PLP Innovation and Technology Opportunity Grant Program Application

Library Name: Mountain View Public Library

Project Title: Programs and Services- Listening and Translation Accessibility

Select category you are applying under:

- [x] Category A: Innovation and Technology Opportunity Grant
- [ ] Category B: Grant Replication Program

If Category B is selected, enter the name of the grant you are replicating:

1. Please provide a one paragraph project summary.

   In order to increase accessibility of Mountain View Public Library's programs and learning opportunities for customers, the library seeks to install, and have available within our main program room, adaptive listening devices and simultaneous translation equipment. Last year the library hosted 330 in-person programs and welcomes over 20,000 customers to these programs. Anticipating customer needs is a cornerstone of the library’s philosophy in furtherance of mission to create, connect and learn. The proposed project for assisted listening is built around a flexible model that also meets sustainability goals; the infrared system is adaptable and once purchased requires minimal infrastructure thus is also long-term fiscally manageable.

2. Explain how this project fits with the library’s strategic directions.

   Mountain View Public Library has an ongoing and over-arching goal to maintain and develop processes to ensure our services, programs and collections promote, diversity, equity and inclusion within the community. For our services and programs, we seek to accomplish this in a seamless and integrated fashion, incorporating universal design principles, adding services and equipment as up-to-date and technologically available, to reduce barriers and perceived and/or real hurdles to access.

   The proposed project’s adaptive listening devices are customizable for either assisted listening or simultaneous translation operating on a two-channel infrared system. Usability is straightforward and for most customers independently operated. The library recognizes that customers require multiple entry points to our programs and may have multiple needs when participating in our programs. The project’s assisted listening system enables customers with a range of literacy and hearing needs to more easily engage with library services.
The listening devices will have integrated usage within the library's first floor program room, which accommodates up to 210 individuals. The devices are customizable for all age ranges and types of programs, meeting our goals of simplicity of use and reduction of barriers.

3. Please provide a detailed description of the proposed project including the population served and the demographics of that population.

**Population Served:**

Mountain View Public Library serves a diverse demographic including seniors and customers who are not native English speakers. 7% of the adult population is estimated to have one or more of the six disability types: physical, visual, mental health, hearing, learning and intellectual. As disabilities are not mutually exclusive; adaptive equipment can be used to support hearing loss, intellectual impairments, learning styles, and mental health by reducing isolation. It is estimated that 1 in 5 people in the United States are impacted by a spectrum of hearing impairments. Within Mountain View, 2.5% of the general population has hearing loss--currently impacting approximately 2,000 residents.

Meanwhile, Mountain View’s population is projected to grow by the largest percentage within Santa Clara County (90%), passing the 100,000 mark well before 2040 thus increasing the library's role in provision of services, social and cultural programs, and job training access. This coupled with Mountain View's planned increase in affordable housing units aimed at stabilizing needs for the disabled and elderly indicates that the library needs to implement systems that will allow our customers equitable access to library services.

The library as a department of the City of Mountain View also collaborates with other city departments in offering programs and services geared toward support of vulnerable populations such as Rent Stabilization Program and Elevate MV. Many of these program participants also have need for translation services.

Within Santa Clara County approximately 11% of households are linguistically isolated--when all members of the household age 14 and older have some difficulty with English; and approximately 51% of Santa Clara County residents have limited English proficiency. The Mountain View Public Library is committed to increasing outreach and engagement with customers with provision of presentations and services with English interpretation.

**Proposed Project:**

Purchase of 30 assisted listening devices with headphones and personal receivers which are customizable for use as assisted listening for hearing impaired and for simultaneous translation services. The proposed system works with infrared technology and integrates...
with other video and speaker components within the library's program room to provide seamless integration of services across program types.

The project proposal is for 30 individual units and the ancillary equipment required to upgrade the technology within the program room which will support the library's ability to increase accessible programs.

The library is focusing on infrared technology for the listening devices as infrared has the following known benefits:

- Sound fidelity for speech and music—thus including library programs that are virtual, hybrid and live performance.
- Infrared receivers are universal—will work with any IR transmitter, allowing listening devices to be adaptable across equipment upgrades and expandable components for future needs.
- No interference from outside transmitting sources
- WIFI-free reception with no seating restrictions increasing independence, reducing isolation, and disability identification within library programs.

Below are the purchase needs:

<table>
<thead>
<tr>
<th>Product Description</th>
<th>Quantity</th>
</tr>
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<tbody>
<tr>
<td>Listen Technologies Intelligent ear phone/neck loop lanyard LA-430</td>
<td>30 units</td>
</tr>
<tr>
<td>Listen Technologies Universal ear speaker LA-401</td>
<td>30 units</td>
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<tr>
<td>Listen Technologies Intelligent DSP IR Receiver LR-5200-IR</td>
<td>30 units</td>
</tr>
<tr>
<td>Listen Technologies 4 port charger LA-423-01</td>
<td>2 units</td>
</tr>
<tr>
<td>Listen Technologies Intelligent 12 unit charging tray LA-381</td>
<td>2 units</td>
</tr>
<tr>
<td>Listen Technologies Cable management LA-382</td>
<td>2 units</td>
</tr>
</tbody>
</table>

4. What are the goals and objectives of the project?

To increase customer participation in in-house library programs and services and to meet known anticipated needs in population growth and demographics.

5. Please include your project timeline (include detail of activities).

The project timeline is straightforward. Purchase of equipment and installation to be completed by January 2024 with plan to be program ready after staff training and testing by February 2024.

6. Please indicate how you will evaluate success of your project.
Evaluation of success of project will be:

- Survey responses by customers utilizing equipment.
- Integration of simultaneous translation services into core programs
- Increase of voluntary use of assistive listening by customers as measured by program statistics.

7. Please detail your project budget. (Note: Indirect costs are not allowed).

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>QTY</th>
<th>UNIT PRICE</th>
<th>AMOUNT</th>
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<tbody>
<tr>
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</table>

Subtotal: $10,833.06
Shipping: $106.00
Sales Tax: $1,003.12
TOTAL: $11,96.18

8. Please indicate how the project will be sustained after the grant term is over.

The use of infrared technologies, as stated previously, is adaptable across any equipment upgrades. Listen Technologies offers a five-year warranty on assisted listening devices with an anticipated lifespan of up to eight years. The library will sustain maintenance of equipment as general operational costs related to program room facility.

Complete Only for Category B Grants:

9. Explain what grant was selected to replicate and why.