

State Library of Massachusetts

Language Access Plan

2013 - 2014

I. Introduction

The State Library of Massachusetts has prepared this Language Access Plan (“LAP” or “Plan”), which defines the actions to be taken by the State Library of Massachusetts to ensure meaningful access to agency services, programs and activities on the part of persons who have limited English proficiency. The State Library of Massachusetts will review and update, on a biannual basis, this LAP in order to ensure continued responsiveness to community needs and compliance with the Executive Office for Administration and Finance (“ANF”) Administrative Bulletin #16.

II. Purpose

The purpose of this plan is to ensure clients of the State Library of Massachusetts meaningful access to services, programs and activities although they may be limited in their English language proficiency.

The State Library of Massachusetts is committed to this Language Access Plan as the appropriate response to meeting our clients’ needs. The Plan is consistent with the requirements of Administrative Bulletin #16 as promulgated by the Executive Office of Administration and Finance.

Consistent with the guidance of ANF Administrative Bulletin #16, a Limited English Proficient (“LEP”) person is someone who is not able to speak, read, write or understand the English language at a level that allows him/her to interact effectively with Agency staff. A client maintains the right to self-identify as a LEP person.

III. Agency Description

The State Library of Massachusetts supports the research and information needs of government, libraries, and people through innovative services and access to a comprehensive repository of state documents and other historical items, its mission, services, programs and activities as fully but as succinctly as possible.

IV. Language Access Plan:

Approach: The Agency Language Access Plan shall be fully implemented subject to the availability of fiscal resources to implement said language access plan. This Language Access Plan has been developed to adhere to the Language Access Guidelines of ANF Administrative Bulletin #16. This Language Access Plan represents Agency administrative blueprint to provide meaningful access to Agency services, programs and activities on the part of LEP individuals. This Language Access Plan outlines the tasks Agency will undertake to meet this objective.

Language Access Plan:

(1) Agency Language Access Coordinator:

Judith Carlstrom
State Library of Massachusetts
State House, Room 341
Boston, MA 02114
617-727-2592
Judith.carlstrom@state.ma.us

(2) Agency Language Access Needs Assessment:

Most of the people that use the services of the State Library of Massachusetts either at the library or from our website are fluent in English. All of our programs are conducted in English and most of our materials are in English.

We have one employee that is fluent in Spanish. If a person required assistance in Spanish we would be able to help them with their research or answer their questions. If visitors to the Library that speak another language require assistance, we would also try to accommodate them to the best of our ability. If they were interested in using a computer, we could assist them with gaining access.

The State Library will try to accommodate people that are Spanish speakers that exceed the 5% threshold. We will also try to assist any other language speakers to the best of our ability.

Because most of our collection is in English, we have not yet encountered patrons of the Library that require assistance with a language other than English. We are unable to determine the language makeup of our client population.

Points of Contact between Agency and Client Population:

State Library of Massachusetts

State House, Room 341

Boston, MA 02114

www.mass.gov/lib

(3) Language Resources Assessment:

We have one staff member that is fluent in Spanish and can help to provide services to our patrons, such as assistance with research, checking out books or using the internet from our computers. She has also performed translation.

Since we are a library, most of our services that we provide would be in the form of assistance, such as how to use our computers, search for documents, or borrow materials. We do not require community based resources to for assistance.

(4) Language Service Protocols:

To provide language services, the designated Language Access Coordinator will assist people by either in-person interpretation or phone interpretation. The State Library has a small staff, but we will take the necessary steps to accommodate anyone that requires our help.

So far, we have not had a situation where we have needed to provide interpretation services. If a person enters the State Library and requests services, or it is apparent the person requires assistance, the designated Language Access Coordinator will help the person with interpretation.

A client will be able to access the language services either by speaking to someone at the reference desk or if the staff notices they need assistance they will contact the language access Coordinator to help them.

(5) Vital Document Translation:

The State Library does not have any vital documents that need to be translated. There is no information on the website that will be translated.

(6) Stakeholder Consultations:

The State Library did not consult with our patrons during the development of this plan. We have not heard from our patrons that they require these services. If this situation

changes, we will work with our patrons, library staff and our Board of Trustees to adjust our plan to meet their needs.

(7) Staff Training:

The Library has not provided any training to work with the patrons that require language services. The Language Agency Access Coordinator is a manager and has extensive experience working with our patrons. We are confident that with her language skills and experience working with patrons in the library she will be able to work with the patrons that require assistance. If we determine training is necessary we will develop a plan and will provide it.

(8) Notice to Public:

Because the State Library has not had a need to provide these services and we have not noticed a need for language services we would prefer not to provide this information on our website. We have limited staff that could assist people and most of our services are in English. Almost all of our collection is in English and all of our events are presented in English. We are more than willing to accommodate anyone that comes into the State Library, but we do not feel it would be helpful to promote our ability to help with Spanish, or any other language because most of our services are in English, and there is only a limited amount of assistance that we could provide. We are concerned if we published this information we might be unable to accommodate everyone that came in expecting language assistance. However, we will to the best of our ability help anyone that requires assistance that comes into the State Library.

(9) Agency Monitoring:

The State Library will follow ANF Administrative Bulletin #16 and will provide services when they are required. We will monitor the frequency of when these services are needed by having the Language Access Coordinator report how often she has to provide language services. Currently we do not have patrons of the Library that request any of these services. We are now prepared to assist people with services because we have established this plan. If the Coordinator determines that people that are requesting these services we will adjust the plan accordingly to accommodate them.

(10) Complaints:

If a person would like to file a complaint they are encouraged to contact the State Library and to send a written letter to the Language Access Coordinator to the following address:

Agency Language Access Coordinator:
Judith Carlstrom
State Library of Massachusetts
State House, Room 341

After a complaint has been submitted it will be examined by the Language Access Coordinator. She will decide upon a remedy for the complaint and will bring the issue to the attention of the State Librarian. The Coordinator is charged with the responsibility of ensuring that the issue is resolved so that the Library remains in compliance with this directive.

Elvernoy Johnson
Agency Head February 7, 2013

Glen Shor Date:
Secretary

Language Access Complaint Procedure

(To be included as an attachment to LAP)

You may file a complaint with the Agency Language Access Coordinator or the Office of Access and Opportunity if you believe you have been denied the benefits of this Plan. You must file your complaint within 6 months of the alleged denial. You must file a written complaint. To file a complaint with the Language Access Coordinator, submit the written complaint to:

Judith Carlstrom, Language Access Coordinator

State Library of Massachusetts

State House, Room 341

Boston, MA 02114

Judith.carlstrom@state.ma.us

To file a complaint with the Office of Access and Opportunity, please submit the written complaint to the attention of:

Office of Access and Opportunity

Executive Office of Administration and Finance

State House, Room 373

Boston, MA 02133

Email Address: Ronald.Marlow@state.ma.us