



Latvian Language  
Agency

# LANGUAGE CONSULTATIONS: TRADITIONS AND CURRENT TRENDS

Zoom, UTC+3/Eastern  
European Summer Time  
(EEST)

Workshop  
(26 September 2023)

## PROGRAMME

<b>9:40-9:50</b>	Registration
<b>9:50-10:00</b>	Workshop opening
<b>10:00-10:30</b>	<i>Language Consultations: Latvian Language Agency's Digital Tools</i> <b>Evelīna Zilgalve, Latvia</b> , Latvian Language Agency
<b>10:30-11:00</b>	<i>Slovak language counselling</i> <b>Daša Cimermanová, Kristína Piatková, Slovakia</b> , Ľudovít Štúr Institute of Linguistics, Slovak Academy of Sciences
<b>11:00-11:30</b>	Language consultation in Norway – facts and trends <b>Sturla Berg-Olsen, Norway</b> , Language Council of Norway
<b>11:30-11:45</b>	Coffee break
<b>11:45-12:15</b>	<i>Finnish-language consultation services in Finland</i> <b>Henna Makkonen-Craig, Finland</b> , Institute for the Languages in Finland
<b>12:15-12:45</b>	<i>Language consultations of the Danish Language Council</i> <b>Eva Skafte Jensen, Denmark</b> , Danish Language Council
<b>12:45-13:15</b>	<i>Tell me, how to say it right! An attempt to formulate the universal best practise of language consulting</i> <b>Tiina Leemets, Estonia</b> , Institute of the Estonian Language, <b>Ondřej Dufek, Czech Republic</b> , Czech Language Institute, Czech Academy of Sciences
<b>13:15-14:00</b>	Lunch break



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- 14:00-14:30** *Contemporary research on historical Dutch*  
**Roland de Bonth, Netherlands**, Dutch Language Institute
- 14:30-15:00** *The role of language counselling in the process of codification revision*  
**Urška Vranjek Ošlak, Slovenia**, Research Centre of the Slovenian Academy of Sciences and Arts, Fran Ramovš Institute of the Slovenian Language
- 15:00-15:30** *Exploring overabundance and defectivity in Czech Morphology: How to present these phenomena to users of The Internet Language Reference Book*  
**Martin Beneš, Czech Republic**, Czech Language Institute, Czech Academy of Sciences
- 15:30-15:45** Coffee break
- 15:45-16:15** *Aspects of sensitive (inclusive) language in usage and consultations*  
**Aurelija Dvylytė, Sigita Sereikienė, Lithuania**, The State Commission of the Lithuanian Language
- 16:15-16:45** *Language Enquiry Database (dotazy.ujc.cas.cz)*  
**Barbora Martinkovičová, Hana Mžourková, Czech Republic**, Czech Language Institute of CAS
- 16:45-17:15** *New ways to spread knowledge about spelling*  
**Jóhannes B. Sigtryggsson, Iceland**, The Árni Magnússon Institute in Icelandic Studies
- 17:15-18:00** Final discussions and closing

## *Language Consultations: Latvian Language Agency's Digital Tools* Evelīna Zilgalve, Latvia, Latvian Language Agency

**The Latvian Language Agency** is the state regulatory authority supervised by the Republic of Latvia Minister of Education and Science, which focuses on language policy and its implementation and also provides Latvian language teaching tools and consultation services for language issues (Skadiņa et al. 2012, 54).

The popularity of language consultations has increased in past years, and the number of consultations provided each year demonstrates the solid interest of society. Questions on the rendering of personal names, grammar, punctuation, vocabulary, language style, and other topics can be asked via e-mail, phone calls, or in person five days a week. Language consultants receive approximately 800 phone calls and 1200 e-mails per month, mostly about the rendering of personal names in Latvian. Also, in recent years two webpages have been developed to make access to language consultations faster, easy to access and also available outside of working hours. Application "Rendering of personal names in Latvian" (<https://www.personvarduatveide.lv/>) is a multilingual dictionary of names, comprising information about the rendering of personal names and versions of rendering, rules of rendering, and further reading about 30 languages. Another application is "Language consultations: electronic database" (<https://www.valodaskonsultācijas.lv/>) comprising around a thousand questions concerning grammar, language style, punctuation, etc.

In this paper I will focus on the various questions asked to Latvian language consultants and how the two applications can be used to find the necessary answers.

### References

Personvārdu atveide. <https://www.personvarduatveide.lv/>.

Skadiņa, Inguna et al. 2012. Latvian Language in the Digital Age. *White Paper Series*. Rehm, Georg, Uszkoreit, Hans (eds.). Springer. <https://doi.org/10.1007/978-3-642-30876-5>.

Valodas konsultācijas. <https://www.valodaskonsultācijas.lv/>.

## *Valodas konsultācijas: Latviešu valodas aģentūras digitālie rīki* Evelīna Zilgalve, Latvija, Latviešu valodas aģentūra

**Latviešu valodas aģentūra** ir valsts pārvaldes iestāde Latvijas Republikas izglītības un zinātnes ministra pārraudzībā, kas īsteno valodas politiku, kā arī nodrošina latviešu valodas mācību līdzekļus un sniedz valodas konsultācijas (Skadiņa et al. 2012, 54).

Valodas konsultāciju popularitāte pēdējos gados ir pieaugusi, un katru gadu sniegto konsultāciju skaits liecina par sabiedrības stabilo interesi. Jautājumus par personvārdu atveidi, gramatiku, interpunkciju, vārdu krājumu, valodas stilu un citām tēmām var uzdot e-pastā, pa telefonu vai klātienē piecas dienas nedēļā. Mēnesī valodu konsultanti atbild uz aptuveni 800 tālruņa zvaniem un 1200 e-pasta vēstulēm, galvenokārt par personvārdu atveidi latviešu valodā. Tāpat pēdējos gados ir izstrādātas divas tīmekļvietnes, lai valodas konsultācijas būtu iespējams iegūt ātrāk un tās būtu pieejamas arī ārpus darba laika. Lietojumprogramma "Personvārdu atveide latviešu valodā" (<https://www.personvarduatveide.lv/>) ir daudzvalodu vārdu vārdnīca, kas ietver informāciju par personvārdu atveidi un atveides versijām, atveides noteikumiem un papildinformāciju aptuveni 30 valodās. Otra lietojumprogramma ir "Valodu konsultācijas: elektroniskā datubāze" (<https://www.valodaskonsultācijas.lv/>), kurā ir aptuveni tūkstošiem jautājumu par gramatiku, valodas stilu, interpunkciju utt. Prezentācijā tiks aplūkoti dažādie jautājumi, kas tiek uzdoti latviešu valodas konsultantiem, kā arī aplūkotas abas tīmekļvietnes, kas noder atbilžu meklēšanā.

### Literatūra

Personvārdu atveide. <https://www.personvarduatveide.lv/>.

Skadiņa, Inguna et al. 2012. Latvian Language in the Digital Age. *White Paper Series*. Rehm, Georg, Uszkoreit, Hans (eds.). Springer. <https://doi.org/10.1007/978-3-642-30876-5>.

Valodas konsultācijas. <https://www.valodaskonsultācijas.lv/>.

*Slovak language counselling*

**Daša Cimermanová, Kristína Piatková, Slovakia**, Ľudovít Štúr Institute of Linguistics, Slovak Academy of Sciences

The paper presents the official language counselling in Slovakia, which is provided by Language Counselling Center of the Department of Language Culture and Terminology at the Ľudovít Štúr Institute of Linguistics (LSIL) of the Slovak Academy of Science, in Bratislava. LSIL has been providing language counselling since its inception in 1943, but over the decades, its form and content have changed. Initially, it offered letter and telephone consultation; currently, this includes email and web-based advice, advice through the online dictionary portal, and access to previously solved language problems published in linguistics journals that are available online. As linguistics has evolved from the structural understanding of language to the strengthening of communicative and sociolinguistic aspects, the approach of linguistic prescription to language dynamics and linguistic innovation has also changed. In the beginning, Slovak language counselling was still associated with protective purist efforts, which historically arose as a reaction to the assimilative language policy based on the ideology of the convergence of Slovak and Czech. Currently, the principles of corpus planning and language regulation lean towards a functional and pragmatic-linguistic perspective and reflect real language usage and frequency, relying heavily on corpus databases of Slovak.

Those interested in language counselling in Slovakia represent a diverse range of language users of different ages and educational backgrounds. Besides the professional users who use the language as a daily working tool (editors, media, translators, teachers, etc.), institutions and administrations also utilize the services of the Language Counselling Center. Moreover, the ideology of linguistic correctness and the tradition of delimitative linguistic prescription are still present in Slovak cultural awareness. This is why also ordinary language users often turn to the Language Counselling Center when they face uncertainty in language use. Another important factor that strengthens the interest in language counselling services in Slovakia is the existence of the state language act (Act of the State Language of the Slovak Republic).

Language users turn to the Language Counselling Center for a various of linguistic problems related to different areas – from spelling to morphology, syntax, terminology, and stylistics. The questions also reflect extralinguistic reality and the need to (linguistically) respond to and grasp the current social situation, e. g., questions about the coronavirus pandemic, the war in Ukraine, inclusive language or even the name of the new King of England, etc.

The staff of the language consultancy cooperate closely with the authors of the currently compiled Dictionary of the Contemporary Slovak Language and also with the other departments of the LSIL when the questions concern the field of dialectology, proper nouns or etymology.

**Key words:** language consultancy, prescriptive linguistics, corpus planning, language problems, language users

**Literature**

- CVRČEK, V. 2008. *Regulace jazyka a koncept minimální intervence*. Praha: NLN, 2008. 230 s. ISBN 978-80-7106-600-2
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## Jazykové poradenstvo na Slovensku

**Daša Cimermanová, Kristína Piatková** Jazykovedný ústav Ľudovíta Štúra Slovenskej akadémie vied, v. v. i., v Bratislave

Príspevok predstavuje oficiálne jazykové poradenstvo na Slovensku, ktoré je sprostredkované jazykovou poradňou oddelenia jazykovej kultúry a terminológie Jazykovedného ústavu Ľ. Štúra SAV, v. v. i., v Bratislave. Jazykovedný ústav poskytuje jazykové poradenstvo od svojho vzniku v roku 1943, no v priebehu desaťročí sa zmenila jeho forma i obsah. Na začiatku to bola listová a telefonická poradňa, v súčasnosti ide aj o e-mailovú a webovú poradňu, poradenstvo prostredníctvom internetového slovníkového portálu a prostredníctvom už vyriešených jazykových problémov zverejnených v časopisoch, ktoré sú dostupné online. V priebehu vývinu lingvistiky od štruktúrneho chápania jazyka k posilneniu komunikačného a sociolingvistického aspektu sa zmenil aj prístup jazykovej preskripcie k dynamike jazyka a jazykovým inováciám. Na začiatku bolo slovenské jazykové poradenstvo ešte spojené s ochrannými puristickými snahami, ktoré historicky vznikli ako reakcia na asimilačnú jazykovú politiku vychádzajúcu z ideológie zblížovania slovenčiny a češtiny. V súčasnosti sa zásady korpusového plánovania a jazykovej regulácie prikláňajú k funkčnému a pragmaticolingvistickému hľadisku a reflektujú reálnu jazykovú prax a frekvenciu, pričom sa výrazne opierajú o korpusové databázy slovenčiny.

Záujemcovia o jazykové poradenstvo na Slovensku predstavujú pestrú mozaiku – ide o používateľov jazyka rôzneho veku či vzdelania. Okrem profesionálnych používateľov, ktorí používajú jazyk každodenne ako svoj pracovný nástroj (redaktori, médiá, prekladatelia, učitelia a pod.), služby jazykovej poradne využívajú aj inštitúcie a administratíva. Ideológia jazykovej správnosti a tradícia delimitačnej jazykovej preskripcie je však stále prítomná v slovenskom kultúrnom povedomí. Preto sa na jazykovú poradňu v prípade jazykovej neistoty často obracajú aj bežní jazykoví používatelia. Dôležitým faktorom, ktorý posilňuje záujem o jazykové poradenstvo na Slovensku, je aj existencia zákona o štátnom jazyku.

Používatelia jazyka sa na jazykovú poradňu obracajú s rôznymi jazykovými problémami týkajúcimi sa rôznych oblastí – od pravopisu cez morfológiu, syntax, terminológiu až po štylistiku. V otázkach sa odráža aj mimojazyková realita a potreba (jazykovo) reagovať a uchopiť aktuálnu spoločenskú situáciu, čo predstavujú napr. otázky týkajúce sa pandémie koronavírusu, vojny na Ukrajine, inkluzívneho jazyka alebo dokonca mena nového anglického kráľa a pod.

Pracovníčky jazykovej poradne úzko spolupracujú s autormi aktuálne vznikajúceho Slovníka súčasného slovenského jazyka, tiež spolupracujú s ostatnými oddeleniami Jazykovedného ústavu Ľ. Štúra SAV, napr. pri otázkach z oblasti dialektológie, vlastných mien alebo etymológie.

**Kľúčové slová:** jazyková poradňa, preskriptívna lingvistika, korpusové plánovanie, jazykové problémy, jazykoví používatelia

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Dostupné na < <https://www.czechency.org/slovník/JAZYKOV%C3%89%20PORADENSTV%C3%8D>>

## *Language consultation in Norway – facts and trends* **Sturla Berg-Olsen, Norway**, Language Council of Norway

In this talk I will present the Language Council of Norway and give an outline of how we work with language consultation in different ways using various channels. I will present concrete examples and try to give the audience an impression on how our consultations have developed over time.

The Language Council of Norway is an independent body under the Ministry of Culture and Equality. The Council is responsible for implementing the language policy as expressed in the Language Act (Ministry of Culture and Equality 2022) and other official documents. The main goals of the Norwegian language policy are: 1) To strengthen the status and use of the Norwegian language in areas of society where it is at risk; 2) To promote Norwegian as a good and well-functioning language for cultural purposes and general use; 3) To safeguard linguistic diversity and the interests of language users.

Language consultation is one of the central tasks of the Language Council. We give advice on and disseminate information about language, language use and language work to institutions in the public sector as well as the public in general. Our main channels of consultation are:

*The website sprakradet.no:* Our website contains a lot of articles dedicated to informing the public and answering their questions about the norms of the two Norwegian written languages, the official language policy, the status of the minority languages etc. The website includes a database with more than 1000 articles containing answers to some of the most popular questions from the public. In 2022, the database had more than 1.4 million queries. The development of this database serves to decrease the number of individual requests for information.

*Email and social media:* The Council has a dedicated email address for language questions which are answered by employees in a weekly rota. The number of email questions has been decreasing in the recent years; in 2022 we answered 3575 questions by email. We also answer questions on Twitter, while people who send us questions on Facebook are encouraged to use email instead.

*The standard dictionaries:* The Council owns two monolingual dictionaries together with the University of Bergen: *Bokmålsordboka* and *Nynorskordboka*. They were originally published as one-volume paper dictionaries, but today they only exist as digital resources at [ordbokene.no](http://ordbokene.no). The two dictionaries show the norms of Norwegian Bokmål and Norwegian Nynorsk in their entirety. They are used a lot; in 2022, the dictionaries had over 50 million queries. The dictionaries are currently undergoing a thorough revision under the auspices of lexicographers at the University of Bergen (Rauset et al. 2022:542–548). The dictionaries have a dedicated email address for questions, and the Language Council answer most of the questions sent to this address.

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- Rauset, Margunn, Gyri Smørdal Losnegaard, Helge Dyvik, Paul Meurer, Rune Kyrkjebø & Koenraad De Smedt (2022): Words, Words! Resources and Tools for Lexicography at the CLARINO Bergen Centre. In: Darja Fišer & Andreas Witt (eds.): *CLARIN. The Infrastructure for Language Resources. Volume 1. Digital Linguistics*. Berlin/Boston: De Gruyter. [https://bora.uib.no/bora-xmli/bitstream/handle/11250/3049215/10.1515\\_9783110767377-021](https://bora.uib.no/bora-xmli/bitstream/handle/11250/3049215/10.1515_9783110767377-021)

## Språkrådgivning i Norge – fakta og trender

I dette innlegget vil jeg presentere Språkrådet og skissere hvordan vi arbeider med språkrådgivning på ulike måter og i ulike kanaler. Jeg vil presentere konkrete eksempler og prøve å gi tilhørerne et inntrykk av hvordan rådgivningen vår har utvikla seg over tid.

Språkrådet er et uavhengig organ under Kultur- og likestillingsdepartementet. Språkrådet har ansvar for å følge opp språkpolitikken slik den kommer til uttrykk i språkloven (KLD 2022) og andre styringsdokumenter. Hovedmålene for den norske språkpolitikken er: 1) å styrke norsk språks status og bruk på utsatte samfunnsområder; 2) å fremme norsk som et godt og velfungerende kultur- og bruksspråk; 3) å ivareta det språklige mangfoldet og språkbrukernes interesser.

Språkrådgivning er en av hovedoppgavene til Språkrådet. Vi gir råd og informerer om språk, språkbruk og språkarbeid både til offentlige organer og allmennheten. De viktigste rådgivningskanalene våre er:

*Nettstedet sprakradet.no:* Nettsidene våre inneholder mange artikler som skal informere publikum og svare på folks spørsmål om de to norske rettskrivningsnormene, statens språkpolitikk, statusen til minoritetsspråkene osv. På nettsidene ligger det en database med mer enn 1000 artikler som har svar på noen av de vanligste spørsmålene fra allmennheten. I 2022 var det mer enn 1,4 millioner søk i databasen. Utviklinga av svarbasen har bidratt til at antallet henvendelser med spørsmål fra enkeltpersoner har gått ned.

*E-post og sosiale medier:* Språkrådet har en egen e-postadresse for språkspørsmål, og disse spørsmålene blir besvart av ansatte organisert i en vaktordning på ukesbasis. Antallet e-postspørsmål har gått ned de siste årene; i 2022 svarte vi på 3575 spørsmål på e-post. Vi svarer også på spørsmål på Twitter, mens folk som sender inn spørsmål på Facebook, blir bedt om å bruke e-post i stedet.

*Standardordbøkene:* Språkrådet eier to enspråklige ordbøker sammen med Universitetet i Bergen: *Bokmålsordboka* og *Nynorskordboka*. De var opprinnelig ettbinds papirordbøker, men finnes i dag bare som digitale ressurser på *ordbokene.no*. De to ordbøkene viser rettskrivningsnormene for bokmål og nynorsk i deres fulle bredde. De er mye brukt; i 2022 var det over 50 millioner søk i ordbøkene. Ordbøkene går for tida gjennom en grundig revisjon i regi av leksikografer ved Universitetet i Bergen (Rauset mfl. 2022:542–548). Ordbøkene har en egen e-postadresse for spørsmål, og Språkrådet besvarer brorparten av spørsmålene som kommer inn til denne adressa.

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*Finnish-language consultation services in Finland***Henna Makkonen-Craig, Finland**, Institute for the Languages in Finland

In my paper I will discuss Finnish-language services that are provided by our institute, free of charge, and targeted mostly to large audiences. I will focus on two types of services, (1) **Media language network** (in Finnish, *mediakielenhuollon verkosto*) and (2) **Language helpline** (*kielineuvonta*).

**Media language network** is a very recent development, as its pilot was launched in May 2023. An important aspect of this service is *peer to peer*. In its pilot stage it is a service targeted for a small group of language editors and experts from major Finnish-language media. These influential peers are language experts who coordinate topical language-related problem-solving in their daily work with numerous journalists and editors in media. The media selected and invited for the pilot have a wide coverage and circulation in Finland. Our language specialist coordinates the network and is also one of the participants.

In contrast, our **Language helpline service** has a lengthy tradition of nearly 80 years. While there have been many changes in the provision of this service, the appreciation for *dialogue* and the interest for Finnish language issues has retained its value through the years. Importantly, we as language advisors not only give but also gain from this service, as understanding is often built and deepened in dialogue. Consultation service by telephone began as early as 1945 and is still running. In 2018 we piloted a language helpline chat. Currently a great number of language users contact us by using a web form (this service began in 2018).

It is important to acknowledge that the Finnish-language consultation services comprise much more than what is said above. Most language-users search for help and solve their language-issues independently, using our online services and e-publications, such as the following:

- Kielitoimiston ohjepankki (**guidelines** for standard Finnish, in web, since 2015; currently 650 chapters or units, updated regularly; major changes to be expected in 2024)
- Name guidelines (**e-publications** on first names, family names, place names etc.)
- Kielikello (**e-journal**; 4 issues per year, each comprising 15–20 articles; print since 1947; online free of charge since 2018; major changes to be expected in 2024) + digital archive
- Kielitoimiston sanakirja (**dictionary** of standard Finnish; over 100,000 entries, annual updates; online free of charge since 2014)
- Descriptive Finnish grammar (ISK 2004; online free of charge VISK since 2008)
- Plain language **web courses** for state employees (since 2018, five different courses under title *Hyvä virkakieli* 'Good administrative language' in eOppiva)
- Kielitoimiston uutiskirje (**newsletter**; 4 per year; will discontinue in 2024 when the institute launches a newsletter with a different concept)
- **www.kotus.fi** (**web pages for Kotus**; blog articles, language quizzes etc.; major changes to be expected in 2024)
- **Facebook**: standard language use (2017–2019), administrative language use (since 2016),
- **Kotus in social media**, selectively: Twitter @Kotus\_tiedotus; Facebook Kotimaisten kielten keskus, Kotus; Instagram briefly in 2020, with a larger volume and a different concept in the autumn of 2023)



## Suomen yleiskielen neuvontapalvelut Suomessa

### Henna Makkonen-Craig, Kotimaisten kielen keskus

Esityksessäni kerron suomen yleiskielen neuvontapalveluista, joita tarjotaan Kotimaisten kielten keskuksessa maksutta eri yleisöille. Keskityn kahteen eri palveluun: (1) *Mediakielenhuollon verkosto* ja (2) *Kielineuvonta*.

*Mediakielenhuollon verkosto* on tietyille kohderyhmälle suunnattu palvelu, jota alettiin pilotoida toukokuussa 2023. Pilottiin on kutsuttu mukaan suurten mediatalojen kielenhuoltovastaavat, ja sen perusideana on *vertaistyöskentely*. Päivittäisessä työssään nämä henkilöt ratkovat ajankohtaisia kielipulmia lukuisten toimitusten ja toimittajien kanssa. Verkoston ideoijana ja koordinoijana on Kotuksen kielenhuoltaja.

Toimintaperiaatteeltaan toisentyyppinen on *kielineuvonnaksi* kutsuttu palvelu, jolla on pitkä, lähes 80-vuotinen historia. Monet asiakkaat tuntevat neuvontapuhelimen edelleen nimellä "Kielitoimiston neuvonta". Kielineuvontapalvelu on käynyt läpi monenlaisia muutoksia vuosikymmenten aikana, mutta edelleenkin asiakkaat arvostavat *dialogia* ja ovat hyvin kiinnostuneita suomen kielestä ja sen käytön kysymyksistä. Neuvonnassa tärkeätä on vastavuoroisuus, eli myös Kotimaisten kielten keskus ja me neuvojat hyödyimme tästä palvelusta, kun tietoa ja ymmärrystä rakennetaan usein yhdessä. Neuvontapuhelin aloitti 1945, ja tämä palvelu jatkuu edelleen, vaikkakin suppeammin. Tsättineuvontaa kokeilimme 2017. Nykyään suuri osa kysymyksistä tulee verkkolomakkeitse (2018-).

Suomen yleiskielen neuvontapalvelut ovat varsin laaja ja monipuolinen kokonaisuus. Valtaosaan kysymyksistä asiakkaat saavat vastauksen itsenäisesti sähköisistä palveluista. Näitä ovat mm. seuraavat:

- Kielitoimiston ohjepankki (yleiskielen **kielenhuolto- ja kirjoitusohjeita** verkossa, perustettu 2015; sisältää 650 ohjekokonaisuutta, päivitetään säännöllisesti; palveluun tulossa merkittäviä muutoksia 2024)
- Nimijulkaisut (**verkkohakemistot**, mm. etu- ja sukunimien taivutus, asutusnimihakemisto)
- Kielikello (**verkkolehti**; ilmestyy neljästi vuodessa, jokaisessa numerossa 15–20 artikkelia; printtilehti perustettiin 1947; uudistettu maksuton verkkolehti 2018-; myös vanhemmat jutut ovat luettavissa edelleen; verkkolehden tulossa merkittäviä muutoksia 2024)
- Kielitoimiston sanakirja (yleiskielen sanakirja; yli 100,000 sana-artikkelia, päivitykset lähes vuosittain; maksutta verkossa 2014-)
- Iso suomen kielioppi (ISK 2004; maksuton verkkoversio VISK 2008)
- Hyvän virkakielen verkkokurssit (2018-, viisi eri kurssia eOppivassa)
- Kielitoimiston uutiskirje (neljästi vuodesta; lakkaa 2024 ilmestymästä, yhdistyy Kotuksen yhteiseen uutiskirjeeseen)
- **www.kotus.fi (Kotuksen verkkosivut**; blogijuttuja, kielivisoja, uutisnostoja ym.; sivut uudistuvat 2024)
- **Facebook**: Kielitoimiston Facebook 2017–2019, virkakielen Facebook 2016–
- **Koko Kotus sosiaalisessa mediassa**: Twitter @Kotus\_tiedotus; Facebook Kotimaisten kielten keskus, Kotus; suomenkielinen Instagram juhlavuonna 2020, laajemmin 2023 syksystä eteenpäin

*Language consultations of the Danish Language Council***Eva Skafte Jensen, Denmark**, Danish Language Council

Language consultation is one of the main tasks for the Danish Language Council.

Most of our consultations take place via our answering service. People can call us four days a week. Besides giving specific help to specific problems (e.g. *where do I put the comma in this sentence? should this word be written with a hyphen?*), we also give consultation on more overarching topics.

Many consultations on such topics take place through our answering service, but we also give interviews to the media and participate in public debates as experts with special knowledge of the linguistics or sociolinguistics of a given topic.

Typical topics include (but are not limited to) the influence from English, the influence from the new conventions of digital writing, crude and vulgar language, and the language of politicians and journalists. Currently, we see an increase in consultations concerning gender-neutral language and language of inclusion. All of these topics reflect general trends in society where language plays an important part.

Some people demand that we take sides. From these people, we are met with the expectation that we ban or endorse certain words or expressions, and the expectation comes equally from people of conservative and of progressive orientation. However, we do not see ourselves as a 'language police' but rather as language experts able to supply knowledge and information in order to raise the level of debate to an appropriate level.

This paper will give a short outline of our answering service and examples of questions and answers.

*Sproglig rådgivning i Dansk Sprognævn*Seniorforsker, dr. phil. **Eva Skafte Jensen**

En af Dansk Sprognævn's kerneopgaver er sproglig rådgivning, og størstedelen af de ansatte medvirker i vores svartjeneste.

Fire dage om ugen kan man for eksempel ringe til os på vores såkaldte spørgetelefon og stille sproglige spørgsmål. Foruden at besvare meget specifikke spørgsmål (*hvor skal kommaet stå i denne sætning?*, og *skal der være bindestreg i dette ord?*), besvarer vi også spørgsmål af mere overordnet karakter.

Vi taler med folk der ringer til os i spørgetelefonen, men vi giver også offentlige interviews gennem pressen og deltager i debatter som eksperter med lingvistisk eller sociolingvistisk viden om et givet emne.

Eksempler på mere overordnede emner er indflydelsen fra engelsk, indflydelsen fra konventionerne i de nye skriftlige medier (SoMe), groft sprog og det sprog der kommer fra politikere og journalister. I disse år bliver vi ofte spurgt om kønsneutralt sprog og inkluderende sprog. Alle disse emner afspejler nogle overordnede tendenser i samfundet hvor sproget spiller en vigtig rolle.

Ofte bliver vi mødt af krav om at fordømme visse ord og udtryk og fremme visse andre. Sådanne krav kommer fra alle dele af det politiske spektrum. Men vi opfatter ikke os selv som et 'sprogpoliti'. I stedet ser vi os selv som sprogeksperter der kan bidrage med viden om og indsigt i sprog, sprogbrug og sprogforandring, viden som vi gerne deler ud af. Opgaven går ud på at bidrage med denne viden på en måde så folk selv kan danne sig en mening om en given sag på et oplyst grundlag.

I dette oplæg gives en kort oversigt over vores svartjeneste og eksempler på typiske spørgsmål og svar.

*Tell me, how to say it right! A project for developing a training program for language consultants***Tiina Leemets**, senior language planner, Institute of the Estonian Language,**Ondřej Dufek**, Czech Republic, Czech Language Institute, Czech Academy of Sciences

In 2023, the Institute of the Estonian Language and the Czech Language Institute have started a joint Erasmus + project "Tell me, how to say it right!" (financed by the European Commission). Both institutions have had a functioning language consultation system for a long period and possess good know-how but the problem is shortage of staff and lack of next generation consultants. Our consultation systems are built on similar foundations but no specialized training has been provided in either country.

The aim of the project is to develop a training program for language consultants (researchers working part-time as consultants and PhD students potentially interested in consulting) and hold a pilot training. A further goal is to develop a universally applicable standard for best practices in language consultation.

As the first stage of cooperation our institutes have developed a questionnaire to conduct an international survey of the working habits and needs of language consultants. The goal of the questionnaire is to get an overview of consulting systems in different countries, as well as to identify similar cases and differences, best practices, experiences and problems that language consultants may face in their everyday work.

The paper will give an overview of the first results of the survey and introduce plans for the pilot training.

2023. aastal algatasid Eesti Keele Instituut ja Tšehhi Keele Instituut Euroopa Komisjoni toel Erasmus + programmi kaudu ühisprojekti "Tell me, how to say it right!". Mõlemal asutusel on aastakümnete pikkune keelenõu andmise kogemus, aga napib nõuandjaid ja järelkasvu. Meie nõuanne toimib sarnase süsteemi järgi, kummalgi maal ei ole keelenõuandjaid eraldi koolitatud.

Projekti eesmärk on luua keelenõuandjate väljaõppe programm põhitöö kõrvalt nõu andvatele keeleuurijatele ning doktorantidele. Kaugem eesmärk on keelenõuande üldise hea tava formuleerimine.

Koostöö esimeses etapis on kaks asutust koostanud küsimustiku eri maade keelenõuandjate töökogemuse ja vajaduste kohta, et saada ülevaade töö korraldusest, ühisjoontest ja erinevustest, kogemustest ning võimalikest muredest.

Ettekanne käsitleb küsitluse esialgseid tulemusi ja tutvustab esmase koolituse kava.



*Contemporary research on historical Dutch***Roland de Bonth**, Dutch Language Institute

The Dutch Language Institute (Instituut voor de Nederlandse Taal or INT) takes a central position in the Dutch-speaking world (the Netherlands, Flanders, Suriname and the Dutch Caribbean) as a developer, keeper and distributor of scholarly and sustainable language resources. With these corpora, lexicons, dictionaries, grammars and other products it provides the necessary building blocks for the study of the Dutch language. To give you an impression of the various activities the INT develops to study or learn Dutch, a brief overview is given below. The INT is:

- supporting linguistic research by creating, maintaining and dynamically developing digital research sources and (historical) corpora (large collections of text and/or speech), such as the *Translation Vocabulary (Vertaalwoordenschat)* and the *Corpus of Contemporary Dutch (Corpus Hedendaags Nederlands or CHN)*
- working on the *Dictionary of Contemporary Dutch (Algemeen Nederlands Woordenboek or ANW)*, the *Dictionary of New Words (Woordenboek van Nieuwe Woorden or WNW)* and maintaining the four historical dictionaries of Dutch that cover the vocabulary of 15 centuries of Dutch
- supporting the field of terminology with our Centre of Expertise for Dutch Terminology (Expertisecentrum Nederlandstalige Terminologie or ENT), for example by collecting and publishing (online) term lists
- compiling the *Word List of the Dutch Language (Woordenlijst Nederlandse Taal)* and its printed edition called *Groene Boekje*, an overview of the official spelling of Dutch words
- expanding and updating the electronic version of the *General Dutch Grammar (Algemene Nederlandse Spraakkunst or e-ANS)*, the go-to reference grammar for the Dutch Language
- maintaining a dialect portal for Flemish, Brabantian and Limburgish (*Database of the Southern Dutch Dialects*)
- developing tools for language learners, such as *Vertaalwoordenschat* and *Woordcombinaties*

During this presentation, I will briefly discuss the language resources we develop and maintain for modern Dutch. But the focus will be on historical Dutch. How does the Institute for the Dutch Language ensure that historical sources are made available in such a way that they offer both researchers and other interested parties the opportunity to study the sources themselves and the language used in them? Using historical dictionaries, historical corpora and a historical lexicon, I will show how contemporary researchers can consult and research historical texts.



## *Hedendaags onderzoek naar historisch Nederlands*

**Roland de Bonth**, Instituut voor de Nederlandse Taal

Het Instituut voor de Nederlandse Taal (INT) neemt in het Nederlandse taalgebied (Nederland, Vlaanderen, Suriname en Caribisch Nederland) een centrale positie in als ontwikkelaar, beheerder en verspreider van wetenschappelijke en duurzame taalhelpbronnen. Met deze corpora, lexicons, woordenboeken, grammatica's en andere producten levert zij de noodzakelijke bouwstenen voor de studie van de Nederlandse taal.

Om u een indruk te geven van de verschillende activiteiten die het INT ontwikkelt om Nederlands te studeren of te leren, volgt hieronder een kort overzicht. Het INT:

- ondersteunt taalkundig onderzoek door het creëren, onderhouden en dynamisch ontwikkelen van digitale onderzoeksbronnen en (historische) corpora (grote verzamelingen tekst en/of spraak), zoals de Vertaalwoordenschat en het Corpus Hedendaags Nederlands (CHN).
- werkt aan het Algemeen Nederlands Woordenboek (ANW), het Woordenboek van Nieuwe Woorden (WNW) en het onderhoud van de vier historische woordenboeken van het Nederlands die de woordenschat van 15 eeuwen Nederlands omvatten
- ondersteunt vakgebied terminologie met het Expertisecentrum Nederlandstalige Terminologie (ENT), bijvoorbeeld door het verzamelen en publiceren van (online) begrippenlijsten
- stelt de Woordenlijst Nederlandse Taal samen en de gedrukte uitgave Groene Boekje, een overzicht van de officiële spelling van Nederlandse woorden
- breidt de elektronische versie uit van de Algemene Nederlandse Spraakkunst (e-ANS), de referentiegrammatica voor de Nederlandse taal
- onderhoudt een dialectportaal voor het Vlaams, Brabants en Limburgs (Databank Zuid-Nederlandse Dialecten)
- ontwikkelt hulpmiddelen voor taalleerders, zoals Vertaalwoordenschat en Woordcombinaties.

Tijdens deze presentatie zal ik kort ingaan op de taalhelpmiddelen die we ontwikkelen en onderhouden voor het moderne Nederlands. Maar de nadruk zal liggen op historisch Nederlands. Hoe zorgt het Instituut voor de Nederlandse Taal ervoor dat historische bronnen zodanig beschikbaar worden gesteld dat ze zowel onderzoekers als andere geïnteresseerden de mogelijkheid bieden om de bronnen zelf en de daarin gebruikte taal te bestuderen? Aan de hand van historische woordenboeken, historische corpora en een historisch lexicon zal ik laten zien hoe hedendaagse onderzoekers historische teksten kunnen raadplegen en onderzoeken.



*The role of language counselling in the process of codification revision*

**Urška Vranjek Ošlak**, Research Centre of the Slovenian Academy of Sciences and Arts, Fran Ramovš Institute of the Slovenian Language

**Abstract**

In Slovenia, language counselling in various forms has a remarkable linguistic tradition. The institution that provides standard language consultation is the Fran Ramovš Institute of the Slovenian Language (Research Centre of the Slovenian Academy of Sciences and Arts). The Institute operates the largest Language Counselling Service for the Slovenian language (available online: <https://svetovalnica.zrc-sazu.si/>), which is an important element of the language management activities focused on the contemporary Slovenian standard language.

Since 2013, the new Slovenian normative guide is being prepared by the Commission on Orthography at the Slovenian Academy of Sciences and Arts and the Research Centre of the Slovenian Academy of Sciences and Arts. Normative guides provide information about the acceptability of language elements for standard language use. In Slovenian, the standard language is a supra-regional idiom agreed upon by language users and used in the written language since the middle of the 19th century. The normative guide is a manual traditionally consisting of normative rules and an orthographic dictionary. Along with the monolingual dictionary (SSKJ 1970–1991), the normative guide (*Slovenski pravopis* 2001) is one of the two main sourcebooks for the Slovenian standard language.

The new Slovenian normative guide consists of: (1) normative rules, which form the theoretical basis of the normative guide, (2) an orthographic dictionary, which provides (additional) examples, and (3) a collection of comments on changes in codification; the main purpose of the latter is to ensure a transparent codification process. All resources are available on the Fran dictionary portal (available online: <https://fran.si/>).

The language counselling activities of the Language Counselling Service are closely related to the process of codification revision. The Language Counselling Service is the main source of language difficulties that need to be addressed in the normative manuals. This contribution will present the different ways in which the language dilemmas in the Language Counselling Service are used by the linguists involved in the creation of the new normative guide. The problem-oriented approach of observing language use and language difficulties in the Language Counselling Service enables linguists to find the parts and particulars of the valid codification that cause language problems, and to adjust the codification and its wording accordingly.

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## Vloga jezikovnega svetovanja v procesu prenove slovenskega pravopisa

### Povzetek

V Sloveniji je imelo jezikovno svetovanje v različnih oblikah v jezikoslovni tradiciji pomembno vlogo. Institucija, ki v Sloveniji izvaja knjižnojezikovno svetovanje, je Inštitut za slovenski jezik Frana Ramovša ZRC SAZU. Sodelavci inštituta sodelujejo v Jezikovni svetovalnici, ki je osrednje jezikovnosvetovalno orodje za slovenski jezik (na spletu: <https://svetovalnica.zrc-sazu.si/>). Jezikovna svetovalnica je pomemben element dejavnosti jezikovnega menedžmenta, usmerjenega v sodobni slovenski knjižni jezik.

Pravopisna komisija pri SAZU in ZRC SAZU od leta 2013 pripravlja novi slovenski pravopis. Pravopis je normativni priročnik, ki prinaša informacije o sprejemljivosti jezikovnih prvin za knjižnojezikovno rabo. V slovenščini je knjižni jezik dogovorjeni nadregionalni idiom, ki se ga za sporazumevanje v knjižnem jeziku uporablja od sredine 19. stoletja. Pravopis je priročnik, ki je tradicionalno sestavljen iz pravopisnih pravil in pravopisnega slovarja. *Slovenski pravopis* iz leta 2001 je poleg splošnega enojezičnega *Slovarja slovenskega knjižnega jezika* (SSKJ 1970–1991) eden od dveh glavnih jezikovnih priročnikov za slovenski knjižni jezik.

Novi slovenski pravopisni priročnik sestavljajo: (1) normativna pravila, ki tvorijo teoretični del priročnika, (2) pravopisni slovar, ki podaja (dodatne) primere, in (3) zbirka pripomb k spremembam pravopisa, katere glavni namen je zagotoviti preglednost in transparentnost procesa kodifikacije. Vsi viri so dostopni na slovarskem portalu Fran (na spletu: <https://fran.si/>).

Dejavnosti jezikovnega svetovanja v Jezikovni svetovalnici so tesno povezane s procesom prenove pravopisa. Jezikovna svetovalnica je glavni vir jezikovnih težav, ki jih morajo obravnavati normativni priročniki. V tem prispevku bomo predstavili različne načine, na katere jezikoslovci, vključeni v pripravo novega normativnega priročnika, pri svojem delu uporabljajo jezikovne težave uporabnikov v Jezikovni svetovalnici. Problemsko usmerjeni pristop opazovanja jezikovne rabe in jezikovnih težav v Jezikovni svetovalnici jezikoslovcem omogoča, da poiščejo tiste dele veljavnega pravopisa, ki uporabnikom knjižnega jezika povzročajo težave, in temu ustrezno prilagodijo kodifikacijo in njeno ubeseditev.

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## *Exploring overabundance and defectivity in Czech Morphology: How to present these phenomena to users of The Internet Language Reference Book*

**Martin BENEŠ**, Czech Language Institute, Czech Academy of Sciences

The paper focuses on describing overabundance (OA) and defectivity (D) in the Czech nominal inflectional system and explores effective ways of presenting these phenomena to language users through the Internet Language Reference Book (ILRB; see <https://prirucka.ujc.cas.cz>). The ILRB serves as an extensive online resource dedicated to standard Czech, offering complete paradigms (i.e., all 14 cells) for tens of thousands of individual Czech words. While the existing paradigms have been constructed based on systemic criteria, this paper highlights the limitations of this approach and discusses the advantages and challenges of integrating empirical criteria instead. The paper specifically focuses on two main aspects: empirical determination and indication of these phenomena in ILRB paradigms.

In terms of the first aspect, the paper demonstrates a novel approach to constructing paradigms by incorporating corpus evidence. The OA cell (where two or more forms exist within a single cell) is defined after thorough discussion as a cell where the less frequent variant form exceeds the threshold of 5% relative frequency. Using the example of the nominative plural of animate masculine nouns, the paper provides essential figures related to this phenomenon, such as the ratio between OA and non-OA forms. Additionally, the D phenomenon (absence of any form for a given cell) can be explored using the corpus tool *GramatiKat* (Kovářiková – Kovářik, 2021), which determines if the forms to fill the cells for individual cases are significantly unattested in the corpus. This allows for a more precise understanding of defectivity in Czech nominal paradigms.

Regarding the second aspect, the paper discusses how to present the acquired knowledge on OA and D to language users through the ILRB. It emphasizes the need to employ various graphical resources (or combinations thereof) to indicate OA and/or D cells. Since these two phenomena can coexist, resulting in OA and D cells or OA and non-D cells, or non-OA and D cells or non-OA and non-D cells, the paper explores comprehensive ways of presenting this information to users.

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**Variantnost a defektivita v českých nominálních paradigmatech: Jak tyto jevy prezentovat uživatelům Internetové jazykové příručky?****Martin BENEŠ**, Ústav pro jazyk český AV ČR

Příspěvek se zabývá popisem variantnosti a defektivity v českém nominálním deklinačním systému a zkoumá efektivní způsoby, jak tento popis prezentovat uživatelům jazyka prostřednictvím Internetové jazykové příručky (IJP; viz <https://prirucka.ujc.cas.cz>). IJP je rozsáhlý internetový zdroj věnovaný standardní češtině a lze v ní nalézt kompletní paradigmata (tj. všech 14 buněk) desítek tisíc českých substantiv. Stávající paradigmata v IJP však byla konstruována na základě systémových kritérií. Tento příspěvek upozorňuje na omezení tohoto přístupu a probírá výhody (a problémy) spojené s nahrazením systémových kritérií kritérii empirickými. Zaměřuje se přitom na dva hlavní aspekty této otázky: 1) jak empiricky identifikovat variantní či defektní buňky paradigmatu a 2) jakým způsobem zjištěné informace o variantnosti a defektivitě zobrazovat v paradigmatech IJP.

Co se prvního aspektu týče, příspěvek prezentuje nový, empirický přístup ke konstrukci paradigmat pomocí jazykových korpusů. Jako hranice reálné variace se chápe situace, kdy méně častá variantní forma má vyšší než 5% relativní frekvenci výskytů. Na příkladu nominativu plurálu životných podstatných jmen mužského rodu (vzory „pán“, „muž“, „předseda“, „soudce“) jsou v příspěvku uvedeny základní zjištěné údaje o variantnosti příslušných buněk, jako je poměr mezi variantními a nevariantními formami, rozložení relevantní frekvence u jednotlivých lexémů atp. Pro výzkum defektivity (neexistence/nedoloženost tvaru pro danou buňku) byl použit korpusový nástroj *GramatiKat* (Kováříková – Kovářík, 2021), který zjišťuje, zda jsou potenciální formy pro jednotlivé buňky paradigmatu v korpusech vůbec doloženy, příp. v jakém poměru k ostatním buňkám téhož paradigmatu nebo k téže buňce jiných paradigmat stejného typu.

Co se druhého aspektu týče, zabývá se příspěvek tím, jak získané znalosti o variantnosti a defektivitě prezentovat uživatelům jazyka prostřednictvím IJP. Upozorňuje na to, že k označení variantních a/nebo defektních buněk je nutné používat různé grafické prostředky a jejich kombinace). Vzhledem k tomu, že variantnost a defektivita se mohou prolínat (existují variantní defektní buňky, variantní nedefektní buňky, invariantní defektní buňky i invariantní nedefektní buňky), zkoumá příspěvek různé způsoby toho, jak tyto informace uživatelům IJP graficky prezentovat.

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### *Aspects of sensitive (inclusive) language in usage and consultations* **Aurelija Dvylytė, Sigita Sereikienė**, The State Commission of the Lithuanian Language

In Lithuania, inclusive language principles increasingly affect some areas of language: the use of the generalized masculine gender (there is a tendency to change it to masculine and feminine genders in some texts), the lexicon – the names of people and phenomena (there are initiatives to consider neutral words that have been used for a long time as having a negative connotation and change them, avoid them). For example, some members of the Seimas demanded that the words *alkoholizmas*, *alkoholikas*, *narkomanija*, *narkomanas* (*alcoholism*, *alcoholic*, *drug addiction*, *drug addict*) be marked in the “Dictionary of the Standard Lithuanian Language” as having a negative connotation and unsuitable for public use. A more proper word is being searched for and discussed instead of the word *neįgalusis* (*disabled*), although not so long ago *neįgalusis* (*disabled*) was chosen instead of the word *invalidas* (*invalid*), which was considered incorrect. The names of persons with certain syndromes and disorders, such as *autistas* (*autistic*), are also considered incorrect. Also, Lithuanian equivalents for English gender terms are being searched.

Broader public discussions on issues of gender-sensitive language were particularly stimulated by the guidelines for gender-sensitive language published by Vilnius University in 2020, which encouraged abandoning masculine gender forms as neutral and consistently marking both genders in texts, using the artificial ostensibly generic gender word *žmoga* (naming a person that is neither feminine nor masculine, usual Lithuanian word for human being is *žmogus*, masculine noun). The proposal to use the word *žmoga* caused public laughter and was not accepted, the proposal to abandon the masculine forms as a neutral, supported approach from abroad, is increasingly respected.

When consulting on these issues, the assessment of grammarians and lexicologists is mainly based on: there are no linguistic arguments to change the grammar’s position regarding the masculine gender as neutral, it is still used and it is encouraged to use it in texts; you should see how specific words are presented in the “Dictionary of the Standard Lithuanian Language” – if the word does not have a negative evaluation in the dictionary, it should not be afraid to use it. Of course, it is encouraged to consider the specific situation and context.

### *Jautrios (įtraukios) kalbos aspektai vartosenoje ir konsultacijose* **Aurelija Dvylytė, Sigita Sereikienė**, Valstybinė lietuvių kalbos komisija

Lietuvoje įtraukiosios kalbos principai vis labiau veikia kai kurias kalbos sritis: apibendrintosios vyriškosios giminės vartojimą (kai kuriuose tekstuose ją linkstama keisti į vyriškąją ir moteriškąją gimines), leksiką – žmonių, reiškinių pavadinimus (kyla iniciatyvų ilgą laiką vartotus neutralius žodžius vertinti kaip turinčius neigiamą konotaciją ir juos keisti, jų vengti). Pvz., kai kurie Seimo nariai reikalavo, kad žodžiai *alkoholizmas*, *alkoholikas*, *narkomanija*, *narkomanas* „Bendrinės lietuvių kalbos žodyne“ būtų pažymėti kaip turintys neigiamą konotaciją ir netinkami viešajai vartosenai. Diskutuojama ir ieškoma korektiškesnio žodžio vietoj žodžio *neįgalusis*, nors *neįgalusis* ne taip seniai yra pasirinktas vietoj nekorektišku laikyto žodžio *invalidas*. Manoma, kad nekorektiški ir tam tikrus sindromus, sutrikimus turinčių asmenų pavadinimai, tokie kaip *autistas*. Ieškoma lietuviškų atitikmenų angliškiems lytiškumo terminams.

Platesnes visuomenės diskusijas lyčiai jautrios kalbos klausimais ypač paskatino 2020 metais paskelbtos rekomendacinės Vilniaus universiteto lyčiai jautrios kalbos gairės, kuriose skatinta atsisakyti vyriškosios giminės formų kaip neutralių ir nuosekliai tekstuose žymėti abi gimines, vartoti dirbtinį atseit bendros giminės žodį *žmoga* (žmogaus įvardijimą, kuris nebūtų nei moteriškosios, nei vyriškosios giminės). Siūlymas vartoti žodį *žmoga* visuomenei sukėlė juoką ir nebuvo priimtas, siūlymo atsisakyti vyriškosios giminės formų kaip neutralių, palaikomo požiūrio iš užsienio, vis labiau paisoma.

Konsultuojant šiais klausimais daugiausia remiamasi gramatikų ir leksikologų vertinimu: keisti gramatikos nuostatos dėl vyriškosios giminės kaip neutralios kalbinių argumentų nėra, ji tebevartojama ir ragintina tekstuose ją vartoti; žiūrėtina, kaip konkretūs žodžiai pateikti „Bendrinės lietuvių kalbos žodyne“, jei žodis neigiamo vertinimo žodyne neturi, nebijoti jo vartoti. Žinoma, skatinama atsižvelgti į konkrečią situaciją, kontekstą.

*Language Enquiry Database (dotazy.ujc.cas.cz)***Barbora Martinkovičová, Hana Mžourková**, Czech Republic, Czech Language Institute of CAS**Abstract**

In this contribution, we will introduce the project of the Linguistically Structured Database of Enquiries from the Language Consulting Centre (LCC). The Czech Language Institute of the Academy of Sciences (CLI) and the University of West Bohemia in Pilsen (UWB) collaborated on the project, starting their work in 2016. The task of the CLI team was the linguistic solution of the project, UWB provided the technical background. The result of the project is the Language Enquiry Database (LED) publicly available on the website dotazy.ujc.cas.cz since 2020. LED enables storing and further processing of enquiries of the clients of the Language Consulting Centre of CLI and serves both linguists, and the general public. Currently, the database contains 13 185 responses, being continuously updated.

Workers from the Language Consulting Centre of CLI annotate enquiries (which are typically asked over the phone) in the internally accessible part of the LED. The electronic interface allows them to organize enquiries according to areas (e.g. lexicology), their categories (e.g. the origin of a word) and specify according to topics (e.g. calque), to assign keywords and language resources to enquiries, link enquiries to each other and finally also carry out detailed linguistic annotation of enquiries at different language levels (text, sentence, clause, word, phones/letters/characters). The internal part of the LED is also ready to process other forms of annotation, especially from the sociolinguistic and language management area. The publicly available part of the LED enables searching for questions and answers using keywords or hierarchical categorization. In the public section, there are various statistical data available.

The database fulfills several goals. It significantly helps the consultants in their daily consulting activities. It also allows them to register and analyze linguistic phenomena perceived as (potentially) problematic by language users. The Language Consulting Centre workers can also monitor the development of various language topics over time. The internal part of LED, accessible only to the workers of the Language Consulting Centre, is a valuable source for further research. It can be related to problematic or yet undescribed linguistic phenomena. It is also possible to deal with metalinguistics, language-cultural topics, or the language attitudes area. The most significant output so far is the book *Language Consulting Centre, Hello. On Czech Language and its Users (2022)*. The database serves the public as an online language tool that enables users to find answers to language problems. It can be claimed with certainty that LED has a peculiar position among language resources. In addition to its other functions, LED simultaneously (and naturally) does not capture the development of Czech language standards only from the isolated linguistics perspective; it shows the language users point of view.

**Abstrakt:**

V příspěvku představíme projekt lingvisticky strukturované databáze dotazů. Práce na projektu byly zahájeny v roce 2016 a spolupracovaly na něm Ústav pro jazyk český AV ČR (ÚJČ) a Západočeská univerzita v Plzni (ZČU). Úkolem týmu pracovníků ÚJČ bylo lingvistické řešení projektu, ZČU vytvořila technické zázemí. Výsledkem projektu je Databáze jazykových dotazů, veřejně dostupná od roku 2020 na webu dotazy.ujc.cas.cz, která umožňuje ukládat a dále zpracovávat dotazy z jazykové poradny ÚJČ a která slouží jak lingvistům, tak široké veřejnosti. V současné době (k 3. 5. 2023) databáze obsahuje 13 185 odpovědí a je dále průběžně doplňována.

Pracovníci jazykové poradny ÚJČ dotazy, které jsou pokládány prostřednictvím telefonu, anotují v interně dostupné části databáze. Elektronické rozhraní jim umožňuje obdržené dotazy třídit podle nadřazených oblastí (např. lexikologie), jejich kategorií (např. původ výrazu) a dále je členit podle konkrétních témat (např. kalk), přiřazovat dotazům klíčová slova, relevantní jazykové zdroje, dotazy vzájemně propojovat a konečně také provádět detailní lingvistickou anotaci dotazu na různých jazykových úrovních (text, věta, souvětí, slovo, hlásky/písmena/znaky). Interní část databáze je připravena také na další úrovně anotace, zejména na sociolingvistickou anotaci a anotaci jazykového managementu. Veřejně dostupná část databáze umožňuje vyhledávat dotazy a odpovědi jak pomocí klíčových slov, tak na základě zmíněné hierarchické kategorizace. Ve veřejné části jsou též dohledatelné různé statistické údaje.

Databáze naplňuje hned několik cílů. Poradenským pracovníkům významně pomáhá při jejich každodenní poradenské činnosti. Dovoluje jim však také zaznamenávat a analyzovat jazykové jevy, které jsou uživateli jazyka vnímány jako (potenciálně) problematické a sledovat také jejich vývoj v čase. Interní část databáze, k níž mají přístup zpracovatelé, je podkladem pro další výzkum, který je zaměřen například na problematické či dosud nepopsané jazykové jevy, ale i na otázky metajazykové, jazykověkulturní nebo na oblast postojů k jazyku. Jako nejvýznamnější výstup těchto činností lze uvést monografii *Jazyková poradna, dobrý den. O češtině a jejích uživateli (2022)*. Veřejnosti pak databáze slouží jako online jazykový nástroj, jehož pomocí si zájemci mohou sami dohledat odpovědi na otázky, které v souvislosti s jazykem či jeho písemným záznamem řeší. Lze s jistotou tvrdit, že uvedená databáze má mezi jazykovými zdroji výjimečné postavení, jelikož vedle svých dalších funkcí souběžně (a přirozeně) zachycuje vývoj norem českého jazyka nikoliv z obvyklé perspektivy lingvistů, ale z perspektivy samotných uživatelů jazyka.

## *New ways to spread knowledge about spelling*

**Jóhannes B. Sigtryggsson** associate professor, The Árni Magnússon Institute in Icelandic Studies

The traditional language consulting at our institute in Iceland has been through telephone or e-mail, but in the last decades it has moved in large part to the Internet even though the traditional consulting methods are still used. A lot of our recent efforts have been put into making and developing digital databases. Examples are the Íðorðabankinn ['The Terminology Bank'], Íslensk stafsetningarorðabók ['The Icelandic Spelling Dictionary'], Nýyrðavefur ['Neologisms, coinages'] and Málfrásbankinn ['The Language Usage Database']. The basis for the last database mentioned here was answers to common language usage questions derived from the traditional language consulting work. The focus is on explaining various aspects of what has traditionally been considered appropriate usage for formal spoken and written Icelandic.

In my presentation the main focus will be on a recent digital work in this vein, Íslensk réttitun ['Icelandic Spelling'], published as a website <<https://rettritun.arnastofnun.is/>> in 2021. It is an attempt by me to make recent Icelandic spelling rules (from 2016 and 2018) more accessible to the public in the era of smart devices and limited attention spans. The focus was on making the user interface of the work as simple as possible and well suited for smartphones with numerous links and connections between different chapters. The result is a minimalistic and "bare" but accessible design. In the talk I also discuss how the official spelling rules are represented in Íslensk réttitun, its official status compared to them and further development of the work.

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## *Nýjar leiðir til að koma á framfæri þekkingu um stafsetningu*

**Jóhannes B. Sigtryggsson** rannsóknardósent, Stofnun Árna Magnússonar í íslenskum fræðum

Hefðbundin málfrásráðgjöf hjá Árnastofnun á Íslandi hefur að mestu farið fram í gegnum síma eða tölvupóst. Síðasta áratug eða svo hefur hún hins vegar að miklu leyti flust yfir á Internetið þótt hefðbundna ráðgjöfin sé enn notuð. Mikil vinna hefur farið í það að búa til og próa rafræna gagnagrunna og vefsíður. Dæmi um það eru Íðorðabankinn ['The Terminology Bank'], Íslensk stafsetningarorðabók ['The Icelandic Spelling Dictionary'], Nýyrðavefur ['Neologisms, coinages'] og Málfrásbankinn ['The Language Usage Database']. Grunnur síðasta gagnagrunnsins sem nefndur er hér að framan eru svör við algengum spurningum notenda um málfrás sem fengin eru úr hinu hefðbundna ráðgjafarstarfi. Áherslan þar er á að útskýra og fjalla um það sem þykir til fyrirmyndar í hóflega formlegu máli og um íslenskan ritmálsstaðal.

Í erindinu fjalla ég sérstaklega um nýlegt rafrænt verk eftir mig í þessum anda sem nefnist Íslensk réttitun ['Icelandic Spelling'] og var birt á vefnum <<https://rettritun.arnastofnun.is/>> árið 2021. Þetta verk er tilraun hjá mér til að gera aðgengilegar fyrir fólk á tímum snjalltækja og takmarkaðrar athygli nýlegar breytingar (frá 2016 og 2018) á íslenskri stafsetningu og greinarmarkjasetningu. Fókusinn var á að gera vefsíðuna eins einfalda í notkun og hægt var og sérstaklega hannaða fyrir snjalltæki. Það var meðal annars gert með því að hafa ótal tengla á milli kafla. Niðurstaðan var mjög einföld og aðgengileg vefsíða. Í erindinu mun ég ræða um hvernig upplýsingum um hinar nýju stafsetningarreglur er komið á framfæri í Íslenskri réttitun, um það hvaða vægi þetta verk hefur og áframhaldandi þróun þess.

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