OBJECTIVES AND ACHIEVEMENTS

During 2011/12, the National Library of Wales continued to be guided by the strategic goals outlined in The Agile Library, our Strategy for 2011/12 to 2013/14. This Annual Review reports on how we have succeeded in achieving these goals, under the two main headings of our Strategy:

1. Continuing services
2. Developments

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One way of looking at the National Library of Wales is as a democratic vehicle for changing people’s lives: a tool for thinking, learning, and creating.

This can happen in a variety of ways, large and small:

- a child might be inspired by a visit to the building to aim for a particular career
- a researcher might make an important discovery while exploring a collection
- seeing an exhibition or a film might spark a visitor to write a poem
- learners might have their picture of the world vastly enlarged and enhanced
- a Welsh company might find a way of exploiting the Library’s collections

In 2011/12, despite a worsening financial climate, there were again countless ways in which individuals and groups benefited from their encounters with the Library. In July 2011, in celebration of its 100th birthday, over 400 people came to link hands around the Library building. Groups from all parts of Wales visited the Library during the year to explore the building and what it contains, all of which, after all, belongs to them. The Library welcomed a record number of children, many of whom came to work with our third artist in residence, Luned Rhys Parri.

For researchers, what matters above all is the collections. Expanding the collections will always be a concern, and during 2011/12 the Library secured two new collections of exceptional importance: the ‘ITV Archive’ – in reality a huge and comprehensive collection of programmes broadcast by commercial television companies in Wales since 1958 – and the archive of the renowned Magnum photographer Philip Jones Griffiths. Both archives were close to the hearts of Dafydd Wigley, the President of the Library, and Arwel Ellis Owen, the Vice-President, whose terms of office came to an end in November 2011: we are very grateful to them for their help in acquiring the collections, and for their leadership and dedication to the National Library throughout their four years at the helm.

Visitors were able to enjoy a full range of excellent exhibitions, and the Drwm attracted an exceptionally strong list of speakers, including David Edgar, Gwyneth Lewis, Bedwyr Williams, David Crystal, Gareth Miles, Lord John Morris and Tristan de Vere Cole. The Library was active in
other parts of Wales, especially in the Newtown area in autumn 2011 during our annual ‘outreach’ activities.

As a tool for learning the Library attracted more readers than ever. The reading rooms saw an increase in the number of readers, and 1.2 million individuals used our resources online. The three-year ‘SCIF’ project to give online access to the complete contents of Welsh newspapers and journals to 1911 made excellent progress, and the Library began a project to digitise print, archival, visual and other material on Wales in the First World War. In collaboration with the other legal deposit libraries in the UK and Ireland, the Library has also made excellent progress in preparing to implement electronic legal deposit, now expected in 2013; this will plug an ever-widening gap in our record of the intellectual output of Wales and the UK.

And finally, the Library succeeded in attracting major European funding for a project to encourage Welsh firms to take commercial advantage of material we have digitised.

The richness of interaction at work here between an institution and its users is altogether remarkable for any national library. At the same time the Library is continually trying to expand its skills and seek new technical horizons. Professor Lorna Hughes, who holds our unique Chair in Digital Collections, has a special remit for such innovation: during the year she attracted several significant projects as well as three PhD students to work on exploiting and extending parts of the Library’s collections.

All the Library’s staff deserve warm thanks for their commitment and hard work, without which nothing recorded in this Review would have happened. Their achievement is all the more noteworthy given the ever-declining public resources available to the Library. We have redoubled our efforts to raise additional income and to encourage donations, but it is essential that the representatives of the Welsh people are prepared to provide the best possible support to an institution which is used intensively and valued widely.
“This place is perfect for studying and casual reading... I wish my national library was exactly like yours! Keep up the good work.”
Welsh print online

In its long-term vision published in March 2008, the Library, facing the challenge of a shrinking public economy, accelerating technological innovation and changing user expectations, made it quite clear that it had to steer a new course – holding true to its lasting purpose and values while being unafraid to turn in new directions.

Two of our important commitments are:

1. To provide access and information
2. To do so free of charge

The ‘Welsh print online’ project certainly breaks new ground for the Library, while continuing the tradition of making knowledge freely available. This is the most ambitious digitisation project ever undertaken by the Library. It aims to digitise two million pages of historical newspapers and journals published in Wales, providing new opportunities for worldwide audiences to research and exploit this magnificent record of everyday knowledge online – wherever and whenever it is convenient to the user, and completely free of charge.

This three-year project began in 2009 and the Library aims to launch the new digital service on its website during 2012/13. It is partly funded with £2m from the Welsh Government’s Strategic Capital Investment Fund.

The project aims to digitise the Library’s physical holdings of out-of-copyright newspapers and journals – for the most part those published in Wales up to 1911, and comprising some 600 different titles connected with all parts of Wales. This will be the largest body of searchable digital text relating to Wales and will contribute significantly towards realising the National Library’s ambitious vision, the ‘Theatre of Memory’, to digitise the entire printed record of Wales and its people. The Library has responded positively to the needs of users for easy access and simple searching of digital resources. We know that digital users are increasingly impatient with any barrier that causes a delay in receiving information, and are reluctant to travel long distances to find information.

Readers worldwide will be able to search by word, name, title, phrase, date or other search term across two million pages to find information instantaneously that would otherwise remain hidden within the covers of heavy bound volumes in the Library building in Aberystwyth.
How will the collection be digitised?

The Library is scanning the collection in-house following significant investment in a new digitisation studio, specialist scanning units and workflow management tools. This provides the workspace and capacity for a team of dedicated staff to conserve, prepare and scan each page. The preparation team records the issues and page numbers (metadata) before the publications are passed on to the digitisation team for scanning. The condition and quality of the volumes varies greatly and in some cases conservation work is performed before fragile and damaged pages can be scanned.

In order to make the words on the pages searchable the scans are subject to Optical Character Recognition processing, and the project is currently procuring an external contractor to undertake this complex task. The project has also invested in a team of cataloguers to ensure that users can access the new digital content through the Library’s online catalogue.

All digital files will be stored in perpetuity in the Library’s robust digital asset management infrastructure, which has been significantly expanded to provide the best digital storage and networking capacity to support the project.

Beyond newspapers and journals

The Library has a wide and extensive programme of digitisation that is invaluable to researchers. Other high-profile digitised collections include over 200,000 pre-1858 wills, bonds and affidavits relating to marriages in Wales from 1616 to 1837; the controversial ‘Blue Books’ of 1847; Gwallter Mechain’s landmark reports for the Board of Agriculture, and the Wales-Ohio website of unique Welsh Americana. All these resources and a great deal more are already available free of charge on the Library’s website:

llgc.org.uk

Digital Mirror

This is a wonderful source of digitised material and an incomparable resource. It includes the Kyffin Williams Bequest Project, Ballads Online, Portread: Welsh Portraits online, the Wales-Ohio Project, the Europeana Libraries Project and ‘From Warfare to Welfare, 1939-1959’. Many important items are continually being added, including magnificent and rare manuscripts. You no longer have to visit us in Aberystwyth to marvel at the wealth of our collections.

Visit our Digital Mirror:

llgc.org.uk/index.php?id=122
Acquiring the ITV Wales Archive: one of our top ten collections

The Broadcasting Archive of ITV Wales, which the Library acquired during the year, will immediately establish itself as one of the most important in the Library.

Television was the medium that characterised the second half of the twentieth century, and acquiring the complete ITV Wales archive from 1958 to 2001 provides an opportunity to safeguard and share that wealth with Wales in the future.

The foundations of this exciting partnership between the Library, ITV Wales and the Welsh Government were laid during 2011/12. The agreement will result in transferring the archive to the Library and into the care of the National Screen and Sound Archive of Wales. The transfer is facilitated by the generous financial assistance of £1.27 million from the Welsh Government.

The ITV Wales Archive is one of the biggest television archives in Europe, and comprises approximately 200,000 items, including cans of film, tapes and other formats. This unique collection is without doubt an extremely important record of the cultural, social and political history of Wales over the past 60 years, and it contains some of the most iconic television images of the times. They include the Aberfan disaster in 1966, the investiture of Prince Charles in 1969, the victorious British Lions tour to New Zealand in 1971, the 1984 miners’ strike, and the opening of the National Assembly for Wales in 1999. There are hundreds of important programmes and pioneer broadcasts in the archive. They include the first female news presenter; the first magazine programme on television; ambitious documentaries and music programmes; plays featuring well-known actors; pioneer children’s shows, and late-night programmes, probably only previously seen by a few people before. In addition, the archive includes a daily log of all the major news stories covered by ITV Wales and its predecessors as far back as 14 January 1958, the day TWW (Television Wales and the West) began broadcasting as the country’s first commercial television service.

The work of transferring this valuable collection to the Library began in 2011, and its transportation to Aberystwyth will be completed in the summer of 2012. The transfer is being organised by the Project Manager and the Location Team in the Library, with the help of a removals company experienced in this field.

The first priority will be to keep the archive in operational order. Unlike traditional archives, in which curators receive and then store the archive, this archive is a live one, used daily by ITV to create its own programmes. It is therefore essential that Owain Meredith, the ITV Wales Archivist, and National Screen and Sound Archive staff are still able to find on the new shelving in Aberystwyth the material that previously lay on shelves in ITV Wales’s building in Culverhouse Cross in Cardiff.
The archive will take two whole floors, and space has had to be made available in a building already nearly full to capacity.

After the transfer is complete, the service to ITV will be seamless; it will be possible to restart immediately after the move, and the producers and viewers will notice no difference. Crucially, the archive will be available for the first time for the public to view in the Library building. The work of digitising the material, preserving the originals and providing access to them will begin immediately – but the work will continue for years.

If it was difficult to find building space for the physical archive, the challenge of securing sufficient digital space for the copies is just as great, if not greater. Safeguarding and providing access to the treasures of the past now means continual conversion to viable digital formats, and maintaining and protecting these formats far into the future. This is the responsibility of a national library in the twenty-first century if the treasures of the previous century are to survive.

S4C’s early films
An important collection of some of S4C’s early programmes and films is to be kept for future use at the National Screen and Sound Archive. During the year S4C and the Archive reached an agreement to secure the collection’s long-term future. The collection covers a range of programme and film prints covering a wide spectrum of subjects and a variety of genres – from an early documentary series on S4C, Mwynhau’r Pethe, to Oscar-nominated films such as Hedd Wyn and Solomon a Gaenor, and animated productions such as Gogs and Gŵr y Gwyrthiau.

The Archive is very glad to be working with S4C in this way to preserve these collections for the future and, eventually, to secure greater access to them.

From Wales to Vietnam: the Archive of Philip Jones Griffiths
It is not every day that national libraries have the opportunity to collect, store and provide access to archives of international importance and significance, but that is exactly what happened when the Library and the Philip Jones Griffiths Foundation established an understanding in 2011/12. It not only protects this unique collection, but also means that the public will have access to it, fulfilling the last wishes of this incomparable Welsh photojournalist.

It can be confidently said that Vietnam Inc., Philip Jones Griffiths’ incomparable and iconic work on the Vietnam War published in 1971, was the most public and effective anti-war imaging ever made by a photojournalist. He illustrated the horrors and injustice of this war in photographs that were among the most poignant and skilled ever published during the twentieth century.
Gwyn Jenkins, former Director of the Library’s Department of Collection Services, with enthusiastic and practical support from Dafydd Wigley, realised the importance of this archive collection, and played a critical role in helping the Philip Jones Griffiths Foundation to fulfil its purpose. That purpose, as requested by Jones Griffiths himself, was to ensure that his incomparable archive and photographs would be available for teaching, learning and research in the fields of photojournalism, peace studies and related areas. The Archive includes approximately 152,000 slides, 5000 prints, maps annotated by Philip Jones Griffiths himself, and correspondence and ephemera that were in his homes in New York and London and in a storage unit in New Jersey.

The work of organising and digitising the archive is currently under way. A Memorandum of Understanding between the Trustees of the Philip Jones Griffiths Foundation and the Library has been drafted. Its main aim is to establish a infrastructure for digitising, hosting and managing the physical and digital collections, and facilitating their use.

The Library has the largest collection of photographs – we estimate, about 900,000 images – by photographers from Wales. We have notable expertise in the storage, professional management, conservation and digitisation of photographic collections.

The Library provides a secure, controlled storage environment for its photographic holdings, and has gained extensive experience in the field of photographic conservation. We are currently undertaking a project to prevent the deterioration of cellulose acetate negatives caused over a period of time by vinegar syndrome.

The digitisation of analogue holdings is another area of conservation in which the Library has developed expertise. The digitisation process of course helps to safeguard the original, but the Library is also careful to protect the digital assets themselves. The unreliability of storage methods and rapid developments in technology mean that procedures must be implemented to promote sustainable access to these resources. The implementation of the Library’s Digital Conservation Policy and Strategy will ensure that, as with other digital collections, the Philip Jones Griffiths archive is safeguarded for future use in accordance with the wishes of its creator.

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“Vietnam: This woman was tagged, probably by a sympathetic corpsman, with the designation VNC (Vietnamese civilian). This was unusual. Wounded civilians were normally tagged VCS (Vietcong suspect) and all dead peasants were posthumously elevated to the rank of VCC (Vietcong confirmed).” PJG

“Wales: This young boy epitomizes our Welsh ambivalent love for both rugby and music. This place, Pant-y-Waen, was once, in the 1930s, voted the most Beautiful Village in South Wales, but it has long since been obliterated by opencast mining. When I asked what he was doing, he replied, “My mother gave it to me to mend.” PJG
Above
Huw Edwards, BBC, during his visit to the Library

Right
Library’s Open Day, January 2012
DEVELOPING THE LIBRARY...
Attracting new users, welcoming children, opening our doors, developing our staff, Luned our resident artist, respecting difference and working together...

“...Lived here all my life – but never been to the Library”
‘Lived here all my life but never been to the Library’ was the slogan of the Library’s Open Day held at the end of January. The day’s mascot was a well-known Aberystwyth personality, 72-year-old Brian John: despite being born and raised in Penparcau in Aberystwyth, Brian had never been to the Library. The purpose of the day is to throw open the Library’s doors and invite the public get a taste of what we have on offer in a relaxed and informal atmosphere. On the day itself, 28 January, the Library was packed with visitors, and people of all ages – especially children – enjoyed themselves immensely. Many people from Aberystwyth and Ceredigion came in to see us for the first time in their lives – and many of them, some well advanced in years, have lived here all their lives! There were contributions from Huw Edwards of the BBC and the Vice-Chancellor of Aberystwyth University, Professor April McMahon, who entertained and fascinated audiences in the Drwm and succeeded in attracting new visitors to the Library.

For our children
The Library’s Education Service worked in partnership with Ceredigion County Council to ensure that local schools had the opportunity to visit the ‘Following the Flame’ exhibition on the Olympic Games. Over 800 children and approximately thirty-five schools visited the exhibition and workshops were held in Welsh and English.

During 2012 the Service will support the Library’s wish to see more children and young people visiting, especially from Communities First and Flying Start areas, and from outside Ceredigion. Following the Library’s recently-launched Child Poverty Strategy, we will pay for buses to transport children to Aberystwyth with the support of funding from the Library’s Association of Friends. The aim will be to increase children’s and young people’s awareness of the services provided to them and to all the citizens of Wales; these include our online resources, which will be available to them after they leave – in their homes, schools and public libraries.

The Service has also developed a family room – the ‘Hafan’. Changes are being made in the room to create a space where families can work together without guidance from the Library staff to learn more about the collections. To this end the Education Service has produced an activities package, new panels for the walls, and a corner kiosk which includes...
access to the Education Service’s new website. The idea is that a parent and a child between four and eleven years old can spend half an hour to an hour in the Hafan and learn a great deal about the Library. The Hafan will be launched during the summer holidays.

**Luned our Artist**

Another exciting means of interpreting our collections is the Artist-in-Residence Scheme. In 2010, Luned Rhys Parri was appointed to work on the Geoff Charles Photograph Collection as an artist-in-residence (the third in a series) in schools in Newtown and Wrexham. In 2011 the Library secured substantial funding from the Eluned Gymraes Davies Trust to make it possible for us to extend the artist-in-residence scheme and appoint craftspeople to develop the creative skills of young people and adults, working on themes supported by items from the Library’s collections. The aim is to use a variety of creative media as part of the scheme, and the craftspeople will be interested in developing and encouraging craft skills, rather than solely creating artwork for display.

**Working together**

For a century the Library has collaborated with the five other legal deposit libraries of the UK and Ireland. The current movement to extend legal deposit to include electronic publications will be one of the Library’s most important developments for many decades. The signing of a Memorandum of Understanding on electronic legal deposit in 2012 confirms the libraries’ determination to share the technical infrastructure required for collecting, storing and making available e-publications, once legal Regulations, expected to be passed by Parliament in 2013, permit.

At the opposite end of the spectrum, an example of the Library working with local communities is our close involvement with the Aberystwyth Town Regeneration Strategy. During the year the Library received a promise of finance to open a new road between the Library and the University campus, to allow a bus service to connect the two institutions, and to promote the galleries and other public facilities of the two institutions as cultural destinations for visitors and tourists. This work is nearing completion.

During the year an excellent relationship has been developed between the Library and higher education partners – such as Aberystwyth University, the Open University, KESS and AHRC – through a number of doctoral awards. Under the direction of Professor Lorna Hughes, three PhD students working on digital collections and digital research methodology in the humanities are now based in the Library.
Placing the History of Wales and the Great War Online as a part of the People’s Collection Wales project, a further example of constructive collaboration…

During the year Professor Hughes prepared an application to the Joint Information Systems Committee (JISC) on behalf of the Welsh Higher Education Libraries Forum (WHELF), which resulted in the awarding of a £500,000 grant to the Library to digitise a wide range of published and archival sources, from several Welsh collections, on the experience of the Great War in Wales.

The project will create an important digital collection concerning the history of the First World War as it affected all aspects of Welsh life, language and culture. The project will digitise printed and manuscript sources as well as moving image, audio and photographic material. These sources are at present fragmented and frequently inaccessible, yet collectively they form a unique and essential resource for researchers, students, and the public in Wales and beyond. The digital collection will be available through a website, and translation tools will enable non-Welsh speakers to benefit from material in the Welsh language included in it.

Collections to be digitised are from the Library, Aberystwyth University Special Collections, Bangor University Special Collections, Swansea University, Cardiff University Library, the Archives of BBC Cymru Wales, and from archives and local records offices who are members of Archives and Records Council, Wales (ARCW). The People’s Collection Wales will gather content generated by communities and local and family historians. It will also include items from personal collections gathered by the project travelling throughout Wales, and, digitise significant material that will enhance and complement the collections of the higher education partners.

The content to be digitised has been selected in collaboration with academics in Wales and beyond, and it is possible that the collections brought to light will lead to new research findings about Wales in the First World War.

Your Paintings

Another important project that came of age during the year was the inclusion of the Library in the BBC Your Paintings website. The Library has been working with the Public Catalogue Foundation (PCF) to add digital images of all our oil paintings to the Your Paintings website for the nation to enjoy.

Your Paintings is a project to create a complete online catalogue of every oil painting in all the collections in the British Isles, and display them on the website:

* bbc.co.uk/yourpaintings

Nearly 2,000 of the Library’s paintings, including works by artists such as Benjamin West, Claudia Williams, David Griffiths, Kyffin Williams, Gwen John and J. M. W. Turner, can now be seen on the Your Paintings website. Naturally the
Library’s paintings are focused on Welsh subject matter, Welsh portraits and Welsh artists. The importance of religious art to the nation is evident from the various portraits of religious leaders, including those of John Elias, Christmas Evans and John Jones of Talysarn. Landscapes by both native and visiting artists are common and the modern period is equally well represented, right up to the present century, with portraits of modern Welsh sport idols such as Manchester United’s midfielder Ryan Giggs and the world champion boxer Joe Calzaghe. This rich and diverse collection provides a unique insight into the history and artistic heritage of Wales in a way that would be impossible in the non-digital world.

**Asking for your help**

To help the BBC, which hosts and maintains the website, and the PCF to identify and catalogue what can be seen in each painting, the public is invited to ‘tag’ the paintings. You don’t need to be an art expert to tag, and your work will be valuable. See: [tagger.thepcf.org.uk](tagger.thepcf.org.uk) to find out more.

**The management and development of our staff**

The Library adopted a new Competency Framework and, following a review of the staff appraisal process work began on its integration with the recruitment process and the revised annual evaluations. Furthermore, TalentLab software was adopted during the year and a successful skills audit pilot was held within the collections care division; we will build on this work during 2013/14. The Library achieved the ‘Bronze Standard’ of the Welsh Government’s Corporate Health Scheme. During 2011 the HR Unit took part in several effectiveness review projects within each Library department. The Library also held a Stress Awareness Day which was very successful and timely.

**The budget, management and accountability, fundraising, and income generation**

Like most public bodies in Wales the Library has seen its grant-in-aid reduced; the budget for running costs was reduced by 2.08% in 2011/12, and again by the same percentage for 2012/13. The capital fund was reduced by 38.5% in 2011/12 and remained at this level for 2012/13. The collections purchase fund, already at a very low level, was halved in 2011/12.

The Library has been extremely prudent in how it spends public money. The organisation has responded in practical terms to the reductions seen in its budget through:

1. not replacing staff who retire or leave, and subsequent restructuring
2. not increasing staff salaries
3. scrutinising all costs and introducing efficiency savings
4. increasing income from non-government sources through project grant capture and fundraising
5. postponing capital investment and reducing purchasing for the collections.

These measures have allowed the Library to maintain its core services and activities without, on the whole, many obvious ill-effects on its users. However, the real effects have been substantial: staff capacity has been badly reduced; staff salary levels have fallen behind those of similar jobs in comparable organisations; capital projects have been delayed; purchasing for the collections has been pared down and what was done in the past outside the Library, such as touring exhibitions, has been scaled back.

Our environmental conscience
The Library is working towards Level 3 of the BS8555 Environmental Management System (the Green Dragon Standard will no longer be pursued, since it is not an accredited option). The Library continues to strive to reduce its carbon footprint, and the environmental conditions in the storage areas of some of the collections have been adjusted to reduce energy consumption. The Library has also invested in more efficient cooling equipment and continues to expand areas where low-energy lighting is used. This has meant that the Library has kept the Display Energy Certificate with a “C” score with a reduction from 74 to 71 units.

A high proportion of the Library’s waste is recycled, and staff are regularly reminded to separate waste.

Diversity
The Library is committed to equality, and our guiding principle is that equality and diversity should drive our work, being the basis and starting point for our activities. The Library’s internal Diversity Group met on five occasions during the year, and its main aim is to ensure the implementation of the Single Equality Scheme which came into force in 2011. During the year, we received valuable comments from users and visitors about their use of the building, and these comments were very helpful to staff in carrying out adjustments so as to ensure that everyone can enjoy the experience of visiting the Library. This Group also oversaw the creation of a Child Poverty Strategy, and organised the public consultation on its development. The Welsh Language Scheme and the policy to mainstream the Welsh language are also excellent examples of how the Library succeeds in honouring one of the Government’s objectives and priorities in making Wales a bilingual country: the Library is a bilingual community where both languages live side by side and in perfect harmony.
“Wales’ most intriguing place”

The concluding title in this Annual Review is a comment recently written in the visitors’ book. The words are those of two of the Library’s most enthusiastic and faithful friends – Dr Meredydd Evans and Phyllis Kinney. Their affection and enthusiasm for the Library have not dimmed over the years, and the institution takes great delight in its special connection with them.

The Library treasures its friends, and we implore readers of this Review to join Phyllis and Merêd and become part of the Library’s community of friends – that way you too can support Wales’ most intriguing place.

There are two clear and practical ways of doing so: you can join Chapters or the Association of Friends – or even join both.

Chapters and Fundraising

Chapters is our Patron Scheme. A special effort was made in 2011/12 to increase support by individual patrons through our new regular giving plan. The Library is greatly indebted to everyone who has supported it by making regular donations or one-off gifts.

During 2011/12 members of Chapters enjoyed a programme of stimulating activities that included ‘behind the scenes’ visits to see the Library at work, events in the company of keynote speakers, and trips to places of cultural interest in Wales.

This year’s keynote speaker was Tristan de Vere Cole who delivered an illustrated, personal lecture on the life and work of the Welsh artist, Augustus John. The journalist and author Elisabeth Luard visited the Library to discuss her book, *A Cook’s Year in a Welsh Farmhouse*.

A visit to the historically important village of Pennal was stimulating and enjoyable for all, and a number of activities focusing on the Library’s work and collections were organised; these included taking a look at the work of the Education Service and of the artists Thomas Jones and Richard Wilson.

The Fundraising Unit is particularly pleased that as a result of a generous three-year grant from The Big Lottery Fund we have been able to appoint our first volunteer co-ordinator. Financial support secured from the Ashley Family Foundation and Aurelius Trust, as well as donations received as part of the Library’s Regular Giving scheme, have enabled us to employ a conservation officer to continue the work of restoring the negatives of the Geoff Charles archive, which have been damaged by vinegar syndrome.

A generous gift from the estate of the late Eluned Gymraes Davies will enable the Library to expand its Education Service, maximising the use of the Library’s extensive collections as a learning tool for young people and adults.
**Association of Friends**

Although its members also make generous financial contributions to the Library, the Friends’ Association has a more social role. It is a means of bringing together individuals who share an enthusiasm and passion for the Library’s work to be ambassadors for the Library, and to enjoy the Library’s treasures in an informal and friendly atmosphere. 2011/12 was again a very busy year for the Friends. The members visited Pembrokeshire, and a varied programme of activities was organised, which included talks and lectures by well-known speakers. An excellent lecture on Saunders Lewis given by Gareth Miles as part of the celebration of Lewis’ ‘Tynged yr Iaith’ radio lecture fifty years ago, brought the year to a successful end.

For more information on Chapters and the Friends, please visit our website:

![llgc.org.uk](llgc.org.uk) and join us today!

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**STATISTICS**

### Service satisfaction levels

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<th></th>
<th>Target</th>
<th>Achievement</th>
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<tr>
<td>Satisfied with the service</td>
<td>95%</td>
<td>98%</td>
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<tr>
<td>General atmosphere</td>
<td>95%</td>
<td>98%</td>
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<tr>
<td>Number of enquiries</td>
<td>n/a</td>
<td>6,479</td>
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### Usage of the Library and Reading Rooms

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<th>Achievement</th>
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<td>Number of visitors</td>
<td>87,000</td>
<td>83,907</td>
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<tr>
<td>Number of items delivered</td>
<td>n/a</td>
<td>87,248</td>
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<td>Photographic orders</td>
<td>n/a</td>
<td>3,890</td>
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<td>Self-service photographic orders</td>
<td>n/a</td>
<td>48,494</td>
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<td>New readers tickets</td>
<td>7,000</td>
<td>7,629</td>
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### Enquiries

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<th>Target</th>
<th>Achievement</th>
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<tr>
<td></td>
<td>90%</td>
<td>93%</td>
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| Freedom of Information enquiries replied to within 20 working days | 13 | 100% |

### Staff

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<th>Target</th>
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<td></td>
<td>2.00%</td>
<td>3.64%</td>
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<tr>
<td>Sickness days – average</td>
<td>n/a</td>
<td>2.79%</td>
</tr>
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ACKNOWLEDGEMENTS

The National Library of Wales is indebted to the Welsh Government, our sponsors and friends for their backing between 1 April 2011 and 31 March 2012. We wish to thank those listed below for supporting the work of the Library. We also extend our thanks to the Library’s Board of Trustees and members of the Advisory Body.

Special thanks to:

Chapters Members:

**Single Patrons**
- Dan Clayton-Jones, Esq.
  Pontyclun
- Hilda Hunter
  Shrewsbury
- Dr H. G. Alun Hughes
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