

## **CONNECTICUT STATE LIBRARY POLICY AND PROCEDURE MANUAL**

**Subject: Limited English Proficiency**

### **Administrative Policy**

The Agency (CSL) prohibits discrimination on the basis of national origin, which includes discrimination against limited English proficient (LEP) persons. Limited English proficient (LEP) persons are individuals who do not speak English as their primary language and who have a limited ability to read, speak, write or understand English.

### **Principles and Procedures**

#### **Principles**

Federal law, specifically Title VI of the Civil Rights Act of 1964, prohibits discrimination on the basis of national origin. Article First, Sec. 20 of the Connecticut Constitution also prohibits discrimination on the basis of national origin. Title VI's prohibition of discrimination on the basis of national origin has been interpreted by courts to include discrimination on the basis of English proficiency. Individuals who are limited English proficient (LEP) are to be provided meaningful access to Agency programs and services.

The State Library will take reasonable steps to ensure that LEP persons have meaningful access to library programs, services, and information:

- The library will provide language assistance through the use of bilingual staff when available or technology and telephonic interpretation services where available. Library staff will use "I Speak" handouts to determine the patron's preferred language.
- Material provided to the public, such as library and secured card applications, instructions on library and secured collection card usage, ILL requests, and information on patron conduct policies, and public computer use will be available upon request in English and Spanish and posted on the Library's websites.
- Signs will be posted in public service areas noting the availability of assistance in other languages and procedure for filing a Language Access complaint.
- The State Library's websites will include a translation function on each page. Library staff will point out the translation feature when orienting new LEP patrons to the public access computers.

#### **Procedures**

1. The State Librarian shall assign a senior-level employee to coordinate the language assistance program and ensure there is regular monitoring of the program.

2. The Language Access Coordinator (Coordinator) shall develop a list of staff volunteers who speak other languages, including their names, languages, and work contact information. The Coordinator shall keep the list updated and accessible for staff at the public service desks.
3. The Coordinator shall develop a list of telephonic interpretation services on state contract, with information on how to contact them. The Coordinator shall keep the list updated and accessible for staff at the public service desks.
4. The Coordinator shall keep copies of "I Speak" handouts at the public service desks, so staff can provide them to patrons as needed.
5. The following shall be translated into Spanish,
  - a. Library and secured collections card applications
  - b. Instructions on library and secured card usage
  - c. ILL requests
  - d. Information on public computer use
  - e. Patron conduct policies
6. The Coordinator shall see that signs in Spanish are posted in public service areas noting the availability of assistance in other languages and the procedure for filing a Language Access complaint.
7. The Coordinator shall ask public services staff to point out the website translation feature when orienting new LEP patrons to the public access computers.

**Language Access Complaint Procedure:**

Individuals may file a complaint with the Language Access Coordinator if they believe they have been denied access to information according to this policy. They must file their complaint in writing within 6 months of the denial of access.

Complaints shall be submitted to:

Language Access Coordinator  
CT State Library  
231 Capitol Ave.  
Hartford, CT 06106

After a complaint has been submitted, it will be examined by the Language Access Coordinator. The Coordinator 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 State Library remains in compliance.

Date approved by the State Library Board:

3/23/20