Annual Report

Compliance with Welsh Language Standards

2018-19
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Section 1: Introduction

The Welsh Language (Wales) Measure 2011 sets down a legal framework, which places an obligation 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 obligations resulting from the standards mean that the Library should not treat the Welsh language less favourably than the English language in Wales. The purpose of the standards is to:

- clarify to organisations what their obligations are in relation to the Welsh language
- provide more clarification to Welsh speakers regarding what services they can expect to receive in Welsh
- ensure more consistency in terms of Welsh language services and improve their quality

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

- service delivery
- policy making
- operational
- promotion
- 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 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.llyfrgell.cymru/am-llgc/llywodraethiant/dogfennaeth-gorfforaethol/

As a result of the Library’s historic commitment to the Welsh language, the Library had already been complying with a substantial number of the standards imposed upon it, through 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 stated in the Welsh Language Standards (152, 158,164). This is the second annual report since the Welsh Language Standards were introduced, and the report concentrates on the period from 1 April 2018 to 31 March 2019.

The information included in the report was collected as a result of the continuous monitoring the Library carries out on its services.
Section 2: Compliance with Service Delivery Standards (Standards 1-83)

Correspondence (Standards 1 -7)
Staff respond to correspondence from members of the public in the language of the original letter or e-mail, noting the chosen language for the future.

When instigating correspondence with members of the public, this is done through the medium of the chosen language of the individual(s) if this is known. Otherwise, the correspondence is sent out bilingually and an inquiry made of the individual(s) regarding their chosen language for corresponding with us. When this information is received, the chosen language is recorded for the future and staff deal with the person(s) in their chosen language from then on. If correspondence in one language only is received from the person with whom the staff are corresponding, but that the person has not stated their chosen language, staff then 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, so that this can be arranged.

The Library does not comply entirely with Standard 7. It was noted in a Review by the Welsh Language Commissioner’s Office (see Section 8) that not all e-mail correspondence included a statement noting that the Library welcomes correspondence in Welsh and that corresponding in Welsh will not lead to delay.

A complaint was received from a reader on 19 April 2017 that the Question Point acknowledgement e-mail was in English only. Question Point is the system used by the Library to administrate its enquiries service. Contact was made with OCLC, who are responsible for Question Point, to report the problem to them. The company noted that a technical fault on the system was responsible for an English only message being sent out on this occasion, and that they would correct the fault. No complaint has been received since then, so we presume that the problem has been solved.

Telephone calls (Standards 8-10, 18, 20-21)
If a member of staff answers external telephone calls or calls that have been transferred by reception, they answer with a bilingual greeting:

"Llyfrgell Genedlaethol Cymru / National Library of Wales".

All members of staff are encouraged to install a bilingual recorded message on their telephone answering machine, with the Welsh message before the English one. If no message has been installed, the call is forwarded to the Library’s voicemail system, which has the Welsh before the English.

Telephone services (Standards 12-17, 22)
The Library operates in accordance with these Standards.

All adverts from the Library’s telephone numbers have the Welsh before the English. A Welsh language service is permanently available on the Library’s main telephone number. If a member of staff has not placed a message on his/her telephone answering machine, the call is forwarded to the Library’s voicemail service, where the entire service is in Welsh. This informs members of the public that it is possible for them to leave a message in Welsh.
Meetings (Standards 23, 25, 25A, 25CH)
The Library operates in accordance with these Standards.

Everyone who attends a meeting held by the Library can use their chosen language at the meeting. A simultaneous translation service is used for meetings where not all persons present are able to speak Welsh.

Public Events (Standards 26-32)
Everyone who attends a meeting held by the Library that is open to the public can use their chosen language at the meeting. Invitations to all meetings are bilingual. A simultaneous translation service is used at all meetings for everyone wishing to use this service. All written materials for meetings that are open to the public are available bilingually, as well as publicity materials for the events. Meetings of the Library’s Board of Trustees are open to the public, and the bilingual agenda for all meetings is published on the website seven days prior to the meeting. A summary of the papers of all meetings are published on the website a week beforehand, as separate Welsh and English versions.

Advertising (Standards 33 -34)
All publicity material used by the Library is bilingual.

Drawing up 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. It was noted in a Review by the Welsh Language Commissioner’s Office (see Section 8) that there is inconsistency between documents. This happens in some documents (e.g. in booklets/leaflets/pamphlets) but not in other documents (such as policies/strategies/press releases).

The Library’s Website (Standards 48, 51-52)
The Library’s website is entirely bilingual. The layout of each page is consistent, with the title of each page available in Welsh and all Welsh pages on the website are fully functioning. The English pages include a direct link to the corresponding Welsh page at the top of the page. All documents created by the Library, and published in the website, are available in Welsh. The interface of each page, and the menus on each page, 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 at War, and Smartify). However, a challenge arises in developing websites and any digital resources bilingually, especially if it means working with external companies. External companies do not plan and develop apps in a manner that transfers easily to being bilingual. The challenge was presumed 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 initial discussions, there is a tendency 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 both languages, and this can lead to practical challenges in refining the work, and care must be taken also with accuracy when such services are being built by developers who do not understand the language. Another consideration is the maintenance, and ensuring that those looking after the website, app or resource have the ability to make adjustments and create content easily in both languages.

The Library’s social media accounts are bilingual. In the case of Twitter and Periscope the Welsh and English accounts are separate, but with Facebook, YouTube and Flickr, it is one bilingual account. Two Instagram accounts exist but it is only one bilingual account that is used (the English account refers users to the Welsh/bilingual account). All the content is bilingual, with the exception of the occasional tweet at specific times (for example, a response to someone else’s message or a re-tweet) and it is possible that some members of staff have not sent an English tweet to promote a Welsh-language blog in the past.

**Self-service machines (Standard 56)**
The self-service pay machines in the Library’s car park operate in accordance with this Standard, with Welsh being the default language.

It was noted in the 2017-18 Annual Report that the self-service machines for photocopying payments were not operating through the medium of Welsh, but there are instructions in Welsh and in English on how to use them. Two of the priorities following the 2017-18 report were to commence a dialogue with the makers of the machines on the following points (see Section 7):

i. To ensure that the machines operate fully in Welsh
ii. To ensure that Welsh is the default language

This continues to be a priority as the Library does not comply with Standard 56 regarding these machines (see Section 7). Securing the above points is ongoing.

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

Therefore, the Library complies in part with Standard 56.

**Signs (Standards 57-59, 137-139)**
The Library operates in accordance with these Standards.

The signs that are in Welsh only are positioned to the left of the corresponding English sign. Where both the Welsh and English text appear on the same sign, the Welsh text is above the English text.

**The Reception Area (Standards 60, 63-64)**
The service in the Library’s reception area is fully bilingual. All visitors to reception are greeted in the visitors’ language if that is known. Otherwise, they are greeted bilingually.

All members of reception staff are fluent Welsh speakers and provide a Welsh language service, and they wear a lanyard or badge to convey this. There is a sign in reception that encourages visitors to use the Welsh language in the Library. The Library was operating in accordance with these Standards before the imposition date.
**Notices (Standards 65 -66)**

Notices which the Library issues or displays are bilingual, with the Welsh version above or to the left of the English version. If 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 CPV categories of goods (Common Procurement Vocabulary) for OJEU notices are provided by the European Union in the 22 official languages only. Welsh is not a fully official language, but a co-official language. There is no Welsh version of the OJEU invitations for the above reason, but this is beyond the control of the Library. Note 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. 1 invitation has published on Sell2Wales during 2018-19. The Library was not in compliance with Standard 72 as the invitation was in English only. It did not state that tenders may be submitted in Welsh. Therefore, the Library was not in compliance with Standard 73 during 2018-19.

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. Information about them is available on the Library’s website, with all pages available in Welsh and in English. Materials providing publicity for the Library’s services are bilingual. This material, or the website, do not refer to 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 displayed on all the Library’s standard office materials, both internal and public. All items of information on these items are bilingual with the Welsh above the English.

The Library’s logo was amended in 2017 and Branding Guidelines were published on the Library’s intranet. These guidelines were further amended during 2018. The logo has been designed for use on all corporate material, internal and public material and for print and screen environments. These are the only versions of the logo that should be used. The logo has been designed to put 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 operates in accordance with this Standard.
The Library does not provide educational courses, in the sense that a course is defined as a series of learning sessions. All the activities the Education Service provides to assist learners in the education sector can be delivered in Welsh or in English. When the Education Service offers workshops that are led by an external party who is unable to offer the content in Welsh, a member of the service will be present to translate or to deliver in Welsh if necessary. An example of this was our partnership with Aberystwyth University when students from the School of Art provided workshops during the Spring term 2019. The students were not Welsh speakers, so a member of the Education Service staff would be present to translate or deliver in Welsh as required. However, these were workshops/activities, not educational courses.

**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 Welsh language is the responsibility of all members of the Library’s staff, and there is enthusiasm in considering the Welsh language in policy-making - this happens completely naturally, or advice is sought from the Administrative Officer in the Librarian’s Office.

There was a period of consultation with the public before commencing the DETS project. A questionnaire was sent out by the British Library to organisations with sound recordings in their collections in order for them to carry out an audit to see who can be included on the digitization list. Two focus group meetings were held in the Library, arranged by an external company appointed by the British Library.

Although there was enthusiasm in giving consideration to the Welsh language in policy-making, this did not happen at all times. Therefore, the Library does not comply entirely with Standards 87-89 (See Section 8). It was noted in a review by the Welsh Language Commissioner’s Office that there was a need to ensure that the Library seeks opinions on the impact on the Welsh language in consultation papers at all times.

No complaint was received regarding the Library’s compliance with policy-making standards with which it was duty-bound to comply.
Section 4: Compliance with Operational Standards

Policy on Use of Welsh Internally (Standard 94)
The guidelines to the Standards are on the Library’s intranet and a policy was developed on the
internal use of the Welsh language. The new Policy and guidelines have been drafted. The next
stage will be to gain the approval of the Library’s senior managers and to consult with the unions,
and then to publish them on the intranet.

Human Resources:

Employee Rights (Standards 95-100)
The Library operates in accordance with these standards.

Publishing 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 (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.

The Library has provided three hours of training per week since July 2017 for staff to develop their
Welsh language skills under the Work Welsh scheme (basic and intermediate courses). These
courses have continued during 2018-19:

Basic and Intermediate Welsh courses continued during the period April 2018 - March 2019.

There was an Improving Written Welsh Course for three hours per week for a period of 8 weeks for 8
members of the Library’s staff, 6 February - 31 March 2019.

Five members of staff have attended Residential Welsh Courses in Cardiff, Cardigan and Nant
Gwrtheyrn (5-day Residential Course).

The number of employees who possessed skills in the Welsh language at the end of the year was
242. The statistics are as follows:
<table>
<thead>
<tr>
<th>Question</th>
<th>No Evidence</th>
<th>Some Evidence</th>
<th>Training Needed</th>
<th>Experience Needed</th>
<th>Full Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q37 I can read simple Welsh.</td>
<td>6</td>
<td>4</td>
<td>8</td>
<td>8</td>
<td>200</td>
</tr>
<tr>
<td>Q38 I can read Welsh with the aid of a dictionary.</td>
<td>6</td>
<td>2</td>
<td>9</td>
<td>9</td>
<td>200</td>
</tr>
<tr>
<td>Q39 I can read Welsh in the majority of material.</td>
<td>17</td>
<td>0</td>
<td>4</td>
<td>9</td>
<td>198</td>
</tr>
<tr>
<td>Q40 I can read Welsh fluently.</td>
<td>22</td>
<td>0</td>
<td>0</td>
<td>11</td>
<td>195</td>
</tr>
<tr>
<td>Q42 I can speak Welsh with some hesitation.</td>
<td>16</td>
<td>0</td>
<td>4</td>
<td>7</td>
<td>200</td>
</tr>
<tr>
<td>Q43 I can speak Welsh in most situations.</td>
<td>17</td>
<td>2</td>
<td>2</td>
<td>6</td>
<td>199</td>
</tr>
<tr>
<td>Q44 I can speak fluent Welsh.</td>
<td>23</td>
<td>0</td>
<td>1</td>
<td>10</td>
<td>195</td>
</tr>
<tr>
<td>Q45 I can understand Welsh at a simple level.</td>
<td>8</td>
<td>6</td>
<td>4</td>
<td>9</td>
<td>199</td>
</tr>
<tr>
<td>Q46 I can understand Welsh to converse socially.</td>
<td>14</td>
<td>1</td>
<td>3</td>
<td>7</td>
<td>200</td>
</tr>
<tr>
<td>Q47 I can understand Welsh to converse at work.</td>
<td>14</td>
<td>2</td>
<td>1</td>
<td>11</td>
<td>198</td>
</tr>
<tr>
<td>Q48 I can understand Welsh to conduct most conversations.</td>
<td>13</td>
<td>3</td>
<td>1</td>
<td>10</td>
<td>199</td>
</tr>
<tr>
<td>Q50 I can write basic Welsh.</td>
<td>16</td>
<td>0</td>
<td>4</td>
<td>10</td>
<td>197</td>
</tr>
<tr>
<td>Q51 I can write Welsh to reply to simple correspondence.</td>
<td>17</td>
<td>1</td>
<td>1</td>
<td>9</td>
<td>197</td>
</tr>
<tr>
<td>Q52 I can write Welsh with some editing.</td>
<td>22</td>
<td>0</td>
<td>2</td>
<td>8</td>
<td>195</td>
</tr>
</tbody>
</table>
The number of members of staff who attended training courses offered in the Welsh language was 454 (individual members of staff attended more than one Welsh language course).

The percentage of the total number of staff who attended the Welsh version of courses was 62.5%.

New posts / vacant posts (Standards 132-134, 136, 147, 148)
The Library operates in accordance with these Standards, with the exception of Standard 134. The current job application form was amended during 2018, but it does not provide room for individuals to note that they wish to be interviewed or receive another type of assessment in Welsh. However, the Guidance for Applicants distributed with the application form notes ‘if the Job Description notes this, we expect you to complete your Application Form in Welsh and the assessment (if required) and interview will also be in Welsh’.

The Library’s application form is completely bilingual, and so, if an applicant completes it in Welsh (as is the case with the highest percentage of applications) the Library responds through the medium of Welsh. Each interview or assessment is communicated to the individual before the event noting that they should inform us if there are any difficulties with the process. At the beginning of each interview, the panel asks the applicant whether they are happy to be interviewed through the medium of Welsh.

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

that Welsh language skills are essential 33
that Welsh language skills need to be learnt when appointed to the post 0
that Welsh language skills are desirable 0
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 computers in the Library so that staff can check Welsh language grammar and spelling.

The Library’s Intranet (Standards 117, 120-122)
The Library operates in accordance with most of these Standards.

A temporary intranet was set up in February 2017 with the aim of establishing a permanent intranet afterwards. The present intranet was intended to be a filing system and not a full web intranet (HTML). There is no note on the English pages to indicate that those pages are available in Welsh. There is a link to the intranet homepage on every page but there is no direct link to the Welsh pages on the corresponding English pages. It appears that this is due to technical reasons (it is not a full web intranet).
Information was received from the Library’s Information Technology Department that the intranet does not include ‘pages’ but rather a set of folders/files. It is not possible to move back and forth between languages in the files as they are in different folders. There is only one page on the intranet, namely the front page, and it is bilingual in content. If Standard 120 is interpreted literally, it is not possible for the Library to comply with the Standard as there is no note on the ‘pages’ stating that they are available in Welsh. On the other hand, the front page (namely the only page on the ‘intranet’) is fully bilingual.

The Library operates in accordance with Standard 121.

E-mail (Standards 130-131)
The Library has provided a central standard template and directions on how to implement a standard signature for all members of staff. This is available through a help sheet on the intranet. The template enables staff to include a Welsh version of their contact details in e-mail messages. All members of staff are expected to use the template. A HTML file is pre-written and this file is available in a central folder, available to all members of staff. The file facilitates including the ‘Cymraeg’ logo in their signature.

The Library’s Information Technology and Communication Department does not hold the job titles of all staff centrally and so it is not possible to further automate the process at the present time. The hope is that the requirements for the new Human Resources system will include the ability to support this.

Record Keeping - compliance with Welsh Language Standards (Standards 141-143)
The Library operates in accordance with these Standards.
Section 5: Monitoring
The Administrative Officer in the Librarian’s Office is responsible for monitoring the Library’s attainment 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 carries out the requirements of the Welsh Language Standards in full, namely the Education Team; the Human Resources Unit; the Digital Access Section (which 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 being put in place and the imposition of the Standards in the Library. The group’s main responsibility since the imposition of the Standards is to ensure the Standards are overseen corporately. Group members are:

• Pedr ap Llwyd (Chief Executive and Librarian)
• Carol Edwards (Governance Manager and Clerk to the Board of Trustees)
• Annwen Isaac (Human Resources Manager)
• Endaf Edwards (Administrative 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 manner as other complaints. An Action Group was established, which 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: Progress

The priorities for 2018-19 were:

- **Standard 4** - to ensure that the fault on the Question Point system’s acknowledgement messages receives priority from the OCLC company.

  OCLC noted that they would correct the fault and the Library has not received a complaint about this since 19 April 2017, so we presume that the problem has been solved.

- **Standard 45** - to ensure that Welsh and English versions of documents that are published separately state clearly that these are available in either language.

  This happens in some documents (e.g. in booklets/leaflets/pamphlets) but not in other documents (such as policies/strategies/press releases). Therefore, there is still work to be done to ensure full compliance with this Standard.

- **Standard 56** – to commence a dialogue with the company that supplies the self-service machines for photocopying payments to ensure that they operate through the medium of Welsh.

  The dialogue was initiated with the manufacturers and it appeared that they did not offer Welsh as an option on the firmware of their printers. It was noted that these devices were nearing the end of their lives. The Library’s long-term needs in relation to self-service photocopying machines is yet to be discussed, but the Library has started looking for printers that have the capacity to support the Welsh Language. It is intended for this to be included in the requirements for the new machines.

- **Standard 73** - to ensure that all invitations to tender published by the Library on Sell2Wales state clearly that tenders may be submitted in Welsh.

  No progress has been made in securing compliance with the Standard during 2018-19 (see Section 2).

- **Standard 94** – to adopt a policy on the internal use of the Welsh language and the guidelines to the standards for Staff.

  In progress.

- **Standard 120** - to investigate the possibility of including a direct link to the Welsh pages on the corresponding English pages on the Library’s intranet.

  It is not possible to do this, as there are no ‘pages’ on the intranet but a set of files and folders (see Section 4).

- **Standard 121** - to create a page on the intranet that will operate in accordance with the standard.
Completed.

- Standards 126 and 127 - to continue with the basic and intermediate Work Welsh courses until March 2019. To 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.

Completed.

- Standard 130 – 131 - to upgrade the e-mail signatures of staff members to HTML versions, in order to facilitate the inclusion of the ‘Cymraeg’ logo in the signature, and to provide the signature centrally.

Completed.

- Standard 134 - to comply by ensuring that job application forms provide room for individuals to note that they wish to be interviewed or receive another type of assessment in Welsh.

No progress was made on this priority.
Section 8: Results of the Welsh Language Commissioner’s Review 2018-19

The Commissioner’s Office contacted the Library on 21 August 2019 to inform us that the National Library of Wales had been part of the Commissioner’s Check Review in 2018-19. Three rounds of reviews were held on the subjects noted below in accordance with the requirements of the standards that have been imposed on the Library:

- Correspondence
- Phone calls
- Documents
- Websites
- Apps
- Social media
- Reception
- Corporate identity
- Signs
- Job advertisements

The Library had performed very well overall, ensuring that its services were provided in Welsh in the vast majority of cases.

It was noted that the Library needed to consider the following matters and ensure consistency for the future:

- Standard 7 - not all e-mail correspondence included a statement noting that correspondence in Welsh is welcome and that corresponding in Welsh will not lead to delay.
- Standard 45 – inconsistency between documents. It was noted that there was a need for all English documents to state clearly that the document is also available in Welsh. This happens in some documents (e.g. in booklets/leaflets/pamphlets) but not in other documents (such as policies/strategies/press releases).
- Standard 87-89 – a need to ensure that the Library seeks opinions on the impact on the Welsh language in consultation papers at all times.

The Commissioner’s Office considered that these were mostly easy matters to solve and the Library was asked to ensure that arrangements are in place to avoid similar situations in the future, and to state what steps have been taken to solve these matters. The matter that caused the greatest concern was that the Library had consulted without seeking opinions on the impact on the Welsh language. It was noted that standards 87-89 outlined those responsibilities more clearly.
Section 9: Priorities for April 2019 – March 2020

- Standard 7 - to ensure that all e-mail correspondence includes a statement noting that correspondence in Welsh is welcome and that corresponding in Welsh will not lead to delay.
- Standard 45: to ensure consistency between documents in terms of stating clearly that the document is also available in Welsh, especially with policies/strategies/press releases.
- Standard 72: to ensure that invitations to tender for contracts are published in Welsh.
- Standard 73: to state in invitations to tender for contracts that tenders may be submitted in Welsh and that a tender submitted in Welsh will not be treated less favourably than a tender submitted in English.
- Standard 87-89: to ensure that the Library seeks opinions on the impact on the Welsh language in consultation papers at all times.
- Standard 94: to complete the process of adopting a policy on the internal use of the Welsh language and guidelines to the Standards for Staff.
- Standard 134: to comply by ensuring that job application forms provide room for individuals to note that they wish to be interviewed or receive 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 Administrative Officer as noted below:

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E-mail: endaf.edwards@llgc.org.uk