



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

Annual Report

Compliance with Welsh Language Standards

2019-20

www.llyfrgell.cymru



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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.library.wales/about-nlw/governance/corporate-documentation>

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 third annual report since the Welsh Language Standards were introduced, and the report concentrates on the period from 1 April 2019 to 31 March 2020.

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

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

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.

One of the priorities for 2019-20 was to ensure that the Library complies entirely with Standard 7. It was noted in a Review by the Welsh Language Commissioner's Office in 2018-19 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.

The Library is not fully compliant with Standard 7. All staff are encouraged to use the standard signature. The signature includes a 'Cymraeg' logo, but does not include a clear statement 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 was the system used by the Library to administer its enquiries service. Contact was made with OCLC, who were 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.

It should be noted that the Question Point system expired on 29 May 2020, but this was during the year 2020-21, outside the period of this report.

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 in 2018-19 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 does not fully comply with Standard 45. All our policies, strategies and press releases are published in Welsh as well as English. These are published on the Library's website where a user can choose between English and Welsh. However, the English versions of these documents do not contain a clear statement that the documents are also available in Welsh. Some types of document contain this statement, but this is not included in all documents.

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

The Library's website is entirely bilingual. The layout of each page is consistent, with the text 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) in recent years. As noted in the 2018-19 annual report, there is a challenge when developing websites and any digital resources bilingually, especially if it involves working with external companies because external companies do not design and develop apps in a way that transmits easy to be bilingual. We are always aware of the need to provide our services bilingually and that is one of our main considerations when discussing opportunities to develop new apps.

As noted in other annual reports, the Library's social media accounts are bilingual. In the case of Twitter and Periscope the English and Welsh accounts are separate, but Facebook, YouTube and Flickr have one bilingual account. All content is bilingual, except for messages at specific times (for example, responding to someone else's message or tweeting) and instances where it has been decided not to tweet in English to promote content (on the Blog, for example) which was available in Welsh only.

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 manufacturers 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. It was noted in the 2018-19 Report that the manufacturers did not offer Welsh as an option on their printers' firmware. Newer versions of the machines are needed for them to be made bilingual. The Library has begun the process of procuring new machines during 2019-20 and the current machines are nearing the end of their lives. However, with the building work being undertaken in the reading rooms and ongoing discussions regarding the future of the reading rooms, this has not progressed any further.

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

The CPV categories of goods (Common Procurement Vocabulary) for OJEU notices are provided by the European Union in the 22 official languages only. Welsh was 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. 4 invitations were published on Sell2Wales during 2019-20. The Library was not in compliance with Standard 72 as the invitations were in English only. Two invitations stated that tenders may be submitted in Welsh. None of the invitations stated that a tender submitted in Welsh would be treated no less favourably than a tender submitted in English, so the Library only partially complied with Standard 73 during 2019-20.

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 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.

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.

It was noted in a review by the Welsh Language Commissioner's Office during 2018-19 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. There was no consultation period during 2019-20.

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 Use of Welsh Internally (Standard 94)

The Policy on the use of the Welsh language internally and guidelines to the Standards for staff have been published on the Library's intranet. The Library operates in accordance with this standard.

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 2019-2020:

Basic and Intermediate Welsh courses continued during the period April 2019 - March 2020. Seven members of staff attended the Basic course and 7 attended the Intermediate course.

An Improving Written Welsh Course was not held during the period April 2019 – March 2020.

One member of staff attended a Residential Welsh Course.

The number of employees who possessed skills in the Welsh language at the end of the year was 127. The statistics are as follows:

Listening/Speaking

0	2.34%	3
1	5.47%	7
2	3.13%	4
3	11.72%	15
4	21.09%	27
5	56.25%	72
Total	100%	128

Reading/Understanding

0	0.78%	1
1	5.47%	7
2	6.25%	8
3	5.47%	7
4	29.69%	38
5	52.34%	67
Total	100%	128

Writing

0	2.34%	3
1	4.69%	6
2	7.03%	9
3	12.50%	16
4	18.75%	24
5	54.69%	70
Total	100%	128

There is a significant difference between the figures for 2018-19 (242) and 2019-20 (127). The figure for 2019-20 reflects the number of staff who responded to the annual questionnaire. The Library had to be closed on 20 March 2020 due to the COVID-19 situation and not all staff were able to respond to the questionnaire.

The above results are according to the ALTE Framework. The Framework is as follows:

ALTE Framework (The Association of Language Testers of Europe)

Level	Listening/Speaking	Reading/Understanding	Writing
0	<ul style="list-style-type: none"> No Welsh language skills at the moment. 	<ul style="list-style-type: none"> No Welsh language skills at the moment. 	<ul style="list-style-type: none"> No Welsh language skills at the moment.
1	<ul style="list-style-type: none"> Can pronounce Welsh words, place names and personal names correctly. Can greet customers face to face or over the phone and use basic everyday words and phrases such as thank you, please, etc. Can start and end a conversation. 	<ul style="list-style-type: none"> Can understand simple key words and sentences about familiar / predictable issues relating to their own area of work, such as on signs and in letters. 	<ul style="list-style-type: none"> Can write personal names, place names, Welsh job titles, etc. Can fill in simple forms and record simple information such as Welsh address, date and venue of meeting.
2	<ul style="list-style-type: none"> Can understand the core of a conversation. Can respond to simple requests regarding the job and requests for factual information. Can ask simple questions and understand simple responses. Can start and finish talks and meetings bilingually. 	<ul style="list-style-type: none"> Can understand very basic messages and letters or emails. Can understand factual and routine knowledge of familiar issues relating to own area / work, such as in standard letters and leaflets. 	<ul style="list-style-type: none"> Can write short simple notes / messages on a limited range of predictable topics relating to own area / area of work.
3	<ul style="list-style-type: none"> Can understand much of what is being said in the office or meeting. Can hold a simple conversation on a topic related to the job but may need to turn to English to discuss more complex or technical information. Can answer predictable or factual questions. Can take and transfer most messages. 	<ul style="list-style-type: none"> Can skim-read texts for relevant information. Can understand a fair variety of normal and unusual job related text when standard language is used. 	<ul style="list-style-type: none"> Can write informal messages and reports for internal use but more formal written work would need to be checked by someone who has a competent level of written Welsh. Can take notes while

			someone is talking.
4	<ul style="list-style-type: none"> • Can contribute effectively to meetings within own area of work. • Can understand differences in language and dialect. • Can argue for or against a particular case. • Can chair meetings and answer questions confidently from the Chair. • Can present fluently and confidently in the context of the area of work. 	<ul style="list-style-type: none"> • Can read and understand information fairly quickly if unusual vocabulary is not used and if the information is not complex or technical. 	<ul style="list-style-type: none"> • Can prepare formal letters, business correspondence, brief reports, emails, etc. • Can write a simple report or document but would need to be checked by someone who has a competent level of written Welsh. • May take fairly accurate notes at meetings.
5	<ul style="list-style-type: none"> • Is able to contribute fluently and confidently to all aspects of the day-to-day work, including discussing and advising on technical, specialist or sensitive issues. • Can give presentations, and interviews to the media. 	<ul style="list-style-type: none"> • Can understand complex information expressed in complex, specialized or technical language in documents, reports, correspondence, articles, etc. 	<ul style="list-style-type: none"> • Can write business correspondence, short reports, emails and literature that provides information to an acceptable standard with the help of language tools. • Can write detailed notes at a meeting and contribute to it fully at the same time.

The number of members of staff who attended training courses offered in the Welsh language was 334 (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 69.29%.

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

The Library operates in accordance with these Standards. The current job application form was updated in early 2020, and states:

'The ability to communicate effectively through the medium of Welsh is essential for many of the Library's posts. **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 Guidance for Applicants distributed with the application form also states that.

It is the Library's view that this satisfies the requirement in Standard 134 to provide individuals with a place on the application form to indicate that they wish to be interviewed or other means of assessment 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 32

that Welsh language skills need to be learnt when appointed to the post 0

that Welsh language skills are desirable 2

that Welsh language skills were not necessary 1

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 the languages of 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 intranet has now moved to Microsoft SharePoint. The front page remains the same, a bilingual html page but the files are now on Microsoft SharePoint, a file system which is part of Microsoft Teams, which was used as a result of the Covid-19 crisis. There is no intention to move from this system.

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.

However, the Library's Information and Communication Technology 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 2019 – March 2020: Progress

- 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.

The Library is not fully compliant with Standard 7. All staff are encouraged to use the standard signature. The signature includes a 'Cymraeg' logo, but does not include a clear statement that the Library welcomes correspondence in Welsh and that corresponding in Welsh will not lead to delay.

All members of staff were reminded via email that all staff are expected to use the new email signature available on the intranet and include a statement in their emails 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.

No progress has been made on this priority.

- Standard 72: to ensure that invitations to tender for contracts are published in Welsh.

No progress has been made on this priority.

- 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.

Four invitations to tender were published on Sell2Wales during 2019-20. Two stated that tenders may be submitted in Welsh, and none of the invitations stated that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English. The Library therefore complied in part with this Standard.

- Standard 87-89: to ensure that the Library seeks opinions on the impact on the Welsh language in consultation papers at all times.

The Library did not hold a consultation period during 2019-20.

- 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.

Completed. A policy on the internal use of the Welsh language and guidelines to the Standards for staff have been published on the Library's intranet since January 2020.

- 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.

The Library complies with this Standard (see Section 4).

It is the Library's view that the changes to the job application form, noted in Section 4, satisfy the requirement in Standard 134 to provide individuals with a place on the application form to indicate that they wish to be interviewed or other means of assessment in Welsh.

Progress on Standard 56 (from 2018-19 Annual Report)

In addition to the above, one of the priorities for 2018-19 related to Standard 56: starting a dialogue with the company that supplies the self-service machines for photocopying charges to ensure that they operate in Welsh.

The 2018-19 Annual Report states the following:

‘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.’

A dialogue has been held with the manufacturers and newer versions of the machines are needed for them to be made bilingual. The Library has begun the process of procuring new machines during 2019-20. However, with the building work being undertaken in the reading rooms and ongoing discussions regarding the future of the reading rooms, this has not progressed any further.

Section 8: Priorities for April 2020 – March 2021

- 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 56 – complete the procurement of self-service machines for photocopying payments to ensure that they operate through the medium of Welsh.
- 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.

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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