideally match the resolution of the cameras used.

Network Connection – the data carrier is perhaps the most important part of the process. A stable bandwidth at adequate speed should be present to mitigate lag and provide smoother connection between the two parties.

Room – the environment where the participants are present. Varies on factors like lighting, acoustics, air conditioning etc. (see. 6.4)

Regardless of the detailed specifications of those components their essential functionality must be assured. The users of video-conferencing system operate on the so-called videoconferencing endpoints (Gartner 2012, 13). Those endpoints are the locations where the connection on both the physical and communication level is established. The endpoints may have several forms each serving properly for a different type of conference. The decision on which to use will be based on several factors such as number of participants and the desired quality of audiovisual signal. The commonly used user endpoints are segmented into five primary types, this chart provides the overview based on the number of participants and the quality.



Source: Gartner 2012, 25, Figure 10

Immersive VC endpoint

The high end of VC endpoints provides the users with multiple HD screens. The surroundings of the participants in the distant location is carefully selected to match the endpoint surroundings to provide the sense of being in the same room for both parties. Such systems are however very expensive (can cost about €150, 000 (Gartner 2012, 26) and put very high demands on the network. It is ideal for small groups.

Room-based VC endpoint

These are ideal for a large audience with large screens (data projectors) in a specially dedicated room. The interpreter's role in this situation can work in a few different ways where he or she may provide interpretation via the remote screen or interpret the incoming information from the room itself. If necessary this practice can even be done via consecutive form.

Executive desktop VC endpoint

A fairly uncommon system aimed mostly at business managers. Dedicated to provide higher quality than personal desktops the interpreter may work alongside the speaker on either site.

Personal desktop VC endpoint

Personal desktop may not only be the desktop computer but also a laptop computer. Due to increased processing power and lowered costs this form is becoming more popular and may be the preferred form for smaller business or for personal interpreting.

Mobile VC endpoint

The portability of mobile devices can serve as an operator for video based communication but the application in regards to interpreting is limited due to small size and poor quality. Mobile endpoints may be an option for an accompanying interpreter where it may be possible to provide RI even in field conditions.

The connection between microphones and cameras is also used in some conference rooms. When the speaker turns on the microphone the view will change to the camera that is pointed to the speaker. This is very useful because it eliminates the need to switch cameras manually and provides more natural feel to the interpreting because it emulates the vision path in regular interpreting.

6.3.1 EU Standards

In April, 2015 The Standing Technical Group (GTB) has reached an agreement on specifications for video-conference interpreting in regards with punctual interventions from a remote location⁷. The specifications differentiate between two types of interventions, an introductory speech or an intervention during a specific moment in a meeting and speeches where the participant is a part of the discussion and/or presentation. Quality of audio is set to meet the specifications of ISO 2603⁸ and each speaker should have his or her own microphone. The camera quality for a single speaker should be at least HD 720p with a static angle so that the head, torso, arms and hands are visible. For multiple participants the camera should be able to slowly change its angle so that it is clear that a change of speakers took place. Video transfer needs to be in sync with no interferences, if the speaker gives his speech with a presentation, it should be displayed alongside the speaker or at least be present in the single picture. The speakers location should have proper lighting so that the speaker is clearly visible. Lastly, as is the case with all interpretation, the interpreters should have necessary documents and/or notes in advance.

6.4 Work Environment and Ergonomics

The work environment for booths for simultaneous interpretation is fully specified in ISO 2603. However this regulation was published in 1998 and lacks

7 Drafts published at http://ec.europa.eu/dgs/scic/docs/working_with_int/inf_tech_group/2014-12/vc-i-draft_proposal-v20141205-0727.pdf

8 <https://www.iso.org/obp/ui/#iso:std:iso:2603:ed-3:v1:en>

any regulations concerning remote interpretation, video-conferencing and workplace elements connected with them. The closest element in the ISO standard is the interpreters' control panel/console. In the context of RI such devices would have to be equipped with camera and video display controls. Other equipment that would require standardization would be camera placement. These elements are covered in the AIIC guidelines for RI (AIIC 2000) and specify the necessary projection of at least three angles and those are the speaker in close-up, the audience and the chairman and conference officers. The ergonomics of interpreters' workplace have to be efficient enough even in purely simultaneous mode and in remote mode should be perfectly balanced to assure maximal synergy between human input and the machine output. Allowing seamless transitions between displays and access to work console and microphone control lowers the interpreters' cognitive load and allows for shifting more mental effort towards interpreting itself. This can be achieved by building RI ready booths from the ground up based on the input of interpreters working with RI. Another way of making the work environment more efficient for the interpreter would be to allow a certain level of customization of the room elements so that the interpreter can visit the booth or the remote location from which he or she will work and arrange the room equipment specifically to assure optimal comfort.

6.5 Technologies for provision of RI

So far I have mentioned the conditions which will likely be present in high-profile institutions such as the European Parliament. There are several ways that RI may work outside of those areas on a user based levels. As the market demands change, the Language Service Providers (LSPs) have to come up with ways to use new technologies to satisfy their clients and make the interpreters' job easier. Olsen divides these technologies into three categories: technologies for delivery of interpreting services, technologies that augment the interpreter's performance and technologies that are designed to replace human interpreter altogether (Olsen 2012). The services and tools that allow the interpreter to work directly with the client can work on a free or a subscription based models. Some of the more popular services used are Skype, Google Hangouts, Adobe Connect, WebEx, GoToMeeting. These platforms allow for quick and direct intervention by

an interpreter if necessary. The client's demands have also given the opportunity to create purely web-browser based platforms in which the interpreter can set up an interpreting session with the client without the need of LSP (see. 8.1). In the past few years the increased availability of portable devices with internet access such as laptops, tablets and smart phones lead to its widespread usage even in the interpreting booth. Access to text materials, presentations, terminology database and even real-time translation in the form of Google Translate have proven that these tools can serve to improve the interpreter's performance. In remote interpreting this is enhanced by the fact that these devices are not just auxiliary tools but the primary technology that is used and thus their presence in the workplace is a given. The concept of providing full machine interpretation has been dabbled with several times and even gave rise to basic voice translation technologies in the form of machine interpretation apps available on smart phones. Even though this tool can be useful for handling basic conversations, the full integration of such technologies into professional sphere is still a thing of the future.

7 Remote Interpreting For Television

The scope of interpretation in the context of television broadcast can vary. The interpreter may serve for a short amount of time, interpreting an intervening guest in a program that may not require interpretation for its whole duration or work in a longer period of time in the case that the program's guest plays an integral role. For the following chapter I have submitted questionnaires to interpreters who worked for Czech Television (CT) and the agency that currently provides interpreting for CT to have professional and personal input on the area in general as well as the current controversial situation in provision of interpreters for CT (see 7.3). For the full original responses in Czech see Annexes.

7.1 Work flow

Television interpreting usually works in simultaneous mode. Some

instances may allow the interpreter to be at the side of the speaker and work in consecutive mode where the picture shows both the speaker and the interpreter. However even if such mode is possible it is not common as due to time limitations of television broadcast the simultaneous mode is the preferable one. In the case of simultaneous remote interpreting the interpreter will be called to the studio and perform from an interpreting booth which is isolated from the rest of the studio. The interpreter is provided with screens that show the direct broadcast. He may only communicate with the director and sound engineers via a controlled communication panel and has no means of communicating with the host of the program during the broadcast and the details (types of question, giving the interpreter an extra buffer) must be arranged beforehand. If the guest is present in studio the interpreter may approach him before the broadcast to notify him that he will be interpreted and get additional information about his speech. The preparation of the interview can work in several ways and is usually dependent on the goal that the interviewer aims to achieve. In some cases the interview is scheduled in detail and the interpreter knows the questions and the outline of the answers. Some interviewers prefer to have a spontaneous reaction of their guest and so the communication can go “off track”, increasing the difficulty of the interpretation. The full provision of reference materials is however uncommon in the practice of television interpreting. Due to this fact the interpreter working for television must always keep up with current affairs, keep his general knowledge at a very high level and be able to gather as much relevant information as possible on his own accord. Television interpreting also places high strain on the interpreter’s time organization outside the interpreting itself. In the age of fast information travel, the need for interpreting may arise in a matter of hours and it is common practice to be offered a contract just a few hours in advance and in some cases even less. The standard time frame that the interpreter has to prepare for television interpreting is 24 hours but in the cases of some pre-recorded programs (such as Hyde Park Civilizace on CT) the time for preparation is longer.

7.2 Quality

The demands on the quality of interpretation in case of live broadcast are

at a high level. This is due to several reasons. First one is the target audience. Chances are that not many viewers are familiar with listening to interpreted speech (unlike the case of for example conference participants who are used to processing SI) and so the space for errors is non-existent and even a small hiccup may feel to the viewer like the interpreter is doing a bad job. Another reason is the lack of space for correction due to the small time frame of interpretation itself (again in contrast to a full day conference) so the interpreter has no chance to “redeem” his minor errors by providing flawless interpreting for the remainder of his performance. The interpreter is also working in direct contrast of the television show host whose manner of speech is prepared and sounds “smooth”. By this comparison the interpreter’s speech may seem sloppy. The general speech quality is also held at high levels due to the scrutiny with which it is being examined. The interpreter’s voice should be pleasant to the ear so as not to distract the viewer. Hesitation sounds, mispronunciations or poor choice of register are unacceptable as all of the broadcast is archived and accessible to the public and some parts of the broadcast may even be reused by other media. The common practice used to be that the interpreter’s name was also displayed on a subtitle at the beginning of the broadcast and so his own name and reputation was at stake and he was easily identifiable unlike in other instances of interpreting where the interpreter is de facto anonymous to the listener. This could lead to increase in anxiety and stress. However at the moment the practice of displaying the interpreter’s name is becoming less common. The interpreter also has no chance of determining the number of listeners and it can always be presumed that the number will be higher in case of television viewers than in the case of e.g. conference participants. Based on those facts it is safe to say that television interpreting should only be handled by experienced interpreters who are able to deliver only the best performance under the most difficult conditions.

7.3 Current situation in Czech Republic

Currently there is a slight controversy in regards to providing television interpreting. For almost 20 years the interpreting service was provided by an agency that picked only experienced interpreters and worked closely with ASKOT

(Association of conference interpreters in the Czech Republic). The interpreters who are members of ASKOT are obliged to follow the Association's Code of Ethics which contains provisions such as "endeavor to meet the highest professional standards, prepare diligently for assignments and not accepting assignment they could not fulfill in the best possible quality"⁹. Co-operating with ASKOT associated interpreters, meant the quality of interpreting was not only adhered to by the providing agency but also by an association that has voluntary membership and demands only the best performance from its members. This co-operation was in effect until the end of the year 2013 when the contract for provision of interpreting services was given to a different agency. According to an interpreter (all names are kept anonymous) who worked for CT, the acquisition of the contract provision was dubious and based primarily on offering lower rates for provided services. The quality of interpretation provided by the replacing agency is questioned by interpreters who previously worked with CT. In the statement I received from the agency it says that all interpreters that are being send to television interpreting are tested in a simulated studio on pre-recorded material that aims to provide similar conditions to those of live television interpretation. It goes on to mention the same qualities required from television interpreting that are mentioned in chapter 7.2. In 2015, CT started to work again with interpreters who provided their services before the end of 2013. However as of April 2015 there was no clear resolution on the change of official interpretation service provider.

8 Remote Interpreting in Practice

As was already mentioned in chapter 6.5 the role of the client is a factor that can shape an entire profession, especially if the said profession deals with providing service. With interpreting being one of such professions the client's role is many times overlooked while in the end it can be said that the client satisfaction is the most important output that the interpreter can provide. However "client satisfaction" is a term that is fairly abstract and there will most likely never be clear and foolproof guideline to assure that it reaches its full threshold in all instances. Different clients will value different aspects of interpreter's job. Clear

9 <http://askot.cz/en/code-of-ethics/>

factual transfer, polished manner of speech, professional appearance (especially in case of CI), general communication skills and pricing of services all contribute to the final satisfaction of the client. In case of RI it may very well be possible that the client and interpreter will never meet in person and so adequate skills in online communication are also a valuable asset in interpreter's repertoire. Keeping the client satisfied should be a priority for all interpreters however there is one group in particular that needs to pay extra caution to this: freelance interpreters. Freelance interpreters who work outside interpreting agencies may need to place extra effort when approaching the client as it is essential for further job assignments and building a solid reputation. Remote interpreting is an area where freelance interpreters have a large scale of opportunities especially in the private sector.

8.1 Opportunities for interpreters

High-profile institutions like EU and UN are slowly adopting RI into their common practice and the private sector is following suite in a similar manner. While interpreting for those institutions is reserved only for a very small percentage of interpreters, interpreting outside them is available to a much higher number of interpreters. It is interesting to note that rarely do LSPs offer RI services explicitly on their websites. While some LSPs list TI in their provided services, VI services with clear descriptions of offers and demands are lacking. There are several online companies that try to deal with this niche in the market by focusing specifically on providing VI. One of such platforms is *Interprety*, a web based "interpreting marketplace" where both the client and interpreter register and post demands and offers respectively. The concept is simple, the interpreter pays either a fixed amount to the provider for a yearly or 6-month schedule, or a commission from preformed contracts and schedule interpreting sessions with the client via internal messaging system. From the point of view of the client there are several benefits and downsides. The marketplace system gives a clear overview of offered prices and availability with the option of interpreting services being provided in a very short amount of time. The primary downside is that the registration for interpreters is open to anyone who pays for the service.

This can lead to involvement with unqualified interpreters who work on minimal price level at the expense of quality. Nevertheless it presents an interesting opportunity for both beginner interpreters, who may gain the initial experience and easily join the market, and freelance interpreters who can increase their scope of work and receive additional contracts.

8.2 Pricing and market

The pricing of interpreting services works either on a fixed rate or is open to negotiations. While there is no document that explicitly states the minimum wages for interpreters in Czech Republic (with the exception of court interpreters) the Union of Interpreters and Translators (JTP) publishes their ToP magazine, part of which are recommended rates for interpreters and translators. The latest overview of recommended rates was published at the end of the year 2014 in issue 114¹⁰ and gives rates based on the market monitoring of said year. The only form of RI present in the price recommendations is telephone interpreting, which reflects the explicit offering of TI services as mentioned in 8.1. The rates for TI are based on intervals with 300 CZK being the minimal rate for 15-minute interpreting and 600 CZK the recommended rate for hour of TI. To put this into contrast the recommended rate for an hour of conference interpreting (both simultaneous and consecutive) is approximately 1000 CZK and the rate for regular consecutive interpreting is 750 CZK. These rates are for bare interpreting only and do not include extra expenses such as travel or food. This means that if recommended rates were followed the interpreter would be under-paid since the interpreting process in general is more difficult and requires more mental effort than regular consecutive interpreting. The complete absence of VI services in the list again reflects the slow acceptance of the area into the general market. Needless to say that if there should be a recommendation on pricing of VI the price should be higher than for the on-site mode.

10 http://www.jtpunion.org/spip/article.php3?id_article=4582

9 Conclusion

This thesis provided a review of the area of RI. The general types, the contexts in which it may be practiced, the psychological and physiological constraints that may occur during the performance of RI and briefly introduced the technological background of the process. I differentiated primarily from the two most common modes of RI: telephone interpreting and video interpreting. Those may be used in a lot of situation but the most common ones include legal and criminal proceedings, providing communication in the medicinal setting and conference video interpreting for high-level institutions like EU. The interpreter who wishes to practice RI needs to be aware of the higher demands that RI poses. From the psychological point of view it is the increased rate at which he may become tired, the effect of alienation that he may suffer and the loss of motivation for the performance of interpreting he may experience. For the physiological part it is the eye strain which may come from monitor exposure (in case of VI) and neck and back pain which may be suffered from poorly prepared booth for RI. Even though technology plays a huge part in RI in the end it is still a process of humans providing communication for other humans.

10 Annexes

Questions for interpreters working for CT:

1. Jsou podle vás podmínky pro tlumočníky pracující pro televizi adekvátní co se týče vybavení, poskytnutých materiálů a obecné spolupráce s dramaturgií apod.?
2. V čem se podle vás nejzásadněji liší tlumočení pro televizi od běžného simultánního tlumočení?
3. Pociťujete větší zodpovědnost, případně kladete na svůj výkon větší nároky než obvykle?

Questions for agency currently providing interpreting for CT:

1. Mají klienti obecně zájem o dálkové tlumočení (tj. videokonference, tlumočení pro TV)?
2. Za jakých podmínek a odkud tlumočníci pracují v případě simultánního tlumočení pro televizi?
3. Jsou na tlumočníky pracující pro televizi pokládány vyšší nároky než na běžné zakázky a odpovídá tomu také vyšší ohodnocení?

Interpreters:

A:

1. Co se týče vybavení, pokládám podmínky za vyhovující, nakolik je možné to v podmínkách televize (věčného spěchu, toho, že někdy není tlumočená osoba přítomna ve studiu, ale nachází se stovky nebo tisíce kilometrů daleko) zařídit. Materiály na přípravu obvykle nedostaneme, ale když předem víme jméno interviewovaného, můžeme si o něm alespoň najít pár obecných údajů v síti, ovšem nikdo nám nezaručí, že právě o ně v rozhovoru půjde. Pokud jde o

významné politické, vědecké nebo kulturní osobnosti, musíme o nich být informováni, čehož se dosahuje soustavným a léta trvajícím sledováním médií. Našimi protějšky obvykle nejsou dramaturgové, ale lidé z produkce.

2. Od běžného simultánního tlumočení se práce pro televizi liší především tím, co jsem říkal výše – že totiž nejsou materiály na přípravu jako při běžné konferenci. Další odlišnost je v tom, že na konferenci, na níž člověk pracuje půl dne, den nebo i několik dnů, má příležitost napravit dojem z nějakého přeřeknutí nebo nepochopení. Když připadá jedna chyba na tři dny, je to něco jiného, než když připadne na pět minut. Navíc v konferenčním sále sedí zkušení posluchači simultánního tlumočení, kteří mají jakési tušení, jak se naše práce dělá, kdežto náš výkon v televizi mohou poslouchat i diváci, kteří takové tušení nemají, a pak jim možná připadá, že blekotáme, zadržáváme a hekáme, zatímco hlasatel, který přečte připravený text, zní urovnaně a uhlazeně. A já – to je další velký rozdíl – nemám šanci jim vysvětlit, jaký je v tom rozdíl, protože ani nevím, kdo jsou a kde jsou.

3. Na svůj výkon kladu vždy stejné nároky, ať tlumočím pro jednoho posluchače nebo pro tisíce. Podobně je to i s odpovědností. Jen téma je větší.

B:

1. Televizní tlumočení se od „běžného“ kabinového liší zásadně, a to ve všech klíčových ohledech. Tlumočnick sedí v odděleném studiu, se zvukaři a režii se dorozumívá pouze přes komunikační pult. Před sebou má monitory s vysíláním. S moderátorem víceméně nemá možnost komunikovat, proto se na podobě rozhovoru musí dohodnout předem. Když je host ve studiu, je možné s ním předem pohovořit. Někteří moderátoři dávají otázky k dispozici, aby je bylo s hostem možné probrat. Někteří jiní jsou naopak striktně proti. V poslední době se rozmohl nešvar vést rozhovor v cizím jazyce, takže tlumočnick musí být v naprosto těsném závěsu za řečníkem. V případě obousměrného tlumočení je s rychlostí projevu v omezené míře možné manipulovat. V živém tlumočení tiskových konferencí a vstupů „po trase“ samozřejmě žádná příprava nepřipadá v úvahu. Tam je tlumočnick odkázaný pouze sám na sebe. U vstupů do 20 minut trvání je tlumočnick ve studiu sám, takže nemůže využívat pomoci od druhého kolegy. Až

na výjimky se u běžných rozhovorů materiály žádné neposkytují, vše záleží na iniciativě tlumočnicka. Jediná příprava je možná u předtočených programů (Hyde Park Civilizace). Spolupráce s dramaturgy víceméně není žádná.

2. Značná část odpovědi vyplývá z výše uvedeného. Vedle technických faktorů je důležitý zejména aspekt časově-organizační. Leckdy se tlumočení poptává ten samý den či v rámci půldne. Někdy se stává, že je nástup poptáván i několikrát za den. Z toho vyplývá extrémní zátěž na časovou disponibilitu a organizaci soukromého života. V některých případech je nástup požadován i v rozmezí půl hodiny... Zatímco při přípravě na konference, workshopy a semináře se většinou tlumočnick dostane k materiálům s dostatečným předstihem, při tlumočení tiskových konferencí a projevů, které je poptáváno v rozmezí 24 hodin, tlumočnick spoléhá na vlastní informační základ, který musí být co nejširší. Musí své vědomosti udržovat co nejaktuálnější, sledovat světové dění a být schopen rychle čerpat nové znalosti. Subjektivním aspektem mediálního tlumočení je kultura hlasového projevu. Při živém vysílání je nepřipustné používat nespisovný jazyk, hesitační pauzy a podobné nešvary. Barva hlasu by měla být přirozená a příjemná. Toto vše vyžaduje dlouholetou praxi. Proto by se ve vysílání neměli objevovat tlumočnicki s praxí omezenou či nedostatečně rozvinutou, což se bohužel v posledním roce (2014) následkem výměny tlumočnické agentury dít začalo... Dlouholetý dodavatel tlumočnických služeb (spolupracující zejména s tlumočnický z ASKOTu) byl za nejasných okolností vyměněn za jinou agenturu, která však není schopna nabízet vyrovnaný tým kvalifikovaných profesionálů. Doporučuji podívat se na stanovisko ASKOT na jejich webových stránkách.

3. Zodpovědnost je opravdu velká, každý je v tom sám za sebe, na obrazovce se většinou objevuje titulek se jménem. Ostudu si tlumočnick může způsobit jedinou nevhodně formulovanou větou. V televizi se tlumočí důležité projevy a rozhovory s předními osobnostmi světového dění. Cokoliv zazní, je archivováno, rozhovory se vysílají znovu, části jsou přebírány jinými médii. Opotřebením, psychické i fyzické, je při intenzivní spolupráci s masmédiem pouze otázkou času.

Agency:

Česká televize je naším klientem a já zajišťuji simultánní tlumočení. Pokusím se tedy zodpovědět Vaše otázky.

Tlumočení nikdy neprobíhá dálkově, tlumočníci jsou vždy přítomni v kabině přímo v budově ČT. A to i v případech dálkových přenosů. Každé studio má vlastní tlumočnickou kabinu.

Naprostá většina tlumočnicků je před prvním nasazením do televize odzkoušena ve studiu při zkušebních nahrávkách, kde se snažíme nasimulovat podobné podmínky. Tlumočníci musí být především schopni zvládat velký stres, plynoucí z živého vysílání a také být schopni odtlumočit prakticky cokoliv, většinou bez jakékoliv předchozí přípravy. Je pro ně nutné neustále sledovat světové dění a být v obraze.

Běžně je simultánní tlumočení využíváno především v rámci konferencí, tedy půldenního nebo celodenního nasazení. V televizi se zpravidla jedná pouze o 5 – 10 minutové rozhovory a tomu je také uzpůsobeno ohodnocení.

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12 Annotation

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This thesis provides the review of the area of remote interpreting (RI). I give an overview of the general types of RI with focus on video interpreting and telephone interpreting. Furthermore I outline the contexts in which RI may be practiced. Based on experiments concerning RI and published papers that focus on RI, I outline and discuss the psychological, physiological and technical aspects that concern RI. One chapter is dedicated to an overview of RI for televisions specifically in the context of Czech Television (CT). For this chapter I have contacted interpreters who worked with CT and an agency that currently provides interpreting services for CT.

Anotace

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Tato práce se zabývá shrnutím problematiky tlumočení na dálku (RI). V práci poskytují přehled obecných typů RI s bližším zaměřením na video tlumočení a tlumočení přes telefon. Dále popisují situace, ve kterých lze RI uplatnit. Na základě uskutečněných studií, zabývajících se RI, a publikací, které se blíže věnují jednotlivým aspektům RI, poskytují přehled a diskuse ohledně psychologických, fyziologických a technologických aspektů RI. Jedna z kapitol je věnována tlumočení pro televizi, zejména v prostředí České Televize. Pro tuto kapitolu jsem kontaktoval tlumočnické společnosti, kteří spolupracovali s ČT a agenturu, která v současné době poskytuje ČT tlumočnické služby.