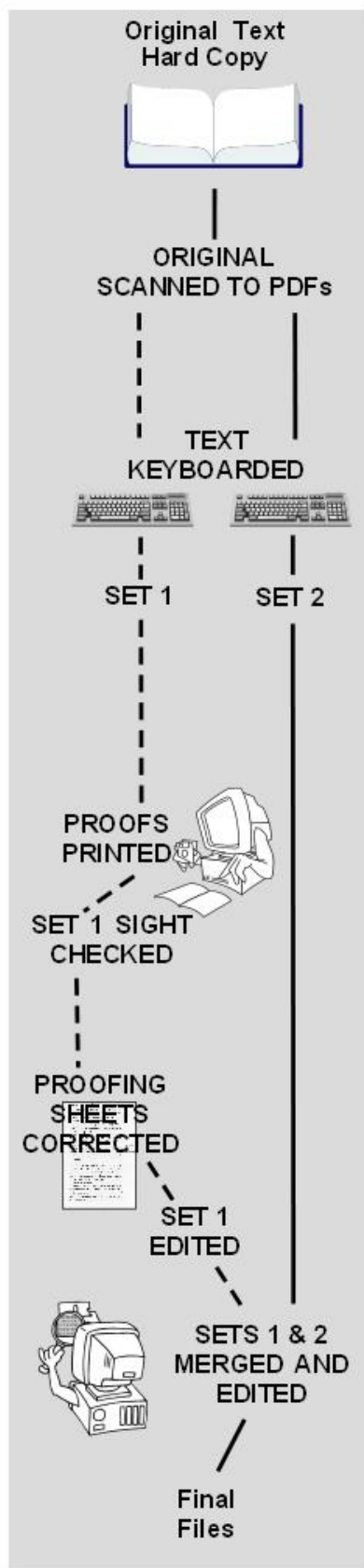


11 — How WEBBS WORKS



Keyboarders work in keyboarding teams*. Each team is coordinated by a Team Leader* who allocates work and answers questions.

Team Leaders send PDFs (Portable Document Files) of the original text for the keyboarders to type. These are usually sent as e-mail attachments.

Team leaders also send an Information Sheet (called an “InSheet”) giving the special instructions for the project in that particular language. These instructions differ from one project to another.

Keyboarders type the files and carefully check them for mistakes. They may add notes, known as “n-notes”, about uncertainties or apparent errors in the original text. (These notes will alert editors to any observed problems. Some may be resolved by the editor but others may not be resolved, perhaps because of uncertainty or errors in the original text, and so have to be reported to the client. The editor may send feedback to the keyboarder via their Project Manager about an n-note or any comments on consistent errors or misunderstandings that the keyboarder may be unaware of.)

Keyboarders send their completed files to their Team Leader*, usually as an attachment to an e-mail. They are expected to do that within one month; if they cannot do it within that time they should tell their Team Leader*.

The Team Leader* checks that the files received are correctly named and the content matches the name. They read any keyboarder’s “n-notes” and may do a brief check to see if there are any obvious errors. If appropriate, they send feedback or answers to the keyboarder and may also inform the WEBBS manager of any observed problems that need to be resolved or referred back to the client in a final report on the project. They then forward the keyboarded files to the Project Manager for that project and send a new assignment to the keyboarder.

In most cases all of that is done twice for each chapter, two different teams doing the keyboarding.

One of the two sets of files may be sight-checked, being compared with a copy of the original text, after which it goes through further automated checking processes by our computer software. The two sets are then electronically merged and the resulting text is corrected. In this way a high level of accuracy is achieved.

This whole process is shown from top to bottom in the flow diagram on the left.

Eventually the work is returned in electronic form to the person or agency that requested it.

*The arrangements are different in countries other than the UK.