



# NOTA BENE

Vol. XXIV, No. 1

February 2006

## *Upcoming Events*

### **ATA Certification Exam**

May 20, 2006, 9:30 - 12:30  
Kent State University, Room 112, Satterfield Hall

### **Internet Research Seminar**

Kent State University  
tentative date: in June

## *ATA Certification Exam*

The American Translators Association will hold a certification exam sitting at Kent State University on Saturday, May 20, 2006, from 9:30 - 12:30 a.m. Interested candidates must meet exam eligibility requirements and be an ATA member in good standing for the four weeks prior to the exam sitting. Candidates can register for and take only ONE exam at the Ohio site. We recommend completing a practice test prior to the exam sitting and receiving graded feedback, which may take 6 – 8 weeks.

The registration deadline is May 6, 2006. After that date, registrations will be accepted with payment of the late registration fee until May 13, 2006. Prior to registering for the exam, a candidate must be an ATA member for the four weeks immediately preceding the exam. To join ATA, go to <http://www.atanet.org/membapp.htm>. Prior to registering for the exam, a candidate must provide documentation of education and experience. For details and the eligibility requirements form, go to [http://www.atanet.org/acc/form\\_eligibility\\_requirements.htm](http://www.atanet.org/acc/form_eligibility_requirements.htm).

A candidate who has met the exam eligibility requirements and who has been an ATA member in good standing for the four weeks preceding the exam date may register to take the exam. Go to <http://www.atanet.org/acc/cred.htm> to download the exam registration form.

### **Want to know more about the ATA certification program?**

ATA's comprehensive certification exam is a well-respected industry standard. You'll find additional information on the Certification Program and a calendar of upcoming exam dates on the ATA website. Click <http://www.atanet.org/acc.htm>.

## *Executive Board Meeting*

January 26, 2006

**Present:** Lee Wright, Amanda Ennis, Jill Sommer, Reinhold Federmann, Cindy Hazelton

**Welcome!** We welcomed Reinhold as our new treasurer. He is replacing John Shaklee, who agreed to become our Programs Chair.

**Upcoming Elections.** Jill announced that we will be having our annual elections in July. Ballots will be distributed to all members. NOTA members interested in running for office should contact secretary Cindy Hazelton at [clh@apk.net](mailto:clh@apk.net) or president Jill Sommer at [president@ohiotranslators.org](mailto:president@ohiotranslators.org).

**ATA Certification Exam.** NOTA will sponsor the upcoming certification exam. It will probably take place on May 20, depending on the availability of a room in Satterfield Hall. Sue Ellen Wright agreed to look into this.

**Internet Research Seminar.** Jill and Anne's seminar was rescheduled from the original January date. Jill reported it will possibly be presented in June. Sue Ellen Wright agreed to check the Modern and Classical Language Studies schedule for availability.

**Membership.** Lee reported that we now have 116 members. Lee has prepared the mock-up of our new membership directory, which will go to print very soon. We decided not to send a hard copy to the

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## Northeast Ohio Translators Association

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NOTA BENE is published by the Northeast Ohio Translators Association, a chapter of the American Translators Association.

Other newsletters are welcome to reprint materials from NOTA BENE, provided they acknowledge the source and send us a copy.

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#### NOTA membership fees:

Individual:	\$25.00/yr
Corporate/Institutional:	\$35.00/yr
Student:	\$15.00/yr

## President's Message

Welcome to the first NOTA BENE of 2006. I can't get over this unseasonably warm weather. I think I guaranteed a mild winter when I signed up for skiing lessons this winter. The last three weeks have been downright balmy. Things should change in mid-February, when my lessons end. You can expect to get socked with snow storms for the rest of the season. Just remember you read it here first. ☺

We have experienced several changes on the Executive Committee in the past few months. We are thrilled to have Lee Wright back as our Membership Chair. Anne Chemali, our Programs Chair, had a baby girl on Valentine's Day, so she stepped down in January. John Shaklee has agreed to take over as Programs Chair, and Reinhold Federmann will take the reins as Treasurer. I think both of them will be extremely well-suited to their positions, and I want to thank them for their willingness to step up and actively support the group.

Which leads me to my next point. The Executive Committee spent quite a bit of time discussing our membership and, frankly, its lack of participation. We are working very hard to make this group an asset to you, but we feel like we may be wasting our time. One of the biggest complaints I hear is that NOTA doesn't do enough for you. Well, we reap what we sow. How many of you have suggested a professional development or educational session you would like us to hold? How many of us have written an article for the NOTA BENE? Or passed a translation contact on to a fellow member? Approaching other NOTA members should be your first line of attack when looking for a translator or interpreter. Word of mouth is the best marketing strategy out there!

Moreover, the Executive Committee has decided to challenge you. We want to disseminate our membership directory to more local businesses and organizations that use and/or need translators and interpreters. If each one of you gives us two contact names and addresses we could cover a lot of ground. Please send the names of businesses or organizations and their complete contact information to Lee Wright at [membership@ohiotranslators.org](mailto:membership@ohiotranslators.org). Some suggestions from the Executive Committee have included the Rock and Roll Hall of Fame, the Cleveland Clinic, Rainbow Babies and Children's Hospital, Progressive Insurance, and several local courts. Please help NOTA help you! If you have translated for an area company or know anyone who works in a company that occasionally needs translators or interpreters, please send us that information so we can get our membership directory out to them.

Another recent decision by the Executive Committee that impacts you is the decision to hire Mike O'Flaherty to redesign the web site. He did such a great job with the membership directory that we think he will do a similar job with the site itself. However, we need your suggestions to improve the web site. One recent suggestion was to include a link in the navigation for logging into the directory and updating your information. We plan to implement that suggestion as soon as possible. If you have anything else you would like to see on the web site, please let us know. For example, what links do you think we should include?

I realize many of our members view translating or interpreting as a hobby or side job, but anything we do to earn money (even if it entails

*continued next page*

one or two days a month) should be approached with a high level of professionalism. Translating and interpreting is a solid career choice and is gaining acceptance and respect through the hard work of the ATA's Public Relations Committee. We need your help in order to promote ourselves at the local level.

Without your help, this will likely be my last year as president. I can't sustain the momentum I had when I first assumed the duties of president in a vacuum – and neither can the other officers. The group simply cannot survive with only five or six of us doing all the work for the remaining 110 members. We have already

cancelled the discussion groups and scaled back our plans for the annual social events due to lack of interest from our members. I am seriously afraid NOTA will wither and die in the next few years without more active participation from our membership. We will be holding elections in July. Please consider running for office or actively supporting your officers a bit more. Please send your nominations or a note indicating your willingness to help to either Magda Buzniak at [translate4you@sbcglobal.net](mailto:translate4you@sbcglobal.net) or Klaudia Schaller at [klaudia\\_schaller@adelphia.net](mailto:klaudia_schaller@adelphia.net).

Jill Sommer

## Minutes .... continued from Pg. 1

ATA chapters, as we have done in the past, since they can access our online directory. Instead, we are going to use the postage to send them to local businesses and organizations. We ask our members to submit suggestions of companies and organizations (please include the complete address and a contact person) in Northeast Ohio that would benefit from receiving our directory, which will hopefully benefit all our members in an increase in translation and interpreting assignments.

**Public Relations.** Amanda reported on her research about purchasing advertising. An advertisement in Northern Ohio Live would cost \$800, and one in Crain's would cost \$1,000. The Board decided this expense would be too high for our budget at this time.

**Web site.** We need to change the domain ownership name to that of the current president. Cindy will work with Michael O'Flaherty to contact Manfred Mondt about this issue. Jill has asked Michael to obfuscate the NOTA officers' e-mail addresses on

the Web site, as a result of growing spam problems. The Board voted to hire Michael O'Flaherty to redesign our web site. Cindy and Jill will meet with Michael. If anyone has suggestions, please let us know.

**Medical Division Conference.** Jill, Amanda, and Marat Suleymanov are working with the Medical Division of the American Translators Association, the ATA, and the Cleveland Clinic to co-sponsor an ATA Medical Division conference in Cleveland. The conference is scheduled to take place in 2007.

**NOTA BENE.** The Board discussed distributing the NOTA BENE in an electronic format. It was decided to continue mailing out hard copies, at least until we take a survey of the membership's preference. The Board discussed our rates for advertisements in NOTA BENE. It was agreed that our rates will be \$60/page, \$30/half page, \$15/quarter page and \$10/eighth page. Members are requested to submit articles to Waltraud Knudsen

## *Keyboard Shortcuts and Other Computer Tips*

*By Waltraud Knudsen*

For you experienced computer buffs, this article will hold nothing new. But maybe it will help some newcomers save time on their translations.

Let's start with a job the client sent you by e-mail as a Word document. If it is a short text with no special formatting, the easiest way to translate it is to create a table with 2 columns; copy the source text into one column and translate it in the other column. This way

the sentences in both languages are side by side, and the risk of leaving out a sentence is practically zero. Also, proper names, addresses, numbers etc. can be easily copied from one side to the other. Once the job is finished, just copy the target text and paste it into a new document. However, this works well only for a short text with little formatting. For a longer text or one with tables and graphics, I use a different technique. I open a new screen, and then I open the source text file.

I click on “Window” in the menu bar on top of the screen and select “Arrange All”. The source text is now on top of the screen and the empty window is on the bottom, ready to receive the translation. Any graphics, special characters, tables etc. can be easily copied from the source text on the top and pasted into the target text on the bottom.

The “Window” menu can also be used to open the same file twice and show different parts of it in two separate windows. Just open any file, click “split” in the “Window” menu, drag the line on your screen to where you want the split to take place and click, and you have the same text in two windows. Now you can show any part of the file in one window and another part in the other. I find this helpful when there are headers for long columns so that the top is often no longer visible on the screen. With two windows you can have the headers in the top window and work on the rest in the bottom window. It is also helpful for copying parts of the file to another part in the job without losing your spot. But it is still the same file, so any changes made in one window will automatically be also made in the other. If you want the full view again, just click on “Window” again and select “Remove Split.”

I also find the **format painter** in MS Word quite helpful. It is the little icon that looks like a paint brush in the formatting bar. If you want to apply the formatting of one word or paragraph to another word or paragraph anywhere else, just click anywhere in the text with the desired formatting, click the format painter, then drag the cursor over the word or text to which you want to apply this formatting, and instantly it is done. If the formatting needs to be applied to several places, just double-click the format painter and then apply the formatting to one place after the other by dragging the mouse over it. When finished, click the format painter again.

If your source file is in pdf format, you do not have to print the file out and strain your eyes to read the fine print. Just open it in your Acrobat Reader, then click the middle button in the top right corner of the screen so that it shows one solid square. Now you can manipulate the program screen by dragging the bottom edge up, so that the file will only fill the top half of your screen. Then open MS Word, also click the middle button in the upper right corner and drag down the Word program window to fill the lower half of the

screen. The little white window on the formatting bar shows a percentage, e.g., 100%, which is how large you see the text on your screen. You can change the number by selecting a different number with the little arrow key next to it or by highlighting the number, typing a larger or smaller number, and pressing Enter. This is very helpful for columns with very small print. You can make the number big enough to show only one column (with the vertical scroll bar on the bottom of the file you can move the column to the right or left), and you will be able to read even the finest print and translate it in the MS Word window. Whatever window you click in will be the active window, so you can move easily between the two program windows.

And then there are the keyboard shortcuts, which are enormous time savers. I will list here only the ones I believe are most helpful for word processing. If you want to see the entire list of Windows keyboard shortcuts, click on the Start menu (Windows XP) in the bottom left corner of your screen, click on “Help and Support”, then “Index”, type “keyboard shortcuts” into the little window or just scroll down to it, select “Help Viewer” and click on “Display”. However, here are the most popular MS Word shortcuts (the majority also work in other programs):

Ctrl+A	select all
Ctrl+C	copy
Ctrl+X	cut
Ctrl+V	paste
Ctrl+F	find (search)
Ctrl+H	search and replace
Ctrl+B	bold
Ctrl+U	underline
Ctrl+I	Italics
Ctrl+E	center text
Ctrl+L	align left
Ctrl+R	align right
Ctrl+O	open file
Ctrl+P	print menu
Ctrl+S	save
Ctrl+Z	undo
Ctrl+1	single-spaced
Ctrl+2	double-spaced
Ctrl+5	1.5 spaced
Ctrl+F6	switch between open Word documents
Shift+F3	= toggle (highlighted text will be capitalized – all caps – all lower case letters)

### ***Our Apologies...***

The article in the December issue of NOTA BENE ‘Caught in the Web’ by Stafford Hemmer was missing the proper acknowledgement. Stafford Hemmer is a member of the Northern California Translators Association (NCATA), and the article was printed prior to ours in NCATA’s newsletter ‘Translorial’.

# Add Value ....And Start Collecting Your Money Solutions to Common Problems for Freelance Translators

By Denise Boehning  
Florida, USA

Working as a freelance translator is often a solitary business and usually our direct contact with clients is limited. Nowadays it is not uncommon to deal with our clients entirely over the internet; never talking to them or meeting them face-to-face.

However, sometimes situations force us to interact with people on a level that may make us rather uncomfortable, such as calling a client about a late payment. In such instances it is important that we know how to deal or talk to our clients without taking a risk of losing them or even worse ruining our reputation. Therefore, it is important to know how to handle certain situations and deal with them diplomatically so both parties hang up the phone satisfied; leaving neither party angry or on the defensive.

Everyone who is a self-employed translator, writer, consultant or professional will have problems with a client. Any freelancer who says "I never have any problems" is either not telling the truth or has too little business that problems haven't come up.

Most small problems you will face do not become big ones if you know how to handle them correctly. Below are some of the most common problems you may come across dealing with clients and how to handle them.

## 1. *The client does not like your translation!*

Those are the most dreaded words a translator could ever hear, but you may hear them someday or have already, despite your credentials or background. Remember, translation does not only require a knack and expertise for languages, but also good writing skills. So, if you hear the words "*the client was not satisfied with your translation*" do not throw in the towel, or start ranting and raving about having this degree and that certification and that the client is wrong. The client will probably think twice before dealing with you again, if you have an attitude like that. Instead, ask the client what specifically he disliked. Get examples of sentences or words the client "hated" so much. Once you have some concrete examples, study them carefully. Chances are the client's dissatisfaction is a stylistic issue. Your best bet then is to go over the text you translated and adjust your style to the style of the client. Make use of the examples given.

If, however, the client thinks there are mistranslations in your work and again, you have concrete examples, review these with another translator before getting back to the client. If another translator agrees with you and confirms the client is in the wrong do not immediately "stick it" to the client. On the contrary, calmly and professionally tell the client that you do not agree with his translation. Keep in mind that you are the expert and that is what the client is paying you for. So, do not disagree but do not agree either, simply explain why you know that your choice of word is the correct one. You may then suggest having another translator review the text to reconfirm your statement.

Unfortunately, many translation agencies try to get out of paying their translators by stating that a translation was so bad that it needed to be re-translated. To protect yourself, always ask for concrete examples and review them carefully. Regardless of why the client does not like your translation, always handle the matter professionally and do not let your emotions get in the way. You are working together to achieve the same goal. This kind of attitude will have the client come back to you.

## 2. *The Client Can't Pay Your Bill*

Apart from the known nonpaying agencies (there is a list for those), sooner or later we will come across a client or agency who does not have the cash to pay us. I have known of translators who cursed agencies/clients or sent clients threatening letters that eventually only made the translator look bad. Trust me, threats and screams will not get you paid any sooner, on the contrary you will definitely lose a potentially good client and may get a bad reputation on top of that.

The first thing to do is find out what is the problem. Call the client and ask why and how you can help the client resolve this matter. Remember you want to get paid and the client wants to pay you and putting anyone on the defensive will not help. Let's say Versacorp Translations assigned you a 3000-word job. As always, you completed the job perfectly and on time. Then you receive a call from Versacorp stating that their client Protégé Corp, who requested the translation, actually only wanted 1000 words translated and will pay Versacorp only for 1000 words. Of course, Versacorp is now in a pickle, since on one hand

they owe you for 3000 words and on the other hand they are only getting paid for a 1000 words. So what do you do; say “too bad, I want my money”, essentially saying I don’t care about your problems just pay me? But is an attitude like that wise? Is this a great customer who has been giving you a lot of work in the past and probably will in the future? Not being flexible may hurt you. One way to resolve this issue is to suggest that you will take payment for only 1000 words now. But, for all subsequent jobs you want to be paid one or two pennies extra until the remaining 2000 words have been paid. Now you are offering your client a solution. The client is happy, since he has some breathing room and you are happy because you still get your money in the long run, kept a client and you added value to your service.

Many translators may not agree with solutions as this one above. There may be other or better solutions. Consider your own life when, let’s say, you need to pay a \$5000 doctor's bill and do not have the cash or the room on your credit card. What do you do in your personal life? Most likely, you would call the doctor's office to work out a payment plan. Granted, we as translators cannot afford to do this all the time. However, if the client has sent a lot of work our way and we want to keep this client, then we may want to think about making allowances that really do not hurt our pocket in the long run. It does not mean that we have to sell ourselves short! Ultimately, we want to win by providing high quality services to our client, thus getting more work and maybe even a good referral for future business.

### 3. *The Client Cancels the Job Midway*

This thankfully does not happen too often, but can especially with larger projects. For large projects that are 10,000 words or more I recommend adding a clause in your contract that outlines what happens if a client cancels the project midway. For example it can say “Ivana Inc. has the right to terminate at any time upon notice. In such event Ivana Inc. will compensate

the contractors for hours/words/lines completed.” Thus, if the client cancels on Tuesday 9:00 am you have the right to bill him for your time (words) completed up to that point.

Managing difficult situations with clients or agencies can be frustrating, but we need to remember that we work towards the same goal - to provide quality translations and of course make money. However, no matter what the issue is with your client, if the client is late in paying the bill, can't pay the bill, says your translation is bad, cancels the job and so forth, always:

- be calm
- never threaten
- never be on the defensive or make the client be on the defensive
- be friendly and polite
- be flexible and offer solutions; add value

A good attitude and professional behavior and some flexibility will get you a lot further and most of all it will pay off in the end. A client will always remember the professional, helpful translator, the one who seeks resolution, but know this, the client will never forget the “uncooperative” translator, the one who rants and raves.

*Denise Boehning ([www.getscorp.com](http://www.getscorp.com) , [dboehning@getscorp.com](mailto:dboehning@getscorp.com)) is a full time freelance German to English translator and writer. She has a degree in languages, and prior to starting her freelance career 8 years ago she worked as a credit analyst for Dresdner Bank AG, New York Branch. She specializes in financial, technical and software related translations and is currently working on writing brief articles on 'Starting your own Translation Business' which she hopes to incorporate into a book.*

*This article was also published in the Translation Directory Newsletter and on the Go Translators website ([www.gotranslators.com](http://www.gotranslators.com)).*

## ***2006 is an Election Year for NOTA***

Nominations for the offices of president, treasurer, membership, programs and secretary should be sent to our Election Committee:

Magda Buzniak at [translate4you@sbcglobal.net](mailto:translate4you@sbcglobal.net)  
Klaudia Schaller at [klaudia\\_schaller@adelphia.net](mailto:klaudia_schaller@adelphia.net).

# *NOTA Financial Statement*

as of 24 September 2005

<b>Beginning balance:</b>	<b>\$1,397.02</b>		
<b>Revenues:</b>		<b>Expenses:</b>	
Membership dues	\$2,645.00	Bank charges	\$ 60.00
(Includes dues received as of 9/24/05)		Meeting expense, including Sept. dinner	
ATA dues rebates for 2003	\$ 570.00	meeting & deposit for 2005 dinner	\$ 699.25
Bank interest	\$ 4.78	Membership directory	\$ 619.77
Receipts from Sept. '03 dinner meeting	\$ 480.00	Newsletter printing & postage	\$ 420.53
Income from TRADOS seminar	\$ 850.00	Other postage	\$ 50.02
<b>TOTAL REVENUES:</b>	<b>\$4,549.78</b>	Expense reimbursement for officers	\$ 211.31
		Web site maintenance	\$ 630.35
NOTE: Income exceeded expenses by \$1,668.65		Supplies	\$ 99.73
		TRADOS seminar	\$ 90.17
<b>Balance as of 24 September 2005:</b>	<b>\$3,015.67</b>	<b>TOTAL EXPENSES:</b>	<b>\$2,881.13</b>

Respectfully submitted  
John P. Shaklee, Treasurer

24 September 2005

## *Anniversaries*

by Lee Wright

This is a major anniversary year for me. On 21 August my wife and I celebrated our 40th wedding anniversary. As usual, we did so separately because she was in Warsaw, Poland, at the time, while I was in Kent taking care of house and two new Scottish terrier puppies. In addition, I celebrated my 30th anniversary as a member of the American Translators Association and am looking forward to attending this year's ATA Conference in Seattle after missing last year's conference – the first one since 1975. It has also been a year since my beloved dog and companion, Alistair, passed away. Finally, I am celebrating the fact that I am now cancer-free. One year ago, on 25 August, I was officially diagnosed with an advanced case of oral cancer. Two months later I underwent a major surgical procedure to remove the cancerous tumor from lower jaw and tongue, necessitating the complete reconstruction of my jaw and the amputation of most of my tongue, including the removal of my bottom teeth. Despite the fact that I can no longer talk clearly (in any language) or eat solid food, I will be eternally grateful to the fantastic professional medical care that I received from the Cleveland Clinic surgeons and many others who gave me a new lease on life since last August. Now I am looking forward to celebrating many more anniversaries.

## *Lost in Translation*

A Latin American minister was touring the U.S. in an effort to boost financial support for missionaries and ministries in his home country.

At a church luncheon, he was telling the guests about this home country, his family, and the important work being supported there. As he concluded, he said, "And I have a charming and understanding wife but, alas, no children."

After a pause, he said, haltingly, "You see, my wife is unbearable."

Puzzled glances in the audience prompted him to try to clarify by saying: "What I mean is, my wife is inconceivable."

Observing the laughter in the audience, he realized his mistake, but floundered deeper into the intricacies of the English language by correcting triumphantly, "That is, my wife, she is impregnable!"

## *We Welcome the Following New Members:*

### **María E. Aguilar**

540 S. Water Street, Apt. 208  
Kent, OH 44240  
Tel.: 330-389-1216  
maguilar3506@gmail.com  
Native language: Spanish

### **Sabine Gerhardt**

705 Myrtle Avenue  
Cuyahoga Falls, OH 44221  
Tel.: 330-945-8185  
sef2@uakron.edu  
Native language: English/French

### **Mr. Bob Paisley**

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Lawrenceville GA 30044  
Tel. 770-682-6581, 770-682-5497  
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bpaisley@bellsouth.net

### **Ibrahima Diagne**

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Native language: French/Wolof

### **Miss Andie Ho**

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Tel.: 330-678-8321  
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andie.n.ho@gmail.com  
Native language: English

<http://www.languageservicesunlimited.com>  
agency

### **Ibrahima E. Gueye**

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Native languages: French,  
Fulani, Wolof

### **Clemens J. von Koschembahr**

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Native language: German

### **Mina Sakamoto**

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Native language: Japanese

## *Address Changes:*

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### **Rita Pavone**

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Austin, TX 78745  
713-867-7936  
rpavo99@aol.com

### *Proctor needed for ATA exam*

Would any of our certified members be willing to proctor the ATA exam in Kent on May 20th or an individual exam in Highland Heights on April 22nd? The exam on April 22nd may be an hour or so longer than the usual three hour exam. If any of you are willing to do so, please contact Jill at [pres@ohiotranslators.org](mailto:pres@ohiotranslators.org).

### *Did you know...*

that as an ATA member, you can access the past five years of the ATA Chronicle online? First of all, in case you haven't been there before, the URL is [www.atanet.org](http://www.atanet.org). Simply click on the Members Only link in the left-hand column, sign in with your membership number (it's printed on the mailing label of your ATA Chronicle) and e-mail address. Once you have successfully logged in, click on "Chronicle in PDF Format" and then click on the issue you would like to read, print out, etc. It's as easy as that!