eContent

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**D3.1 User Needs Consolidation –
Requirements specification report**

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EuroTermBank

Deliverable D3.1:

User Needs Consolidation - Requirements specification report

This document describes the user requirements of the EuroTermBank service. It consists of the description of processes and procedures from the user's aspect. Architecture and detailed information requirements are not described: they should be determined as a result of thorough analysis of the user processes.

Document Contents

1. Definition of the EuroTermBank Service

The EuroTermBank Service is an integrated termbank service, providing a unified access to multiple terminology resources, and an interface to publishing terminology. It serves users with a one-stop access point to all his terminology needs. It aims at providing services at a larger scale than online dictionaries:

 (a) the interface is suited to multiple different usage schemes;

 (b) the content is continuously being extended by adding new terminology resources and adding new data, especially definitions to existing resources;

 (c) continuous evaluation and assessment of contents to provide accurate status information, with respect to standardization

Access to terminology resources means query schemes suited to particular usage scenarios.

Publishing terminology means a service for terminology authors/providers to provide input to the system.

2. Results of the Requirements Survey

Although we had extensive experience with terminology and online services, we have conducted a questionnaire-based user survey to obtain less subjective views on user expectations. (The questionnaire is attached to this report.)

The survey led to important conclusions in two points:

 (1) we have an overview of possible usage scenarios,

 (2) and minimum data requirements.

When presenting the survey results in the following sections, we have omitted Questions 7 and 10 either because they were not answered or proved irrelevant for drawing conclusions.

The survey was carried out by sending out the questionnaires by e-mail to a large number of people working in a wide variety of professions but all possibly using various linguistic resources, such as electronic dictionaries, terminology databases, etc.

The returned questionnaires can be found in Appendix A.

During the compilation and evaluation of the questionnaires, experiences of the consortium members were also taken into account. By this, the report reflects both the subjective requirements of ordinary future users as well as the objective suggestions of the experienced, professional side of terminology industry.

2.1. Existing Terminology and Dictionary Resources

In the survey, questions 1 and 2 inquired for existing terminology and dictionary resources the interviewees were using. There were numerous answers, from which we could draw two conclusions:

 a) The notion of 'termbank' and 'online dictionary' are not clearly distinguished. Separate questions asked for these two categories, yet the lists in the answers were heavily overlapped.

b) We must review the most popular ones to learn of their strengths and overcome their weaknesses in order to provide a competitive solution.

As for conclusion (1), our task is to clearly distinguish between a termbank and an online dictionary because existing termbanks are used very much like a dictionary and no more. While we cannot give general differentiae specifici for termbanks as such (as there is no standard describing mandatory features of a termbank service), we can clearly outline two requirements that shall be met by our solution and is neglected in most other online services:

(a) Integration: EuroTermBank provides access to many terminology resources using a unified interface; offering user services for several usage scenarios (see Section 2.2).

(b) Definitions: Authoritative and authentic terminology exists through definitions. Although many terminology resources are compiled as bi- or multilingual glossaries, EuroTermBank shall make effort to include definitions in as most entries as possible. Here are the possibilities to provide for this:

a. On a basic level, space is allocated for definitions in both the data model and user interface.

b. On a second level, selection and ranking of terminology resources is mainly based on the presence of definitions.

c. On a third level, providers/authors of existing terminology resources are encouraged to complement their material.

d. On a fourth level, providers/authors of new input are encouraged/requested/required (this is a matter of decision!) to provide definitions in their materials.

e. On the fifth and last level, the EuroTermBank consortium itself makes effort to compile, author or extend some terminology resources to contain definitions.

As regards conclusion (2), here is a brief overview of some existing terminology resources and online dictionaries referred to by more than one interviewee:

1. Lithuanian Termbase
http://www3.lrs.lt/pls/term/

In this termbase, there are EU-related expressions coming from three different databases. You can refine the search to subject field, nothing else. Two views are available, one dictionary-like view with the possible translations in the four languages it includes, and one detailed view with possible additional data (legal source, synonyms, related term, used for).

2. Eurodicautom
http://europa.eu.int/eurodicautom/Controller

In this huge, low-structured database, you can search for terms and subject field. Additional information is available for display. You can choose from among three views: hit list only, terms, all fields.

3. Eurovoc

http://europa.eu.int/celex/eurovoc/

A relatively small but very sophisticated normative termbase, which is not meant to be a termbase but a basis for library classification. Terms are interconnected; synonyms, related terms, etc. can be clicked on for further reference.

4. T&TC

http://completedb.ttc.lv

Intuitive one-stop terminology tool involving several databases, where you can search for terms filtering by subjects, databases, and status if applicable and see context and definition if present.

5. MultiTran

http://www.multitran.ru

Morphology-enabled dictionary lookup, handling several engines, in a non-unified way. Lot of valuable information, almost out of reach for a novice user.

6. Eujogszab

http://www.mobidic.hu/eujog

Morphology-enabled single EU dictionary with four languages. Simple cross-referencing, additional Google lookup, term feedback, direct link to the source, subject information available for viewing.

7. TermNet

http://www.termnet.lv

A portal-looking terminology. Interesting structure, as if terms were articles. Lot of information can be made available; search for headwords and in definitions is possible. Also, discussions are possible.

8. Lingvo

http://www.lingvo.ru

ABBYY's on-line dictionary, not a real terminology portal, but it contains specialized dictionaries too.

9. MultiTerm Online

http://www.multiterm.com/multitermonline

The web viewer of Trados MultiTerm termbases. Browsing is simplistic, the only advantage of it is that it complies with the MultiTerm look. It doesn't work under Mozilla either.

10. Wikipedia

http://www.wikipedia.org

Not a termbase, but a good encyclopedia with very sophisticated community editing. Contains over 600,000 entries in English, many in other languages, too, and it's completely free. Some respondents called this a termbase, others a dictionary.

11. ATIS Telecom Glossary
http://www.atis.org/tg2k/

A hand-made monolingual glossary with cross-referencing. Not really a termbase.

12. ESTERM
http://www.legaltext.ee/en/esterm/findex.htm

Estonian-English bilingual termbase, with references, administrative data, definitions. You can only search for a term, either fuzzy or not. There is a description of the records made available on the website.

Some dictionaries mentioned in Q2:

1. Dictionary.com
http://dictionary.com

It searches in several dictionaries at a time (meta-search), but it only shows the literal form, does not provide the root of a word. *The site only handles English language on-site; other language dictionaries can only be reached through links: off-site usage and it is very inconvenient.* Some of the entries provide audio pronunciation, but only for pay users; however, pronunciation key is provided. It has banners and ads which is very disturbing.

2. SZTAKI
http://szotar.sztaki.hu

Provides searches between several languages and Hungarian, the user interface and the services provided have several flaws, they are quite inconsistent and have an „under development" feeling.

3. OneLook
http://www.onelook.com

The engine searches in several dictionaries at a time (meta-search), the 993 dictionaries indexed include lots of foreign dictionaries. Categorization is possible, and it gives term definitions as well as encyclopedia articles. It provides phrases that include the term and shows words similar to the entered term. (Thus, it is similar to a termbase.)

4. Termini
http://www.termini.lv

This site has an extremely useful feature: clustering; and it can initiate search on-site that point to other popular on-line dictionaries. Clustering is the grouping of dictionary hits by source, language or domain.

5. Kompiuterijos terminų aiškinamasis žodynas

http://aldona.mii.lt/pms/terminai/term/z2odynas.html

This dictionary (of computer terms) has a very simple but very usable interface, and unfortunately there is no English index (and definitions), just Lithuanian.

6. Merriam-Webster (Unabridged) Online

http://www.m-w.com

The „Merriam-Webster Online Dictionary" and thesaurus is free, including free audio pronunciation. The M-W Unabridged gives free and complete access to over 1 million entries! (following a brief ad) The dictionary also gives term synonyms, related words, near antonyms.

7. Webster's Online Dictionary (The Rosetta Edition)

http://www.websters-online-dictionary.org

Provides a huge amount of services: apart from the term definition, it provides specialty definition, synonyms, crosswords, modern usage, etc. Usage frequency, expressions using the term, translation of the term into several languages, shows occurrences from the Bible, derivations and misspellings, rhyming, anagrams, images related to the term, book titles-music titles containing the term. What's disturbing is the wealth of information, it's too much at once, all should available, but should be customizable.

8. Fotonija

http://alkonas.fotonija.lt/

On this site, an on-screen keyboard is provided for Lithuanian characters in case the user's computer has other keyboard layout.

2.2. Usage Scenarios

In Question 3 of the survey, we have asked the interviewees what they are using terminological resources for. The typical usage scenarios were the following (in decreasing order of popularity):

- **Translation** – most users look to a terminological service for translational terminology. Suitability for this purpose is a matter of user interface and integration of multiple data sources. It may also be a requirement to provide integration into popular CAT (computer-assisted translation) tools.

- **General research** („look up terms") – This is a vague concept, but the action itself usually happens during research and reading. That means *comprehension and research assistance*, which a terminological service must address.

- **Lexicography** – The terminology system is a research tool when used by lexicographers, mostly through the stored definitions. For this purpose, integration of multiple data sources is essential.

- **Terminology manipulation** – services for those who are (a) building their own termbases – this is basically a research facility with advanced filtering and export features, (b) providing input to the Termbank. We chose to introduce another usage scenario for the latter purpose, so here it is:

- **Input to EuroTermBank** – This is an interface of the service for terminologists providing input, i.e. integrating or aiming to integrate their terminology resources with Euro-TermBank. For their purposes, a standardized interface must be created where

  (a) external terminology resources can be plugged into the service,

  (b) terminology resources can be uploaded to the EuroTermBank servers,

  (c) existing terminology resources can be manipulated. When providing this interface, measures must be taken to preserve the quality of the service, still offering an efficient workflow.

These usage scenarios are explained in more detail in Section 3.

2.3. Minimum Data Requirements

Answers to Question 3 were also parsed for data items. Seeing the data items users are usually looking for in an online terminology service can be used as the very minimum of data requirements, and must be taken into account when designing the data model.

The list of data items that were most looked for is the following (in decreasing order of popularity):

- Target-language equivalents
- Definitions
- Status/authority/authenticity of entries (e.g. standardization)
- Subject categorization of entries
- Usage examples
- Synonyms

A greater scope of required data items is provided by answers to Question 5, which asked the interviewers to specify what data items they think are required in a terminology service. They were requested to rank a long list of data items. Below is a list of those items that were ranked higher than the centre value of all ranks given:

- the term in the user's language or a specified source language
- the equivalent in English
- the equivalent in another language of choice
- the definition in the user's language or a specified source language
- the definition in English
- the definition in another language of choice
- the alternative forms in the user's language or a specified source language
- the alternative forms in English
- abbreviations in English
- closely associated terms in the user's language or a specified source language
- closely associated terms in English
- established collocations of the term in English
- examples of use in the user's language or a specified source language

- examples of use in English

- domain that places the term somewhere in a conceptual network (e.g. automotive industry)

- scope note that attributes the term to some kind of technology, process or organization (e.g. European Parliament)

- source material, i.e. where the term is used - either name or link to websites

- usage notes for the term like colloquial, slang, obsolete, mandatory, company-specific, standardized, translation, archaic, offensive, taboo, informal, vulgar

The above items are collected by means of mere statistics, with no attention to the logical structure of a termbase entry. However, the data model should be constructed to accommodate all the above data items as a minimum, and the interface for providing input must also accept them.

Another important aspect of the service is that a systematic and configurable mapping must exist between the data and the view (i.e. the user interface) because the data items make up a very complicated entry structure, while the display must remain as simplistic as possible to provide for greater efficiency. A possible solution for this is creating a default view for each usage scenario, and some customization facilities.

2.4. User Interface Aspects

Question 6 was asking if the users prefer hypertext links on the data items. The answer is an overwhelming yes for almost all data items. Links on different data items may trigger basically three types of actions:

a) Content items (such as terms, expressions, examples) and their words, if active, can initiate a new lookup of the words or expressions clicked on.

b) Categorization items (such as status, domain or scope) trigger filtering. If scripted, a different click or command may lead to a legend of categories too.

c) Source items (publisher, author etc.) lead to detailed information on the author/publisher of the selected terminology resource.

There is a facility in most dictionary and terminology management system that lists dictionary/termbase headwords that belong to the context of the current headword within the selected index. User answers conclude that one of the following must be displayed:

a) context headwords in alphabetical order, after filtering for domain/scope

b) context headwords in alphabetical order, containing the term and terms in which at least part of the term is included

Context headwords are headwords in an index that occur in the neighborhood of the headword in focus (i.e. the one that was looked up), just like on a page of a dictionary: you look for a specific headword, but there are entries (headwords) appearing before and after this headword, in a well-defined order.

When building an integrated dictionary/terminology system that incorporates many data sources, it is always a problem to display all information together. Multiple hits may come from multiple termbases, or even a single termbase with homonymous headwords (although the latter should usually occur in dictionaries only, not termbases).

The answers conclude that the service must provide a choice between the following behaviors:

a) all data coming from every dictionary should appear at once, resulting in a big unified record. In this case, it is recommended to merge the views only, not the actual entries.

b) data coming from each dictionary should appear at mouse-click on the dictionary's name, resulting in several clickable records.

Choice a) may provide for greater efficiency because the user does not have to browse a potentially large hit list. However, providing a unified record may result in an unnecessarily large result form, and may mix up the different sources and subjects. Therefore, this option must be used in connection with careful filtering only. Choice b), on the other hand, offers more precise data retrieval.

In their answer to Question 11, half of the interviewees requested a facility to add their own terms. We have addressed this problem earlier, and came to a conclusion that some way of providing input to the system must be present, but it is not recommended to make this facility generally available to all users.

Question 12 asked if it is necessary to provide active links to other termbanks where the user may also look for the term in question. Most users answered yes – the EuroTermBank service must offer it. It may be said that the greater integration – i.e. the incorporation of more terminological resources – may make it unnecessary, but EuroTermBank's coverage will never be 100%. So if it can redirect the user to other termbanks too, EuroTermBank may become a one-stop terminology resource and worth for all users starting their research there.

3. The Processes and Operation of the EuroTermBank Service

3.1. Usage Scenarios

When describing the processes of the EuroTermBank Service, we use the same usage scenarios we identified in Section 2.2.:

- **Translator** – access to translational terminology quickly and efficiently

- **General researcher** – instant access to terminology during reading and research, no matter what and where they are reading: *comprehension and research assistance*

- **Lexicographer** – detailed filtering and a detailed entry layout

- **Terminology manipulation** – needs filtering and export facilities

- **Input provider** – to make proprietary terminology resources available through EuroTermBank

In the following sections, the processes are described with these scenarios/user groups in mind. Features specific to a particular user group are marked appropriately.

3.2. Accessing the Service

There are five different levels of the EuroTermBank Service:

(1) Basic services, available free of charge and anonymously:

web-based lookup in free parts

free-text feedback to the authors or the service providers

(2) Specialized services, available free of charge but requiring registration: large-scale exploitation of freely available resources:

accessing the free parts of the TermBank from non-web based user interfaces such as desktop dictionaries or CAT tools

(3) Specialized services, available for a subscription or usage-based fee, and requiring registration:

web-based lookup in all parts (including resources available for a fee)

accessing the entire (or freely selected part of) TermBank from non-web based user interfaces such as desktop dictionaries or CAT tools

exporting filtered data from all export-enabled parts of the TermBank

(4) Input services, available through registration and a selection process

registering as an input provider

uploading sample database as a request for comment from the editorial board

uploading entire database (through service contract) upon positive feedback from editorial board

plugging in proprietary terminology resource (own terminology server) upon positive feedback, using the guide provided by EuroTermBank

(5) Editorial features

modifying entries in designated termbase, requires registration as an input provider or editor, and sufficient permissions to the termbase in question

reviewing and ranking entries in designated termbase, requires registration as an editor

evaluating input provider registration requests, requires editorial board membership (not available through registration)

There are two types of resources available through EuroTermBank, grouped by availability:

(1) resources available free of charge

(2) resources available for a fee

(3) Services available for a fee

Based on the above classification, the following user roles are distinguished in EuroTermbank:

(1) *Anonymous user:* can access level 1. Requires no action before using the service.

(2) *Registered user:* can access levels 1 and 2. Requires registration.

(3) *Registered subscriber:* can access levels 1, 2 and 3. Requires registration and subscription (i.e. filling another form, giving credit card number, accepting another agreement etc.)

(4) *Input provider:* can access levels 1, 2 (optionally 3), 4, and 5.1 (the latter is limited to the input provider's own termbase, and available only if the termbase is stored on the EuroTermBank servers) Requires registration and acceptance from editorial board.

(5) *Editor:* can access levels 1 through 4, 5.1, and 5.2. Requires registration and acceptance from editorial board.

(6) *Editorial board member*: can access all levels. Not available through registration: requires invitation from the EuroTermBank consortium.

(7) *Administrator:* can access all levels; the administrator does all the system maintenance tasks. Appointed by the EuroTermBank consortium.

3.3. Initiating Queries

There are four ways to initiate queries:

(1) through the web-based interface, on a form: this serves general research purposes

(2) through a pop-up dictionary program such as MorphoLogic's MoBiMouse or Tilde's electronic dictionaries: comprehension and research purposes

(3) through an integrated CAT tool having an open interface for integrating translation resources such as Kilgray's MemoQ (in development) or SDLX: for translators

(4) from word processors and other office software (and easy and very impressive demonstration of this is possible through Office 2003's .NET-based Research pane): for translators, lexicographers and researchers

3.4. Advanced Queries

There are two types of advanced queries in the web-based interface of the EuroTermBank Service:

(1) expression search by keywords: this is available in the upper area of the interface. The hit list is displayed in the upper left pane (which is normally used for hit lists), or in a pop-up window, in a tabular view. The search should also be able to find all inflected (suffixed or otherwise altered) forms of the keywords. This is done through integrating linguistic stemming, available for all languages used by consortium members.

(2) filtering: there are two types of filtering:

(a) basic filtering: based on domain, scope and status field selection, combined using the AND operation. This can be combined with keyword search too.

(b) advanced filtering: keyword search plus an arbitrary selection of fields, combined using the AND or OR operations.

Filtering results are displayed in a pop-up window, in a tabular view.

Note: items in pop-up windows are clickable, and the result is displayed in the original window. For a single main window, a maximum of two pop-up windows may be open at a time: one for displaying tabular results, another for explanations (legends etc.)

3.5 Exporting / importing entries

Subscribers (See 3.2 Accessing the Service for details) can export the entries represented by the tabular items. The user can choose from the following formats:

(a) formatted text document format (possibly rtf and/or pdf) in a chosen layout

(b) tabular document (csv or Excel) for programmatic processing.

(c) HTML and XML format

In case a terminology owner wants to publish his terminology base, but he has it in an unsupported file format, EuroTermBank can provide data transformation for the appropriate format for a fee.

3.6. Exploiting Results: Hits and Entries

The following example shows that depending on the interface where the query was initiated, how results could be displayed (see also Section 4.3).

(1) On the web-based interface, a complete termbase/dictionary interface is displayed, consisting of

(a) *a hit list* of terms in the selected search language (left, top): hits are clickable if the user chose to browse the hits and display individual entries for different dictionaries/hits. If the user chose to display a unified entry, the entries in the hit list are inactive, but the list is present and scrollable if necessary. The view (individual/unified) can be set using a drop-down list somewhere at the head of this list, and the setting is registered for the user in a cookie.

Optionally, the hit list must be displayed in a clustered manner, i.e. the hits must be grouped according to the source (the termbase they were found in), source or target languages, or domain. The clustered view must be collapsible, i.e. displayed like a tree, with each group collapsing into a single line, thus allowing for quick navigation within the hits (in case there are too many to fit into the window).

(b) *a context list*, listing the terms appearing in the index (left, bottom). The list can be produced in two ways: filtered by scope/domain, so context headwords from the same domain/scope are shown; or, filtered by keyword, so context headwords containing the current term's unigrams are shown. The setting can be changed in a drop-down list at the head of the list, and is registered for the user in a cookie.

(c) *a termbase entry*, displayed in a layout chosen by the user. The default layout is for the general researcher, but the user can choose a profile in a drop-down list in the header of the entry pane. The drop-down list contains a Custom item too: selecting this will invoke a setup pane (displayed in a separate pop-up window) allowing the user to define a layout. The setting – and the layout, if there is one – is saved for the user in a cookie.

Note 1: In the case of registered users, the preferences mentioned above are also saved onto the server, in EuroTermBank's user database.

Note 2: On the web-based interface, the users can log on and log off anytime. If a registered user does not log on, they can use the service as an anonymous user.

Note 3: For the general layout example above, see one of MorphoLogic's online dictionary services: http://www.mobidictionary.com/eujog/

Note 4: For the possible layouts, see Section 4.4.1, containing a proposal for the different profiles (user groups).

(2) If the query is initiated through a pop-up dictionary program (such as MorphoLogic's MoBiMouse), the following problem arises: the program has no input other than the text

written on the screen, so the search language cannot be precisely determined. The program can then behave in two different ways:

a) search all indexes for the term pointed at (and its context) [this is MoBiMouse's solution], or

b) provide a setting in the program's setup screen where the user can select a default search language.

The pop-up dictionary will then display a unified entry, but, depending on the user's preference, it will segment it into different subentries by termbase/hit, or display a large merged entry.

The entries are displayed in one simplistic layout, facilitating research purposes (proposal in 4.4.1.)

Note that the pop-up dictionary program is not part of the service itself: it is a third-party client to a non-HTML-based service provided by the EuroTermBank servers, but can be made by third-party software vendors who purchase the right to interface with the service.

(3) In a sense, a CAT tool limits the way terminology entries can be displayed. In most cases, the entry itself is not displayed at all, all the user can see is a proposed translation of the source term in a hit list. If an entry is displayed, it is arranged in the fashion supported by the particular CAT tool.

Similarly to pop-up dictionaries, a CAT tool is not part of the service, but a third-party CAT tool can access the EuroTermBank servers over the Internet as a client, provided that its vendors purchased a license to do so.

(4) In a word processor or another office program, a pop-up dictionary usually works. However, it is useful to be able to invoke EuroTermBank from such programs. On a basic level, it is enough to add a command to the program that invokes the web-based interface using the selected text. On a higher level, if the office application has a research pane like the one in MS Office 2003, it is possible to display the results there. The layout can be the same as in the web-based interface, but the other panes will not fit there due to space limitations (the research pane usually covers less than one half of the screen surface).

3.6.1. Data and Layouts in the Output

In the web-based interface and the research pane of an office application, there is a layout for each of the following user profiles:

(1) Translator

(2) General Researcher

(3) Lexicographer or Terminologist

The following table contains the comparison of what data items and actions are available for the three user profiles:

Data items:	Translator	General researcher	Lexicographer or Terminologist
headword in the search (source) language	yes	yes	yes
abbreviation or extension if the headword is an acronym	yes	yes	yes
equivalents in the designated target language	yes	no	yes
equivalents in all possible target languages	no	yes	no
for each equivalent, part-of-speech and other grammatical information (if present)	yes	no	yes
for each equivalent, one or two usage examples (if present)	yes	yes	yes
for each equivalent, one usage note (if present)	yes	no	yes
for each equivalent, established collocations (if present)	no	yes	yes
status, domain, scope indication of the source headword	yes	yes	yes
definition (one for the entry, in the source language by default)	yes	yes	yes
a choice of any other data fields	no	no	yes
Possible actions:	**Translator**	**General researcher**	**Lexicographer or Terminologist**
click any equivalent for reverse queries	yes	yes	yes
click any word in the collocations for reverse queries	no	yes	no
click the status indication and the domain/scope data for legend (explanations)	yes	yes	yes
click a link next to status/domain/scope indication for filtered hit lists (tabular display in a pop-up window, with clickable items)	no	yes	yes
click a link next to the headword for list of related terms (list appears in a pop-up window)	yes	yes	yes
click a link next to the headword for synonyms (list appears in a pop-up window)	yes	yes	yes
click a link next to the headword for established collocations (list appears in a pop-up window)	yes	yes	yes
click a link next to the headword for usage examples	no	yes	yes
click a link next to an equivalent for synonyms (list appears in a pop-up window)	yes	yes	no
click a link next to an equivalent for related terms in the target language (list appears in a pop-up window)	yes	yes	no
click a link next to an equivalent for established collocations (list appears in a pop-up window)	yes	no	no
click a link next to an equivalent for grammatical information	no	yes	no
change the language of the definition	yes	yes	no
click a link to access the user notes for that entry	yes	yes	yes
add a user note (available to registered users only, and can be moderated)	yes	yes	yes
select entry-level fields to display	no	no	yes

3.7. Discussions and Feedback

The EuroTermBank service provides for discussions for each dictionary entry. This is achieved through user notes that can be added to entries, described in Section 3.6 (see the table rows set in bold).

From a menu always visible, users can also access the list of available terminology resources, and through that, the data sheet of each resource. Users can then initiate discussion regarding that resource.

A global discussion panel is also available. Users can click the Discussions link (available on all pages of the service). The available discussion topics will be listed (in a separate window, preferably). Users access a discussion topic by clicking the title of a topic.

A Feedback link is also available on all pages of the service where the users can write their feedback to (a) the administrators, (b) the editors, (c) the editorial board, (d) the author/originator of the terminology resource in question.

3.8. Providing Input to the System

The EuroTermBank Service provides an administrative (back office) interface where the administrators can manage users and resources, and also perform diagnostic functions on the system. The back-office interface does not include features for content providers. They can use the front office interface instead. As for the back office interface, standard solutions are available (e.g. in portal engines such as Mambo). The developers should opt for a similar solution, with the details being worked out later on, in the software design phase.

However, the query interface (the front office) is enhanced with editorial functions for users belonging to the Editors and Editorial Board Members group. The Input Providers group also has these features, but only for termbases (entries) where the user is registered as the author.

Editorial functions work only for termbases/entries stored on one of the EuroTermBank servers. For termbases stored on external servers connected into EuroTermBank's network, users must locally use the proprietary editorial facilities of those servers.

Editorial functions mean that the editor can change the contents of all fields, and view the editing history of the entry.

Another means of providing input to the system is making an entire termbase available through it. This is possible in two ways:

(1) Uploading a termbase to the EuroTermBank servers (in this case, the Editorial Board reviews the contents, then an administrator publishes it);

(2) Plugging an external online terminology service into EuroTermBank's network, using the EuroTermBank Interface Kit. This kit contains mapping definitions, documentations, and program modules for multiple platforms to which the terminology owner can connect their system. The actual integration ("plug-in") operation is performed by a EuroTermBank administrator after technical tests and the approval of the Editorial Board.

To become an input provider, the terminology owner must provide their termbase or access to the termbase to the editorial board of EuroTermBank. The editorial board will evaluate the termbase in a limited time, and, in case of a positive result, allow the provider to publish it.

Working with external terminology providers (both termbase owners and online service owners) is very complicated, therefore a detailed workflow needs to be developed. Due to time

and space limitations, this is not part of the present document. This will be addressed in the Legal Framework (Task 2.2; Deliverable 2.2) and the System Design (Deliverable 3.2) documents, to be worked out later during the course of the project.

Appendix A. Requirements Survey Datasheets

Country	Number of Questionnaires	Remark
Estonia	7	need more input
Hungary	10	
Latvia	11	
Lithuania	13	
Poland	10	
	51	

NOTE: the total number of answers for a question is not always equal to the number of questionnaires.
This is either due to the fact that there could be more than one plausible answer, or that a question hasn't been answered by an interviewee.

Answers	
Yes	43
No	8
	51

Freq	Resource
12	Eurodicautom
7	Eurovoc
6	Lithuanian Termbase
5	Termium
5	termyninas
4	completedb.ttc.lv
4	ESTERM
4	MultiTran
3	Eujogszab
3	Google's "define:" option
3	TermNet
3	Wikipedia
2	Lingvo
2	MultiTerm
2	Termbank of the R. of Lithuania
2	termini.lv
2	thesaurus
1	ANSDIT
1	ATIS Telecom Glossary
1	Celex
1	Cobuild Collins
1	Commission
1	DB of EC Terminology of OSH
1	Eurlex
1	food database
1	Grand Dictionnaire Terminologique
1	IATE
1	IEC Glossary
1	IEV Online
1	Infoterm
1	International Classification of Functioning, Disability and Health
1	Latvian MultiLanguage Terminology Databases
1	Legal terminology - Polish, English
1	Letonika
1	LST-TERM
1	Microsoft and other companies termbanks
1	MILITERM
1	MoBiDic
1	Nordic Termbank (Icelandic)
1	Proz
1	SCIC
1	SSSR
1	Synonymy of Lithuanian Terminology
1	TechWeb Encyclopaedia
1	telecom glossary
1	TEPA
1	TILDE
1	TTC Latvia
100	1,96 : average per person

Answers		Remarks
Yes	49	users didn't give exhaustive answers
No	2	
	51	

Freq	Resource	URL
9	Merriam Webster	www.m-w.com/
6	Dictionary.com	www.dictionary.com
6	SZTAKI	www.sztaki.hu
5	OED	
4	Letonika	www.letonika.lv
4	OneLook	www.onelook.com/
4	Termini	www.termini.lv
4	Websters	www.websters-online-dictionary.org
4	Yourdictionary	www.yourdictionary.com/
3	(under construction)	www.dictionary.site.lv
3	Aldona	aldona.mii.lt/pms/terminai/term/
3	Alkonas	alkonas.fotonija.lt/
3	Astro	www.astro.lt/enciklopedija/
3	Autoinfa	www.autoinfa.lt/webdic
3	Cambridge Dictionaries Online	www.dictionary.cambridge.org/
3	Interleksis	www.interleksis.fotonija.lt/
3	Ling	www.ling.pl
3	Wikipedia	
2	dictionary of international words	
2	Ectaco Online Dictionary	
2	FreeDict	
2	Lithuanian-English dictionary	
2	Lithuanian-German dictionary	
2	MoBiDictionary	
2	Onet	www.onet.pl
2	Tilde	
2	Wordreference	
2	Zodynas	www.sec.lt/pages/zodynas/1.htm

1	"English mono and bilingual"	
1	"Numerous"	
1	(new address: http://sprachen-infos.info/)	sprachen.aus-germanien.de/
1	AAP-6	
1	ABBYY version 10	
1	Academic	dic.academic.ru
1	Ailab	www.ailab.lv/mev/
1	Alkonas	kietuva.fotonija.lt/zod/alkonas/
1	Alpha Dictionary	
1	Babelfish	babelfish.altavista.com/
1	Babylon	
1	Begriffsportal	www.begriffsportal.de
1	Britannica	
1	British National Corpus	
1	Chalmers	www.cs.chalmers.se
1	Chemnitz	www.dict.tu-chemnitz.de
1	Computer Telephony and Electronics	
1	Consulting	www.consulting.medios.fi/dictionary/
1	Dabartines lietuviu kalbos zodynas	
1	defining dictionary of computing	
1	dictionary of slang	
1	EKI	www.eki.ee/cgibin/inglise.cgi?R=E&if=et&Q=tere&E=0&F=ALL
1	EKSS	
1	Encarta	
1	English monolingual and bilingual, general and specialist dictionaries.	
1	English-Lithuanian dictionary	
1	Eurodicautom	
1	Fishbase	
1	FOLDOC Computer Dictionary	
1	GDT	
1	German-Lithuanian dictionary	
1	Glossary of technical terms	
1	Google define	
1	IEV Online	

1	Infopedia	www.Infopedia.pt
1	ITU-T Terms and Definitions	
1	LE	www.le-dictionnaire.com
1	Le Grand Dictionnaire Terminologique	
1	Le Robert	
1	Leo	
1	LRS	www3.lrs.lt/pls/term/
1	MDA	
1	medical dictionaries	
1	MultiTran	www.multitran.ru/
1	Muttaqun	www.muttaqun.com
1	ŌS	
1	Polyglossary	
1	Reference	www.dictionary.reference.com/
1	Sheldon's Linktionary	
1	Słownik Slangu Informatyczniego	www.sssi.civ.pl
1	SocMin	www.socmin.lt/dss/
1	T1 Glossary 2000 - Glossary of Telecommunications	
1	Teataja	www.teataja.ee/sonastik.htm
1	Technical Advisory Service for Images, Art and Architecture Thesaurus Online	
1	Techtarget	whatis.techtarget.com/
1	Terminology Collection: Online Dictionaries	
1	TermNet	www.termnet.lv
1	Thesaurus	www.thesaurus.com
1	Tomahook	www.tomahook.net/index.php
1	TV5	www.TV5.org
1	Vōōrsōnastik	
1	Webopedia	www.webopedia.com/
1	Webster (Sztaki)	www.szotar.sztaki.hu/webster
1	Whatis	
1	Wissen	www.wissen.de
149		

To look for what?		For doing what?	
12	translation	17	translation
11	definitions	10	look up terms
11	standard terminology	3	lexicography
10	specific terminology	2	scientific research
9	equivalents	3	terminology standardization
3	EU terminology	1	interpreter/preparation
2	examples	1	practical work
3	synonyms	1	review terms and definitions
3	context	1	harmonising products (software globalisation?)
1	acronyms	1	activities of authorities
1	availability	2	terminology work: editing, translating, consulting
1	collocations	1	unify termbases
1	frequency	1	writing master's paper
1	semantics	1	add own term, definition, equivalent
1	style	1	education
1	source	1	editing (probably scientific text)
1	links		
1	subject fields		
1	term relationships		
74		47	

Q3

Nr	Qty	Answer
2	*18*	Translators who are interested in a most precise assignment …
9	*10*	Heterogeneous dictionary users
8	*9*	Heterogeneous language users, publishers, language teachers, applied linguists, etc.
5	*7*	Lexicographers and terminologists …
1	*4*	Experts who know terminology well and can create termbanks
3	*4*	Technical writers who are interested in a good grouping of related terms
6	*1*	Information and documentation specialists,
4	*1*	Journalists who want to get to know a topic …
7	*0*	Language planners: linguistic authorities and standards experts
	54	

some users chose more than one group

Answer		aver.	min	max	1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.
the term in your language	YES	9,79	5	10	10	10	10	n/a	10	10	7	10	10	10	n/a
the equivalent in English	YES	9,90	8	10	10	9	10	n/a	10	10	10	10	10	10	n/a
the equivalent in another language of your choice	YES	9,15	0	10	8	10	0	n/a	10	10	10	10	10	8	n/a
pronunciation/grammatical data in your language		4,20	0	10	5	2	0	n/a	2	2	4	5	1	6	n/a
pronunciation/grammatical data in English		6,18	0	10	1	2	9	n/a	2	8	8	8	10	8	n/a
pronunciation/grammatical data in another language of your choice		5,93	0	10	1	2	0	n/a	2	8	6	10	10	6	n/a
the definition in your language	YES	9,15	3	10	10	10	10	n/a	10	6	7	3	5	10	n/a
the definition in English	YES	9,20	3	10	10	9	10	n/a	10	8	7	8	10	8	n/a
the definition in another language of your choice	YES	7,54	0	10	6	9	0	n/a	10	8	6	8	10	6	n/a
the alternative forms in your language	YES	7,07	0	10	8	8	10	n/a	10	6	9	2	3	10	n/a
the alternative forms in English	YES	7,41	0	10	8	8	10	n/a	10	8	9	5	7	10	n/a
the alternative forms in another language of your choice		6,49	0	10	8	8	0	n/a	9	8	8	5	7	8	n/a
abbreviations in your language		6,41	0	10	10	10	5	n/a	10	8	9	1	0	10	n/a
abbreviations in English	YES	7,12	0	10	10	10	8	n/a	10	8	9	8	7	8	n/a
abbreviations in another language of your choice		6,34	0	10	10	10	0	n/a	7	8	8	8	7	6	n/a
closely associated terms in your language	YES	7,20	0	10	6	2	8	n/a	10	4	8	0	0	10	n/a
closely associated terms in English	YES	7,54	0	10	6	2	10	n/a	10	6	8	3	5	8	n/a
closely associated terms in another language of your choice		6,00	0	10	6	2	0	n/a	9	6	7	3	5	6	n/a
established collocations of the term in your language		6,55	0	10	10	4	2	n/a	4	6	7	0	0	10	n/a
established collocations of the term in English	YES	6,95	0	10	10	4	10	n/a	4	8	7	4	5	8	n/a
established collocations of the term in another language of your choice		6,30	0	10	10	4	0	n/a	2	8	6	4	5	6	n/a
examples of use in your language	YES	7,39	0	10	10	8	2	n/a	9	4	6	0	0	10	n/a
examples of use in English	YES	7,83	3	10	10	8	7	n/a	9	8	7	8	8	8	n/a
examples of use in another language		6,73	0	10	5	0	0	n/a	6	6	6	8	8	6	n/a
domain that places the term somewhere in a conceptual network (e.g. automotive industry)	YES	7,20	0	10	10	10	7	n/a	8	2	6	0	0	10	n/a
scope note that attributes the term to some kind of technology, process or organization (e.g. European Parliament)	YES	6,95	0	10	7	8	8	n/a	10	8	5	5	10	8	n/a
frequency of usage		5,05	0	10	2	4	8	n/a	8	4	4	3	3	8	n/a
source material, i.e. where the term is used - either name or link to websites	YES	7,10	0	10	5	10	10	n/a	10	8	9	5	5	8	n/a
name and author of the glossary/dictionary where the term is included (or name of the person who entered the term)		5,36	0	10	2	2	0	n/a	3	6	9	0	0	2	n/a
year when the term was inserted into the database		5,56	0	10	1	5	5	n/a	5	6	5	2	0	10	n/a
year when the term was updated in the database		6,03	0	10	4	5	5	n/a	5	6	5	2	0	10	n/a
user rating of the term/equivalent		4,95	0	10	1	6	7	n/a	10	6	5	5	0	4	n/a
usage notes for the term like colloquial, slang, obsolete, mandatory, firm-specific, standardised, translation, archaic, offensive, taboo, informal, vulgar	YES	7,42	0	10	n/a	9	10	n/a	5	4	10	10	5	10	n/a
usage notes for the translation like ad hoc creation, term included in dictionaries but not frequently used in documents, term in wide use		6,41	0	10	5	8	9	n/a	5	4	8	10	0	6	n/a
graphical representation		4,68	0	10	2	0	0	n/a	1	4	6	0	0	7	n/a
other: ………………….					n/a	n/a	n/a	n/a	n/a	n/a	n/a			n/a	

8: please enable boolean search; 9: enable boolean search; approximate spelling (pronunciation based); 11: terms, translations into 4-5 languages, definition, citations; 12: fuzzy search, boolean, wildcards; 25: components of complex terms; 30: components of complex terms; 39: phrases/idioms should also be included in a searchable manner

Center value	6,90

Note: In case of partially filled tables, we assumed that the non-filled fields have a value of 5 (that is more or less equivalent to "do not know")

Q5

Answer	12.	13.	14.	15.	16.	17.	18.	19.	20.	21.	22.	23.	24.	25.	26.
the term in your language	10	10	10	10	10	extra	extra	10	10	10	10	10	10	10	10
the equivalent in English	10	10	10	10	10	extra	extra	10	10	9	10	10	8	10	10
the equivalent in another language of your choice	10	10	10	9	9	extra	extra	10	10	9	10	10	8	10	8
pronunciation/grammatical data in your language	2	1	2	7	7	extra	extra	6	0	10	5	5	10	8	9
pronunciation/grammatical data in English	2	1	9	4	4	extra	extra	6	1	9	10	10	5	8	9
pronunciation/grammatical data in another language of your choice	7	6	8	5	6	extra	extra	6	7	9	10	5	5	8	9
the definition in your language	9	10	10	8	8	extra	extra	9	10	10	10	10	10	10	10
the definition in English	9	10	10	10	10	extra	extra	9	10	10	10	6	10	10	10
the definition in another language of your choice	7	6	5	6	6	extra	extra	9	7	10	10	6	10	10	8
the alternative forms in your language	3	2	8	8	7	extra	extra	8	5	10	10	8	8	8	10
the alternative forms in English	7	6	8	7	7	extra	extra	8	8	9	10	8	5	8	9
the alternative forms in another language of your choice	6	5	8	6	6	extra	extra	8	5	9	10	8	5	8	8
abbreviations in your language	0	5	8	7	7	extra	extra	8	7	8	10	4	7	10	10
abbreviations in English	0	5	8	8	8	extra	extra	8	7	8	10	8	7	10	10
abbreviations in another language of your choice	2	2	8	6	6	extra	extra	8	4	8	9	8	7	10	8
closely associated terms in your language	5	5	8	8	6	extra	extra	7	5	8	8	8	8	9	10
closely associated terms in English	7	7	8	6	6	extra	extra	7	8	9	8	8	6	9	8
closely associated terms in another language of your choice	6	6	8	5	5	extra	extra	7	6	9	8	8	6	9	6
established collocations of the term in your language	5	5	8	7	7	extra	extra	8	4	9	10	10	9	8	10
established collocations of the term in English	3	5	8	7	7	extra	extra	8	6	9	10	10	8	8	10
established collocations of the term in another language of your choice	7	7	8	6	7	extra	extra	8	5	9	10	10	8	8	6
examples of use in your language	7	7	8	4	4	extra	extra	7	5	10	10	10	10	9	10
examples of use in English	4	4	8	4	4	extra	extra	7	7	10	10	10	10	9	10
examples of use in another language	8	7	8	4	4	extra	extra	7	5	10	10	8	10	9	7
domain that places the term somewhere in a conceptual network (e.g. automotive industry)	1	3	10	6	6	extra	extra	10	5	10	10	10	2	10	7
scope note that attributes the term to some kind of technology, process or organization (e.g. European Parliament)	5	5	8	6	6	extra	extra	10	6	9	10	10	2	9	9
frequency of usage	0	0	2	4	4	extra	extra	6	0	10	10	10	10	6	10
source material, i.e. where the term is used - either name or link to websites	0	0	8	5	5	extra	extra	9	0	9	8	10	10	7	10
name and author of the glossary/dictionary where the term is included (or name of the person who entered the term)	2	2	8	3	3	extra	extra	9	1	8	7	10	10	8	10
year when the term was inserted into the database	1	1	8	4	4	extra	extra	5	1	8	8	10	8	6	9
year when the term was updated in the database	3	4	8	n/a	4	extra	extra	5	5	7	8	8	8	6	7
user rating of the term/equivalent	0	0	8	9	9	extra	extra	4	0	5	6	8	8	6	8
usage notes for the term like colloquial, slang, obsolete, mandatory, firm-specific, standardised, translation, archaic, offensive, taboo, informal, vulgar	0	0	9	7	7	extra	extra	7	2	10	10	10	10	10	10
usage notes for the translation like ad hoc creation, term included in dictionaries but not frequently used in documents, term in wide use	0	0	9	9	9	extra	extra	6	0	10	6	10	9	6	9
graphical representation	0	0	n/a	4	4	extra	extra	7	0	10	5	5	5	9	7
other: …………………..….	n/a	n/a	n/a	n/a		extra	extra	n/a	n/a	n/a	n/a	n/a	n/a		n/a

8: please enable boolean search; 9: enable boolean search; approximate spelling (pronunciation based); 11: terms, translations into 4-5 languages, definition, citations; 12: fuzzy search, boolean, wildcards; 25: components of complex terms; 30: components of complex terms; 39: phrases/idioms should also be included in a searchable manner

Center value

Note: In case of partially filled tables, we assumed that the non-filled fields have a value of 5 (that is more or less equivalent to "do not know")

Answer	27.	28.	29.	30.	31.	32.	33.	34.	35.	36.	37.	38.	39.	40.	41.	42.
the term in your language	10	10	10	10	10	10	10	10	10	n/a	n/a	10	10	10	10	10
the equivalent in English	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10
the equivalent in another language of your choice	10	10	6	10	10	n/a	10	10	10	6	10	10	9	6	10	10
pronunciation/grammatical data in your language	6	8	5	5	5	1	n/a	0	10	0	0	9	1	8	5	5
pronunciation/grammatical data in English	7	8	9	5	9	10	10		10	7	0	9	3	8	5	5
pronunciation/grammatical data in another language of your choice	7	8	6	5	10	10	n/a	9	10	0	0	9	3	6	5	5
the definition in your language	10	10	10	10	10	10	10	10	10	10	10	10	8	10	10	10
the definition in English	8	8	10	7	10	10	10	10	10	10	10	10	9	10	10	10
the definition in another language of your choice	8	6	6	2	10	10	10	10	10	0	5	9	7	6	10	10
the alternative forms in your language	10	10	10	10	10	3	10	10	10	7	5	9	5	9	5	5
the alternative forms in English	9	6	6	10	8	10	10	10	10	7	5	9	8	9	5	5
the alternative forms in another language of your choice	9	6	6	10	10	10	10	10	10	0	0	9	3	6	5	5
abbreviations in your language	8	7	8	10	8	2	8	10	10	0	10	7	1	9	5	5
abbreviations in English	8	7	8	10	8	10	8	10	10	0	10	7	1	9	5	5
abbreviations in another language of your choice	8	7	6	10	9	10	8	10	10	0	10	3	1	6	5	5
closely associated terms in your language	7	10	10	10	10	8	9	n/a	10	8	10	9	7	9	5	10
closely associated terms in English	7	8	10	5	10	10	9	10	10	8	10	9	10	9	5	10
closely associated terms in another language of your choice	7	6	6	5	10	8	9	10	10	0	0	3	5	6	5	10
established collocations of the term in your language	10	6	10	10	10	10	n/a	9	10	0	0	9	5	9	5	5
established collocations of the term in English	10	5	10	10	9	10	n/a	9	10	0	0	9	6	9	5	5
established collocations of the term in another language of your choice	10	5	6	10	9	8	n/a	9	10	0	0	8	4	6	5	5
examples of use in your language	7	7	10	10	10	10	10	10	10	5	5	7	3	10	10	5
examples of use in English	7	5	10	10	10	10	10	10	10	5	n/a	7	5	10	10	5
examples of use in another language	7	5	6	5	10	10	10	10	10	0	n/a	5	5	6	10	5
domain that places the term somewhere in a conceptual network (e.g. automotive industry)	9	9	10	10	10	10	10	10	10	8	n/a	6	2	7	5	5
scope note that attributes the term to some kind of technology, process or organization (e.g. European Parliament)	6	8	10	10	10	10	n/a	10	10	7	n/a	5	1	8	5	5
frequency of usage	6	5	8	2	5	10	n/a	5	10	0	n/a	3	6	7	5	5
source material, i.e. where the term is used - either name or link to websites	9	7	10	10	7	10	n/a	10	10	8	n/a	10	6	7	10	10
name and author of the glossary/dictionary where the term is included (or name of the person who entered the term)	10	10	10	10	3	5	n/a	5	10	0	n/a	8	2	8	10	5
year when the term was inserted into the database	8	9	9	10	3	8	n/a	10	10	0	n/a	10	1	10	10	5
year when the term was updated in the database	8	10	8	10	2	10	10	10	10	0	n/a	10	1	10	10	5
user rating of the term/equivalent	1	1	7	5	9	8	n/a	n/a	10	0	n/a	7	1	8	5	5
usage notes for the term like colloquial, slang, obsolete, mandatory, firm-specific, standardised, translation, archaic, offensive, taboo, informal, vulgar	10	10	10	10	10	10	n/a	10	10	0	n/a	10	6	9	5	10
usage notes for the translation like ad hoc creation, term included in dictionaries but not frequently used in documents, term in wide use	9	10	8	5	9	10	n/a	9	10	0	n/a	5	7	8	5	10
graphical representation	9	2	7	7	10	10	n/a	10	10	n/a	n/a	10	1	7	5	5
other: …………………....	n/a	n/a	n/a		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

8: please enable boolean search; 9: enable boolean search; approximate spelling (pronunciation based); 11: terms, translations into 4-5 languages, definition, citations; 12: fuzzy search, boolean, wildcards; 25: components of complex terms; 30: components of complex terms; 39: phrases/idioms should also be included in a searchable manner

Center value

Note: In case of partially filled tables, we assumed that the non-filled fields have a value of 5 (that is more or less equivalent to "do not know")

Answer	link	no link	1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.	12.	13.	14.	15.	16.	17.	18.	19.
the term in your language	0	41			n/a					n/a											
the equivalent in English	29	12	1		n/a	1	1	1	1	n/a		1		1	1	1	1	1	1	1	1
the equivalent in another language of your choice	26	15			n/a	1	1	1	1	n/a		1		1	1	1	1	1	1	1	1
pronunciation/grammatical data in your language	0	41			n/a					n/a											
pronunciation/grammatical data in English	1	40			n/a				1	n/a											
pronunciation/grammatical data in another language of your choice	1	40			n/a				1	n/a											
the definition in your language	32	9	1	1	n/a	1		1		n/a	1	1	1	1	1	1	1	1	1	1	1
the definition in English	35	6	1	1	n/a	1		1	1	n/a	1	1	1	1	1	1	1	1	1	1	1
the definition in another language of your choice	27	14		1	n/a	1		1	1	n/a	1	1	1	1	1		1	1	1	1	1
the alternative forms in your language	30	11	1		n/a	1	1	1		n/a		1	1	1	1	1	1	1	1	1	1
the alternative forms in English	27	14	1		n/a	1	1	1		n/a		1	1	1	1	1	1	1	1	1	1
the alternative forms in another language of your choice	23	18			n/a	1	1	1		n/a		1	1	1	1		1	1	1	1	1
abbreviations in your language	23	18			n/a	1	1			n/a		1	1	1	1		1	1	1	1	1
abbreviations in English	25	16			n/a	1	1			n/a		1	1	1	1		1	1	1	1	1
abbreviations in another language of your choice	23	18			n/a	1				n/a		1	1	1	1		1	1	1	1	1
closely associated terms in your language	30	11	1		n/a		1	1		n/a		1	1	1	1	1	1	1	1	1	1
closely associated terms in English	28	13	1		n/a		1	1		n/a		1	1	1	1	1	1	1	1	1	1
closely associated terms in another language of your choice	27	14			n/a		1	1		n/a	1	1	1	1	1	1	1	1	1	1	1
established collocations of the term in your language	24	17			n/a	1	1			n/a			1	1		1	1	1	1	1	1
established collocations of the term in English	23	18	1		n/a	1	1			n/a		1		1	1		1	1	1	1	1
established collocations of the term in another language of your choice	21	20			n/a	1	1			n/a		1		1	1		1	1	1	1	1
examples of use in your language	0	41			n/a					n/a											
examples of use in English	0	41			n/a					n/a											
examples of use in another language	0	41			n/a					n/a											
domain that places the term somewhere in a conceptual network (e.g. automotive industry)	27	14	1		n/a		1			n/a		1		1	1	1	1	1	1	1	1
scope note that attributes the term to some kind of technology, process or organization (e.g. European Parliament)	27	14	1		n/a	1	1	1		n/a		1		1	1	1	1	1	1	1	1
frequency of usage	0	41			n/a					n/a											
source material, i.e. where the term is used - either name or link to websites	25	16	1	1	n/a	1	1	1		n/a	1	1			1	1	1	1	1	1	1
name and author of the glossary/dictionary where the term is included (or name of the person who entered the term)	23	18			n/a	1	1			n/a	1	1	1		1		1	1	1	1	1
year when the term was inserted into the database	0	41			n/a					n/a											
year when the term was updated in the database	0	41			n/a					n/a											
user rating of the term/equivalent	0	41			n/a					n/a											
usage notes for the term like colloquial, slang, obsolete, mandatory, firm-specific, standardised, translation, archaic, offensive, taboo, informal, vulgar	0	41			n/a					n/a											
usage notes for the translation like ad hoc creation, term included in dictionaries but not frequently used in documents, term in wide use	0	41			n/a					n/a											
graphical representation	0	41			n/a					n/a											

Answer	20.	21.	22.	23.	24.	25.	26.	27.	28.	29.	30.	31.	32.	33.	34.	35.	36.	37.	38.	39.
the term in your language							n/a				n/a									
the equivalent in English	1	1	1	1		1	n/a		1	1	n/a		1		1	1	1		1	
the equivalent in another language of your choice	1	1	1			1	n/a		1	1	n/a		1		1	1			1	
pronunciation/grammatical data in your language							n/a				n/a									
pronunciation/grammatical data in English							n/a				n/a									
pronunciation/grammatical data in another language of your choice							n/a				n/a									
the definition in your language	1	1	1	1	1	1	n/a	1	1	1	n/a			1	1	1	1		1	1
the definition in English	1	1	1	1	1	1	n/a	1	1	1	n/a	1		1	1	1	1	1	1	1
the definition in another language of your choice	1		1		1	1	n/a	1			n/a	1	1		1		1		1	1
the alternative forms in your language	1	1	1		1	1	n/a	1	1	1	n/a	1	1		1	1			1	1
the alternative forms in English	1	1	1			1	n/a	1			n/a	1			1	1	1		1	1
the alternative forms in another language of your choice	1	1	1			1	n/a	1			n/a	1					1		1	1
abbreviations in your language	1		1			1	n/a	1	1		n/a	1			1				1	1
abbreviations in English	1	1	1			1	n/a	1	1		n/a	1			1			1	1	1
abbreviations in another language of your choice	1	1	1			1	n/a	1			n/a	1	1		1				1	1
closely associated terms in your language	1	1	1		1	1	n/a	1	1	1	n/a	1	1		1	1	1		1	1
closely associated terms in English	1	1	1		1	1	n/a	1	1	1	n/a	1			1	1			1	1
closely associated terms in another language of your choice	1	1	1		1	1	n/a	1	1	1	n/a	1	1			1			1	1
established collocations of the term in your language	1	1	1		1	1	n/a	1	1	1	n/a	1	1				1		1	1
established collocations of the term in English	1	1	1		1		n/a	1			n/a	1	1			1			1	1
established collocations of the term in another language of your choice	1	1	1		1		n/a	1			n/a	1	1						1	1
examples of use in your language							n/a				n/a									
examples of use in English							n/a				n/a									
examples of use in another language							n/a				n/a									
domain that places the term somewhere in a conceptual network (e.g. automotive industry)	1	1	1	1	1	1	n/a	1	1	1	n/a	1			1	1			1	1
scope note that attributes the term to some kind of technology, process or organization (e.g. European Parliament)		1	1		1	1	n/a	1	1	1	n/a		1		1	1			1	1
frequency of usage							n/a				n/a									
source material, i.e. where the term is used - either name or link to websites	1	1	1			1	n/a	1			n/a	1			1	1				1
name and author of the glossary/dictionary where the term is included (or name of the person who entered the term)	1	1	1				n/a				n/a	1	1		1	1	1		1	1
year when the term was inserted into the database							n/a				n/a									
year when the term was updated in the database							n/a				n/a									
user rating of the term/equivalent							n/a				n/a									
usage notes for the term like colloquial, slang, obsolete, mandatory, firm-specific, standardised, translation, archaic, offensive, taboo, informal, vulgar							n/a				n/a									
usage notes for the translation like ad hoc creation, term included in dictionaries but not frequently used in documents, term in wide use							n/a				n/a									
graphical representation							n/a				n/a									

We did not evaluate this question because it was too ambiguous for the most of the interviewees to understand.

Q7

Answer
A	8 in alphabetical order, containing all terms in the termbank
B	14 **in alphabetical order, after filtering for domain/scope**
C	4 in alphabetical order, containing all terms in a dictionary
D	11 **in alphabetical order, containing the term and terms in which at least part of the term is included**
E	8 in alphabetical order, containing the term and terms in which at least part of the term is included and similar terms
n/a	6
	51

Answer	Remark
a	29
b	20
both	1 it would be useful to have a choice
	50

Answer	
a	38
b	12
	50

Answer	
yes	24
no	25
n/a	1
	50

Q11

Answer	
yes	48
no	2
	50