



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

Annual Report

Compliance with Welsh Language Standards

2020-21

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 as to 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 Regulation 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 fourth annual report since the Welsh Language Standards were introduced, and the report concentrates on the period from 1 April 2020 to 31 March 2021.

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 2020-2021 was to ensure that the Library fully complies with Standard 7. It was noted in a review by the Welsh Language Commissioner's Office during 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 does not comply fully with Standard 7 at present. All members of staff are encouraged to use the standard signature. The signature includes a 'Cymraeg' logo, but does not include a clear statement noting that the Library welcomes correspondence in Welsh and that corresponding in Welsh will not lead to delay.

The Library intends to change our e-mail system to a cloud system as part of Office 365. This will remove the existing e-mail programs, Thunderbird and SoGO (chat), and one of the attractions is that it is possible to set up a central e-mail signature template, as long as people's job titles have been input. This was not completed during 2020-21 as this work has been postponed for the time being so that we do not change our e-mail system during a period when effective internal communication is absolutely essential.

It is hoped to comply fully with this Standard by the end of December 2021. We are waiting to implement the new regime that will improve the provision of Welsh language interfaces for staff and provide the means of implementing the central e-mail signature policy.

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. We contacted the OCLC company, which is 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 resolved.

It should be noted that the Question Point system closed on 29 May 2020 and was replaced by the LibAnswers system. No complaint has been received about this system.

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.

On all notices advertising the Library's telephone numbers the Welsh comes 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 their 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.

This has continued throughout 2020-21. A letter dated 01/12/2020 was received from the Commissioner stating that he was aware that many organisations are now holding meetings virtually. However, this did not affect the requirements of the standards imposed on the Library.

The Welsh language standards include requirements regarding enabling people to use the Welsh language in relation to a number of activities, including:

- Meetings with an invited person or more than one invited persons, including meetings relating to the well-being of individuals or other specific situations such as interviews
- Some specific internal meetings
- Meetings that are open to the public

The Library complies with these Standards in the following ways:

- Using Zoom, which allows two audio streams to enable simultaneous translation
- Using two programmes side by side to offer simultaneous translation via an additional audio stream, e.g. using a video meetings application for the meeting, with simultaneous translation available via telephone conference

The meeting is conducted using Teams or Zoom, and the simultaneous translation conducted using Zoom.

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 is published on the website a week beforehand, as separate Welsh and English versions.

This has continued throughout 2020-21. A letter dated 01/12/2020 was received from the Commissioner stating that he was aware that many organisations are now holding meetings virtually. However, this did not affect the requirements of the standards imposed on the Library.

The Welsh language standards include requirements regarding enabling people to use the Welsh language in relation to a number of activities, including public events.

The Library complies with these Standards in the following ways:

- Using Zoom, which allows two audio streams to enable simultaneous translation
- Using two programmes side by side to offer simultaneous translation via an additional audio stream, e.g. using a video meetings application for the meeting, with simultaneous translation available via telephone conference

The meeting is conducted using Teams or Zoom, and the simultaneous translation conducted using Zoom.

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 happened in some documents (e.g. in booklets/leaflets/pamphlets) but not in other documents (such as policies/strategies/press releases).

The Library is now complying 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 there is a choice of Welsh or English. Work was carried out during 2020-21 on the accessibility of corporate pages (for example, the Corporate Documentation page where our policies and strategies are published) to turn any documents that are not in an accessible form into accessible format. If the English versions of these documents did not include a clear statement that the documents were also available in Welsh, this too was part of the work. It should be noted that this work is ongoing. Some types of documents include this statement, but it has not been included in all document types.

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

The Library's website is fully 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 functional. 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 on 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 in the War, and Smartify) in recent years. As noted in the 2018-19 annual report, there is a challenge in developing websites and any digital resources bilingually, especially if it involves working with external companies as external companies do not design and develop apps in a way that transitions easily to being bilingual. We are always aware of the need to provide our services bilingually and this is one of our first considerations when discussing opportunities to develop new apps.

We have worked with Google to ensure that our presence on the Google Arts and Culture platform is bilingual. This was launched on 1 March 2021.

As noted in other annual reports, 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. All content is bilingual, except for messages at specific times (for example, responding to someone else's message or retweeting) and cases where a decision was made not to tweet in English to promote content (on the Blog, for example) that 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 machine manufacturers 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 in respect of these machines (see Section 7). It was noted in the 2018-19 Report that the manufacturers did not offer the Welsh language as an option on the firmware of their printers. Newer versions of the machines are needed in order for them to be made bilingual.

Therefore, the Library complies in part with Standard 56.

Compliance with this Standard is currently ongoing as part of the process of reopening and relocating the Reading Room services. This work started before 31 March 2021, but its has not yet been completed.

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 bi-lingual. 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)

During the year, the Library issued invitations to tender for contracts on the Sell2Wales website and in the Official Journal of the European Union – OJEU.

The CPV (Common Procurement Vocabulary) categories of goods for OJEU notices are provided by the European Union in the 22 official languages only. Welsh was not a full 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 on the Sell2Wales website during 2020-21 has been made in the Official Journal of the European Union. The invitation did not state that a tender submitted in Welsh will not be treated less favourably than a tender submitted in English.

Quick quotes were also published on Sell2Wales by the Library during the year. 12 were published in Welsh and English, but 6 were in English only. 8 of the quick quotes stated that quotes could be submitted in Welsh, and 3 stated that a tender submitted in Welsh would not be treated less favourably than a tender submitted in English.

Therefore, the Library was in partial compliance with Standards 72 and 73 during 2020.

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. This guidance was revised 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 means 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.

There has been a significant increase in online provision, but because the medium (Teams) does not enable simultaneous translation in live workshops into school classes, the Education Service will not work with an external party unless the requirements of the Library's bilingual policy can be met.

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 the Welsh language is considered with enthusiasm 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 during 2018-19 that the Library needs to ensure that it seeks opinions on the impact on the Welsh language in consultation papers at all times. There was no consultation period during 2020-21 with the exception of the Library's new Strategy. The promotion of the Welsh language was considered in this consultation.

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 Policy and guidelines to the Standards 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 108-9, 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. These courses have continued during 2020-2021:

Basic Welsh language courses (5 members of staff attending weekly on Zoom) and Intermediate Welsh (4 members of staff attending weekly on Zoom) continued in the period April 2020 – March 2021.

There was no Language Improvement Course during the period April 2020 – March 2021 due to the COVID-19 situation.

There was no Residential Welsh Course during the period April 2020 – March 2021 due to the COVID-19 situation.

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/Talking

No Evidence	3
Some Evidence	7
Evidence but training required	4
Evidence but need more experience	15
Full Evidence	99
Total Responded	128

Reading/Understanding

No Evidence	1
Some Evidence	7
Evidence but training required	8
Evidence but need more experience	7
Full Evidence	105
Total Responded	128

Writing

No Evidence	3
Some Evidence	6
Evidence but training required	9
Evidence but need more experience	16
Full Evidence	94
Total Responded	128

There is a significant difference between the figures for 2018-19 (242) and 2020-21 (127). The figure for 2020-21 reflects the number of staff who responded to the annual questionnaire.

No training courses were held during the year, apart from the Welsh on-line courses noted above.

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 it notes:

‘The ability to communicate effectively through the medium of Welsh is essential for many of the Library’s posts. If this is stipulated in the Job Description, we expect you to complete your Application Form in Welsh and the assessment (if required) and interview will also be in Welsh’.

The Guide for Applicants issued with the application form also states this.

The Library believes that this meets the requirement in Standard 134 to provide space on the application form for individuals to indicate that they wish to have an interview or other method 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.

No posts were advertised during 2020-21.

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 intranet has now moved to Microsoft SharePoint. The front page remains the same, namely the bilingual html page but the files are now on Microsoft SharePoint, a file system that is part of Microsoft Teams, a system used across the Library for flexible working. There is no intention to move off this system.

The Library operates in accordance with Standard 121.

E-mail (Standards 130-131)

The Library does not comply fully with these Standards at present.

The Library has provided a central standard template and directions on how to apply 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.

The Library plans to change our e-mail system to a cloud system as part of Office 365. This will remove the existing e-mail programs, Thunderbird and SoGO (chat), and one of the attractions is that it is possible to set up a central e-mail signature template, as long as people's job titles have been input. This was not completed during 2020-21 as this work has been postponed for the time being so that we do not change our e-mail system during a period when effective internal communication is absolutely essential.

It is hoped to comply fully with this Standard by the end of December 2021. The Library has received funding from the Welsh Government for the work. The Library will have to spend the money by 31 March 2022, so it is expected to comply fully with these Standards by then. Implementing the new regime will improve the provision of Welsh language interfaces for staff and provide the means of implementing the central e-mail signature policy.

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 to ensure that the Library fulfils the requirements of the Welsh Language Standards in full, namely the Education Team; the Human Resources Unit; the Digital Access Division (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 issuing the Standards and their imposition within 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 has been published on our website and on the staff intranet. The Complaints Policy has been 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 2020 - March 2021: 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.

This was not completed during 2020-2021.

The Library plans to change our e-mail system to a cloud system as part of Office 365. This will remove the existing e-mail programs, Thunderbird and SoGO (chat), and one of the attractions is that it is possible to set up a central e-mail signature template, as long as people's job titles have been input. This work has been postponed for the time being so that we do not change our e-mail system during a period when effective internal communication is absolutely essential.

It is hoped to comply fully with this Standard by the end of December 2021. The Library has received funding from the Welsh Government for the work. The Library will have to spend the money by 31 March 2022, so it is expected to comply fully with these Standards by then. Implementing the new regime will improve the provision of Welsh language interfaces for staff and provide the means of implementing the central e-mail signature policy.

- 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.

Completed.

- Standard 56: Complete the procurement of self service machines for photocopying payments and ensure that they operate through the medium of Welsh.

We have had dialogue with the manufacturers and newer versions of the machines are needed in order for them to be made bilingual. The Library began the process of procuring new machines during 2019-20. However, given the construction work being undertaken in the reading rooms and ongoing discussions with regard to the future of the reading rooms, this has not progressed significantly, taking into account the lockdown periods during 2020-21 when there was only access for staff, and only essential staff, for parts of those periods.

This is currently ongoing as part of the process of reopening and relocating the Reading Room services. This work started before 31 March 2021, but it has not yet been completed.

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

The Library was in partial compliance with Standards 72 and 21 during 2020, as noted above. However, there have been differences between departments, with most departments, but not all, complying.

- 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.

The Library was in partial compliance with Standards 73 and 21 during 2020, as noted above. However, there have been differences between departments, with most departments, but not all, complying.

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

No formal consultation took place in 2020-21 other than the consultation on the Library's new Strategy. The promotion of the Welsh language was considered in this consultation.

Section 8: Priorities for April 2021 – March 2022

- 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 56: to complete the procurement process and install self service machines for photocopying payments and 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.
- Standards 130-131: to comply fully with these Standards.

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:

Endaf Edwards

Administrative Officer

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