

City of Boise – Library LEP Assessment and Plan 2015

As part of the City of Boise's LEP, the Library has developed the following plan to provide meaningful access to its services for LEP populations. The plan will be updated annually.

Four Factor Analysis

1. The number or proportion of LEP persons served or encountered in the eligible service population. Because of the nature of the Library and the type of programs that are run through the library branches, it is estimated that the number or proportion of LEP persons encountered is higher than that in the general population of the City of Boise.

2. The frequency with which LEP individuals come in contact with the program. Library employees who were surveyed have reported that in on average they encounter more than 10 people each month who have Limited English Proficiency. In addition, surveyed staff reported that they receive 65 inquiries by phone or in person to have an interpreter assist a patron and 15 inquiries by phone or in person to have documents translated. The Library currently subscribes to Language Line Services, a service provider that provides interpretation services in 140 different languages. Surveyed staff reported many encounters with people who appeared to have Limited English Proficiency, but very few requests for interpreters and translators. The Library employs 2 Spanish-speaking employees who interact with Spanish-speaking LEP patrons and contacts, and 3 employees speaking one or more of the following languages: French, German, and Farsi.

Library staff is most likely to encounter LEP individuals through contact in the library facilities and through outreach events.

3. The nature and importance of the program, activity or service provided by the recipient to people's lives. The Library's mission is to help members of the community in their efforts to educate themselves and enhance their personal, business, and social well-being through the use of the libraries. Some library programs, such as the English Corner Conversation Hour and bilingual story times, are important to the LEP/refugee population as many of them integrate into the United States

4. The resources available to the recipient and the costs. The Library has language identification cards available at service desks. Many programs are run by volunteers who are fluent in different languages. The Library also has access to the Language Line and regularly uses family and friends of the LEP individual to provide informal translation services.

Department Plan

1. Identifying LEP individuals who need language assistance. The Library annually surveys its staff for instances of direct or indirect contact with LEP individuals. The Library also has language identification cards available at service counters. The Library works closely with refugee agencies to ensure that LEP individuals are receiving the services they need in the community and through the Library.

2. Language assistance measures. The Library will educate staff about the existence of bilingual staff in the Library. The Library will continue to locate language identification cards at service desks. It

will also have Google Translate installed on its website and have access to Google Translate on the public computers located through the library systems. It will provide a notice in flyers and other public documents that language assistance is available upon request. The Library will also provide a notice in Spanish at its service desks that language assistance is available.

3. Training Staff. In addition to the training provided by the City, the Library will ensure that its staff understands its Title VI LEP responsibilities. Staff will also receive specific training on what language assistance services the City of Boise offers and specific procedures to be followed when encountering LEP persons. Staff will also receive training on how to use the Language Line.

4. Providing notice to LEP persons. In addition to those items listed in 2, above, the Library will continue its outreach efforts with the refugee and LEP communities to help those communities better understand the resources available to it through the Library and the City generally. The Library will continue to meet with refugee leaders on a regular basis in both formal and informal settings.

5. Monitoring and updating the LEP plan. The Library will monitor and update this plan on a regular basis, but not less than annually. At minimum, the Library will examine how many LEP persons were encountered and determine if their needs were met. The Library will also continue to review its documents to determine if any of them should be translated into other languages and to determine if more program-specific outreach should be undertaken. It will also look at any complaints received and learn how to better serve the LEP population through those complaints.