

Gazette Supplement



Curators of the University Libraries Bodleian Libraries: Annual Report 2013/14

Introduction

The 2013/14 academic year was a period of both transition and great change for the Bodleian Libraries. The leadership of the organisation was settled with my appointment in January 2014 as 25th Bodley's Librarian, following six months when I served as Interim Librarian. Subsequent changes to the management team began to follow, and at the same time, major projects begun during the librarianship of Dr Sarah Thomas were continued or brought to a conclusion, and the implementation of the new strategy was commenced, with an increased focus on service improvement, and a greater emphasis on digital developments.

Among the achievements of the year was the finalisation of detailed planning and preparation for the opening of the research spaces in the Weston Library, which began at the end of September 2014. Critical elements of this work included meticulous planning of the move back of collections and staff into the building, and planning and preparedness for scholarly use of the building.

Other major achievements were the planning and preparations for the opening of the Bodleian K B Chen China Centre Library in the University's prestigious new China Centre, and for the opening of the Leopold Muller Memorial Library - our new library in the Clarendon Institute, delivering collections and services in Hebrew and Jewish Studies.

The Bodleian exhibitions programme broke records for its summer and winter exhibitions, and saw major travelling exhibitions open in Hong Kong and New York. Bodleian exhibitions served as centrepieces for Oxford University Alumni events in Hong Kong, New York and in Oxford itself.

During the year we extended opening hours in a number of libraries and were able to make significant additions to our general, electronic and special collections. Behind the scenes our staff made important improvements to SOLO, our online catalogue, and developed and expanded our digital services to both increase access to our collections and support researchers across all disciplines. The fast-changing environment of scholarly communications, driven by policy changes from research funders in the UK and beyond, has seen a vigorous response from the Bodleian in the provision of training, advice and new services in support of Open Access and Research Data Management. These developments will continue to be a key component of the 'Digital Shift' in our collections and services.

The care and maintenance of our collections - both physical and digital - remained a central focus of the Libraries' work, both through preventative actions such as environmental monitoring, improved security and our boxing programme, and also through painstaking conservation work on individual items.

Our priorities over the year have been informed by feedback from our readers and this year we continued to address issues raised in our 2012 reader survey, as well as working closely with students, researchers and other users of the Bodleian. Our formal structures for communication and consultation, such as the Committee on Library Provision and Strategy (CLiPS) and Curators of the University Libraries, provided a vital forum for constructive dialogue, but the staff of the Bodleian remain highly attuned to the needs of the academic community in Oxford who use our collections and services, and maintained an astonishingly high quality of service throughout the year. This was once again

recognised by the graduating cohort ranking Oxford's libraries the highest out of all UK universities for the second year running in the National Student Survey, a testament to the breadth and depth of academic materials and library provision offered to students of all subjects.

The academic year 2013/14 saw continued pressure on the finances of the library, as we successfully maintained a balanced budget in the face of increased costs. Staff across the Libraries were diligent in managing budgets and prudent in their endeavours. They were supported by a strong performance from the income-generating areas of the Bodleian, whose surpluses help to underpin the core work of the library. We also remain grateful to our many donors and funding bodies who continued to support the Bodleian during this critical year in our history. Without them we would not have been able to add to our collections, improve our buildings or enhance our services during the 414th year of our existence.

Richard Ovenden
Bodley's Librarian

Annual Report structure - mission statement and objectives

This year our annual report presents our work throughout 2013/14 within the context of the organisation's strategic objectives; these strategies fall under seven major headings. In the pages that follow we present examples of projects, initiatives and core work across our libraries and service that demonstrate our efforts towards achieving these strategic objectives. This list is not exhaustive as the volume, range and breadth of activity across our service is vast; but it provides a useful snapshot of the work taking place to continue the Bodleian's tradition of being at the forefront of library service.

As the University of Oxford aims to lead the world in research and education, so the Bodleian Libraries aim to support the University in its mission by providing a world-leading library service.

Mission Statement

The mission of the Bodleian Libraries is to provide an excellent service to support the learning, teaching and research objectives of the University of Oxford; and to develop and maintain access to Oxford's unique collections for the benefit of scholarship and society.

Strategies

COLLECTIONS

- Acquire books, articles, source materials and special collections in all formats and across all disciplines to support teaching and research and to preserve cultural and scientific heritage
- Care for the Libraries' collections
- Improve the accessibility of materials through cataloguing, digitisation, publication and academic initiatives
- Support the curation, preservation and accessibility of research data generated by the University

SERVICE & STAFF

- Provide a well-informed staff able to help readers and other users receive the best possible service
- Collaborate with academics and students to support and contribute to research, teaching and learning
- Support the professional development of library staff through training, best practice and innovation

DIGITAL INITIATIVES

- Develop digital services that benefit research, teaching and learning
- Provide a robust digital infrastructure that supports innovative services
- Expand access to content using established and emerging platforms
- Help shape legislation and policies relating to digital resources

LIBRARY SPACES

- Ensure our spaces meet our readers' requirements
- Care for and enhance historic library spaces

COMMUNICATION

- Understand the needs of readers and other users through consultation and analysis of data and feedback
- Communicate news, policies and services in a clear and timely manner

OUTREACH

- Promote the Bodleian's collections to a wide audience through exhibitions, events, publications, tours, products and other initiatives
- Use digital technologies to share the collections
- Contribute to local, national and international cultural life

GOVERNANCE

- Manage the Bodleian Libraries' resources effectively and safely
- Secure funds and generate income to further the work of the Libraries and the University
- Maintain a strong leadership role in the international library sector
- Pursue partnerships and shared initiatives with academics and organisations to mutual benefit and in support of the University's mission

Strategic objectives

1. COLLECTIONS

a. Acquire books, articles, source materials and special collections in all formats and across all disciplines to support teaching and research and to preserve cultural and scientific heritage

Central to the work of the Bodleian Libraries is successfully managing and enhancing the vast and internationally important collections held. During the year we continued to make important and prominent acquisitions, highlights of which are noted below.

An agreement was reached with Oxford University Press to obtain access to all of their e-book collections (OUP Handbooks, Bibliographies etc) with new content including the Oxford Scholarly Editions, Very Short Introductions, Social Explorer database, British Academy Publications and e-books from 14 partner university presses. This includes all current OUP material, such as Oxford Scholarship Online.

A significant new print resource for research and teaching was added to the Bodleian's collections with the launch of the Oxford Futures Library. Based at the Egrove Campus of the Saïd Business School and managed by the Sainsbury Library, the collection comprises c5,000 items relating to futures and scenario planning and the work of Pierre Wack and Wayne I Boucher. See: <http://oxfordfutures.sbs.ox.ac.uk>.

This year the Radcliffe Science Library undertook a major review and rationalising of the book collection housed there to ensure that materials on open shelves

remain current and aligned with usage by readers. This was supplemented by a major purchasing initiative in subject areas in which the stock benefited from updating. During the seven-month project more than 65,000 titles were transferred out of RSL and new items were acquired; the total purchase value of new or updated titles, and additional copies, totalled almost £60,000. The goal to alleviate overcrowding in certain areas of the collection has been achieved; a side benefit has been that the entire collection was checked for accuracy, thus improving the service to readers.

Humanities libraries received many generous donations of specialised research material and funds to support collecting in particular subjects at an enhanced level. Most notable was a bequest from the late Madeline Barber to support our collections of medieval history and 18th-century French literature.

The electronic collection for humanities students and researchers continues to be augmented. Purchase of Drama Online provided coverage of 80% of reading list items not already held by the English Faculty Library for the Paper 6 'Postwar British drama' option.

Over a year and a half of fundraising and campaigning to save the personal archive of William Henry Fox Talbot came to fruition when the Libraries were able to acquire the archive in August 2014. William Henry Fox Talbot (1800-77) was one of the greatest polymaths of the Victorian age, and is most famous today for being the British 'founder of photography'. The archive contains great potential for fuller understanding of the breadth of Talbot's scholarly activities, and of the influences exerted by the women in his family, in particular their educative roles, their shared interests in botany, languages, art, travel and history that are so central to Talbot's work, and their roles as practitioners, supporters and collectors of the new technology.

The Libraries continued to build their extensive collection of literary manuscripts when Joanna Trollope, one of the most-read British authors, bequeathed her literary archive to the Bodleian. This comprehensive archive comprises research notes, related correspondence and manuscript drafts of Trollope's 18 contemporary fiction books, two non-fiction publications and 10 historical fiction works first published under her real name and re-issued under the pseudonym Caroline Harvey since 1995, as well as her short stories. The archive also consists of media recordings, articles and interviews about and with the author,

and professional correspondence, as well as speeches and lectures that Trollope has made to literary or charity bodies over the length of her professional life.

Thanks to a campaign by *Times Higher Education*, the archive of the British Universities North America Club (BUNAC) came to the Bodleian Libraries in August 2013. BUNAC was formed in 1962 as a way to provide North American and UK students with work exchanges, promoting international understanding between the UK, USA and Canada. The club was also strong in developing programmes in Australasia, Africa and the Far East. The club's archives consist of material from its founding in the early 1960s through to its demise in 2013 and include promotional items (posters, brochures etc) and minutes. These documents trace the highs and lows of the club's operations, such as the threat of NUS Travel, the collapse of Courtline, the death of its first General Secretary and the foreign student employment policy changes of both the US and Canadian Governments. See www.timeshighereducation.co.uk/news/bunac-archive-finds-a-new-home/2006043.article.

Acquisitions – highlights

All subjects

- All current Oxford University Press material including Oxford Scholarship Online and British Academy Publications

Social Sciences

- JStor module VI (Economics, Politics, Law etc)
- Taylor & Francis e-journal backfile for Sociology and related disciplines
- Palgrave e-books for Development Studies and International Relations
- CUP e-books package for Law; Informit A+ Education e-journals
- Palgrave Macmillan e-journal backfile for Politics
- University-wide access to Bloomberg in the Social Science Library

Humanities

- Brepols Miscellanea Online: Essays in Medieval Studies (archive up to 2014)
- Brill's Medieval Reference Library (Barber Bequest)
- Dictionnaire d'histoire et de géographie ecclésiastiques (Barber Bequest and Theology)
- Index Religiosus: International Bibliography of Theology, Church History and Religious Studies (Barber Bequest and Theology)
- Miscellanea Mediaevalia (Barber Bequest)
- Mass Observation Part 3 and 4 (funded by History and Social Sciences)

- Reader's Guide Retrospective, 1890–1982
- Nottingham Mediaeval Studies, 1, 1957– (Barber bequest)

New e-Journals:

- International Journal of Maritime History, 11, 1999–
- Journal of Cold War Studies, 1, 1999–
- Journal of Jesuit Studies, 1 (2014)–
- Journal of Medieval Monastic Studies, 1 (2012)– (Barber Bequest)
- Magic, Ritual, and Witchcraft, 2006–
- The Mediaeval Journal, 1, 2011– (Barber Bequest)
- Medieval Sermon Studies, 50, 2006– (Barber Bequest)

Science and Medicine

Additional electronic archives purchased:

- Acta Mathematica - Archive
- Bulletin of Mathematical Biology Archive

Additional e-journals acquired:

- ASCE journals (full package)
- ECS Transactions (Conference Proceedings)
- SAE Technical Papers (1990–present)
- Asian Journal of Organic Chemistry
- Canadian Journal of Chemistry
- Statistical Analysis and Data Mining

Additional other e-resources:

- Essential Science Indicators
- SIAM e-books

b. Care for the collections

Care of our large, historic and internationally important collections is a critical function led by staff across the service but particularly within the Conservation and the Storage and Logistics teams. Work in 2013/14 included:

Preservation and study of the Bodleian Libraries' early Mesoamerican manuscripts. Among the Bodleian's most valuable treasures are five pre-Hispanic and early-colonial Mexican pictorial manuscripts. Due to the fragility of these manuscripts, in the past very little work had been done to assess their materials and composition. In 2013, the Conservation and Collection Care team was awarded a grant from Cultural Heritage Advanced Research Infrastructures: Synergy for a Multidisciplinary Approach to Conservation/Restoration. This enabled us to use a mobile laboratory for instrumental analysis (MOLAB) in order to characterise the colours present in the manuscripts. The results from the analysis have helped scholars and the wider public to learn more about the techniques and materials used. The results have also informed the Bodleian's preservation and access policy to these precious and fragile items.

The conservation of the Bodleian's Sheldon Tapestry Maps, due to be fully completed in September 2016, remains on schedule with the conservation of the Worcestershire map, the first tapestry map in the series, to conclude in February 2015. For the first time ever the Sheldon Tapestry Maps will be displayed alongside other valuable artefacts of the Bodleian Libraries collections as part of the *Marks of Genius* exhibition. Access to the Sheldon Tapestry Maps is eagerly awaited by scholars and visitors, and has also attracted the interest of the press.

The completion of a three-year project to provide conservation-grade boxes for the Special Collections materials temporarily housed in the RSL stack. As part of the process every book has been cleaned which means clean books can be moved to a new, clean stack in the Weston Library during 2014 and 2015. The packaging will protect the materials in transportation to the new stacks and between the stacks and the reading rooms.

Hyperspectral imaging is being made available for the study of University collections thanks to a significant grant from the Fell fund. This equipment offers the possibility to reveal hidden texts and underdrawings as well as characterising the materiality of heritage objects.

In the spring of 2014 an arrangement with Magdalen College was made to temporarily store 64,000 books from the college library during its two-year renovation project. Material is stored at the Book Storage Facility in Swindon and books are delivered directly to a temporary library building in the college on a daily basis, including Saturdays in term time.

c. Improve the accessibility of materials through cataloguing, digitisation, publication and academic initiatives

Cataloguing

The Collections and Resource Description (C&RD) team ran the Catalogue Clean-up project, a six-month project to address two areas of 'dirty data' in the online catalogue – barcode numbers that were in the Book Storage Facility Information System but were not in the online catalogue, and records in the online catalogue that represented unaccounted-for items, left over after the Inventory Control project was completed in 2011. During the course of the project, 3,438 unknown barcodes were reunited with their records in the online catalogue and 1,959 shelf marks representing left-over items were cleaned up.

This year cataloguing backlogs were substantially reduced or avoided using a three-pronged approach. Brief records for low-priority legal deposit materials were batch upgraded with fuller records from the British National Bibliography database; items that arrived in the C&RD department with full or Cataloguing-in-Publication records were fast-tracked to their destination without passing through cataloguers' hands; and permanent brief records were created by acquisitions staff for non-academic donations and other low-priority material. In addition, a lower level of cataloguing was introduced for foreign-language materials for which no language expertise exists in the Resource Description section of C&RD. All this meant that new items were available to readers more quickly than before.

Knowledgebase Plus (KB+), an exciting online tool, was implemented during 2014. Created and hosted by Jisc, this tool provides librarians with access to information on journal packages including titles, usage and licences, offering detailed information on content and usage within purchased journal collections. Usage statistics for these at both title and publisher level, coverage dates for current subscriptions, and licence terms and conditions for journals and databases are available on KB+. This tool was helpful in providing library staff with an overview of all online journals.

At the end of August 2014, over 74,000 records from the Japanese National Institute of Informatics (NACSIS) catalogue were added to the Bodleian Libraries' Aleph; the holdings information from Japanese Allegro (the local catalogue of Chinese and Japanese holdings) were matched and added to them. Since April, new books have been catalogued on NACSIS and imported to Aleph directly. All Japanese records are now available on the SOLO catalogue.

During 2013/14, the total numbers of records for items in the Oxford University Research Archive (ORA - www.ora.ox.ac.uk) increased from 116,000 to 167,000. Nearly 20,000 downloads of full text items were made during the year and the site saw over a quarter of a million hits.

Digitisation

2013/14 saw the Bodleian and Vatican Libraries digitise 1,000 volumes for the Polonsky Foundation digitisation project. By the end of July 2014 more than half a million page images in total were made freely available online through the project website <http://bav.bodleian.ox.ac.uk>. Launched in

December of 2013, the site is still attracting new visitors and has established a solid base of regular users; in May, almost 35% of visits to the site were from repeat visitors. The site has been visited by users from 196 different countries.

Digital editions of the full text of the Bodleian Shakespeare's First Folio were published between April and September 2014. The project began with a crowd-funded initiative to stabilise the volume and to provide high-quality digital images. The online interface was a University-wide collaboration involving Bodleian Digital Libraries Systems and Services (BDLSS), the Oxford e-Research Centre and IT Services. Visits to the website (<http://firstfolio.bodleian.ox.ac.uk/>) have increased by 211% against the previous period since publication began.

Academic initiatives

September 2013 saw the second successful two-day Early English Books Online Text Creation Partnership conference on Digital Methods and Methodologies, organised by BDLSS. It attracted delegates from around the world, and provided a forum for discussion of traditional and digital research into the early modern period using texts co-created by BDLSS over the past 14 years. At least four projects and a conference in Japan were born of meetings and discussions at the conference.

Michaelmas term 2013 saw the inaugural seminars in the Bodleian Digital Future of Editing Series, with Dr Brett Hirsch (University of Western Australia) and Professor Greg Walker (University of Edinburgh). Their success inspired a Fell Fund bid to host a broader series, looking at the many aspects of editing which an academic might encounter during their career, including peer-reviewed contributions to monographs, journal editing and critical editing. The series continued in Hilary term 2014 with Danny Milam (Reviews in History, Institute of Historical Research). Six more speakers were arranged for Michaelmas term 2014.

Responding to academics' requests, Conservation Research has focused on developing novel non-destructive analytical and imaging tools to make accessible information that is not currently available. One project resulted in extra value for the Bodleian Arshama site (<http://arshama.bodleian.ox.ac.uk/>) through an interactive web version of Reflectance Tomography Imaging. Users can see the light changing as it 'plays' or is shone at an angle over high-resolution images of tiny clay seals,

revealing the shadows and details of inscriptions that are all but invisible to the naked eye.

August 2014 saw the start of a three-year Leverhulme Trust-funded project, *Painting by Numbers*, which will allow the enigmatic colour palette of Ferdinand Bauer's watercolours to be characterised. Bauer used a code system on his extensive travels to record colours which he then recreated on his return to Oxford. The code was subsequently lost; this project aims to 'crack' it.

The Bodleian appointed four collaborative postdoctoral researchers to work with library collections in the fields of 15th-century intellectual history, the history of photography, the development of indexing, and conservation science.

The Bodleian Centre for the Study of the Book (CSB) hosted masterclasses, lectures and symposia, bringing academics and practitioners from Oxford and other universities together to discuss current research which draws upon the Bodleian's extensive rare books and manuscripts collections. The full report is available at: www.bodleian.ox.ac.uk/_data/assets/pdf_file/0004/173155/Report-2013-14.pdf.

A John Fell-funded workshop hosted by the CSB and convened by Ian Gadd (Bath Spa, President of SHARP) and Giles Bergele (English Faculty) in May 2014 drew together academics, librarians and data managers to map the future connections between large online datasets containing bibliographical and historical data.

Publications - selection of publications

Recent peer-reviewed articles co-authored by staff include:

- Cummings, James, and Wilcox, Pip. 'Stationers' Register Online: A case study of a byte-reduced TEI schema for digitization (tei_corset)'. *Journal of the Text Encoding Initiative*, Issue 6: Selected papers from the 2012 TEI Conference. December 2013. [<http://jte.revues.org/926>].
- Franklin, Alexandra. 'Making sense of broadside ballad illustrations in the 17th and 18th centuries', in *Studies in Ephemeria: Text and Image in Eighteenth-century Print*. Kevin D Murphy and Sally O'Driscoll, eds. Lewisburg, PA: Bucknell University Press, 2013.
- Hirst JA, Howick J, Aronson JK, Roberts N, Perera R, Koshariis C, Heneghan C. 'The need for randomization in animal trials: an overview of systematic reviews.' *PLoS One*. 2014 Jun 6;9(6):e98856.

DOI: 10.1371/journal.pone.0098856.
eCollection 2014.

- Mahtani K R, Heneghan C J, Nunan D, Roberts N W. Cochrane. 'Vitamin K for improved anticoagulation control in patients receiving warfarin.' Database Syst Rev. 2014 May 15;5:CD009917. DOI: 10.1002/14651858.CD009917.pub2.
- McTaggart M P, Newall R G, Hirst J A, Bankhead C R, Lamb E J, Roberts N W, Price C P. 'Diagnostic accuracy of point-of-care tests for detecting albuminuria: a systematic review and meta-analysis.' Ann Intern Med. 2014 Apr 15;160(8):550-7. DOI: 10.7326/M13-2331. Review.
- Nagrebetsky A, Brettell R, Roberts N, Farmer A. 'Smoking cessation in adults with diabetes: a systematic review and meta-analysis of data from randomised controlled trials.' BMJ Open. 2014 Mar 6;4(3):e004107. DOI: 10.1136/bmjopen-2013-004107.
- Ovenden, Richard. 'The learned press: printing for the University. Catalogues of the Bodleian Library and other collections,' in *The History of Oxford University Press*. Vol 1: 1478-1780 ed Ian Gadd Oxford: Oxford University Press, 2013.
- Ovenden, Richard. 'The role of the book arts in a twenty-first century research library,' in *Book art object 2: second catalogue of the Codex Foundation biennial international book exhibition and symposium*, eds David Jury and Peter Rutledge Koch. Berkeley, CA, Codex Foundation, 2013.
- Tarte, S M, D De Roure, and P Willcox. 'Working out the Plot: the Role of Stories in Social Machines.' In *WWW '14: Companion Publication of the 23rd International World Wide Web Conference*. 2014. ACM. [DOI: 10.1145/2567948.2578839]
- Son Chung Joon, Relja Arandjelovic, Giles Bergel, Alexandra Franklin (Bodleian Special Collections), and Andrew Zisserman 'Re-presentations of Art Collections'. Workshop on Computer Vision for Art Analysis, ECCV, Proceedings, 2014
- Wilson, Frankie. 'Seeing the big picture: collating user feedback in an effective, sustainable and practical way.' Library Assessment Conference, 2014

d. Support the curation, preservation and accessibility of research data generated by the University

The year saw the development of a new service: ORA-Data, a research data catalogue and preservation archive for storing and disseminating datasets produced by members of the University. During 2014

preparation for release of this new Bodleian Libraries service focused on the installation of an online self-archiving data deposit form which can be used by dataset creators across all disciplines. As well as an archive for research data underpinning journal articles, ORA-Data will be a catalogue of datasets. ORA-Data enables Oxford datasets to be preserved, discovered and, most importantly, cited. In 2013 the Bodleian Libraries signed an agreement on behalf of the University with DataCite (at the British Library) that permits the Libraries to allocate Digital Object Identifiers (DOIs) to datasets held in ORA-Data. Release of the ORA-Data service is due late 2014.

The role of the Libraries in supporting the research lifecycle was reflected in the Research Excellence Framework. For instance the library service was cited in all 12 of the Social Sciences Units of Assessment environment statements and in two of the impact statements. Social Sciences priorities for research support this year included services for Research Data Management (RDM). The Data Librarian worked collaboratively with colleagues in Research Services and IT Services to establish the RDM website, <http://researchdata.ox.ac.uk>, and the RDM enquiries helpline, researchdata@ox.ac.uk. The Data Librarian also ran a set of RDM workshops for library staff and reviewed RDM training provision available to DPhil and early career research staff.

On 6 December 2013 at Keble College, an international audience of over 70 library professionals gathered for the Annual Workshop of the International Association of University Libraries (IATUL). Organised and led by a team of librarians from the RSL on the theme 'Research Data Management: Finding our Role,' the event provided an opportunity for information exchange and networking on this important topic. A packed programme of 12 speakers covered current projects in several countries enabling data deposit and 'find' ability. In the online survey the participants rated the workshop as excellent with one attendee calling it 'the most substantive and informative IATUL Workshop I ever attended.' The presentations are online at: www.bodleian.ox.ac.uk/science/RDM2013.

In January, the Bodleian Libraries' Special Collections department held its annual research fellowship competition for visiting scholars. Scholars can apply for a growing number of fellowships which carry stipends to support research visits. Ten visiting scholars have been appointed to library fellowships for the academic year 2014/15.

Key statistics: Collections

- 11,746,808 catalogued items of printed stock
- 272,585 items added to printed stock this year
- 53,454 printed items disposed of this year
- 25,314 metres of archives and manuscripts
- 671 metres of archives and manuscripts received this year
- 961,146 e-books available
- 104,365 current serial titles
- 1,339 electronic databases available
- 27,561 audio-visual items and equipment available for loan
- 1,422,353 loans
- 27,450 borrowers
- 47,663 items consulted from Special Collections
- 7,728,797 downloads of full text articles from e-journals
- 5,906,881 downloads of sections/chapters from e-books
- 8,373,561 database searches
- 11,876,798 searches on SOLO (catalogue)
- 1,000 books repaired
- 55,000 conservation boxes made
- 11,346 items treated in the conservation workshop

2. SERVICE AND STAFF

a. Provide a well-informed staff able to help readers and other users receive the best possible service

c. Support the professional development of library staff through training, best practice and innovation

This year our Staff Development Team launched a pilot mentoring scheme for all support staff in the Libraries. A number of staff members were paired with one of our trained mentors and feedback so far has been very positive, with mentoring a successful means of passing on knowledge and providing support. The scheme will be evaluated in the near future with a view to expanding it to include academic-related staff.

Alongside our usual training programme, a number of new courses and talks were offered to staff to support best practice and sector awareness. Staff have been updated on: changes in copyright legislation, Copyright Licensing Agency (CLA) licensing, social media, electronic legal deposit and Open Access. Training has also been provided to enable staff to use assessment techniques and make good use of feedback to improve services to readers (courses include 'What is Assessment?', 'How to Gather Feedback' and 'Introduction

to Google Analytics'). Many of the new courses available to staff reflect trends in the sector and changes in service provision, such as 'Advanced Searching: Google and Beyond', 'Research Data Management', 'An Introduction to Instructional Design for eLearning', 'Rethinking Information Literacy with ANCIL', and 'Forever Changes: Cultivating Resilience'.

Some staff members are working to build their knowledge at an advanced level. A selection of those who have taken the Developing Learning and Teaching Programme have gone on to gain recognition as Associate Fellows of the Higher Education Academy, meaning they now meet the UK Professional Standards Framework, a comprehensive set of professional standards and guidelines for Higher Education providers and leaders.

Staff are constantly updating and refreshing their knowledge of library operations. For example, at the beginning of each term the RSL Entry Hall staff participate in refresher courses under the leadership of the (Acting) Library Services manager. SOLO, Print Copy and Scan (PCAS), remote printing, and other processes are regularly reviewed to update the skills of all staff, contributing to increased staff performance and confidence. Update sessions on the open shelves book collection project also ensured staff were kept abreast of changes in the collections.

Improving access for disabled readers to library services and facilities continues to be a priority for the Bodleian Libraries. Recent developments in 2013/14 include the opening of the new accessible entrance to the Radcliffe Camera, while ongoing services for students with disabilities include special loan periods and proxy borrowing, plus access to a range of specialist equipment and ergonomic furniture on demand. This year a new working group was convened to bring disability liaison librarians from across the Libraries together with student representatives to further improve access, information and support.

The Libraries' Accessible Resources Acquisition and Creation Unit (ARACU) provides highly tailored support to disabled students, including the provision of materials in electronic format and advice and training on equipment and software applications. The Unit produces electronic text, Braille, audiobooks and tactile diagrams. In 2013-14 ARACU processed over 1,500 items for 16 students referred from the Disability Advisory Service, supported by a valuable network of ten volunteers. Oxford is the only HEI in the UK with an alternative formats centre that processes all materials

in the students' reading list, rather than limiting the student to a set small amount of books. This approach allows the student to explore the reading list as their non-disabled peers do, enabling them to excel in their studies.

New posts have been established to meet changing service needs. For instance, a new position of Open Access Subject Librarian was created to ensure that accurate information regarding fast-evolving Open Access would be distributed across the University and Libraries. This is a coordinating role in support of the Information and Advice strand of the University's Open Access project (www.openaccess.ox.ac.uk) to offer a range of services to assist researchers in their work. In BDLSS the role of Digital Research Facilitator was created to help with preparing and managing our many projects in the area of digital research.

As part of ongoing work to offer more copyright advice and support to readers, we were pleased to appoint Tim Padfield to the new post of Copyright Consultant. Tim is an internationally recognised copyright consultant and is available to provide guidance on a wide range of copyright issues to academic staff, researchers, students, librarians and other interested parties. Tim can be contacted at copyright@bodleian.ox.ac.uk. Further information on copyright issues, including FAQs, can be found at: www.bodleian.ox.ac.uk/bodley/using-this-library/copyright.

We continue to support training of future generations of librarians and archivists. This year the Bodleian Libraries have augmented their Graduate Trainee Librarian scheme with the Developing the Next Generation Archivist project, part of the Heritage Lottery Fund's Skills for the Future programme, to provide trainees with the foundation they need to develop an archives career at a time when libraries are evolving to curate increasingly digital collections. Working alongside curatorial staff, trainees focus on developing digital archiving know-how as well as acquiring more traditional curatorial skills such as interpreting collection material and working with scholars. At the same time the trainees will undertake an accredited vocational qualification with Aberystwyth University through distance learning, with their course fees met in full by the project. The Bodleian trainees recruited in 2013/14 began their two-year training programme in September 2014, joining the other 20 trainees on our general programme. A further four trainees will complete the programme over the next five years.

Internships and student placements also supported knowledge exchange. BDLSS and the Oxford e-Research Centre co-hosted two interns from the Graduate School of Library and Information Science at the University of Illinois at Urbana-Champaign. The interns spent six weeks in Oxford, which included attendance at the Digital Humanities Oxford Summer School (DHOxSS). They contributed to current work on Research Objects and data curation. Bodleian Special Collections also hosted interns from the University during the summer and an intern from Mainz holding a Leonardo da Vinci scholarship, who for 12 weeks in autumn 2013 learned about all aspects of Special Collections librarianship from presentation of manuscripts in classes to planning for digitisation of rare materials.

b. Collaborate with academics and students to support and contribute to research, teaching and learning

Staff kept readers and academics abreast of new issues and services relevant to their research. Across all subject areas staff participated in wider events to raise awareness of the issues around Open Access (OA) Publishing, including training sessions and drop-in sessions to provide help and advice. Training sessions covered issues related to policies and compliance requirements of different funding bodies, as well as tools and help available through the OA Online website, and included information about Oxford Research Archive depositing.

Subject specialists at the Taylor Institution Library and other Humanities libraries were particularly active in collaborating with academic colleagues to support the activities of the UNIQ summer school, which allows prospective students to experience a taster of life at the University.

The Scan & Deliver service from the Book Storage Facility has grown in popularity, with an increase in requests of 26%. Feedback received via the Scan & Deliver service questionnaire remain overwhelmingly positive with 100% finding the service easy to use, and 99% happy with the quality of the scan received.

A partnership between the Libraries and Durham University is enabling the systematic identification of pigments in medieval manuscripts. Conservation Research is helping bring together medievalists and chemists to use Raman spectroscopy to reveal the identity, for the first time, of the colours used in the illumination of these rare and exquisite treasures.

In collaboration with the History Faculty, the Bodleian participated in the Cultures of Knowledge EU Collaboration in Science and Technology (COST) initiative, joining participants from over 22 countries to analyse semantic models and infrastructure for the study of correspondence networks. The Bodleian is particularly involved with the data modelling and interoperability working groups.

Several librarians participated in the November Oxford Open Science meeting that brought over 20 researchers together for the workshop Content Mining: Scholarly Data Liberation. The report and presentation from the workshop leader Peter Murray-Rust are available online at <http://tinyurl.com/ofyygfc>. *The Oxford Times* (special supplement) published an in-depth article on the Cairns Library in early 2014. Three librarians presented at the Chartered Institute of Library and Information Professionals Health Libraries Group conference in Oxford, and Eli Harris presented a keynote paper on the work of our outreach team at the 2014 Irish Health Science Libraries Group conference in Dublin.

Bodleian staff have won numerous awards for supporting teaching and learning. In November 2013 four members of Bodleian Libraries staff and one Libraries team received Oxford Teaching and Learning Awards for making an outstanding contribution to the support of teaching and learning. Andrew Honey from Conservation and Collection Care received an award for his work in developing the syllabus and delivering sessions for the Bibliography and Study of Paper summer school, the first offered by the Bodleian Centre for the Study of the Book. Matthew Kimberley from Special Collections received an award for his outreach programme for Sanskrit Studies, which included evening classes, a summer school and talks for schools. Dinah Manisty (Oriental Institute Library) and Tim Kirtley (Wadham College) received an award for improving access to the Persian Collections at Wadham College, a project which benefited greatly from generous encouragement and effort on the part of Gillian Evison (Oriental Studies). Finally, the Open Access Team received an award for the rapid development and delivery of Open Access training and an enquiry line to support researchers getting to grips with the new Open Access requirements mandated by Research Councils UK. The Open Access Team is a cross-departmental group with members from the Bodleian Libraries, IT Services and Research Services.

In addition the Bodleian Education Librarian, Catherine Scutt, was shortlisted for an OUSU Student-led Teaching Award, and also received an OxTalent Award 2014 for 'Use of technology to support transition'. The Subject Consultant for Slavonic and Eurasian Studies received a Bodleian Libraries Award in support of Teaching and Learning for the delivery of research skills workshops and one-to-one support within Russian and Eastern European Studies.

Conservation Research is represented on the steering group of the Oxford University Cultural Heritage Programme and is involved with the setting up of DPhil projects under the new Collaborative Doctoral Training Centre, Science and Engineering in Arts Heritage and Archaeology.

Bodleian Digital Library Systems and Services (BDLSS) is currently participating in or leading ten funded research projects in close collaboration with academics from around the University. Our current success rate for grant funding is approximately 90%. Among these projects, BDLSS received funding for their first official collaboration with the Oxford e-Research Centre: a Linked Data prototyping project entitled Early English Print in the HathiTrust. It is a child project of the HathiTrust Research Center's Mellon-funded Workset Creation for Scholarly Analysis project: http://worksets.htcr.illinois.edu/worksets/?page_id=17. The project is using Linked Data to augment string-based metadata across two collections (the HathiTrust and Early English Books Online Text Creation Partnership), to improve and facilitate investigation.

Established in 2007 by Bodleian and IT staff, Digital Editors in the Pub is a monthly meeting for researchers, students and colleagues in academic support departments who are working in digital editing, in its broadest sense. It continues to thrive as a hub for discussions in the digital humanities, sharing knowledge and expertise in an informal environment.

The Bodleian Centre for the Study of the Book hosted a wide range of research meetings and symposia during the year, in partnership with The Oxford Research Centre in the Humanities (TORCH) and the faculties of English and History, to investigate the history of Shakespearean scholarship, errors in early modern printing, 18th-century ideas of celebrity and the history of science in the early 20th century. These meetings brought together postgraduates, visiting scholars and

senior academics from Oxford and other universities. The symposia were convened by members of Oxford faculties and by Bodleian Visiting Fellows.

Senior researchers from Oxford and other universities gave weekly masterclasses during Michaelmas Term, as well as special lectures throughout the year, demonstrating to postgraduates and members of University faculties how the Bodleian's collections could be used to gain information about intellectual and material history from book bindings, early modern music collections, editions of Galileo's works and other topics in medieval and early modern studies. A masterclass directed by the visiting Lowe Lecturer, Erik Kwakkel (Leiden), engaged postgraduates in medieval studies in a hunt through the Bodleian collections for medieval books of a particular shape ('holster books') that enabled quick consultation.

The Centre for the Study of the Book supported the Balliol-Bodley Scholar, postgraduate student Nicholas Allred, who examined an uncatalogued item from the Bodleian rare books collections, a scrapbook of patriotic and romantic songs made by a young lady in Jane Austen's day. Allred describes his investigation in this film: https://www.youtube.com/watch?v=Lt_haGvNj8c.

Special Collections and Exhibitions staff worked together to enable student curation of displays of rare books and manuscripts. The displays, open to the public in the Old Library's Proscholium, included the Valentine's Day display, *How to say I love you*, curated by two undergraduates from Hertford College.

Induction and reader support

Induction courses provide readers with an essential introduction to Library services. Across the Bodleian Libraries 436 induction events were held during the 2013/14 academic year, attended by 9,423 participants. At undergraduate level, these sessions provide vital support in helping students navigate the libraries, understand their reading lists and locate resources online and in print. Postgraduate induction emphasizes online research tools and acts as a springboard to more advanced information skills training. Online induction is also available through the 'Library Assistant' mobile app.

Throughout the year, subject librarians taught research skills embedded within the academic curriculum and a total of 431 information skills workshops were held, attended by 5,739 participants. Subject

librarians also taught on 58 WISER sessions, attended by 928 people.

The content of the Bodleian's centrally-run information skills programme was further strengthened this year with the addition of new classes including 'Finding and Converting Geospatial Information' and redevelopment of 'Tech Tools - Reference Management' (which has become one of the Bodleian's most popular workshops). Bodleian provision of online tutorials for readers was also enhanced with the addition of Electronic Legal Deposit and Finding Journal Articles. Workshops provided to the Doctoral Training Centres included sessions on research data management, search strategies, copyright, citations and altmetrics.

Libraries staff also provide one-to-one support on an ongoing basis. Point-of-need research assistance continues to be highly valued and 747 researchers booked an in-depth one-to-one consultation with their librarian. The most requested one-to-one support came from NHS, MedSci and Social Sciences.

Students rank Oxford Libraries top in the UK

At the end of 2013/14 results from the 2014 National Student Survey (NSS) showed that 98% of students at the University of Oxford felt its libraries met their needs. Oxford's libraries were ranked the highest out of all UK universities.

This follows from the 2013 NSS survey in which Oxford students also rated the University of Oxford's libraries as some of the best in the UK. Oxford's libraries have consistently been at or near the top of the poll over the past five years.

The survey asks final-year undergraduates to provide feedback on their courses in a nationally recognised format. It covers seven areas, including teaching, assessment, academic support, organisation and learning resources. More than 300,000 students responded and the results are published on Unistats.com where they offer valuable information to prospective students and their advisors.

Key statistics: Service and staff

- Number of induction sessions held in 2013/14 - 385 (7,575 attendees)
- Number of staff training sessions held - 212 for 2,739 participants
- Number of attendees to training sessions - 600 university staff attended an average of 4.2 training sessions over 2013/14; 487 were Bodleian staff
- Graduate trainees started in 2012/13 - 22
- 522.1 FTE (Full-Time Equivalent) Library staff

- 127 recruitment campaigns
- 143,319 pages provided in alternative formats for print-disabled students

3. DIGITAL INITIATIVES

a. Develop digital services that benefit research, teaching and learning

The Bodleian played a vital role in the provision of access to new digital content made available to the Legal Deposit Libraries of the UK following the introduction of national legislation in 2013. Working with colleagues across the Bodleian Libraries and their counterparts at the other Legal Deposit Libraries, staff at BDLSS worked to ensure that non-print legal deposit material is discoverable via SOLO and can be accessed in a secure online environment.

BDLSS created a website for the online presentation and explanation of the letters of Arshama, a fifth-century Persian prince, the oldest collection in the Bodleian Library (<http://arshama.bodleian.ox.ac.uk/>). Colleagues in Oriental Manuscripts and Conservation and Collection Care collaborated with academics at two universities on research into the letters and advised BDLSS on the content and features required for the website.

This year Bodleian Libraries staff members received an impressive four OxTALENT awards for innovative use of digital technology. The OxTALENT annual awards are part of the University Teaching Awards Scheme, and recognise members of the University who have made innovative use of IT in order to foster learning and academic practice, develop more effective links between teaching and research or improve impact through outreach and public engagement. Ian Chilvers and Lucile Deslignères received awards in the 'Use of WebLearn for learning support and outreach to students' category. Ian's award was for his instrumental part in setting up and managing the Social Science Library (SSL) eReadings service. The SSL eReadings service is hosted on the SSL WebLearn site, and it provides access to digital copies of print-only book chapters and articles cited on reading lists. Over 700 digital copies have been created and hosted under the terms of the CLA HE Licence. Ian and his colleagues are proactive in adding reading list material to SSL eReadings, and respond to requests received throughout the year. Lucile was recognised for providing resources for Modern Languages finalists, helping them access much-needed study material while the library was closed. The Libraries had two winners in the 'Use of technology to support transition' category. The 'Library Assistant'

mobile induction app helps undergraduates get to grips with Oxford libraries; Ollie Bridle received the award on behalf of a team of staff who worked on the project. Catherine Scutt and Sophia Staves created 'Please play with your phone during this lecture!' by using the induction app to enhance the presentation element of the library inductions they run for PGCE students. <http://blogs.it.ox.ac.uk/oxtalent>.

b. Provide a robust digital infrastructure that supports innovative services

This year the Bodleian Libraries undertook a major review of their digital activity and began work to produce a robust digital strategy to support the Libraries in responding to the needs of contemporary and future scholarship in all disciplines. We are calling this work the 'Digital Shift'. The development of the Digital Shift began in Michaelmas term 2013 and will continue over the coming months and years, forming the basis of discussion with scholars in the University in order to best align our work to foster collaboration with, and support of, academic initiatives of all kinds. The final strategy and resulting projects will focus on:

1. digital discovery - ensuring that all users have easy access to the information they need;
2. digital preservation - making Oxford's digital assets (electronic documents, research data, digitised collections etc) available for immediate use and for future generations; and
3. digitisation infrastructure - allowing the transfer of Oxford's unique treasures and research outputs (including 3D material) into digital form to help protect them and to support new forms of research, teaching and public engagement.

The upgrade of the software that powers SOLO, the Bodleian Libraries' catalogue for the major collections, took place in September 2013 and resulted in a system that still functions as usual but with a number of new and valuable features, many of which were requested by readers. These include: browse searching (the ability to browse records using A-Z lists of authors, titles or subjects); advanced date-range search; improved export options; and the ability to refine results using more than one option in the facet list (on the left-hand side of the screen in SOLO). All of these enhancements have made SOLO more usable. Our teams continue to work to develop and improve SOLO and welcome comments via the feedback link on the SOLO front page.

c. Expand access to content using established and emerging platforms

While our Legal Deposit print collection in 2013/14 grew by 80,000 monographs and 78,000 journals including newspapers, in collaboration with the British Library and other Legal Deposit libraries and under the new legislation, we were also able to add more than 365,000 electronic articles to our collections. We are collecting more material that is only available electronically and 22 publishers so far have elected to switch their method of deposit from print to electronic. Staff in Legal Deposit Operations have incorporated new processes into their workflows so that records in SOLO now link directly through to electronic content. More than 2,000 holdings records for serials were closed on SOLO and they point to continuation of the electronic Legal Deposit (eLD) receipt. Readers within the premises of the Bodleian Libraries now have instant access to this content.

The Legal Deposit UK Web Archive is growing rapidly and a Legal Deposit Web Archiving Prioritisation Group has been formed to provide a process for resolving key questions relating to the prioritisation of legal deposit web archiving. An annual crawl captures as much of the UK's presence on the web as possible and this comprises more than 4 million websites. The first domain crawl conducted in 2013 contains 1.6 billion URLs or 31 terabytes of compressed data. In addition, planned special collections were curated to include British participation in the Winter Olympics, the European Parliament Elections and the Centenary of the First World War, and rapid response collections captured the UK online response to current events. Archived collections of this kind included the death in December 2013 of Nelson Mandela.

Much work went into raising the awareness and understanding of eLD amongst our readers and library staff. To share information and facilitate feedback, activities included the circulation of termly briefings, meetings and eLD forums for library staff. The eLD Group oversaw the revamp of both public and intranet eLD webpages. The Information Skills Co-ordinator updated the SOLO guide, published an online eLD tutorial and provided training slides for library staff.

We recently secured a \$685,000 grant from the Andrew W Mellon Foundation for a two-year project building on the existing Shared Canvas and International Image Interoperability Framework tools. The Shared Canvas project has been a long-running international collaboration in which

BDLSS have played an integral role. It will offer scholars of many disciplines the means to be able to compare, annotate and share digitised manuscripts on one platform from collections at any participating institution, revolutionising the way humanities research is practised. This recent donation will pay for development work, new roles and small trial projects commissioned from within Oxford.

Key statistics: Digital initiatives

- 166,908 items in ORA (11,612 complete works)
- 42,244 items added to ORA this year (5,703 complete works)
- 315,696 access to items in ORA this year (19,138 downloads of complete items)
- 2,141,066 digital documents available in library collections

4. LIBRARY SPACES

a. Ensure our spaces meet our readers' requirements

b. Care for and enhance historic library spaces

Over the year we saw the opening of two new libraries and the final stage of refurbishment of the Weston Library, all first-class resources for readers. Across the service numerous initiatives were led to ensure our spaces meet our readers' requirements.

Planning for the move into The Bodleian K B Chen China Centre Library was completed with the operational opening taking place just after the end of the period of this report, on 4 August. The planning ensured that the new library would be able to provide a variety of study spaces including a large, quiet reading room, a small group study/meeting room, formal and informal seating in the main reading area, and study carrels for short use or for project or research groups. The move to the new library also provided an opportunity to refresh the open-shelf collections with additional selections and transfers from the Social Science Library to provide an enhanced print collection for Chinese Studies, backed up by access to more specialised research material held in the Book Storage Facility.

Preparations were underway through the year for the opening of the Leopold Muller Memorial Library of the Oxford Centre for Hebrew and Jewish Studies, which was to be institutionally and physically integrated into the Bodleian Libraries and reopened in the Clarendon Institute in September 2014. The space previously occupied by the Chinese Studies Library was modestly refurbished and the open-shelf collections selected

to support the main areas of research in Hebrew and Jewish Studies, with access to other research material held in the Book Storage Facility. The move also provides the opportunity to select from other holdings of the Bodleian Libraries to develop one of the largest collections in Europe dedicated to Hebrew and Jewish Studies.

Work continued on the historic New Bodleian (Weston) Library as it moved into the final fit-out phase. The level of activity inside the structure rose considerably over 2013/14 as a complex phase of work involving many different trades and specialisms moved ahead, with over 250 workers on site every day. Skylights, office partitioning and building services (electrical, water pipes etc) were all carefully put in place and over 40km of new shelving was installed. The barcoding of the archival collections at Rhodes House Library, part of the preparatory collection moves work for Weston, was also well underway this year. By the end of the year the building was taking shape with many spaces finished, waiting for books and people to move in. The relocation of collections and services to the Weston Library began at the close of 2013/14 and will continue until 2016. The building work remained on target for opening to readers in September 2014 and to the public in March 2015.

Other initiatives and improvements across the Bodleian Libraries include:

At the Bodleian Education Library, a phased minor works project had begun to create an Innovative Teaching Methods room.

At the Bodleian Social Sciences Library (SSL) a minor works project soundproofed a further four study carrels for readers using voice-assistive technologies. A project was also led with the Department of Politics for the SSL to host the division's Q-Step Centre for undergraduate quantitative methods training.

At the Sainsbury Library in the Saïd Business School a set of comfortable reading chairs was installed to meet student requests.

In the Old Bodleian Library a scheme of modest refurbishment and significant service enhancements in the Upper and Lower reading rooms involved installing new lighting and carpets throughout, resulting in rooms that are now quieter and more temperate. Self-collect reserves now operate in both reading rooms and Saturday deliveries from the Book Storage Facility, trialled in the previous year, have become core services.

At the Radcliffe Camera following a programme of works, a new entrance was opened on 1 October 2013, 150 years after the previous entrance was created. The new entrance is accessible to readers with restricted mobility via a path on the south lawn. It opens to an integrated reception and service point with access control gates and book detectors providing enhanced security for books and journals. Closing the old entrance allowed the Upper Camera to be incorporated into the security zone of the Old Library and Radcliffe Camera so that readers can now move freely, with their books, to and from the Upper Camera.

Planned improvements are underway across many libraries:

Intensive planning is now underway in the Bodleian Law Library following approval from Council for the £10.8 million project to transform the St Cross Building. The English Faculty Library is also planning for changes in the St Cross Building which create a new entrance to the library and necessitate rearrangement of the main desk and staff offices.

The RSL conducted a space survey (Trinity term 2014) to seek readers' thoughts regarding current spaces. Results are being analysed and will be used in planning future configuration of the Radcliffe Science Library.

The Humanities Division revived planning for a new academic building at the Radcliffe Observatory Quarter to serve six faculties moving to the site. A library for this building will provide enhanced support for graduate students and new developments such as digital humanities as well as continuing to provide access to subject librarians and to support the reading list needs of undergraduates.

Discussions also took place with the faculties of Medieval and Modern Languages and Linguistics to consider further refurbishment of the Taylor Institution building with a view to enhancing its role as the centre for research in the subjects.

Other work to care for and enhance our historic spaces:

Rhodes House saw the book moves of the Bodleian Library's Commonwealth and African Studies collections from Rhodes House to the Book Storage Facility. The project started in February 2013 and was completed in August 2014. In total over six kilometres of material (189,000 items) were transported down the A420 to Swindon. Some archive collections remain

at Rhodes House and will be moved to the Weston Library in the autumn of 2014 to be consulted in the new Charles Wendell David Reading Room.

Key statistics: Library spaces

- 27 libraries
- 3,770 study places
- 547 open-access computers
- Number of open hours in the main library per week during term:
 - Social Sciences (SSL) - 79
 - Humanities (Bodleian) - 77
 - Science (RSL) - 77
 - Medicine (Cairns) - 168
- Number of readers entering the libraries - 2,209,746
- Average number of readers in the library at any one time on sample days - 1,193

5. COMMUNICATION

a. Understand the needs of readers and other users through consultation and analysis of data and feedback

In Trinity term 2012 the Libraries undertook a nationally recognised survey called LibQual. The survey sought feedback from readers across the service. On the back of the survey an action plan was developed outlining how reader comments and concerns would be addressed. In 2013/14 much progress was made in solving the issues and making improvements requested, which cover such areas as accessing and finding resources, improving spaces and extending opening hours.

The launch of the Bodleian Libraries Strategy (2013-16) in February 2014 was the culmination of a year's work of assessment, review, consultation with users and planning to identify service needs and priorities. In addition to setting priorities for the Libraries the strategy shows how we will support the University of Oxford in its strategic aims. The associated implementation plan specifically details how we aim to achieve the goals outlined in the strategy. See: www.bodleian.ox.ac.uk/about-us/policies.

Across the Libraries, individual service areas have been assessing reader needs. For example in 2014 a one-year collaborative project focused on addressing effective research data preservation in the digital humanities. Funded by the John Fell Fund and managed by BDLSS, the project worked closely with 13 digital humanities projects to investigate the nature of the research materials they are using/creating and the preservation requirements arising from these, and use our findings to inform the central provision of data preservation services.

During this year the Bodleian Libraries received funding from the Clore Duffield Foundation to investigate the physical library of the future. This project, 'The 21st-century library', has gathered data from academics and students throughout the humanities, as well as reviewing existing research on the issue. The results of this research were presented to senior staff in the Humanities Division to inform the ROQ planning, as well as Libraries staff. The project is now focusing on science and medicine.

In response to reader feedback about the difficulty of finding a seat in the large libraries, we repeated at the RSL and SSL the occupancy survey that was run at the Bodleian Library and Radcliffe Camera in Trinity 2013. The data showed that, even at the busiest time during the sample week, both libraries had over 150 seats still available (185 for the SSL). In the SSL the results show a strong reader preference for partitioned, individual seating areas and most empty seating was located in the open-plan areas where desks seat six. At the RSL the results show a strong reader preference for group study space on Level 6. Most empty seating was located in the basement Lancaster Room, a finding supported by comments that readers do not like the 'gloomy, cold, depressing' space. We have embarked on a project to address the issues raised, including further data gathering at the RSL.

b. Communicate news, policies and services in a clear and timely manner

Following the review of Bodleian Libraries consultation and governance by Council in 2012 that resulted in the instigation of the Committees on Library Provision and Strategy (CLiPS), the operation of the CLiPS was reviewed during this year. The CLiPS in the Humanities, Social Sciences and Continuing Education were felt to be working well. Some improvements in representation on the Mathematical, Physical and Life Sciences CLiPS were recommended. The Medical Sciences Division CLiPS had met only once due to changes in personnel in the division.

The Bodleian Libraries produced a commentary for the Planning and Resource Allocation Committee on the ways in which funding from the divisions was used to provide services in support of teaching, research, public engagement and preservation of cultural heritage. This was very warmly received by senior University staff and was shared with readers via circulation to CLiPS.

Staff ensured readers were kept informed of new service developments over the year. In the wake of the Finch Report, 2013 has seen Open Access become a hot topic and from 1 April 2014 researchers funded by Research Councils UK have been required to make their peer-reviewed journal articles and conference proceedings freely available to the public on an Open Access basis. Many other funders are following suit. Navigating the new requirements without infringing publishers' terms and conditions is a complex and time-consuming business. However, the Bodleian Libraries have been communicating these changes to colleagues, supporting researchers through our regular WISER: Open Access Oxford workshops (<http://courses.it.ox.ac.uk/detail/TZW7>) and through our dedicated Open Access Support line (<http://openaccess.ox.ac.uk/contact-us>), both of which have been highly praised across the University. In addition, we have recently launched our Open Access Programme of talks for the 2013/14 academic year. For more details see <http://tinyurl.com/la9rslg>.

In the humanities, subject librarians lead on the communication of developments in electronic legal deposit and developing the service in collaboration with other legal deposit libraries. They are also active along with other subject librarians in the communication of Open Access initiatives as above.

In the Bodleian Law Library a project was led to improve signage and floor plans, and the Education Library redesigned its website, expanded its use of social media and arranged a forum for MSc students and staff to share experiences, which resulted in a number of improvements.

Any changes in service operations were clearly communicated to readers, as with the move of Special Collection items over the year. In this case it was particularly important to provide readers and researchers with details of access to Special Collections, when items might be temporarily unavailable while being moved to the Weston Library. Fortnightly updates on the website provided detailed status of item moves while the Libraries worked to limit unavailability of items to a two-week window. Notices were sent out to research libraries across the UK, Europe and North America to make them aware of Special Collection moves and keep them informed of the Weston Library refurbishment.

A priority in 2013/14 was communicating developments on the Weston Library project, its opening to readers in autumn 2014 and the new resources that will be

available. A comprehensive webpage was developed with detailed information on the project while over the course of the year readers and researchers were provided with project updates via email, newsletters, mailings and presentations to staff and departments.

To ensure readers and staff were kept up to date on major activity in the Libraries and to ensure transparency we continued our second year of producing a termly update from Bodley's Librarian. The newsletter – available in print and electronic format – provided more detailed information about current activity and live projects across the Libraries, work behind the scenes and priorities. The newsletter was made widely available to all readers and University staff, distributed across libraries, colleges, and to students through colleges and departments. Locally other newsletters kept staff abreast of activity in individual libraries. Science and Medicine continued to produce Science and Medicine Dispatch, a monthly e-newsletter now in its fourth year, distributed by subscription electronically and available from the website, which highlights news of local happenings at RSL and HCL. Relevant library events are now also listed in a new publication, the MS Divisional e-newsletter, which reaches everybody in the Medical Sciences Division.

Some elements of the Bodleian brand were reviewed this year. To refresh the Bodleian's profile as a key provider of research skills training, work was undertaken to rebrand the 'WISER' programme as 'Bodleian iSkills', with accompanying strapline 'Workshops in information discovery and scholarly communications'. Improvements to other instructional and outreach materials included a new design for the Oxford Libraries map, a new logo for LibGuides and new materials for Open Days and other Welcome events.

The Bodleian Libraries continued to generate news coverage and public attention for its projects and collections. In 2013/14 the Bodleian released 45 news stories over the year and generated significant national and international coverage across titles like *The Guardian*, *The Times*, *Times Higher Education* and *The Huffington Post*.

Key communication channels

The new Bodleian Libraries website and 35 individual/subject library sites (launched throughout 2012/13) have become a core means of communicating to readers and the public. The main website (www.bodleian.ox.ac.uk) saw almost 1.1 million visits this year, and has not only a new design but also

improved functionality and a significantly improved search mechanism. In addition to providing information on our services, the site provides reader notices and alerts across the service to ensure timely communication of information relevant to readers such as any change to access, opening hours or collections access.

Our 'What's on' website, dedicated to promoting the Bodleian's events, exhibitions and outreach programme and launched in February 2013, has proved very popular, generating almost 62,000 visits and 40,000 users in 2013/14.

Social media has proved increasingly important in providing timely news and information on library operations. Twitter followers have increased over 50% in the last year from 15,244 in 2012/13 to 21,892 in 2013/14. Facebook 'likes' for the main site have increased from 3,800 in 2012/13 to 6,518 in 2013/14. Across the service local social media sites have also seen an upswing, such as @RareBooksofBod. We have successfully explored areas of new social media. For instance a Pinterest account was launched for the John Johnson Collection in order to pin ephemera from the collection and from other institutions and collectors, informing our knowledge of the various genres of ephemera. The first project related to the manufacture of Valentine cards, in collaboration with the National Valentine Collectors Association (USA). See www.pinterest.com/johnjohnsoncoll.

Blogs about our libraries, collections, projects and research provide interested readers with timely news, updates, interesting content and more in-depth information. This year all of our 70+ blogs were brought together under our new 'Blogs aggregator' at: <http://blogs.bodleian.ox.ac.uk/>.

Key statistics: Communications

- Total number Bodleian 'child' websites – 35; 37 including 'What's on' site and staff intranet
- 3,865,511 visits made to all the Bodleian Libraries websites
- Average length of visit to a webpage – 2.56 minutes
- 498 mentions in UK newspapers/print and online media (not including social media)
- 558 mentions in international (non-UK) newspapers, print and online media (not including social media)
- 15,861 visits to our blogs
- 31,233 views of our YouTube channel
- 21,892 Twitter followers
- 405,144 impressions on Pinterest

- 1,847,295 Facebook impressions
- 84,012 mentions on social media
- 10,823 enquiries from readers answered in one week

6. OUTREACH

a. Promote the Bodleian's collections to a wide audience through exhibitions, events, publications, tours, products and other initiatives

The Bodleian continued to run a range of varied, collections-based exhibitions and displays on its central site. In 2013/14 these included exhibitions on children's literature (*Magical Books: From the Middle Ages to Middle-earth* which closed on 27 October 2013), medical innovation (*Great Medical Discoveries: 800 years of Oxford Innovation* which ran from 22 November 2013 to 18 May 2014) and World War I (*The Great War: Downing Street to the Trenches* which opened 18 June 2014). Smaller displays covered a range of topics including author Barbara Pym, Latin in medieval Britain, Aldous Huxley and his contemporaries, the English bible, scholarship and science in medieval Britain and trade between UK and Japan.

The main exhibitions proved exceedingly popular: *Magical Books* received over 100,000 visitors and was our most popular exhibition ever, while *Great Medical Discoveries*, with over 48,753 visitors, was our most successful winter exhibition ever.

Throughout the year a series of lively gallery talks was held to complement the Bodleian's exhibition programme. In addition a separate programme of talks and events about the collections covered topics as diverse as copyright in the 1520s to the economics of book collecting, and included our very popular Lyell Lectures programme as well as talks co-ordinated by the Friends of the Bodleian. A special event, a tribute to Seamus Heaney, was held in February 2014, while our annual Byrne Bussey Marconi Lecture welcomed Michael Weatherburn speaking on work experiments in 20th-century British factories. Talks were held across our libraries, including at The Taylor Institution Library which continued its series of occasional events with a talk and exhibition on the founding benefactor, the architect Sir Robert Taylor (1714–88), whose own library of books on architecture passed to the Taylorian. We continued to celebrate annual events such as Alice's Day, Christmas Light Night, World Book Day and Duke Humfrey's Night.

Bodleian exhibitions toured international venues. The Selden Map of China was exhibited at the Hong Kong Maritime

Museum in spring 2014, featured as the centrepiece of the first Oxford University Asia Weekend, and was also the focus of an international symposium on Asian cartography organised by the museum. In June 2014 the Morgan Library and Museum in New York opened a travelling version of *Marks of Genius: Masterpieces from the Bodleian Libraries* with complimentary reviews in the New York Times and on prime-time US TV.

The year saw some particularly interesting and unique outreach initiatives beyond traditional talks. The RSL was the host of Parallel Universe, a bi-annual science-inspired poetry competition concluding with a poetry-reading event in October 2013, where the ten best poems were read by their authors. In October 2013 the Bodleian Libraries together with the University's IT services hosted an Editathon on women in science to celebrate Ada Lovelace Day; the following month the Libraries led an Editathon to support the Rediscovering Rycote project, about one of England's most important lost Tudor mansions (<http://rycote.bodleian.ox.ac.uk>).

The Libraries also ran a series of workshops and symposia including a workshop on conservation led by the Bodleian's specialist conservation team, and an interdisciplinary workshop on Georgian and Romantic celebrity culture (showcasing manuscripts, music and artefacts from the Bodleian Libraries).

A facsimile of one of the Bodleian's great medieval treasures, MS Bodley 264, was published by the Italian firm Treccani under licence overseen by Bodleian Library Publishing. This richly illustrated manuscript, telling the story of Alexander the Great and the travels of Marco Polo, was reproduced to a very high standard. A copy of the facsimile was presented to the President of the Italian Republic, Mr Giorgio Napolitano, at a reception in Rome in July which was addressed by the British Ambassador to Italy, Mr Christopher Prentice.

The Centre for the Study of the Book ran a successful programme of classes, seminars and lectures over the year. Its seminars on the History of the Book 1450–1839 included the subject of Spanish bible translation presented by Dr Juan Carlos Conde of Magdalen College. In January the centre ran the annual seminar on Authorship, Memory and Manuscripts, focusing on writing about prime ministers. The annual Lyell Lecture was given by Professor H R Woudhuysen, Rector of Lincoln College, speaking on the topic of '“Almost identical”':

copying books in England, 1600–1900'. The annual McKenzie lecture was delivered by Dr William Noel on 'Bibliography in bits: the study of books in the twenty-first century'. Talks were given by Bodleian Visiting Scholars including Katherine Larson speaking on song in early modern England and Marie-Claude Felton on self-publishing in 18th-century Paris and London.

In the summer the Bodleian Libraries and Oxford Playhouse welcomed back The Globe Theatre on Tour to perform *King Lear* in the stunning setting of the Old Schools Quadrangle. The performance saw packed houses and sold out performances every night, and was accompanied by a highly successful series of pre-performance talks delivered by members of the Oxford English Faculty.

The Bodleian continued to provide a programme of tours to satisfy the interest and curiosity of tourists and visitors. Mini and standard tours, as well as extended tours, ran throughout each week. In addition the Venue Services team added new tours to meet demand, such as the Champagne Evening Tours offered during the 2013 Oxford Literary Festival. We ran 4,244 tours and welcomed 96,750 tour and Divinity School visitors.

Visitors to the Bodleian Shop made over 50,000 on-site purchases in the financial year 2013/14, with over 8,000 leather bookmarks sold. Retail Operations promoted a range of products based on the Libraries and their collections, with more than 1,000 Tolkien posters being sold through the Bodleian Shop online and 120,000 Bodleian Christmas cards landing on doormats across the world through a network of distributors.

Bodleian Library Publishing turned to the Bodleian's rich collections to commemorate the Great War by shining a light on previously little-explored corners of the war. *From Downing Street to the Trenches*, which accompanied the main summer exhibition, retells the story of the war without the benefit of hindsight, as experienced through the letters, diaries and journals of some of the key individuals as they lived through it. It was shortlisted for the prestigious Paddy Power Political Book Awards in the category 'Best book of World War One' – one of only five titles shortlisted for this award from a field of over 1,000 books published in Britain alone on the subject. Other titles explored a wide variety of themes, including the discovery of advertising's potential to sell products and services during the war (*The Huns Have Got my Gramophone*), the extraordinary communication techniques

used by British and German spies (*Secrets in a Dead Fish*), the life of Wilfred Owen as revealed through the rich archive in the English Faculty (*Wilfred Owen: An Illustrated Biography*), and the genre of invasion literature (*If England Were Invaded*), which fed a national paranoia in the run-up to war. The books were extensively reviewed in the primary media outlets, generating considerable publicity for the Bodleian and its collections.

Edward Lear's Book of Birds, published by Bodleian Library Publishing, was awarded Best Children's Book by the Association of Cultural Enterprises at their annual conference in February in York.

The Libraries took part in the annual University Open Days in July welcoming hundreds of prospective students and their families through their doors over two days. Over 240 potential students took part in tours at the central Bodleian site, visiting the 15th-century Duke Humfrey's Library as well as the newly refurbished Gladstone Link and the iconic Radcliffe Camera. Tours at Bodleian Libraries across Oxford gave students the chance to explore the numerous study spaces on offer, as well as learn from specialist subject staff about the variety of resources the Libraries have available to support their studies. The huge popularity of the tours will see the Libraries continue to offer them at future Open Days.

The Research and Learning Support section of the Bodleian Libraries continued to play an essential role in supporting the outreach mission of the Libraries and the wider University. The Bodleian Admissions Office is often the first point of contact in welcoming and admitting external readers from near and far. The Admissions Office welcomed a wide range of external applicants for Readers' Cards, and provided the initial point of contact and advice for new and renewing readers. There were 31,869 non-University readers admitted in 2013/14. During the year the office delivered a range of group inductions, and provided essential income to support the activities of the Bodleian. A new project to expedite the processing of card applications was realised with the soft launch of an online registration form. Other improvements included an updated library guide for external readers.

b. Use digital technologies to share the collections

The Bodleian Libraries manage over 100 digital projects that aim to share or make the collections available online. Some highlights of using digital technologies to share the collections in 2013/14 include:

Several short films, coordinated by the Bodleian in partnership with colleagues from Oxford Impacts. The films included introductions to digitisation at the Bodleian Libraries (<https://www.youtube.com/watch?v=GcJhyd9n6vE>), and to digital humanities (<https://www.youtube.com/watch?v=zdlOCsFo5k>), as well as a publicity film for DHOxSS (<https://www.youtube.com/watch?v=IBO7kT3D94A>).

Online exhibitions at www.bodleian.ox.ac.uk/whatson were developed to complement our popular exhibitions programme, providing an opportunity to find out more about the exhibitions and collections particularly for those not able to visit in person. This year online exhibitions were developed for our three major exhibitions as well as the displays on Latin in medieval Britain and on Barbara Pym.

We continued to build on previous work such as the successful 2013 public campaign 'Sprint for Shakespeare,' which stabilised, photographed and made images freely available online of the Bodleian First Folio. This year talks have been given about the book's history and the public campaign locally as well as at national and international events. Eight invited talks were given in three countries. <http://shakespeare.bodleian.ox.ac.uk/blog/>

c. Contribute to local, national and international cultural life

In March 2013 the Oriental Institute hosted the second Oxford Kuzushiji workshop. Following the successful series of National Institute of Japanese Literature (NIJL)/European Association of Japanese Resource Specialists Kuzushiji workshops held in Oxford, Leuven, Zurich, Bonn and Paris respectively, the goal of this second Oxford workshop was to gain practical knowledge of, and first-hand experience in, the reading of hiragana-majiribun of the Edo period at intermediate level, using 歴史資料 as text. The workshop was led by Professor Yuichiro Imanishi (NIJL Director), supported by Professor Koichi Watanabe (NIJL, pre-modern history, archival studies) and Professor Naohiro Ota (NIJL, pre-modern history) and had 18 participants including librarians, academics and graduate students from around the world.

On Thursday 27 March, Richard Ovenden presented this year's Bodley Medal to novelist Ian McEwan at a ceremony in the Sheldonian Theatre. The award ceremony took place following McEwan's delivery of the Bodley Lecture, part of the *FT Weekend* Oxford Literary Festival. The Bodley Medal is awarded by the Libraries to individuals

who have made outstanding contributions to the areas in which the Libraries are active: literature, culture, science and communication. The last recipient of the Bodley Medal was English writer Hilary Mantel, who received the honour in 2013, the same year she became the first woman to win the Man Booker Prize twice.

The Bodleian's Packaging and Display Section provided a wide range of bespoke conservation-grade boxes and customised exhibition display packaging to a variety of external customers including English Heritage, the National Trust and Westminster School. The latter involved designing and manufacturing a special box to store the royal pardon granted to the school by Charles II, enabling the document to be readily displayed without taking it from its box.

Numerous talks were given by staff in libraries and universities locally, around the country and throughout the world. These included several invited keynote lectures as well as invited public lectures, research seminars, research papers and workshops.

In addition to providing a representative for the steering committee, BDLSS has played an increasingly prominent role in DHOxSS, a week-long training event in Oxford that is the second largest in the world of its kind, attracting speakers and participants from more than 16 countries. The Bodleian Libraries provided more instructors at DHOxSS than any other department of the University, with 9 of the 11 Bodleian instructors coming from BDLSS. Subjects covered included data modelling, digital preservation and metadata. A member of BDLSS convened the largest of the week-long workshop strands of the summer school, 'An Introduction to Digital Humanities', which attracted 54 participants.

Key statistics: Outreach

- Number of external readers – 31,869
- Number of visitors to exhibitions over the year – 152,914
- Number of events held – 83
- Visits to online exhibitions – 96,203
- Visitors taking tours – 43,729; visitors taking self-guided audio tours – 4,322
- 175,055 images taken in the Digitisation Studio
- 367,958 views of a freely available digitised book or manuscript in 2013/14

7. GOVERNANCE

a. Manage the Bodleian Libraries' resources effectively

With involvement from colleagues in Estates Services and Conservation and Collection Care, adjustments were made to the Building Management System at the Book Storage Facility (BSF) to fine-tune the parameters within which the environmental conditioning machinery operates. Whilst remaining within the guidelines set out in the PD5454 standard for the storage of archival materials, energy consumption has been dramatically reduced and monthly electricity bills halved.

In addition, following a grant and work led by Estates Services, solar panels were installed in March 2014 and although it is early days yet, we are seeing a contribution of 12% to the BSF's electricity needs. These two projects and other similar energy-saving projects across the Libraries have resulted in the Libraries becoming a finalist in the Green Gown Awards 2014.

We are making huge strides with the implementation of Electronic Data Interchange (EDI) across the Bodleian Libraries and with a range of suppliers. EDI allows for streamlining and increased efficiency within Acquisitions' operations in terms of placing orders and receiving invoices. EDI allows for the automated loading into Aleph of bibliographic records, order records and invoices which otherwise would have needed to have been entered manually. This then frees up staff time for other tasks.

During the time we have been involved with the UK Research Reserve (UKRR), we have successfully met all cycle deadlines in a timely manner and have been able to free up 1,995.84 metres of shelf space by offering 1,526 titles, which has resulted in us receiving income of £52,211.17 by the end of Cycle 10. We are now in Cycle 11 which is the last planned one in Phase 2 of UKRR.

b. Secure funds and generate income to further the work of the Libraries and the University

Bodleian Enterprises generated approximately £2.2 million in income in the financial year 2013/14, up 18% on the previous year, exceeding their financial target. The success of the teams in responding to the needs of existing and potential customers can also be seen in terms of the marketing, product development and sales figures:

- 804 products were sold by Retail Operations with 223,885 units purchased on-site, online or by trade customers;
- there was an increase from 14 titles to 21 titles in our publishing programme, with 75,709 units sold worldwide. There were 82 book reviews in the mainstream media;
- as at 31 July 2014, there were 131 live customers of our curated and dynamic electronic resource, Electronic Enlightenment;
- 1,250 specific customer requests for images were fulfilled by Imaging Services;
- 252 events were managed by our front-of-house team; with 83 being directly income-generating;
- 4,244 tours were delivered; and
- 25 films or television shows were filmed on location at the Bodleian.

The 2013/14 financial year resulted in new gifts and pledges to the Campaign for the University of Oxford for the Bodleian Libraries totalling £5,008,943 from philanthropic donations.

Focus continued on the naming opportunities in the Weston Library at all levels, including the first phase of our 'dedicate a chair' appeal. A number of donors also made gifts to name Visiting Fellows' Studies within the new Visiting Scholars' Centre.

Global electronics manufacturer Samsung is supporting the Bodleian Libraries with a significant gift including interactive touch screens for the public areas of the Libraries, digital signage and other bespoke technology.

The acquisition of the personal archive of the founding father of photography, William Fox Talbot, was completed and attracted extensive press coverage. We also received a William Talbot Hillman Foundation Grant of \$300,000 towards the Catalogue Raisonné.

A number of significant legacies were received during the period and legacy income continues to be an important focus, with an annual event held once again for our Bodley's Circle legacy pledgers.

The Andrew W Mellon Foundation awarded a grant of \$685,000 towards building a digital manuscript toolkit.

Two visiting fellowships were generously supported by the Royal Bank of Canada Foundation. Representatives from RBC and the Canadian High Commission attended a lecture and dinner to mark the fellowships.

The library also participated in the first Asia Alumni weekend ('Meeting Minds') through the display of the Selden Map at the Hong Kong Maritime Museum.

The Friends of the Bodleian continued to support the Library with a number of generous donations for acquisitions and support including at Duke Humfrey's night.

c. Maintain a strong leadership role in the international library sector

d. Pursue partnerships and shared initiatives with academics and organisations to mutual benefit and in support of the University's mission

The Social Sciences Librarians continued to be active within their disciplines at a national and international level. For example: the Subject Consultant for Slavonic and Eurasian Studies was elected as the new Council for Slavonic and East European Library and Information Services COSEELIS representative at the British Association for Slavonic and East European Studies Committee; the Official Papers Librarian continued as a member of the Standing Committee on Official Papers (SCOOP) and managed its national website co-ordinating official papers collections; the Subject Consultant for Forced Migration, African and Commonwealth Studies continued as a member of the Standing Conference on Library Materials on Africa (SCOLMA) and was on the editorial board for their 50th Anniversary conference publication *African Studies in the Digital Age: DisConnects?* (Brill, July 2014); the Latin American Centre Librarian is a member of the Committee of the Advisory Council on Latin American and Iberian Information Resources (ACLAIIR) and joined the editorial panel of the *Anuario Americanista Europeo*; the Law Librarian became the first Vice-President of the International Association of Law Libraries; and the Bodleian Business Librarian was elected Secretary of the European Business School Librarians' Group (EBSLG).

Colleagues in BDLSS continue to engage in consultancy and share best practice through membership of advisory boards and steering committees. These include: the Library Committee of the Institute of Historical Research, School of Advanced Studies, University of London; engagement with the Oxford Dictionary of National Biography; consultancy, with colleagues in Western Manuscripts, for digitising the Blenheim Palace archives; working with JISC Historic Texts (formerly JISC Historic Books) on their interface for early printed books, including Early English Books Online Text Creation

Partnership (EEBO-TCP) texts (which have been co-created in BDLSS for 13 years).

BDLSS has played a significant role within the AHRC-funded project Promoting Interdisciplinary Engagement in the Humanities, on the steering committee, and speaking at the launch event and both workshop days.

The Bodleian is a founding member of the International Image Interoperability Framework as well as a co-author of the standard. This international collaboration on the sharing of images and scholarly annotations across collections now counts over 45 participants including 7 national libraries.

Bodleian Libraries also partnered with the Oxford e-Research Centre and the Oxford Internet Institute to present a DHOxSS workshop strand on Data Curation, convened by the Graduate School of Library and Information Science at the University of Illinois at Urbana-Champaign. The 2013 DHOxSS workshop strand, funded by HEIF5+ and designed and run by a BDLSS member, has also been taken up by the Humanities Knowledge Exchange Champion and Facilitator and developed into courses that are running throughout the year in humanities faculties.

We continue to be involved in the organisation of many international conferences and events as reviewers, committee members and session chairs as well as presenters. This includes the Preservation and Archiving Special Interest Group (PASIG), Open Repositories, the International Digital Curation Conference and Digitalna Kniznica.

Donald Mackay, Head of the Health Care Libraries, has been elected Chair of the UK University Health and Medical Librarians Group.

Alena Ptak-Danchak, Keeper of Scientific Books and Head of the Science and Medical Libraries, continues as a board member of the IATUL organisation and was in charge of organising the IATUL workshop at Oxford in December 2013.

Catriona Cannon, Associate Director of Collections Support, gave talks on 'Implementing open access at the University of Oxford' (for Understanding ModernGov at Bournemouth University and for the Research Enterprises Network of Universities), 'Scholarly communications & open access' and 'Re-thinking the catalogue, again' both at the University of Pittsburgh. She also spoke on 'Managing and developing the collections at the Bodleian Libraries

of the University of Oxford' at the West European Studies Library and Information Network conference and on 'Barbara Pym and the Bodleian: a display' at the Barbara Pym Society conference.

Bodley's Librarian, Richard Ovenden, served as a director of the Consortium of European Research Libraries, as a council member of the Bibliographical Society, as a trustee of Chawton House Library, and of the Victoria County History for Oxfordshire Trust, as an expert advisor for the National Library Information Systems of Bulgaria, and as a member of the panel of the National Heritage Memorial Fund. He hosted the 2014 Kraszna Kraus Foundation Book Awards as part of the Sony World Photography Awards, and served as Chair of the Legal Deposit Libraries Implementation Group for Non Print Legal Deposit. He was elected to an Honorary Fellowship at St Hugh's College.

Key statistics: Governance

- 21 book titles published
- 75,709 books sold
- £548,000 in shop sales
- Page visits to electronic Enlightenment items - 204,290

END OF YEAR ACCOUNTS and FTE

	2013/14	2012/13	2011/12	2010/11
SPACE				
Total gross floor area (in square metres)	84,060	85,349	85,733	90,159

INFORMATION RESOURCE PROVISION

Total catalogued physical stock, excluding archives and manuscripts	11,746,808	11,527,677	11,244,795	11,136,414
Number of additions to catalogued stock, excluding archives and manuscripts	272,585	323,679	174,604	161,352
Number of electronic books licensed	961,146	779,676	484,665	454,295
Number of serial titles purchased in electronic form	75,634	48,480	22,255	13,375
Number of electronic databases licensed	1,339	791	502	461
Total linear metres of archives and manuscripts	25,314	24,643*	19,771	18,951
Linear metres of archives and manuscripts received	671	813	820	134

LIBRARY USE

Total number of reader visits	2,209,746	2,301,819	2,129,097	2,100,349
Average number of readers in the libraries on sample days	1,193	1,656	1,271	1,220
Searches of SOLO	11,876,798	11,757,948	11,303,580	-
Total loans	1,422,353	1,498,939	1,497,861	1,817,898
Full-text electronic article downloads	7,728,797	7,962,899	6,994,939	-
Electronic book chapter downloads	5,906,881	2,679,303	2,176,112	1,803,025
Database searches	8,373,561	7,673,254	8,082,254	6,009,986
Number of person-hours training received by readers	18,609	15,130	18,407	16,514

LIBRARY STAFF (Full-time Equivalent)

	522.10	539.61	526.90	556.54
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LIBRARY EXPENDITURE

Staff expenditure	£19,586,563	£19,598,519	£20,322,295	£22,754,975
Information provision expenditure	£7,728,270	£9,699,277	£7,185,991	£8,586,923
Other expenditure	£13,856,292	£13,405,999	£11,342,217	£13,350,392
Total gross expenditure	£41,171,125	£42,703,795	£42,395,317	£44,692,290

LIBRARY INCOME

University funding	£29,481,000	£28,740,000	£27,324,000	£28,002,941
HEFCE grant	£1,871,743	£1,871,743	£1,886,743	£2,220,083
Other income - internal	£506,771	£620,859	£644,211	£619,347
Other income - external	£9,319,489	£11,385,886	£8,995,843	£13,682,929
Total income	£41,179,003	£42,618,488	£38,850,797	£44,525,300

*changes to shelving arrangement