

POLICY: **TRANSLATION POLICY**

SECTION: **Section II – General Policies – Miscellaneous**

MOTION#/DATE: **TBD – May 12, 2003**

Effective Date

May 12, 2003

Policy Objective

To affirm the Toronto Public Library's commitment to ensuring that Library information is made available to all the City's residents.

Underlying Principles/Background

Toronto's diverse population makes it one of the most multilingual cities in the world.

The Toronto Public Library recognizes that the ethnic and linguistic diversity of the City of Toronto is a source of social, cultural and economic enrichment and strength.

The Toronto Public Library strives to make information about library collections, services and programs accessible to all its residents, recognizing that residents for whom English is not a first language may experience barriers to access.

The Toronto Public Library recognizes the status of French as one of Canada's two official languages.

Policy Statement

The Toronto Public Library is committed to providing translations of important information about library collections, services and programs into selected languages in order to ensure that library services are widely accessible.

The Toronto Public Library identifies the following categories of information as priorities for translation:



- Information that is essential to accessing basic library services. Examples include information about:
 - obtaining a library card;
 - conditions for use of the card; and
 - accessing the telephone interpretation service.
- Information about individual programs that target a multilingual audience. Examples include programs that target the broad multilingual community, such as citizenship classes and English as a Second Language classes, as well as programs that target a specific language group such as a preschool program in Spanish or a seniors health program in Cantonese.
- Information about specific services which have relevance to non-English speakers, such as an electronic news gateway which provides access to online versions of foreign newspapers, or a service which offers children's stories in multiple languages by telephone.
- Information that facilitates participation in the planning and development of library services, such as community consultations related to strategic planning and capital projects.

Scope

This policy applies to publications of the Toronto Public Library and applies equally to information published in print form and electronically on the TPL website. It does not include interpretation services.

Specific Directives

Information regarding collections, programs or services offered in a specific language will be translated only into that language.

In all other cases, the process for identifying languages for translation is based on data obtained from a number of sources as indicated below. When the information is for a local audience, not a city-wide audience, staff knowledge of the language needs of the immediate community is included as a factor.

When materials are translated into another language, and the information has relevance beyond a specific language group, the Toronto Public Library will also translate this information into French, either in full or summary form.



The factors identified below are a guide to decisions for determining languages for translation.

City-wide information:

For city-wide information the following factors are used in combination to determine language priorities:

- Population by Home Language (Census data)
- Recent Arrivals (Citizenship and Immigration Canada data)
- Multilingual Circulation statistics
- Languages accessed through the Language Line.

Local Information:

For information on local initiatives, the following factors are used in combination to determine language priorities:

- Population by Home Language for census tracts in catchment area
- Multilingual Circulation by branch
- Staff observation of language needs
- Language Line data by branch.

The languages identified for translation will be reviewed and revised if necessary on an annual basis.

The Library will determine annual budgets for translation services within the context of other service priorities

The Library will monitor the effectiveness of translation in reaching its audiences and achieving its objectives.

Accountability – Roles and Responsibilities

The Marketing and Communications Director or designate is responsible for allocating budget and managing the process.

The Public Service Directors are responsible for identifying products for translation in consultation with the Director, Marketing and Communications.



The French and Multicultural Services Committee assists in identifying translation needs, and recommends languages for translation for specific projects.

Appendices

- Appendix 1: References
- Appendix 2: Definitions
- Appendix 3: Enquiries

Appendix 1

References

French Language Services Act (Ontario)

Official Languages Act (Federal)

City of Toronto – Multicultural Services Policy

Toronto Public Library – Communications Policy

Toronto Public Library – Media Relations Policy*

Toronto Public Library -- Public Consultation Policy*

*indicates forthcoming TPL policy.



Appendix 2

Definitions

Language Line: An over-the-phone interpretation service provided to all library branches and departments on a 24-hour basis in 160 languages.



Appendix 3

Enquiries

All enquiries about this policy should be directed to the Director, Marketing and Communications at 416-393-7141.