# LANGUAGE ACCESS PLAN PROCEDURES:

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# *Free Library of Philadelphia*
## LANGUAGE ACCESS PLAN & PROTOCOL

## PURPOSE AND AUTHORITY

A. *In Cooperation with the Mayor's Office, the **Free Library of Philadelphia** is committed to compliance with Title VI of the Civil Rights Act of 1964, 2 C.S. § 561 et seq. (Act 172 of 2006), and the Philadelphia Home Rule Charter § 8-600 and § A-200, in ensuring meaningful access to City services and programs for individuals with limited English Proficiency ("LEP")."*

B. *The purpose of this document is to establish an effective plan and protocol for **The Free Library of Philadelphia** personnel to follow when providing services to, or interacting with, individuals who have limited English proficiency (LEP). Following this plan and protocol is essential to the success of our mission **to advance literacy, guide learning, and inspire curiosity.***

# GENERAL POLICY

**A.** *The Free Library of Philadelphia recognizes that the population eligible for services includes individuals who are Limited English Proficient (LEP). It is the policy of **The Free Library** to ensure meaningful access to LEP individuals. The Free Library of Philadelphia adopts the following policy to ensure that LEP individuals can gain equal access to **The Free Library's** services and communicate effectively. This Plan applies to all Free Library departments and neighborhood libraries.*

**B.** *It is the City's policy to grant access to services or programs to every person even when the person has a limited ability to speak, understand, read or write English. The Free Library intends to take reasonable steps to provide LEP persons with meaningful access to services and programs. The Free Library seeks to reduce barriers by increasing its capacity to deliver services and benefits to people in their primary language.*

**C.** *The Free Library bears the responsibility for providing appropriate services Staff at the initial point of contact have the duty to identify language needs. Use of informal interpreters such as family, friends of the person seeking service, or other customers should be discouraged. Minor children are prohibited from acting as interpreters. No staff may suggest or require that an LEP customer provide an interpreter in order to receive services*

**D.** *The preferred method of serving LEP persons is by:*

*(1) Using competent bilingual staff able to provide services directly to the customer in his/her primary language without the need for an interpreter.*
*(2) Available, trained, competent bilingual staff may be used for in-person or telephone interpreting to support other staff.*
*(3) Staff should seek assistance from professional telephonic interpreters.*

# LANGUAGE ACCESS COORDINATOR AND COMMITTEE

*Language Access Coordinator*
*Joseph Benford, Deputy Director of Customer Engagement*
*Free Library of Philadelphia*
*Central Library*
*1901 Vine Street, Room 117*
*Phone: 215-686-5389*
*benfordj@freelibrary.org*

*For questions:*
*Tiffany Nardella*
*nardellat@freelibrary.org*
*215-685-7426*

# DIRECT CONTACT WITH LEP INDIVIDUALS

*The Free Library of Philadelphia has several points of contact with the public:*

*LEP individuals visit neighborhood libraries, attend library programs, call the library and interact with library staff at community events throughout the city. In these instances, if there is no bilingual staff available to interpret, staff will use telephonic interpretation*

## INTERPRETATION
Interpretation is the immediate oral rendering of the source language into the target language.

### Services Provided
- *To ensure that the inability to communicate in English does not deprive the public of rights and privileges, our department will provide an interpreter, at no cost to the resident, for LEP individuals. Services offered include: Available, trained, competent bilingual staff may be used for in-person telephonic interpretation.*

### Protocols

- *An individual approaches an employee and appears to be asking for help but has difficulty communicating what he or she needs, and/or when a request for an interpreter is made either orally, in writing or by pointing to a language poster, the employee shall determine whether bi-lingual staff is available who speaks the language being requested. When bilingual staff is not available, the employee shall contact a telephone interpreter service (GLOBO) to provide interpreter services, the process to do so is outlined below:*

    - *Dial 267-318-4266*
    - *When prompted, enter the Location code below and follow the prompts:*

## Entity/Location

| | | | | |
|---|---|---|---|---|
| Philadelphia Free Library | 1000 | | McPherson Square Branch | 9995 |
| Andorra Branch | 2552 | | Nicetown-Tioga Branch | 9790 |
| Blance A Nixon / Cobbs Creek Branch | 1973 | | Northeast Regional Library | 0522 |
| Bushrod Branch | 1471 | | Oak Lane Branch | 2848 |
| Bustleton Branch | 0472 | | Overbrook Park Branch | 0182 |
| Cecil B. Moore Branch | 2766 | | Parkway Central Library | 5322 |
| Charles L. Durham Branch | 7436 | | Paschalville Branch | 2662 |
| Charles Santore Branch | 1766 | | Philadelphia City Institute | 6621 |
| Chestnut Hill Branch | 9290 | | Queen Memorial Library | 1899 |
| David Cohen Ogontz Branch | 3566 | | Ramonita de Rodriguez Branch | 1768 |
| Eastwick Branch | 4170 | | Richmond Branch | 9992 |
| Falls of Schuylkill Branch | 2093 | | The Rosenbach | 1600 |
| Fishtown Community Branch | 9990 | | Roxborough Branch | 2550 |
| Fox Chase Branch | 0547 | | South Philadelphia Branch | 5310 |
| Frankford Branch | 1473 | | Tacony Branch | 8755 |
| Fumo Family Branch | 1758 | | Thomas F Donatucci, Sr | 1755 |
| Greater Olney Branch | 2846 | | Torresdale Branch | 0494 |
| Haddington Branch | 1970 | | Wadsworth Branch | 9293 |
| Haverford Branch | 1964 | | Walnut Street West | 7671 |
| Holmesburg Branch | 8756 | | Welsh Road Branch | 0498 |
| Independence Branch | 1633 | | West Oak Lane Branch | 2843 |
| Jospeh E. Coleman Northwest Regional Library | 2150 | | Whitman Branch | 1754 |
| Katharine Drexel Branch | 9383 | | Widener Branch | 9799 |
| Kensington Branch | 9996 | | Wynnefield Branch | 0298 |
| Kingsessing Branch | 2690 | | Wyoming Branch | 9158 |
| Lawncrest Branch | 0549 | | | |
| Library for the Blind and Physically Handicapped | 3213 | | | |
| Lillian Marrero Branch | 9794 | | | |
| Logan Branch | 9156 | | | |
| Lovett Branch | 2095 | | | |
| Lucien E Blackwell West Philadelphia Regional | 7433 | | | |

## TRANSLATION

**Services Provided**
- To ensure that the inability to communicate in English does not deprive the public of rights and privileges, our department will continue to provide translations, at no cost, for LEP individuals.

**Protocols for Document Translation**

- The following vital written documents have been translated: Arabic, Chinese, French, Spanish, Russian and Vietnamese.
- Translated documents
  - *Photo Release Form*
  - *Holiday Closing Signs*
  - *Unattended Children Signs*
  - *Standards of Acceptable Behavior*
  - *Reconsideration of Library Materials*
  - *We Speak Your Language poster*
  - *Program flyers*

  Upcoming:
  - *Meeting Room Policy and Request Form*
  - *Library Card Application*

**Procedure for Submitting a document for translation:**

- If you are submitting a design request and would also like translation, please email graphics@freelibrary.org. Please note that translations will add three to four weeks to the design process and are subject to the availability of funds for this service. Graphics is unable to offer translations for most reprographics requests at this time.

## BILINGUAL STAFF

### FREE LIBRARY STAFF-FOREIGN LANGUAGE SKILLS
The list of identified staff that can deliver services directly in a second language or serve as interpreters for other employees can be found on Employee Intranet under Human Resources -- Staff Roster.

## E. DATA COLLECTION

- *When bi-lingual staff provides interpretation, we will need to collect the following data. Date, Language, and number of encounters) you may utilize the table provided at the end of this document for tracking purpose.*

| DATE | NAME (staff) | LANGUAGE | LIBRARY |
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