



**LLYFRGELL GENEDLAETHOL CYMRU
THE NATIONAL LIBRARY OF WALES**

Annual Report
Compliance with the Welsh Language Standards
2017-18

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Lywodraeth Cymru
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Section 1: Introduction

The Welsh Language (Wales) Measure 2011 sets down a legal framework, which imposes a duty upon the Library to comply with standards in relation to the Welsh language. A standard explains how organisations are expected to use the Welsh language in various situations.

The duties resulting from the standards mean that the Library should not treat the Welsh language less favourably than English in Wales. The purpose of the standards is:

- to explain to organisations what their duties are in relation to the Welsh language
- to make it clearer to Welsh speakers what services they can expect to receive in Welsh
- to ensure more consistency in terms of Welsh language services and to improve their quality

The Measure notes that Welsh Ministers may set down standards in the following areas:

- service delivery
- policy making
- operational
- promotional
- record keeping

The National Library of Wales received a compliance notice from the Welsh Language Commissioner under Part 4 of the Welsh Language (Wales) Measure 2011 on 25 July 2016. This notice set down the specific standards with which the Library is required to comply, and on 25 January 2017, 150 standards became operational. The notice has been placed on the Library's website.

<https://www.library.wales/about-nlw/governance/corporate-documentation/>

As a result of the Library's historical commitment to the Welsh language, the Library had already been complying with a substantial number of the standards imposed upon it through the implementation of its Language Scheme, and indeed, this Scheme went further than the Welsh language standards in several areas.

The Library is required to publish an annual report by 30 September as noted in the Welsh Language Standards (152, 158, 164). This is the first annual report since the Welsh Language Standards were introduced, and the report focusses on the period 1 April 2017 to 31 March 2018.

The information included in this report was collected as a result of the continuous monitoring carried out by the Library on its services.

Two complaints regarding the Library's compliance with the Standards were received during the year in question, and details of these can be found in Section 2 of this report (see Section 2).

Section 2: Compliance with Service Delivery Standards (Standards 1-83)

Library staff were given guidelines on the Standards, but these were amended during the year in order to simplify the document to focus on the main services to the public.

Correspondence (Standards 1-7)

Staff respond to correspondence from members of the public in the same language as the original letter or e-mail, recording the chosen language for the future.

When instigating correspondence with a member of the public, it is done through the medium of the individual/individuals' chosen language, if this is known. Otherwise, the correspondence is sent bilingually and enquiries are made of the individual/individuals regarding their chosen language for corresponding with us. When this information is received, the language choice is recorded for the future and staff deal with the person/persons in their chosen language from that point onwards. If correspondence is received in one language only from a person with whom the staff have been corresponding, but that person has not specified their chosen language, staff correspond with the individual in that language from then on. Both Welsh and English copies of correspondence are signed. Any work that needs to be translated is sent to the Librarian's Office in order to arrange that.

One (1) complaint was received regarding standard 4 from a reader on 19 April 2017, that an e-mail sent by Question Point, acknowledging an enquiry, was in English only. Question Point is the system used by the Library to administer its enquiries service. The company responsible for Question Point, OCLC, was contacted, and the problem reported to them. The company noted that a technical fault on the system was responsible for the fact that an English-only message was sent out on this occasion, and that they would rectify the error. The Library has not received an assurance from the company that the problem has been overcome.

Telephone calls (Standards 8-10, 18, 20-21)

If a member of staff answers external telephone calls or calls that have been transferred from reception, they reply with a bilingual greeting:

"Llyfrgell Genedlaethol Cymru / National Library of Wales".

All members of staff are encouraged to place a bilingual recorded message on their telephone answering machine, with the Welsh version before the English. If no message has been set, the call is redirected to the Library's voicemail system, where the Welsh version appears before the English.

Telephone services (Standards 12-17, 22)

The Library operates in accordance with these Standards.

All adverts for the Library's telephone numbers have Welsh appearing before the English. Service in Welsh is available at all times on the Library's main telephone number. If a member of staff has not placed a message on their telephone answering machine, the call is redirected to the Library's voicemail system, where the entire service is in Welsh. This informs members of the public that they may leave a message in Welsh.

Meetings (Standards 23, 25, 25A, 25CH)

The Library operates in accordance with these Standards.

Everyone attending a meeting held by the Library can use their chosen language at the meeting. A simultaneous translation service is used for meetings where not everyone in attendance are Welsh speakers.

Public events (Standards 26-32)

Everyone attending a meeting held by the Library that is open to the public may use their chosen language at the meeting. Invitations to all meetings are bilingual. A simultaneous translation service is provided at all meetings for everyone wishing to use this service. All written materials are available bilingually for meetings that are open to the public, as well as publicity material for the events. Meetings of the Library's Board of Trustees are open to the public, and a bilingual agenda for all meetings is published on the website a week beforehand.

Advertising (Standards 33-34)

All publicity material used by the Library is bilingual.

Creating documents for the public (Standards 36, 44-47)

Documents for the public are available as separate Welsh and English versions, or bilingually.

However, there is room for improvement here, as there is a need to ensure that the English versions state clearly that the documents are also available in Welsh.

The Library's Website (Standards 48, 51-52)

The Library's website is completely bilingual. The layout of each page is consistent and the text of each page is available in Welsh and all Welsh language pages on the website are fully functional. The English language pages include a direct link at the top of the page to the corresponding page in Welsh. All documents drawn up by the Library, and published on the website, are available in Welsh. The interface of all pages, and the menus on all pages, are available in Welsh.

The Library operated in accordance with these Standards before the imposition date.

Apps and social media (Standard 53-55)

The Library complies with Standard 53. We have developed 3 apps (the National Anthem, Wales in the War, and Smartify). However, a challenge arises when developing websites and any digital resources bilingually, especially if it involves working with external companies. External companies do not design and develop apps in a way that translates easily to being bilingual. The challenge is considered to be more difficult with apps due to the space being much more limited on the screens of mobile devices. Very often, English is the first/default language for developing these kinds of services, and although the Welsh language is considered in the initial meetings, the tendency is to give it detailed attention late on in a project (i.e. when the English version is quite well developed). The requirement is to ensure consistency between the two languages, and this could lead to practical challenges in refining, and care must be taken also with accuracy when such services are constructed by developers who do not understand the language. Another consideration is maintenance, and ensuring that those looking after the website, app or resource can make alterations and create content easily in both languages.

The Library's social media accounts are bilingual. In the case of Twitter, Periscope and Instagram, the Welsh and English accounts are separate, but with Facebook, YouTube and Flickr, one bilingual account exists. All the content is bilingual, with the exception of a few tweets at specific times (for example, a response to someone else's message or re-tweeting) and it is possible that some members of staff have not sent an English tweet to promote a Welsh blog entry in the past.

Self-service machines (Standard 56)

One (1) complaint was received regarding standard 56 relating to self-service machines for making the following payments in the Library:

- Parking
- Photocopying

The self-service machines in the car park were already operating through the medium of Welsh and English but a complaint was received from a reader on 20 April 2017 that Welsh was not the default language on the machines. New software was installed on the machines by the suppliers to ensure that Welsh would be the default language on 2 January 2018.

The self-service machines for making payments for photocopying do not operate through the medium of Welsh but instructions on their use are available in Welsh and in English.

There is a sign in the Reprographic Unit encouraging visitors to use the Welsh language when speaking to staff there.

Signs (Standards 57-59, 137-139)

The Library operates in accordance with these Standards.

Signs in Welsh only are located to the left of the corresponding sign in English. Where Welsh and English text appears on the same sign, the Welsh text is located above the English text.

The Reception (Standards 60, 63-64)

The service in the Library's reception area is fully bilingual. All visitors to reception are greeted in the visitor's language if that is known. Otherwise, they are greeted bilingually.

All members of staff in reception are fluent Welsh speakers and provide service in Welsh, and they wear a lanyard or badge to confirm this. There is a sign in reception encouraging visitors to use the Welsh language in the Library. The Library was operating in accordance with the Standards before the imposition date.

Notices (Standards 65-66)

The notices published or displayed by the Library are bilingual, with the Welsh version above or to the left of the English version. If the notices are published on the website, the Welsh and English versions are separate. The content corresponds where the versions are separate.

Tenders (Standards 72-74, 76)

The Library publishes invitations to tender for contracts on the Sell2Wales site and in the Official Journal of the European Union – OJEU.

The CPV (Common Procurement Vocabulary) goods categories for OJEU notices are prepared by the European Union in the 22 official languages only. Welsh is not a fully official language, but it is a co-official language. The Library does not fully comply with Standard 72, as only sections of the Sell2Wales invitations are in Welsh. There is no Welsh language version of the OJEU invitations for the above reason, but this is beyond the Library's control. It is noted that a body is not required to publish an invitation to tender in Welsh in the Official Journal.

Invitations on Sell2Wales are published as separate Welsh and English versions. Seven (7) invitations have been placed on the Sell2Wales site during 2017-18, and 1 of them (the most recent, on 09/03/18) states that it is permitted to submit tenders in Welsh. Therefore, the Library complied in part with Standard 73 during 2017-18.

No tenders were received in Welsh during the year.

Welsh Language Services (Standards 77-78)

The Library already complies with these Standards.

All the Library's services are available in Welsh and in English. There is information about them on the Library's website, with all pages available in Welsh and in English. Material publicising the Library's services is bilingual. Neither this material, nor the website, refers to the services that are available in one language or the other, as they are all available in both languages.

The Library's Corporate Identity (Standard 79)

The Library's official name is 'Llyfrgell Genedlaethol Cymru The National Library of Wales'. This is clearly shown on all the Library's items of standard stationery, for both internal and public use. All information in these items is bilingual, with the Welsh above the English at all times.

The Library's logo was altered in 2017 and Branding Guidelines were published on the Library's intranet. These guidelines have been amended further during 2018. The logo was designed for use on all corporate, internal and public material, and for print and screen environments. These are the only versions of our logo that should be used. The logo is designed to place the Welsh above the English.

The Guidelines note that the National Library of Wales' logo is always bilingual. Whenever and wherever it is used, in Wales and beyond, the bilingual logo must be used.

Education (Standard 80)

The Library does not provide education courses, in the sense that a course means a series of learning sessions. One workshop for the public was provided on 20 April 2017 on Photography. The workshop was available in English only, but a Welsh speaker was present to assist.

Announcements over the public address system (Standards 83, 140)

The Library operates in accordance with these Standards.

Section 3: Compliance with Policy-making Standards (Standards 84-89, 91-93, 144)

Policy Making (Standards 84-89, 91-93, 144)

The Library already operates in accordance with these Standards.

The Welsh language is the responsibility of all members of the Library's staff, and there is enthusiasm in considering the Welsh language when forming policy – this happens completely naturally, or advice is sought from the Administration Officer in the Librarian's Office.

The Library's Strategic Plan for 2017-2021 was published during the year. The process of developing the plan required engagement with the public. A consultative document was published (in Welsh and in English) on the Library's website, and an external company was commissioned to hold a series of focus group meetings with members of the public. It was noted in the consultative document that the Strategic Plan would implement the Library's statutory duties under the Welsh Language Standards.

No complaint was received regarding the Library's compliance with the policy-making standards with which it was duty-bound to comply.

Section 4: Compliance with Operational Standards

Policy on internal use of the Welsh language (Standard 94)

Guidelines to the Standards were published on the Library's intranet, and a policy was developed on internal use of the Welsh language. The new Policy and guidelines have been drafted. The next step will be to receive approval from the Library's senior managers and consultation with the unions, and then they will be published on the intranet.

Human Resources:

Employee Rights (Standards 95-100)

The Library operates in accordance with these Standards.

Publication of Policies (Standards 101-107)

The Library operates in accordance with these Standards.

Complaints (Standards 108-109, 111)

The Library operates in accordance with these Standards.

Disciplinary process (Standards 112-113, 115)

The Library operates in accordance with these Standards.

Developing Welsh Language Skills/Training (Standards 123-129, 145-146)

The Library operates in accordance with these Standards.

Since July 2017, the Library has provided training for three hours per week so that staff can develop their Welsh language skills, under the Work Welsh scheme, basic and intermediate courses.

A skills audit was held during the year. Part of this audit was a calculation of the number of staff possessing Welsh language skills. The statistics are as follows:

	No Evidence	Some Evidence	Training Needed	Experience Needed	Full Evidence
Q37 I can read simple Welsh.	4	10	9	2	202
Q38 I can read Welsh with the aid of a dictionary.	4	8	10	3	202
Q39 I can read Welsh in most materials.	15	4	5	3	200
Q40 I can read Welsh fluently.	20	3	1	5	197
Q42 I can speak Welsh with some hesitation.	14	5	5	1	202
Q43 I can speak Welsh in most situations.	15	8	3		201
Q44 I can speak Welsh fluently.	21	2	2	4	197
Q45 I can understand Welsh to a simple level.	6	12	5	3	201
Q46 I can understand Welsh to hold social conversations.	12	7	4	1	202
Q47 I can understand Welsh to hold work conversations.	12	8	2	5	200
Q48 I can understand Welsh to hold most conversations.	11	9	2	4	201
Q50 I can write basic Welsh.	14	4	5	4	199
Q51 I can write Welsh to reply to simple correspondence.	15	7	2	3	199
Q52 I can write Welsh but it requires a certain amount of editing.	20	4	3	2	197

The statistics regarding the number of staff members who attended training courses offered in Welsh are as follows:

Training in Report Writing – 9
Disciplinary Policy and Procedure – 13
Microsoft Excel (Basic) – 8
Microsoft Excel (Intermediate) – 8
Work Welsh (Basic) – 12
Work Welsh (Intermediate) – 8
Introduction to the National Library’s Branding Guidelines – 12
Mental Health Training – 12
Customer Care Training – 40

The percentage of the total number of staff that attended the Welsh version of courses is as follows:

Disciplinary Policy and Procedure – Welsh (13) / English (4) (76.47%)
Microsoft Excel (Basic) - Welsh (8) / English (8) (50%)
Introduction to the National Library’s Branding Guidelines – Welsh (12) / English (10) (54.54%)

New / vacant posts (Standards 132-134, 136, 147, 148)

The Library operates in accordance with these Standards, with the exception of Standard 134. The application form for current posts does not provide individuals with the opportunity to note that they wish to have an interview or another type of assessment in Welsh.

These are the statistics for the number of new and vacant posts advertised by the National Library of Wales during the year and categorised as posts requiring—

that Welsh language skills are essential 31
that Welsh language skills need to be learnt when an individual is appointed to the post 0
that Welsh language skills are desirable 3
that Welsh language skills were not necessary 0

No complaint was received regarding the Library’s compliance with the operational standards with which it was duty-bound to comply.

Computer software (Standard 116)

Cysgliad software has been installed on all the Library’s computers so that staff can check Welsh language spelling and grammar.

The Library’s Intranet (Standards 117, 120-122)

The Library operates in accordance with most of these Standards.

A temporary intranet was established during February 2017 with the aim of establishing a permanent intranet afterwards. The existing intranet was intended to be a file system, and not a full web intranet (HTML). The Library does not comply with Standard 120 as there is no note on the English pages noting that those pages are available in Welsh. There is a link to the intranet

homepage on each page but there is no direct link to the Welsh pages on the corresponding English pages. This appears to be for technical reasons (it is not a full web intranet).

The Library does not operate in accordance with Standard 121 at present, but we are in the process of creating a page on the intranet that will operate in accordance with this Standard.

E-mail (Standards 130-131)

The Library has already provided a standard signature template that enables staff to include a Welsh version of their contact details in e-mail messages. This is available through the support page on the intranet. We are in the process of upgrading the e-mail signatures of staff members to HTML versions, in order to facilitate the inclusion of a 'Cymraeg' logo in their signature. The text versions do not permit this. However, a number of staff have already done so or have included wording in their signatures to denote that they welcome correspondence through the medium of Welsh. A help sheet is available for those wishing to move to the new signature but the Library's Information and Communications Technology Department is working on getting the signature provided centrally as not all members of staff are able to do this themselves.

Record Keeping - compliance with Welsh Language Standards (Standards 141-143)

The Library operates in accordance with these Standards.

Section 5: Monitoring

The Administration Officer in the Librarian's Office is responsible for monitoring the Library's achievement against the Standards, and ensuring that the Library complies with the Standards. Other services within the Library provide resources in order to ensure that the Library fully complies with the requirements of the Welsh Language Standards, namely the Education Team; the Human Resources Unit; the Digital Access Division (that is responsible for the content of the website, apps and social media); and the Information Technology Department.

An Action Group was established in the period between the Standards issue date and their imposition date in the Library. The group's main responsibility since the Standards' imposition date is to ensure corporate supervision of the Standards. This group comprises the following members:

- Pedr ap Llwyd (Deputy Chief Executive and Librarian)
- Carol Edwards (Governance Manager and Clerk to the Board of Trustees)
- Annwen Isaac (Human Resources Manager)
- Endaf Edwards (Administration Officer)

Section 6: Supplementary Standards (Standards 149-168)

The Library operates in accordance with these Standards.

The Library's Compliance Notice was published on our website and on the staff intranet. The Complaints Policy was published on the Library's website, and complaints regarding the Library's compliance with the Welsh Language Standards are dealt with in the same way as other complaints. An Action Group has been established, that is responsible for overseeing the way in which the Library complies with the Standards (see Section 5 of this report).

Section 7: Priorities for April 2018 – March 2019

Although much work has already been carried out in order to comply with the Standards, we acknowledge there is work still to be done in order to achieve the aim in full. The Library will address these matters during the coming year. The priorities are as follows:

- Standard 45 - ensure that both Welsh and English versions of documents published separately state clearly that these are available in both languages.
- Standard 56 – ensure that the fault on the language of the Question Point acknowledgement message system is prioritised by OCLC
- Standard 56 – commence a dialogue with the company supplying the self-service machines for photocopying payments to ensure they operate through the medium of Welsh.
- Standard 73 - ensure that all invitations to tender published by the Library on Sell2Wales state that the submission of tenders through the medium of Welsh is permitted.
- Standard 94 - adopt a policy on internal use of the Welsh language and guidelines on the Standards for staff.
- Standard 120 - investigate the possibility of placing a direct link to the Welsh language pages on the corresponding English pages on the Library's intranet.
- Standard 121 - create a page on the intranet that will operate in accordance with the standard.
- Standards 126 and 127 – continue with the basic and intermediate Work Welsh courses until March 2019. Encourage more staff to attend 5-day residential courses under the auspices of the National Centre for Learning Welsh in order to improve their Welsh.
- Standard 130 – 131 - upgrade the e-mail signatures of staff members to HTML versions, in order to facilitate the inclusion of a 'Cymraeg' logo in their signature, and to provide the signature centrally.
- Standard 134 - to comply by ensuring that application forms for posts provide space for individuals to note that they wish to have an interview or another type of assessment in Welsh.

This report is available in Welsh and in English.

If you would like to receive this information in a different format, please contact the Administration Officer as noted below:

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