

Language Access Plan

Anchorage Public Library

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**ANCHORAGE
PUBLIC LIBRARY**

**APL's Language Access
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I. INTRODUCTION

This *Language Access Plan* has been prepared to address the Anchorage Public Library's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq, and its implementing regulations, which state that no person shall be subjected to discrimination on the basis of race, color or national origin.

Executive Order 13166, titled *Improving Access to Services for Persons with Limited English Proficiency*, indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including the Municipality of Anchorage and the Anchorage Public Library.

Pursuant to Anchorage's Municipal Policy and Procedure #16-6, the Municipality of Anchorage must "provide timely and meaningful access to LEP and deaf or hard-of-hearing individuals in the conduct of municipal business." Part of meaningful access is up-to-date plans for each Municipal Agency to best support residents and visitors of this city, not only to meet Federal Civil Rights laws, but also to create a more welcoming municipal government and community for all people.

Department Description

The Anchorage Public Library is an essential partner in building and sustaining a literate citizenry, transforming lives through information and knowledge, and enhancing Anchorage's quality of life. We envision an Anchorage Public Library that works to ensure that the people of Anchorage will always have the information resources they need to live successful and productive lives and deal with the challenges in the city. This language access plan seeks to ensure equitable access to information and resources for all patrons who seek our services.

Plan Summary

The Anchorage Public Library has developed this *Language Access Plan* to help identify reasonable steps for providing language assistance to persons with limited English proficiency [LEP] who wish to access services provided. As defined Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

In order to prepare this plan, the Anchorage Public Library used the four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served by the Anchorage Public Library.
2. The frequency with which LEP persons come in contact with Anchorage Public Library services.

3. The nature and importance of services provided by the Anchorage Public Library to the LEP population.
4. The interpretation services available to the Anchorage Public Library and overall cost to provide LEP assistance. A summary of the results of the four-factor analysis is in the following section.

II. MEANINGFUL ACCESS: FOUR-FACTOR ANALYSIS

1. The number or proportion of LEP persons in the service area who may be served or are likely to require Anchorage Public Library services.

The Mayor's Language Access Liaison examined for the Municipality of Anchorage the U.S. Census Bureau's 2009-2013 American Community Survey, Table B16001 "Language Spoken at Home by Ability to Speak English for the Population 5 years and Over." Through an analysis of population sorted by census tracts within the Municipality of Anchorage, it was determined that approximately 6.2% of the Anchorage population (17,050 individuals) speak English "less than very well". It should be noted that "less than very well" is inclusive of responses indicating they spoke English "not well," and "not at all."

Table 2
Populations Exceeding the LEP Safe Harbor Threshold
(5% of total population or 1,000 individuals – whichever is less)

Primary Language Spoken	# of Individuals	% of Population
Tagalog	3881	1.4
Spanish or Spanish Creole	3287	1.2
Hmong	1687	0.6
Korean	1539	0.6
*Other Pacific Island Languages	1379	0.5

* "Other Pacific Island Languages" includes, but is not limited to: Chamorro, Hawaiian, Ilocano, Indonesian, and Samoan

2. The frequency with which LEP persons come in contact with the Anchorage Public Library.

The Library Language Access Representative reviewed the frequency with which Library staff have, or could have, contact with LEP persons. This includes documenting phone inquiries or office visits. January 2018-July 2018, the Library identified at least fourteen instances where interpreters could have been of use. Loussac's Reference Services stated services are provided daily to LEP customers. Eagle River and Mountain View have been able to offer bilingual services in American Sign Language and Chinese (Mandarin) respectively over this last year. The Mayor's office additionally paid to have Vote-By-Mail information translated for the April 2018 MOA election which was then distributed via the Anchorage Public Library.

3. The nature and importance of services provided by Anchorage Public Library to the LEP population.

Due to the great diversity of languages spoken in the Municipality of Anchorage, the Anchorage

Public Library recognizes that staff will come into contact with the LEP population. The Library staff are most likely to encounter LEP individuals through desk reference interviews, circulation contact, phone conversations, and community meetings or gatherings.

4. The resources available to the Anchorage Public Library, and overall costs to provide LEP assistance.

Municipal officials, in conjunction with library staff have reviewed its available resources that could be used for providing LEP assistance and which documents would be most valuable to be translated if the need should arise. The Library, in practice with the wider Municipality of Anchorage, will use Language Link for telephonic interpretation services, the Alaska Institute for Justice-Language Interpreter Center for in-person interpretation and will seek quotes for necessary translation from both entities. American Sign Language services will be provided through RNR Interpreters. Currently, Language Link does not provide services in any Alaska Native Languages, so we will exclusively use the Language Interpreter Center for these needs.

The Anchorage Public Library reviewed its available resources that could be used for providing LEP assistance and which documents would be most valuable to be translated if the need should arise. The Anchorage Public Library will use Language Link for telephonic interpretation services, the Alaska Institute for Justice-Language Interpreter Center for in-person interpretation and will seek quotes for necessary translation from both entities. Currently, Language Link does not provide services in any Alaska Native Language, so we will exclusively use the Language Interpreter Center for these needs.

III. LANGUAGE ACCESS PLAN OUTLINE

A. Identification of a LEP Person who needs language assistance services

A person who does not speak English as their primary language and who has a limited ability to read, write, speak or understand English may be a Limited English Proficient person and may be entitled to language assistance with respect to the Anchorage Public Library's services. Language assistance can include interpretation, which means oral or spoken transfer of a message from one language into another language and/or translation, which means the written transfer of a message from one language into another language.

How the Anchorage Public Library staff may identify an LEP person who needs language assistance:

- LEP person use of signage about language services in different languages
- "Point to Your Language" Posters
- Working with patrons who self-identify as needing an interpreter
- Assessed and trained bilingual staff identify LEP persons and assist in providing services within the scope of their duties and language abilities to the exclusion of interpreting.
- Begin collecting data and examine records requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings.

- While conducting reference interviews allow staff to informally gauge user language ability and needs.
- Survey front-line staff of any direct or indirect contact with LEP individuals.

B. Language Assistance Measures

Although the Anchorage Public Library has been using Language Link and the Language Interpreter Center since 2016, a recording and reporting mechanism will be implemented in July 2018. Invoices from both vendors assist in providing this information.

1. The Anchorage Public Library staff will take reasonable steps to provide the opportunity for meaningful access to LEP clients who have difficulty communicating English.
2. The Library will encourage the use of interpreters on a regular basis by seeking out funding through the inclusion of interpreter and translation services for programming in its grant proposals.
3. The following resources will be available to accommodate LEP persons:
 - i. “Point to Your Language” posters and brochures will be in easy view of front desk
 - ii. Language Link brochures with “Point to Your Language” language identification and instructions for use will be given to all Library employees and interns
 - iii. Staff will be trained on how to identify language of LEP clients through use of “Point to Your Language” cards or through assistance of Language Link operator
 - iv. Staff will utilize Google Translates for quick assistance if a LEP person requires assistance with a document. Determination will be made for long documents if paid translation is to be pursued.
 - v. Locating welcoming and helpful signage in Safe Harbor Threshold Languages to direct and assist users.

IV. STAFF TRAINING

The following training will be provided to all staff:

- Information on the MOA’s responsibilities per/in regard to Title VI Policy and Language Access for LEP individuals
- Description of language assistance services offered to the public.
- Use of the “Point to Your Language” cards.
- How to work with an interpreter

- Documentation of language assistance requests.
- How to handle a potential Title VI/LEP complaint.
- Note that staff are prohibited from asking for citizenship status of any individual

All contractors or subcontractors performing work for the Municipality of Anchorage will be required to follow the Title VI/LEP guidelines.

V. TRANSLATION OF DOCUMENTS

- The Anchorage Public Library has identified specific vital documents relevant to public services that will be translated for populations that exceed the LEP Safe Harbor Threshold with the addition of Yup'ik.
- When staff prepares a document, or schedules a program, we will provide access to request an interpreter or locate a translation for the requested document.
- Quotes for translation services will be received from both vendors before a contract is signed.

VI. MONITORING

Monitoring and Updating the LAP- the Anchorage Public Library will update the LAP as required. At a minimum, the plan will be reviewed annually and updated with data points from the following year and incorporate any new U.S. Census data as available. Updates will incorporate data gained from the reporting tool and staff observations, including:

- The number of documented LEP persons encountered in previous year
- Determination of the current LEP population in the service area
- How the needs of LEP persons have been addressed
- Determination as to whether the need for translation services has changed
- Determination of whether local language assistance programs have been effective and sufficient to meet the need
- Determination of whether the Anchorage Public Library financial resources are sufficient to fund language resources needed
- Determination of whether the Anchorage Public Library fully complies with the goal of this Language Access Plan
- Determination of whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals

VII. DISSEMINATION OF ANCHORAGE PUBLIC LIBRARY LANGUAGE ACCESS PLAN

- Post signs at all library branches notifying LEP persons of the LAP and how to access language services
- The Notice of Rights under Title VI to the public is posted at all entrances in the Anchorage Public Library notice boards
- LAP will be posted on the Anchorage Public Library webpage
- The LAP will be reviewed and updated regularly, with a minimum of one annual review.
- Copies of the LAP will be provided, on request, to any person(s) requesting the document via phone, in person, by mail or email. LEP persons may obtain copies/translations of the plan upon request. Any questions or comments regarding this plan should be directed to:

Anchorage Public Library Language
Access Representative
Rayette Sterling
120 Bragaw St., Anchorage, AK 99503
907-343-2907
Rayette.sterling@anchorageak.gov

And

N. Michael El-Khoury
Special Administrative Assistant/Language Access Liaison
Office of the Mayor
Municipality of Anchorage
907-343-7170
nessib.hanna@anchorageak.gov

Language Access Services Complaint Process:

- The complaint process will be included in the posted notification of the right to an interpreter;
- The Department Language Access Representatives will notify individuals of the complaint procedures and notification in languages most encountered;
- A complaint regarding the denial of language accessible services, or regarding the quality of language accessible services, including interpreters or translated materials, may be made in person, or in writing. Complaints can be entered via the City Hall website listed at the address below;

- The complaint should specify the date, individuals involved, and the nature of the client (i.e. the interpreter was summarizing, or a LEP individual was denied services because they did not bring their own interpreter);
- All complaints will be directed to the Anchorage Public Library's Language Access Representative, who will timely respond and make recommendations for corrective action, if needed;
- Copies of the LAP will be provided, on request, to any person(s) requesting the document via phone, in person, by mail or email. LEP persons may obtain copies/translations of the plan upon request. Any questions or comments regarding this plan should be directed to:

Complaint form can be found online at:

https://moa_onlineforms.formstack.com/forms/language_access_complaint

Hard Copies will be available at the front desk and will be translated into Spanish, Tagalog, Korean, Hmong, Samoan, and Yup'ik.

VIII. DEFINITIONS

- A. Essential Public Information: Any information used by a department when dealing with the public which is necessary to accomplish the department's mission and with respect to public safety, public health, and economic development.
- B. Department Language Access Representative: The employee designated by the department director to be responsible for the department Language Access Plan (LAP) program.
- C. Four Factor Analysis: The procedure to determine the level of need for language services by documenting: 1) the number and proportion of LEP persons as reported by the most recent census; 2) the frequency with which LEP persons visit various MOA locations; 3) the nature and kind of programs or activities LEP persons use; and 4) the available resources and overall costs for LEP services.
- D. Frontline: Applies to departments and/or personnel that have regular and substantive contact with the public via in person or telephonic communication. See addendum for MOA organization chart with highlighted departments required to have written Language Access Plans.
- E. Interpretation: The immediate spoken communication of meaning from one language (the source language) to another (the target language).
- F. Interpreter: A person who is bilingual or multilingual and possesses the ability to successfully convey a message from one language to another through oral communication.

- G. Language Access Plan (LAP): Department specific documents outlining the procedures and practices that the department will implement to provide language access services to LEP individuals.
- H. Limited English Proficient (LEP): Someone who is not able to speak, read, write or understand English at a level that allows the person to interact effectively with department staff. Individuals maintain the right to self-identity as a LEP person and should not in any circumstances be expected to pay for translation or interpretation services in order to effectively communicate with the department.
- I. Mayor's Language Access Liaison: The employee designated by the Mayor to support the LAP program and to support the Department Language Access Representative.
- J. Telephonic Interpretation: A service that connects human interpreters via telephone to individuals who wish to speak to each other but do not share a common language. The telephone interpreter converts the spoken language from one language to another, enabling listeners and speakers to understand each other. Interpretation over the telephone most often takes place in a consecutive mode, which means that the interpreter waits until the speaker finishes an utterance before rendering the interpretation into the other language.
- K. Translation: The written communication of meaning from one language (the source language) to another (the target language).
- L. Translator: A person who is bilingual or multilingual and possesses the ability to translate from one language to another in written form.