Improving the user experience of language tools

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Interaction Designer
@pauginer
Language is our vehicle to communicate knowledge

Read - Understand - Write
Some languages are supported better than others

Let’s type piñata...
We provide tools for users to

**Read**
- Display content regardless of font availability

**Understand**
- Make information available in multiple languages by translating it

**Write**
- Write in scripts regardless of the keyboard support
The problem

There are lots of languages with different needs, and we cannot speak them all.
United Nations website
6 Official languages
YouTube
61 languages

<table>
<thead>
<tr>
<th>Language</th>
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<tr>
<td>Afrikaans</td>
<td>Español (Latinoamérica)</td>
<td>Latviešu valoda</td>
<td>Suomi</td>
<td>العربية</td>
<td>ภาษาไทย</td>
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<td>Bahasa Indonesia</td>
<td>Euskara</td>
<td>Lietuvių</td>
<td>Svenska</td>
<td>فوجسي</td>
<td>中文 (简体)</td>
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<td>Bahasa Melayu</td>
<td>Filipino</td>
<td>Magyar</td>
<td>Tiếng Việt</td>
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<td>中文 (繁體)</td>
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<td>Catala</td>
<td>Français</td>
<td>Nederlands</td>
<td>Türkçe</td>
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<td>中文 (香港)</td>
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<td>Čeština</td>
<td>Français (Canada)</td>
<td>Norsk</td>
<td>Български</td>
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<td>Dansk</td>
<td>Galego</td>
<td>Polski</td>
<td>Русский</td>
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<td>Deutsch</td>
<td>Hrvatski</td>
<td>Português</td>
<td>Српски</td>
<td>தமிழ்</td>
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<td>Eesti</td>
<td>IsiZulu</td>
<td>Português (Brasil)</td>
<td>Українська</td>
<td>客家語</td>
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<td>English (UK)</td>
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<td>Română</td>
<td>Ελληνικά</td>
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<td>English (US)</td>
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Choose your language
This changes the language of the site. It won't change any text entered by users.
Wikipedia article on Barack Obama
203 languages
The process

Our design process puts users and their languages at the center of each step
Our design process considers language diversity at each stage:

- Analysis
- Explore design ideas
- Prototype
- Usability testing
Embrace diversity when defining personas and scenarios

George
Architect from Georgia
- Georgian is his only language.
- Reads articles in his language.
- Had not used language tools before.

Rakha
Musician from India, at Brussels
- Speaks Tamil and basic English
- Searches for content from the public PC at the hotel lobby.
1. Number of languages spoken
   - one
   - two
   - many

2. Language proficiency
   - none
   - basic
   - medium
   - good/native

3. Language type
   - Writing direction
     - LTR (English)
     - RTL (Hebrew)
   - Number of speakers
     - Many (English)
     - Few (Georgiano)
     - none/historic (Latin)
   - Geographical distribution
     - Separate areas
       - (¿?)
     - (Frances)
     - Shared with other languages
     - (Japonés)
     - (Bengali)
     - continuous area

4. Main activity
   - Consume content
   - Search content
   - contribute content

5. Location
   - Native country
   - Familiar country
   - Foreign country

6. Previous experience with language tools
   - none
   - basic
   - advanced
   - expert

7. Device
   - tablet
   - desktop/laptop

8. User account
   - anonymous
   - registered
Consider internationalisation issues early in the designs.

Line-height, font weight, word length and font availability vary for different language/scripts.
Prototyping for multiple languages

For click-through prototypes, SVG images are used as templates:

```
msg4-trans=не содержит ни одной буквы
```

[Diagram showing mediaWiki interface for translating messages]
Prototyping for multiple languages

For HTML prototypes we use jQuery.i18n

```html
<div class="ten column">
  <h2 class="content" data-i18n="original-page-title"></h2>
</div>
```
32 Users
3-5 tests per round

30 Languages
Chinese, French, Swahili, Kikuyu, Kalenjin, Macedonian, Russian, Serbo-Croatian, Japanese, German, Dutch, Luxembourgish, Italian, Portuguese, Spanish, Catalan, Tetum, Western frisian, Latin, Breton, Hebrew, Nepali, Malayalam, Gujarati, Marathi, Tamil, Hindi, Telugu, Esperanto, and English

17 Locations
Hong Kong, Japan, India, Nepal, Kenya, USA, UK, France, Belgium, Luxembourg, Netherlands, Italy, Germany, Russia, Spain, Israel, and New Zealand
The tools

The Universal Language Selector
Translate extension
Content translation
The Universal Language Selector
Good Girl Gone Bad: Reloaded is a reissue of Barbadian recording artist Rihanna's third studio album Good Girl Gone Bad (2007). Released to mark the first anniversary of the original album, the album features three newly recorded songs and a DVD showing exclusive behind-the-scenes footage of her Good Girl Gone Bad Tour (2007–09). For the new material, she worked with past collaborators Ne-Yo, StarGate, and C. "Tricky" Stewart, as well as Brian Kennedy, Mark Endert, Mike Elizondo, Mark "Spike" Stent and Maroon 5. Good Girl Gone Bad: Reloaded received generally positive reviews from music critics, who praised the sound and production of the newly added material. Other critics felt that the album was not worthy for re-release with only three new songs. The album sold 63,000 copies in its first week and helped the original album peak at number seven on the US Billboard 200. The reissue charted in New Zealand, peaking at number four. The album was promoted with four singles, including the US number-one hits "Take a Bow" and "Disturbia". Rihanna also performed songs from the reissue on several television programs and award ceremonies including FNMTV and the 2008 MTV Video Music Awards. (Full article...)

Recently featured: Sair Tjeresa Siti Akbari – Grand Duchess Anastasia Nikolaevna of Russia – Manhattan Project

Archive – By email – More featured articles...

Did you know...
From today's featured article

**Good Girl Gone Bad: Reloaded** is a reissue of Barbadian recording artist Rihanna's third studio album **Good Girl Gone Bad** (2007). Released to mark the first anniversary of the original album, the album features three newly recorded songs and a DVD showing exclusive behind-the-scenes footage.

In the news

- Russian opposition leader Alexei Navalny (pictured) is sentenced to five years in prison for embezzlement.
- The government of Detroit, with up to $20 billion in debt, files for the

Language settings

Display language

Change the language of menus. Content language will not be affected.

- English
- español
- català

Apply settings
Anticipate the user needs
Be flexible

Cross-language

Autocompletion

Typos allowed

Language codes
Provide tools at hand

- Next to where I need it
- Quick switching
Allow recovery

- Preview
- Undo
- Use in a foreign language
Translate extension
Translate extension

- Page content
- UI messages
- Translate Extension
- Edit
- править
### Translate Extension UI

**2006 - 2012**

#### Settings

- **Group**: Commons iOS Mobile
- **Language**: ru - Russian
- **Limit**: 100 messages per page
- **Show messages**: show untranslated messages

#### Information about the group

**Commons Mobile** is an app for Android or iOS for uploading and browsing Wikimedia Commons.

<table>
<thead>
<tr>
<th>Commons iOS Mobile</th>
<th>Current message text</th>
</tr>
</thead>
<tbody>
<tr>
<td>↓...media:Commons-ios-about-title/ru</td>
<td>About</td>
</tr>
<tr>
<td>↓...s-ios-about-app-version-label/ru</td>
<td><strong>Wikimedia:Commons-ios-about-app-version-label/ru</strong></td>
</tr>
<tr>
<td></td>
<td>Suggestions from translation memories and machine translation</td>
</tr>
<tr>
<td></td>
<td>↓ (Версия $1)</td>
</tr>
<tr>
<td></td>
<td>↓ Версия $1</td>
</tr>
<tr>
<td></td>
<td>↓ Вариант $1</td>
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<tr>
<td></td>
<td><strong>Information about message</strong> (contribute)</td>
</tr>
<tr>
<td></td>
<td>Label for showing the version of the app.</td>
</tr>
<tr>
<td></td>
<td><em>Click on the link “Expand” to view messages that contain the same text as this message:</em></td>
</tr>
<tr>
<td></td>
<td>[edit] [info]</td>
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<tr>
<td></td>
<td><strong>Message definition</strong> (Commons iOS Mobile)</td>
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<td></td>
<td>↓Version $1</td>
</tr>
<tr>
<td></td>
<td><strong>You need permission to translate messages.</strong></td>
</tr>
</tbody>
</table>

- ↓...mons-ios-about-commons-button/ru
- ↓...Commons-ios-about-bugs-button/ru
- ↓...mons-ios-about-privacy-button/ru

- Wikimedia Commons
- Bug Tracker
- Privacy Policy
Translate Extension UI
2012 - today

Commons Mobile is an app for Android or iOS for uploading and browsing Wikimedia Commons.

Version $1

Your translation

Paste source text

Save translation
Skip to next

Press "CTRL-OPTION-S" to save or "CTRL-OPTION-D" to skip to next message

Label for showing the version of the app.

Edit description

Suggestions:

(Version $1)
Use as translation

Version $1
Use as translation

Version $1
Use as translation

Yandex

Microsoft

83% match

Wikimedia Commons

Bug Tracker

Privacy Policy

Source
Editor concept

Translation area

Aids for the translator

Does not contain any letters

Your translation

Save translation  Skip to next

Press "CTRL+S" to save or "CTRL+D" to go to next message.

Reasons for failed account creation.
Edit description

Suggestions
- Il ne contient pas de caractères
  Use in translation
  80% match used 4 times
- Il ne contient pas de lettres
  Use in translation
  from Microsoft

In other languages
- Assenza di lettere
  Italiano

Need more help?  Ask for more information
Other improvements

Translation warnings

Contextual actions

Avoid dead-ends

Communicate status

Switch between projects

Length adjustments
Wikimedia Highlights, March 2013

Highlights from the Wikimedia Foundation Report and the Wikimedia engineering report for March 2013, with a selection of other important events from the Wikimedia movement.

2013年3月维基媒体亮点

该亮点来源于2013年3月维基媒体基金会报告及维基媒体工程报告，及其他重要的维基媒体活动事件。

维基媒体基金会亮点

Lua speeds up pages and empowers Wikimedia's...
Ludwig Mies van der Rohe (born Maria Ludwig Michael Mies; March 27, 1886 – August 19, 1969) was a German-American architect. He is commonly referred to, and was addressed, as Mies, his surname. He served as the last director of Berlin's Bauhaus, and then headed the department of architecture, Illinois Institute of Technology in Chicago, where he developed the Second Chicago School. Along with Le Corbusier, Alvar Aalto, and Frank Lloyd Wright, he is widely regarded as one of the pioneering masters of modern architecture.

Mies, like many of his post-World War I contemporaries, sought to establish a new architectural style that could represent modern times just as Classical and Gothic did for their own eras. He created an influential twentieth century architectural style, stated with extreme clarity and simplicity. His mature buildings made use of modern materials such as industrial steel and plate glass to define interior spaces. He strove toward an architecture with a minimal framework of structural order balanced against the implied freedom of free-flowing open space. He called his buildings "skin and bones" architecture. He sought a rational approach that would guide the creative process of architectural design, but he was always concerned with expressing the spirit of the modern era. He is often associated with his quotation of the aphorisms, "less is more" and "God is in the details".

Ludwig Mies van der Rohe (geboren Maria Ludwig Michael Mies, 27 maart 1886 - 19 augustus 1969) was een Duits-Amerikaans architect. Hij is algemeen bekend, en was gericht, zoals Mies, zijn achternaam. Hij diende als de laatste directeur van de Berlijnse Bauhaus, en vervolgens gingen de afdeling architectuur, Illinois Institute of Technology in Chicago, waar hij de ontwikkelde Zweede Chicago School. Samen met Le Corbusier, Alvar Aalto, en Frank Lloyd Wright, wordt hij algemeen beschouwd als een van de baanbrekende meesters van de moderne architectuur.
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Content translation

http://pauginer.github.io/prototype-uls/#mies
We need your help
Help us to improve the language tools
Thanks

Participate in the testing sessions:
http://ho.io/content-translation

Provide feedback:
http://www.mediawiki.org/wiki/Content_Translation

Join the design mailing list:
https://lists.wikimedia.org/mailman/listinfo/design