

Results of a survey done in October 2014. Compiled November 17, 2014.

The Pima County Public Library is looking at expanding the translation and interpretation services available to staff. Currently we have a contract with an individual for Spanish-language document translation and do Spanish-language interpretation and some translation in-house. We have an increasing need for document translation to other languages and are exploring how to best go about that. Could you please help us by answering the following questions?

Libraries Contacted	Response
Atlanta-Fulton Public Library	
Austin Public Library	X
Baltimore Public Library	
Boise Public Library	
Boston Public Library	
Charlottesville Public Library	
Cincinnati Public Library	
Cleveland Public Library	
Columbus Public Library	
Dallas Public Library	
Dearborn Public Library	X
Detroit Public Library	
El Paso Public Library	X (phone call)
Hartford Public Library	
Hennepin County Public Library	
Houston Public Library	X
King County Library System	X
Lexington-Fayette Public Library	X
Los Angeles Public Library	
Miami-Dade Public Library System	X
Multnomah County Public Library	
Omaha Public Library	X
Philadelphia (Free Library of Philadelphia)	X
Phoenix Public Library	
Pittsburgh (Carnegie Library of Pittsburgh)	X
Raleigh Public Library	
Ramsey County Public Library	X
Saint Paul Public Library	
Salt Lake City Public Library	
Salt Lake County Public Library	X
San Antonio Public Library	
San Diego Public Library	
San Francisco Public Library	X
San Jose Public Library	
Seattle Public Library	X
Winston-Salem Public Library	

**Does your system use a phone interpreter service?**

Yes 6  
No 8

**Do you use the same company for written translation?**

Yes 0  
Different Comp 5  
Only Written 2  
NA 7

**Do you use more than one company or agency? Which companies or agencies do you use?**

None of the libraries that contract with outside agencies for interpretation and/or translation services use the same agency or company for both services.

King County Library System uses Language Line Solutions for phone interpretation and CTS Language Link for written translation.

Lexington Public Library uses individuals from the community as needed.

Omaha Public Library has just contracted with Language Line for phone interpretation and has used mostly refugee resettlement agencies for written translation.

Carnegie Library of Pittsburgh does not use an interpreter service. They have just started using Translation AZ in Fort Myers Beach, FL for written translation.

Ramsey County Library does not use an interpreter service. They used a translation called Betmar once. [www.betmar.com](http://www.betmar.com)

Salt County uses Language Line for phone interpretation; they have not used a translation service.

San Francisco Public Library uses Language Line for phone interpretation and Bilingva for translation.

Seattle Public Library uses Language Line for phone interpretation and Dynamic Language for translation.

**How much do you pay?**

Few libraries answered this question. King County Library System and San Francisco sent copies of their contracts.

KCLS pays about \$1.00/minute for Language Line phone interpretation. They use this service almost daily for a total of 100 to 150 minutes/month which is 20 to 30 calls/month. Annually they spend \$1500 to \$2000 a year on language line; but are hoping to double that after running a service awareness campaign with staff and patrons. KCLS spends about \$5000/year on document translation with CTS language Link.

Lexington Public Library identified their top eight languages and contracted with individual translators for each language for a one-time translation of their library card application for \$50.00 each.

Omaha Public Library has just started their contract with Language Line so they have nothing to report yet in the way of expenses.

Translation is so new to the Carnegie Library of Pittsburgh that they were unable to report costs, but they did send contact info for the translation company that they contracted with.

Ramsey Count Library (Minnesota, outside of St. Paul) rarely uses translation services, but they did report once spending \$300 with Betmar.

Salt Lake County Library Services pays \$0.95/minute with Language Line and spends less than \$100 annually. They were able to add on to an existing state contract.

San Francisco Public Library reports that Language Line charges between \$0.88 and \$0.94/minute depending on volume. Language also has some startup and other fees that were waived as part of their contract (KCLS and SLCLS both reported not having to pay these fees.) Bilingva's translation rates are normally \$0.15-\$0.18/word or \$35.00-\$55.00/hour. They offer SFPL a discounted rate of \$0.13-\$0.15/word and \$25.00-\$42.00/hour. They also offer discounts for volume translation and translation into multiple languages.

Seattle Public Library did not provide any cost information.

### **How often is it used?**

King County Library System is the only one that answered this question. They use Language Line 20 to 30 times a month and expect that to increase when they run an awareness campaign.

### **How much do you spend annually?**

Of the libraries that responded, Salt Lake County Library Services reported a low of \$100 annually for phone interpretation and San Francisco Public Library reported a high of \$7500 with Language Line and up to \$10,000 with Bilingva.

### **Do you have in-house translation for some languages?**

Yes 11  
No 3

### **In-house languages**

Amharic	1	Portuguese	1
Arabic	2	Russian	2
Chinese	4	Somali	1
Creole	1	Spanish	9
French	2	Vietnamese	1
Korean	1	Multiple, non-specific	3

**Can you give us any suggestions?**

Austin, Texas – “We translate critical documents and information that affect Spanish speakers as well as programs that target Spanish-speakers and a bilingual audience.

King County Library System – “I’m satisfied with Language Line Services – generally quick and affordable, also they provide promotional materials (thus far we haven’t been charged) and CTS has worked fine, but I’d be interested in shopping around...”

San Francisco Public Library – “We are in the process of forming a translation committee to help distribute translation work more equitable amongst staff who have bilingual skills. We will be happy to share our progress as it progresses.”