

***Language referral  
service affiliated with  
Institute for Linguistic  
Studies Russian  
Academy of Sciences***

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*Since the end of the 70s science officers of the Institute of Linguistic Studies of Russian Academy of Science have been answering the questions of the citizens, but their work was not organized. Still, even then the employees were making notes about most frequently asked questions. Some of these notes have been kept in the Institute's archive. In 2003 the official Russian Language Referral Service was established. It's main mission is to answer the questions by phone. The service is available on workdays 12 to 16 p.m., except for two months during summer holidays. Language referral service doesn't have constant staff. Research officers and postgraduate students answer the calls on a voluntary basis.*

*In spite of web-service development, work of the Russian Language Referral Service has not become less popular. The average number of daily calls has been 8-10 for the last 10 years. In the 13 years of work the Service recorded over 30 000 questions.*

*People of various ages and occupations use the provided services: managers, teachers, consultants, journalists, students, schoolchildren and their parents, retirees, and even poets.*

*Editors and proofreaders also turn to the Service, because it's specialists have access to the unique reference library that helps find answers to the most complicated and challenging questions.*

*Women call more frequently, but the amount of male callers is growing: in 2009 men asked about 15% of all questions, in 2015 – about 30%.*

*The database is filled with the information about each question: linguistic unit referred to, the question, the answer, and the source that was used to provide the answer. To facilitate the data analysis, the question is recorded under one of the topics: pronunciation, word stress, grammar, word-building, syntax, sequence of tenses, word meaning, choice of lexical means, lexical compatibility, spelling, punctuation, and questions about whether the word exists in Russian language.*

Языковая единица	Вопрос	Ответ	Источник	Категория	Примечание	пол
Деррида	Склоняется ли эта фамилия?	нет: окончание ударное	Розенталь	морф	редактор	м
нормативные документы для добровольного применения	Корректно ли это выражение	нет, лучше рекомендательные документы		выраж	проектировщик	ж
Бренна	Склоняется ли эта фамилия?	да	Розенталь	морф		ж
пятиста / пятисот	Как правильно: от пятиста / пятисот руб.?	от пятисот		ф/обр		ж
облепили	Порывы ветра облепили куст листьями.. – е или и в корне глагола?	е (облепить), и - в глаг. Облипать и облипнуть	БАС	орф	в упражнении у школьника	ж
шкала	Форма МН РОД?	шкал		ф/обр	корректор	ж
37,5 курсанта	Форма сущ?	в ед.ч. Род.п.		согл	корректор	ж
запятая НИ... НИ	О запятой при повторяющемся союзе ни"	Ставится		пункт		ж
невозможно	Слитно или раздельно в тексте: Живым тебя представить так легко, что в смерть твою поверить невозможно.	слитно	ОРС	орф		м
в связи	Слитно или раздельно	раздельно	ОРС	орф		ж
в продолжение	Слитно или раздельно	раздельно	ОРС	орф		ж
наддрание	Что обозначает это слово?	надрывание	БАС	лекс		м

Language unit	Question	Answer	Source	Category	Notes	Gender
Деррида	Can the name be inclined?	No, the ending is not accented	Розенталь	морф	editor	M
нормативные документы для добровольного применения	Is the phrase correct?	No, better to use "рекомендательные документы"		выраж	engineer	F
Бренна	Can the name be inclined?	Yes	Розенталь	морф		F
пятиста / пятисот	Correct plural form	от пятисот		ф/обр		F
облепили	Порывы ветра облепили куст листьями.. – е или и в корне глагола?	е (облепить), и - в глаг. Облипать и облипнуть	БАС	орф	School grammar exercise	F
шкала	Correct plural form	шкал		ф/обр	proofreader	F
37,5 курсанта	Noun form	Singular, genitive		согл	proofreader	F
запятая НИ... НИ	Comma in the repeating conjunctive	Yes		пункт		F
невозможно	Слитно или раздельно в тексте: Живым тебя представить так легко, что в смерть твою поверить невозможно.	In one word	ОРС	орф		M
в связи	In one or two words?	In two words	ОРС	орф		F
в продолжение	In one or two words?	In two words	ОРС	орф		F
наддрание	What does the word mean?	надрывание	БАС	лекс		M

*According to the statistics, in 2003-2005 people mainly asked questions concerning spelling and meaning of words. In 2006-2008 most questions concerned lexical compatibility.*

*Since 2009 the number of questions about grammar is growing: that is, the rules of word-formation, norms of syntactic links. In 2015 26% of questions were connected with grammar.*

*Besides answering phone calls, the Language Referral Service also answers written questions of citizens and organisations. Written queries often concern such topics as the variability of proper nouns. This problem is determined by form diversity, including the forms that are hardly used today (Софья - София, Феодора - Федора, Татьяна - Татиана, Аверьян - Аверкий, Прасковья - Парасковья - Параскева).*

*Among other reasons the relevance of this question is conditioned by the need to use foreign proper nouns in the Russian context (Mantel – Мантел, Мантель; Houshill – Хаучил, Хучил, Хучилл; Warwick – Уорвик, Ворвик, Варвик; Rogier – Рогиер, Рогир, Рохиер, Рохир ).*



*Thank you for your attention!*