# Annual LAO Compliance Report for FY 2019-2020 Public Library (LIB)

# SUMMARY OF COMPLIANCE CHANGES

## 1.FY 2019-2020

1. Please provide a summary of all language access changes in your Department since FY 2019-2020.

SUMMARY OF COMPLIANCE REPORT CHANGES & KEY BARRIERS

A.Explain changes in strategies and procedures, and indicate whether these changes have improved the Departments language access services from the previous year.

| Description of Change | Improved Language Access Services? |
|---|---|
| 1842 Chinese Translation Coordinator and 1842 Spanish Translation Coordinator increased the variety of translations, types of outreach, and support of programming to the Chinese and Spanish speaking communities. | Yes |
| The library had 337,097 physical circulating items in a non-English language. These items circulated a total of 665,047 times in FY19-20, or 11.1% of our total physical circulation. We added 50,698 non-English items to our physical materials collection. | Yes |
| Additional titles in our extensive digital magazine and newspaper collections in multiple languages such as Press Reader, RBdigital, UDN, NIS/East View Russian Newspapers, Qikan and Kono Digital (Chinese/Korean/Japanese). | Yes |
| Additional titles offered in digital books in several languages through Overdrive & Axis360, and movies/music via Hoopla and Kanopy. | Yes |
| The number of written translations and variety increased: Chinese 564, Spanish 513, Filipino 9, Other 15, for a total of 1101 (last year the total was 849). | Yes |
| JARS (Jail and Reentry Services) | Yes |

| | |
|---|---|
| increased the Spanish collection due to taking over a library in one of the jails, and the increased support of the Spanish Translator Coordinator. | |
| Chinese Translator Coordinator promoted library services with the Chinese media on a monthly basis and provided library promotional materials to Covid Command Community Outreach Team for distribution. | Yes |
| Chinese and Spanish Translator Coordinators while deployed to the Covid Command Center represented and promoted library services internally and as part of response efforts to Covid-19. | Yes |
| | |

B. Indicate any key barriers that have prevented your Department from achieving your LAO goals and any proposed solutions.

| Barriers | Proposed Solutions |
|---|---|
| Regarding question 5, library card applications only ask "Chinese" as a language preference (not Cantonese or Mandarin). Totals under CAN account for Chinese totals. | |
| Regarding question 6, Total clients were total visitors to a library location during FY19-20. Client numbers are lower than in previous years owing to the closure of library facilities to the public on March 14, 2020, in response to COVID-19. | |
| SFPL relied on patrons providing their preferred language at the time they applied for a library card. It does not capture the people who come into a branch to browse collections, attend a program, use a computer, check out materials or use more services. | |
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# II. DEPARTMENTAL GOALS

## 2.Assessment of Progress in Meeting Previous Year's Goals

Please provide an update on how your department is meeting your current goals. These are the goals that your department indicated in last year's report.

• Continue to comply with the LAO ordinance
We continue to comply.

• Offer ongoing staff training on the LAO ordinance, library guidelines, and how to remain compliant.
Usually, the library conducts LAO Training during the Spring, but due to the shutdown, this was not possible. However, the library did provide cultural competency training that addressed racial equity concepts. Some updates were done to the available resources on our internal Staffnet for other staff to view.

• Prepare to launch a new SFPL website and continue to offer Chinese and Spanish versions.
The new SFPL website was launched in Fall 2019, with main content pages fully translated in Spanish and Chinese. The translated content is ongoing and the translators have greatly expanded the content for LEP patrons.

• Provide foreign language materials to jail inmates as part of our new Jail and Reentry Services (JARS) program.
JARS continues to provide materials in Spanish, Vietnamese, Chinese, Russian, Filipino, Arabic, Italian, Japanese and French, when requested by patrons. In-jail circulation of library materials was halted in March when the shelter in place started.

• Continue and expand our All Are Welcome initiatives including how to settle in the US, how to learn or improve English language skills, how to become a citizen, and more.
The ESL tutoring program helped 100 people with weekly 1:1 English language assistance. ESL Conversation clubs happened on a regular basis at 4 library locations, with one location having two separate sessions. Two citizenship programs were offered, offering 1:1 legal consultations to immigrants, many of whom were LEP. We were expanding the in-person citizenship workshops with attorneys, to offer them in various library branches beside the Main, but due to Covid-19, that expansion is now in a virtual platform.
Initiated a relationship with the Mexican consulate; we continue to work with them on virtual platform offerings, and hope to continue this type of work with other consulates in San Francisco.

• Add a language preference question to our online library card application form to provide better service for LEP users
We were able to capture a complete set of usable data for FY 2019-2020 on language preference that was added to the online library card application form, specifying the LAO required languages plus "Other" as an option.

• Increase our computer classes offered in Chinese and Spanish

Weekly computer classes were offered in Chinese and Spanish at the Main and at branches.

• Add Japanese to our online library catalog (Bibliocommons)
Our online library catalog is available in English, Spanish, Chinese (Simplified & Traditional), Filipino, Russian, Japanese.

• Add KONO, an online resource for Chinese and Japanese magazines
We added 5 Korean periodicals to Kono in 2019.
We also add Chinese eBooks to UDN every month. Qikan has been adding Chinese titles which we have more than 200 already.

• Conduct outreach for Mission, Chinatown, and Oceanview branch library renovation projects in Spanish, Mandarin, and Cantonese, as well as English.
Successful outreach for the three branch renovation projects was done in the communities served in English, Spanish, Mandarin, and Cantonese.
Also, the library distributed free children's books in Spanish and Chinese at two public events: Junior Giants Festival @ Oracle Park, and Mayor Breed's Toy and Book Festival @City Hall.

# 3.Goals for Fiscal Year 2020-2021

Please provide a description of your department's Language Access Ordinance goals for Fiscal Year 2020-2021 (bullet points).

• Continue to comply with the LAO ordinance.

• Offer ongoing staff training on the LAO ordinance, library guidelines and how to remain compliant.

• Collaborate with the web services team to effectively provide Chinese and Spanish translations of constantly evolving web content.

• Analyze demographic data to ensure that our language collections are in the appropriate branch libraries.

• Analyze demographic data to ensure that our digital language collections meet the demands of LEP patrons to the best of our ability and as supply allows.

• Provide foreign language materials to jail inmates as part of our Jail and Reentry Services (JARS) program.

• Continue our All Are Welcome initiatives including how to settle in the US, how to learn or improve English language skills, how to become a citizen. We are also developing racial equity educational initiatives.

• Explore the possibility of adding an online library card application in Filipino.

• Increase our computer classes offered in Chinese and Spanish.

• Continue to explore online resources in other languages.

• Conduct outreach for Mission, Chinatown and Oceanview branch library renovation projects in Spanish, Mandarin and Cantonese, as well as English.

• Expand multilingual informational video content for use on social media and other online platforms.

# III.CLIENT INFORMATION

## 4. Primary/Preferred Language Information

Do you collect and record primary/preferred language data on clients as part of your intake or application process?

| Yes |
|-----|

# 5. Data Collection Method

What method did you use to determine the number and percentage of limited English proficient (LEP) persons who actually used your department's services citywide during FY 2019-2020?

### *See OCEIA Guidance, Section I*

\* You may measure this information by: 1) analyzing information collected during the Department's intake process for all clients; or 2) conducting an annual survey of all contacts with the public made by the Department during a period of at least two weeks; or 3) analyzing and calculating the annual total number of requests for telephonic translation (interpretation) services.
If you use the survey method, please pro-rate your results to produce estimated totals for the full year. For example: data from a two-week survey should be multiplied by 26; data from a one-month survey should be multiplied by 12.

Please provide the method you used to determine the number LEP persons actually served.

a. ✔ Intake        b. ☐ Annual Survey        c. ☐ Number of telephonic interpretation requests

| Description (Optional) | Patrons registering for a new library card between 7/1/2019 and 6/30/2020 were asked to provide their preferred language on the library card application. Estimated users by language category were calculated based on those totals. |
|---|---|

# 6. Number of LEP Persons who Used Department's Services During FY 2019-2020

a. Please indicate the number and percentage of LEP persons who actually used your department's services city wide during FY 2019-2020:

### *See Guidance, Section I*

\* You may measure this information by: 1) analyzing information collected during the Department's intake process for all clients; or 2) conducting an annual survey of all contacts with the public made by the Department during a period of at least two weeks; or 3) analyzing and calculating the annual total number of requests for telephonic translation (interpretation) services.
If you use the survey method, please pro-rate your results to produce estimated totals for the full year. For example: data from a two-week survey should be multiplied by 26; data from a one-month survey should be multiplied by 12.

| TOTAL CLIENTS (# ) | LEP CLIENTS (#) | LEP CLIENTS BY LANGUAGE (#) ? | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | CAN | FIL | MDRN | RUS | SPN | VIET | Other |
| 3,817,570 | 260,508 | 120,243 | 3,959 | 0 | 8,258 | 102,031 | 6,335 | 19682 Other |

Key:  CAN = Cantonese        FIL = Filipino (Tagalog)        MDRN = Mandarin

RUS = Russian  SPN = Spanish  VIET = Vietnamese

Please indicate the number of clients served in other languages:

| LANGUAGE | LEP CLIENTS (#) |
|---|---|
| Japanese | 7,126 |
| Other | 12,556 |
| | |
| | |

b. If you used information from the Intake process (if you checked "a" in #5 above) , please provide a breakdown of the number of LEP persons served at each Covered Department Facility.

| LEP CLIENTS BY COVERED DEPARTMENT FACILITY | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Facility Name/ Location | Total Clients Served at Facility (#) | LEP Clients (#) | % LEP | LEP Clients Served at the Facility by Language(#) | | | | | | | |
| | | | | CAN | FIL | MDRN | RUS | SPN | VIET | Other (specify) | |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
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## IV. DATA ON TRANSLATION AND INTERPRETATION DURING FY 2019-2020

# 7. Translated Written Materials

a) Please indicate how many of the Department's materials (e.g. applications, forms, notices of rights, program material, etc.) have been translated into each of the following languages.

*See Guidance, Section II (a)*

| Language | Total Materials | CHN | FIL | RUS | SPN | VIET | Other #1 (specify) | Description |
|---|---|---|---|---|---|---|---|---|
| All Translated Materials | 1,101 | 564 | 9 | 5 | 513 | 6 | 4 | Japanese |
| Number of Vital Documents | | | | | | | | |

b) Please list all of the Department's written materials(e.g. applications, forms, notices of rights, program material, etc.) that have been translated, the language(s) into which they have been translated, and the persons who have reviewed the translated materials for accuracy and appropriateness.

*See Guidance, Section II (a)*

| | |
|---|---|
| Please upload your Translated Materials Log as an Excel file | Your file is uploaded ✓<br>Download Blank Excel Template |

# 8. Telephone-Based Interpretation Services

Describe any telephone-based interpretation services used for FY 2019-2020 (July 1 through June 30). Please include information on call volumes and language use. If your department uses multiple telephone-based interpretation services, which may include LanguageLine Solutions, other vendors, or internal staff, please indicate each on a separate line.

*See Guidance, Section II (b)*

| What telephonic interpretation services were used? | Total Call Volume (LEP Clients) | Total Call Volume by Language | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | CAN | FIL | MDRN | RUS | SPN | VIET | Other #1 (Specify) | Other #2 (Specify) |
| Language Line | 95 | 12 | 2 | 13 | 13 | 37 | 10 | 8 | Urdu, Turkish, Thai, Korean, French, Arabic |
| | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |

# 9. In-Person Interpretation Services

How many times did multilingual employees provide in-person interpretation services in FY 2019-2020(July 1 through June 30)? Please include information on the number of times in-person interpretation was provided in each language .

*See Guidance, Section II (c)*

| | Number of Times Interpretation Provided, by Language | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Total | CAN | FIL | MDRN | RUS | SPN | VIET | Other #1 (Specify) | Other #2 (Specify) |
| | | | | | | | | |

| Description (Optional) | We do not track this information. Our multilingual staff are constantly helping the public and library patrons. |
|---|---|

# 10. Oral Interpretation at Public Meetings

How often did your department provide oral interpretation at public meetings or hearings during FY 2019-2020? Please indicate the number of meetings/hearings and languages provided and whether vendors or multilingual employees were used.

*See Guidance, Section II (d)*

| Number of Interpreted hearings/meetings | 1 |
|---|---|
| Total Number of LEP Attendees | 1 |
| Interpretation provided by | ☐ Vendors<br>✔ multilingual Employees<br>☐ Other |
| Interpretation provided in (languages) | ☐ Cantonese<br>☐ Filipino<br>✔ Mandarin<br>☐ Russian<br>☐ Spanish<br>☐ Vietnamese<br>☐ Other |

# V.MULTILINGUAL STAFFING AND TRAINING

## 11. Multilingual Employees

a) How many multilingual public contact employees does your department have, and how many have had their multilingual skills tested and certified by the Department of Human Resources (DHR)? Indicate the language(s) spoken by certified multilingual employees and all multilingual employees.

*See Guidance, Section III (a)*

| | Total Number | Number or Multilingual Staff, by Languages | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | CAN | FIL | MDRN | RUS | SPN | VIET | Other |
| Certified Multilingual Public Contact Employee | 116 | 48 | 2 | 10 | 8 | 35 | 6 | 9 |
| Total Multilingual Public Contact Employee | 116 | 48 | 2 | 10 | 8 | 35 | 6 | 9 |
| All Public Contact | 116 | | | | | | | |

| Description (Optional) | Other include: 3 Japanese, 6 American Sign Language |
|---|---|

Please provide a roster of your department's Multilingual Employees (excluding those employees who are self-designated as competent in a language other than English). Use additional pages as needed. See Roster of Multilingual Employees from OCEIA.

| ROSTER OF MULTILINGUAL EMPLOYEES | | | | |
|---|---|---|---|---|
| Name | Title | Office Location | Languages (other than English) | DHR Certified? (Y/N) |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

| Please upload your Roster of Multilingual Employees as an Excel file | Your file is uploaded ✔<br>Download Blank Excel Template |
|---|---|

b) Assess the number of additional multilingual employees needed in FY 2019-2020 and beyond to meet the requirements of the Language Access Ordinance.

*See Guidance, Section III (b)*

| Is the current number of multilingual employees adequate to meet LAO requirements? | If no, indicate the number of additional multilingual employees needed and corresponding language(s) |
|---|---|
| Yes | |

If you have indicated that the number of multilingual employees in your Department is inadequate to meet the requirements of the Language Access Ordinance, please state your Department's plans to meet those requirements

## 12. Employee Development and Training

*See Guidance, Section III (c)*

**a) Which of the following methods does your Department use to verify the quality of multilingual employees' language proficiency skills?**

| | |
|---|---|
| ✔ | DHR multilingual certification |
| ✔ | External certification process |
| ✔ | Other method (describe):   Internal written exam for some classifications |
| ☐ | Our Department does not have a method to verify the quality of multilingual employees' language proficiency skills |

**b) Does your Department offer training for public contact staff on how to provide language assistance services to LEP individuals?**

Yes

The Library offers training such as customer-focused communication and customer service excellence. Due to COVID our special annual LAO training didn't happen. Language assistance resources are available on the internal Staffnet website.

# VI. LANGUAGE SERVICE AND COMMUNICATION PROTOCOLS

## 13. Language Access Policies

Please provide a brief summary of your department's procedures for providing services to LEP persons, using the boxes below.

LANGUAGE ACCESS POLICIES AND PROTOCOLS

| | |
|---|---|
| a) Does your department have a written Language Access Policy ? | Yes |
| b) Please provide a brief summary of the policy. | San Francisco Public Library strives to keep pace with our dynamic and diverse community, providing a welcoming and vibrant environment for individuals with limited English proficiency in a manner that supports timely, effective, and efficient delivery of services in their native languages. The Library is committed to identifying barriers to access to information on the basis of language and to proactively take steps to address them. |
| c) Please upload your department's full Language Access Policy. | Your file is uploaded ✔ |
| d) Does your department work with clients in crisis or emergency situations ? | No |
| If yes, please describe the nature of crisis or emergency situations (e.g., fire, natural disaster, domestic violence, other). | |
| e) Does your department have a protocol for serving LEP persons in crisis or emergency situations? | No |
| If yes, please provide a brief summary of your Department's protocol for serving LEP persons in crisis or emergency situations, including the use of multilingual staff for assisting LEP persons and the translation of any warning signs. | |

# 14. Recorded Telephonic Messages

a) Please list any recorded telephonic messages that are available in languages other than English, and describe the content of recorded messages (e.g. office hours and location; information about programs and services; other types of assistance).

| CONTENT OF RECORDED MESSAGE | LANGUAGE (Mark all boxes that apply) | | | | | | Other (specify) | |
|---|---|---|---|---|---|---|---|---|
| | CAN | FIL | MDRN | RUS | SPN | VIET | | |
| Office Hours and Location | ✔ | ☐ | ✔ | ✔ | ✔ | ☐ | ✔ | Japanese |
| Information about | | | | | | | | |

| Programs and Services | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | |
| Other (please describe) | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | |

b) Assess the availability and quality of your department's recorded telephonic messages in languages other than English .

*See Guidance, Section IV (a)*

Needs Improvement

**Please explain.**

Nine branches have Cantonese messages, 3 have Mandarin, 5 have Russian, 6 have Spanish and 1 has Japanese. We are in the process of procuring a new telephone system to better direct patrons in their language to services.

# 15. Telephonic Requests for Translation or Interpretation Services

a) Describe your Department's procedures for handling telephonic requests for translation or interpretation services.

The library staff determines the language that the patron needs, then seeks out a staff member that can speak that language. If the language cannot be identified, the library staff contacts Language Line for interpretation assistance.

b) Assess the quality of your department's procedures for handling telephonic requests for translation or interpretation services.

*See Guidance, Section IV (b)*

Excellent

**Please explain.**

Whenever we receive a telephonic request for a language other than English and we are able to identify the language that they would like to speak in, we are able to connect with our vendor and patch a live interpreter into the situation. This solution works well given the limited staffing and resources available to us, and the low frequency of phone calls received.

# 16. In-Person Requests for Translation or Interpretation Services

a) Describe your Department's procedures for handling in-person requests for translation or interpretation services.

> For walk-in patrons requesting services, the library staff determines the language needed using a language identification card, then seeks out a staff member that can speak that language or contacts Language Line for interpretation assistance.

b) Assess the quality of your department's procedures for handling in-person requests for translation or interpretation services.

*See Guidance, Section IV (c)*

> Excellent

**Please explain.**

> Whenever we receive an in-person request for a language other than English we are able to identify the language requested and are able to connect the patron with a staff member that speaks the language. If a staff member is not available, our vendor can provide a telephonic interpreter. This solution works well given the limited staffing and resources available to us.

# 17. Public Notices of Availability of Language Access Services

a) For in-person or over-the-counter contacts, please indicate whether there is a notice posted in a public place informing LEP persons of their right to request translation or interpretation, and the languages that this notices is printed in.

Public notice posted informing LEP persons of their right to request language access in the following languages:

| | |
|---|---|
| ✓ | Filipino |
| ✓ | Chinese |
| ✓ | Russian |
| ✓ | Spanish |
| ✓ | Vietnamese |
| ✓ | Other   15 additional languages in Language Line small poster. |

b) Assess the quality of your department's public notices of availability of language access services.

*See Guidance, Section IV (d)*

> Excellent

**Please explain.**

The language identification cards are prominently displayed at all service desks. In addition, we have All Are Welcome posters around the library in multiple languages reiterating our commitment to serving LEP patrons.

# VII. BUDGET AND EXPENDITURES FOR LANGUAGE SERVICES

## 18. Language Services Expenditures in FY 2019-2020

Please provide the following information on the annual budget and actual expenses for Language Services provisioning.

*See Guidance, Section V (a)*

| Language Access Services | FY 2019-2020 Actual Expenses |
|---|---|
| 1. Compensatory pay for multilingual employees who perform multilingual services, excluding regular annual salary expenditures. | $136,860.00 |
| 2. Telephonic interpretation services provided by vendors. | $658.00 |
| 3. Document translation services provided by vendors. | $1,343.00 |
| 4. On-site language interpretation services provided by vendors. | $8,891.00 |
| 5. Other costs associated with providing language access services (e.g., grants, special programs, other.) | $308,032.00 |
| 6. Total Language Services Budget (add columns 1-5) | $455,784.00 |

## 18 b. Department's Total Operating Budget

$142,364,029.00

## 19. Projected Language Services Budget in FY 2020-2021

What is your total projected budget to support progressive implementation of your Department's language service plan in FY 2020-2021 ?

*See Guidance, Section V (b)*

| TOTAL | 474201 |
|---|---|

Description (Optional)