GAVIOLI, Laura and WADENSJÖ, Cecilia. The Routledge Handbook of Public Service Interpreting. New York, Routledge, 2023, 437 pp., ISBN 978-0-367-27842-7

Public service interpreting (PSI) has obtained increasing significance within the realm of language professionals, driven by a growing demand for interpreters across various PSI settings (Corsellis, 2008). Pertinent topics, such as court interpreting, healthcare interpreting and community interpreting, have been addressed in several authoritative handbooks, including Mikkelson and Jourdenais's (2015) *The Routledge Handbook of Interpreting*, Stone et al.'s (2022) *The Routledge Handbook of Sign Language Translation and Interpreting*, and Moratto and Lim's (2024) *The Routledge Handbook of Korean Interpreting*. In addition, De Pedro Ricoy et al.'s (2009) *Interpreting and Translation in Public Service Settings: Policy, Practice, Pedagogy* marked the initial effort to contribute to the burgeoning body of empirical studies on translation and interpreting in public service settings. However, it fell short of providing a comprehensive overview of various PSI issues from diverse perspectives. Hence, there is a dire need for a thorough exploration of PSI facets, offering theoretical insights and practical implications for relevant stakeholders. In response to this demand, *The Routledge Handbook of Public Service Interpreting by Laura Gavioli and Cecilia Wadensjö* emerges as a timely publication that delves into a wide array of topics rooted in empirical research within the domain.

Comprising twenty-five chapters, the volume is organised into three parts, adhering to a structured framework of theory, methodology, context and practice. These facilitate comprehension for PSI practitioners and guide potential researchers in conducting relevant studies. Part 1 elucidates PSI research's theoretical and methodological foundations across its initial seven chapters. In Chapter 1, Valero-Garcés presents a comprehensive overview of critical challenges in PSI, encompassing coping with diverse languages, navigating asymmetric relationships in essential scenarios and the public sector's efforts to deliver effective services. She also delves into contentious issues surrounding interpreters' ethics and their pivotal role in shaping the PSI profession. The subsequent three chapters explore qualitative research perspectives, shedding light on how interpreters' engagement in public service situations mirrors and affects social change. In Chapter 2, Gustafsson employs ethnographic methods to unveil nuanced aspects of equitable communication in public settings, with a particular emphasis on interpreters' narratives as rich sources of insight into minority access to public services. Chapter 3 by Baraldi looks into sociological perspectives on agency, exemplifying instances where interpreters facilitate social change by advocating for marginalised groups. In Chapter 4, Mason scrutinises

pragmatic approaches to PSI research, demonstrating how language, identity and power dynamics intertwine to shape meaning in public service interactions, thereby contributing to social pragmatics of interpreting.

In Chapter 5, Meyer addresses the emergence of data collections for shared research use in PSI studies, like transcripts of interpreted interactions. He also discusses the development of corpus-based methods for organising and analysing PSI data. He also underscores the significance of the Community Interpreting Database (Angermeyer et al., 2012) as a prominent example of publicly available PSI corpora. The final two chapters of Part 1 delve into the changing landscape of public service interpreting and translation, mainly focusing on integrating technology and written document translation. Chapter 6 by Braun, Sharou and Temizöz investigates the impact of technology on healthcare interpreting, highlighting its transformative effect on interactions and the challenges it poses for interpreters and service providers. In Chapter 7, Taibi explores the nuances of translating written documents for public service, emphasising the importance of accessibility and responsiveness to readers' needs and contexts, especially in crisis situations.

Part 2 scrutinises various facets of PSI services across different settings. The first four chapters of this part concentrate on face-to-face and remote PSI in legal contexts. In Chapter 8, Angermeyer examines contextual challenges in courtroom interpreting, drawing attention to the distinctions between cross-examination and inquisitorial proceedings. Pöllabauer, in Chapter 9, outlines the evolution of interpreter-mediated asylum interviews and discusses recurring issues observed in studies exploring authentic discourse data. Chapter 10, by Licoppe, examines the influence of video links on courtroom interpreting through ethnomethodology and conversation analysis. In Chapter 11, Tipton delves into interpreting for victims of domestic violence, reflecting on both personal and contextual vulnerability.

In addition to legal settings, healthcare, social care, and education are crucial domains of PSI services. In Chapter 12, Gavioli and Merlini explore the dual purpose of clinician-patient interpreting: providing medical therapy and offering care and reassurance. They underline the importance of comprehending patients' experiences and concerns to deliver effective treatment. Plejert, in Chapter 13, examines the challenges of interpreting in mental health contexts, where cultural differences can complicate assessments and tests. Interpreters face the delicate task of providing accurate equivalents without influencing patients' comprehension. Chapter 14 by Van De Mieroop, Cox and Kerremans addresses PSI in social care, which has received less attention than in legal and medical contexts. The contributors highlight the scarcity of empirical research into interpreters' involvement in social care encounters. They also emphasise the significance

of interpreter presence and its impact on rapport between institutional representatives and clients. In Chapter 15, Berge explores interpreting in educational settings, another under-research area, using classroom video recordings to advocate for systematic collaboration between interpreters and teachers to enhance learning conditions.

Part 3 focuses on enhancing the quality of interpreting and promoting interpreters' career development in PSI, with an emphasis on interpreter education as vital for professionalisation and service enhancement. In Chapter 16, Skaaden explores the organisational aspect of interpreter education, highlighting its influence on professional integrity and service quality. Chapter 17 by Stone, Roy and Brunson underscores the value of signed language interpreter education for enhancing spoken language PSI. They reveal similarities between signed and spoken language education practices and discuss innovative teaching methods. Dahnberg examines the effect of role-play as a training tool for PSI in Chapter 18, exploring its suitability and design variations for both signed and spoken languages. Chapter 19 by Tiselius and Dimitrova investigates interpreters' cognitive processing via scripted role plays and discusses the concept of monitoring in face-to-face encounters. The contributors also highlight interpreters' adaptation in discourse and propose exercises on cognitive load monitoring for interpreter training. In Chapter 20, Sagli and Skaaden examine blended learning that combines online and on-campus education across various disciplines. They provide readers with a blended learning model at Oslo Metropolitan University, emphasising interactive didactics for effective learning both online and on-site.

Chapters 21 and 22 underline the significance of applying authentic recordings and transcripts in interpreter training. In Chapter 21, Niemants, Hansen and Stokoe introduce the Conversation Analytic Role-Play Method for interpreter training, emphasising its simulation of real interpreting challenges. Ticca, Traverso and Jouin, in Chapter 22, propose the REMILAS (Refugees, Migrants and their Language in Healthcare Services) research project on multilingual healthcare settings, highlighting a new training programme based on natural interpreter-mediated talk and self-learning methods. Chapter 23, authored by Krystallidou, analyses interprofessional education (IPE) as a teaching model in PSI, drawing on experiences from healthcare education. The use of IPE in practical training sessions for PSI and medical students to foster collaboration is discussed. Chapter 24 by Felberg and Sagli explores the training of public service providers to communicate effectively via interpreters, stressing its importance and accessibility. The final chapter of the *Handbook*, Chapter 25, focuses on educating public service interpreter teachers. Kadrić and Pöllabauer investigate teaching methods for dialogue

interpreting, which are applicable beyond teaching to a broader interpreting context.

As an interpreter, translator and trainer of translator and interpreter, I find several distinct characteristics in this volume that encourage me to recommend it to pre- and in-service interpreters, interpreter educators and researchers of PSI. First, the volume adopts a clear theory-methodology-context-practice structure that provides easy access for readers to understand its content and offers explicit guidance for practitioners to follow in their work. Furthermore, this book delves into various aspects of PSI, covering theoretical concepts, methodological approaches and practical concerns. Third, the volume encompasses a wide range of PSI settings, such as healthcare, legal contexts, social services and emergent situations, offering interpreters and researchers a nuanced and in-depth understanding of the contexts in which they are engaged.

Another notable contribution of this volume is its provision of professional guidance and extensive implications for PSI training. By synthesising the findings and analyses of empirical studies, the book assists public service interpreters at different career stages in rethinking how to advance professional development. Additionally, it enables interpreter trainers to reflect on and enhance their training programmes by incorporating knowledge, skills and teaching methods suggested in the volume. Moreover, the *Handbook* offers diverse perspectives and insights into PSI by featuring contributions from leading interpreters and researchers of various disciplines across the globe. This interdisciplinary approach underscores the interconnected nature of interpreting, linguistics and sociology. The rich experience of these experts in teaching and researching specific domains ensures that readers gain a comprehensive and authoritative understanding of PSI.

While this volume offers a comprehensive overview of public service interpreting, it is not without its limitations. Firstly, despite featuring contributions from leading global experts in PSI, the book could benefit from incorporating a broader range of voices and perspectives, including those of in-service public service interpreters, service users and relevant policymakers. This would provide readers with a more diverse and nuanced understanding of PSI. Secondly, given the increasing prevalence of artificial intelligence (AI) technology across industries, readers may expect insights into how AI tools can be applied in PSI services and PSI training. Integrating discussions on AI technology in PSI could enhance the relevance of the volume to contemporary practice. Thirdly, while the volume offers suggestions for providing PSI services and training potential interpreters, more practical guidance and best practices for interpreters and interpreter trainers would be

more beneficial. Addressing topics such as navigating challenging situations, managing stress and maintaining professionalism could further support interpreters in their roles.

Albeit these minor flaws, the book herein reviewed provides a comprehensive and systematic exploration of various aspects of public service interpreting, including theoretical foundations, methodological approaches, authentic settings, interpreter training and career development. It serves as a valuable resource for early-career interpreters seeking to understand PSI, novice researchers looking for an introductory primer, and experienced scholars interested in new theoretical and methodological perspectives. Overall, the Handbook offers informative and explicit insights that make it an essential resource for pre-service and in-service public service interpreters, interpreter educators, interpreting materials developers, curriculum designers and other stakeholders involved in the field of PSI.

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[YONGHUA (YOKA) WANG]