

Improving the user experience of language tools

Pau Giner

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



Welcome to the United Nations. It's your world.

Search UN Website

عربي 中文 English Français Русский Español

 **UNITED NATIONS**
We the peoples... A stronger UN for a better world.

Peace and Security Development Human Rights Humanitarian Affairs International Law

YouTube

61 languages



Language: English ▾

Country: Spain ▾

Safety: Off ▾



Help ▴

Choose your language

This changes the language of the site. It won't change any text entered by users.



Afrikaans	Español (Latinoamérica)	Latviešu valoda	Suomi	العربية	ཨཕྱུར་སྐད་
Bahasa Indonesia	Euskara	Lietuvių	Svenska	فارسی	中文 (简体)
Bahasa Malaysia	Filipino	Magyar	Tiếng Việt	मराठी	中文 (繁體)
Català	Français	Nederlands	Türkçe	हिन्दी	中文 (香港)
Čeština	Français (Canada)	Norsk	Български	বাংলা	日本語
Dansk	Galego	Polski	Русский	ગુજરાતી	한국어
Deutsch	Hrvatski	Português	Српски	தமிழ்	
Eesti	IsiZulu	Português (Brasil)	Українська	తెలుగు	
English (UK)	Íslenska	Română	Ελληνικά	ಕನ್ನಡ	
English (US)	Italiano	Slovenčina	עברית	മലയാളം	
Español (España)	Kiswahili	Slovenščina	زرد	ភាសាខ្មែរ	

Wikipedia article on Barack Obama

203 languages

▼ Languages 

- Acèh
- Afrikaans
- Alemannisch
- አማርኛ
- Ænglisc
- Аԥсшәә
- العربية
- Aragonés
- ಅಸ್ತುರಿ
- Asturiano
- Avafne'ë
- Авар
- Аymar aru
- Azərbaycanca
- Bamanankan
- বাংলা
- Bahasa Banjar
- Bân-lâm-gú
- Basa Banyumasan
- Башҡортса
- Беларуская
- Беларуская (тарашкевіца)
- भोजपुरी
- Bikol Central
- Bislama
- Български
- Boarisch
- བོད་སྐད་
- Bosanski
- Brezhoneg
- Català
- ЧӀавашла
- Cebuano
- Česky
- Chavacano de Zamboanga

Corsu

Cymraeg

Dansk

Deitsch

Deutsch

ދިވެހިސަރުކާރުގެ ބަހ

Diné bizaad

Dolnoserbski

Eesti

Ελληνικά

Emiliàn e rumagnòl

Эрзянь

- Español

Esperanto

Estremeñu

Euskara

فارسی

Føroyskt

Français

Frysk

Furlan

Gaeilge

Gaelg

Gàidhlig

Galego

贛語

ᱫᱷᱟᱱᱵᱟᱫᱽ

Hak-kâ-fa

한국어

Hausa

Hawai'i

Հայերեն

हिन्दी

Hornjoserbsce

Hrvatski

Ido

Igbo

Ilokano

Bahasa Indonesia

Interlingua

Interlingue

Δελφίνου/Inuktitut

Ирон

IsiZulu

Íslenska

Italiano

תענית

Basa Jawa

Kalaallisut

ಕನ್ನಡ

Kapampangan

ქართული

Қазақша

Kernowek

Kinyarwanda

Kiswahili

Kreyòl ayisyen

Kurdî

Кыргызча

Ladino

ລາວ

Latgaju

Latina

Latviešu

Lëtzebuergesch

Lietuvių

Limburgs

Lingála

Lojban

Lumbaart

Magyar

Македонски

Malagasy

മലയാളം

Malti

Māori

- ★ मराठी

მარგალური

مصرى

مازرونی

Bahasa Melayu

Монгол

မြန်မာဘာသာ

Náhuatl

Dorerin Naoero

Nederlands

Nedersaksies

नेपाली

日本語

Nnapulitano

Nordfriisk

Norsk bokmål

Norsk nynorsk

Nouormand

Novial

Occitan

Олык марий

O'zbekcha

ਪੰਜਾਬੀ

Pangasinan

پنجابی

Papiamentu

پښتو

ភាសាខ្មែរ

Piemontèis

Tok Pisin

Plattdüütsch

Polski

Português

Qırımtatarca

Reo Mā'ohi

Ripoarisch

- ★ Română

Rumantsch

Runa Simi

Русский

Саха тыла

Sámegiella

සංස්කୃත

Sardu

Scots

Sesotho sa Leboa

Shqip

Sicilianu

සිංහල

Simple English

Slovenčina

- ★ Slovenščina

Ślůnski

Soomaaliga

کوردی

Sranantongo

Српски / srpski

Srpskohrvatski / српскохрватски

Basa Sunda

- ★ Suomi

Svenska

Tagalog

தமிழ்

Tarandíne

Татарча/tatarça

தெலுగు

Tetun

- ★ ไทย

Тоҷикӣ

ᱚᱠᱴᱚᱨ

Tsetséhestâhese

Türkçe

Türkmençe

Українська

اردو

ئۇيغۇرچە / Uyghurche

Vèneto

Vepsän kel'

- ★ Tiếng Việt

Walon

West-Vlams

Winaray

Wolof

吴语

ייִדיש

Yorùbá

粵語

Zazaki

Zeêuws

Žemaitėška

- ★ 中文

 Edit links

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

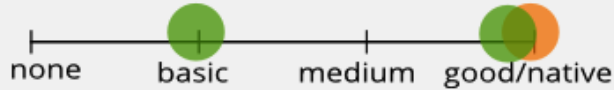
Musician from India, at Brussels

- Speaks Tamil and basic English
- Searches for content from the public PC at the hotel lobby.

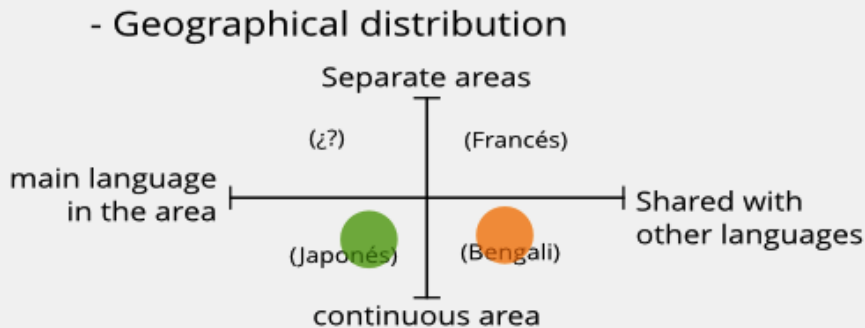
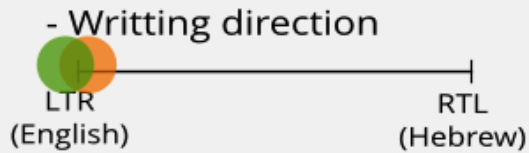
1. Number of languages spoken



2. Language proficiency



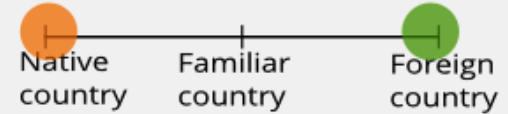
3. Language type



4. Main activity



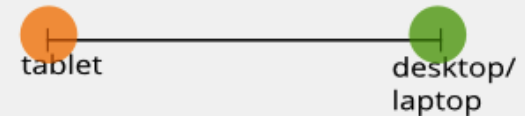
5. Location



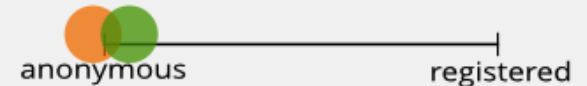
6. Previous experience with language tools



7. Device

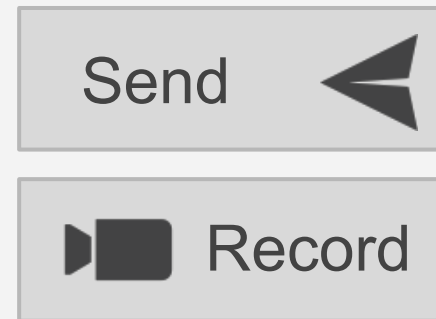
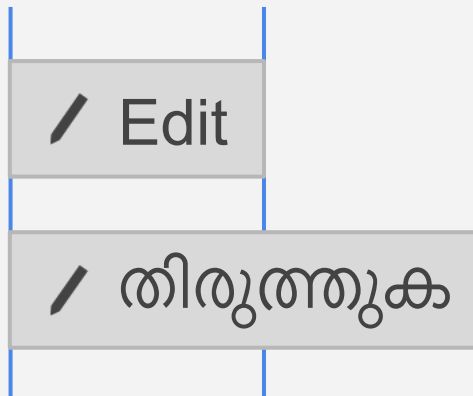


8. User account



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:

MediaWiki:Antispoof-noletters/{{lang-code}}

Does not contain any letters

This translation may be outdated · Show diff

{{msg4-trans}}

Confirm translation Skip to next Requires revision

Reason for failed account creation.
/ Edit description

Suggestions

{{msg4-alt}}	80% match used 4 times
{{msg4-alt2}}	from Microsoft

In other languages

Assenza di lettere	Italiano
--------------------	----------

Need more help

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

msg4-trans=не содержит ни одной буквы

MediaWiki:Antispoof-noletters/ru

Does not contain any letters

This translation may be outdated · Show diff

не содержит ни одной буквы

Confirm translation Skip to next Requires revision

Reason for failed account creation.
/ Edit description

Suggestions

Не содержит к	Use in translation
Нет буквы	Use in translation

In other languages

Assenza di lettere	Italiano
--------------------	----------

Need more help

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

Prototyping for multiple languages

For HTML prototypes we use jquery.i18n

```
<div class="ten column">  
  <h2 class="content" data-i18n="original-page-title"></h2>  
</div>
```

Wikimedia Highlights, August
2012

32 Users

3-5 tests per round

17 Locations

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

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

The tools

The Universal Language Selector

Translate extension

Content translation

The Universal Language Selector



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- Main page
- Contents
- Featured content
- Current events
- Random article
- Donate to Wikipedia

► **Interaction**

► **Toolbox**

► **Print/export**

▼ **Languages**

Simple English

العربية

Bahasa Indonesia

Bahasa Melayu

Български

Català

Česky

Dansk

Deutsch

Eesti

Ελληνικά

Español

Esperanto

Euskara

فارسی

Français

Galego

한국어

[Main Page](#) [Talk](#)

[Read](#)

[View source](#)

[View history](#)



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- [Society](#)
- [Biography](#)
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- [Technology](#)
- [Geography](#)
- [Science](#)
- [All portals](#)

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 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 Tjerita Siti Akbari* – Grand Duchess Anastasia Nikolaevna of Russia – Manhattan Project

Archive – **By email** – **More featured articles...**

Did you know...

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 **largest municipal bankruptcy** in U.S. history.
- At least **23 children die** at a school in Bihar, India, after consuming food tainted with organophosphorus compounds.
- **S/2004 N 1**, a moon of Neptune, is discovered.
- **Los Zetas** drug cartel leader **Miguel Treviño Morales** is arrested by the **Mexican Navy**.
- In the **Bhutanese National Assembly election**, the **People's Democratic Party** win a majority of seats.



Recent deaths: **Cory Monteith**

More current events...

On this day...

July 19: Burmese Martyrs' Day

- 64 – The **Great Fire of Rome** started among the shops around the **Circus Maximus**, eventually destroying three of fourteen **Roman** districts and severely damaging seven others.





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Main Page **Talk**

Read

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[View history](#)



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- History
- Mathematics
- Science
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- Main page
- Contents
- Featured content
- Current events
- Random article
- Donate to Wikipedia

► [Interaction](#)

► [Toolbox](#)

► [Print/export](#)

▼ [Languages](#)

[Simple English](#)

[العربية](#)

[Bahasa Indonesia](#)

[Bahasa Melayu](#)

[Български](#)

[Català](#)

[Česky](#)

[Dansk](#)

[Deutsch](#)

[Eesti](#)

[Ελληνικά](#)

[Español](#)

[Esperanto](#)

[Euskara](#)

[فارسی](#)

[Français](#)

[Galego](#)

[한국어](#)

Language settings

Display

Set language used for menus and fonts.

Input

Writing in a different language?

Language

Fonts

Display language

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

English

español

català

...

Cancel

Apply settings

Recently featured: *Sair Hjenta Siti Akbar* – Grand Duchess Anastasia Nikolaevna of Russia – Manhattan Project

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Did you know...

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WIKIPEDIA
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- Main page
- Contents
- Featured content
- Current events
- Random article
- Donate to Wikipedia

► Interaction

► Toolbox

► Print/export

▼ Languages

Simple English

العربية

Bahasa Indonesia

Bahasa Melayu

Български

Català

Česky

Dansk

Deutsch

Eesti

Ελληνικά

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Euskara

فارسی

Français

Galego

한국어

Main Page **Talk**

Read

View source

View history



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- Arts
- Biography
- Geography
- History
- Mathematics
- Science
- Society
- Technology
- All portals

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Input
Writing in a different language?

Language

Fonts

Font settings

Select font for English
Font used for content

OpenDyslexic

Cancel

Apply settings

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 Tjerita Siti Akbari* – Grand Duchess Anastasia Nikolaevna of Russia – Manhattan

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Main Page **Talk**

Read **View source** View history ☆

- Main page
- Contents
- Featured content
- Current events
- Random article
- Donate to Wikipedia

- ▶ Interaction
- ▶ Toolbox
- ▶ Print/export

- ▼ Languages
- Simple English
- العربية
- Bahasa Indonesia
- Bahasa Melayu
- Български
- Català
- Česky
- Dansk
- Deutsch
- Eesti
- Ελληνικά
- Español
- Esperanto
- Euskara
- فارسی
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Language settings

Aa **Display**
Set language used for menus and fonts.

Input
Writing in a different language?

Input settings

Language used for writing

- English
- Ελληνικά**
- español
- ...


Input methods for Ελληνικά

- Τυπική πληκτρολόγιο [How to use](#)
- Use native keyboard

Disable input tools

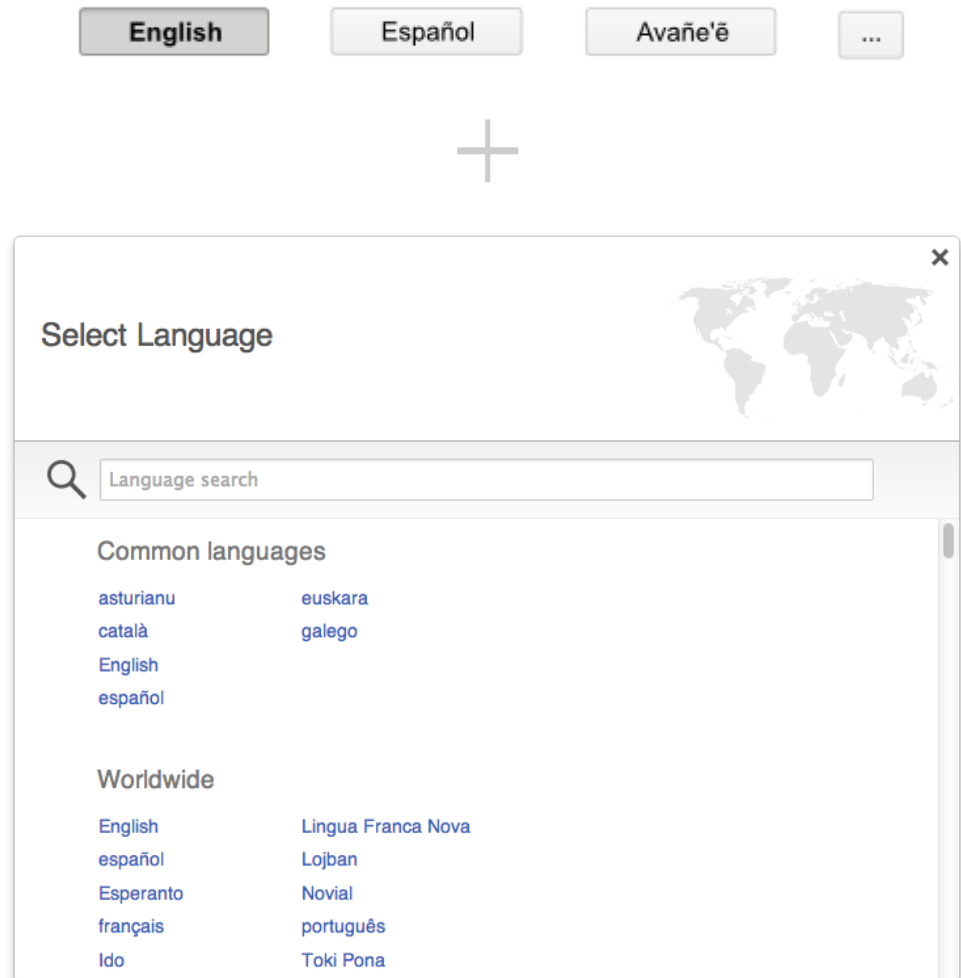
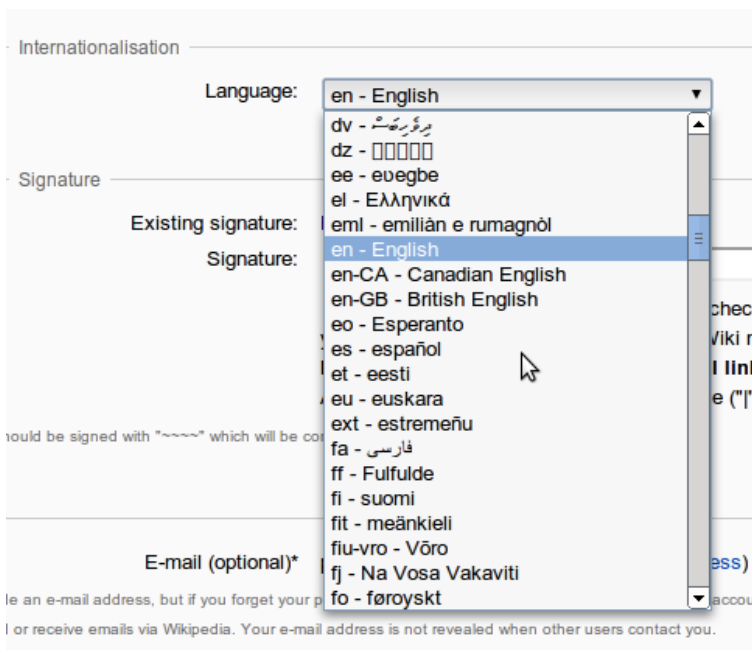
Cancel **Apply settings**

history.
Bihar, India,
phosphorus
covered.
viño Morales
lection, the
y of seats.
urrent events...



seven others.

Anticipate the user needs



Be flexible

Cross-language

Asia

日本語

Typos allowed

Worldwide

English

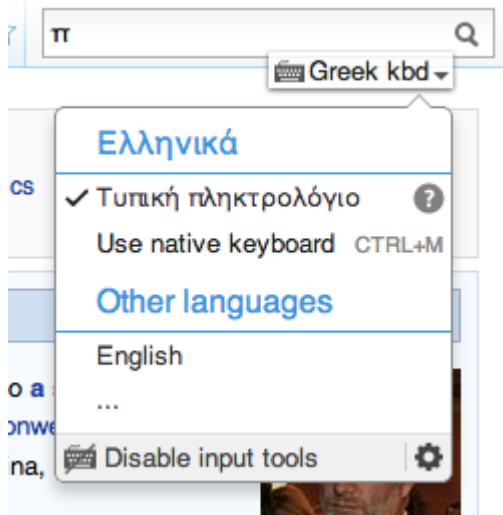
Autocompletion

Language codes

Worldwide


português

Provide tools at hand



- Next to where I need it
- Quick switching

Allow recovery


▶ Εργαλειοθήκη
 ▶ Εκτύπωση/εξαγωγή
 ▼ Άλλες γλώσσες 

 Magyar
 Српски / srpski
 ✎ Επεξεργασία συνδέσμων

Tom is having a close out sale and says its not for sale. Tom gets mi
 because
 when the shaker falls out of the pi
 bring it back to Tom but he refuse
 When Susan brings over her punc

Language changed from English

- Preview
- Undo
- Use in a foreign language

▶ ആശയവിനിമയം
 ▶ പണിസഞ്ചി
 ▼ ഇതരഭാഷകളിൽ 

 العربية
 Bahasa Indonesia
 Bahasa Melayu
 Български
 Català
 Česky
 Dansk
 Deutsch
 English
 Eesti
 Ελληνικά
 Español
 Esperanto
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ഭാഷാ സജ്ജീകരണങ്ങൾ
Aa **പ്രദർശനം**
 ഫോണ്ടുകളും സമർപ്പിക്കുമ്പോഴത്തെ ഭാഷയും ക്രമീകരിക്കുക.
ഇൻപുട്ട്
 വേറെ ഭാഷകളിൽ എഴുതാനുണ്ടോ?

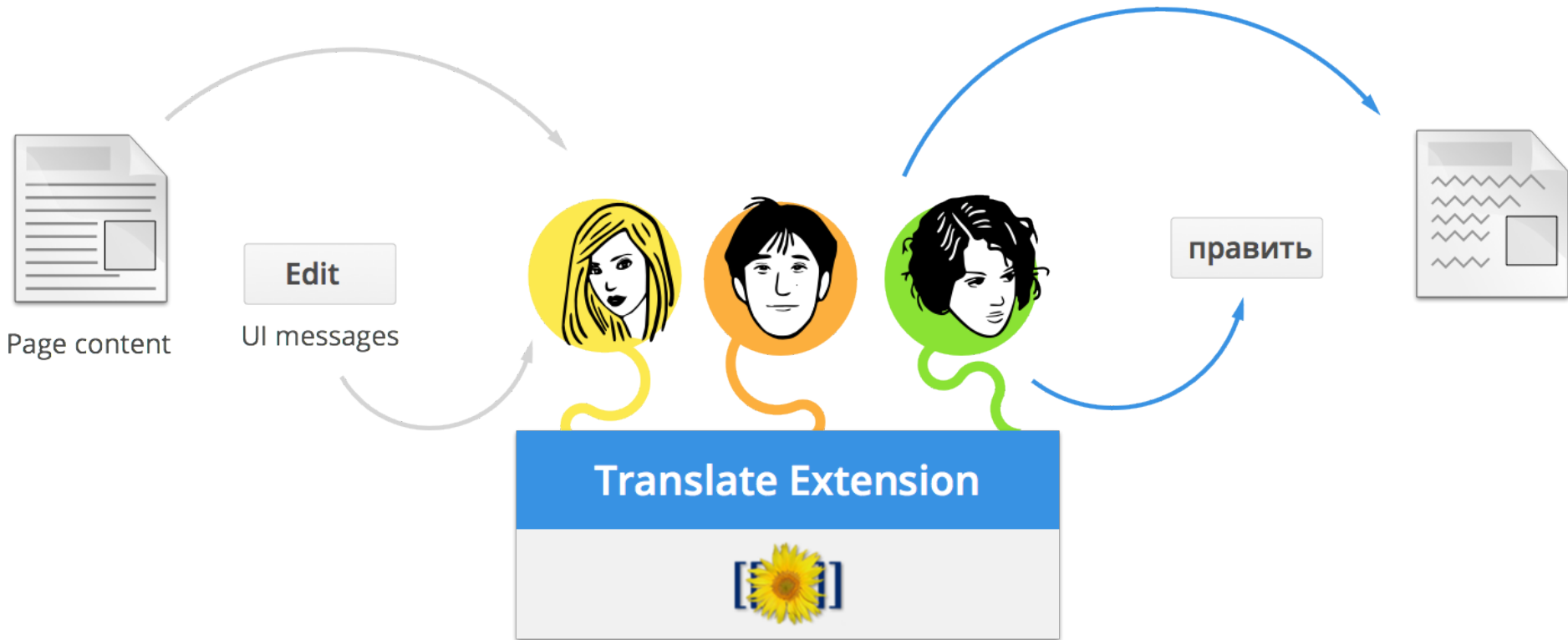
ഭാഷ ഫോണ്ടുകൾ
സമർപ്പിക്കുമ്പോൾ ഭാഷ
 മെനുകളുടെ ഭാഷ മാറ്റുക. ഉള്ളടക്കത്തിന്റെ ഭാഷ മാറില്ല.
 മലയാളം English español ...
 റദ്ദാക്കുക സജ്ജമാക്കുക

• തിരുവനന്തപുരം ജില്ലയിലെ അഗസ്ത്യകുടും മേഖലയിൽ നിന്നും കണ്ടെത്തിയ ഇഞ്ചി വർഗ്ഗത്തിൽപ്പെട്ട ഒരിനം സസ്യമാണ് അമ്മോം സഹ്യാദ്രികം. >>>

(പ്രവചിക്കുന്ന പ്ര
 • അഞ്ച് മീറ്ററോളം

Translate extension

Translate extension



Translate Extension UI

2006 -2012

Settings

Group Language

Limit

Show all messages
 Show untranslated messages
 Show optional messages

Information about the group

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

Commons iOS Mobile	Current message text						
↓...media:Commons-ios-about-title/ru	About						
↓...s-ios-about-app-version-label/ru	<div style="border: 1px solid #ccc; padding: 5px;"> <p>Wikimedia:Commons-ios-about-app-version-label/ru X</p> <p>Suggestions from translation memories and machine translation</p> <table border="0" style="width: 100%; border-collapse: collapse;"> <tr style="background-color: #e0ffe0;"> <td style="padding: 2px;">↓(Версия \$1)</td> <td style="text-align: right; padding: 2px;"> 83.33% match ·</td> </tr> <tr style="border-top: 1px solid #ccc;"> <td style="padding: 2px;">↓Версия\$1</td> <td style="text-align: right; padding: 2px;"> Microsoft</td> </tr> <tr style="border-top: 1px solid #ccc;"> <td style="padding: 2px;">↓Вариант \$1</td> <td style="text-align: right; padding: 2px;"> Yandex (en)</td> </tr> </table> <p>Information about message (contribute)</p> <p>Label for showing the version of the app.</p> <p><i>Click on the link "Expand" to view messages that contain the same text as this message:</i> [edit] [info] [Expand]</p> <p>Message definition (Commons iOS Mobile)</p> <div style="border: 1px solid #ccc; padding: 2px; margin-top: 5px;"> <p>↓Version \$1</p> </div> </div> <p>You need permission to translate messages. <input type="button" value="Request permission"/> <input type="button" value="Skip to next (d)"/> <input type="button" value="Ask question"/></p>	↓(Версия \$1)	83.33% match ·	↓Версия\$1	Microsoft	↓Вариант \$1	Yandex (en)
↓(Версия \$1)	83.33% match ·						
↓Версия\$1	Microsoft						
↓Вариант \$1	Yandex (en)						
↓...mons-ios-about-commons-button/ru	Wikimedia Commons						
↓...Commons-ios-about-bugs-button/ru	Bug Tracker						
↓...mons-ios-about-privacy-button/ru	Privacy Policy						

Translate Extension UI

2012 - today

Message group [All](#) ▸ [Commons iOS Mobile](#)

Translate to [русский](#) ▾


[Commons Mobile](#) is an app for Android or iOS for uploading and browsing Wikimedia Commons

All [Untranslated](#) [Outdated](#) [Translated](#) ...




About

[/ Edit](#)

Wikimedia:Commons-ios-about-app-version-label/ru ▾ 

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

(Версия \$1)	83% match
Use as translation	
Версия\$1	Microsoft
Use as translation	
Версию \$1	Yandex
Use as translation	

Wikimedia Commons

[/ Edit](#)

Bug Tracker

[/ Edit](#)

Privacy Policy

[/ Edit](#)

Source

[/ Edit](#)

Editor concept



The actual implementation of the editor interface is shown below. It displays a translation error and provides suggestions for correction.

MediaWiki:Antispooof-noletters/fr ▼ 🔍 ✕

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 <small>Use in translation</small>	80% match used 4 times
Il ne contient pas de lettres <small>Use in translation</small>	from Microsoft

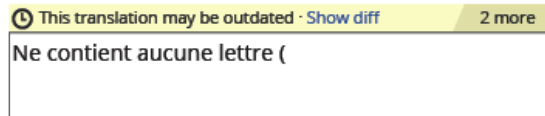
In other languages

Assenza di lettere	Italiano
------------------------------------	----------

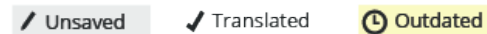
Need more help? [Ask for more information](#)

Other improvements

Translation warnings



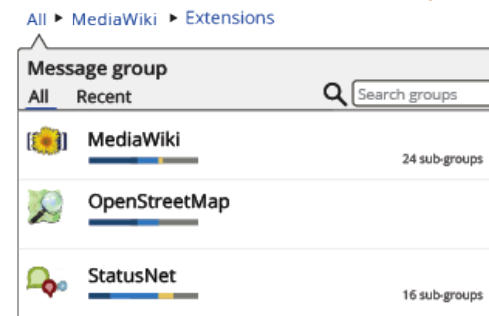
Communicate status



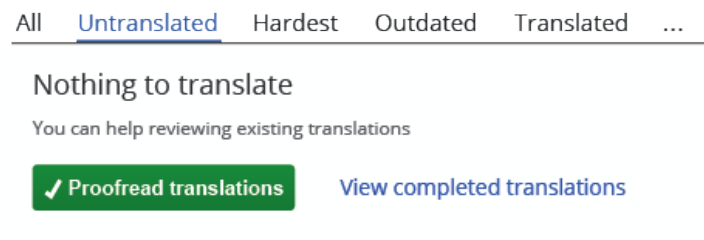
Contextual actions



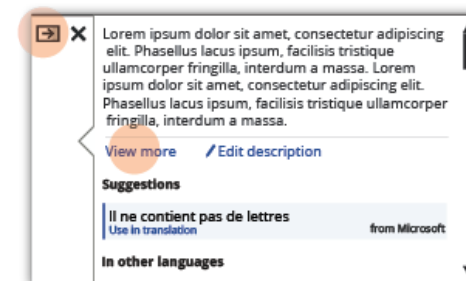
Switch between projects



Avoid dead-ends



Length adjustments



Page view

[All](#) [Untranslated](#) [Outdated](#) [Translated](#) ...



Wikimedia Highlights, March 2013

2013年3月维基媒体亮点

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](#)

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。

Wikimedia Foundation highlights

维基媒体基金会亮点

Lua speeds up pages and empowers Wikimedia's

Lua语言加快页面访问速度，助力维基媒体技术贡献者

Content translation

Ludwig Mies van der Rohe

English [view article](#)

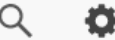
Ludwig Mies van der Rohe (born **Maria Ludwig Michael Mies**; March 27, 1886 – August 19, 1969) was a German-American [architect](#).^[1] He is commonly referred to, and was addressed, as **Mies**, his surname. He served as the last director of Berlin's [Bauhaus](#), and then headed the department of 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

Nederlands

Ludwig Mies van der Rohe (geboren **Maria Ludwig Michael Mies**, 27 maart 1886 - 19 augustus 1969) was een Duits-Amerikaans [architect](#).^[1] 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 Tweede 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](#).



Automatic translation

- [Restore initial translation](#)
- [Use source text](#)
- [Clear translation](#)

Ludwig Mies van der Rohe

English [view article](#)

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× Word information

Alternate translations

Ludwig Michael **Mies**; 27 **Maart 1886-19** augustus 1969)...

from Google Translate 

Content translation

<http://pauginer.github.io/prototype-uls/#mies>

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