

Over the Phone Language Interpretation Language Line Solutions

How to Access an Interpreter

1. Dial: **1-866-874-3972**
2. Provide the Client ID: **684095**
3. Indicate: the **language** you need
4. Provide: your four-digit **Library Code** (use the Library Code Finder on the *Over the Phone Language Interpretation: Language Line Solutions* LibGuide to find your Library Code).

Over the Phone Language Interpretation: Language Line Solutions LibGuide

https://guides.masslibsystem.org/language_line

Password: languageline

Important Information for Working with an Interpreter:

- At the beginning of the call, your interpreter will tell you their name and ID number. Note this information for reference.
- Briefly tell the interpreter what you want to accomplish on the call.
- When you are on the call with the interpreter, talk as if you are addressing your library patron.
- Remember to pause at the end of a complete thought. To ensure accuracy, your interpreter may ask you to clarify or repeat something.
- When you are ready for the interpreter to talk with your library patron, pass the phone over to your library patron so the interpreter can tell them what you just said.

This information is adapted from the Language Line Solutions "Quick Reference Guide Template" document:

https://www.languageline.com/hubfs/LanguageLine_Collateral/QRG_Flyer_Template.docx