



# Meeting the Government Information Needs of Speakers of Non-English Languages

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## Services in NYC Public Libraries

- Language access
- Citizenship
- ESOL
- Navigation
- Cultural Programs
- Health Programs
- Business and Career resources





## Welcome to MACConnect

Welcome to BPL's marketing and design job order system. There are two parts to MACConnect:

1. A library of templates and other tools that you can use to make signage, fliers, and other materials to save and print on your own or send to Marketing to produce for you.
2. An centralized order form for creating any printed, fabricated, or digital material from Marketing called the [Project Request Form](#)

## Popular Items

[Business Cards](#)  
[Single Event Flier](#)  
[Letter Size Sign](#)



PROJECT  
REQUEST  
FORM



FLIERS



SIGNAGE



Stationery



IMAGE LIBRARY

Bklyn

BRANDING



PROMOTIONAL  
MATERIALS



TRANSLATION  
SERVICES

## Language Access

- Translation
- Interpretation
- Plain language
- Technology
- Language learning



## English, Civics and Citizenship

- Citizenship preparation
- Drop in English language learning





## Ukrainian Response Initiative

### Community Resource Fair and Free TB testing



Q to Ocean Pkwy

#### When?

Saturday, June 24th  
12:00 pm – 3:00 pm

#### Where?

Brighton Beach Library  
16 Brighton 1st Rd,  
Brooklyn, NY 11235

#### Questions?

[www.nyc.org](http://www.nyc.org)  
[vchinenova@nyc.org](mailto:vchinenova@nyc.org)



- Tuberculosis testing  
*Meets the requirements of the U4U program*
- Giveaways for everyone
- Ukrainian refreshments
- Fun activities and presents for kids

#### You will learn about:

- social services, benefits
- educational programs
- job search assistance
- health insurance services
- food assistance
- English language courses
- legal help

and much more!



## Models of Navigation

- Tabling and presentations
- Community resource fairs
- 1:1 navigation
- Telephone reference with interpretation
- Follow-up



## Multilingual Program Tips

- Advertise and promote multilingual programs in the languages in which the program is offered.
- Prepare people interpreting with government information to be shared and provide a list of partners.
- Set up a welcome table in front to orient people and offer interpretation.
- Prep presenters to make slides plain language and explain how to work with interpreters by presenting information in smaller “chunks” with pauses.
- Offer programs on a predictable schedule to give time for word of mouth to spread if it’s a community you haven’t served a lot before.
- Introduce library as an institution, don’t assume patron expectations.



## Information and Community Building

- Address possible mis-information and consider trust
- Community partnerships
- Digital Literacy
- Library policies





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LIBRARY CONFERENCE**

**SEPTEMBER 25 - 26, 2025  
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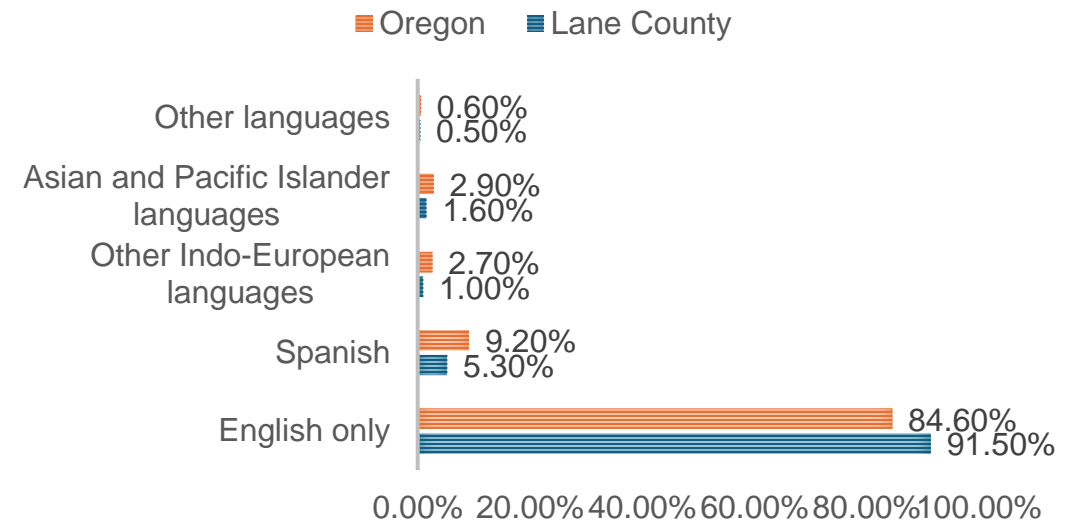




# Need and Pitfalls for Lane County

- Demographics
- Access to Justice
- Lack of translation & interpretation services
- Statistics in-house
- Funding

## LANGUAGES SPOKEN AT HOME





# Current Strategies or Projects

- Professional translation and resources
  - Guides
    - Legal Information Guides Project
    - English-Spanish LEGAL Dictionary
  - Translation through county sources
    - Signage
    - Departments
- Partners





# Partners

- Lane County
- Springfield-Eugene Tenant Association (SETA)
- Grupo Latino Accion Directa (GLAD)
- Oregon Law Center (legal aid)
- University of Oregon Law School





# Legal Information Guides Project

- Partnership with Springfield-Eugene Tenant Association
- Development of guides
- Working with translators to create guides in Spanish





# Translation Work

- Interfacing with partners
- Preparing “Know Your Rights” guides for translation
  - Anticipated vs actual timeline
- Cost





# Example of “Renters Rights”

[Home](#) [Renters' Rights](#)

## **EVICCTIONS & TERMINATIONS**



We know that receiving a termination notice or court papers is stressful. This guide is intended to give you an overview of the termination process and help you think about your options. However, eviction law is complicated, and this guide is not legal advice. If you have questions about your situation, SETA has a hotline that can provide general information to tenants. If you need legal advice, please consider contacting an attorney.

\*DISCLAIMER: We are currently updating our guides following the signing of [HB 2001](#), Legislative Housing Package Bill. Please note that eviction timelines have changed. If you are unsure about what eviction timelines may be available, please contact the SETA hotline to find out more information. \*

- “Types and Timelines of Eviction Notices” (PDF)
  - “Non-Payment of Rent” - [English](#) | Spanish
  - “For-Cause Eviction” - [English](#) | Spanish
  - “No-Cause Eviction” - [English](#) | Spanish
- “Evictions in Week-to-week Tenancies” - [English](#) | Spanish
- “The Court Eviction Process” - [English](#) | Spanish



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## SCREENING CRITERIA

Springfield Eugene Tenant Association (SETA) is a 501(c)3 non-profit, public service organization that is dedicated to renters' rights and interests. These resource guides are made possible by the partnership between SETA and the Lane County Law Library, Grupo Latino de Acción Directa, and the hard work of volunteers and staff. This project is supported in whole or part by the Institute of Museum and Library Services through the Library Services and Technology Act, administered by the State Library of Oregon.

### Application Fees


- Landlords can charge application fees only to cover the costs of processing the application. Your application fee can be used for up to 60 days, even if you apply to multiple units through the same property management company.
- In Eugene, a landlord can only charge a maximum of \$10 for application fees. Starting on March 10th 2025, the City of Eugene Rental Housing Program will take complaints regarding application fees that are over \$10. The person reporting first must send notice to the landlord in writing that the fee is too high, and wait 48 hours for the landlord to respond.

### Screening Criteria

Landlords must have written screening criteria that explain how they will evaluate you as a potential tenant. Before you pay an application fee, the landlord must give you the following information:

- ✓ A copy of their written screening criteria.
- ✓ An explanation of how to dispute the accuracy of any information in the screening report or how to appeal a denial.
- ✓ The rent, deposit amounts, and renter's insurance requirements for the unit(s) you're applying to rent.
- ✓ An estimate of how many rental units they have available.
- ✓ Their nondiscrimination policy.

## Example of legal guide located in "Finding a Rental" category

	<h3>CRITERIOS DE SELECCIÓN</h3> <p>La Asociación de inquilino(a)s de Springfield Eugene (SETA) es una organización sin fines de lucro 501(c)3 y servicio público dedicada a los intereses y derechos del inquilino(a). Estos recursos son hechos posibles por la colaboración de las organizaciones SETA, Lane County Law Library, Grupo Latino de Acción Directa, y sus voluntarios y trabajadores. Este proyecto cuenta con el apoyo total o parcial por el Instituto de Servicios de Museos y Bibliotecas a través del estatuto de Servicios Tecnología de Bibliotecas, administrado por la Biblioteca Estatal de Oregon.</p>
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### Costos de Aplicación

- Mis propietarios pueden cobrar cuotas de aplicación solo para cubrir los costos de procesamiento de la aplicación.

### Criterios de Selección

Los propietarios deben tener criterios de selección por escrito que explique como lo evaluaron como posible inquilino. Antes de pagar una cuota de por la aplicación, el arrendador debe brindarle la siguiente información:

- ✓ Una copia de sus criterios de selección por escrito.
- ✓ Una explicación de cómo disputar la exactitud de cualquier información en el informe de evaluación o cómo apelar una denegación.
- ✓ La renta, los montos del depósito y los requisitos del seguro del inquilino para la unidad(es) que solicita el alquiler.
- ✓ Un estimado de cuántas unidades de alquiler tiene disponibles.
- ✓ Su política de no discriminación.

Los propietarios comúnmente miran el historial del desalojo y antecedentes penales del solicitante. Sin embargo, un arrendador no puede considerar:

- Un desalojo que tiene más de 5 años.
- Un desalojo que fue desestimado en su favor.
- Un desalojo impago de renta entre el 1 de abril de 2020 y el 1 de marzo de 2022.
- Un arresto que no resultó en un cargo criminal.



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The Institute of Museum and Library Services is the primary source of federal support for the nation's libraries and museums. They advance, support, and empower America's museums, libraries, and related organizations through grantmaking, research, and policy development. IMLS envisions a nation where individuals and communities have access to museums and libraries to learn from and be inspired by the trusted information, ideas, and stories they contain about our diverse natural and cultural heritage.

To learn more, visit [www.ims.gov](http://www.ims.gov) and follow us on [Facebook](#) and [Twitter](#).





# Lessons Learned

- Surveys and other challenges
  - Tried to survey Tenant Hotline callers but unsuccessful
- Continued projects and/or further development
  - Future legal guides and translation
  - Translations of subsequent materials, web content, advertising/publicity
  - Exploring interpretation options
  - Lists of attorneys
    - Lane County Bar Association



**LANE COUNTY  
BAR ASSOCIATION**



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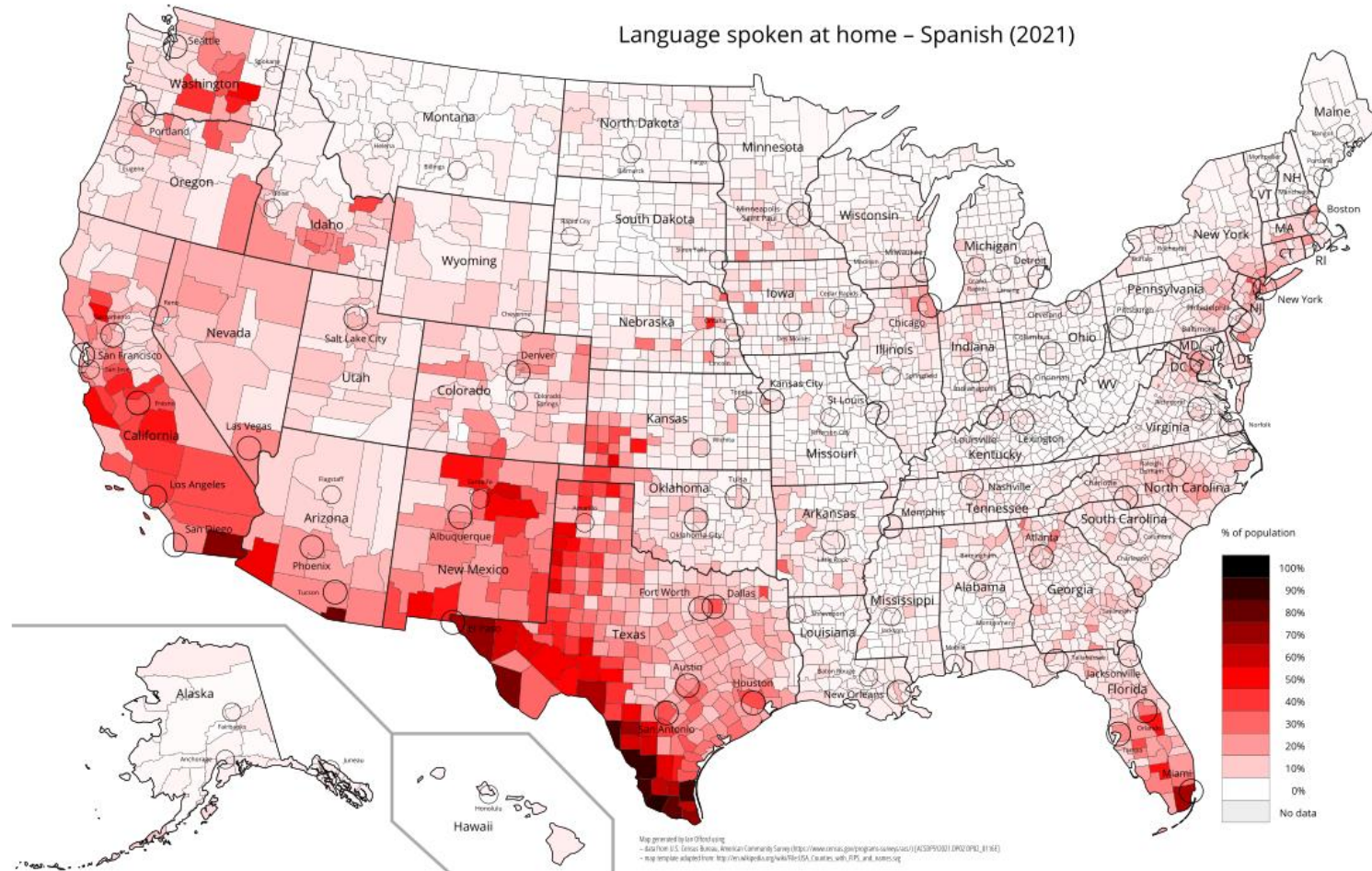
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# **Bridging Language Barriers: Inclusive Access to Government Information and Library Services**

The Continued Importance of US Government Information in  
Languages Other than English



# Location of Spanish Speakers in the US





# Speakers of Languages Other than English at Home

Nearly **68 million people** in the United States spoke a language other than English at home in 2019.

This figure has **tripled** since 1980, when it was around 23.1 million.

About **78% of the population** still speaks only English at home.

These numbers reflect a vibrant multilingual landscape, with over **350 languages** spoken across the country

Language	Estimated Speakers
Spanish	43 million
Chinese	3.5 million
Tagalog	1.8 million



# Legal, policy, and operational frameworks governing the provision of US government resources in languages

## The Foundational Mandate of Title VI of the Civil Rights Act of 1964

This seminal legislation prohibits discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance.

[Civil Rights Act \(1964\) | National Archives](#)

## Executive Order 13166: A Landmark in Language Access Policy

<https://www.federalregister.gov/documents/2000/08/16/00-20938/improving-access-to-services-for-persons-with-limited-english-proficiency>

Executive Order 13166, signed by President Bill Clinton on August 11, 2000, is titled “**Improving Access to Services for Persons with Limited English Proficiency**”. Its core purpose is to ensure that individuals who are not proficient in English—often referred to as LEP (Limited English Proficiency) persons—can meaningfully access federally conducted and federally assisted programs and services.



# Key Multilingual Resources



[Plan Ahead for Disasters | Ready.gov](https://www.ready.gov)

Ready.gov offers a robust collection of multilingual resources designed to help communities prepare for emergencies and disasters.

**Emergency Supply Lists:** Available in Spanish, Korean, Tagalog, ArabicFamily

**Communication Plan Cards:** Fillable in English, Spanish, Chinese, Korean, Vietnamese

**“Are You Ready?” Guide:** Translated into Spanish, Chinese, Korean, Vietnamese

**12 Ways to Prepare:** Offered in multiple languages including Spanish, Chinese, Vietnamese, Korean

**Safeguard Critical Documents:** Available in Spanish, Chinese, Korean, Vietnamese



# Key Multilingual Resources



Consumer Financial  
Protection Bureau

<https://www.consumerfinance.gov/language/>

The Consumer Financial Protection Bureau (CFPB) offers a rich collection of multilingual resources designed to support individuals with limited English proficiency in navigating the U.S. financial system.

**Glossaries of financial terms in multiple languages:** Spanish, Chinese, Vietnamese, Korean, Tagalog, Russian, Arabic, Haitian Creole

**Newcomer's Guides to Managing Money:** Available in English and Spanish

**Money Transfers & Remittance Rights:** Guidance in 9+ languages

**Your Money, Your Goals toolkit:** Booklets and handouts in English, Spanish, and Chinese

**Credit discrimination resources:** Available in 7+ languages

**Phone assistance in 180+ languages via CFPB's helpline: (855) 411-2372**





# Key Multilingual Resources



<https://www.hhs.gov/civil-rights/for-individuals/special-topics/limited-english-proficiency/index.html>

Our mission at the HHS Office for Civil Rights (OCR) is to ensure that people have equal access and opportunity to participate in HHS-funded programs. We focus on reducing barriers for individuals with limited English proficiency (LEP).

**Know Your Rights: Language Access in Health and Human Services**

**Download the Fact Sheet in:** Arabic, Bengali, Chinese Simplified, Chinese Traditional, English, French, Haitian Creole, Hindi, Japanese, Khmer, Korean, Persian, Polish, Portuguese, Russian, Spanish, Tagalog, Thai, Vietnamese



# Resources for Spanish Information



*en español*

<https://www.usa.gov/es/>

USAGov en Español is the official Spanish-language portal of the U.S. government. It offers easy-to-understand information on federal programs, services, and benefits

## Economic Assistance

*Help patrons access financial support and benefits:* Unemployment, food assistance (SNAP), housing help

## Immigration & Citizenship

*Provide guidance on immigration processes:* Green Cards, visas, and naturalization forms

## Health & Medical Insurance

*Connect patrons to health resources:* Medicaid, Medicare, mental health, COVID-19, Clinics and low-cost care



# How to Find Resources

**Search for the specific agency's name followed by "multilingual" or "en español":** This is often the most direct way to find translated content on an agency's website.

**Check the footer or header of government websites:** Many .gov sites have a language selector (e.g., "Español") in the top or bottom navigation.

**Use search engines with specific keywords:** For example, searching "IRS Spanish tax forms" or "DHS resources in Vietnamese" can lead you to the right pages.

It's important to note that while many agencies offer translated materials, the availability and specific languages may vary.



# **Cultural Aspects of Library Service for Non-English Speakers**

## **Multicultural Literacy & Identity**

Libraries serve as spaces where cultural identity and literacy intersect.

Multicultural literacy includes social, experiential, and ideological dimensions—not just language proficiency.

Programs like storytelling sessions, cultural potlucks, and heritage celebrations help patrons feel seen and valued.

## **Inclusive Programming & Outreach**

Multilingual storytime sessions and bilingual cultural workshops foster a sense of belonging.

Libraries should tailor programs to reflect the linguistic and cultural demographics of their communities.

Outreach efforts must go beyond the library walls—partnering with local cultural organizations is key.



# **Cultural Aspects of Library Service for Non-English Speakers**

## **Barriers to Access**

Common barriers include a lack of awareness of services, limited literacy, and unfamiliarity with library systems.

Cultural norms around reading and public institutions may differ, requiring tailored engagement strategies.

Libraries in smaller communities often serve proportionally more non-English speakers, highlighting the need for localized solutions.

## **Staff Training & Cultural Competency**

Staff must be trained in cultural awareness and sensitivity to avoid unintentional exclusion.

Recognizing one's own cultural biases is a foundational step in serving diverse patrons effectively.

Hiring bilingual and bicultural staff enhances trust and communication.

## **Technology & Resource Accessibility**

Offering bilingual resource guides, multilingual digital interfaces, and tech training for non-English speakers bridges the digital divide.

Inclusive marketing strategies—like flyers in multiple languages and culturally relevant visuals—boost engagement.



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GRAZIE ありがとう  
THANK YOU DIAKUIU PALDIES  
ACIU 谢谢 DANKE DANK U WEL ДЗЯКУЮ  
спасибо 谢谢 OBRIGADO KIITOS  
TESEKKUR EDERIM diolch

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