

Allegan District Library Limited English Proficiency Access Policy

Purpose and Scope:

The Allegan District Library strives to provide access to services to individuals of limited English proficiency who need translational services. As an organization that receives federal funds, Allegan District Library must, under Title VI of the Civil Rights Act of 1964 and Executive Order 13166, provide language assistance with respect to services, benefits, and encounters to those who have limited English proficiency. In addition, the Library and its Board has a Mission Statement and Core Values that promote literacy to all, adapting to the needs of the community, and barrier-free access to all persons.

To comply with the Department of Justice Safe Harbor provisions, Allegan District Library must provide language assistance to vital documents, including board meetings and board minutes. In accordance with Title VI non-discrimination laws in regards to providing these services, this Limited English Proficiency Policy defines how the Allegan District Library will accommodate patrons with Limited English Proficiency.

Elements of an Effective LEP Policy:

The US Department of Justice, Civil Rights Division, has developed a set of elements to consider in any LEP policy or plan. The Allegan District Library has incorporated these elements into the Limited English Language Proficiency Access Policy. These elements include:

1. Identifying LEP persons who need language assistance.
2. Identifying ways in which language assistance will be provided.
3. Training staff.
4. Providing notice to LEP persons.

LEP Services Provided:

- Allegan District Library will utilize the *Translators Resource List* as provided by the Michigan Department of State for translation and verbal interpretation.
- The Census Bureau “I-Speak” Language Identification Card will be made available to all employees that may encounter LEP individuals.
- Placement in conspicuous location that translation and verbal interpretation services are available upon request. Notice will be in English and in languages other than English.

LEP Services Procedure:

- Provide an I-Speak language identification card to the individual to determine the language spoken.
- Provide information to the Person-in-Charge serving as the LEP Coordinator who will contact an interpreter from the *Translators Resource List*.
- If accommodations are needed, the Person-in-Charge serving as the LEP Coordinator will make arrangements for translation or interpretation services.

Staff Training:

Allegan District Library staff will be provided documented training on this policy.

Definitions:

LEP Coordinator – The Person-in-Charge at the time of interaction with individual of limited English proficiency.

LEP Compliance Officer – Library Director.

Appendix A: I-Speak Cards

Appendix B: Translators Resource List

Appendix C: Staff Training Documentation

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|---|------------------------|
| <input type="checkbox"/> <p>ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.</p> | 1. Arabic |
| <input type="checkbox"/> <p>Խոսողո՞ւմ ե՞սք նշո՞ւմ կատարե՞ք այս քանակուսու՞մ,
եթե խոսո՞ւմ կա՞մ կարո՞ւմ եք հայերեն:</p> | 2. Armenian |
| <input type="checkbox"/> <p>যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।</p> | 3. Bengali |
| <input type="checkbox"/> <p>ល្អបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។</p> | 4. Cambodian |
| <input type="checkbox"/> <p>Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.</p> | 5. Chamorro |
| <input type="checkbox"/> <p>如果你能读中文或讲中文，请选择此框。</p> | 6. Simplified Chinese |
| <input type="checkbox"/> <p>如果你能讀中文或講中文，請選擇此框。</p> | 7. Traditional Chinese |
| <input type="checkbox"/> <p>Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.</p> | 8. Croatian |
| <input type="checkbox"/> <p>Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.</p> | 9. Czech |
| <input type="checkbox"/> <p>Kruis dit vakje aan als u Nederlands kunt lezen of spreken.</p> | 10. Dutch |
| <input type="checkbox"/> <p>Mark this box if you read or speak English.</p> | 11. English |
| <input type="checkbox"/> <p>اگر خواندن و نوشتن فارسي بلد هستيد، اين مربع را علامت بنيد.</p> | 12. Farsi |

<input type="checkbox"/>	Cocher ici si vous lisez ou parlez le français.	13. French
<input type="checkbox"/>	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
<input type="checkbox"/>	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
<input type="checkbox"/>	Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
<input type="checkbox"/>	अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
<input type="checkbox"/>	Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
<input type="checkbox"/>	Jelölje meg ezt a kockát, ha megérta vagy beszéli a magyar nyelvet.	19. Hungarian
<input type="checkbox"/>	Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
<input type="checkbox"/>	Marchi questa casella se legge o parla italiano.	21. Italian
<input type="checkbox"/>	日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
<input type="checkbox"/>	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
<input type="checkbox"/>	ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	24. Laotian
<input type="checkbox"/>	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

<input type="checkbox"/>	Assinale este quadrado se você lê ou fala português.	26. Portuguese
<input type="checkbox"/>	Însemnați această casuță dacă citiți sau vorbiți românește.	27. Romanian
<input type="checkbox"/>	Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
<input type="checkbox"/>	Обележите овај квадратик уколико читате или говорите српски језик.	29. Serbian
<input type="checkbox"/>	Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
<input type="checkbox"/>	Marque esta casilla si lee o habla español.	31. Spanish
<input type="checkbox"/>	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
<input type="checkbox"/>	ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.	33. Thai
<input type="checkbox"/>	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
<input type="checkbox"/>	Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	35. Ukrainian
<input type="checkbox"/>	اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
<input type="checkbox"/>	Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
<input type="checkbox"/>	באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish

TRANSLATORS RESOURCE LIST

Translators do not have to be on the Translators Resource List to be acceptable, but they must be a community or government agency, attorney, college, university, or *translation-related* business. Translators are **not** certified by the Michigan Department of State. When providing acceptable translated documents to the Michigan Department of State the translation must:

- Be on the letterhead stationery of the agency that employs the translator and include the address of the agency. The letterhead on which the translation appears must also be translated if it is in a foreign language.
- Include the legibly printed name and signature of the person who prepared the translation.
- Include a daytime telephone number where the translator may be reached.
- Include the date the translation was prepared.

Translations do not need to be notarized. A translation does not have to be prepared by an agency in Michigan or the United States. Translations prepared in other countries are acceptable if they meet Michigan Department of State requirements.

The agencies listed below may charge a fee for translating documents. Please inform your customer to ask the agency about any fees they may be expected to pay.

Note: An organization or individual not on this list may provide translations if they meet the requirements listed above. The agencies and information on this list are subject to change without notice. Please check the internet or yellow pages of your local telephone directory under “Translations” or “Translators” for other resources that may be available in your area. Translation services may also be available from local community agencies, colleges, universities, attorneys, and government agencies.

AGENCY	CITY	TELEPHONE NUMBER	LANGUAGES
7C Lingo	Lansing	(517) 337-2700	Any language
A-Chau Translation Services	Wyoming	(616) 452-4000	Vietnamese
A+ Spanish Translations	Grand Rapids	(616) 742-0805	Spanish
A&D Translation Consultants	Southfield	(248) 790-9371	Italian, Portuguese, Spanish
AA Translations	Ann Arbor	(734) 665-7295	Any language
Access International Language Institute	Ann Arbor	(734) 994-1456	Any language
A 1 German Translations	Northville	(248) 325-529	German
Ace Notary and Tax Service	Detroit	(313) 841-8883	Spanish
Acumen Capital Associates, Inc.	Detroit	(313) 506-2339	Any language
Aguilar Notary Public and Translator Services	Capac	(810) 531-5759	Spanish
American Interpreters & Research Services	Dearborn Hgts	(313) 712-5477 (313) 461-3644	Any language
Amigos en Accion	Eau Claire	(269) 461-4181	Spanish
Amine Translation Services, LLC	Clinton Twp	(586) 792-3884	Arabic
Ana’s Office Services, LLC	Lansing	(517) 410-7365	Spanish
Andrews University	Berrien Springs	(269) 471-3181	French, German, Spanish
Annaseeha Consultants	Detroit	(313) 923-2905	Arabic, Somali
Arab-American & Chaldean Council	Lathrup Village	(248) 559-0960 (248) 559-1990	Arabic, Chaldean
Aress Academy	Southfield	(248) 876-0012	Arabic, Bosnian, Hindi, Nigerian, Pashto, Polish, Punjabi, Russian, Somali, Spanish, Urdu
Atlantic Translations	Dearborn	(313) 520-3030	Albanian, French, German, Greek, Italian, Macedonian, Romanian, Spanish, Turkish
Babel Latina Inc. Language Services	Ann Arbor	(734) 995-0373 (734) 417-6176	Any language
Baker College	Flint	(810) 766-4160 (810) 766-4159	Taiwanese

AGENCY	CITY	TELEPHONE NUMBER	LANGUAGES
Bi-Lingual Communications	Auburn Hills	(248) 364-4178	Spanish
Boloms Globalnet, Inc.	Detroit	(313) 341-4777	Arabic, French, German, Italian, Portuguese, Spanish
Brazilian Portuguese Language Services	Whitmore Lake	(810) 231-6596	Portuguese
Bromberg and Associates	Southfield	(313) 871-0080	Any language
CALL Immigration Services	Grand Rapids	(616) 452-2433	Bosnian (Serbo-Croatian), French, Italian, Russian, Spanish, Vietnamese
Catholic Charities of Lenawee	Adrian	(517) 263-4681	Spanish
Catholic Human Development Outreach	Grand Rapids	(616) 248-3030	Bosnian (Serbo-Croatian), French, Spanish, Vietnamese
Catholic Social Services of Oakland	Pontiac	(248) 338-4250	Spanish
Centro Hispano	Waterford	(248) 618-9273	Spanish
Coin a Phrase Language Services	Livonia	(734) 968-8264	French
Comisal, LLC	Ann Arbor	(734) 971-0805	Spanish
Connie's Translating Service	Hartford	(269) 424-9952	Spanish
Cristo Rey Community Center	Lansing	(517) 372-4700	Spanish
Crusecom Technology Consultants	Oscoda	(989) 739-5070	Arabic, Spanish
D's Translating Service	Muskegon	(231) 206-0064	Spanish
Danka International	Hamtramck	(313) 871-0080 1 pm - 9 pm	Any language
Devonshire Productions	West Bloomfield	(248) 910-1655	Spanish
Diaspora Services	Livonia	(313) 506-5065	French, Italian, Moldavian, Romanian
Diocese of Saginaw Hispanic Ministries Cultural Center	Saginaw	(989) 797-6646	Spanish
Direct Immigration and Translation Services	Lathrup Village	(248) 395-2278 (248) 395-2279 (248) 736-3038	Arabic
Diversified Graphix	Troy	(248) 879-6702	Portuguese
Dunya Translations, LLC	South St Paul, MN	(651) 788-3289	Arabic
Eastern Michigan University	Ypsilanti	(734) 487-0130	French, German, Japanese, Spanish
El Centro of Bethany Christian Services	Holland	(616) 396-3391	Spanish
Encouraging Words International	Grand Rapids	(616) 363-5993	Bosnian (Serbo-Croatian), Chinese, Czech, French, German, Italian, Spanish, Ukrainian, Vietnamese
ENLACES	Kalamazoo	(269) 553-3304 (269) 599-2653	Arabic, French, Italian, Portuguese, Spanish
Erbach & Associates	Norton Shores	(231) 798-4903	Spanish
Espanol Translations	Grand Rapids	(616) 451-6777	Spanish
Executive Language Services, Inc.	Southfield	(248) 357-0625	Any language
Ferris State University	Big Rapids	(231) 591-3988	French, German, Spanish
Forefront Corporation	Ann Arbor	(248) 705-2605	Dutch, French, German
Genuine Language Services, LLC	W. Orange, NJ	(917) 742-7474	French
German Communications	Auburn Hills	(248) 377-4306	German
German-English-Translations-Services LLC	Rochester Hills	(248) 613-0427	German
Global ATR, Inc.	Sterling Heights	(586) 795-8100	Any language
Global Language Links, LLC	Troy	(248) 632-6446	Any language

AGENCY	CITY	TELEPHONE NUMBER	LANGUAGES
Global Language Solutions, LLC	Shelby Township	(844) 698-3777 (586) 778-4188	Any language
Good Samaritan Baptist Church	Lawrence	(269) 427-0110	Spanish
Groeneveld Productions & Translations	Madison, WI	(608) 231-9985 (608) 239-3233	Dutch, Flemish
Hillsdale College	Hillsdale	(517) 437-7341	French, German, Spanish
Hispanic American Council	Kalamazoo	(269) 385-6279	Spanish
Hispanic Center of Western Michigan	Grand Rapids	(616) 742-0200	Spanish
Hispanic Services	Imlay City	(810) 724-3665	Spanish
Hispanic Technology Community Center	Flint	(810) 424-3760	Spanish
Horizon Solutions3, Inc.	Sterling Heights	(586) 978-8333	Albanian, Arabic, Bosnian, Chaldean, Filipino, French, German, Italian, Japanese, Korean, Macedonian, Polish, Romanian, Spanish, Turkish
Interactive Designs for Translation & Instruction	East Lansing	(517) 575-8878 (517) 337-4486	Chinese
International Institute	Flint	(810) 767-0720	Any language
International Translating Bureau	Southfield	(248) 559-1677	Any language
International Translation Services	Dearborn	(313) 563-7850	Bosnian (Serbo-Croatian), Croatian, Macedonian, Serbian
International Translations & Services	Sterling Heights	(586) 202-0512 (586) 726-7564	Albanian, Italian, Polish, Russian, Spanish
Interpress, Inc.	Detroit and Harper Woods	(313) 365-4547	Albanian, Arabic, Bosnian (Serbo-Croatian), Czech, French, German, Italian, Japanese, Lithuanian, Mandarin, Polish, Russian, Slovak, Spanish, Ukrainian
Interpretations Unlimited, LLC	Rochester	(248) 904-0218	Albanian, Arabic, Bosnian, Chaldean, Russian, Serbo-Croatian, Spanish
Interpreter/Translator Services, Inc.	Grosse Pointe Park	(313) 331-4285 (313) 821-5521	Albanian, Arabic, Bosnian (Serbo-Croatian), Chinese, Czech, French, German, Hindi, Italian, Japanese, Macedonian, Polish, Portuguese, Romanian, Russian, Spanish, Vietnamese
J & A Services	Holland	(616) 796-8300	Spanish
J & M Service	Westland	(734) 522-4524	Spanish
J & S Translations	Belleville	(734) 796-0310	Spanish
J Bergasse Co Inc	Ferndale	(248) 398-2532	Brazilian Portuguese
Kalamazoo Valley Community College	Kalamazoo	(269) 488-4236	French, Spanish
Kan Group	Detroit	(313) 566-0546	Any language
KNE Translating Services	Sterling Heights	(586) 979-5229	Any language
LA 6 Mini-Mart/ Notary/ Income Tax/ Translating	Muskegon	(231) 722-7179	Spanish
La Amistad Unida	Saginaw	(989) 529-2272	Spanish
Lakeshore Latino Outreach Center, Inc.	Holland	(616) 499-4872	Spanish
LaOficina	Detroit	(313) 554-0060	Arabic, French, German, Portuguese, Spanish

AGENCY	CITY	TELEPHONE NUMBER	LANGUAGES
Language Center International	Southfield	(248) 355-5506	Any language
Language Experts	Washington	(586) 677-1096	French, Spanish
Language Line Services	Monterey, CA	(877) 735-9770	Any language
Language Services	Petoskey	(231) 439-5181	Spanish
Languages International	Grand Rapids	(616) 285-0005	Any language
Lansing Catholic Social Services	Lansing	(517) 484-1010	Arabic, Bosnian (Serbo-Croatian), Somali, Spanish, Vietnamese
Lansing Somali Bantu Organization	Lansing	(517) 484-5022	Bantu Chizigua, Burundi, Somali, Swahili
LAR Counseling Services, LLC	Holland	(616) 886-8045	Spanish
Latin-Americans for Social and Economic Development, Inc. (La Sed)	N/A	N/A	N/A
Latin Americans United for Progress, Inc.	Holland	(616) 392-5058	Spanish
Let's Word	Houghton	(248) 921-3956	Catalan, French, Spanish
Liaison Linguistics	Wyoming	(616) 560-8492 (616) 581-7356 (616) 249-1696 (888) 870-7943	Arabic, Bosnian, Burmese, Spanish, Swahili, Vietnamese
Lingua Science	Ann Arbor	(734) 930-1553	Japanese
Linguistic Arete, LLC	Lansing	(517) 214-1344	Burmese, French German, Italian, Mandarin Chinese, Portuguese, Russian, Spanish
Link Translations	New York, NY	(212) 697-0509	Any language
Lost In Translation	Hart	(231) 873-0809	Spanish
Lutheran Social Services of Michigan	Southfield	(248) 423-2790	Albanian, Arabic, Bosnian (Serbo-Croatian), Chaldean, French, Romanian, Spanish, Vietnamese
Marielas Bilingual Services	Holland	(616) 283-1952	Spanish
MGR Translation	Hamtramck	(313) 673-9072	Polish
Mi Reina, LLC	Milford	(248) 361-3979	Spanish
Michigan State University	East Lansing	(517) 353-0740 (517) 353-8351 (517) 355-8350	Arabic, Chinese, German, Japanese, Russian, Swahili French, Greek, Italian Portuguese, Spanish
Monroe Community College	Monroe	(734) 384-4153	French, German
Moore Interpreter, Inc.	Grand Rapids	(616) 247-4810	Creole, Spanish, Vietnamese
MRG Translations	Holland	(616) 392-5358	Spanish
MTM Translations	Lake City	(231) 920-8345	Spanish
Multilanguage Services Inc.	Plymouth	(734) 564-1180	Any language
Multilingual Services	Walled Lake	(248) 722-1471 (248) 960-0488	Russian, Ukrainian
Musashi International, Inc.	Southfield	(248) 358-1911	Japanese
New Vallarta Tax and Translation Services	Kalamazoo	(269) 385-2281	Spanish
Northern Michigan University	Marquette	(906) 227-1000	Finnish, French, German, Hebrew, Italian, Japanese, Portuguese, Russian, Spanish
ODA Translations	West Bloomfield	(248) 302-1275	Japanese
Olas Translations	Ann Arbor	(734) 213-5396	Spanish

AGENCY	CITY	TELEPHONE NUMBER	LANGUAGES
Ole Servicios Latinoamericanos Translation	Ypsilanti	(734) 528-1212	Arabic, French, Italian, Portuguese, Spanish, Swahili, Turkish
OmniCom International	Kalamazoo	(269) 323-8887	Czech, French, German, Hungarian, Polish, Slovak, Spanish
PALS International	Troy	(248) 362-2060	Any language
Persia House of Michigan	West Bloomfield	(248) 302-1447	Farsi, Persian
Pimentel Multiple Services	Grand Rapids	(616) 475-0755	Spanish
Practicos	Hart	(231) 873-5900	Spanish
Pro-Tax & Notary - Translation Services	Holland	(616) 392-7603	Spanish
Professional Translation & Interpretation Services	Kalamazoo	(269) 324-4303	Spanish
Rainbow Visa and Passport Services	Dearborn	(313) 582-3322	Arabic, Chaldean, French
Rashmawi Translation Services	Flint	(810) 732-5955	Arabic
Richardson International	West Bloomfield	(248) 865-5099	Chinese, Japanese
Rojas Translating Services	Coldwater	(517) 278-4038	Spanish
Salman Translation & Immigration	Dearborn	(313) 333-2421	Arabic, French, German
Sanchez Income Tax & Translation Services	Grand Rapids	(616) 248-3688	Spanish
SCT Translation Service	Detroit	(313) 841-4411 12 pm – 6:30 pm	Spanish
Servicio Latino	Williamsburg	(231) 267-5214	Spanish
Servicios Diversos, LLC	Ann Arbor	(734) 973-9824	French, German, Italian, Portuguese, Russian, Spanish, Thai
Simply Understood	Richardson, TX	(214) 458-5539	Spanish
Spanish Language Services	Hart	(231) 873-8145	Spanish
St. Clair County Community College	Port Huron	(810) 989-5578	French, German, Spanish
St. Clement of Rome Catholic Church	Romeo	(586) 752-9611	Spanish
Suzuki Associates	West Bloomfield	(248) 851-5494	Japanese
Suzuki Myers & Associates	Novi	(248) 344-0909	Japanese
Trans-Type International	Midland	(989) 631-2424	Arabic, Chinese, French, German, Italian, Korean, Spanish
Translation Consultants	Brownstown	(734) 783-0633	Romanian
Translation Services of Muskegon County	Muskegon	(231) 736-7776	Spanish
Translations Unlimited	Grand Rapids	(616) 942-5742	Any language
Trident Trade Group	Warren	(586) 759-6563	Russian, Ukrainian
Ukrainian Cultural Center	Warren	(586) 757-8130	Russian, Ukrainian
United International Services 1 Inc	Dearborn	(313) 846-6903	Arabic, Farzi, French, Spanish, Urdu
University Translators Services LLC	Ann Arbor	(734) 665-7295	Any language
Verbum Translations	Troy	(248) 224-8600	French, German, Japanese, Romanian, Spanish
Vital International Programs	Sterling Heights	(586) 795-2500 ext. 105	Any language
Voces	Battle Creek	(269) 841-4111	Any language
Voices Around the World	Royal Oak	(248) 288-6440	Albanian, Arabic, Bosnian (Serbo-Croatian), Chinese, French, German, Japanese, Macedonian, Polish, Portuguese, Russian, Spanish

AGENCY	CITY	TELEPHONE NUMBER	LANGUAGES
Washtenaw Community College	Ann Arbor	(734) 973-3300	French, German, Spanish
Wayne County Community College	Detroit	(313) 943-4000	Arabic, Spanish
Weller Language Services	Holland	(616) 396-2201	Spanish
World of Immigration, Passport, Visas and Translation Services	Dearborn Heights	(313) 406-5747	Any language
WorldWide Translating/Interpreting Service, Inc.	Sterling Heights	(313) 873-7905 (313) 345-2229 (586) 795-0904	Any language

Adding a Business or Agency to the Michigan Department of State Translators Resource List

If you wish to be added to the Translators Resource List please submit your request on your business or agency's letterhead with the following information:

- Agency or Individual name
- Contact name
- Address
- Telephone number
- Languages to be translated
- Original sample signatures of the individuals preparing translations on behalf of the business or agency
- Copy of your DBA, 501-C, or documents that allow you to operate as a translation business

Submit requests to the Michigan Translators Resource List to:

Michigan Department of State
Office of Program Support and Development
Attn: Translator List Administrator
7064 Crowner Dr
Lansing, MI 48918

