

OXFORD UNIVERSITY GAZETTE



OXFORD UNIVERSITY LIBRARY SERVICES: ANNUAL REPORT 2005–2006

Presented to the Curators of the University Libraries, January 2007

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Oxford University Library Services: Mission

To provide the most effective university library service possible, in response to current and future users' needs; and to maintain and develop access to Oxford's collections as a national and international research resource

OXFORD UNIVERSITY LIBRARY SERVICES: ANNUAL REPORT 2005–6

1. Acting Director's Report

Change has dominated the agenda for Oxford University Library Services once again, though at a pace somewhat less frenetic than during 2004–5.

A report to Congregation by the Curators of the University Libraries entitled 'A University Library for the twenty-first century' was published as a supplement to the *Gazette* on 22 September 2005. This signalled a commitment to maintain and develop library services of a standard appropriate to a world-class university, and delivered at a cost the University can afford. Further integration of the University's centrally-funded libraries into a single management structure, the physical consolidation of the library estate and increased investment in electronic as well as other library resources are the core elements of the libraries' strategy. The key to the libraries' estates development is the construction of an automated depository at Osney Mead sufficient to provide for twenty years' growth in stock and to allow, in its early years, for large-scale temporary decanting of stock from libraries to enable their redevelopment.

In October, the University had an opportunity to consider the business case for the proposed depository. Congregation agreed to the proposal. However, for a number of reasons, subsequent progress has been slower than expected, and planning permission has still to be granted. In parallel with the continuing work on the depository, outline plans for the redevelopment of the New Bodleian Library progressed well, with an architectural competition being launched in Hilary Term. This is an exciting project which will provide for much better accommodation of special collections stock and also furnish the standard of facilities that are now expected of major research libraries.

Planning for the less extensive but important redevelopment of the Radcliffe Science and Hooke libraries is well advanced, and a considerable amount of preliminary work has been undertaken relating to the proposed Humanities and Area Studies Library on the Radcliffe Infirmary site, although it will be some years before this project is realised. Building work began on the Old Road Medical Centre, which will house a medical research and information facility. It was agreed that the seven-year financial plan developed in the 2004–5 would have to be revised, as it depended on timely implementation of the estates strategy.

Following the recommendations of the Electronic Library and Information Service for Oxford (ELISO) project, the electronic resources budget (2004–5) increased from approximately £800k to £1.3m (2005–6). A further £450k was invested in periodical backfiles and other non-recurrent purchases. This allowed the number of electronic titles listed as available to the Oxford academic community to rise dramatically by 28,428 titles. While the increase in expenditure on electronic resources has been welcomed, the OULS has, with approval from the University, had to increase the deficit on its budget to deliver this enhanced service.

Reg Carr, Director of University Library Services and Bodley's Librarian continued to focus for virtually all of his time on fundraising for the Libraries Capital Cam-

paign, while, under the arrangements previously agreed, Ronald Milne continued as Acting Director and Bodley's Librarian and David Perrow as Acting Deputy Director. Dr Carr announced that he would retire with effect from 31 December 2006, and the University began the search for his successor, who would hold the title 'Bodley's Librarian and Director of University Library Services'.

The Curators of the University Libraries approved the OULS five-year strategic plan, 'Vision for 2011', at their meeting on 23 January. Prior to a review of OULS services and finances by the Planning and Resource Allocation Committee's Services Funding Working Group, starting in Hilary Term 2006–7, preliminary meetings were held with the heads of academic divisions to discuss, in broad terms, how costs of the library service might be attributed to the academic divisions and the possible introduction of service level agreements.

Oxford's manuscript and printed collections are the finest of any university in the world. During the year, we have been delighted to have been able to acquire individual items such as the autograph music manuscript of the ode 'Laurus cruentas' by William Croft and collections such as papers relating to Philip Larkin, Lord Callaghan and Bertram Rota. As ever, our libraries have benefited from financial donations made by individuals, corporations and foundations and, significantly, from moral and financial support from the Friends of the Bodleian.

We continue to make our collections as accessible as possible to the scholarly community and to the wider public. A twelve-year research project to catalogue the Bodleian's extensive incunabula holdings came to fruition through the publication by OUP of a six-volume catalogue. Exhibitions such as that organised jointly with the Museum of the History of Science to mark the gift of the Marconi collection and 'Summoned by Bells: John Betjeman and Oxford' proved very attractive to a wide audience. The Bodleian receives a significant number of requests to lend items for exhibition elsewhere, and this year was no exception, with a number of important items being lent to exhibiting institutions, such as the Imperial War Museum and the Biblioteca Medicea Laurenziana, subject, as always, to our exacting requirements for security and preservation.

Digitisation provides another means of enhancing access to our libraries' collections. Oxford has been involved in digitisation projects since 1993, when the Bodleian undertook a project focusing on motor car ephemera in the library's John Johnson Collection. To date, digitisation projects have been 'boutique' in nature, generally focusing on a particular subject area or genre. The Google Library Project, in contrast, involves digitisation on an industrial scale. Books are digitised en masse rather than cherry-picked. The Google scanning operation got underway in March, and copies of nineteenth-century out-of-copyright works from the Bodleian's collections began appearing on the Web shortly thereafter, accessible to anyone with internet access.

The 'Go-live' date for Virtua, the new library management system was scheduled for late summer 2006. It became increasingly clear as the deadline approached, however, that the system would not be able to perform to the standard required before the beginning of Michaelmas Term 2006–7. Consequently, the Library Management System Steering Group decided to defer the 'Go-live' date.

While this postponement was disappointing, especially for the very many library staff who had worked so hard over a period of eighteen months to specify, select and implement the system, all were agreed that the decision was necessary.

Although this Annual Report relates principally to activity within and across Oxford's libraries, a review of the year's work would not be complete without acknowledging the significant contribution made by OULS as an organisation, and by many individual members of staff to the wider academic and library and information worlds. Oxford knowledge and expertise manifests itself in participation in collaborative projects such as Early English Books Online (EEBO), and by individuals being invited to serve, or being elected to, national and international committees such as those of the Consortium of Research Libraries (CURL), the Joint Information Systems Committee (JISC) and the International Federation of Library Associations and Institutions (IFLA). Many staff have also delivered papers at academic and professional conferences during the year. It is a pleasure to record, in addition, the success of the Bodleian team, whose members were drawn from across OULS, in winning the 2006 *University Challenge—the Professionals* series.

There can be no other university library service, certainly in the United Kingdom, that is undergoing such a degree of change. It is only thanks to the dedication, commitment and fortitude of OULS staff that so much has been achieved during the year, sometimes in the face of adversity. Many staff across the library service work well beyond the call of duty to provide the best possible service for the Oxford academic and wider scholarly communities. I salute them, and express to them my warmest thanks.

RONALD MILNE

*Acting Director of University Library Services
and Bodley's Librarian*

2. Subject Departments

2.1 Social Science Libraries

The year was once again dominated by changes in estate. The International Development Centre Library's collections and staff were successfully integrated into the Social Science Library, the Refugee Studies Centre moved to new premises which offer improved reading rooms and storage for special collections, the Russian and East European collections in the Bodleian Library were transferred to the Social Science and Taylorian libraries and a popular new graduate study room with wireless access was opened in the Law Library. The Continuing Education and Vere Harmsworth libraries joined the Social Sciences Group under the management of the Social Sciences Librarian. Over the summer the Educational Studies gained a new entrance to provide wheelchair access.

2.2 Science and Medicine Libraries

In 2005–6 the main activities in Science and Medicine Libraries, and in the Radcliffe Science Library (RSL) in particular, continue to be dominated by the planning and consultation process surrounding the integration of the Hooke and Geography libraries and the creation of the new combined science reference and lending library for Oxford University. The large scale consultation process included all members of staff, internal and external read-

ers and the wider public who use the RSL. Many changes will affect both staff and readers. These include physical changes, including the rearrangement of library stock and learning environment and the redesign of public areas; technical change, such as the introduction of lending, self issue and book security; and cultural changes including the merging of different libraries, altering jobs and reporting structures and changing opening hours.

Reader consultation took place through the newly formed RSL/Hooke Consultative Group with membership from every department in science and medicine. An open exhibition of proposals together with a presentation from the architect was held in May 2006 to inform the wider readership of the RSL.

In ISBES (Information Services in Bio- and Environmental Sciences) integration of the services of the Geography and the Environment, Plant Sciences and Zoology libraries continued, with a unified staff structure for these libraries within which all staff work in all libraries on a regular rota. Procedures have been made identical across sites wherever practical, and some activities, such as inter-library loans, combined in a single workflow. A new single web site on the CMS was launched in March, along with a new mailing list encompassing all registered users of the service.

2005–6 saw a number of internal and external changes affecting the Health Care Libraries (HCL). Staff shortages and further significant cuts in NHS funding posed challenges. Despite these problems, HCL continued to deliver a high quality core library service to all of its users. Innovative outreach projects including services to acute and primary care were developed.

2.3 Humanities Libraries

In January–February and following the enquiry into Slavonic provision held in 2005, the Slavonic Section of the Bodleian Library moved to the Taylor Institution Slavonic and Modern Greek Library to create an integrated unit dealing with Slavonic collections. This entailed some swift but meticulous planning, a great deal of hard work clearing out to make way for the additional staff and stock, and a modest amount of refurbishment. In spite of inevitable anxieties about such a major change, the results have been met with satisfaction, and early figures suggest that the use of the Library has increased significantly. The new library was formally named the Taylor Bodleian Slavonic and Modern Greek Library.

The success of the move was largely due to the commitment of the two groups of staff involved and to consultation with academic staff affected by the move. Dr Jim Naughton advised on the relegation of a large proportion of books on Czech and Slovak language and literature to the Nuneham Courtenay Repository to make way for the Slavonic collections from the Philosophy and Slavonic Reading Room in the Bodleian Library.

Angelina Gibson became the Subject Consultant for the social science and history aspects, operating three days a week from the Social Science Library; Nick Hearn became the Subject Consultant covering language, literature and culture.

The Subject Consultants continue to develop their roles in academic liaison, user education and collection management. Of particular note are developments in Film Studies which is expanding and developing as a subject of

study in the University with the introduction of an M.St. in Film Aesthetics and the extension of options on various Degree courses. There is now a single location in the Taylor Modern Languages Faculty Library for the comparative study of European cinema and theoretical work in film aesthetics, bringing together all the film books from the MLFL, the main Taylor Institution Library and the Slavonic and Modern Greek Library. A Committee for Library Provision in Film Studies has been established.

2.4 Area Studies Libraries

The restructuring of OULS Area Studies library activity continued during 2005–6. At the start of the year Area Studies libraries covering Africa, the Americas, Asia, Central and Eastern Europe, as well as budgetary and policy matters, were managed (apart from Latin American and Slavonic language material) by the department. By the end of the year, management responsibility for services in libraries covering all except Asia had been passed to departments, in some cases involving relocation of staff and materials.

Towards the end of the 2005–6 session, it became clear that more book funds were urgently needed to buy extra copies of teaching materials to support the very popular and successful M.Sc in African Studies. A useful ad hoc group of librarians and academic staff to discuss library provision for African Studies was established, and £3,500 was made available for an initial catching-up operation, including £1,000 for film-related materials. Extra monies made exceptionally available at the end of the year enabled us to acquire much needed Turkish language material in the fields of modern literature and art, and two expensive individual items: *The Dead Sea Scrolls Concordance* (M. Abegg *et al.*) and *Ten Poems from Hafiz* (calligraphy and translation by J. Peacock). Towards the end of the year an extra £15,847 was made available for Japanese Studies materials. From outside sources, the Japan Foundation agreed to donate books to a maximum value of 100,000 yen and the Toshiba International Foundation materials to the value of 500,000 yen.

The departure of the Tibetan Studies Librarian in December 2005, following the end of his five year contract, supported by external funds, has left OULS struggling to support the needs of growing numbers of Tibetan studies students. The Sub-faculty of South and Inner Asian Studies has accepted that endowment of a permanent Tibetan librarian's post must be one of its major fund-raising objectives.

Funded from Anderson monies, an Oriental Surrogates Project started in September 2005, for two years. The project aims to provide digital surrogates of some 'select' Oriental manuscripts. During 2005–6, the project has focused on image capture and storage and on metadata creation to agreed standards for delivery to the Oxford Digital Library. Thirteen manuscripts have been scanned so far.

2.5 Special Collections and Western Manuscripts

The academic year 2005–6 was an important year for Special Collections. A twelve-year research project to catalogue all our incunabula was completed with the publication of a six-volume catalogue by OUP, with launch events in Oxford, Berlin, and New York. Major acquisitions continued to arrive in the Department, such as the letters of Philip Larkin to Monica Jones which were acquired, like

most of the Department's acquisitions, with major philanthropic support. Major fundraising brought additional resources into the Department in support of acquisitions, cataloguing, conservation, digitisation, and scholarly work more generally. The project to recatalogue medieval manuscripts continued with the support of the Samuel H. Kress Foundation and the Paul Mellon Centre for Studies in British Art, and the Andrew W. Mellon Foundation supported the conversion of the slide collection of medieval illuminations into digital form as part of the ArtsSTOR project. Efforts to establish a digital archive for electronic equivalents of manuscripts and archives were given major support by JISC in 2004, and this project continued during 2005–6. Support of researchers at all levels in the University continued to break new ground with the establishment of the Theses Fair and Medieval Manuscript Masterclasses, as well as a host of other activities ranging from induction sessions to research skills training.

The Imaging Services were formally integrated into the Department during the year, heralding further organisational changes involving the Oxford Digital Library (ODL) scheduled for the following year.

It was agreed that ODL should be transferred to Special Collections, and a change management process was implemented during 2005–6 with a view to affecting the transition on 1 October 2006. The ODL Development Fund officially concluded on 31 October 2005, in keeping with the one year no-cost extension period that had been agreed with the Andrew W. Mellon foundation. In light of the continuing absence of resources to put in place the robust technical infrastructure sought by the ODL, an interim solution to deliver the ODL Development Fund collections was implemented using the open-source Greenstone Digital Library software. The site was subsequently made available to all partners in the projects—librarians and academics across the University—and in 2006–7 will be made accessible to the global community of scholars via links from a variety of OULS Web pages.

On 1 April 2006 Imaging Services became part of the Research Support section within the Department of Special Collections (which had held temporary line managerial responsibility since November 2004). Its remit and priorities remain unchanged, in particular the aspiration that it should move to operating on a full cost-recovery basis at the earliest opportunity.

The PARADIGM Project (Personal Archives Accessible in Digital Media—<http://www.paradigm.ac.uk/>), is a joint enterprise between OULS Special Collections, the ODL, and the John Rylands University Library of Manchester to work with active politicians who in the course of their work are creating documents in digital form that would be suitable for consideration as archival material, with the aim of exploring the issues involved in preserving digital private papers. OULS is working with Conservative politicians. The project made good progress during 2005–6. The process of accessioning deposits from contributors got under way, and a robust and secure digital repository infrastructure—built upon an implementation of Fedora—was put in place.

In June a major European initiative, the Centre for the Study of the Book, was launched in Oxford. The Centre, to be housed in the Bodleian Library, will consist of a network of European research libraries, and aims to promote a wider appreciation of early printed books by scholars

and the public, partly through exhibitions and academic conferences. The Bodleian's initial partners are the British Library, Leiden University Library and the Jagiellonian University Library in Kraków.

3. Serving our users

3.1 Admissions

In terms of numbers admitted, the Office operated much as in previous years, but at the beginning of the year the retirement and resignation of three staff within a few months provided the opportunity to restructure the Office to offer, from November 2005, a streamlined service for all OULS admission of external readers. Taking advantage of the flexibility offered by the new database implemented at the end of the previous year, the two-stage admissions process was replaced by a single stage. Appreciative comments from readers about their experience in the Office have increased during the year.

The level and pattern of use of the Humanities libraries has changed significantly over recent years. Students are now using a wider range of libraries as OULS induction sessions and materials promote the use of all OULS libraries and as OLIS draws attention to relevant holdings in libraries that students might not have thought to use in the past. The total number of students has also risen significantly with the formalisation of Visiting Student status and the increase in postgraduate students. In the English Faculty Library the number of Visiting Students registered in 2005–6 (290) outstrips the 267 matriculating undergraduates doing the single Honours School. At the History Faculty Library Visiting Student registrations have risen from ninety-one to 248.

The Saïd Business School saw a large expansion in the number of full-time students on existing taught postgraduate courses, as well as seventy new students on the Master in Financial Economics; each significantly increasing demands on the Sainsbury Library. The Social Science Library has experienced considerable growth in reader demand for its services and collections, over and above the increase in new readers registering with the Library.

3.2 Opening hours

Opening hours are always of central concern for readers and several measures to extend hours were taken during the year.

The Humanities libraries began the process of harmonising opening hours, beginning with Saturday opening amongst the eleven sites: the agreed hours are now 10 a.m. to at least 1 p.m. in weeks 0–8, with 4 or 5 p.m. and year-round opening appropriate for research/reference/ larger libraries. Where feasible, the new hours have already been adopted.

On the evidence of usage data and in response to the reader survey, the Social Science Library increased its weekend opening by two hours. Similarly, the Law Library now opens for an hour longer on Sundays. The Educational Studies Library increased its Friday hours so it is now opens until 7.30 p.m. every week-night in term.

RSL weekend opening hours were also extended in Trinity Term on Saturdays to 5 p.m. The Hooke Library introduced new opening hours in July and September from 9 a.m. to 1 p.m.

From Michaelmas Term 2005 the Old Bodleian Library (excluding Duke Humfrey's Library) and Radcliffe Camera

remained open on Saturday afternoons during weeks 0–8 of term. All-day opening was warmly welcomed by readers and reader counts supported the popularity of this initiative.

3.3 User services

3.3.1 *General.* In 2005, an ambitious three-year plan 'serving our users' was drawn up as part of the overall plan to work towards the OULS Vision, 2011. During the year, significant inroads in achieving the objectives laid down in this plan have been made. A Reader Services Strategy Group has been established. The inaugural meeting took place in March 2006, with two subsequent meetings in May and July. Key reader services objectives for the academic year 2006–7 were agreed in these initial meetings, centring on developing the new OPAC and portal, providing customer-focused services and user education and training.

A group was formed to focus on drawing up standards for OULS reader services and further development work is on going with a view to implementing and monitoring the standards, across OULS libraries, during the academic year 2006–7.

3.3.2 *Surveys and reader feedback.* Establishing mechanisms to assist in determining readers' needs and priorities are crucial working towards Charter Mark status. During this year, the content and design of an OULS-wide readers' survey was discussed and agreed with a view to rolling out the survey in Michaelmas Term 2006. In addition, specific initiatives were undertaken to elicit readers' views on their use of OPACs and on the design of the successor to Geac Advance.

The RSL introduced a suggestion/comments book which proved to be a popular and a useful way of encouraging readers to communicate. A list of FAQs was compiled and displayed on the reader information board in the Entrance Hall.

HCL participated in a national NHS pilot of the LibQual+ international survey, and ran focus groups and workshops with junior doctors, medical students and NHS staff. It undertook a project to identify the information needs of researchers in the Department of Primary Care. All enquiry results are now accompanied by a feedback form and all users attending training sessions are requested to fill in a feedback form.

3.3.3 *Circulation.* Circulation is a core service in many libraries. At the Oriental Institute Library, the introduction of the circulation module in September 2005 transformed the service. Lending regulations were standardised across ISBES, matching those of the Hooke, from October 2005. The Hooke Library introduced self-service renewal by readers using the OLIS database, while the Experimental Psychology Library introduced self-issue, which has proved to be a success for both readers and staff.

Rising demand in the Social Science Library, and the associated pressures on staff, became evident in an increasing shelving backlog. By redesigning shelving work-flows and monitoring them, it has been possible to improve shelving times significantly. The Library now has an explicit service level that at least 90 per cent of lending books will be shelved within two working days, and that journals and reference copies of textbooks will be shelved within one working day.

After discussion, it was agreed that, on an experimental basis, visitors with workspace in the Nissan Institute might borrow books in Japanese from the Bodleian Japanese Library reference collection (thus excluding legal deposit material), for use in their workrooms, for the duration of one week, and that the arrangements would be monitored and reviewed in 2008.

3.3.4 Automated Stack Request. Automated Stack Request (ASR) underpins the fetching service in closed-access libraries. The number of delivery routes for books from the Bodleian stack (including Nuneham Courtenay) has been extended to include the Taylor Bodleian Slavonic and Modern Greek Library, Health Care Libraries, and Saïd Business School. From Trinity Term 2006 a weekly fetching service was introduced for material stored off site at Deep Store in Cheshire.

3.3.5 Photocopying, scanning and other services. In October 2005 a pilot scheme to allow readers to use personal handheld scanners and digital cameras to reproduce certain material in designated parts of the Bodleian was introduced. This allowed readers to scan or photograph material that they might otherwise have photocopied. The pilot was deemed a success and readers continue to benefit from this facility.

In response to repeated requests from users, word processing was made available at RSL and HCL on selected reader machines. The HCL medical student laptop lending scheme continues to be popular and this year HCL successfully bid for funds to buy more up-to-date models for student use.

Requests for document supply services continue to decline in all OULS libraries as more content becomes available electronically. The default method of document delivery is now SED (Secure Electronic Delivery), and demand for this method of delivery continues to grow.

3.3.6 Accessible resources. The Accessible Resources Acquisition and Creation Unit (ARACU) has now been in existence for eighteen months, having been created at the end of 2004. Staff changes enabled the introduction of a new staff structure designed to take into account the responsibilities of the Disability Librarian for liaison and outreach to the rest of OULS. An Administrator is now responsible for the day-to-day management of the Unit and a Resource Coordinator for the majority of the production of alternative resources.

The Unit stopped producing analogue audio cassette recordings at the end of June 2005, moving to recording DAISY-format (Digital Accessible Information System) digital books. The volunteer readers have coped very well with the change in system, thanks to the use of Plectalk PTR1 Recorders, which require no computer use. Their valuable service is very much appreciated and they have worked hard with some difficult material.

The Unit has this year created a large number of electronic scans in both Word and PDF Image. It also began to offer tactile diagrams this year with full Braille, thanks to the transcription skills of the Resource Coordinator and this service will be added to the list of resources.

The cost recovery measures instituted in 2004 are now working well thanks to good relations with the University's Disability Office. Using matched designated HEFCE funding, ARACU has been acquiring a variety of assistive equipment, some distributed to libraries, while

other items are kept and lent to students and libraries as needed.

3.4 Enquiries

The History Faculty Library established a makeshift but dedicated enquiry desk to experiment with removing this function from the increasingly busy issue desk. This has met with approval from both readers and staff.

At RSL, entry figures showed a 10 per cent decrease compared to last year, but enquiry counts stayed steady throughout the year across all reading rooms. In the RSL the Entrance Hall handles the greatest number of queries and the largest number of subject and e-resource enquiries compared to the Life Sciences and Lankester enquiry points. In-house training on the use of e-resources continued throughout the year to give all staff working in science and medical libraries the opportunity to improve their search skills.

Footfall continued to drop across all the ISBES libraries, although only Plant Sciences has an entry counter and thus precise figures. In general, although fewer visits were made to libraries, those readers that did come asked more complex questions, of a subject-specific nature. The long-term implications of this suggest the development of specialised information services for taxonomy and ornithology, similar to and supplementing that already in place for forestry.

HCL maintains a dedicated enquiries database. During 2005–6 over 12,988 quick enquiries (an increase of 42.6 per cent) and 534 long enquiries (an increase of 75.6 per cent) were recorded, the latter comprising mainly in-depth searches of the clinical literature undertaken by enquiry staff. These increases are largely the result of outreach and marketing activities to the NHS and the Medical Sciences Division.

The Refugee Studies Centre (RSC), though the smallest library in the Social Sciences, provides a useful marker of what can be provided by specialist staff supporting a collection that is primarily research material (82 per cent of their holdings are unique to the RSC): during the year, the RSC library staff provided answers to 103 external e-mail, telephone and written subject enquiries, as well as in-depth enquiries from members of the University, including such topics as female genital mutilation as a basis for asylum; information for a systematic literature review on Assisted Voluntary Return Migration programmes; the numbers of child soldiers who are also displaced persons; and refugee health in the UK from 1945.

The Special Collections enquiry services have also been consistently busy through the year, with the Modern Papers service responding to a record 882 enquiries for a single month during March 2006.

3.5 Induction and user education

A key strand in achieving improvements in reader services has been to develop OULS's user education strategy and this has been accomplished over several fronts.

3.5.1. Induction. The induction and user education programme successfully introduces thousands of students to OULS libraries in a very short period. The programme in English, for example, is particularly extensive and complex, and caters for a large number of students. Over three days in noughth week, fifteen one-hour induction sessions for 300 English undergraduates were provided in the fac-

ulty's IT Training Room; as usual these sessions were carefully co-ordinated with the Bodleian, which provided tours of the Lower Camera. Feedback from the 83 per cent of freshers who attended was very favourable. The large-scale RSL undergraduate induction programme attracted an all time high attendance, 1,071 students in all, an increase of 12 per cent from last year.

3.5.2 WISER. A full and varied programme was developed under the WISER (Workshops in Information Skills and Electronic Resources) initiative. Tailor-made courses were run across many subject disciplines and on generalist information skills. Sixty WISER sessions were run in the academic year 2005–6.

OULS was successful in acquiring a HEFCE grant to explore software options for developing user education and training initiatives. The results of the study are being evaluated at present.

3.5.3 General courses. Regular courses on 'Making the most of the Bodleian' were run throughout the year, to help orientate new readers. Times and dates were adapted from previous years to meet demand and senior front line support staff involved for the first time in presenting the courses.

New to this year was also the introduction of another user education event called 'Making the Most of the RSL' with a view to catering for all constituencies of readers who are either new to Oxford, have not attended other user education classes, or who just want a refresher.

New training courses delivered by HCL at the JR and the Horton included Effective Use of PubMed, and Study Skills for Courses. Lunchtime drop in sessions were provided in the Postgraduate Centre at the John Radcliffe as were mobile search clinics across the Oxford Hospitals and Old Road Campus.

Seminars were held on research resources for English, as part of the M.St Research Skills course. Classes were offered to the M.St students working in earlier periods on searching for older printed material, using staff expertise in antiquarian cataloguing.

3.5.4 Individual guidance. Within the Central Bodleian Library, a 'Book a Subject Librarian' initiative was launched to promote the role of Subject Librarians to support Humanities Research. In all Humanities subjects, one-to-one assistance continued to be available in addition to the more structured programmes. Readers, particularly graduate students, regularly make appointments to see library staff for help with specific topics or projects. This was formalised in some subjects with the extension of the 'Book A Subject Librarian' initiative.

A new programme of training was developed by HCL at the Old Road Campus, targeting researchers from University departments on site and all new researchers from the Department of Primary Care are now encouraged to have tailored information training at the start of their research projects.

In the Saïd Business School, students have been encouraged to use the 'Book a Training Session' form on the Virtual Library, to book an appointment and to specify their training needs. This benefits both library staff and students, as library staff can prepare thoroughly for the training session. This approach to training proved very popular with students, and much more useful than the large-group training sessions which had run in previous years.

A developing trend has been the use made of original manuscript and printed sources by third-year History undergraduates who are required to write dissertations. Consequently Special Collections staff have spent increasing amounts of time giving advice on relevant sources to undergraduates, as well as conservation instruction.

3.5.5 Information skills in the curriculum. The Law Library reviewed and updated the Legal Research Skills Programme taught to all first year undergraduates as a compulsory part of their degree. The major change was in Unit 3—the students work in teams of three or four to advise a 'client' on a legal issue from outside the first year syllabus, and give a presentation at the end of a day working on the issue. The library set in place a timetabled programme of courses for the academic year.

In Michaelmas Term the RSL was also involved in a large-scale undergraduate e-resources training activity for second-year Biochemistry undergraduates in preparation for researching their topics. These sessions are timetabled into the curriculum and were attended by all eighty-seven students on the course. The Experimental Psychology Library also timetabled user education sessions within the curriculum for psychology undergraduates

HCL delivered a session as part of the new Foundation One curriculum.

During Trinity term Special Collections organised a 'Theses Fair' in the Examination Schools for History Undergraduates, bringing together librarians, curators, and archivists from all over Oxford to present opportunities to undergraduate historians using primary sources for their compulsory dissertations.

3.5.6 Specialist skills. HCL staff participated in national training events, including acting as 'librarian tutors' in a Centre for Evidence Based Medicine workshop and providing training for the Oxford University Department for Continuing Education.

Staff from the Reader Services Department contributed to the Oxford Learning Institute's Introduction to the University Library Services, including a dedicated tour of the Bodleian.

Several members of Special Collections staff have contributed to university research support and teaching activities, including Michael Web (Palaeography), Judith Priestman (English M.St), Elizabeth Solopova (Middle English) and Martin Kauffmann (medieval manuscripts). The department ran various induction sessions for students and library graduate trainees. For the third year running, Special Collections organised with the Joint Committee on Palaeography a series of Masterclasses which took place over Michaelmas Term 2005, convened by Professor Nigel Palmer and Dr Martin Kauffmann:

- The Bodleian manuscripts of Quintus Curtius Rufus (Professor Steven Oakley, Reading);
- The idea of musical notation (Professor Susan Rankin, Cambridge);
- MS Rawlinson B. 502, alias 'The Book of Glendalough': let the manuscript speak (Professor Pádraig Ó Riain, Cork);
- Book production at Clare Priory in the fifteenth century (Dr Simon Horobin, Glasgow);
- Dr Oya Pancaroglu held a manuscript class on 16 February 2006 using three illuminated/ illustrated Persian manuscripts and one Arabic manuscript.

3.6 Outreach

3.6.1 *Exhibitions.* The major exhibition this year was 'Summoned by Bells: John Betjeman and Oxford' (summer 2006). To mark the accession of the Marconi collection, a joint exhibition on 'Wireless World: Marconi and the Making of Radio' (24 April–1 October 2006) was mounted next door to the Bodleian at the Museum of the History of Science. Both exhibitions received positive publicity and good visitor numbers. Smaller displays in the Exhibition Room's 'Case 8' covered recent accessions acquired with the help of the Friends of the Bodleian, music manuscripts of Gerald Finzi and accessions to mark the 125th Anniversary of the V&A Purchase Grant. On World Book Day, 2 March 2006, the Bodleian exhibited Shakespeare's First Folio (1623), open at the balcony scene from *Romeo and Juliet*; an early quarto edition of *Hamlet* (open at the 'To be or not to be' soliloquy), together with a facsimile of the first printing of the play so that the two can be compared, and a copy of the first printing of the sonnets. A one-day display of manuscripts associated with a Christmas shopping promotion by the Bodleian Shop attracted some 800 visitors.

Items from the Bodleian Library of Commonwealth and African Studies at Rhodes House formed part of a small exhibition on display in the Vere Harmsworth Library to accompany the 2006 conference of the British American Nineteenth-century Historians. In association with the Queen's visit to open the Princess Margaret Memorial Garden a display of material relating to Royal visits to Africa in the 1940s and 1950s was mounted, together with a selection of material from the Philip and Rosamund Davies collection of American election ephemera.

The Taylor Institution Library was able to run an impressive series of exhibitions and events. These ranged over diverse topics:

- Michel Butor
- 100 years of Modern Languages in Oxford
- 100 years of Spanish
- 100 years of Slavonic
- Lucio Colletti
- Eça de Queiroz
- Nicole Gore reading Koltès
- Makine
- XVII^{ème} siècle French Studies conference and exhibition

An exhibition including botanical works from the Plant Sciences Library, 'A New Flowering: 1000 Years of Botanical Art' which ran from May to September 2005 at the Ashmolean proved one of its most successful exhibitions ever. A display of the original plans for 3 Mansfield Road (the former Geography Department) was arranged just before Christmas in the Geography and the Environment Library and proved very popular, and an exhibition of botanical material for the Bobarts Group (of the Friends of the Botanic Garden) was held in the RSL on 15 March.

During this academic year, nineteen Western manuscripts, nine Oriental manuscripts and one Model of the Church of the Holy Sepulchre at Jerusalem were lent to a total of six external exhibitions. Loans to the Ashmolean supported the Museum's new Inter-Faith Exhibition Service in its first display, 'Pilgrimage: the Sacred Journey'; as a further contribution, the model of the Church of the

Holy Sepulchre, which had been received by the University in a bequest of 1841, was confirmed by the Curators of the University Libraries as a permanent transfer from Library to Museum at the end of the exhibition. Loans to three London exhibitions celebrated Holbein at Tate Britain, Shakespeare at the National Portrait Gallery, and Lawrence of Arabia at the Imperial War Museum.

The exhibition on Leon Battista Alberti at the Biblioteca Medicea Laurenziana in Florence published for the first time the discovery of our late colleague, Professor Albinia de la Mare, that MS Canon. Misc. 172 is the most important manuscript witness for Alberti's Latin works. Similarly, the glossed manuscript of Vergil lent to Paderborn (MS Auct. F. 1. 16) was now first attributed by Professor H. Hoffmann to the Paderborn scriptorium of c.1100; it accompanied the 'treasure binding' of MS Douce 292 which includes an engraved portrait probably identifiable as the German emperor Henry IV, in an exhibition to celebrate Henry's penitential visit to Pope Gregory VII at Canossa in 1077.

3.6.2 *Events.* This year OULS Reader Services has endeavoured to engage with its user base via a number of new initiatives. Key among these included taking OULS to the Freshers' Fair for the first time in October 2005. The OULS stand proved to be one of the most popular at the Fair, thanks to imaginative marketing and presentation, including free gifts supported by external sponsorship.

A three-day conference on 'Frontiers in Forestry Information' was organised at St Anne's College, 5–7 December 2005, to mark the centenary of the Oxford Forest Information Service. It was attended by fifty-three delegates from eleven countries.

The English Faculty Library organised sessions for Sutton Trust sixth-formers spending a week at the English Faculty in July 2006. The RSL once again took part in the two Science Open Day events, taking place in June and September attracting, sixty-four visitors. These were organised for prospective students and offered talks and tours to the interested parties.

3.6.3 *Collaborative programmes.* The Bodleian Library is collaborating with ArtSTOR, a non-profit organisation founded by the Andrew W. Mellon Foundation, to make images of its medieval and Renaissance manuscripts available online. Nearly 25,000 images of medieval and Renaissance manuscripts coming from the digitisation of existing Bodleian filmstrips and slides will thus be accessible through the ARTstor Web site, in the next few years, accompanied by searchable metadata. In January 2006, Dr Catherine Yvard was appointed as Project Officer to work on the metadata to accompany the images. Over the summer, a dataset company converted 20,000 descriptions from existing filmstrip lists into structured metadata. Dr Yvard completed a further 4,500 new metadata entries in a format compatible with the department's existing online catalogue of medieval and Renaissance manuscripts, funded by the Getty Grant programme.

During 2005–6, OULS took the decision to become a full partner in the Digital Library Federation (DLF) '... a consortium of libraries and related agencies that are pioneering the use of electronic information technologies to extend collections and services' (<http://www.diglib.org/dlfhomepage.htm>). In so doing, OULS became the third partner from outside the USA, and joined the British Library as the only other full partner from the UK. Joining the DLF is both a

reflection of OULS's ongoing commitment to the development of the ODL and a range of new services, and will provide enhanced opportunities for collaboration and exchange with the other partner institutions.

During 2005–6 work on the Eighteenth-Century Collections Online Text Creation Partnership (ECCO-TCP) got under way in earnest. Like its forerunner Early English Books Online (EEBO-TCP), this is a joint endeavour with the University of Michigan and a commercial publisher (Thomson-Gale). By the end of the 2005–6 reporting period, ECCO-TCP had produced approximately 450 full-text electronic editions.

OULS's contribution to EEBO-TCP met the agreed productivity targets, such that approximately 12,500 full-texts were available online by the end of July 2006. This year also saw an increase in awareness and use of the outputs of this project by the scholarly community, with a concomitant rise in requests for speakers at various scholarly events, visits to the Team, and the build-up to a major conference on full-text encoding at the University of Michigan in September 2006.

3.6.4 Google Library Project. In April 2006, the Head of Oxford Digital Library assumed responsibility for managing the relationship between OULS and Google, as part of our participation in the Google books Library Project. Coordinating OULS's contribution to such a large-scale mass digitization enterprise has presented a series of challenges. Initial work has concentrated on how best to identify and supply material to be scanned, taking into account our commitments only to scan out-of-copyright nineteenth-century materials, to protect the physical integrity of the source materials, and to minimise the impact on services to readers. Initial discussions took place on the infrastructure required for Oxford to store and manage the immense volume of data that will result from the project (primarily in the form of deliverable images and OCR'd text) and known as the Oxford Digital Copy.

The project has involved a large influx of surveying and picking staff in the bookstacks who have been working alongside regular staff. Apart from a brief period when a backlog of scanned material built up at Osney Mead there have been no major operational problems in running the project alongside the regular book service. Material checked out to the Google project which has been requested by readers has generally been retrieved swiftly.

The project has also impinged on the work of the Systems and E-Research Section. The original scheme of barcoding the stock as part of the process enabled much of the support to be scripted and automated but this was abandoned in the interests of speeding up the Bibliographic Team's throughput, adding to the problems of OLIS support. The task of tracking movement into and out of Osney Mead has now become too time intensive to support.

3.6.5 Publications. The major publishing event of 2005–6 for Special Collections was the final publication by Oxford University Press of the six-volume *Catalogue of Books Printed in the Fifteenth Century in the Bodleian Library*, initiated by Kristian Jensen and latterly overseen by Alan Coates. The publication sold out its initial print-run before publication and is now in its fourth printing. The book is already a much-cited work of reference and was the subject of a three-page review in *The Times Literary Supplement*. The

work of the department was widely disseminated in the press, in particular through positive publicity for exhibitions, including major features and reviews for the Betjeman centenary exhibition. The Bodleian also showcased a number of its most important items in the BBC initiative, 'The People's Museum', including King Alfred's translation of the 'Pastoral Care' and drafts of Mary Shelley's original *Frankenstein* manuscript.

Instructions for American Servicemen, 1942 published by the Bodleian Library, became the fourth-best-selling history book in the UK during 2005, with sales of over 67,000, and was awarded the prize for Best Book in 2005 by the Association of Cultural Enterprises. During the year the Library also published *Codex Bodley: A Painted Chronicle from the Mixtec Highlands, Mexico*, by Marten Jansen and Gabina Aurora Pérez Jiménez, a facsimile reproduction with translation of one of a very few pre-Conquest American documents.

3.6.6 Visitors. Approximately 180,000 visitors, needing help, guidance and information pass through the Old Bodleian site each year. It was the busiest year ever for the tours programme with volunteer guides and newly appointed Visitor Hosts delivering guided tours to 10,829 visitors. The visitor service has until now cost the Library £50,000 a year, and this year saw the introduction, in July, of an admission charge into the Divinity School, with the aim of making the service cost neutral. Over 3,200 visitors paid an entry charge in the first month. The entry ticket includes a talk by one of Visitor Hosts and an information booklet on the Old Bodleian buildings and history.

3.6.7 Income generation. Trading profit and margins from the shop were high, supported by income generated from sales achieved by our network of distributors selling Bodleian cards and stationary in England, America, Sweden, the Netherlands and Australia. Total income for the department including tours, events, filming, corporate entertainment and the Trading Company was £596,750. All Commercial Operations staff are now funded from income generated by the department and surplus income is passed to the Library.

The Bodleian Shop site now has a trade section (<http://shop.bodley.ox.ac.uk/trade>). The software platform enabled this to be developed almost entirely by Bodley's Commercial Team with minimal technical involvement. The site is generating a steady stream of orders.

The Bodleian is often requested as a film location. Filming highlights in 2005–6 included *The History Boys* feature film, using exterior shots of the Radcliffe Camera. The popular television series *Monarchy* and Melvyn Bragg's *Twelve Books That Changed the World* were filmed in the Convocation House.

4. Developing and managing our collections

4.1 Acquisitions

A Library Materials Allocation Model is now used to inform budget allocations to subjects. This year historic budgets were used for the top-level allocations to subject areas. However, both at the top-level and within subject areas the model was used for mirroring and comparative purposes. Additional funding for electronic resources was made available by the University on the recommendation of the ELISO report.

Library Material Allocations 2005–6 (final allocation)

Electronic Resources (all subjects, incl. ELISO)	£1,888,261
Humanities total	£928,622
<i>Humanities, regular allocation</i>	£727,231
<i>Humanities, Area Studies allocation</i>	£201,391
Social Sciences total	£688,083
<i>Social Sciences, regular allocation</i>	£597,152
<i>Social Sciences, Area Studies allocation</i>	£90,931
Continuing Education	£20,356
Science	£1,313,985
Medicine	£310,924
Special Collections	£67,348
Total All Subjects	£5,217,579

A most generous donation by James Dalton of funds to both the Music Faculty Library and the Bodleian for the purchase of books and scores has enabled both libraries to acquire material they might otherwise not be able to afford. The Bodleian Library was fortunate yet again to benefit from the generosity of Professor Denis Mack Smith, eminent historian of the Italian Risorgimento and of the Fascist regime in Italy, who, since 1987, has been donating in instalments his vast personal collection of books and periodicals in this subject area. Acquisitions in Archaeology at the Sackler Library were generously supported by a donation of £4,000. The specialist libraries also benefited from donations: for example, of the 755 new items received by the Refugee Studies Centre library, 600 were donated.

In March 2006, Curators formally approved the OULS Disposal, Retention and Transfer Policy, touching upon three key areas of collection management.

4.2 Significant items

Among the most noteworthy acquisitions of the last year was a substantial body of papers of and relating to the poet and librarian Philip Larkin, secured with the help of the Friends of the Bodleian and other generous benefactors, including St John's College and All Souls College, Oxford, the Friends of the National Libraries and the VandA Purchase Grant Fund. The collection comprises nearly 2,000 letters, cards, poems and photographs sent by Larkin between 1946 and 1984 to Monica Jones.

In May the autograph music manuscript of the ode 'Laurus cruentas' by William Croft was purchased at Sotheby's, being one of two works which Croft submitted for his Oxford D.Mus degree in 1713. It was acquired with the help of the Friends of the Bodleian and the Friends of the National Libraries. The printed parts of twenty-five early French editions of Haydn symphonies were generously presented by Sir Charles Mackerras.

The Special Collections department also acquired the papers of Bert Ram Ro ta (Publishing) Ltd. and London Limited Editions archives; the papers of Julia Trevelyan Oman (Lady Strong) and other family members; the papers of David Gore-Booth (1943–2004), assistant under-secretary for the Middle East and the UN, ambassador to Saudi Arabia, and high commissioner at Delhi; and additional papers of Lord Callaghan. In March, Professor Katherine Duncan-Jones generously donated to the Library a collection of books and family papers relating to her ancestor, the Shakespeare scholar William Harness (1790–1869).

The British Library of Commonwealth and African Studies at Rhodes House acquired the diary of Sir F. De Winton

covering the British Mission to Swaziland, 1889–90; the papers of Professor Herbert Turner concerning prices and incomes and industrial relations in several Commonwealth countries; the papers of Joan Wicken as private secretary to President Julius Nyerere of Tanzania; the papers of Margaret Stanton relating to the Birmingham and Oxford groups of the Anti-Apartheid Movement; the papers of Kees Maxey relating to nationalist politics in Rhodesia/Zimbabwe; and *Memories of Rhodesia*: a set of DVDs of archival film from Rhodesia, principally from the 1950s to the 1970s.

A major acquisition for ISBES was the transfer back to Oxford of the Forestry Archive produced by the Department for International Development (DfID) Forestry Research Programme, long managed by the Oxford Forestry Institute but latterly by Natural Resources International in Kent. The collection includes valuable unpublished data of wide environmental interest. Funding for the transfer and future cataloguing have been provided by DfID.

4.3 Electronic resources

Responsibility for the management and purchase of electronic resources moved from SERS to Collection Management on 1 August 2005. SERS continues to manage the servers hosting electronic resources applications. All other responsibilities were passed to Collection Management and/or the subject consultants. A substantial amount of work has been put into updating TDNet. During the last twelve months 28,428 new publications have been added to the A-Z list, taking the total number of e-journals and newspapers available to 39,492.

In October 2004 OULS commissioned Electronic Publishing Services Ltd (EPS) to undertake a two-part consultancy project to produce an investment case and business plan for an Electronic Library and Information Service for the University of Oxford (ELISO). The report showed that total expenditure by Oxford on e-content was well below the level in key comparator universities. The consultancy drew up a detailed business case for investment in the proposed Electronic Library, showing the benefits of the proposed service to each of the University's five academic divisions. As a result the electronic resources budget was increased from c.£800,000 (2004–5) to £1.3 million (2005–6). A further £450,000 was granted as a one-off contribution towards the purchase of periodical backfiles and other non-recurrent purchases. By the end of 2005–6 OULS had licensed 215 new e-journal deals, e-book collections and databases. Acquisitions in Science and Medicine accounted for £651K, Social Sciences £304K, and Humanities £196K.

4.4 Rationalisation and amalgamation of collections

The Stock Management Unit (SMU) was created in April 2005 in response to a growing demand for consolidation of collections within OULS. Its first tasks were the integration of the Queen Elizabeth House (IDC) Library into the new Social Science Library; and the preparation of the collections of the School of Geography and the Environment Library for integration into the Radcliffe Science Library in autumn 2007.

From September 2005 to February 2006 SMU staff assisted in transferring copyright material from the Bodleian to the SSL. There were also further minor assignments involving book moves in the Theology Faculty Library, Bodleian Library and RSL.

In April 2006 the SMU began working in the Alexander Library, Department of Zoology, to create a project plan for reclassifying the collection to LC. Drawing on the experience of previous projects it was possible to produce a detailed plan of how the library is currently arranged and how this can be improved.

The reclassification of monographs in the RSL was completed in June 2006, followed by a complete rearrangement of the collections. These moves included the transfer of low use or uncatalogued bookstack material to Deep-Store in Cheshire, and of low-use periodicals from the open shelves to the RSL bookstack to fill up the space thus vacated. All open-shelf books were moved to Level 2, open-shelf periodicals to new sequences following LC classification. The Hooke Library reclassification project was begun and plans were drawn up to reclassify the collection in the Experimental Psychology Library.

Significant support is also provided by the OIS section of SERS to ensure that the OLIS catalogue is an accurate inventory of items and especially of the locations of items, for ASR to operate successfully.

4.5 *Deduplication and disposals*

The total number of print subscriptions, donations, and exchanges in OULS libraries (excluding legal deposit) is in excess of 13,600. In March 2005, Collection Management identified 1,015 duplicate serial subscriptions (i.e. subscriptions held in addition to the first paid subscription) in OULS libraries. One year later, 684 duplicate subscriptions remain; the value of the cancelled duplicates is estimated at £98,000. In addition, libraries have cancelled 160 unique subscriptions, estimated at £61,000. However, many cancellations attract content or penalty fees (the titles being part of 'big deals' with publishers). Libraries in the Science and Medicine subject area have cancelled 53 per cent of their duplicate subscriptions. In the Humanities, Area Studies, and Social Science subject areas, 27 per cent of the duplicate subscriptions have been cancelled overall. The issue is more complex for Humanities than for other subject areas because of the patchy availability of electronic access to journals (especially those published in foreign countries and/or by smaller publishers), the more complex and fragmented library estate, and the very low cost of periodical subscriptions.

5. Organising our space

5.1 *Depository*

Proposals for a Depository at Osney were approved by Congregation in Michaelmas Term 2005 and planning permission sought at the beginning of 2006. The application met all the planning requirements for the site, but in the event protracted discussions with English Heritage were opened to ensure that body's understanding of the policy and obtain its support, and these continued through the rest of the year.

The Depository's principal purpose will be to enable OULS to consolidate its libraries and estate by providing large-scale, high-density storage for lower-use stock. The planned Depository will provide the space required for the future growth of OULS collections, and offer accommodation for the temporary housing of collections during building refurbishments. A group has been convened to develop a policy for the Depository, focusing initially on identifying the type of material suitable for housing in it.

5.2 *New Bodleian*

The year saw considerable advancements made in planning for the creation of a Special Collections Library in the New Bodleian Library. A preliminary feasibility study was carried out in conjunction with Oxford architects Burn and Guedes Stretton and the Oxford University Estates Directorate during August-October 2005. A detailed brief was then compiled, and an architectural competition was launched during Hilary Term 2006. Reference visits were made to the Anna Amalia Library, Weimar, the University of Virginia, the Folger Shakespeare Library, the Pierpont Morgan Library and Columbia University Library. The architectural competition was due to close in August 2006.

5.3 *Radcliffe Infirmary site*

Proposals for relocating up to twelve Humanities, Area Studies and Mathematics libraries (along with their associated faculties and departments) to the Radcliffe Infirmary site generated much interest. Initial discussions, both internally and with a specially convened Consultation Group of academics and senior staff, fed into a master planning process. Rafael Viñoly Architects cast the proposed library as a dramatic two-storey underground space with a vast convex bay window facing the Radcliffe Observatory and with additional top lighting via the atria of three or four academic buildings above. Although the Library will essentially replace existing Humanities and Area Studies libraries, it will allow a complete rethinking of the services and facilities provided, as well as delivering significant improvements in service, for example with respect to opening hours. We look forward to continuing to address these and other complex issues in consultation with staff and students.

A measuring project covering all Humanities and Area Studies libraries was carried out between September 2005 and June 2006 with the aim of gathering accurate stock measurement figures to aid future planning. In total over 68,000m of material were measured and categorised.

5.4 *Other developments*

The Clarendon Building was returned to OULS in April 2006 at the completion of a year-long refurbishment project from Capital Campaign funding, becoming the headquarters for the OULS central administration. The refurbishment included the restoration of many original features and has substantially enhanced the working conditions of staff.

The RSL continued discussions with all parties involved in the RSL repurposing project to finalise the design and draw up operational requirements for the duration of the building work. Initial plans were also drawn up to redevelop the space at the Cairns John Radcliffe to incorporate additional stock from the Radcliffe Infirmary and to make the Cairns space a more user-friendly environment. This has included plans to extend the book collection, reposition the main helpdesk to beside the library entrance, install self-issue and to put in place word processing machines at the front of the library. This work will be continued in 2006-7.

The relocation of the Theology Faculty's Common Room to Bevington Road enabled the Library to gain some much-needed additional accommodation by expanding into the vacated space. The Library used the additional room to reorganise and respace its collections. Nearly 140

metres of material, more than 4,000 items, were brought up from their previously cramped setting on rolling stacks in the basement to newly erected static shelving in the refurbished reading room. Feedback from users of the Library has been wholeheartedly positive.

The Law Library opened a new Graduate Study Room with wireless access. It has proved popular with all readers. The Educational Studies Library can now be accessed by wheel-chair users. The changes to the building have had other positive effects, though there was some loss of much needed shelving.

The long-planned move of staff from the SERS Building to the top floor of the Osney One Building took place in October 2005.

A decision was made early in 2006 to move ARACU from its current premises in Ewert House to the Osney One Building to provide more space for an additional area with height-adjustable table and ergonomic chair where readers can come to test out assistive software and equipment. The service closed in Ewert House at the end of the year and will reopen at Osney in the next academic year.

From August 2005 Bodleian Reader Services took on responsibility for the Facilities section of the Library, including building works and security. A new post of Support Services Manager was created. In order to increase security, bag checks at the entrances to the Bodleian were introduced on entry as well as exit. Several important building works were undertaken, including the refurbishment of toilets in the Old Library, building a ramp to improve disabled access to the New Bodleian Library, installing ramps to entrances in the Old Schools Quadrangle, redecoration of staff areas in the bookstack and redecoration of the Official Papers Section of the Underground Bookstore. With the relocation of Slavonic material to the Taylor Bodleian Slavonic and Modern Greek Library at the end of Hilary Term 2006 the Philosophy and Slavonic Reading Room became a single-subject room.

6. Support services

6.1 Systems

6.1.1 Structure. From 1 August 2005, responsibility for the administration of and budgetary responsibility for electronic resources moved from the SERS Electronic Resources Section to Collections Management Department. In accordance with its change of focus, the Electronic Resources Section was renamed the IT Development and Strategy Section, emphasising its role in contributing to OULS IT strategy, co-ordinating OULS IT orientated projects and leading technical developments. From 1 April 2006, the Imaging Service (OULIS) moved from Oxford Digital Library (ODL) to the Research Support section within the Department of Special Collections. In addition, ODL itself will move to Special Collections from 1 October 2006.

Another major influence on structural change was the move to establish the ICT Support Team to introduce an Enhanced Computing Environment (ECE) serving the three central services OULS, OUCS and University Offices. Resources for the ICT Support Team came mainly from the three units they are serving. With effect from 1 January 2006, OULS transferred to the ICT Support Team a high proportion of its IT budget and the SERS Systems and Systems Support Section (9.5 FTE and 5 unfilled posts awarded as a result of Establishment Review recommendations).

Following these changes, the department was renamed the Systems and E-Research Service.

6.1.2 Library management systems. In February 2005 the OLIS (Geac Advance) server, which had had a history of high-profile performance and reliability problems, was replaced. It is worth noting that the new server has had to date no significant hardware or software problems.

The replacement Library Management System project moved from procurement—of VTLS Virtua—to implementation phase in the period under review. During the year the department installed an extremely powerful and complex Sun cluster to serve as a platform for it. To ensure high resilience and availability, the cluster is split between two sites, the OUCS and the RSL machine rooms. Two members of VTLS staff worked on-site in the Osney One building with the Implementation team. VTLS was contracted to carry out extensive enhancement to the Virtua library management system to meet the requirements of the University. A decision was taken by the Steering Group in July 2006 to delay the go-live date of the new system from August to December 2006. The Steering Group felt that more time was required to address outstanding performance issues, implement further enhancements to the system and take more time for configuration and extensive acceptance testing. [A further deferment of 'go-live' until August 2007 was approved by the Curators of the University Libraries in November 2006.]

6.1.3 Other activities. An activity funded under the JISC's Supporting Institutional Digital Preservation and Asset Management Programme, the 'METS Awareness Training' project, completed the bulk of its activities during 2005–6. The aim of this project was to develop and deliver a one-day introductory training course on the METS standard, via a series of regional workshops around the UK, and also to make the training materials freely available online.

Wireless networking was rolled out in the Vere Harmsworth and English Faculty Libraries. The thin-client version is now the standard version of OxLIP that is available on new machines. This approach allows all OxLIP resources to be accessible to users through a standard Web browser, regardless of the computer system they are using, greatly simplifying support.

The Content Management System for OULS was inaugurated on 1 October, hosting over 2,000 public pages comprising the OULS main Web site (<http://www.ouls.ox.ac.uk>) and sites for sixteen other libraries. In addition, there is now a sizeable staff intranet section.

A VTLS Vital/Fedora repository has been set up and is undergoing preliminary testing. SERS will take on a Project Manager and Software Engineer to develop the service, supported by Steering and Implementation committees drawn from the wider university community. The existing repository continues to grow and generate good traffic volumes—papers posted in the repository typically appear on Google within a few days.

6.2. Technical Services

The Technical Services Strategy Group was established in September 2005. The Group discussed several major strategic issues, including the move to LC classification for OULS open shelf collections in the future RI site library; the loading of records for major e-resource collections; stock transfer procedures between libraries; an integrated grading structure for cataloguing staff across OULS; and outstanding retrospective conversion.

6.2.1 *Acquisitions.* Since 1 August 2005, an Access database has been used to record all purchased journal titles. This allows production of reports for the subject-consultants on titles from their budgets, and their expenditure. All invoices have been scanned electronically and are available online for solving queries.

During the autumn of 2005, a review of all of exchange partners was carried out, reducing the total from 400 partners to 229 and leading to a much more streamlined operation. Since April 2006, the Bodleian Slavonic and the Taylorian Slavonic exchanges have been integrated into the remit of Acquisitions Services.

The University decided to resign from the Southern Universities Purchasing Consortium (SUPC) on 31 July 2006, requiring OULS to negotiate new contracts with book and periodical suppliers for 2006–7. The new purchasing consortium Uni-Proc—consisting of Imperial College London, UCL and Oxford University—was formed through a desire to take advantage of the similarities between these major universities on various items of expenditure. OULS is using this opportunity to extend contracts to cover non-English language material and establish framework agreements with several continental suppliers.

6.2.2 *Cataloguing.* Bodleian Technical Services cataloguing output during the year under review has fallen from 74,913 (2004–5) to 61,673. This represents a 17.7 per cent decrease in productivity. The backlog of items awaiting cataloguing has increased, from 80,757 in July 2005 to 84,914 in July 2006. However, this is still substantially lower than the figure of 88,096 in July 2004. The two main factors contributing to the rise in the backlog figures are staff changes and preparatory work for migration to the new library management system and associated training.

Although electronic legal deposit remains voluntary, 1,454 titles and parts were deposited electronically by publishers from September 2005 to July 2006. Some publishers choose to deposit items electronically direct to the Copyright Agency. The number of files received in this way (September 2005–May 2006) is 1,698; there does appear to be some overlap with the items deposited directly with the Library.

In 2003 the Bodleian Library was awarded a grant of \$1.14 million by the Andrew W. Mellon Foundation for a new project to provide better access to its journals. During the year 5,850 serials were updated and prepared for automated registration, bringing the total of serials now registered online through the EASEL Project to over 10,500, with a further 6,086 serial records closed.

Thanks to a generous benefaction over five years from Sir Charles Chadwyck-Healey, the department continues a project to add standing order records to OLIS (i.e. a separate online record for the series that indicates that the series is on a standing order) and to catalogue parts/volumes of monographic series that had not been catalogued separately under the old manual cataloguing system. The second year has been devoted to the retrospective cataloguing of individual volumes or parts of major academic series never previously accessible in the printed guardbook catalogues or currently in OLIS. A total of over 6,500 records in this category have been added to the OLIS database.

The expansion of the UK union catalogue of Japanese books into a European one had been agreed with European colleagues at the EAJRS conference and the Allegro

union catalogue became a European union catalogue from August 2005.

The initial demonstration of the new Library Management System showed that it could handle Japanese records, and it was agreed to migrate and integrate all Japanese records currently on Allegro into the main OLIS catalogue. Through the good offices of NII (NACSIS), a substantial portion of the records (55,000) has been converted to MARC21 format in Unicode and loaded into the test database.

6.3 *Preservation*

Staff structure changes continued, in particular the establishment of the Site Conservator function resulting in increasingly complex and supportive links between the CandCC staff and site library staff. The formation and scheduling of technician operations was the last to become established and is already proving its worth, freeing up professional conservator time to support the many OULS sites in planning collection care projects. The rotation of technicians through different operations has had a profound effect on the working environments in the workshops as well as improving productivity. The technicians are being taught how to carry out minor book repairs to enable the skilled binders to be freed up to undertake more sophisticated repairs on older material.

Flooding in the Official Papers Section of the Radcliffe Camera damaged stock, which is now at a 'Drying Service'.

6.4 *Administration*

6.4.1 *Finance.* The OULS financial out-turn for 2005–6 was a £2,977K deficit, which was £367K (1 per cent) worse than budget. The library continued to operate a deficit budget under a financial recovery plan agreed with the University, with the deficit to be eliminated by reductions in staffing and space costs as the OULS' estates strategy is delivered over the next 5–10 years.

£1m of the 2005–6 deficit was attributable to the additional recurrent expenditure on electronic resources which OULS took on under the ELISO business plan. This has allowed rapid expansion of e-resources, ahead of reductions in multiple subscriptions to printed publications and a move to e-only, and the merger of departmental libraries into larger libraries, both of which will be trends which will accelerate in the coming years.

During the year some savings—about £100K per annum—were made in reductions in duplicate printed periodical subscriptions, and the binding budget was also reduced. Further work on centralising photocopying and printing procurement produced some cost savings. Charges for tourists were introduced in summer 2006 for entry to the Divinity School, and the charges and pattern of guided tours was revised.

Overall 2005–6 proved to be a challenging year, but significant progress was also made in further rationalisation of the library budget process and financial reporting using OSIRIS, and in training financial administrators throughout OULS, so that financial control mechanisms were improved.

6.4.2 *Health and Safety.* Considerable progress was made in addressing issues identified as being the responsibility of Reader Services in the Annual Safety Report and staff were congratulated on the progress made. Virtually all staff in the Reader Services requiring a DSE assessment received

one in 2005–6 and many improvements to the working environment for individuals were made as a result.

The light levels in Duke Humfrey's Library have given cause for concern to readers and staff. Health and Safety concerns have affected the ability of maintenance staff to deal with problems with the ceiling lights in Selden End and there are supply problems with fluorescent tubes affecting the under gallery lights in Arts End and in Selden End. When these maintenance problems are fixed, it is hoped that a general improvement in the light levels in Selden End will result.

The ongoing space crisis in the Indian Institute Library was highlighted by a Health and Safety review which documented concerns about the floor loading as a result of the extra shelving installed to accommodate the growing collection. It is increasingly hard to maintain coherent shelving arrangements and users are often confronted with shelving sequences split between the various available spaces in the library.

7. Staff

7.1 Progress report

At the end of the year 767 staff were employed by OULS.

With the number of staff required to staff the Depository in future uncertain, no new full time permanent staff have been appointed to the bookstack over the last year. Instead, as vacancies have arisen, several part time temporary posts have been created. The posts have extended beyond core hours so that early morning book replacing and evening duties are covered: staffing has also been concentrated in the morning, which is the busiest time for the bookstack. The restructuring has worked well.

Bodleian Cataloguing addressed the problem of the very flat structure of Catalogue Management by upgrading one cataloguer, making possible the delegation of some of the responsibilities of a more senior post. There have been other changes necessitating a considerable amount of training of new staff, and consequent loss of productivity.

The year under report has seen SERS staff working hard as both the existing and the new Integrated Library Management Systems made heavy demands on time and resources. The current OLIS training staff in particular were stretched to the limit. Five trainers took up their posts in December and January in preparation for the implementation of the new OLIS, delivering an extraordinary training programme on the new LMS during the very hot summer of 2006 under very stressful conditions. Both trainers and trainees experienced many challenges due to system instability and a number of outstanding areas of functionality and enhancements. Despite these challenges, approximately six hundred members of library staff were trained in just over two hundred training sessions at three locations. The decision was taken to cease training in the Geac system, in all modules, at the end of 2005. Consequently only 7 cataloguing and holdings courses were offered in the autumn of 2005, in which 112 staff received training.

7.2 Staff Development

The Staff Development Section continued to offer a wide range of courses and additionally took over responsibility for Osney Facilities Management. A series of Acting Director's forums helped to keep staff informed of major developments.

OULS Reader Services organised and ran a Charter Mark event in September 2005 to engage staff with the principles and the practicalities of the Charter Mark scheme for developing reader services. The Department also organised an event to promote best practice in marketing library services, open to library staff across all Oxford libraries, in January 2006. A highly successful event focusing on plagiarism was held jointly with OUCS, the Oxford Learning Institute and the Proctors' Office, on 19 June 2006.

Simon Haigh, Conservation and Collection Care, won (with an Oxford bookbinder colleague) a prestigious award from the Society of Bookbinders for the best overall book submitted by a professional binder and first prize in the Fine Binding category.

7.3 Departures

148 staff left OULS employment during the year, including eighteen retirements. Sadly we also have to record the death in service of George Webb, Conservation and Collection Care, and of Frank Thomson, RSL Building Engineer.

John Simmons, who died on 22 September 2005 at the age of 90, made a profound mark on libraries in Oxford and bibliographic scholarship worldwide over five-and-a-half decades. He was for part of this time Librarian-Lecturer in Charge of Russian and Slavonic Books at the Taylor Institution, from which post he stepped down as long ago as 1969, but continued to be closely involved with and supportive of the Taylor and Bodleian Libraries to the end of his life. Another long-serving and eminent retired member of staff and bibliophile, Paul Morgan, also died at the age of 90 on 10 March 2006.

- Derek Beacham, the longest-serving member of OULS and the last serving member of the Bodleian staff to obtain his degree after starting as a 'Bodley Boy' in 1958, retired in January in his forty-eighth year of service.
- Dr Tim Rogers and likewise Geoff Groom each retired after almost forty years of distinguished service in the Department of Special Collections and Western Manuscripts.
- Robert McNeil retired in September after thirty-five years as the Bodleian's Hispanic and Latin American specialist, while John Wainwright retired in October after thirty-five years of service as Spanish and Portuguese specialist at the Taylor Institution Library.
- Gill Cooper retired as Physical Sciences Librarian at RSL after thirty-six years' service.
- Julia Wells retired from Technical Services after thirty-three years' service.
- Ruth Hodges retired as Librarian at the Latin American Centre after thirty-one years in post there, and over forty years since her first Oxford post in the Bodleian Library.
- Eunice Martin retired in March after almost thirty years of service to the Ashmolean Library and the Sackler Library, the last twenty-five as Assistant Librarian in charge of the Western Art Library.
- Richard Judd retired after twenty-one years as the Bodleian's Hebrew specialist.

7.4 Arrivals

A total of 122 members of staff joined OULS during 2005–6.

- Dr Chris Fletcher was appointed to the newly constituted post of Head of Manuscripts and Dr Francesca Galligan as Assistant Librarian in the Rare Books Section.

- Anastasia Loukina was appointed Greek Subject Consultant.
- Andrew Macduff was appointed to the new post of Support Services Manager with responsibility for Facilities and Engineering from September 2005.
- Jonathan McAslan joined Collection Management as Electronic Resources Co-ordinator.
- Ljilja Ristic joined the RSL as Physical Sciences Librarian and James Shaw as Library Services Manager.
- Sophie Wilcox took up the new part-time post of Special Collections Librarian (Ornithology) on 1 August 2005
- Helen Wilton-Godberfforde was appointed OULS Admissions Officer.
- Catherine Yvard joined as ArtSTOR Project Officer.

8. Figures 2005–6 (2004–5)

Income (£000)

PRAC grant: £20,392 (£19,923)

Other income: £7,621 (£4,925)

Expenditure (£000)

Acquisitions: £5,666 (£4,280)

Staff: £16,202 (£14,168)

Other: £6,146 (£4,165)

Acquisitions

Books: 151,154 (147,323) [Legal deposit 73,692 (72,352)]

Periodical parts: 182,421 (192,091) [Legal deposit 101,258 (97,875)]

Cataloguing

OLIS bibliographical records: 5,698,003 (5,557,545) total [net 140,058 (233,921) additions]

OLIS physical items: 9,480,621 (9,121,654) total [net 359,007 (345,059) additions]

Admission

University members are automatically given library membership upon registration or commencement. External readers admitted fell into the following categories:

Undergraduates	1,119 (1,008)
Postgraduates	2,001 (1,907)
Academic Staff	2,135 (1,869)
Unattached	3,556 (3,483)
Programmes	2,079 (2,485)
Unassigned	3 (25)
<i>Total</i>	10,893 (10,117)

Use

Loans 1,400,124 (1,364,975)

Fetches from stacks 420,943 (469,397)

Photocopies/printing 7,565,485 (8,983,090) [Note: charging for printing was introduced in 2005]

Electronic use 3,331,812 (2,382,651) sessions

Staff development

OULS organised training events: 145 (181)

Total number of participants: 1,759 (2,594)

Note: sessions were reduced to allow for familiarisation with new Library Management System.