



Language Access Policy and Implementation Plan (LAPIP)

Language Access Policy and Implementation Plan

Department: Chicago Public Library

Language Access Coordinator: Michelle D. Carnes

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Services provided to the LEP community

- Documents translated
 - Describe the process through which the department chooses **which documents to translate**, and **which languages to translate** those documents into.

In determining which documents to translate, the Library determined that essential public documents would include 1) the library application form, and 2) the circulation policy. All Chicago Public Library services are accessed through the library card, and the circulation policy describes use restrictions and fees. In October 2017, these documents were updated and translated into the 5 “priority” languages: Spanish, Mandarin (simplified and traditional), Polish, Hindi and Arabic. Translation of the library application form into the 5 languages preceded translation of the circulation policy document. Also in October 2017, the Library translated these two documents into two additional languages: Russian and Korean, as materials circulation statistics and patron requests for information in these languages warranted.

Any supplemental documents for translation will be reviewed on a case-by-case basis using the following protocol:

If a document is requested for translation for the purposes of a library program:

- Program-lead, District Chief, or Language Access Coordinator should determine how essential this document is to the success of the program, and should refer to the LEP population assessment measures to make this determination.

If a library document is requested for translation by staff on behalf of a patron:

- District Chief, Language Access Coordinator, or assigned person-in-charge should refer to the LEP population assessment measure to determine whether or not this document should be translated, taking into consideration sensitivity and urgency of the request.

Collecting Essential Public Documents

- Language Access Coordinator will maintain a list of translated documents that are relevant for reuse by other departments or programs.

The Library determined that select supplemental documents that support systemwide and city-wide programs and initiatives for various ages, as outlined in the next section.

- Refer to last year’s LAPIP and list all the **previously translated documents that are still up-to-date**. (e.g. permit applications, informational brochures or flyers) .



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Document Title	Language(s) Translated	Number distributed or accessed in the last year
<p>All Ages</p> <ul style="list-style-type: none"> • Library Card Applications • Library Circulation Policy Brochure 	<p>Both documents have been translated into the following languages:</p> <p>Arabic Hindi Korean Polish Mandarin (Chinese)</p> <ul style="list-style-type: none"> • Simplified • Traditional <p>Russian Spanish</p>	<p>Library documents are accessible online and can be printed on-demand:</p> <p><u>Library Card Applications</u></p> <ul style="list-style-type: none"> • Arabic – 38 downloads • Hindi – 22 downloads • Korean – 49 downloads • Polish - 33 downloads • Mandarin (Chinese) <ul style="list-style-type: none"> ○ Simplified – 22 downloads ○ Traditional – 22 downloads • Russian – 49 downloads • Spanish – 50 downloads <p><u>Circulation Policy Brochure</u></p> <ul style="list-style-type: none"> • Arabic – 42 downloads • Hindi – 34 downloads • Korean – 20 downloads • Polish – 53 downloads • Mandarin (Chinese) <ul style="list-style-type: none"> ○ Simplified – 41 downloads ○ Traditional – 29 downloads • Russian – 19 downloads • Spanish – 96 downloads

- List all **newly translated documents** since last year's LAPIP.

Document Title	Language(s) Translated	Number distributed or accessed in the last year
<p>Children's Services</p> <ul style="list-style-type: none"> • Homework Help Postcards • Spring Learning Challenge Flyers • STEAM-Powered Saturday Program • Summer Learning Challenge materials: <ul style="list-style-type: none"> ○ Rahm's Little Explorers Guide ○ Rahm's Readers "Save the Date" Coloring Sheets 	<p>Spanish Spanish Spanish Spanish Spanish</p>	<p>30,000 2,500 200 5,000 50,000</p>



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<ul style="list-style-type: none"> ○ Reflection Forms ○ Shedd Field Trip promotional flyer ○ Half-Sheet Participate flyers 	Spanish Mandarin Polish Spanish Spanish Mandarin Polish Spanish Mandarin Polish	7,000 3,000 1,300 400,000 70,000 1,000 1,000 19,000 1,000 1,000
Exhibits		
<i>Pintando: The Colors of Education</i> <ul style="list-style-type: none"> ● Exhibit Art Brochure ● Exhibit Information Flyers 	Bilingual: English/Spanish English/Spanish	 300 1,000

- Provide the number of times translated documents were received in person or accessed online. (*Departments can request this data from DOIT*)

<p>Translated Documents Provided In-Person</p> <ul style="list-style-type: none"> ● No date available at this time. <p>Translated Documents Accessed Online</p> <p><u>Library Card Applications</u></p> <ul style="list-style-type: none"> ● Arabic – 38 downloads/27 users ● Hindi – 22 downloads/18 users ● Korean- 49 downloads/14 users ● Polish – 33 downloads/21 users ● Mandarin (Chinese) <ul style="list-style-type: none"> ○ Simplified – 22 downloads/15 users ○ Traditional – 22 downloads/16 users ● Russian – 49 downloads/14 users ● Spanish – 50 downloads/24 users <p><u>Circulation Policy Brochure</u></p> <ul style="list-style-type: none"> ● Arabic – 42 downloads/11 users ● Hindi – 34 downloads/6 users ● Korean – 20 downloads/7 users ● Polish – 53 downloads/11 users ● Mandarin (Chinese) <ul style="list-style-type: none"> ○ Simplified – 41 downloads/9 users ○ Traditional – 29 downloads/6 users ● Russian – 19 downloads/5 users ● Spanish – 96 downloads/11 users



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- Describe how LEP persons can access your department's **online** resources. (e.g. translated web pages).

LEP patrons can access the Library's online resources via translated web pages. The YTD statistics for 2018 are as follows:

- 1) <https://www.chipublic.org/chinese/>
 - a. Page views: 2,372
- 2) <https://www.chipublic.org/chinese/chinese-help/>
 - a. Page views: 123
 - b. Total page views by language: **2,495**
- 3) <https://www.chipublic.org/polish/>
 - a. Page views: 886
- 4) <https://www.chipublic.org/polish/polish-help/>
 - a. Page views: 54
 - b. Total page views by language: **940**
- 5) <https://www.chipublic.org/spanish/>
 - a. Page views: 5,167
- 6) <https://www.chipublic.org/spanish/spanish-help/>
 - a. Page views: 170
- 7) <https://www.chipublic.org/spanish/spanish-online-resources/>
 - a. Page views: 159
 - b. Total page views by language: **5,496**

- Describe any **signage** that directs LEP persons when they visit the department.

None currently, but in development. Please refer to the last section for information regarding future plans.

- Describe any **public awareness/outreach/marketing efforts** that are aimed at LEP persons (e.g. advertising in public spaces, emailed newsletters).

None currently, but in development. Please refer to the last section for information regarding future plans.

- Provide the estimated **number of LEP persons reached** by any public awareness/outreach/ marketing efforts.

None currently, but in development. Please refer to the last section for information regarding future plans.

- Describe any instances where a LEP person needed and/or requested a document translated but the department was **unable to respond** to the need/request.

None.

- Interpretation provided

- List all **multilingual client-facing staff members** of your department. If a list does not exist, please share why not.



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Position	Languages Spoken
The Library maintains a <i>CPL Language Bank</i> of staff members who are self-identified as proficient in a language and are willing to volunteer as interpreters for patron services.	
2 – Librarian IV	American Sign Language
2 – Librarian, Library Associate	Arabic
1 – Librarian	Assyrian
1 – Head Library Clerk	Bengali
1 – Head Library Clerk	Bosnian
1 – Library Clerk	Bulgarian
10 – Various (Librarian IV to Library Page)	Cantonese
1 – Librarian IV	Croatian
1 – Librarian	Farsi
7 – Librarian IV, Librarian	French
2 – Librarian II, Librarian	German
1 – Accounting Tech II	Gujarati
4 – Accounting Tech II, Sr. Library Clerk, Head Library Clerk	Hindi
1 – Library Associate – Hourly	Hmong
3 – Deputy Commissioner, Librarian III, Librarian	Italian
1 – Librarian	Japanese
3 – Librarian IV, Librarian II	Korean
1 – Librarian	Kurdish
17 – Various (Librarian IV to Library Clerk)	Mandarin
8 – Various (Librarian IV to Head Lib. Clerk)	Polish
1 – Librarian II	Portuguese
4 – Librarian, Library Clerk	Russian
1 – Librarian IV	Serbian
1 – Head Library Clerk	Serbo-Croatian
1 – Library Associate – Hourly	Slovak
94 – Various (Deputy Commissioner to Library Page)	Spanish
1 – Accountant I	Tagalog
1 – Sr. Library Clerk	Tamil
1 – Sr. Library Clerk	Telegu
5 – Librarian IV, Librarian III, Librarian	Ukrainian
2 – Head Library Clerk, Sr. Library Clerk	Urdu
6 – Accountant III, Librarian II, Library Page	Vietnamese
1 – Librarian II	Yiddish
Total Staff – 187	Total Languages – 33

- Describe **how multilingual staff are connected to LEP persons** in need of interpretation

The *CPL Language Bank* is stored on SharePoint and made accessible to all library staff members. It is updated and reviewed on an ongoing basis. LEP patrons experiencing difficulty are offered free translation/interpretation services at the first point of contact. When the patron’s preferred language is identified, staff will consult the *CPL*



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Language Bank to contact staff member(s) who speak the same language. If staff listed in the *CPL Language Bank* is not available, the patron is connected to interpretation services using Language Line.

- Provide the **number of LEP clients** that were served by multilingual staff. If a precise number is not known, provide a monthly estimate broken down by language.

Exact or estimated numbers are not available at this time, but a process is in development. Please refer to the last section for a detailed explanation of future plans.

- List all **community events or workshops** that were either conducted in a non-English language or were served by an interpreter.

Name of Event	Language(s) Interpreted	Number of LEP Attendees
Information provided below is YTD (through August 31, 2018):		
Library Adult Programs, Children's Programs and Storytime	Bilingual <ul style="list-style-type: none"> • English/Spanish • English/Chinese 	363
Library Adult Programs and special performances (opera)	Chinese	5,809
Library Adult Programs	Korean	168
Library Adult Programs and Book Clubs	Polish	93
Library Adult Programs	Russian	5
Library Adult Programs, Children's Programs and Storytime	Spanish	6,032
Total non-English/Bilingual Programs: 1,088		Total: 12,470

- Report how the department uses **LanguageLine**, including:
 - A description of **how LEP persons are connected** to LanguageLine services.

LEP patrons are connected to the Language Line through front-line staff interactions and assistance.

- All **usage reports** provided by LanguageLine (please attach)
- Whether LanguageLine service meet the needs of the department (For internal evaluation purposes only).

Not enough data at this time to make an evaluation.

- Other services

- Describe any **other ways** in which your department serves LEP individuals and communities.

None at this time.



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- Share any **other statistics** that your department uses to track language accessibility.

None at this time.

Training and Growth

- Do **new hires receive training** related to serving LEP persons? If so, describe the training, including:

- The name and content of a training session
- Which positions participate in that training
- The frequency with which the training is offered
- The number of participants in the training.

None currently, but in development. Please refer to the last section for information regarding future plans.

- Do all employees receive ongoing training related to serving LEP persons? If so, describe the training, including:

- The name and content of a training session
- Which positions participate in the training
- Whether the training is mandatory and the frequency with which an individual is expected to participate in the training
- The number of participants in the training.

None currently, but in development. Please refer to the last section for information regarding future plans.

- Describe how the department **internally evaluates** its language accessibility.

None currently, but in development. Please refer to the last section for information regarding future plans.

- Describe how the department **researches best practices** related to language access.

None currently, but in development. Please refer to the last section for information regarding future plans.

- Share whether the department **plans to expand language access** in the upcoming year. If so please describe the plan as specifically as possible.

The Library has determined that a service unit that will serve as a point of contact and coordination for LEP patrons is needed to ensure open and effective language accessibility. To this end, the following procedures are planned for the 4th quarter of 2018 and into early 2019: Service Unit for Language Accessibility.

- The Library has identified a specific unit, Assistive Resources Center (ARC), as the point of contact for staff and outside organizations to inquire about language accessibility services. This unit is currently responsible for providing services to visual and hearing impaired patrons, learning disabled adults and as of September 1, 2018, limited English proficiency patrons.
- The Library has also identified a new Language Access Coordinator, Michelle Carnes,



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who is also the Division Chief over the Assistive Resources Center, which is intended to provide oversight and continuity of services.

- During the 4th quarter of 2018, ARC will be engaged in the following activities as they relate to language accessibility:
 - Staff Training
 - ARC staff will go through a train-the-trainer process for learning how to use Language Line, as well as the scope of services provided
 - ARC staff will provide training to other library via one-on-one sessions, branch location meetings and larger cluster meetings.
 - Marketing and Publicity
 - Systemwide email notification of the Language Line marketing materials will be sent to staff, after staff have been trained on how to use the services.
 - The library will distribute the Language Line “Interpreting Services Available” and laminated “Language Identification Guide” signage to all library locations throughout the system.
 - Online announcements can be made available on the Library’s website.
 - Outreach
 - ARC staff will provide outreach regarding language accessibility services to the service groups and organizations in which this unit works.
 - Other public services department: Adult Services, Teen Services and Children’s Services will be asked to have their staff (particularly librarian staff) to provide language accessibility information to their respective service groups, schools and community groups at community events.
 - Data Collection & Tracking
 - Currently, statistics generated by the Library’s Content, Technology & Innovation (CTI) department are being used to capture data regarding non-English/Bilingual programs, document downloads, online resources and circulation of library materials.
 - Meetings have been set up between the Library’s CTI staff and Public Services staff to create a systematic way of capturing use of the *CPL Language Bank*, as well as the walk-in, face-to-face interpretive services that staff provide to LEP patrons.
 - Evaluation
 - Online and print surveys will be created and distributed to staff and patrons to capture feedback and suggestions.

Note: As requested above, please attach all LanguageLine usage reports when submitting this document.