

**Community Interpreting in Focus: Roles, Functions and Strategies. A Bibliometric and
Content Analysis (2010-2024)**

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Dedication

I dedicate this project to God, for keeping me strong and faithful. To three important friends who motivated me and supported me through the most difficult moments: Jeimmy, Yleana, and Adriana, your presence in my life during the creation of this study lightened the weight on my shoulders, and brought happiness to my heart.

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Abstract

Title: Community Interpreting in Focus: Roles, Functions and Strategies: A Bibliometric and Content Analysis (2010-2024)

Authors: Anyela Carreño Vilorio and Karol Duarte Serrano

Keywords:

Description:

Publications related to Community Interpreting (CI) evidence dilemmas regarding community interpreters' role and the need for their formal training. Therefore, in order to address such dilemmas, we aim to describe the evolution of CI research, to characterize the community interpreters' role; to identify the principal strategies and functions that constitute community interpreters' performance; and to discuss formal training as an essential aspect in the interpreting profession. To achieve these aims, we carried out bibliometric and content analyses by revising literature from 2010 to 2024. The quantitative results reveal that countries such as Spain, the U.S.A. and the U.K. are at the forefront of research in CI. Moreover, starting in 2018 CI research has increased gradually until 2024 with a slight decline during 2020. In regard to authors, Vargas-Urpi, Leanza and Valero-Garcés were the most prominent in this field.

Through these analyses we were able to obtain results that provide us with insights on the complexity of defining the community interpreters' role due to the expectations of stakeholders involved in interpreting encounters, as these vary from invisibility to proactivity. Nevertheless, community interpreters' role can also be defined by the positioning and posture taken in such a dialogue. Additionally, to overcome interaction problems community interpreters make use of linguistic, extralinguistic and coping strategies, as well as assertiveness and empathy functions. Finally, the development of new training courses and materials show the need to create an up-to-date and tailored education for community interpreters.

* Bachelor Thesis

** Facultad de Ciencias Humanas. Escuela de Idiomas. Directora: Heidi Gutiérrez

Resumen

Título: Community Interpreting in Focus: Roles, Functions and Strategies: A Bibliometric and Content Analysis (2010-2024)

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Palabras Clave: Interpretación Comunitaria, Rol, Funciones, Estrategias, Formación, Métodos Mixtos, Análisis Bibliométrico, Análisis de Contenido

Descripción:

Las publicaciones sobre la Interpretación Comunitaria (IC) evidencian dilemas relacionados con el rol de los intérpretes comunitarios y la necesidad de educación formal. Es por eso que los objetivos de este proyecto están enfocados en describir la evolución de la investigación en la IC, caracterizar el rol del intérprete comunitario; identificar las estrategias principales y las funciones que constituyen el rendimiento de los intérpretes comunitarios; y debatir acerca de la educación formal como parte esencial de la profesión del intérprete comunitario. Para alcanzar estos objetivos, se utilizó una bibliometría y un análisis de contenido como método para la revisión de literatura publicada desde 2010 hasta 2024. El análisis cuantitativo reveló que países como España, Estados Unidos y el Reino Unido lideran en el campo de la IC. Adicionalmente, desde 2018 la investigación sobre IC ha incrementado gradualmente hasta 2024 con una ligera disminución en 2020. En relación con los autores, Vargas-Urpi, Leanza y Valero-Garcés son los autores más prominentes en este campo.

A través de los análisis, logramos obtener los resultados cualitativos que permitieron comprender la complejidad que supone definir el rol de los intérpretes comunitarios debido a las expectativas de las partes implicadas en los encuentros de interpretación, ya que estas varían desde la invisibilidad hasta la proactividad. No obstante, el rol de los intérpretes comunitarios también puede definirse por el posicionamiento y la postura que adoptan en dicho trílogo. Asimismo, los intérpretes comunitarios hacen uso de estrategias lingüísticas, extralingüísticas y afrontamiento, así como de funciones de asertividad y empatía para superar dichos problemas. Por último, el surgimiento de nuevos cursos y materiales de formación demuestra la necesidad de establecer una formación actualizada y adaptada a las necesidades de los intérpretes comunitarios.

* Trabajo de Grado

** Facultad de Ciencias Humanas. Escuela de Idiomas. Directora: Heidi Gutiérrez

Introduction

As societies from different cultures and languages interact, the necessity for an interpreter arises to facilitate communication between speakers of different languages. Since antiquity, the role of the interpreter has played an important part in society; however, through history, their role has changed depending on the context where the interpreter engages. Although there are several definitions for the term ‘role’, we lean on Role Theory, which encompasses the construction of roles in various aspects such as social position and status, identity and expectations in several areas such as psychology, sociology and anthropology (Calhoun, 2002).

The concept of Role Theory derives from metaphors used in drama settings, which are based on the statement of “the part each individual plays in a social drama” (Pöchhaker et al., 2015, p. 355). Along these lines, Baert (2006), states that role can be described as “a set of expectations society has of individuals in a given social position or status” (p. 524). We can say that the perception of society towards interpreters is a significant factor in the description of the community interpreter’s role as well as their perception of themselves. According to Roy (1993), interpreters may perceive themselves as bridges of communication that connect two or more speakers who do not share the same language (p. 133). Furthermore, the construction of the community interpreter’s role varies depending on how involved they are during the interpreting interactions. Such narrowed role constructs portrait community interpreters as “mechanistic conveyors of language: passive, neutral and invisible” (Pöllabauer, 2015, p. 356).

In addition to the role of the community interpreter in the construction of their labor, the manner in which they perform in each setting is key. Although interpreters may come from a diverse range of backgrounds, every linguistic server will most likely employ sets of strategies and techniques in order to deliver an accurate translation. As defined by

Bartłomiejczyk (2006, p. 151), a strategy is a problem-solving device that is intentional and goal-oriented. Due to their role in facilitating communication between people, community interpreters must be prepared to navigate different challenging situations that may arise during their interpreting encounters. For instance, the emotional factor in which a client or patient may feel confused, or misunderstand pieces of information, may require addition, deletion or substitution techniques apart from soft skills more related to human empathy (Clifford, 2006). In other cases, the strategy to be chosen may depend on the setting where the community interpreter is required, as it may be a hospital or courtroom.

All in all, the community interpreter's labor encompasses a myriad of factors, such as the role they play in each setting and the tactics that need to be used. Thus, the main focus of this study will be on the evolution of CI across the years, the role of the community interpreter, as well as and the functions and strategies that are present throughout the interpreting encounter, including community interpreters' training.

1. Context of the Problem

Even though Community Interpreting (CI) is one of the oldest and most widely used forms of interpreting, its development as a professional career did not officially start until the 1990s when interpreters gathered at the Critical Link Conference in 1995 (Carr et al., 1997, p.1). CI has been perceived as the least prestigious branch in the field of Interpreting Studies (Pöchhacker, 2008; Roberts, 2000, p. 11). Although other types of interpreting such as conference and courtroom interpreting are held as the main and most privileged branches of the field, CI carries a ubiquitous importance for it has become a necessity and a demand to comply with human rights (de Boe et al., 2021, p. 20; Gambier & Doorslaer, 2010, p. 49). Furthermore, the need for interpreters to facilitate communication between individuals who do

not share a common language has existed for a long time due to the fact that people around the world came into contact in various community settings.

According to Gambier and Doorslaer (2010, p. 53), the recent research about CI has heightened the interest of scholars, and it has strengthened the relevance of this branch as essential in the interpreting sphere. Such relevance has increased during the past two decades; therefore, not only ad hoc and professional community interpreters have been involved in the evolution of CI research, but also academics of other fields have become enthralled. In the same vein, Pöchhacker (2016, p. 52) states that “on the whole, however, the evolution of research on interpreting has been shaped not so much by its sibling discipline as by research undertaken from a range of psychological, linguistic and sociological perspectives and such fields as communication studies, education and neuroscience.” Thus, this study is developed with the objective of reviewing and analyzing the existent literature related to CI from 2010 to 2024 in order to describe and comprehend the role of the community interpreter, the main functions, and strategies present in the CI occupation.

In the following sections, we present the research questions and the objectives that constitute the foundations of this project. The questions define the scope of the study and provide clarity for the development of the methodology. The objectives represent the general purpose of the study, as well as its focus and relevance.

2. Research Questions

- 1) What are the main characteristics, strategies and functions that constitute the role of a community interpreter?
- 2) How has Community Interpreting research evolved between 2010 and 2024?

3. Objectives

3.1 General Objective

To carry out bibliometric and content analyses through the study of research production in order to understand and describe the practices, functions and evolution of Community Interpreting over the last 14 years.

3.2 Specific Objectives

To map the main authors and countries related to Community Interpreting research through 2010 to 2024.

To characterize the role of the community interpreter.

To determine the scope and the training level of the community interpreter.

To identify the main and most relevant strategies and practices used among community interpreters.

To analyze the evolution of the role of the community interpreter from 2010 to 2024.

4. Theoretical Framework

To construct a solid foundation for our study, we rely on theories and concepts related to the role, functions and strategies of community interpreters. First, we will discuss role theories by Goffman (1961); interpreters' social role concepts of Wadensjö (1998); interpreters' role by Roy (1993) and Pöchhacker (2015); direct and mediated approaches by Hale (2015); cultural broker concept by Kaufert & Koolage (1984); and community interpreters' role by Barzilai (2009). Second, the community interpreter's functions will be based on the theories of Isaac (2002), Gutierrez (2021), Kaufert and Koolage (1984), and

Rudvin & Tomassini (2011). Finally, Gile (2009) and Rudvin and Tomassini (2011) provide insight into the linguistic and extralinguistic strategies that interpreters employ.

4.1 Role Theory and Interpreters' Role

To begin, it is necessary to discuss role as an umbrella term that has been described by Goffman (1961, p. 85) as 'Role Theory' in social psychology. According to Goffman (1961), people's roles are shaped by expectations and norms in every society and their interactions among each other to perform in certain ways since it is "the basic unit of socialization" (p. 87). It is relevant to mention that the main function of a role lies in its contribution to either sustaining or disrupting an overall system (Goffman, 1961, p. 88); thus, individuals may continuously adapt their roles based on the context where they perform. Furthermore, people will most likely perform more than one role in their lives as they might be involved in more than one setting, which Goffman describes as having "several halves" (Goffman, 1961, p. 90).

According to Goffman (1961), each individual may have typical or common reactions depending on the context where they interact, which could lead others to expect such typicality from their role (p. 93); however, there is a difference between what people expect of a role and what is the actual performance of that role in particular situations. Therefore, the decision relies on the expectations and beliefs of the 'actor' of the role; nevertheless, these expectations can be influenced by the "Normative Framework of the Role", which is the expected way a role should be performed (Goffman, 1961, p. 93). Moving on to the interpreters' role, Wadensjö (1998) relies on the ideas of Goffman, she suggests that a 'normative role' implies taking into account the interpreters' understanding of a correct and appropriate performance of their duties (p. 83).

Moreover, Roy (1993) states that interpreters may perceive themselves as the bridge or "the middle person" that connects two different parties that do not share the same language (p.

133). Such perception has often led to the invisibility of the interpreter as a participant in a conversation by reducing their role into a simpler term: “a machine, a window, a bridge, or a telephone line” (Roy, 1993, p. 134). In the field of CI, Pöchhacker (2015) mentions that as community interpreters navigate diverse social and cultural settings, it is difficult to define their role (p. 356). Thus, not only the aforementioned terms are used to define an interpreter’s role, but also other concepts, such as public server, bridge, or cultural broker, have been employed.

The direct and the mediated approaches also need to be addressed as part of the interpreters’ role, the former “argues for an interpreter who renders each turn accurately from one speaker to the other, leaving the decision-making to the authors of the utterances” (Hale, 2015, p. 42), and the latter “argues for an interpreter who does not interpret for two main participants, but who mediates between them, deciding on what to transmit and what to omit” (Hale, 2015, p. 42). According to Hale (2015, p. 42), the mediated approach could allow the interpreter a wider chance for decision-making in which they can decide what pieces of information can be omitted in order to save time for the doctor and what pieces can be added for aid.

These notions present interpreters as holders of multiple roles that involve different approaches to interpreting, Kaufert and Koolage (1984) affirm that community interpreters can be referred to as cultural brokers in medical settings (pp. 283–284). Since they have to interact with two different languages and cultures, it is expected that community interpreters explain both the linguistic and cultural aspects, and the health care knowledge of medical procedures. However, not only do they provide necessary explanation as the context requires it, but they may have the autonomy of keeping certain information. On the other hand, As Barzilai (2009) mentions, interpreters have been also defined as gatekeepers that can narrow down a wide set of messages into fewer pieces of information (p. 3). Overall, the role of the community

interpreter varies and may depend on the setting, as well as on the functions and strategies that they may need to use in each interpreting encounter.

4.2 Functions: Bilingually Trained, Assertive, Proficient and Empathetic Interpreters

Several functions that comprise the community interpreter's role. One of them is the bilingual expertise required to connect two different individuals that do not share the same language and/or the same culture. To master such expertise, community interpreters need to go through bilingual training and education prior to the practice of the job in order to achieve high quality results (Isaac, 2002, p. 75). Among other functions, one of the most relevant is to be assertive, for the community interpreter needs to be assertive in scenarios where the client may want to over control the way in which the encounter is handled (Gutierrez, 2021, p. 134). As maintained by Rudvin & Tomassini (2011), such assertiveness involves "interrupting, asking for clarification of terminology, asserting role boundaries, requesting briefing, and requesting breaks" (p. 88).

Moreover, community interpreters need to have a command of different topics related to the setting where they are interpreting, such as medical, legal or public service settings. Accordingly, Kaufert and Koolage (1984), explain that interpreters translate "concepts into linguistically appropriate terms" which makes it easier for the client's understanding (p. 283). Finally, interpreters need to be empathetic as empathy promotes a good relationship between the parties involved and enhances a feeling of trust for a smoother interpreting encounter (Rudvin & Tomassini, 2011, p. 39).

4.3 Strategies: Linguistic and Extralinguistic Knowledge

Community interpreters draw upon strategies to facilitate effective communication between people from diverse linguistic and cultural backgrounds. Due to the aforementioned differences, comprehension becomes a relevant aspect of the interpreting assignment. Building

on the work of Gile (2009), linguistic and extralinguistic knowledge, as well as analysis, are essential for comprehension during such interaction (pp. 82–83). Linguistic strategies allow interpreters to anticipate and avoid speech or syntax errors that could result in comprehension barriers (Gile, 2009, p. 87); moreover, by using linguistic strategies, interpreters ensure that the utterances are coherent and sound natural in both languages (Rudvin & Tomassini, 2011, p. 87). Nonetheless, linguistic strategies alone are not sufficient to guarantee comprehension. Extralinguistic strategies provide interpreters with a better understanding of the intentions of both parties, their cultural and social contexts, and situational elements that may influence the interaction (Gile, 2009, pp. 87–88). Therefore, being aware of their cultural background, and non-verbal social cues, community interpreters enhance the fluidity of the interactions between both parties (Rudvin & Tomassini, 2011, pp. 86–88). Thus, bearing in mind that CI is performed in public service settings where ethnic minorities require interpretation to overcome language barriers, the community interpreter has to develop certain strategies such as linguistic and extralinguistic knowledge in order to provide appropriate and accurate interpretations.

5. Literature Review

5.1 Interpreters through History

The interpreter's role has been of paramount importance to aid individuals who do not share a common language but need to interact with each other. Nevertheless, the settings in which interpreters are required have changed over time under the historical period and geographical location in consideration. Historically, interpreters have performed a variety of roles in diplomacy, commercial exchanges, colonial expansion and justice apart from the job of interpreting. Therefore, we will explore the historical contexts of interpreters in Rome and Egypt, China, Africa and the Americas.

5.1.1 Rome and Egypt

In Ancient Rome, interpreters were crucial in facilitating communication between people who spoke different languages in diplomatic, legal and military affairs (Gehman, 1914; Mairs, 2012). According to Gehman (1914, p. 47), interpreters were essential to ensure mutual understanding and facilitate cultural exchange with individuals from diverse cultures. In particular, interpreters were required to fulfill a diplomatic role during multilingual interactions. To illustrate this point, Gehman (1914, p. 54) mentions that the Roman Senate institutionalized the use of interpreters in diplomatic matters because of their role as mediators. Similarly, interpreters were engaged in legal proceedings in cases where the parties involved spoke different languages. In such cases, interpreters often claimed that interpretation is an inexact science, exonerating themselves from any legal liability resulting from inaccurate interpretation or translation (Mairs, 2012, pp. 459–460).

Furthermore, as international trades gathered individuals who spoke diverse languages, polyglots were needed to interpret during commercial affairs to facilitate transactions (Gehman, 1914, p. 21). For instance, in the old city of Constantinople, the role of the dragomans³, official interpreters of Arabic, Persian and Turkish languages, was essential in mediating and negotiating between people from Eastern and Western Europe (Cáceres, 2017). Moreover, during the military expeditions of Alexander the Great and Hannibal, interpreters were expected to work in intelligence and mediate between commanders and armies (Gehman, 1914, pp. 28–29).

In Pharaonic Egypt, the interpreter's role was essential during the commercial exchanges between the people of Egypt and Nubia, and during expeditions (Kurz, 1985). We can gain insight into the importance of interpreters by the inscriptions in the princes of

³ Dragomans were official state or diplomatic interpreters in political and commercial settings. See (Rothman, 2009).

Elephantine's tombs. As stated by Kurz (1985, p. 213), although the Egyptians of the Sixth Dynasty regarded the languages of other peoples as "barbarian", trade in the border regions between Egypt and Nubia, required the service of bilingual individuals to function as interpreters. Additionally, the princes of Elephantine were considered as 'overseers of Dragomans' playing a pivotal role in expeditions, missions, and negotiations in Nubia and Sudan regions (Kurz, 1985, pp. 215–217). Thus, interpreters in ancient societies, particularly Rome and Egypt, expanded on activities ranging to diplomatic, legal and military domains in the linguistic mediation between cultures.

5.1.2 China and Korea

It is also worth mentioning the history of interpreters in the Eastern hemisphere of the world. In China, interpreters played an important role in facilitating trade transactions. According to Lung (2016, p. 21), it was common to portray interpreters as anonymous figures in standard Chinese stories; however, the detailed description of their role in Ennin's travelogue suggests otherwise. To exemplify this, in the first millennium in East Asia, it was conventional to have Sillan interpreters during exchanges as they were polyglots who were proficient in various languages (Lung, 2016, pp.13–14). Their role in the community was significant, and they were seen as dynamic and proactive individuals who mediated and facilitated trade with other nations (Lung, 2016).

During the Koryo period, Korea had active relations with various ethnic groups such as the Mongols, Japanese, and Khitan, which created the demand for interpreters during royal court activities and international exchanges (Kim, 2015, p. 225). According to Kim (2015, p. 226), although interpreting was carried out by some of the servants, other interpreters had to enrol in the *Sayogwon* Institute in order to become officials and take part in the diplomatic tasks. Thus, interpreters were not only required to be linguistically proficient in two or more

languages, but were also expected to perform a variety of tasks, such as commercial transactions, and resolving diplomatic conflicts.

5.1.3 Africa

The contact between the African and the Arab peoples resulted in the encounter of different languages. As mentioned by Niang (2008, p. 34), interpreters were needed to overcome language barriers. It also allowed people who belonged to the upper classes to study and become Arabic speakers. Interpreters were valued as they were regarded as intellectuals and served as ambassadors and advisors (Niang, 2008, p. 35). However, after the European colonization, the Africans who were able to speak their languages worked as persuaders and traders alongside European missionaries, which gave them promotion in their ranks as interpreters (Niang, 2008, p. 35). In this way, interpreters were given an important role as advisors and persuaders in commercial matters as well as in missionary activities.

5.1.4 The Americas

Despite the utmost significance of interpreters' contribution to trade and international negotiations, not all interpreters assumed this activity by their own volition. For instance, during colonial expeditions, it was common to employ native populations as interpreters in order to exercise power over indigenous territories in the Americas (Alonso, 2016). During the early colonial period in the Americas, this practice was undertaken because none of the interpreters spoke the language of the indigenous communities they encountered (Alonso, 2016, p. 30). In addition, loyalty was a highly valued and expected skill from interpreters, those who were kidnapped, including women, slaves, children, and soldiers, were given a Catholic name and taught Castilian before becoming interpreters (Cáceres, 2017, p. 8; Sarmiento, 2015, p. 55). Hence, colonized peoples of the Americas were required to provide information about topography, customs, and culture. They served as interpreters and cultural intermediaries

between colonizers and colonized, which led to question their impartiality (Alonso, 2016; Cáceres, 2017; Sarmiento, 2016).

Moreover, as the territories colonized by the Spanish and British colonizers were settled in the Americas, interpreters were required to possess advanced language skills to fulfill the role of cultural and linguistic intermediaries in settings such as the judicial system and be part of territory negotiations with indigenous communities (Agrifoglio, 2009; Alonso, 2016). Likewise, those interpreters who mastered the new imperial language had a higher social status than the rest of the indigenous groups (Alonso, 2016, p. 35). In order to assess the accuracy of the interpreters, it was necessary to employ a second interpreter to monitor the interactions (Alonso, 2016). Eventually, as the practice became institutionalized in legal and political settings, official interpretation became a matter of ensuring loyalty among them. (Alonso, 2016, p. 39).

This overview of the interpreter's history shows that their role in the community varies depending on the context and period of time. For example, interpreters were more than linguistic mediators; they worked as traders, diplomats and ambassadors, legal officials and advisors. Nevertheless, their training process differed; for some people, it was through contact with other languages, while for some others, through official institutions of training. Therefore, it is important to deepen on the different manners in which interpreters are trained today.

5.2 The Training Dilemma

Taking into account the beginnings of interpreting and its laborious path as a profession, it is relevant to emphasize that in the current day, it is still common to find both professional and non-professional community interpreters. In many cases, the only requirement to be a bridge between two speakers of different languages is to be an individual who happens to speak

both of those languages. Although prior training should be necessary to produce high-quality interpreting service, many interpreters lack such preparation.

In previous times, CI had been a neglected activity even in countries such as Australia, where the interpreting activity is common. According to Jones. M (1985), training for community interpreters was only based on “techniques of note-taking and mental organization of complex arguments” (p. 36). However, over the past few decades, several programs in the field of interpreting have been developed in higher education, which has raised the number of opportunities to obtain a degree in the interpreting field (Pöchhacker et al., 2015; Kalina, 2002; Yan et al., 2018). This improvement has opened the doors for community interpreters to access training, for instance, countries such as Australia and Sweden, nowadays provide professional formal education for community interpreters (Kalina, 2002, p. 179). Nevertheless, in the rest of the countries it is known that many community interpreters are not professional graduates, in most medicine cases, doctors lean on ad hoc interpreters who may be a patient’s relative or hospital workers speakers of both languages (Hale, 2015, p. 308). Thus, these ad hoc interpreters do not possess previous training and in some cases lack education of any kind, which as for some authors may lead to poor interpreting and may discredit the profession (Hale, 2015, p. 308).

As previously stated, in order to increase the number of professionally trained interpreters, there have been recent efforts to develop formal training programs. However, interpreters may overlook these courses due to high costs and work mainly in welfare jobs, hospitals and courtrooms (Wadensjö, 1998, pp. 12–13). Moreover, the existence of ad hoc interpreters may affect the motivation to participate in formal training courses if the requirements to work or the wages are the same for both trained and untrained interpreters (Hall, 2015, p. 308). Thus, some authors point to the need for low-cost or free training since

the practice of interpreting in medical, legal and welfare settings is not commonly well-remunerated (Cirillo & Niemants, 2017; Preziosi & Garwood, 2017).

5.2.1 Main Strategies Adopted by Community Interpreters

In the field of interpreting, accuracy is one of the main reasons why prior training is important to provide a high-quality level of communication between two or more parties. Accordingly, in order to reach for such important accuracy, interpreters resort to different strategies that open the way for an exceptional translation. Some of the strategies to mention are comprehension, production and stylistic strategies, which are those that include deletion, addition, and substitution techniques.

It is relevant to emphasize that the responsibility of using interpreting techniques falls on each individual interpreter who might aim at accuracy and reliability. Consequently, the interpreter needs to be flexible in the usage of different tactics that can be adapted to each setting if needed (Gambier, 1997, p. 43). For instance, comprehension strategies may be pivotal as the usage of these lead to a successful and reliable interpreting (Bartłomiejczyk, 2006, p. 151). These strategies include inferencing and anticipation; hence, the community interpreter needs to be aware of retrieving information from previous utterances and anticipate the usage of these in the forthcoming speech. Moving forward, production strategies include the extension or the narrowing of an utterance in order to bring it to the target language (Bartłomiejczyk, 2006, p. 152). Another set of strategies is stylistic, which falls on the pragmatics side of interpreting, for these require a change of intonation or non-verbal utterances to accurately transmit a message.

On the side of the approaches, chuchotage is one of the most used techniques in courtrooms due to its reliability and accuracy as it is a simultaneous-whispered type of interpreting (Gonzalez & Lai, 2022, p. 3). According to a study carried out in Australia, the importance of chuchotage in legal and medical settings is paramount as it provides a wider set

of approaches to the interpreter and delivers a more accurate service for the client or patient (Gonzalez & Lai, 2022, p. 20). Although it is true that the most important part of interpreting is conveying the intended meaning from one language to another, the way in which such a message is transmitted also plays a key role. As maintained in Gonzalez and Lai's (2022), the "form and style are as important as meaning" (p. 4); thus, the approach or strategy influences the way in which a message is received and consequently, it also affects the accuracy and reliability of the interpretation. All in all, it is worth mentioning that it is necessary to know the *what* and the *how* while interpreting; this refers to the strategies and techniques that need to be used depending on the setting (Gonzalez & Lai, 2022, p. 4).

These techniques and approaches may have similarities as well as differences; however, they all point to a successful message and meaning delivery, which is ultimately the main goal of interpreting (Roberts, 2000, p. 15). Moreover, not only is the technique relevant, but a holistic understanding of how an interpreting assignment may work taking into account emotions, confusion, misunderstandings, avoidance and other affective aspects that may emerge during the interaction (Clifford, 2006, p. 111). Even though the community interpreter is often seen as a mere bridge or connection between two points, their position is also social, which involves the human touch and emotional intelligence of understanding each situation differently (Clifford, 2006, p.111). Thus, it is paramount for community interpreters to develop not only the skills of handling different techniques, but also soft skills that allow for humanity in cases where it is necessary.

Table 1.

Graphic Summary of Interpreter's Strategies

Strategies	Authors
Flexibility	Gambier (1997)
Comprehension	Bartłomiejczyk (2006)

Production	Bartłomiejczyk (2006)
Stylistic	Bartłomiejczyk (2006), and Gonzalez and Lai (2022)
Emotional	Clifford (2006)
Chuchotage	Gonzalez and Lai (2022)

6. Methodology

6.1 Type of Research

For this study, we carried out a mixed-method approach to provide a comprehensive understanding of the evolution of community interpreters' roles as seen in research. According to Cohen et al. (2018), mixed methods facilitate a complete comprehension of the whole picture of a given phenomenon and provide insights into its constituent parts (p. 33). As our aim was to identify pertinent data and analyze the academic corpora regarding the role of the community interpreter from 2010 to 2024, we implemented bibliometric and content analyses following Donthu et al., (2021) and Cohen et al., (2018) respectively.

The Mixed-Method methodology process is structured into two main sections: the quantitative and qualitative approaches (see Figure 1). To begin with the quantitative approach, we selected the bibliometric analysis and defined the objective and scope of the analysis in order to provide a nuanced description of quantitative data on CI. The selection of the performance analysis technique allowed us to examine relevant authors, countries, as well as the publication years. Hence, after having defined our aim, scope and technique, the creation of advanced search queries was required to retrieve relevant documents on Scopus and Web of Science (WoS) databases. Once the data had been selected, we proceeded to conduct the performance analysis, a technique that allowed us to obtain relevant findings pertinent to CI. In regard to the qualitative approach section, the first step was to select the aim and scope, as

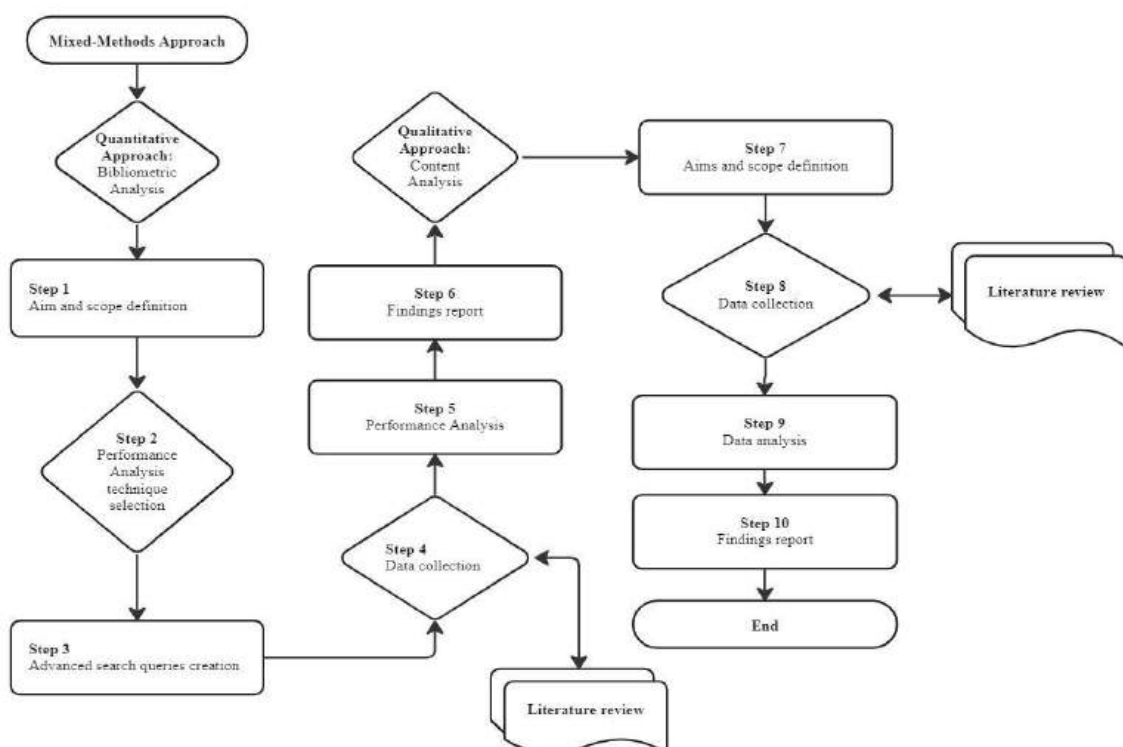
these are necessary to guide our analysis. In this phase, we conducted a second data collection on the previously selected documents from bibliometric analysis. Subsequently, we conducted a content analysis, which yielded valuable insights that built the core of our research.

Finally, Figure 1, Mixed-Method Methodology Diagram Process, provides a visual representation of the methodological process undertaken. It offers a more detailed account of the synthesis and integration of both quantitative and qualitative approaches, whose aim is to contribute to a more nuanced comprehension of the evolution of community interpreters' roles, strategies, functions, and training literature.

Figure 1.

Mixed-Approach Methodology Diagram Process

Note. The flow diagram represents the steps to carry out a bibliometric performance and content analysis. Taken and adapted from *How to conduct a bibliometric analysis: an overview and guidelines* by Donthu et al., (2021, p. 294). And *Research methods in education* by Cohen et al., (2018, pp. 676–680)



6.2 Variables

In order to gain insight into the role of the community interpreter in the last 14 years, it is important to understand their strategies and functions, as well as their level of training. To this end, we identified the number of publications about the community interpreter as the dependent variable, and the years of publication (2010 - 2024), peer-reviewed articles and subthemes as independent variables. As for the aforementioned criteria, we established the following subthemes:

- Domains of Community Interpretation
- Community Interpreters' role and functions
- Main strategies used by community interpreters
- Level of training of community interpreters

6.3 Data Collection Instruments

In order to collect data regarding CI research from the timeframe of 2010 - 2024, we used advanced search queries specifically designed to obtain the adequate type of documents for this study. Such queries were created using Boolean search queries as they enable the combination of search terms and facilitate the narrowing of the search. (Ferguson & Hebels, 2003, pp. 27–29). The main focus of these queries was centered on community interpreters and the variations of such terms, including public service interpreter, liaison interpreter, and interpreter in social services. In addition, we designed search queries that allowed us to focus on the role of the interpreter, training, strategies, and functions. The specific timeline used for the creation of these queries is set from 2010 to 2024 and were limited to documents from subject areas such as social sciences, arts and humanities, linguistics, and medicine.

6.3.1 Advanced Search Queries

We carried out a Boolean search technique in order to retrieve key literature in CI research over the last 14 years. Since it was decided to collect data from the search engines Scopus and WoS, we created two separate search queries that allowed us to find the necessary academic documents. These search queries allowed us to retrieve a total of 36 peer reviewed documents taken from both Scopus and WoS.

The first query allowed us to gather quantitative data to provide an overview of the CI research field in the last 14 years. We employed the Boolean operator "OR" to broaden the search and combine the three terms most frequently used to refer to "Community Interpreting" (i.e., "Public Service Interpreting," "Liaison Interpreting," and "Interpreting in Social Services") (see Table 1). Furthermore, in the second advanced search query, we used the Boolean operator "AND" to link the aforementioned terms with the variables, and narrow the search. This query allowed us to retrieve quantitative and qualitative data on the community interpreter's role, their functions and strategies used and their training (see Table 2). It is worth mentioning that in both search queries the terms included double quotation marks, which is necessary for them to appear together within the documents as they contain more than one word.

6.3.2 Citation Databases

We decided to rely on Scopus and Web of Science databases due to their high levels of accuracy and the myriad of options these search engines offer for scientific research. On the one hand, in the words of Meho and Yang (2007), Scopus offers fact-based information as well as a variety of options and features that can be used to search for specific desired resources in a detailed manner (p. 2108). On the other hand, according to Meho and Yang (2007), search

engines such as WoS are the most feasible techniques used to compare authors or journals and to make accurate citations (p. 2107).

Table 2.

Advanced Search Queries Used on Scopus and Web of Science

Database	Advanced Search Query
Scopus	TITLE-ABS-KEY ("Community Interpret*" OR "Public Service Interpret*" OR "Liaison Interpret*" OR "Interpret* in Social Services")
Web of Science	ALL= (("Community interpret*" OR "Public service interpret*" OR "Liaison interpret*" OR "Interpret* in Social Services"))

Table 3.

Advanced Search Queries Focused on Categories Used on Scopus and Web of Science

Categories	Advanced Search Query
Interpreters' Role	(TITLE-ABS-KEY (((("Community Interpret*" OR "Public Service Interpret*" OR "Liaison Interpret*" OR "Interpret* in Social Services")))) AND (Role))
Strategies	(TITLE-ABS-KEY (((("Community Interpret*" OR "Public Service Interpret*" OR "Liaison Interpret*" OR "Interpret* in Social Services")))) AND (Strategies))
Functions	(TITLE-ABS-KEY (((("Community Interpret*" OR "Public Service Interpret*" OR "Liaison Interpret*" OR "Interpret* in Social Services")))) AND (Functions))
Training	(TITLE-ABS-KEY (((("Community Interpret*" OR "Public Service Interpret*" OR "Liaison Interpret*" OR "Interpret* in Social Services")))) AND (Training))

6.4 Data Analysis Techniques

6.4.1 Bibliometric Analysis

In the words of Maditari et al. (2018, p. 151), the quantitative approach of bibliometric analysis is a relevant method for conducting statistical examination of published articles and citations, which enabled us to measure their influence and significance within the field of CI from 2010 to 2024. In order to achieve such an objective, we relied on the bibliometric analysis procedure outlined by Donthu et al. (2018, pp. 287 - 288). To begin, we defined our aims and scope, which guided our selection of the performance analysis technique. This aforementioned analysis technique allowed us to summarize the performance and contributions of prolific research aspects (Ibid., 2018, p. 294). The constituents included the publication-related metrics of the total number of publications, the number of contributing authors, countries, and years within the designated time frame. Thus, the bibliometric analysis enabled us to unveil key insights into the overall evolution of the research landscape of community interpreters over the past 14 years.

6.4.2 Content Analysis

Likewise, we employed the content analysis technique in order to obtain the qualitative data from the documents gathered during the bibliometric analysis. The rationale for this approach was to achieve a deeper understanding of the nuances of evolution in research about community interpreters' roles, strategies and functions used, and their level of training. In the words of Cohen et al. (2018), content analysis enabled us to summarize, report, and examine the content of written data (pp. 674–675). Hence, to accomplish our objective, we followed the process of content analysis as outlined in Cohen et al. (2018, pp. 676–680). Accordingly, we created memos in which we grouped the collected raw data into pre-established themes. We completed a total of 12 memos from which five were dedicated to data related to community

Table 5.*Activities and Schedule (2024-2)*

Stage	Activity	Weeks															
		August				Sept.				October				November			
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Data Collection	Design of the Search Strings																
	Selection of the Databases where Search Strings will be Used																
	Compilation of the Qualitative Data																
	Rectification of Data Collected																
Data Analysis	Synthesis of the Data and Results																
Reporting Results	Findings																
	Conclusion																
Thesis Defense	Preparation																

7. Results

In this section, we present the findings obtained from the bibliometric and content analyses. As previously mentioned, the aims of this study are focused on the mapping of prominent authors and countries where CI is mainly developed, as well as the characterization

of the community interpreters' role, their functions, strategies and training level. These findings reveal insights into the evolution of CI research over the last 14 years as they align with such objectives.

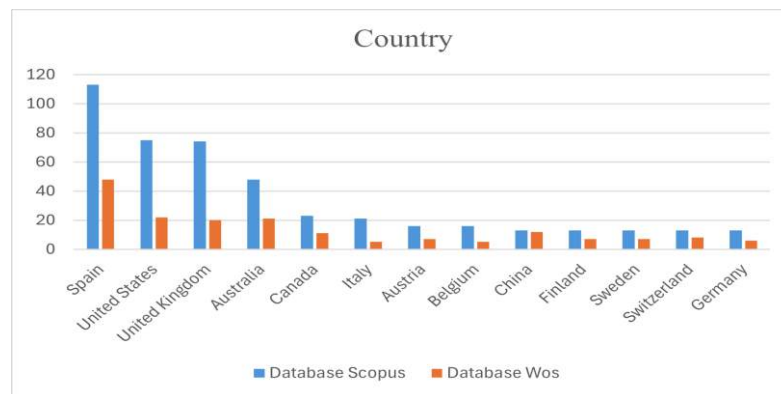
Additionally, we retrieved and represented the total of documents per each category (role, functions, strategies and training) in both search engines. Therefore, in order to provide a broader picture on the matter, this section begins with a brief interpretation of the bibliometric data, followed by the analysis of its relevant results.

7.1 Bibliometric Analysis Results

A total of 533 documents were obtained from the Scopus database, and 204 documents from Web of Science. We present and compare bar charts and diagrams that illustrate which are the countries with the highest number of publications on community interpreters between 2010 and 2024; the years in which the greatest number of papers were written; and the authors that have written the greatest number of documents during such period.

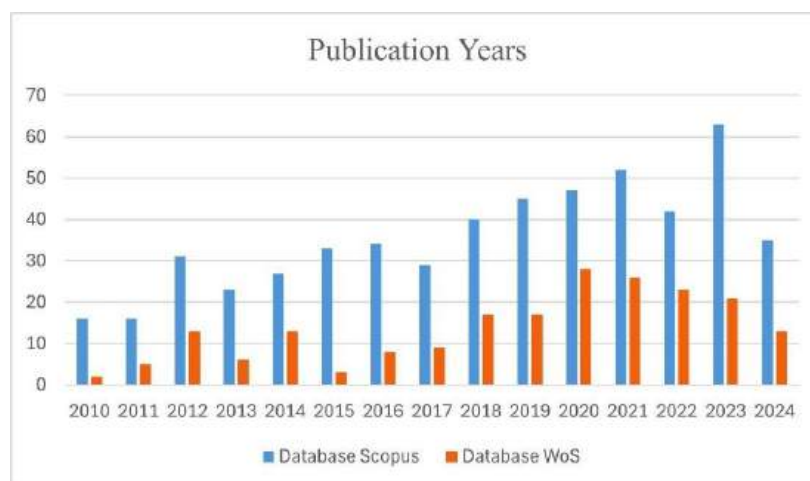
7.1.1 Publications per Country

According to the results collected from Scopus and WoS, it was noticed that both search engines present that the highest number of papers related to CI belongs to Spain. However, Scopus unveils the highest number with 113 documents, while WoS only offers 48 research papers. In the same way, as we can observe in Figure 2, Spain is followed by the United States, United Kingdom, Australia and Canada in both search engines. Moreover, other countries such as Italy, Austria, Belgium and China, have also contributed to this database related to community interpreters by publishing around 20 papers each. However, between both engines, WoS was the one to present the lowest number of papers per country.

Figure 2.*Documents by Country or Territory on Scopus and WoS*

7.1.2 Publications by Year

Concerning the documents written per year, it was found that the highest number of publications was written in 2023 according to Scopus with 63 papers; nevertheless, WoS presents the highest number of publications in 2020 with 28 documents. It is relevant to mention that in 2010 the lowest number of research papers were published in both engines (Scopus presented 16, and WoS 2). Moreover, as seen in Figure 3, starting in 2010 the number of papers publications increased gradually until 2023 with a slight decline in 2022, and decreased significantly in 2024 with only 35 papers in Scopus and 13 papers in WoS up to date.

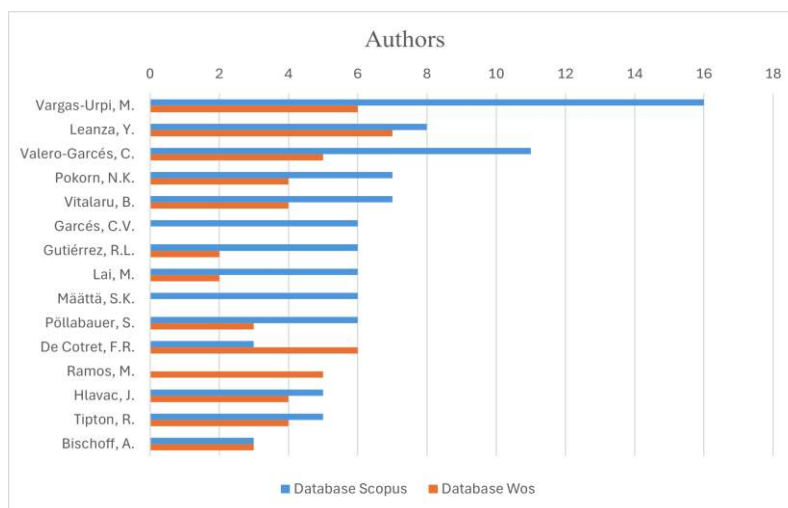
Figure 3.*Documents by year on Scopus and WoS*

7.1.3 Publications by Authors

As per the number of papers written by the author, we found that Vargas-Urpi, M. is the author of more research papers related to CI according to Scopus' results with 16 publications. In contrast, WoS presented Leanza, Y. as the author of the highest number of publications exposing seven research documents. Other authors such as Valero-Garcés, C., Pokorn, N.K., Vitalaru, B., Gutiérrez, R.L., Lai, M., and Pollabauer, S., are also prominent authors in the field of CI, especially on Scopus, since WoS presents a lower number of publications per author.

Figure 4.

Documents by author on Scopus and WoS



7.1.4 Distribution of Documents by Categories

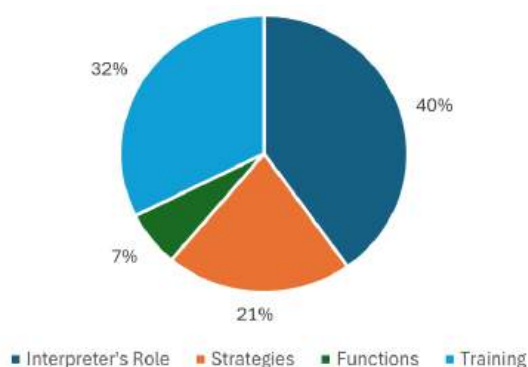
In order to understand the results obtained by categories, we created pie charts that represent the percentage of documents per each category (role, training, strategies, and functions) when using the second search query (see Table 2) on each search engine.

7.1.4.1 Scopus.

The graph illustrates the distribution of documents retrieved from Scopus database, organized into four categories, namely community interpreters' role, strategies, functions and training. As evidenced by the data collected, the largest portion, representing 40% of the total, is focused on the community interpreters' role. Moreover, documents related to CI training constitute an additional significant percentage, comprising 32% of the total. However, research on the strategies used by community interpreters represents a relatively modest proportion of 21%, while the community interpreters' functions, which accounts only 7%, contribute to the field of CI.

Figure 5.

Percentage of Documents per Category Based on Scopus' Results



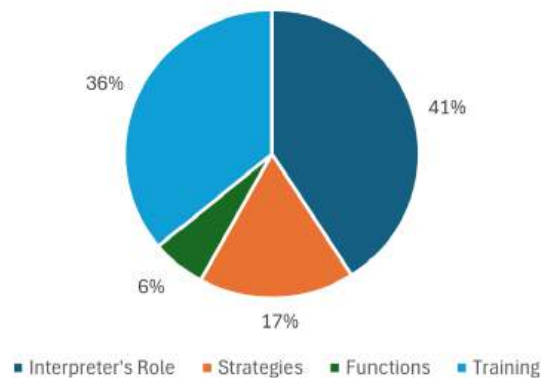
7.1.4.2 Web of Science.

The distribution of the number of documents from WoS database across the four categories, roles, training, strategies and functions, reveals a strong tendency in research about the community interpreters' role and their training. According to the data collected, the largest theme is community interpreter's role, which constitutes 41% of the total number of publications. This is closely followed by literature on CI training, which comprises 36% of the total. In contrast, strategies and functions account for 17% and 6%, respectively. This distribution of documents suggests that there is an opportunity to research the different

strategies community interpreters employ, as well as the functions they perform; thus, contribute to the CI field.

Figure 6.

Percentage of Documents per Category Based on WoS' Results



8. Findings

This section presents the research findings as follows: first, the bibliometric findings amount to the quantitative data of the study. In order to obtain the quantitative data, we retrieved 533 documents and 204 through the advanced search queries used on Scopus and Web of Science. Such results provided us with detailed information regarding the prominent authors, countries and number of publications per year. Afterwards, to conduct the qualitative analysis, we selected 40 papers from the aforementioned data which were organized on an Excel matrix. We ultimately analyzed 36 peer reviewed publications for the corpus of this project. After a rigorous content analysis process that included the matrix (See Annex A), we created 12 memos with information taken from the reviewed publications (See Annex B). These memos included categories and subcategories regarding community interpreters' role, strategies, training, and functions. Thus, first we present the findings related to the bibliometric analysis, continuing with the content analysis that includes the community interpreters' role,

moving on with the strategies used, followed by data about training, to finally conclude with findings about interpreters' functions.

8.1 Bibliometric Findings

According to Hale (2015), CI as a profession varies depending on the region, therefore countries with a large history of immigration have a well-established profession that includes higher education offers, and the establishment of interpreters' associations. This is confirmed by the data collected in this study, which indicates that countries such as Spain, the United States of America, the United Kingdom, Australia and Canada have had greater research production since 2010. In these cases, research production on CI may have influenced by migration waves. For instance, 2023 was a notable year for academic publications on the matter, with a total of 63 documents in Scopus, which reflects the impact that the all-time high of 6.1 million migration rates had in 2022 (OECD, 2023). Furthermore, prominent researchers such as Vargas-Urpi, Leanza and Valero-Garcés have published articles regarding CI, community interpreter's roles and their training, becoming some of the most notorious and prolific researcher scholars in the field.

8.2 Content Analysis Findings

8.2.1 Community Interpreters' Role

We found a myriad of definitions and different perceptions of the community interpreters' role. For instance, the way community interpreters perceive themselves as bridges that connect two different parties, and the way service users or service providers expect community interpreters to perform as translation devices. On this matter, we found the most common expectations of service users and providers to be the impartiality and neutrality of community interpreters' role. However, it was found that community interpreters may be

initiative takers that go beyond their mere interpreting tasks. Moreover, not only community interpreters are seen as neutral participants, but they also can take on different positions such as active, hyperactive, proactive or reactive, and keep different postures such as linguistic agents, integration agents, system agents and community agents. Drawing on the findings, we propose the following definition on the community interpreter's role: it can be defined as dynamic, in which the characteristics attributed to this role undergo a series of changes throughout the interpreting interaction.

8.2.1 Expectations and Adaptability of Community Interpreters' Role

Data shows that the role of community interpreters may be shaped by the context in which they participate, leading to an adaptive performance. As Campanella (2023) and Berbel (2020) state, when community interpreters encounter compromised situations with vulnerable users, they tend to tailor their role and go through a decision-making process regarding their practice. In such cases, community interpreters adapt by supporting and accompanying clients through necessary procedures, especially in asylum-seeking centers.

In terms of role adaptability, Abdel (2020) asserts that community interpreters may have mixed-roles depending on the domain, and this combination may involve other activities beyond interpreting. For instance, in court interpreting, community interpreters may assume the role of auxiliary police officers, assistants or informers (Pöllabauer, 2004, p. 149). In addition to this variety of roles, the expectations of public service providers and users regarding community interpreters' role leads to discrepancies between their 'prescribed role' and the actual role performed (Ibid., 2020; Gavioli & Wadensjö, 2023). Hence, community interpreters' role adapts to either self-perception on how they should perform or to stakeholders' expectations.

8.2.2 Community Interpreters' Initiative Opposed to Legal Restrictions

Community interpreters' role may also depend on their own initiative as well as external restrictions. Angermayer (2023) states that due to regulations and restrictions in court or legal settings, community interpreters tend to perform almost 'machine-like', which means they need to be neutral and impartial at all times. In such legal situations, community interpreters are encouraged not to take sides; thus, they tend to give a sense of invisibility in which the community interpreter is as if 'they were not there' (p. 127). This may discourage community interpreters from speaking for themselves; however, even though court interpreting mainly demands neutrality in order to obtain a translation that is as accurate as possible, the community interpreter may still have the initiative to go above and beyond. As Abdel (2020) describes, some community interpreters seek extra information or clarification, respond to witness questions, inform the court when it is necessary to finish an interrupted interpretation and point out a speaker's mistake. Therefore, some community interpreters take the initiative to go beyond their interpreting tasks when they sense that it is necessary, in some cases even, to protect the witness (Abdel, 2020).

8.2.3 Community Interpreters' Invisible Role in Healthcare

Moving on to data on community interpreter's role in healthcare, Abdel (2020) and Schäffner (2013) state that healthcare professionals often perceive community interpreters as mere 'translating machines'. This perception suggests that "a good interpreter is invisible" in healthcare settings. Accordingly, Bischoff (2012) indicates that interpreters in healthcare generally agree that their primary task is to provide a 'word for word' translation as it is expected. Moreover, although community interpreters are required to be aware of both sides in interpreting encounters, they are expected to refrain from taking sides and giving explanations. In contrast, some stakeholders may expect community interpreters to take on a more

intercultural role and act as cultural brokers, assuming roles that extend beyond the scope of their duties (Abdel, 2020). For instance, Bischoff (2012) mentions that community interpreters in healthcare may assume an intercultural role by assisting patients in understanding the cultural norms of the host country. In this case, community interpreters become the patients' closest partners, accompanying them and offering support in decision-making and integration into a new culture or society. They also acknowledge the need to get involved in certain situations, perceiving themselves as a bridge between the clients and healthcare providers (Bischoff, 2012).

8.2.4 Community Interpreters' Impartial and Neutral Role in Social Service

Data indicates that when community interpreters in social services interact with vulnerable groups, such as asylum seekers and unaccompanied minors, they may assume either an impartial and neutral role or an initiative-taking role. As community interpreters facilitate communication, they may opt to adhere to a prescriptive approach, wherein they remain neutral and impartial throughout the interpreting task, limiting their involvement to that of a "language broker" (Berbel, 2020; Campanella, 2023; Pöllabauer, 2012; Van De Mieroop, Cox, & Kerremans, 2023). Nevertheless, community interpreters may also assume the initiative-taker role, providing additional explanations, guidance, assistance and emotional support (Berbel, 2020; Remue, Verhaeghe, Derluyn & Maryns, 2024). To illustrate, Remue et al. (2024) state that community interpreters may assume the role of a 'person of trust' when they accompany minors and are able to develop a rapport with them.

8.2.5 Community Interpreters' Positionings and Postures

It was found that there are two typologies in public service interpreting, namely the Typology of Public Service Interpreter Positionings (De Cotret et al., 2020) and the Typology of Public Service Interpreter Postures (Leanza, 2005); the former facilitates the collaboration

between community interpreters and public service providers, the latter provides understanding regarding the community interpreter's roles. On the one hand, in the Typology of Public Service Interpreter Positionings proposed by De Cotret et al. (2020), the authors identify four different positions: active, hyperactive, proactive and reactive. Firstly, active positioning implies a willingness to take action during the interpreting task (Ibid., 2020). Secondly, in a hyperactive positioning, community interpreters cross the role boundaries by offering opinions and advice, modifying the messages, and excluding or talking over participants (Ibid., 2020). Thirdly, in a proactive positioning, the community interpreters are aware of the emotional and psychological aspects of the speakers as well as the nuances of the situation; hence, they are able to empathize and maintain neutrality when necessary. Lastly, in a reactive positioning, the community interpreters are carried away with their own emotions, creating an over-bonding with the client, judging, or taking sides (Ibid., 2020).

On the other hand, Leanza (2005) proposes a new conceptualization of community interpreters' roles: the Typology of Public Service Interpreter Postures. In such typology, community interpreters' roles are classified into four postures: linguistic agents, integration agents, system agents and community agents. First, as linguistic agents, community interpreters have an impartial position and their practice is limited to translation (Abdel, 2020; Leanza, 2005; De Cotret, Burdeus-Domingo, & Leanza, 2021). Second, as integration agents, community interpreters support clients and help them negotiate and navigate in the host society (Abdel, 2020; Leanza, 2005; De Cotret, Burdeus-Domingo, & Leanza, 2021). Third, community interpreters act as system agents when they favor the discourse and values of the system or dominant society. Finally, a community agent interpreter acts as a cultural broker and advocate, recognizing the relevance of cultural differences.

8.3 Community Interpreting Strategies

Among the collected data, we found a commonality of community interpreters to use different types of strategies before, during and after an interpreting task or assignment. Most strategies used during the encounter were identified as linguistic and extralinguistic strategies. However, other type of strategies was found to be coping strategies to self-regulate community interpreters' emotions while on-task, before and after the assignment.

8.3.1 Linguistic and Extralinguistic Strategies

Data related to community interpreters' strategies exposes that one of the most used strategies is periphrastic translation, which community interpreters use to find an "exact target language equivalent" or a "dynamic equivalent for practical purposes" (Arumi & Vargas-Urpi, 2017, p. 8). These types of strategies are perceived by community interpreters as helpful for the user to better understand certain terms; thus, community interpreters may try to find a target language equivalent through 'negotiation of meaning'. Moreover, Arumi and Vargas-Urpi (2017) affirm the presence of omission during an assignment as a strategy used to stay away from unknown terms. Likewise, Vargas-Urpi (2016) states that community interpreters may use omissions of terminology, and they omit specialized language such as Latin expressions, as it might be difficult for users to comprehend. In addition, Arumi and Vargas-Urpi (2017) mention that there are certain strategies that modify the original message, such as the use of deictics and the addition of information. Hence, these strategies, as Vargas-Urpi (2016) states, are used to replace unknown terminology or to add information that explains such terms.

Data also reveal that community interpreters use a set of strategies to overcome interaction problems and to promote a smooth communication between speakers. These strategies can be classified as intrusive, and they are used by community interpreters when they actively intervene (Arumi and Vargas-Urpi, 2017). For example, in cases where community

interpreters expand their renditions by adding additional information for clarification, asking questions for confirmation, or giving advice on how to proceed (Abdel, 2020; Arumi & Vargas-Urpi, 2017; Arumi & Vargas-Urpi, 2018). Moreover, these intrusive strategies involve interrupting, for community interpreters may interrupt the user in order to ask for a pause, clarification or repetition (Abdel, 2020; Arumi & Vargas-Urpi, 2017; Arumi & Vargas-Urpi, 2018).

8.3.2 Coping Strategies

The analysis also indicates that community interpreters may rely on coping strategies used prior, during and after the interpreting assignment; additionally, they may also set boundaries depending on the task. According to Korpala and Mellinger (2022), community interpreters are usually aware to be prepared for potential stressors; thus, they “establish emotional distance” and examine the event with detachment in case that any ethical issues may arise (p. 284). In the same vein, Korpala and Mellinger (2022) state that community interpreters’ need for self-care leads to setting boundaries, namely the selection, acceptance or rejection of certain tasks in case they consider such interpreting cases as potential traumatizing events. Such commitment to balance is important as a coping strategy during and after the interpreting task. These strategies are described by Sultanic (2021) in a study in which participants mentioned several strategies involving both emotional and physical coping mechanisms, such as holding on to a stress-ball or “shutting oneself off emotionally” (p. 240). Additionally, participants also mentioned post-event mechanisms to distance themselves from the assignment, for instance, they go on long walks, talk to someone or rely on spiritual practices (Ibid., 2021, pp. 240–241).

8.4 Community Interpreters’ Training

In regard to community interpreters’ training, it was found that there is a scarcity of formal interpreting education in many countries. Considering that formal education to become

a community interpreter is not commonly a requirement to work as a community interpreter, there is a high number of untrained or ad hoc interpreters in this field. Nevertheless, this analysis yields that several CI training courses have emerged in the last few years. Thus, there are new training formats, methodologies, and resources being used to prepare future community interpreters. In the following subsections, we describe findings on CI training.

8.4.1 Untrained Community Interpreters and the Lack of Training

Data shows a lack of formal interpreting training in countries such as Belgium and France. According to Remue et al. (2024) and Ticca et al. (2023), Public Service Interpreting (PSI) in Belgium is not regulated, and it is still underdeveloped in France. Moreover, some universities do offer professionalization for conference interpreting; however, they do not offer the same for CI. Some interpreting courses last a few days; however, since they are not compulsory and require payment, community interpreters may prefer to discard such options (Berbel, 2020).

Other courses are considered inadequate as they are limited in hours and do not provide official certification for public service interpreting (Ticca et al., 2023). In addition, although professional or formal training is not a usual demand for community interpreters, Berbel (2020) argues that community interpreters require more than 78 minutes of training videos to hold such a profession. Overall, according to Ticca et al. (2023) there have been efforts to create new programs for interpreting training; nevertheless, the need for community interpreters leads to the use of untrained, or freelance community interpreters (Campanella, 2023).

8.4.2 Training Courses and Formats

The analysis also reveals that CI training is mostly focused on the development of professional community interpreters' skills and knowledge pertinent to the field through the implementation of appropriate formats and resources. The most crucial element is the

acquisition of specific competencies such as note-taking, memory skills, and rapid response (Bergunde, 2019; Vitalaru & Valero-Garcés, 2020). A further identified objective of CI training is to provide students with insights into their role and their code of ethics, as well as to familiarize them with the procedures required in different settings (Bergunde, 2019). Additionally, Vitalaru and Valero-Garcés (2020) indicate the need for instruction in cultural aspects and specialized terminology in order to have students prepared to deal with cultural differences or specific concepts found in healthcare or courtrooms.

In terms of training formats, CI training offers a variety of options, including online, face-to-face, and blended formats; however, the online format is the most prevalent, as it is flexible and provides students with remote access to training resources. Such a form of training is normally intended for ad-hoc interpreters or people who do not have professional education related to CI. According to Vitalaru, and Valero-Garcés (2020), online courses such as MOOC, foster a self-learning approach and provide a foundation for pursuing specialized education in the field. Hence, online education allows people to access a remote and interprofessional education with interpreting students and other professions that will interact in the workplace, such as social work (Bani-Shoraka, 2023).

8.4.3 Training Resources

Several authors suggest that the resources for CI training need to be tailored to students' needs and professional interests, as well as to be authentic and up-to-date as possible (Belenkova et al., 2017). Additionally, according to Bergunde (2019), the activities and resources used can be classified into four categories: concrete experience, active experimentation, reflective observation, and abstract conceptualization. First, concrete experience activities may include role-plays, self-tests, case studies, films, etc.; for example, in practical exercises in collaborative programs, community interpreters and social work students can engage in role-play activities in order to take on the roles assigned to them (Bani-

Shoraka, 2023; Bergunde, 2019). Second, active experimentation activities, including group work, problem-solving tasks and translation and interpreting exercises, foster students' professional reactions and the use of specialized vocabulary (Belenkova et al., 2017; Bergunde, 2019). Third, reflective observation activities allow interpreting students to engage in forum discussions with their peers and reflect on their experiences (Bergunde, 2019; Vitalaru, & Valero-Garcés, 2020). Finally, the engagement with abstract conceptualization tasks, such as readings, lectures and charts, enables students to acquire declarative knowledge and develop the capacity to analyze (Vitalaru & Valero-Garcés, 2020).

8.5 Community Interpreters' Functions

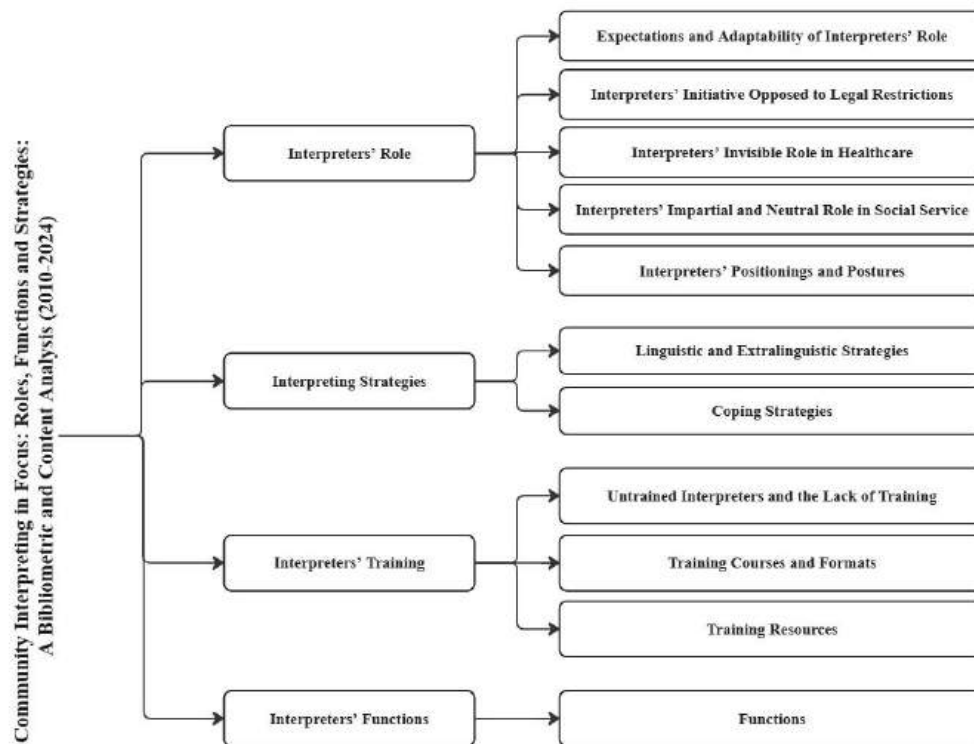
One of the functions of community interpreters found in the collected data and content analysis is empathy, which according to community interpreters themselves, is a moral obligation to be thoughtful and react with compassion (Campanella, 2023). Dorien Van De Mieroop (2023) argues that bonding during interpreting encounters helps both the patient and the service provider as it builds an environment of trust and good communication. In the same vein, Moreno-Bello (2020) states that it is necessary for the community interpreter to be mindful of emotional resonances, especially in sensitive healthcare conversations. Some community interpreters may even portray a 'paternalistic participation' in legal cases where the community interpreter may disregard ethics in order to support the client (Abdel, 2020). Although it is helpful to promote a friendly environment for the client, the community interpreter also needs to be assertive, which involves setting rules, mentioning ethical constraints and nurturing a good use of his/her time during the task (Tebble, 2014).

In order to facilitate comprehension of the content analysis results, we provide a graphic summary of findings (See Figure 7). This figure illustrates the four categories identified in the

content analysis, namely Community Interpreter's Role, Strategies, Functions, and Training. Each category is further subdivided into subcategories found.

Figure 7.

Graphic Summary of Content Analysis Findings



9. Conclusion

Community Interpreting has gained relevance as a job or line of work in interpreting fields and in academic research over the last two decades. Therefore, with this research study, we aimed to examine the evolution of CI in terms of roles, strategies, functions and training according to literature from 2010 to 2024. By conducting bibliometric and content analyses, our study yields the following findings: First, there has been a rise in research production in the last 14 years, especially from countries with higher immigration rates, namely Spain, the USA and the UK. Moreover, relevant authors such as Vargas-Urpi, Leanza and Valero-Garces have significantly contributed to research related to community interpreters' roles and training.

Second, another relevant finding of this study is the definition of role in CI. Defining the role of community interpreters is still challenging for there is no consensus on one specific

definition. Such complexity is due to the expectations that stakeholders have on community interpreters regarding their role, and their own decision-making as they commonly work with individuals who are in a position of vulnerability. However, across different public service settings, namely healthcare, legal and social work, community interpreters' roles may range between an invisible and an initiative-taking role, which may lead them to assume a dual-role. A final key finding on this matter was the Typologies of Positionings by De Cotret et al. (2021) and of Postures by Leanza (2005). Such typologies allow an exploration of the community interpreter as a participant in a triologue, in which her/his role may vary depending on participants' utterances, and on the context. Accordingly, the definition of the role of community interpreters can be conceptualized as dynamic, whereby the characteristics attributed to this role change throughout the interaction.

Third, the training level of community interpreters has improved in recent years, since there is an increased availability of formal education such as online, face-to-face and blended learning courses that has contributed to CI professionalization. We noticed that up-to-date content that is close to students' expectations, relevant materials, and activities are crucial in the development of the professionalism and potential of community interpreters. Finally, in order to ensure a proper interpreter-mediated encounter, community interpreters appeal to a set of strategies to face possible problems related to communication, interaction and mental health. The use of linguistic strategies, including periphrastic translation, omissions and amplifications allows community interpreters to render accurate and proper interpretations. Moreover, extralinguistic strategies facilitate the overcoming of misunderstandings regarding cultural differences in traditions, beliefs or specialized jargon between the public services provider and client. Such strategies can be intrusive or non-intrusive depending on the level of involvement of the interpreter in the interaction. Additionally, as the community interpreter may encounter difficult and/or demanding cases with vulnerable individuals, their mental and emotional health

may be affected. Therefore, interpreters use different coping strategies to maintain and improve their mental health, including physical exercise, meditation, prayer, psychotherapy, or discussing their experiences with other colleagues, family members or close friends. Finally, functions of empathy and assertiveness were found to be used by community interpreters in order to create rapport with public service clients and providers to establish boundaries within the interaction.

The relevance of this study on community interpreters' role, strategies, functions and training consists of the revision and use of existing literature and the provision of insights about what needs to be improved and what steps need to be taken in order to have a deeper comprehension and enhancement of the CI occupation.

9.1 Limitations of the Study

Due to time restrictions, the number of research articles and documents was 36 out of 40 for the content analysis of the qualitative part of the study. Nonetheless, we still consider it is a good number of papers reviewed given that the team is only formed by two students and we only counted with less than four months for the whole revision.

Second, in addition to time constraints, the accessibility to many research articles was restricted since several relevant documents required payment. Therefore, we acknowledge that in order to build a larger corpus, it would be necessary to set a budget that could cover the expenses of this type of exploratory research. Although search engines such as Scopus and WoS offer access to a lot of data, the complete access to such research in CI is narrow and, in some cases, confined. Thus, these limitations suggest that even though this project provides relevant and necessary insights regarding CI, it would be necessary to take into account both time and funds for a more sizable corpus.

9.2 Further Research

Throughout the construction of this study, certain questions arose in relation to community interpreters' perceptions and views of their own role and performance, since the bulk of existing literature mainly considers the rest of the stakeholders' input. Accordingly, research that addresses the role of the interpreter, taking into account not only the service user's and the service provider's insights but also the community interpreter's views in each setting (medical, legal, and social work) would be a paramount contribution to the study of interpreters' role. Moreover, since recent studies concur that interpreters can be initiative-takers, who in occasions oversee ethical restrictions, further research on to what extent interpreters' role would go in terms of ethics could be done. In the same vein, the evolution of such ethical limitations could be studied, as the role of the interpreter and the tasks involved have changed across time as well.

As a final suggestion for further research, we realized the amount of research related to interpreting and translation in Colombia is scarce, and it is an area of expertise that needs to be further addressed. Although Colombia is not commonly a country that hosts refugees who speak languages different from Spanish, this country serves as bridge for many migrants from different nationalities that cross the Americas. This country also hosts many tourists and health care patients whose mother tongues are not Spanish. Moreover, there are native indigenous communities and deaf people whose languages are not widely used across the country or in main institutions where these communities may receive public services and basic rights. Many indigenous or deaf individuals are forced to leave their place of birth and move to cities where their language is not spoken; thus, research on the interpreting options for indigenous languages and sign language available to help these communities is necessary.

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Annexes

Annex A

Literature Matrix

TITLE	URL	TITLE	GENERAL DESCRIPTION	RESEARCH QUESTION	OBJECTIVE	KEY CONCEPTS	PREVIOUS STUDIES	APPROACH	DATA COLLECTION METHOD
Use the drop or category under the main text to classify	If you found this article (if relevant)	(From the name of the article)					List the key concepts that the authors use to describe their research. Include the main concepts (theory, etc.) Make sure to list the theory or concepts they chose to relate to your research.		List the type of research, the data collection methods, descriptions of the data and participants, and anything else in the section.
1016	https://doi.org/10.1023/a:1012242212222	A typology of healthcare interpreter performance: when "neutral" means "passive"	In this topology the author used the RAIIP (Rating) as a tool to have a better understanding of the perceptions of service providers, language practitioners and the role that they represent during interpreting encounters.		The main objective of the study was to formulate in concrete terms the providers' expectations from the public sector's interpreter based on real life experiences in healthcare.	public services interpreting, accuracy, successful communication, being professional, and behaviour positioning.	Positioning (inspired by Goffman, 1986) (Goffman) from a typology of "you being" to clarify how linguistic and paralinguistic features were used. Also, the study was designed to explore the role of the interpreter in the context of the public sector.	Healthcare Typology	Data collection method: semi-structured interviews. Participants: The present study is part of a larger study in which 278 French speaking providers in the province of Quebec, Canada, and 42 agents that offered assistance (interpreters) in a centralized interprete. The study was conducted in 2007 and 2008. There were 12 social workers, two from physicians, three occupational therapists, two psychologists, one nurse and one receptionist. They had been practicing for an average of 17 years.
1017	https://doi.org/10.1023/a:1012242212222	Healthcare Interpreting in Emergency Social Services	The paper presents the results of a study which includes interpreters' experiences and knowledge of emergency medical social services and which focuses on the practice of interpreting in social services and reflects settings in the specific context of emergency. The data presented are part of a larger corpus of interviews and recordings done at three sites simultaneously, as:		To discuss and analyze according to positioning theory, focusing on "you" as interpreting practice and the role of interpreters in "public sector" in each encounter.	community interpreting, local services interpreting, positioning, language use, discourse analysis.	Examining the concept of "you" as a subject for describing position of social service providers, their role and relationship to the language's theoretical context and positioning (Goffman, 1986) (1986).	Method approach	Data collection method: recordings. Participants: The interviewees were made up of 10 emergency medical social workers and 10 interpreters of the emergency medical services, representing different settings. In total, the study included 20 participants. Data analysis: coding and interpretative following Goffman's Theory, complemented with the RAIIP. The recordings from both our study were transcribed and interpreted using a computer-aided software (ANTCONV).

Annex B

Memo 1: Context-Dependent Role

RAW DATA

‘Trauma informs so much of what happens:’ interpreting refugee-background clients in Aotearoa New Zealand. (Campanella, 2023)

“Interpreter perceptions of **role boundaries also appeared to change** due to inherent aspects of their work with vulnerable populations, such as the perceived power asymmetries that affected their clients.” (p. 420)

“The participants experienced a persistent need to **tailor their role to the particular situation** (Killman, 2019; Miller et al., 2019) and even sometimes side with the hiring organization, particularly in highly restrictive settings like court and migration” (p. 420)

<https://docs.google.com/document/d/1MkycKwp2DgmkBcwKb1aCoxGtQs3rSpfx/edit?usp=sharing&oid=115546718157869422654&rtpof=true&sd=true>

[p=sharing&oid=115546718157869422654&rtpof=true&sd=true](https://docs.google.com/document/d/1MkycKwp2DgmkBcwKb1aCoxGtQs3rSpfx/edit?usp=sharing&oid=115546718157869422654&rtpof=true&sd=true)