

## SERVING PERSONS WITH LIMITED ENGLISH PROFICIENCY

It is the policy of the Montana State Library (MSL) to ensure that, to the extent possible,

Montana State Library (MSL) will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in our services, activities, programs, and other benefits.

MSL shall determine the extent of its obligation to provide LEP services on a case-by-case evaluation of four factors:

1. The number of proportion of LEP persons serviced or encountered in the eligible service population.
2. The frequency with which LEP individuals encounter the LSTA program.
3. The nature and importance of the program, activity or service provided by the LSTA program.
4. The resources available to the recipient and cost.

These factors should be applied to the various kinds of contact that MSL has with the public to assess language needs and decide what reasonable steps should be taken to ensure meaningful access for LEP persons. The correct mix should be based on what is both necessary and reasonable considering the four-factor analysis.

If translation is needed, MSL may contact one of these offices to seek translation assistance:

- The Montana Department of Transportation – Office of Civil Rights
- The Montana Governor's Office of Indian Affairs
- The Montana State University Department of Modern Languages & Literatures