The Critical Link 4: Professionalisation of Interpreting in the Community. Cecilia Wadensjö, Brigitta Englund Dimitrova and Anna-Lena Nilsson (eds). Amsterdam & Philadelphia: John Benjamins, 2007. 314 pp. ISBN (EU) 978 90 272 1678 6, €110 / ISBN (US) 978 90 272 9271 1, $165 (hbk).

The fourth *Critical Link* conference was held at Stockholm University in Sweden in 2004. The conference series links the concerns of community-based interpreting in spoken and signed languages. The theme of the 2004 event was *Professionalisation of Interpreting in the Community* and the publication of its proceedings resulted in the 70th volume of the *Benjamins Translation Library*. The book consists of six parts and twenty-four papers, which were presented at the conference. Each part concentrates on one specific aspect of the professionalisation of interpreting in the community, offering interesting insights into the field for a wide range of people, such as interpreters, interpreter trainers, consumers, managers of interpreting agencies and policy makers.

Part one consists of one paper by Pöchhacker and provides a historical overview of the interpreting field and the different views on the profession. The author states that community interpreting should be a research domain within interpreting studies. He looks for methods and models used in various academic fields that can be linked up with interpreting studies. His positive conclusion shows that there is sufficient common ground between the different research areas of interpreting studies for the field to continue to evolve as a discipline.

The second part is entitled *Interpreters on Duty in Interaction: Studies of Micro Dynamics* and presents five papers that analyze what interpreters do or don't 'on the job'. Although all articles focus on spoken language interpreting, many issues are equally relevant for sign language interpreting. The discussion of issues such as zero renditions and non-renditions, managing conversation in interpreting events, establishing interpersonal rapport and constructing face saving strategies all lead to what has been and continues to be a burning question: *what is the role of the interpreter?* The contributions of Amato and Pöllabauer explicitly address this relevant point. The third paper, a record by Apfelbaum of how interpreter students are trained, seems somewhat out of place since it focuses on interpreter training, which is the central theme of part six of this publication. The author looks at conversational dynamics in interpreted situations, using data of a role-play situation, but the analysis lacks a clear conclusion. The last contribution provided by Rosenberg offers a detailed data-driven study on telephone interpreting. Although the analysis is only concerned with spoken language, we can recognize common problems arising in VRS (Video Relay Service) or VRI (Video Remote Interpreting) settings, as presented by Mindess (2006) with reference to sign language interpreting.

The volume then moves on to discuss *Interpreters in the Community: Studies of Macro Dynamics* in part three with four papers offering information about quite specific settings. The first one by Perez and Wilson tackles the question of the role of police professionals working alongside interpreters. The authors started a training programme in Scotland for police officers who work with interpreters, both for spoken and signed languages. The paper offers practical advice on how to train police professionals to work successfully with interpreters.

Next, Tryuk describes the situation of community interpreting in Poland. She, too, raises the issue of the role of the interpreter. Tryuk's study demonstrates that commonly the aim of Polish interpreters is to remain invisible, although most admit that realistically interpreting is too complex to reach that goal. This study shows that clear standards and guidelines describing the role of the interpreter are much needed in Poland to address this discrepancy between utopic visions of what interpreters intend to do and what is achievable in real life.

The third paper explores the situation of the *National Institute of Translation* in Malaysia. Bell describes how the organization failed to reach their goal of providing translation and interpreting services at a national and international level. Although not offering any direct solutions to this problem, he proposes different directions in which the institute might develop in the future. The paper offers a clear description of the **soft systems methodology** (SSM) developed by Checkland which is used in the analysis of complex situations where there are divergent views about the definition of a problem. Bell conceptualizes the institution as a problematic "human activity system" (p.107) and offers strategies for managers and policy makers to solve institutional problems.

From this specific Malaysian case study we move on to a more general analysis of the relationship between interpreting agencies and interpreters. Ozolins interestingly proposes that an agency is essentially the interpreter's third client. The paper discusses the different roles and relationships of agencies, i.e. their relationships with interpreters on the one hand and with the purchasers on the other, as well as the agencies' role as a mediator between the two parties. Very valuable suggestions are made for the professionalisation of those relationships. The author believes that there is a reciprocal benefit for both parties, i.e. interpreting agencies can play a crucial role in the professionalisation of the field and interpreters can have an impact on the agencies' policies. Although not explicitly stated, this clearly relates to the issue of empowerment, a concept commonly discussed in debates on the role of the interpreter, but which in this volume is neglected until part five.

First, part four: this section deals with the topic *Developing Local Standards*, a theme covered by four papers with regard to Sweden (Idh), the UK (Corsellis *et al.*), the European Union (Hertog *et al.*) and California in the US (Angelelli *et al.*). All papers offer insights into how standards and norms can be established and executed. Especially the reference to projects trying to reach international standards in the domain of legal interpretation, including sign language interpretation, is something of particular interest to all sign language interpreters.

The second to last part involves the most challenging papers. The title *Professional Ideology: Food for Thought* already evokes one's curiosity and challenges the reader to reflect on the different topics at hand. The first inspiring paper by Turner is by far the most intriguing, introducing key concepts such as "a cycle of empowerment" (p.188), "quantum interpreting" (p.189) and "interpreting *with* the community" (p.183). The author proposes that the interpreter has to work *with* the primary participants who, as a result, should be talking to each other and not past one another. All primary participants involved in an interpreted setting should know what the interpreter is up to, which leads to the idea of quantum interpreting. Turner's philosophical approach also voices the criticism that Deaf people have not been meaningfully involved as consumer representatives. Some of Turner's ideas can be found in other publications dealing with

sign language interpreting such as *Deaf Professionals and Designated Interpreters: A New Paradigm* (2008), which particularly echoes Turner's criticism of the lack of consumers' involvement. Taking into account the consumers' perspective on the role of the interpreter should be of high importance in interpreting research and policy making, which is something that is, unfortunately, widely neglected in the remainder of this volume despite the variety of issues and views represented.

The next paper, written by Kent, seemingly approaches the topic from the opposite direction by painting a much more negative picture of the process and outcome of the professionalisation of sign language interpreting in the US, and thereby lowers the enthusiasm evoked in Turner's article. Describing situations that will be recognizable to all sign language interpreters, the author states that interpreters have become a focal target for Deaf criticism of audist behaviour. Kent concludes that working *with* the Deaf community will lead to privileging Deaf consumers and holds the risk of putting interpreters into the position of having to work "on behalf" of Deaf empowerment – arguments which can be challenged by Turner's proposed cycle of empowerment.

The third paper by Ibrahim discusses the Malaysian court system where interpreters are expected to act as advocates. The Malaysian court demands interpreters to be impartial but at the same time expects them to direct the proceedings and to coach the unrepresented defendant. Although interpreters do not receive any legal training, they are handed the same tasks as a court clerk, making the term "court interpreter" a misnomer in Malaysia.

The role of the interpreter in another specific interpreting setting, that of mental health care, is discussed by Elghezouani. He stresses that we should define the role of the interpreter in a mental health care setting in terms of the real and desired functions an interpreter should fulfil and by taking into account the goals of mental health care and the needs of the foreign patient. Elghezouani distinguishes four ways of viewing the role of the interpreter, promoting the one where the interpreter acts as a bridge between the caregiver and the patient.

The next author again tries to come up with new ways of bringing together the ideology and practice of the interpreter's profession. Leinonen applies the **stocks of interactional knowledge** (SIKs), a theory developed by Finnish conversational analysts Peräkylä and Vehviläinen, to the code of ethics for court interpreters in Finland. In this way she seeks to improve the code. However, her suggested improvements remain theoretical and offer no practical solutions to the problem, something which she herself criticizes about the code.

The concluding paper of part five applies Aristotelian ethics to interpreting, offering guidance for the "good" interpreter. In a very clear and concrete manner Kermit demonstrates that "good" has two meanings, which can be contradicting. The notion "good" implies a sense of usefulness as well as a concept of morality. Kermit states that a client will first hope that an interpreter will not exert power in a harmful way. Only the second concern relates to the language skills of an interpreter. This can be compared to Ladd's discussion of the underlying meaning implied by the sign ATTITUDE (Ladd 2003). He similarly states that GOOD ATTITUDE is valued higher by Deaf consumers than fluent sign language skills.

The last part of this volume focuses on *Improving and Assessing Professional Skills: Training Initiatives and Programmes*. The first article explains the importance of self-assessment for the professional interpreter. Since interpreting is an isolating profession, the monitoring will be left to the interpreter him/herself. Fowler therefore states that students should be trained in peer and self-assessment. She describes the process of how those aspects of formative assessment can be carried out in interpreted role-plays, offering a valuable and hands-on directive for trainers of interpreters.

The next contribution by Johnston promotes internship programmes for sign language interpreters, developed and piloted by the Deaf community, as was achieved in Canada. After researching the field it became clear to the author that there was a need for a unique model of interning in order to meet the needs of new interpreters as well as the agency's need to increase resources. The programme structure is described in detail by Johnston, offering insights into its organization and initial outcomes. The author comes to the conclusion that the programme was 100% successful in developing a larger pool of interpreters, emphasizing that this was partially due to the involvement of the Deaf community. Without this "community ownership", she suspects, there would have been lesser support and success.

An important issue in interpreting training is the availability of lexicon. This is tackled by Straker who argues that developing small-scale glossaries in fields relevant to the interpreter's work is rewarding. She offers examples of when, how and why glossaries are valuable to interpreter students. I would like to take this a step further and add that interpreter professionals also benefit from glossaries and that these should go beyond basic dictionaries of every-day language and include specialist terminology which interpreters are regularly confronted with.

The following paper offers an overview of a sign language interpreter training programme in the Netherlands, focusing on the structure and organization of the different modules and assessment methods. As the training of sign language interpreters is a field still evolving globally, van den Bogaerde's record presents an example for other countries to start an interpreter training programme from scratch.

After the Netherlands we move on to Sweden with a paper on how community interpreters are trained, repeating some of the information presented by Idh in part four. Niska offers a detailed overview of where and how community interpreters (both spoken language and sign language) are trained in Sweden. The statistics may be of interest to policy makers or organizations trying to improve their own national situation regarding training for community interpreters. The paper calls on spoken language and signed language community interpreters to work together, bringing us back to the above-stated goal of the *Critical Link* series.

The Critical Link 4 is an interesting collection of papers offering different views and opinions on what professionalisation means. It challenges the professional interpreter, the researcher, the trainer and policy makers and invites them to reflect on various issues. However, the volume consisting of twenty-four papers frequently forgets one important stakeholder; the minority language user. Only three articles, the ones by Turner, Kermit and Johnston, try to voice the 'client's opinion'. While it is of utmost importance that interpreters, researchers, trainers and policy makers contemplate about how the field should develop into a professional service, this service is non-existent

without its users, whether patients, asylum seekers, defendants, immigrants or Deaf professionals. Many of the papers were devoted to the question of what the role of the interpreter should be and it becomes evident that the answer differs depending on who is asked. However, the consumer's voice is still least heard. Graham Turner is probably closest to the truth; the cycle of empowerment will empower service users and interpreters alike, making them confident about what they should or should not do.

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