



Language Access Plan

2021-2022



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SECTION 1: REQUIREMENTS

FEDERAL REQUIREMENTS

On August 11, 2000, the President signed Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency." The Executive Order is designed to better implement Title VI of the Civil Rights Act of 1964 which prohibits recipients of federal financial assistance from discriminating based on national origin by, among other things, failing to provide meaningful access to individuals who are limited English proficient (LEP). The Austin Public Library referenced the Federal Policy Guidance Document, *Limited English Proficiency Resource Document: Tips and Tools from the Field*, September 21, 2004 to develop its Language Access Plan. This requirement applies to any entity who is a recipient or sub-recipient of federal funds including grants, training, or use of equipment.

The Act further requires covered entities to update existing databases, applications, and tracking systems so that these tools capture both public demand and language needs.

Source: <https://www.lep.gov/>

CITY OF AUSTIN

Note: The City of Austin's language access program manager and a working committee of language access single points of contact from various departments are currently updating the City of Austin's *Translation and Interpretation Policy* with the approval goal of October 2021.

PURPOSE

The City of Austin is committed to open government and the provision of quality customer service. This includes making reasonable efforts to ensure that City services and information about those services are provided in a manner that is accessible, relevant and timely to residents. This policy is designed to establish a citywide translation and interpretation protocol to promote fair and equitable access to City services for individuals with limited English proficiency.

POLICY

The City is committed to using competent, trained and culturally sensitive translators and interpreters. City departments should make all reasonable efforts to apply these policies whenever applicable to their operations:

Emergency Notifications. In the event of an emergency where reverse-911 or other call-out systems are implemented, the City will provide a direct option to receive the message in Spanish.

The City shall make all reasonable efforts to provide the message in additional languages or provide call-in instructions by which to receive the full message in additional languages.

Critical Documents and Information. Critical public information will be provided in both English and Spanish. If 5% of the population in the affected area consists of another specific language group, then the City will make reasonable efforts to provide the message in that language as determined by the most recent *US Census* or *American Community Survey*.

Interpretations. City Departments organizing community meetings should inform the public in advance that interpreters may be provided at the meeting if the City receives a request five (5) working days prior to the event. Should a request be received, the lead organizing department will make reasonable efforts to secure a qualified interpreter. If a meeting or event specifically targets a community or population group with a high concentration of foreign-language speakers, the lead organizing department will make reasonable efforts to secure a qualified interpreter in the appropriate languages.

Language Line. City Departments must have language line services in place for on-demand qualified oral interpreters under contract by the City.

Translations. City Departments must have qualified translation services under contract by the City. Translations of a information that impacts the rights of the public, such as policies and procedures, or is related to or contains medical/health, safety/security, emergency, and legal content must be performed by professional translators.

Source: <http://www.austintexas.gov/page/language-access-policy>

REPORTING AND ANNUAL REVIEW

The Library's Language Access Plan must be submitted to the City of Austin, Community Engagement Office for review and approval. The Plan must be reviewed and updated annually by the Department's Language Access Services Team. The Plan must be posted to Library's public website and readily accessible.

GOAL AND STRATEGIES

The Library's Goal is to provide customers meaningful access to Library resources, programs, materials, and services to successfully use and benefit from the Library.

- a. Provide translations and interpreters for critical, essential, and important information to provide meaningful access to library resources, programs, materials, and services.
- b. Translations will routinely be in Spanish and two most frequently preferred languages. Additional languages will be identified based on customer preference or community assessments.
- c. Provide Sign Language interpreter services upon request.

- d. Review and revise its Language Access Plan based on (a) data analysis, (c) customer and partner feedback and (c) observations and community assessments.
- e. Maintain a team trained by the City to ensure proper and culturally-sensitive implementation of language access services
- f. Offer library workers training and resources to confidently and effectively assist and include customers who prefer to engage with the Library in a language other than English.

DEFINITIONS

For the purposes of this Plan, key terms are defined by the Federal policy guidance and the City's Administrative Bulletin 14-04, *Translation and Interpretation Policy*. The City's Policy is noted where applicable.

1. **Critical Information.**

City Policy: This information may have life and death implications, such as emergency response messages, or may be essential to effective operation of City services. Critical information could be presented in writing or orally. Critical documents and messages distributed to the public during emergency response, to include those distributed through social media, will be provided in both English and Spanish. If **5%** of the population in affected areas consist of another specific language group, the City will make reasonable efforts for provide the message in that language.

2. **Essential Public Information.** Essential public information is any information developed or used that is vital for purposes of public safety, public health, and economic development.

3. **Vital Document.** A document presenting information that is critical for obtaining government services or is required by law. Examples include applications, consent and complaint forms; notices of rights; notices advising persons of the availability of free language assistance.

4. **Interpretation.** Interpretation is the oral rendition of a spoken message from one language to another, preserving the intent and meaning of the original message.

City Policy: City Departments organizing community meetings should inform the public in advance that interpreters may be provided at the meeting if the City receives a request five (5) working days prior to the event. Should a request be received, the lead organizing department will make reasonable efforts to secure a qualified interpreter. If a meeting or event specifically targets a community or population group with a high concentration of foreign language speakers, the

department will make reasonable efforts to secure a qualified interpreter in the appropriate language. Departments, at their own discretion, may provide interpreters more frequently than required by the City policy.

5. **Language Access Single Point of Contact.** The division or office that serves as the point of contact for the maintenance, monitoring, and implementation of the Language Access Plan.

6. **Language Line.** A Language Line is a commercial interpretation service accessed through the telephone.

City Policy: The City of Austin 3-1-1 will maintain a contract for language line services. Departments needing assistance with foreign language phone inquiries should contact 3-1-1.

7. **Limited English Proficiency (LEP)**

City Policy: A person with limited English proficiency is unable to speak, read, write or understand the English language at a level that permits him or her to interact effectively with the Department. Individuals who communicate through **American Sign Language** are covered in this definition, although other Federal laws and regulations such as the ADA apply and should be considered separately.

8. **Primary Languages**

City Policy: Primary languages are languages other than English spoken at home by the largest number of people who live in the city of Austin is based on current US Census Bureau data. Spanish is the most spoken language in Austin. Spanish translations should be culturally appropriate to the predominant form of the language spoken in Central Texas.

9. **Translation** Translation is the conversion of written communication from one language to another in a written form. An accurate translation is one that conveys the intent and essential meaning of the original text.

City Policy: The City's Communication and Public Information Office (CPIO) will conduct a prequalification process every two years for translation services and provide a list of prequalified vendors for departments seeking translation services. Translations of complex, legally-binding and/or technical nature, and translations mandated by applicable law, should be performed by professional translators.

Section 2: DATA ANALYSIS

Four Factor Assessment

The Federal guidance outlines four factors an entity should consider determining the extent and types of language assistance that should be provided. The Department of Justice uses these factors in evaluating whether an entity or program complies with Title VI. The Library uses the **Four Factor Assessment** to develop its Language Access Plan.

Factor 1

The **proportion of persons** who are limited English proficient in the legal service area. The greater the number or proportion of persons who are limited English proficient, the more likely language services are needed.

The Library considers information from multiple data sources:

1. **Library staff** anecdotal observations and experiences. Library staff, through daily customer interactions, are continually informed of the language access needs of their customers.
2. **City Demographer** reports present local trends and analyses.
<http://www.austintexas.gov//page/demographic-data>
3. **Travis County Census Profile**
2020 Central Health Demographic Report
<https://centralhealth.net/our-work/2020-demographic-report/>
<https://www.traviscountytx.gov/health-human-services/research-planning/publications-research>
<https://txcip.org/tac/census/profile.php?FIPS=48453> Texas Association of Counties
4. **National Center for Education Statistics**. Demographics of area schools.
https://nces.ed.gov/ccd/districtsearch/district_detail.asp?Search=2&details=1&DistrictID=4816620&ID2=4816620
5. **American Community Survey (ACS)**. Census data regarding languages spoken at home is obtained from the most recent US Census Bureau's data site.
<http://www.census.gov/programs-surveys/acs/>
6. **Community Advancement Network of Austin**. Census data about local neighborhoods and individual city blocks is obtained from American Community Survey.
<http://canatx.org/dashboard/>

Factor 2

The **frequency** with which individuals who are limited English proficient come into contact with the entity's services. The more frequent the contact with a particular language group, the more likely interpreting or translation services in that language are needed.

Library staff continually monitors the frequency with which customers need (or request) language assistance. The recommendations from Library staff, along with other data, will be used to identify and provide necessary language access services.

Factor 3

The **importance of the services**, information, or interactions with customers who are limited in English proficiency. This includes the consequences of lack of language services or inadequate interpretations or translations. The more important the service, information, or program, the more likely language access services are needed.

1. The Library's goal is to provide meaningful access to information and resources. Language access services are most important in libraries located in neighborhoods with a high concentration of residents who do not speak English very well.
2. The Library collaborates with other City Departments and partner organizations to ensure the level and quality of language services are effective in providing meaningful access so that customers can benefit from library services, materials, and programs.

Factor 4

The **resources available** to the Library are limited and the costs of certain language access services, such as translations and interpretations, can be costly. The Federal guidance states that "[s]maller recipients with more limited budgets are not expected to provide the same level of language services as larger recipients with larger budgets."

1. The Library's priority is to provide access to critical and essential information in languages Spanish and the next two languages most frequently preferred by customers.
2. The Library will make every reasonable effort to provide translations and interpreter services to any customer in their preferred language.

GENERAL DEMOGRAPHIC TRENDS

Austin is currently one of the [fastest-growing cities](#) in the United States. From 2010 to 2019, the Austin metropolitan area experienced the eighth-most growth in the nation. This follows a trend common across many major metro areas in Texas. Of the ten U.S. counties that have gained the most people in the last decade, [six are in Texas](#).

Young, recent college graduates and retiring baby boomers are now making up the majority of new Austinites. However, Austin's [median income and housing stock have fallen](#) behind the growth in population and land prices, creating a shortage of housing and jumps in home sales and prices.

Geographic Entity	Population			Square Miles
	4/1/2000	4/1/2010	7/1/2020	7/1/2020
City of Austin	656,562	790,390	1,003,615	326.33

Source: <http://www.austintexas.gov/demographics>

Austin Race Data

Race and Hispanic Origin	
White alone, percent	72.6%
Black or African American alone, percent (a)	7.8%
American Indian and Alaska Native alone, percent (a)	0.7%
Asian alone, percent (a)	7.6%
Native Hawaiian and Other Pacific Islander alone, percent (a)	0.1%
Two or More Races, percent	3.5%
Hispanic or Latino, percent (b)	33.9%
White alone, not Hispanic or Latino, percent	48.3%

Source: [U.S. Census Bureau](#)

[American Community Survey 5-year estimates, 2019](#)

[American Community Survey 1-year estimates, 2019](#)

[City and Town Population Totals: 2010-2020](#)

[American Community Survey 5-Year Data \(2009-2019\)](#)

LANGUAGES IN AUSTIN

The charts below show languages spoken in Austin by children and adults (censusreporter.org, 2019). After English, Spanish is the most common language. However, Asian Americans represent a growing demographic group in greater Austin. Austin’s Asian-American community is diverse and includes Indian, Chinese, Vietnamese, Korean, Filipino, and Pakistani.

Language

N/A

Persons with language other than English spoken at home

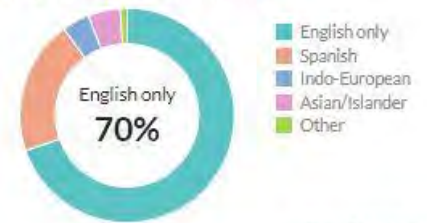
* ACS 2019 5-year data

Language at home, children 5-17



Show data / Embed

Language at home, adults 18+



Show data / Embed

Source: [Census Reporter, 2019](https://censusreporter.org)

Out of 1,197,185 residents in Travis County, 101,698 residents (8.5%) speak Spanish with limited English and 32,452 residents (2.7%) speak other languages with limited English.

Travis County, Texas		
Label	Estimate	Percent
LANGUAGE SPOKEN AT HOME		
Population 5 years and over	1,197,185	1,197,185
English only	828,834	69.2%
Language other than English	368,351	30.8%
Speak English less than "very well"	134,150	11.2%
Spanish	268,603	22.4%
Speak English less than "very well"	101,698	8.5%
Other Indo-European languages	43,472	3.6%
Speak English less than "very well"	8,937	0.7%
Asian and Pacific Islander languages	44,952	3.8%
Speak English less than "very well"	17,576	1.5%
Other languages	11,324	0.9%
Speak English less than "very well"	5,939	0.5%

Source: [Language Spoken at Home, U.S. Census Bureau, American Community Survey, 2019](https://www.census.gov)

LANGUAGES BY AGE GROUPS

The table below shows the most common languages spoken at home, by age groups. Travis County’s total population of “Age 5 and older” is estimated to be 1,197,185. Of this population:

About one-third (30.8%) of Austin residents speak a language other than English. 74.4% of this group is 18 to 64 years old.

Spanish is spoken by 22.4% of our residents. 72.4% of this group is 18 to 64 years old.

Label	Speak a language other than English at home			
	Total	Percent	Speak Spanish at home	Percent speak Spanish at home
	Estimate	Estimate	Estimate	Estimate
▼ Total population 5 years and over	368,351	(X)	268,603	(X)
▼ AGE				
5 to 17 years	65,355	17.7%	53,571	19.9%
18 to 64 years	274,026	74.4%	194,509	72.4%
65 years and over	28,970	7.9%	20,523	7.6%

Source: [Characteristics of People by Language Spoken at Home, American Community Survey, 2019](#)

LANGUAGES BY HOUSEHOLDS

When we look at Travis County households, about 5.7% of our households (29,137) are considered limited in English proficiency (LEP). Most of these households (22,762 or 4.5%) are Spanish speaking.

	Travis County, Texas
Label	Estimate
▼ Total:	507,751
English only	347,447
▼ Spanish:	112,236
Limited English speaking household	22,762
Not a limited English speaking household	89,474
▼ Other languages:	48,068
Limited English speaking household	6,375
Not a limited English speaking household	41,693

Source: [Household Language, U.S. Census Bureau, American Community Survey, 2019](#)

LANGUAGES BY SCHOOL-AGE STUDENTS

The Austin Independent School District serves the majority of our youth. AISD reports that in the fall of 2020, 22,758 emergent bilingual students had enrolled, representing 28% of the AISD student population.

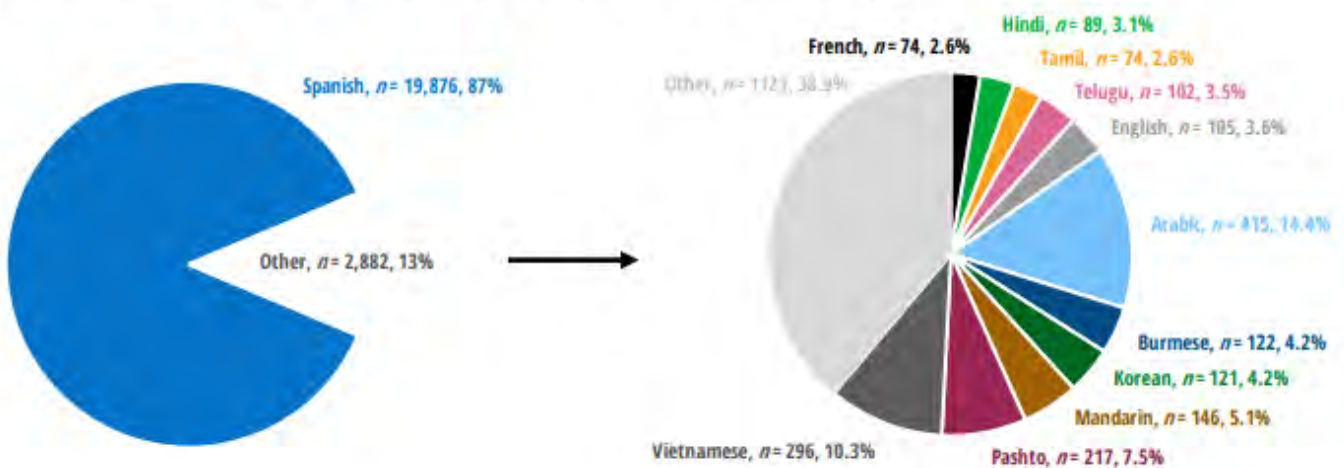
AISD Emergent Bilinguals, by BE or ESL Program Participation, Fall 2019

		Number	Percentage
BE	One-way DL	7,422	33%
	Two-way DL	2,292	10%
	Transitional/late exit	2,876	13%
ESL	Content	3,030	13%
	Pull out	5,554	24%
Alternative language program		1,331	6%
Denials (parent denied BE/ESL services) or no response		253	1%
Total		22,758	100%

Source. AISD student records, Fall 2019 snapshot

87% of emergent bilingual students speak Spanish at home.

Most Common Languages Spoken by AISD Emergent Bilinguals at Home, Fall 2019



Source. AISD student records, Fall 2019 snapshot.

Source: [Bilingual and English as a Second Language Programs and Demographic Summary Report, 2019–2020](#)

DEMOGRAPHICS

Travis County* Top Languages Spoken (American Community Survey)	City of Austin Priority Languages	Austin ISD** Top Languages Spoken (Multilingual Department)
<ul style="list-style-type: none">• Spanish• Vietnamese• Chinese• Korean• Arabic	<ul style="list-style-type: none">• Spanish• Vietnamese• Chinese• Korean• Arabic• Burmese• Urdu	<ul style="list-style-type: none">• Spanish• Arabic• Vietnamese• Pashto• Burmese

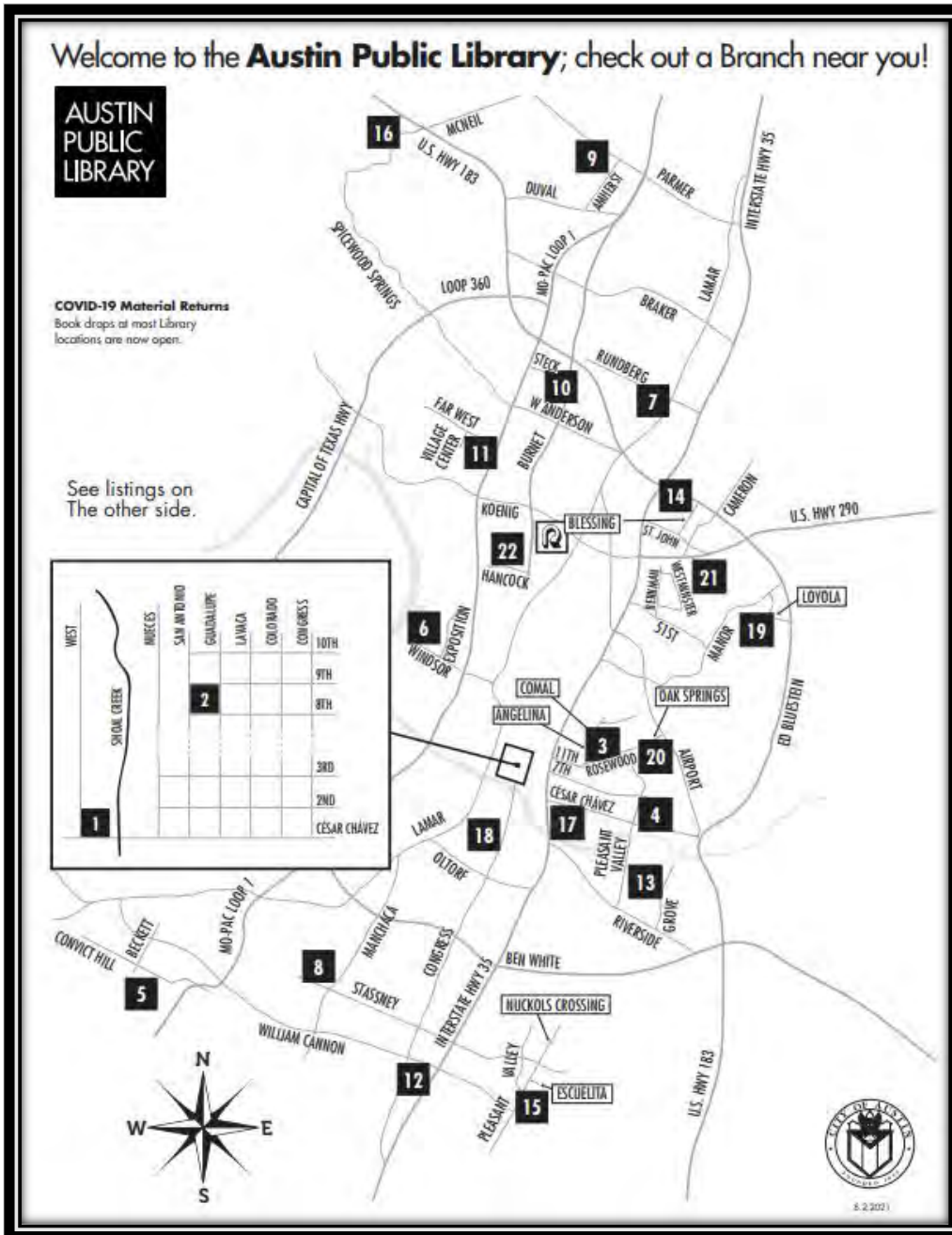
***NOTE:** For Travis County, the ordering is based on an analysis of the languages reported in ACS which have the greatest number of individuals who speak English "less than very well."

****NOTE:** For AISD, the ordering is based on an analysis of the number of students whose parents/guardians report a "home language" other than English.

8-13-2018

LANGUAGES BY LIBRARY COMMUNITIES

The Austin Public Library is a vital member of a diverse and global community. We have 23 locations servicing nearly 1 million residents in its legal service area. We expanded library services to include Travis County. Due to affordability, many residents reside on the outskirts of the City without access to quality library services. A significant portion of these residents are low SES, immigrants or refugees, and are limited English proficient.



As part of our assessment, we consider which of our library locations are most likely to interact with customers who are limited in English proficiency. Based on the neighborhood data, we can see which Libraries are in areas with the highest concentration of residents who speak Spanish.

LANGUAGE(S) SPOKEN ►	English Only	Spanish	Spanish w/ Ltd English	Asian/ Pacific	Total %
Carver	32%	4%	1%	1%	38%
Cepeda	26%	11%	3%	1%	41%
Hampton	34%	2%	0%	2%	38%
Howson	40%	1%	0%	0%	41%
Little Walnut	16%	35%	11%	0%	62%
Manchaca	33%	6%	1%	0%	40%
Milwood	40%	1%	0%	3%	44%
North Village	31%	16%	4%	1%	52%
Old Quarry	38%	1%	0%	5%	44%
Pleasant Hill	32%	9%	3%	1%	45%
Recycled Reads	47%	0%	0%	0%	47%
Ruiz	18%	18%	4%	1%	41%
Southeast	9%	27%	3%	0%	39%
Spicewood Springs	36%	3%	0%	2%	41%
St. John	20%	32%	8%	1%	61%
Terrazas	45%	4%	1%	1%	51%
Twin Oaks	45%	1%	0%	1%	47%
University Hills	28%	11%	2%	0%	41%
Willie Mae Kirk	31%	4%	1%	0%	36%
Windsor Park	28%	15%	2%	0%	45%
Yarborough	43%	1%	1%	2%	47%

Source: City of Austin Demographer, prepared for APL August 2021

SECTION 3: LIBRARY LANGUAGE SERVICES

Library Use *Due to COVID-19, we are using EOY 2019 data.*

In fiscal year 2022, the Library offered **3 million** items in its collection. Pre-COVID, an estimated **3 million** people visited our library locations. We had **25 million** hits on our website. We had about **500k** log on to our public computers and **500k** connections to our Wi-Fi service. Library staff held nearly **3k** programs, Close to **2.5 million** items were checked out and we issued **77k** new library cards. In 2021, nearly **500k** people have Library cards.

Translation and Interpretation Services

The Library requests translation and interpretation services, as needed, under the City's Master Agreement.

Additional resources include -

- **iSpeak** cards for customers to indicate their preferred language
- **Voiance** Language Line for over-the-phone remote interpretation
- Voiance App for ASL video interpretation
- Trains staff at all locations to use tools and work with LEP customers

iSpeak Resources

Customers may simply walk-up to Circulation Desk or approach any library worker to request assistance in communicating. Customers can obtain an iSpeak wallet size card in their preferred language or point to their language on the iSpeak sheet. The library worker will use the language line for on-demand interpreters.

Any person can call [Ask a Librarian \(512-974-7400\)](tel:512-974-7400) or visit any library location for help.

Informal Language Assistance by Library Employees

Many of our library employees speak Spanish and we have employees who communicate in other languages. Often, for informal conversations, these library employees can assist for immediate needs.

Essential Public Information

Essential public information is translated in Spanish and other languages. The essential information listed above will be revised as needed to ensure customers can access to the information most needed.

1. signage
2. applications
3. library use policies and procedures
4. press releases
5. direct customer service and information service points
6. customer feedback forms and surveys
7. alerts and announcements
8. official notices
9. public website
10. public newsletter
11. contact or directory information

Spanish Translations

Select Austin Public Library web pages <http://library.austintexas.gov/es>

Twitter <https://twitter.com/BiblioPublicaAu>

Facebook <https://www.facebook.com/bibliotecapublicadeaustin>

Press Releases

Alerts and Notices

School Newsletters

Events Announcements

Select program instructions

Frequently Asked Questions <https://library.austintexas.libanswers.com/>

Select Information Guides <https://library.austintexas.libguides.com/espanol>

Signage, posters, and buttons identifying Spanish-speaking staff

USAGE STATISTICS

Website Hits

In fiscal year **2021**, there were **21,141 hits** to the Library's Spanish pages, an increase from 21,004 in 2020.

Services

Voiance Language Line. In fiscal years **2020** and **2021**, the Library used this service to provide interpretation in 18 telephone calls (**\$41.03**).

Library Card Applications. In fiscal year **2021**, we received **292** Spanish applications for new library cards, **25** library card renewals, and **62** applications for eCards online.

Materials

In fiscal year **2021**, the Library budgeted close to **\$299,850** on world language books, materials and electronic resources as a means to serve the Austin communities.

The Library holds world language materials in **15** ethnic languages:

Spanish	Chinese	Vietnamese	Japanese	Korean	Russian	Hindi	Polish
Gujarati	Marathi	Arabic	French	German	Italian	Portuguese	

In fiscal year **2021**, the Library purchased **new** Spanish, Chinese (Traditional and Simplified), Vietnamese, Korean and Hindi, language materials. Any person can request materials in any language through our Suggest a Title service. The Library will purchase items as available.

Programs

The Library offers language practice programs regularly at locations with a high concentration of residents who are limited in English proficiency. These classes support speakers of other languages adapt to life in the United States, as well as promote native language and cultures in Austin communities.

Programs offered in languages other than English or for speakers of other languages in **FY 2019 and the first half of FY 2020**.

- ESL
- Que me cuentas
- GED in Spanish
- Practiquemos Español
- Storytime in French, Japanese, and Spanish
- Although the second half of **FY 2020** and all of **FY 2021** involved library closures and service modifications due to the COVID-19 pandemic, virtual live and recorded programs were offered, including the following:
- APL+ videos:
 - storytimes and singalongs in French, Mandarin, and Spanish
 - cooking lessons in Hindi and Mandarin
 - library instruction videos in Spanish
 - Club de Lectura
 - Virtual storytimes in French, Mandarin, and Spanish

PERSONS WITH DISABILITIES WHO ARE ALSO LIMITED IN ENGLISH PROFICIENCY

We recognize that our customers who do not speak English very well, may also have diverse abilities. In addition to language access services, the Library complies with all requirements applicable to persons with disabilities, such as the American with Disabilities Act Amendment Act (ADAAA).

Technologies

As part of the Library's general accessibility services, we continue to expand and enhance our technologies in order to provide quality library experiences for all of our customers.

Examples include:

- Microsoft Office applications with multiple language interface
- Spanish Language Keyboard
- Open Book and Pearl Document Camera, which scans documents and converts printed text to speech in multiple languages, as a complete reading system
- Public computers in branches have JAWS and NVDA screen reading software and the screen magnifier MAGic
- A large-type MAGic keyboard and BIGtrack Trackball (to use instead of a mouse) are available upon request at all branch locations
- Kurzweil Reading Edge – offers Optical Character Recognition (OCR) text capture and audio readout at the Austin History Center
- MonoMouse video magnifier available for checkout – enlarges printed text and images when plugged into a television's video jack
- Patrons with blindness or low vision can use assistive browser features in Windows 10 and Google Chrome extensions on Library computers
- Patrons with blindness or low vision can use assistive features on personal devices with library eBooks from cloudLibrary, hoopla, Libby, and OverDrive
- The Library's large DVD collection includes titles with assistive features such as closed captioning for deaf and hard of hearing patrons and descriptive video for patrons with blindness or low vision

Section 4: Performance Monitoring

Data Collection

We look at multiple data points to evaluate whether the Library's language access services are being used to create meaningful access for customers and whether customers are satisfied with our services.

Performance Goals

1. 100% of customers who use Language Line or iSpeak resources are satisfied.
2. 100% of critical information is translated in Spanish The number of Library programs offered in Spanish increases by 10% each year.
3. 100% of wayfinding signage is presented in Spanish.
4. The number of programs presented in Spanish increase by 10% each year.
5. The number of web pages are presented in Spanish increases by 10% each year.
6. The number of library workers completing the City's language access training increases by 10% each year.

This information will be reviewed at least annually, as part of the Library's budget planning process.

LANGUAGE ACCESS TEAM

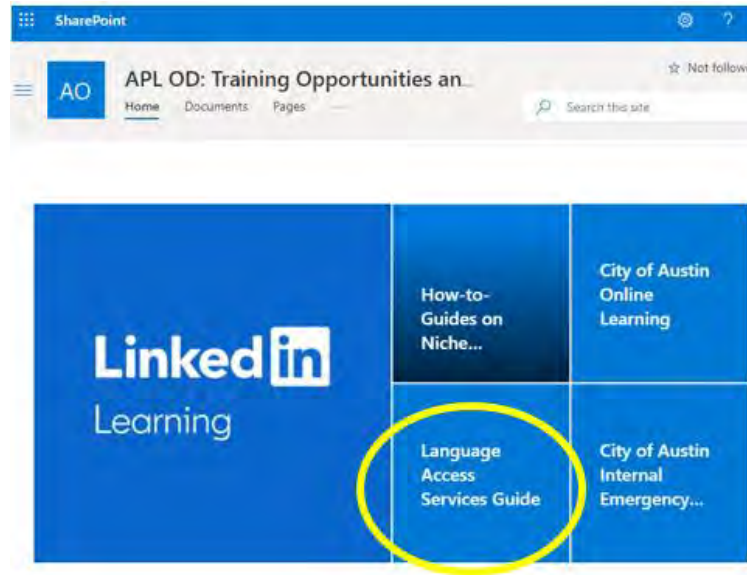
The Language Access Team monitors and evaluates the implementation of the Plan to ensure that services reflect the needs and interests of the communities served. The evaluation is used to determine the optimum allocation of resources to provide quality service.

At least annually, the Team will review:

- Any significant changes in the composition or language needs of our communities.
- Any concerns related to providing language access services.
- Any recommendations to improve language access services.

SECTION 5: STAFF TRAINING

The Language Services Staff Guide is on the Organizational Development SharePoint site. The Guide includes policies and procedures, translation and interpreters, and demographics.



Austin Public Library / Information Guides / Language Access Services / Staff Resources

Language Access Services: Staff Resources

Staff Resources	Public Resources	Language Access Services Plan	Languages in Austin	Contacts & Policies	Translations and Interpreters
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Voiance "Interpreter" App Instructions

The Voiance "Interpreter" app allows for Video Remote Interpretation (VRI).

Although the Voiance "Interpreter" app works for spoken language, we prefer that you use it mainly for American Sign Language (ASL) interpretation. The Language Line is still preferable for spoken language interpretation, given that it allows for greater customer privacy and cuts down on background noise for the interpreters.

In addition to facilitating ASL communication, the Voiance "Interpreter" app is also great when you need interpreter assistance and aren't near a desk – at an outreach event, in the Bookmobile, etc.

See the quick start guides below for details on how to install and use the app on your library's iOS device.

- Quick start guide - installing the app
- Quick start guide - using the app

Voiance Language Line Instructions

Voiance is APL's Language Line provider. All staff are encouraged to use Voiance's over-the-phone interpretation (OPI) service to assist Limited English Proficiency (LEP) customers. You can find a list of Voiance's available languages below.

You may download complete calling instructions for call-in or in-person interactions below. Please follow the instructions step-by-step. (Remember that you need to complete a service log entry only if you experienced problems or issues during the call.)

- Calling instructions for call-in interactions
- Calling instructions for in-person interactions
- Languages Offered by Voiance
- iSpeak Service Log
Needed only if reporting issues and/or delays with calls.

iSpeak Language Access Cards & Materials

Your library location should have iSpeak language access cards available in the languages most used by your neighborhood's LEP customers.

The cards can also be found online on the [iSpeak resources website](#). There are 23 languages available. Visit this link to find cards for other languages.

The cards are two-sided, with one side showing a message in English for us and the other side showing the same message in the other language for the LEP customer ("I speak X language, please contact an interpreter, etc.")

Please contact Sharon Herfurth to request these supplementary materials:

- iSpeak Poster and Cards
- iSpeak Desk Display
- iSpeak Brochure

RECOMMENDED TRAINING

Federal guidance recommends training about language access services be provided to staff members who routinely have direct and substantive interaction with the public (such as front-line employees). The content of the training should include current policies and procedures and resources.


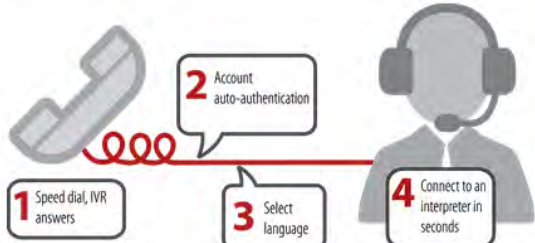
LIBRARY TRAINING REQUIREMENTS

1. New Library employees are introduced to the Language Access Services Guide at Library Employee Orientation and are required to complete the full virtual Language Access Services training online within their first 90 days in the job.
2. Refresher Training
3. City Training for Language Access Team.
4. Community Services Coordinators
5. New Docent Volunteers


SECTION 6: RESOURCES

These are current language access resources and learning opportunities for staff.

Phone interpretation is a three-way phone conversation with a human interpreter. The interpreter facilitates communication, meaning-for-meaning, between a Limited English Proficient person and your staff.



Voice delivers translation and localization projects in final formats, ready to be dropped off, published, or posted online without additional development.

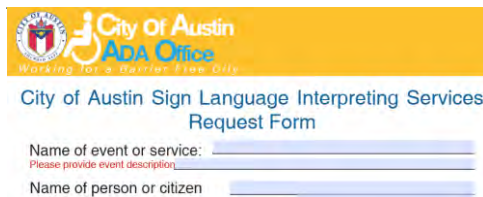


VIDEO INTERPRETATION

Texas Relay 711 provides telephone access for people with **speech or hearing loss**.

<http://www.relaytexas.com/711.html>

800-662-4954 (Spanish-to-Spanish)
888-777-5861 (Spanish/English Translation)

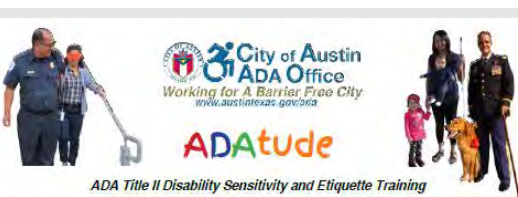


City of Austin
ADA Office
Working for a Barrier-Free City

City of Austin Sign Language Interpreting Services
Request Form

Name of event or service: _____
Please provide event description.

Name of person or citizen: _____



City of Austin
ADA Office
Working for a Barrier-Free City
www.austintexas.gov/esa

ADAtude

ADA Title II Disability Sensitivity and Etiquette Training

<https://www.austintexas.gov/department/americans-disabilities-act-office>

Reference Guide: Types of Interpretation

There are several methods of oral interpretation. Know what method works best in which setting.



Simultaneous. Simultaneous interpretation works best for events in which attendees do not usually speak, such as lectures or panel discussions. In this type of interpretation, a speaker talks continuously as the interpreter repeats the speaker's message in another language. The interpreter uses special equipment, including a microphone that transmits to headsets or earphones worn by attendees. Simultaneous interpretation can accommodate multiple languages at once, though it is limited by the availability of interpreters and equipment.



Consecutive. In consecutive interpretation, the speaker and the interpreter take turns talking. The speaker delivers a message in short segments, pausing between each one to allow the interpreter to relay the segment in another language. This method takes about twice as much time as simultaneous interpretation, but does not require any specialized equipment. It is appropriate for small-scale interactions, such as client meetings.



Whispered. Whispered interpretation is like simultaneous interpretation without specialized equipment. The interpreter sits or stands next to the person who needs language assistance and conveys what a speaker is saying in real time. The interpreter does not actually whisper, which can cause hoarseness, but rather uses normal speech at a low volume. So as not to disturb other attendees, the interpreter's mouth must be in close proximity to the listener's ear, limiting the number of people that a single interpreter can assist.



Telephonic. Telephonic interpretation consists of a three-way call between two people who do not share a language, and an interpreter. The individuals who do not share a language may be in the same place (e.g., a walk-in customer and a help desk representative) or in different locations (e.g., a customer and a call center representative). The interpreter uses consecutive interpretation to relay messages between the two parties.



Sight Translation. Sight translation combines interpretation and translation (translation refers to converting written text from one language to another, while interpretation refers to converting speech). For sight translation, an interpreter reads text out loud, converting the text from one language to another in the process. Sight translation does not usually occur on its own, but rather is part of a consecutive or simultaneous interpretation session. For instance, an interpreter may provide sight translation for text on presentation slides.

<http://library.austintexas.gov/virtual/mango-languages>

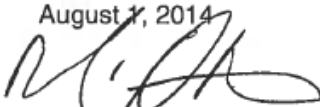



Mango Languages helps you learn over 70 world languages, offers more than 20 ESL/ELL courses, and improves your proficiency with Mango Premiere films.

<http://library.austintexas.gov/virtual/hoopla>



CITY POLICY *UNDER REVISION*

CITY of AUSTIN Administrative Bulletin	
Title	Translation and Interpretation Policy
Administrative Bulletin Number	14-04
Effective Date	August 1, 2014
Revised	<input type="checkbox"/> Annually <input checked="" type="checkbox"/> As Needed
Prepared by	Communications and Public Information Office
Original Date	August 1, 2014
Manager's Approval	 Revised



PURPOSE

The City of Austin is committed to open government and the provision of quality customer service. This includes making reasonable efforts to ensure that City services and information about those services are provided in a manner that is accessible, relevant and timely to residents. This policy is designed to establish a citywide translation and interpretation protocol to promote fair and equitable access to City services for individuals with limited English proficiency.

POLICY

The City is committed to using competent, trained and culturally sensitive translators and interpreters. City departments should make all reasonable efforts to apply these policies whenever applicable to their operations:

I) Document Bank

The Communications and Public Information Office (CPIO) shall maintain an intranet resource of existing translated documents, as well as translations of commonly-used terms such as official department and division names, key initiatives, employee titles, and frequently-used departmental terminology. This resource shall be accessible and updatable by individual departments as needed.

II) Emergency Notifications

- a) In the event of an emergency where reverse-911 or other call-out systems are implemented, the City will provide a direct option to receive the message in Spanish. The City shall make all reasonable efforts to provide the message in additional languages, or provide call-in instructions by which to receive the full message in additional languages.

III) Interpretations

- a) City Departments organizing community meetings should inform the public in advance that interpreters may be provided at the meeting if the City receives a request five working days prior to the event. Should a request be received, the lead organizing department will make reasonable efforts to secure a qualified interpreter.
- b) For requests made less than five days in advance, it will be at the lead department's discretion to determine if accommodations can be made.
- c) If a meeting or event specifically targets a community or population group with a high concentration of foreign-language speakers, the lead organizing department will make reasonable efforts to secure a qualified interpreter in the appropriate language.
- d) City Departments, at their own discretion, may provide interpreters more frequently than required in this policy.

IV) Language Line

- a) Austin 311 will maintain a contract for language line services. Departments in need of assistance with foreign-language phone inquiries should contact 311 for assistance in fulfilling those needs.

V) Translations

- a) CPIO will conduct a prequalification process every two years for translation services, and provide a list of prequalified vendors for those seeking translation services. Prequalification will be based on both professional skill and relevant cultural competency.
 - b) Translations of a complex, legally-binding and/or technical nature, and translations mandated by applicable law, should be performed by professional translators in any circumstance where a bilingual departmental employee with specific technical knowledge is unavailable or unable to do so.
- b) Critical documents and messages distributed to the public during emergency response, to include those distributed through social media, will be provided in both English and Spanish. If 5% of the population in the affected area consists of another specific language group¹, then the City will make reasonable efforts to provide the message in that language.

VI) Partnerships

- a) Notwithstanding any of the articles or requirements outlined in this policy, departments may have opportunities to partner with community groups or other agencies for the provision of translation services in specific instances. To the extent that these partnerships meet the requirements for accuracy and cultural competency, departments are not prohibited from seeking such alternative arrangements.

VII) Accountability

- a) CPIO shall solicit feedback and comments from staff, the immigrant and refugee communities, and translation and interpretation contractors annually on the effectiveness of this policy.
- b) The City shall periodically review this policy and make adjustments, as appropriate, based on changing demographics and other factors.

DEFINITIONS

For the purpose of this policy, the following definitions should apply:

Limited English Proficiency (LEP)

A person with limited English proficiency (LEP) cannot speak, read, write or understand the English language at a level that permits him or her to interact effectively with the City.

Individuals who communicate with American Sign Language are covered in this definition, although other Federal laws and regulations such as the Americans with Disabilities Act apply and should be considered separately.

Translation

Translation is the conversion of written communication from one language to another in a written form. An accurate translation is one that conveys the intent and essential meaning of the original text.

Interpretation

Interpretation is the oral rendition of a spoken message from one language to another, preserving the intent and meaning of the original message.

Document Bank

A Document Bank is an internal resource that includes information related to translations and interpretations. A Document Bank is a living document that will evolve with the collaboration of the users.

Language Line

A Language Line is a commercial interpretation service accessed through the telephone.

Critical Information

This information may have life and death implications, such as emergency response messages, or may be essential to effective operation of City services. Critical information could be presented in writing or orally.

Primary Languages

Primary languages are languages other than English spoken at home by the largest number of Austin residents, based upon data from the Federal Census Bureau². In Austin, Spanish is the most spoken language after English. However, there are many other languages spoken in Central Texas. The most common languages (other than English) spoken in Austin are:

- Spanish (25.7%)
- Chinese (1.3 %)
- Vietnamese (0.8%)
- Korean (0.5%)
- Hindi (0.5%)

For the purposes of this policy, Spanish translations should be culturally appropriate to the predominant form of the language spoken in Central Texas.

² 2012 American Community Survey 5-year estimates, Table B16001, US Census Bureau.

ROLES AND RESPONSIBILITIES

- **Communications and Public Information Office**
 - Establish and maintain the Web infrastructure to host the Document Bank.
 - Establish and maintain a list of pre-qualified professional and court-certified translators and interpretation providers.
 - Provide a limited number of assistive-listening devices for live interpretation, available for checkout to departments.
 - Work with departments, as needed, to seek partnerships for sharing translation and interpretation services.
 - Conduct process for soliciting periodic feedback on policy effectiveness.

- **All Departments**
 - Provide relevant information for the Document Bank relative to their respective departments, and update the resource as necessary.
 - Translate critical information and other appropriate documents into Spanish and other languages as outlined in this policy.