

# Hawaii State Public Library System Language Access Plan

## Introduction and Purpose

In compliance with Title VI of the Civil Rights Act of 1964 and Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency”, the Hawaii State Public Library System (HSPLS) has established the following Language Access Plan (LAP) to ensure that individuals with limited English proficiency (LEP) may access all resources and services provided by us. An “LEP individual” is defined as “an individual who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.”

The purpose of this plan is to establish strategies for interacting with and providing language services to LEP individuals in order to ensure equity and inclusion. To prepare for the development of this plan, we conducted a Four-Factor Analysis which considered the following factors:

- The number or proportion of LEP persons served or encountered by HSPLS in the eligible service population;
- The frequency with which the LEP persons come into contact with HSPLS;
- The nature and importance of the program, activity, or service provided by HSPLS;
- The resources available to HSPLS and associated costs.

Guided by this analysis, we have determined that language assistance is necessary to provide LEP individuals with meaningful access to library services provided by HSPLS. This language access plan identifies and addresses the language needs of LEP individuals who use public libraries; outlines language assistance measures; describes staff training; provides notice to LEP individuals; and establishes provisions to monitor and update the LAP.

## I. Designation of LAP Coordinator

The Director of Hawaii State Library shall serve as HSPLS Language Access Coordinator (LAC) and will be responsible for overseeing the implementation of this plan. In addition to oversight duties, this individual will be responsible for responding to inquiries/complaints, orienting HSPLS employees to the objectives of the LAC plan, and maintaining and updating this plan as the need for changes arises. The individual will report to the State Librarian and will coordinate with support offices and library branches in order to carry out the directives established by this plan. The language access coordinator may be contacted by phone at 808-586-3553 or by email at [hsl-director@librarieshawaii.org](mailto:hsl-director@librarieshawaii.org).

## **II. Providing Notice of Language Assistance Services**

To ensure that members of LEP communities are aware of the free language assistance services available to them, HSPLS will provide notice in the most common languages encountered. These notices should state that free language assistance is available and should explain how to get language help. The following steps will be taken:

- Signs, flyers and/or handouts will be placed in conspicuous locations in libraries informing LEP individuals of language services (see Attachment A). Signs will be posted on bulletin boards or near entry areas, and flyers or handouts will be placed at service desks;
- Notification will be provided on the HSPLS website. LEP individuals will be able to directly access multilingual notices by clicking on the language of their choice from a list of languages on the HSPLS homepage. The notice will advise them to contact the LAC if they need language assistance related to library services. The LAC's phone number and email address will be provided.

## **III. Identification and Assessment of LEP Communities**

Hawaii's diverse cultural and racial landscape is reflected in the makeup of HSPLS users. In order to identify LEP individuals in the communities we reach, we have done the following:

- Collected statistical data kept by HSPLS on requests to assist LEP individuals;
- Consulted data from a statistical report conducted by the Research & Economic Analysis Division of the Hawaii State Department of Business, Economic Development and Tourism.

Based on the DBEDT data, we have identified LEP populations in the state whose numbers exceed 1,000 and whose percentage of the total number of foreign language speakers exceeds 1.0%. The languages are identified in the table on page 3.

Rank	Language	Number of Speakers
1	Tagalog	58,345
2	Ilocano	54,005
3	Japanese	45,633
4	Spanish	25,490
5	Hawaiian	18,610
6	Korean	17,276
7	Samoan	12,795
8	Vietnamese	9,418
9	Cantonese	7,890
10	Marshallese	6,930
11	Mandarin	5,650
12	Chuukese	4,475
13	Tongan	3,860

HSPLS has also determined the breadth and scope of language services that are needed by examining its own experiences with LEP encounters. In 2011, the HSPLS Monthly Activities Report (MAR) was modified to add a category for language assistance provided by employees at the library. Up until 2017, the MAR captured the number of requests for interpreters or translators, the language of the LEP individual and whether the request was met successfully. The requirement to identify the language was removed in 2018, but is being reinstated this year (2022) for future data collection. Data from these HSPLS statistical counts allows us to more specifically identify LEP persons who use public libraries by ranking the number of language assistance requests by language. See table on page 4.

Rank	Language	Number of Language Assistance Requests (2017)
1	Korean	895
2	Mandarin	213
3	Japanese	2
4	Spanish	1
5	Tagalog	1

Examples of populations likely to include LEP individuals that HSPLS encounters and accordingly should consider when planning language services include, but are not limited to:

- Persons who need to utilize public Internet computers provided by library branches;
- Persons seeking educational resources for themselves or family members;
- Persons seeking citizenship resources;
- Persons seeking employment resources.

We will continue to monitor shifts in our population’s demographics through census data and other government reports to ensure that we are adequately tracking LEP representation in the communities in which HSPLS libraries are located. We will also continue to identify LEP individuals in our normal encounters with the public by:

- Responding to individual requests for language assistance services;
- Relying on self-identification by the non-English speaker or LEP individual.

#### **IV. Language Assistance Services**

At Hawaii State Public Library System branches, LEP individuals interact with our staff in a number of ways:

- In-person interactions at library branches;
- Telephone calls to branches;
- Information requests or comment submission through the HSPLS website.

Due to the variety of encounters that LEP individuals may have with our HSPLS branches or support offices, both oral and written language assistance services will be provided.

The primary resource to be used to provide this assistance is a Staff Directory of dual and multi-lingual HSPLS employees who may be called upon to provide these services on a voluntary basis (see “Staff Directory” Attachment B).

HSPLS will conduct surveys of its employees to ascertain what language skills and resources already exist amongst its employees to effectively assist LEP individuals. HSPLS is currently in the process of developing and maintaining this directory by identifying the language or languages employees speak and/or read. These staff members will identify their own level of proficiency in their second language and, as needed, take advantage of training opportunities offered by the Office of Language Access (OLA).

As soon as the list is completed, it will be easier for libraries to contact an appropriate staff member when an LEP individual needs language assistance. Although staff may not be fluent in a particular language, that employee’s language skills may facilitate a level of comfort that may contribute significantly to meeting an LEP individual’s needs.

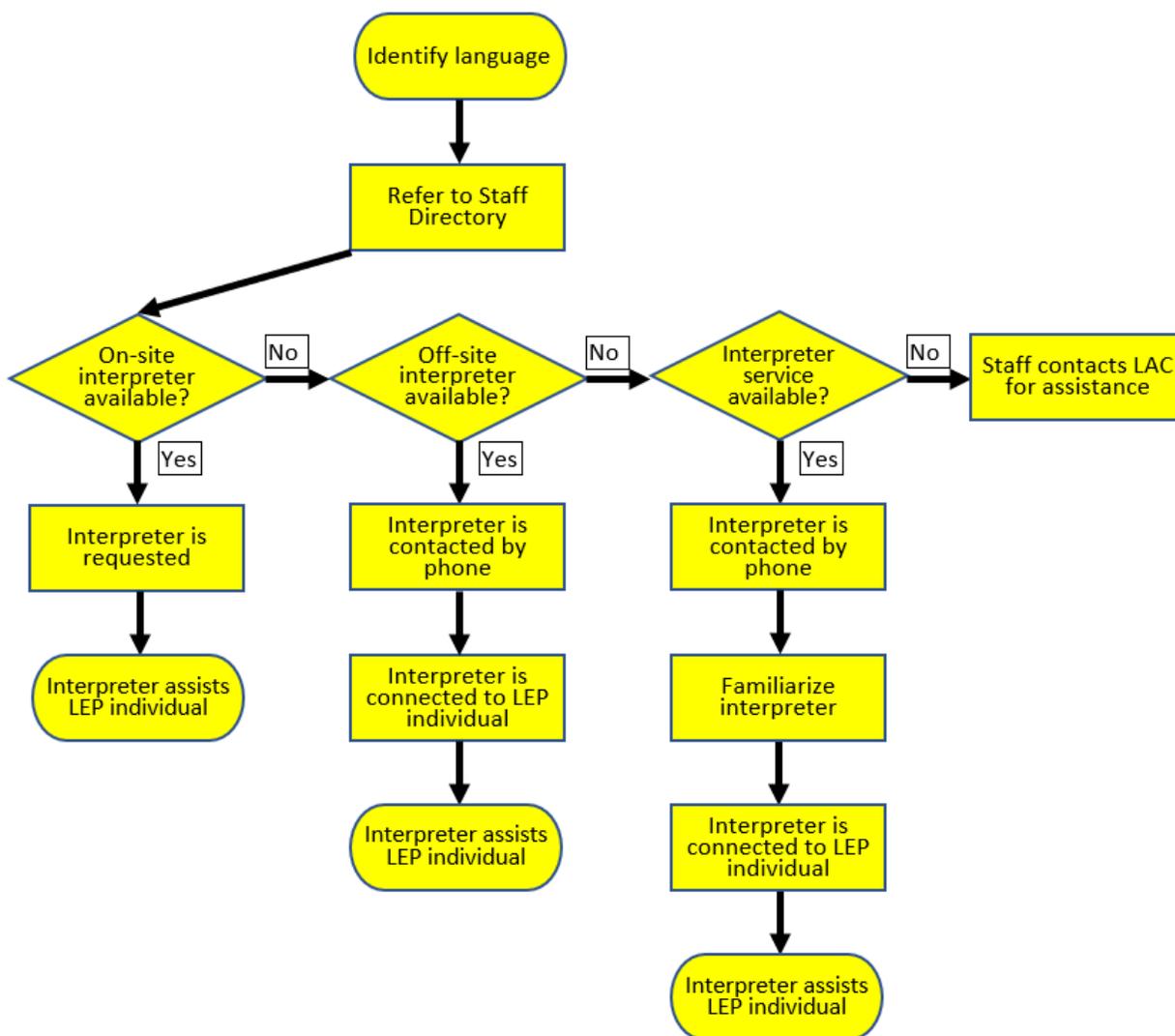
A. Oral Language Assistance

Oral language assistance, or interpretation, may be needed by LEP individuals either in-person or over the phone. When an LEP individual approaches HSPLS staff and appears to have difficulty communicating in English, staff members will carry out the following protocol in a timely manner so that there is no unnecessary delay in providing important library resources and services:

1. For communication in-person at library branches:

- The on-site staff member will first attempt to identify the primary language of the individual. If the language cannot be readily determined, staff will utilize a flyer that allows the individual to point to the language for which help is needed.
- Once the language is identified, staff will refer to the Staff Directory of multi-lingual HSPLS employees. Staff will contact an available interpreter on-site to assist the LEP individual directly.
- If there is no on-site staff member approved as bilingual in that language, then staff will contact a staff member at another location who has been approved as bilingual, as listed in the Staff Directory, to assist the individual.
- If no bilingual staff member is available to assist the individual, then staff will utilize a telephone language interpreter service to communicate with the LEP individual. A list of current service providers will be made available. Staff will familiarize the interpreter with the situation and connect him/her with the LEP individual. After they converse, staff will speak to the interpreter to find out what the individual’s needs are.

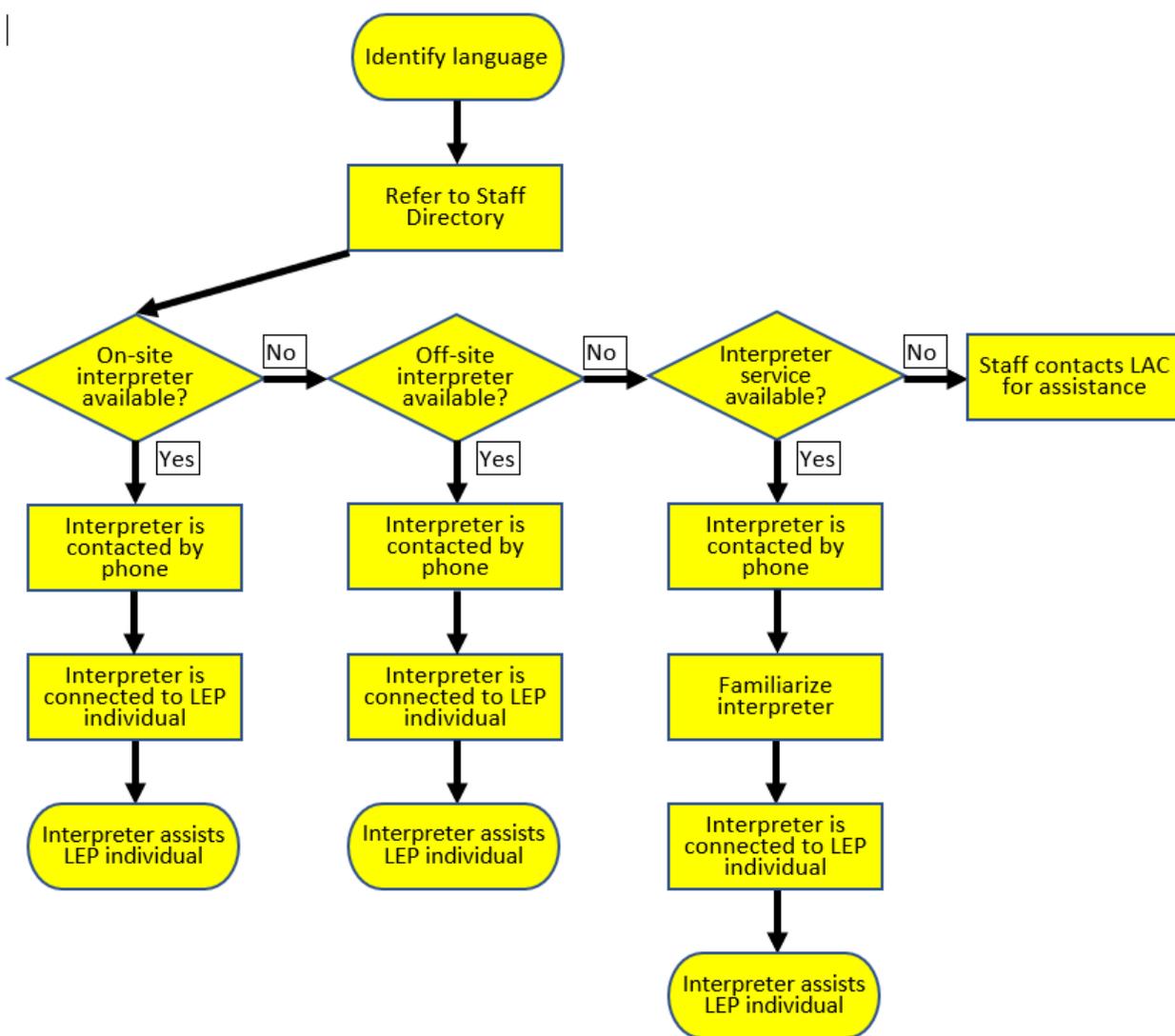
- If a telephone interpreter cannot be found, staff will inform the LAP Coordinator who will then contact the Office of Language Access for assistance.



2. For communication over the telephone:

- The on-site staff member who answers the phone will first attempt to identify the primary language of the individual. If the language can be identified, staff will refer to the Staff Directory of multi-lingual HSPLS employees. Staff will contact an available interpreter on-site to assist the LEP individual directly.
- If there is no on-site staff approved as bilingual in that language, then that staff member will connect the caller to a staff member at another location who has been approved as bilingual, as listed in the Staff Directory.

- If no bilingual staff member is available to assist the individual, then staff will utilize a telephone language interpreter to communicate with the LEP individual. Staff will familiarize the interpreter with the situation and connect him/her with the LEP individual. After they converse, staff will speak to the interpreter to find out what the individual's needs are.
- If a telephone interpreter cannot be found, staff will inform the LAP Coordinator who will then contact the Office of Language Access for assistance.



When working with an interpreter, HSPLS staff should:

- Explain to the interpreter the purpose of the communication and the information to be conveyed;
- Briefly explain to the interpreter technical terms that may come up during the communication;
- Avoid the use of acronyms, double negatives, and contractions;
- Speak in short sentences that contain one idea at a time;
- Talk to the applicant and not to the interpreter;
- Enunciate clearly and wait for the interpreter to finish before continuing to the next idea.

B. Written Language Assistance

When written language assistance may be needed for translation of documents, notices, flyers, forms, etc., HSPLS will compile a list of dual or multi-lingual employees who may be called upon to provide translation services.

1. For written translation of documents:

- A list of “vital documents” necessary to access the resources and services provided by HSPLS will be developed (see Attachment C). Documents will be classified as “vital” by balancing the frequency of contact that LEP individuals have with the document and the importance and potential consequences associated with the document. Anecdotal evidence and data will be used to support these classifications, as it becomes available.
- These vital documents will be translated proactively and made accessible to the LEP communities previously identified.
- Documents not considered vital will be available for oral or written translation upon request. Staff receiving the request will send an email to the LAP Coordinator who will decide whether or not the request should be granted using the four-factor analysis described earlier.
- Translated documents will also be accompanied with the following disclaimer: “We are providing the translation to you merely as a convenience to assist in your understanding of your rights and obligations. The English language version of this document is the official, legal, controlling document. This translated document is not an official document.”

2. For written requests through the HSPLS website:
  - LEP individuals may submit written requests for information or comments about library operations through the “Ask a librarian” or “Give us feedback” page on the HSPLS website.
  - If an LEP individual requests language assistance through the “Ask a librarian” platform, the e-reference librarians at Hawaii State Library (HSL) will receive the request and determine the best course of action.
    - If the request is for a vital document, the e-reference staff will send out the requested item; if it is for translation of a document not considered vital, the staff will forward the request to the LAP coordinator for approval.
    - If the request is for oral interpretation services, the staff will contact the requestor to get more details about the request and to make logistical arrangements for provision of the service.
  - If an LEP individual requests language assistance through the “Give us feedback” platform, the staff at the Office of the State Librarian will receive the request.
    - Any requests for document translation or oral interpretation services will be forwarded to the LAC who will then determine the best course of action.

## **V. Training Staff on LEP Policies and Services**

All HSPLS staff will receive meaningful information on the LAP and its procedures. The LAC is responsible for responding to questions regarding policies and procedures. Staff at any of the library branches or support offices can reach the LAC by telephone or email. If unable to answer a question regarding language access, the LAC will contact the State Office of Language Access for assistance.

The Language Access Coordinator shall also develop reference materials summarizing the essential principles and procedures of this LAP which will be disseminated to all HSPLS staff. With this information, staff should understand:

- Their obligation to provide meaningful access to information and services to LEP individuals;
- The protocol for handling various encounters with LEP individuals, as established by this plan;

- How to use the Staff Directory to identify approved bilingual staff members;
- How to access outside translation and interpretation services for provision to LEP individuals.

Additional training materials may be provided to bilingual staff members on specific terminology, regionalisms and other aspects of interpretation and translation to ensure effective communication with LEP individuals. While no formal certification is required, individuals providing interpretation or translation services should be able to:

- Communicate information accurately in both English and the other applicable language;
- Understand regionalisms and be able to provide the most appropriate interpretation in a consistent manner.
- Understand terminology specific to HSPLS;
- Act in an ethical manner and ensure confidentiality and impartiality in their role as an interpreter/translator.

LEP individuals may bring another individual to provide interpretation who has not been approved for formal interpretation services by the agency. During these encounters, staff will:

- Inform the LEP individual that free language assistance services are provided;
- Use a formal interpreter instead of the informal interpreter, especially if the subject matter may be prone to conflicts of interest;
- Avoid the use of minors as informal interpreters unless there is an extreme and immediate need.

## **VI. Monitoring, Evaluating, and Updating this Plan**

The HSPLS LAC will monitor and evaluate the effectiveness of this plan and make updates accordingly. The LAC will use the following mechanisms for monitoring and evaluation:

- Keeping statistical counts of HSPLS language assistance requests;
- Analyzing community language demographics by consulting with local statistical resources;
- Observing and evaluating agency interactions with LEP individuals.

HSPLS will, upon request and at regular intervals, submit any revised and updated LAP to the State Office of Language Access which will review the plan to ensure it complies with the intent of the law. This LAP shall be revised subject to comments from the OLA. The provisions of the existing LAP shall remain in place until a revised LAP is adopted.

## VII. Conclusion

Through the enactment of this LAP, HSPLS, in compliance with the mandate of Title VI, has taken the steps of providing reasonable and meaningful access to LEP individuals that seek HSPLS programs and services. All HSPLS branches, administrative and support offices shall comply with this Language Access Plan.

Adopted:

July 1, 2022

Date



Signature of State Librarian



# Please point here if you need an interpreter in this language (at no cost to you).



<b><u>Hawai'ian:</u></b>	E kuhikuhi mai 'oe i 'ane'i ke pono ka mahele'olelo ('a'oha kākī).
<b><u>日本語 (Japanese):</u></b>	日本語の通訳が必要な方は、ここを指差してください (通訳費用はかかりません)。
<b><u>한국어 (Korean):</u></b>	통역을 필요로 하시면 다음 약속일 전에 반듯이 통역이 필요하다고 말씀하셔야합니다. 비용은 부담않하셔도됩니다.
<b><u>普通话(华语/國語) (Mandarin):</u></b>	如果您需要讲普通话的免费翻译，请指这里。(如果您需要講國語的免費翻譯，請指這裡。)
<b><u>廣東話 (Cantonese):</u></b>	如果您需要講廣東話的免費翻譯，請指這裡。
<b><u>Ilokano:</u></b>	No masapulmo ti paraipatarus iti Ilokano nga awan bayadna, pakitudom ditoy.
<b><u>Tagalog:</u></b>	Kung kailangan mo ng libreng tagasalin sa Tagalog, pakituro lamang dito.
<b><u>Cebuano (Visayan):</u></b>	Kung kinahanglan nimo ug libre nga tighubad sa Binisaya, itudlo lang diri.
<b><u>Tiếng Việt (Vietnamese):</u></b>	Xin chỉ vào đây nếu bạn cần thông dịch viên cho ngôn ngữ này (bạn sẽ được cung cấp thông dịch viên miễn phí).
<b><u>မြန်မာ (Myanmar):</u></b>	သင်နားလည်သောစကားနှင့် ဘာသာပြန်အလိုရှိပါက ယခုနေရာသို့ညွှန်ပြပါ။ အထက်ပါစကား အတွက်နောက်တစ်ခေါက်ဆက်သွယ်ရန်လိုအပ်ကောင်းလိုပါသည်။
<b><u>ภาษาไทย (Thai):</u></b>	กรุณาชี้มาที่ข้อความนี้ ถ้าคุณต้องการล่ามภาษาไทย (โดยที่คุณไม่ต้องเสียค่าใช้จ่ายใดๆ)
<b><u>ភាសាខ្មែរ (Khmer):</u></b>	សូមបង្ហាញនៅត្រង់នេះមក បើសិនជាអ្នកត្រូវការអ្នកបកប្រែជាភាសានេះ (អ្នកមិនត្រូវការចំណាយអ្វីទាំងអស់)។
<b><u>ອັກສອນລາວ (Lao):</u></b>	ກະລຸນາລຸ້ນໃສ່ 'ບ' ອັນນີ້ ຖ້າທ່ານຕ້ອງການລາວ ພາສາລາວ (ໂດຍທີ່ທ່ານບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ)
<b><u>Marshallese:</u></b>	Jouj im jitōñe ijin elañe kwoj aikuji juōn am ri-ukok ilo kajin in (ejjelok wōnāān ñan yuk).
<b><u>Chuukese:</u></b>	Itini awenewenan ikeei ika pwún kopwe néúnéú emén chón chiakú nón fóosun eei fénú (kosap wisenmééni noum eei chón chiakú).
<b><u>Chamorro:</u></b>	Matka pat apunta este yangen un nesisita intetpiti gi fino Chamorro (dibadi este na sitbesio).
<b><u>Pohnpeian:</u></b>	Menlau idih wasa ma ke anahne soun kawehwe (sohte isais).
<b><u>Kosraean:</u></b>	Nunak munas srisrningac acn se nge fwin kom enenu met in top nuke kahs lom an sifacna (kom ac tia moli).
<b><u>Yapese:</u></b>	Fa'anra bet'uf bae' ninge ayweg nem nge abweg e thin rom (ni dabmu pii'pulwon) meere mog aray.
<b><u>Yapese (Outer Island):</u></b>	Gobe sor gare go tipeli bwo semal yebe gematfa kepatal menel le yetwai yor paluwal ngalug.
<b><u>Samoan:</u></b>	Fa'amolemole tusi lou lima i'i pe 'ā 'e mana'omia se fa'amatala'upu i le gagana lea (e te lē togiina se tupe).
<b><u>Tongan:</u></b>	Tuhu ki heni kapau 'e fiema'u ha taha ke fakatonulea 'oku ta'etotongi.
<b><u>Русский (Russian):</u></b>	Если вам нужен бесплатный переводчик русского языка, пожалуйста укажите пальцем на это предложение.
<b><u>Español (Spanish):</u></b>	Por favor señale aquí con el dedo si necesita un intérprete (sin ningún costo para usted).



ATTACHMENT B

HAWAII STATE PUBLIC LIBRARY SYSTEM

STAFF DIRECTORY OF VOLUNTEER INTERPRETERS (SAMPLE)

[To be completed after survey of employees]

Oahu

Language	Name	Phone Number	Branch
Cantonese		808-587-7578	Liliha
Cantonese		808-377-2457	Aina Haina
Chuukese			
French		808-586-3529	HSL-SSP
German		808-266-9914	Kailua
Hawaiian		808-453-6567	Pearl City
Hawaiian		808-697-7869	Waianae
Ilocano		808-689-1348	Ewa Beach
Ilocano		808-832-3468	Kalihi
Ilocano		808-233-5671	Kaneohe
Ilocano		808-675-0359	Waipahu
Japanese		808-483-7333	Aiea
Japanese		808-397-5834	Hawaii Kai
Japanese		808-733-8425	Kaimuki
Japanese		808-988-0460	Manoa
Japanese		808-453-6567	Pearl City
Japanese		808-831-6833	Salt Lake
Korean		808-586-3477	HSL-Fed Docs
Korean		808-973-1055	McCully
Mandarin		808-377-2457	Aina Haina
Mandarin		808-627-7461	Mililani
Marshallese		808-733-8445	LBPD
Portuguese		808-733-8445	LBPD
Samoan		808-733-8425	Kaimuki
Spanish		808-586-3510	HSL-EAR
Spanish		808-266-9914	Kailua
Tagalog		808-693-7057	Kapolei
Tagalog		808-622-6347	Wahiawa
Tagalog		808-675-0359	Waipahu
Tongan			
Vietnamese			
Visayan		808-689-1348	Ewa Beach
Visayan		808-622-6347	Wahiawa

### Hawaii Island

French		808-965-2171	Pahoa
German		808-	Mountain View
Hawaiian		808-327-4330	Kailua-Kona
Ilocano		808-933-8890	Hilo
Japanese		808-887-6066	Thelma Parker
Korean		808-775-8881	Honokaa
Spanish		808-887-6066	Thelma Parker
Spanish		808-323-7587	Kealakekua

### Kauai

French		808-742-8457	Koloa
Spanish		808-742-8457	Koloa
Japanese		808-241-3224	Lihue
Korean		808-821-4438	Kapaa
Tagalog		808-241-3224	Lihue

### Maui County

French		808-662-3948	Lahaina
Ilocano		808-873-3095	Kahului
Hawaiian		808-565-7921	Lanai
Japanese		808-875-6836	Kihei
Japanese		808-565-7921	Lanai
Korean		808-243-5769	Wailuku
Mandarin		808-565-7921	Lanai
Tagalog		808-573-8786	Makawao

Attachment C

Hawaii State Public Library System

Vital Document List

Name of Document	Description	Languages Translated		Branch/Office
		Current	Proposed	
Library Card Application	Application form needed to acquire an HSPLS library card, which provides access to library materials and other resources.	None	Korean	All
			Mandarin	
			Japanese	
			Spanish	
			Tagalog	
Library for the Blind and Print Disabled (LBPD) Application	Form needed for eligible individuals and institutions to apply for library services for the blind, including materials in audio and braille.	None	Korean	LBPD
			Mandarin	
			Japanese	
			Spanish	
			Tagalog	
Request for Problem Resolution Form	Form needed to request review of a problem that could not be solved at the branch level. Commonly these include disputes about fines/fees and lost or damaged items.	None	Korean	All
			Mandarin	
			Japanese	
			Spanish	
			Tagalog	
Reconsideration of Materials Form	tth	None	Korean	All
			Mandarin	
			Japanese	
			Spanish	
			Tagalog	