



**Department of Records
& Information Services**

LANGUAGE ACCESS IMPLEMENTATION PLAN

The Language Access Implementation Plan explains how the Agency will provide services to people who have limited English proficiency (or LEP)

Agency Name: Department of Records & Information Services (DORIS)
Language Access Coordinator: Gerald Rosero
Language Access Coordinator Title: Special Assistant to the Commissioner
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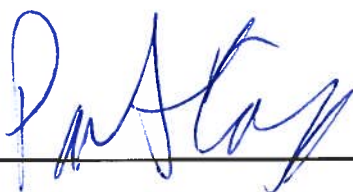
Signatures



June 6, 2024

Gerald Rosero - Language Access Coordinator
Special Assistant to the Commissioner
Department of Records & Information Services

Date



June 6, 2024

Pauline Toole
Commissioner
Department of Records & Information Services

Date

NYC
Department of Records
& Information Services

NYC DEPARTMENT OF RECORDS & INFORMATION SERVICES 2024 LANGUAGE ACCESS PLAN

Section 1. Agency Mission and Services

The New York City Department of Records and Information Services (DORIS) operates the Municipal Archives, the Municipal Library, and the Municipal Record Center. The agency fosters civic life by preserving and providing access to over 243,000 cubic feet and over 300 terabytes of historical and contemporary City government records. DORIS ensures that City records are properly maintained following professional archival and record management practices. The department develops and enforces record management policies and makes materials available to diverse communities both online and in person via the Municipal Library and the Municipal Archives.

The agency has three divisions that interact directly with the public, they are: The Municipal Library, Municipal Archives, and External Affairs/Public Programs.

The Municipal Library offers reference services, manages an online repository housing reports from City agencies, and operates a public research library. Its holdings consist of published documents reflecting the evolution of the New York City government from the 19th Century to the present, including reports, press releases, maps, indexes, and clippings.

The Municipal Archives preserves and provides access to unpublished historical records of the New York City government dating from 1645 to the present. Its collections comprise office records, manuscript materials, still and moving images, ledgers, birth, death, and marriage records, maps, blueprints, and sound recordings.

The External Affairs/Public Programs division engages with the public through various channels such as social media platforms, the agency website, lectures, exhibits, and public program activities.

This language access plan aims to offer language services to these divisions and on the various digital platforms the agency utilizes and maintains. Through comprehensive language support, individuals of all language abilities can access and utilize the agency's extensive historical collections.

Section 2. Agency Language Access Policy

The Language Access Plan, developed by the Department of Records and Information Services (DORIS), aims to establish comprehensive guidelines and procedures to facilitate language access. Designed to enhance services for

patrons with limited English proficiency, the plan reflects DORIS's commitment to equity and inclusion. To develop this plan, DORIS formed a Language Access Committee tasked with reviewing and updating existing procedures to better serve individuals with LEP. The committee members recently developed DORIS's five-year accessibility plan, thus equipping them with a thorough understanding of the public-serving divisions. Leveraging this expertise, they are well-positioned to ensuring the attainment of language access and accessibility objectives.

This plan is designed to ensure any LEP patron can access departmental resources regardless of language proficiency. DORIS will publish the Language Access Plan on its website and will update it as needed to maintain effectiveness.

In accordance with the agency's language access policy, DORIS will be:

- Offering language access services in the ten designated citywide languages.
- Providing telephonic interpretation services in at least 100 languages through its designated vendor.
- Displaying multi-lingual signage to inform the public about the availability of free telephonic interpretation services.
- Ensuring that the agency's website and other digital platforms are accessible to LEP patrons.
- Conducting training sessions for staff on the procedures and resources outlined in the language access plan.
- Maintaining and updating the agency's Volunteer Language Bank.
- Establishing reporting mechanisms to monitor the language access services provided and complaints received.

The Language Access Coordinator (LAC) within the agency will be responsible for supervising the implementation of the language access plan, with assistance from DORIS's language access committee. The LAC will arrange meetings and training sessions for public-facing staff to ensure awareness of language access procedures and available resources. Additionally, the LAC will establish a reporting system to collect language access data for inclusion in mandated reports. These reports will include information on the number of language interpretation service requests received, the languages requested for service, and any language-related complaints lodged against the agency.

Since the introduction of Local Law 30 in 2017, DORIS has instituted several procedures to improve Language Access services for any potential Limited English Proficiency (LEP) patron. These procedures include:

- Appointed an Agency Language Access Coordinator and a Language Accessibility Committee to review, update and oversee language access services.
- Contracted with qualified MWBE vendors to provide telephonic translation

- and in-person interpretation services.
- Conducted annual training for all public-facing staff to effectively identify LEP patrons and utilize tools for identifying their primary language.
 - Provided resources to staff to aid LEP patrons, such as "I Speak" cards, and multilingual posters.
 - Reviewed and made recommendations for updates to the agency's website and social media platforms to improve LEP services.
 - Provided clear instructions to the public on how to request language access services.
 - Established procedures to handle language access complaints received through various channels such as 311, walk-ins, and email.

Section 3. Language Access Needs Assessment

In accordance with Local Law 30, the Department of Records & Information Services (DORIS) adheres to the "four-factor analysis" methodology employed by the US Department of Justice to evaluate responsibilities regarding language access. This approach serves as the foundation for DORIS's Language Access Plan.

Factor 1 – The number or proportion of LEP persons in the eligible service population:

As outlined in section 1, DORIS comprises three divisions that engage directly with the general public: The Municipal Archives, the Municipal Library, and External Affairs/Public Programs. Therefore, the eligible service population encompasses the overall populace of New York City.

DORIS reviewed citywide data to evaluate the number and proportion of LEP individuals and their respective languages within the eligible service population for the provided services and information. According to an analysis of census data supplied by the Department of City Planning, 49% of New Yorkers aged five and above communicate in a language other than English at home. Additionally, 23% of New Yorkers are identified as limited English proficient (LEP).

To identify the top ten citywide languages, the Department reviews data from the American Community Survey and the US Census. Based on this data, the top ten citywide languages are: Spanish, Chinese, Russian, Korean, Bengali, Haitian Creole, Arabic, Urdu, French, and Polish.

Factor 2 – The frequency with which LEP individuals come into contact with the agency.

The agency has observed that LEP patrons of the languages mentioned above are not the agency's primary customer demographic.

In Fiscal Year 2023, the Municipal Archives Division addressed 13,489 requests for copies of vital records, while the Archives and Municipal Library collectively handled 30,125 requests for research services, encompassing walk-ins, vital records inquiries, and email correspondence. Notably, a small number of requests for language services were received during this period. Furthermore, the External Affairs/Public Programs division hosts numerous exhibits and special programs throughout the year. They extend the opportunity for LEP patrons to request in-person language interpretation services for all of these special events, as indicated on DORIS's website. <https://www.nyc.gov/site/records/exhibits-education/events.page>. In FY24 the PublicPrograms/External Affairs division received no requests for this language service.

Despite the absence of past requests for language services, the updated 2024 language access plan aims to enhance the existing capacity to deliver language access services. This plan, along with any forthcoming updates, will assess shifts in the language access requirements of our patrons. This includes the identification of additional languages as needed to supplement our services.

Factor 3 - The importance of benefit, service, information, or encounter to the LEP person.

DORIS is dedicated to ensuring equitable services for all patrons, irrespective of their language proficiency. A fundamental objective of the Department has been to enhance the quantity, accessibility, and availability of public records and publications. The revised Language Plan will enable the agency to maintain its commitment to promptly address all research inquiries, regardless of the language spoken by the requester.

DORIS's public-serving divisions play a vital role in disseminating essential information and providing services to the public through various channels, including but not limited to:

- Copies of Vital Records, such as Birth Certificates and Death Certificates.
- Copies of Property Cards for buildings throughout the City.
- Copies of Historical Photos.
- Copies of Building Plans.
- Tax Photos for every property in New York City.
- Research Services for Municipal Records.

To guarantee access to these crucial services for all communities in New York City, DORIS outlines in this Language Access plan how it will facilitate access to its information and services for patrons with limited English proficiency.

Factor 4 - Resources Available

The Department has contracted with a certified translator and interpretation service provider to deliver Language Access Services. DORIS has partnered with CQFluency, a certified MWBE vendor, to offer telephonic interpretation services in over 100 languages, along with document translation services and in-person interpretation services. Furthermore, DORIS will enhance its existing agency volunteer language bank, currently covering Spanish, Cantonese, Italian, French, French Creole, Gujarati, Punjabi, and Hindi. This language bank will serve to facilitate communication with LEP individuals as necessary and to review translated materials for accuracy and cultural sensitivity.

Drawing from the comprehensive four-factor analysis, the agency has delineated its language access requirements and updated its language access plan to ensure that all New Yorkers, regardless of language proficiency, can access and utilize the agency's resources.

Section 4. Notice of the Right to Language Access Services

To ensure the public is aware of the availability of the department's language access services, DORIS will continue its public awareness campaign, utilizing printed materials as well as its digital platforms and social media channels.

DORIS will continue to prominently display MOIA's posters stating the availability of free interpretation services at all its locations open to the public. Currently MOIA's free interpretation posters are exhibited in 8 ½ X 11 clear stands. The committee has suggested that these posters be enlarged to at least tabloid size for easier reading and placed in more prominent areas. Additionally, a "Welcome, Ask for Help!" in the 10 designated languages will be designed and displayed in all public serving areas.

Website: DORIS will enhance its homepage by updating and prominently displaying the availability of free interpretation services. Additionally, it will introduce an "I Speak" feature, allowing LEP visitors to easily identify their primary language and access language-specific content and services. The updated language access plan will be published on the website for public reference.

Social media: Utilizing its social media platforms such as X (Formerly Twitter), Facebook, and Instagram, the agency will regularly post updates about the availability of free language services. This will ensure that the information reaches a wide audience and keeps them informed about the language services offered by DORIS.

DORIS has also instituted the following procedures to assist staff in providing language access services and to ensure the public is aware of the language services available to them:

- **How to Identify an LEP customer's language:** Public-facing staff will utilize "I Speak Cards" to identify the language of an LEP customer. Upon identifying the language, staff will then contact the telephonic interpretation vendor to provide telephonic interpretation services.
- **Resources to Provide Language Access Services:** Instructions on how to contact the vendor for telephonic interpretation services are available in a clearly marked binder at the public service desks. These materials include user-friendly, step-by-step instructions for initiating telephonic interpretation services. Additionally, all of these resources are accessible on the Department's Intranet, ensuring that staff can easily access them when needed.
- **Posting of Free Interpretation Signage:** Multilingual posters advertising free language services are prominently displayed in visible locations where the public is served, ensuring awareness of the available free language services. The Language Access Coordinator (LAC) has strategically positioned these posters in these areas. Additionally, copies of the posters are also available on the agency's Intranet, allowing staff to easily access and print them in case any existing posters are damaged or missing.

Section 5. Provision of Language Access Services

In response to the language access needs outlined in section 3, this plan delineates how DORIS will deliver Interpretation, Translation, Digital, and Emergency Communication services.

A. Interpretation:

The Department will offer telephonic interpretation services in the divisions accessed by the public through CQFluency, a certified MWBE vendor specializing in this service. CQFluency will provide telephonic language interpretation in over 100 languages.

Telephonic interpretation requests may arise in the Municipal Library and Archives divisions when an LEP patron seeks assistance in ordering copies of Death, Birth, and/or Marriage certificates, or when requesting research materials. In the External Affairs division, an in-person interpretation request may occur during scheduled public program events.

The public-facing staff at the Library and Archives have undergone training on accessing telephonic interpretation services with CQFluency. All essential materials required to contact the vendor are contained in a clearly labeled binder at the public access desks. Additionally, these materials are accessible on the Department's Intranet, streamlining the process of providing language services. To facilitate and provide if requested, in-person interpretation services for scheduled events, the Department has included a statement on its website: *"If you require language interpretation services to attend a DORIS public program event, please contact our Language Access Coordinator."* This statement contains an embedded hyperlink that directs users to the contact information of the LAC. In-person interpretation requests must be submitted at least 3 days prior to a scheduled event.

The agency will employ "I Speak Cards" to aid staff in identifying LEP individuals and their primary language. Although staff may not be equipped to provide translation assistance during this initial contact, this method serves as an effective means to identify the language spoken, allowing staff to subsequently contact the vendor for telephonic translation services. "I Speak Cards are available in the binder at the public service desks as well as on the intranet.

B. Translation:

Primarily researchers and genealogists utilize the Library and Archives divisions. Currently none of the Most Commonly Distributed (MCD) documents or forms have been earmarked for translation. The Department will monitor this provision and make adjustments as needed. It will assess the necessity to translate existing MCD forms, such as Birth and Death Certificate Applications, as well as photo licensing agreements/permission to publish forms.

DORIS aims to improve access to its archival collections for individuals with limited English proficiency (LEP). Many historical and archival items such as ledgers and microfilm are in English and cannot be removed from DORIS's premises for translation. This limitation prevents LEP patrons from accessing these valuable historical materials.

One potential solution to address this challenge is to provide a small translator device. These devices, such as the Translator-Real-Time, utilize OCR (Optical Character Recognition) technology to translate physical items in real-time. This investment can significantly enhance access to physical historical materials for the LEP population, making our collections more inclusive and valuable to a wider audience."

DORIS also sponsors various exhibits open to the general public, items on exhibit have detailed information on small plaques. To encourage and enhance participation from individuals with limited English proficiency (LEP), DORIS plans

to create handouts describing exhibit items in the 10 designated city languages. These handouts will be available at the exhibit, enabling LEP patrons to fully engage and participate.

Furthermore, DORIS is exploring a potential partnership with Bloombergconnects.org for its exhibits. Bloombergconnects, offers an arts and culture app that promotes cultural institutions worldwide. With multilingual capabilities offering content in over 40 languages and accessibility features to reduce barriers, the app has been successfully utilized by organizations such as NYC Health & Hospitals-Arts in Medicine, Arts at NYCHA, and MTA Arts & Design."

At present, the electronic registration form that patrons complete upon their initial visit to the public service areas is available only in English. The Language Committee has proposed a solution to address this by implementing a browser plug-in for the form. This plug-in will enable the form to be translated as needed, while still capturing the data in the usual manner. The committee will work with the IT division to test the feasibility of this solution.

If there arises a need for document translation, DORIS will engage its vendor to provide these services. Any materials translated by the contracted vendor will undergo a secondary review by members of the agency's language bank to ensure accuracy and minimize errors. The LAC will manage all translation requests, coordinating with respective divisions and contracted vendors. The LAC will maintain a list of translated documents, updating it as required. During staff training, all attendees will receive information about the translation process and the agency's available resources.

C. Digital Communications

One of the primary means for the department to interact with the public regarding available services, resources, and content is via digital platforms. In 2023, DORIS's website recorded 693,720 unique visitors. Aligning with the citywide standard set by OTI, the website includes links on its homepage that allow visitors to translate the entire content into over 100 languages. The language access committee has identified Digital Communications as a high priority to update and enhance language access services.

In updating this Language Access Plan, DORIS's Language Access Committee thoroughly reviewed and assessed all of DORIS's sponsored websites and digital platforms. From this review, the committee identified three primary goals to strengthen language access:

1. **Enhanced Multilingual Content:** Expand the availability of multilingual content across all DORIS-sponsored websites and digital platforms to ensure information is accessible to individuals with limited English proficiency. This may involve translating key pages, documents, and resources into multiple languages

commonly spoken within the community served by DORIS.

2. Improved User Experience for Language Access: Implement features and tools to enhance the user experience for individuals accessing DORIS's digital platforms in languages other than English. This could include user-friendly language selection options, intuitive navigation, and culturally sensitive design elements to facilitate easier access to information for diverse language communities.

3. Accessible Language Assistance Services: Strengthen access to language assistance services, such as telephonic interpretation and translation features, directly on DORIS's digital platforms. This involves integrating language support tools seamlessly into the user interface to provide immediate assistance to individuals navigating the websites and digital resources in languages other than English.

By focusing on these goals, DORIS can continue to improve language access for all individuals accessing the digital platforms, fostering inclusivity and equitable access to information and services.

In order to reach the above stated goals, DORIS language access committee has developed the following steps and timelines.

Step 1: Identify DORIS managed websites and evaluate for current language access.

- DORIS sites identified and evaluated for basic translation services.
- Determined if each website has translation services, is it currently working, is it publicly accessible, which team/division/vendor is responsible for managing it.
- Next steps planned based on the current status of each website.
- Identified high priority sites that affect agency functions.

Timeline:

- DORIS Digital Inclusion Officer has identified DORIS managed sites and evaluated them for language access. The sites have been fixed for functionality.

Step 2: Provide language access services to all DORIS managed sites.

- Evaluation completed for each website.
- Sites that currently have basic translation services have been tested/fixed for functionality.
- Remaining sites that do not have translation will be further prioritized for completion by the Application Development team. Time estimates for development will be added for each site.
- Contact vendor hosted sites to initiate the process of adding language access to those sites.

Timeline:

- Within 3 to 6 months, add language access services to the remaining DORIS sites that do not currently have Google Translate.

Step 3: Provide user friendly translation widget on the homepage of all DORIS managed sites.

- Modeled after widget currently used by DEP on the agency's site.

<https://www.nyc.gov/site/dep/index.page>

I Speak...

ENGLISH | ESPAÑOL (SPANISH) | العربية (ARABIC) | 简体中文 (SIMPLIFIED CHINESE) | KREYÒL AYISYEN (HAITIAN CREOLE) | 한국어 (KOREAN) | РУССКИЙ (RUSSIAN) | বাংলা (BENGALI) | FRANÇAIS (FRENCH) | POLSKI (POLISH) | اردو (URDU)

- "I Speak" Widget will allow users to click one of the 10 designated citywide languages to translate the page. Languages will be displayed natively alongside English translation.

- The Agency's Application Development Team will create the widget to be added to homepages.

- Styling may differ based on frontend theme used (Bootstrap 3, Bootstrap, NYC Core Framework).

Timeline:

- Within 1 year, add translation widget for 10 designated citywide languages to the homepage of all DORIS sites.

Step 4: Develop a language access process for emails from the public/patrons.

- Identify best practices for providing language access on emails.

- Most email clients have built in translators. (Outlook, Gmail)

- Most common use cases will be research inquiries or questions on public programs.

- Document the process that staff will use to translate non-English emails and how to respond.

Timeline:

- Within 6 months, develop a language access process for emails and train the staff who most commonly interact with the public via email.

At the present time, DORIS has not found it necessary to translate any of the Most Commonly Distributed (MCD) forms. However, the language access committee has recommended a review of all publicly distributed forms for plain language principles. The two most frequently utilized forms by the public will be prioritized to undergo review for plain language principles. In the event that the need to translate any of these forms arises, the forms will have already been updated with plain language principles.

The department will also partner with organizations such as the Center for Plain Language, a non-profit organization, to provide staff training on incorporating plain language principles into the development of agency written materials.

Members of DORIS's Language Access committee include the Digital Inclusion Officer (DIO) and the Disability Services Facilitator (DSF). Consequently, any updates to its website and other digital platforms will incorporate all digital accessibility guidelines.

D. Emergency Communications

The agency has developed a Continuity of Operations Plan to address emergencies, which includes identifying the agency's essential service: to 'Provide & Maintain Record Access & Retrieval for the City of New York and the Public.' Consequently, telephonic interpretation services will remain accessible via cellular telephone service in the event of landline failure or the need to relocate to an alternative facility. Additionally, staff from the agency's volunteer language bank may be called upon to assist with emergency Limited English Proficiency (LEP) needs. The Language Access Coordinator (LAC) will collaborate with the emergency preparedness liaison during emergencies to ensure Language Access is integrated into the agency's emergency response.

One of the primary methods of communicating with the public during emergencies is via the department's website and social media channels. Currently, any announcement posted on the website can be translated into over 100 languages. Upon the implementation of the "I Speak" feature on its website, DORIS will enable any emergency communication to be translated by DORIS's contracted vendor and placed in this section, ensuring effective emergency communication with the Limited English Proficiency (LEP) public. Types of materials that may be translated would be alternative emergency locations and how to contact DORIS staff. Additionally, these translated emergency communications can also be disseminated through the existing social media channels simultaneously.

Section 6. Resource Planning

A. Bi-/multi-lingual staffing

DORIS has established a volunteer language bank, which will be regularly updated to recruit new staff volunteers and expand language offerings. Presently, the language bank can provide support in the following languages: Spanish, Cantonese, Italian, French, French Creole, Gujarati, Punjabi, and Hindi. Staff volunteers will undergo assessment of their language proficiency level using the American Council on the Teaching of Foreign Languages proficiency guidelines (ACTFL). The primary role of language bank members will be to review translated materials provided by the contracted vendor and assist front-line staff as backup support to the telephonic interpretation vendor.

B. Language service vendor contracts

The department has contracted with an MWBE certified vendor to provide telephonic interpretation, document translation, and in-person translation services. The Language Access Coordinator (LAC), in collaboration with DORIS's procurement staff, will oversee expenditures under the current contract, assess the quality of services provided, and ensure that a contract is maintained with a qualified vendor to continue offering these language services.

In addition, the Language Access Coordinator (LAC) will be responsible for maintaining data related to language access service requests, addressing language access complaints received through 311, and providing regular reports to the Commissioner regarding language access matters. Below is information regarding DORIS's current language access contract.

Vendor Name	Procurement Method	Purpose of Contract	Languages Provided by the vendor	Period of Contract	Total award amount of contract
CQFluency	Micro Purchase	Telephonic interpretation, translation, in-person interpretation	10 designated city languages, but can provide over 100 languages	2023-2025	\$20,000

C. Partnership with CBO's

As a small agency with limited budgetary resources, DORIS will collaborate with other city agencies to leverage additional resources available throughout the city. DORIS will engage in a comprehensive review of best practices employed by other agencies and integrate these practices into the update of its Language Access plan.

Section 7. Training

DORIS has created a 30-minute internal language access training module that covers its language access policies and procedures. The Language Access Coordinator (LAC), in collaboration with DORIS's Language Access Committee, will review this existing training and make necessary updates to ensure alignment with the updated language access plan and any new resources available to the agency.

All public-serving staff within the Municipal Library, Municipal Archives, and Public Programs/External Affairs divisions will be mandated to attend an annual training on DORIS's language access policies outlined in this Language Access Plan. Language access training will also be scheduled as part of the on-boarding

process for any new staff in these divisions. The Language Access Coordinator (LAC) will be responsible for scheduling and conducting all language access training sessions. Furthermore, the LAC will maintain a roster of staff who have completed the training and report this information in the annual LL30 report. The language access committee will continue to review and revise existing language access policies and procedures to ensure they remain current and effective in delivering language access services.

Below are some topics that will be covered in the training:

1. Overview of Language Access Laws and Regulations: Provide an understanding of relevant Local Law 30.
2. Importance of Language Access: Highlight the significance of providing language access services to ensure equitable access to public services for individuals with limited English proficiency.
3. DORIS Language Access Policies and Procedures: Detail the specific policies and procedures outlined in DORIS's Language Access Plan, including methods for identifying language needs, utilizing language services, and handling language access complaints.
4. Use of Language Access Resources: Train staff on how to effectively utilize language access resources available at the agency, such as telephonic interpretation services, translated materials, and the volunteer language bank.
5. Cultural Competency: Provide guidance on culturally sensitive communication practices and understanding the diverse needs of LEP individuals.
6. Practical Scenarios and Role-Playing: Engage participants in interactive exercises and role-playing scenarios to apply language access principles in real-life situations they may encounter in their roles.
7. Reporting and Documentation: Instruct staff on the importance of documenting language access interactions, maintaining accurate records, and reporting language access data as required by regulations and agency policies.
8. Updates and Ongoing Support: Communicate the importance of staying informed about updates to language access policies and procedures and emphasize the availability of ongoing support and resources for staff.

These topics will provide a comprehensive foundation for staff training, ensuring that staff are well-equipped to fulfill their responsibilities in providing language

access services effectively.

Section 8. Continuous Improvement Planning

DORIS's Language Access Coordinator (LAC) and the Language Access Committee will conduct regular assessments and evaluations of the Language Access Implementation Plan (LAIP) to ensure that the services provided effectively meet the needs of the public. On a quarterly basis, DORIS will collect language access data from its various divisions, analyze it, and utilize the findings to enhance its language access services. DORIS will collect and monitor the following data:

A. Data Collection and monitoring

1. Language Access Service Requests: Track the number of requests for language access services received by each division or department within DORIS.
2. Types of Language Services Provided: Document the types of language services utilized, such as telephonic interpretation, in-person interpretation, document translation, etc.
3. Languages Requested: Record the languages for which language services are requested to identify commonly requested languages and ensure adequate language support.
4. Response Time: Measure the time required to fulfill language access requests to ensure timely service delivery.
5. Accuracy and Quality: Assess the accuracy and quality of language services provided through feedback mechanisms or evaluation forms.
6. Training Participation: Monitor staff participation in language access training sessions to ensure all relevant staff receive training.
7. Complaints and Feedback: Document any language access complaints received, and the resolutions implemented to address them.
8. Usage of Language Access Resources: Track the utilization of language access resources such as translated materials, telephonic interpretation services, and the volunteer language bank.

By collecting and analyzing this data, DORIS can gain insight into the effectiveness of its language access services and identify areas for improvement to better meet the needs of the public with limited English proficiency.

The Language Access Coordinator (LAC) will modify existing data-tracking forms

to collect information on language access service requests. Front-line staff across the agency, including in the Municipal Library, Municipal Archives, and the External Affairs divisions, will submit this information to the LAC.

The LAC will then review and maintain all data provided by the divisions as well as any reports supplied by contracted vendors. This systematic approach will ensure accurate tracking of language access service requests and facilitate ongoing evaluation and improvement of language access services.

All divisions will be required to adhere to the language access plan in accordance with Local Law 30. The Language Access Coordinator (LAC) may conduct spot checks of divisions utilizing interpretation services by either making calls or arranging for individuals to visit and identify themselves as not proficient in English. If it is found that a staff member is not adhering to the agency's plan, additional training may be provided either to the individual staff member or the entire division to ensure compliance.

B. Language Access complaints

To ensure language access complaints are addressed and resolved promptly, the agency will implement the following measures:

1. Incorporate a module on handling language access complaints into our annual staff training program. This module will provide training on how to effectively handle and document complaints regarding interpretation services. Staff training will emphasize a customer service-based approach, empowering front-line staff to address issues in a manner that ensures patrons receive satisfactory services. If front-line staff are unable to resolve the issue immediately, they will seek assistance from their direct supervisor. If the issue cannot be resolved at that time, agency staff will inform the patron that they have the option to file a complaint either by calling 311 or completing a written complaint form.
2. Monitor and track language access complaints received through 311 and our internal complaint process. The Language Access Coordinator (LAC) will be responsible for receiving complaints made through 311 and our internal complaint process. The coordinator will maintain a record of complaints and will be tasked with conducting thorough investigations of each complaint and responding accordingly. Additionally, the LAC will be responsible for completing the annual language access report. This report will be shared with the language access committee and senior staff for review and to identify areas for improvement.

Section 9. Goals and Actions Planning

DORIS's Language Access Coordinator responsibilities will include:

- Update and maintain the agency’s Volunteer Language Bank.
- Schedule training sessions to ensure that agency staff are prepared to provide language assistance upon request.
- Provide support and guidance to agency personnel regarding the language access services offered at the agency, whether through contracted interpreters or onsite volunteer interpreters.
- Periodically review and update agency documents/forms for translation as needed.
- Receive and respond to all language access complaints promptly.
- Develop and maintain statistical information related to the agency's Language Access Plan.
- Establish a process for providing implementation updates as part of the agency’s annual reporting requirements, issuing annual reports.
- Revise the Language Access Plan as necessary to ensure it remains up-to-date and effective in meeting the needs of the public.

The following priority language access needs and goals have been identified by DORIS’s language access committee to help improve language access services.

Priority Language Access Needs	Language Access Goals	Action Steps	Timeline
Establish a Language Access Committee	Review language access needs in all divisions	Develop assessment instruments to help improve language access services	1/1/24-5/31/2024
Assess language needs in public serving divisions	Identify areas to improve	Review public serving division language access needs	2/1/24-6/30/3024
Update DORIS’s Language Access Plan	add new ideas from the committee to the language access plan	Prioritize objectives and set timelines for implementation	3/1/24-6/7/2024
Update Language Bank	Contact existing members, recruit new members	Develop an agency wide form for volunteers fluent in a language other than English	7/1/24-9/30/24
Review and update existing language access training module	Incorporate new initiatives and procedures into the training	Language committee meets to update training module	6/1/24-8/1/24
Schedule Annual language access training	Train all public serving staff language access procedures	Reach out to all divisions to schedule staff training	August 2024
Update Language Access Materials and Resources	Ensure resources are readily available to staff.	Upload materials to agency Intranet, provide material at public serving desks	August 2024
Develop Multilingual	Increase outreach	Develop Information	9/1/24-7/1/2025

content for website and social media	to LEP patrons	highlighting services and Resources	
Begin Development of "I Speak" feature for website	Provide language specific resources and instruction for LEP patrons on the web	Work with DORIS's IT division and OTI	9/1/24-12/30/24
Deploy "I Speak" Feature on the Website	Improve digital access to LEP patrons	Work with DORIS's IT division and OTI	June 2025
Ensure equitable access for LEP individuals.	Strengthen outreach efforts to raise awareness about available language access services.	Work with External Affairs/Public programs division	9/1/24-7/1/2025
Identify & Procure OCR physical translator equipment for reading rooms.	Increase access to LEP researchers.	Work with Archives, IT, and Procurement.	9/1/24-6/30/25
Explore partnering with Bloombergconnects.org	Provide multilingual capabilities for exhibits	Work with IT and Archives	9/1/24-7/1/2025
Continue Assessing Language Access Needs	Improve language access services	Meet regularly with the language access committee and staff	2024-2027
Ensure compliance with language access laws and regulations, including Local Law 30	Implement best practices and monitor adherence to policies and procedures.	LAC and Language Access Committee regularly review the plan and procedures.	Ongoing

These priorities can serve as guiding principles for DORIS's efforts to continuously enhance language access services and ensure equitable access to information and resources for all individuals in the community.