

# OXFORD UNIVERSITY GAZETTE



## OXFORD UNIVERSITY LIBRARY SERVICES: ANNUAL REPORT 2004–2005

Approved by the Curators of the University Libraries, March 2006

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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 2004–5

The following annual report was received by the Curators of the University Libraries at their meeting on 6 March 2006 and approved for publication.

### 1. Acting Director's Report

It would be no exaggeration to state that Oxford University's libraries are undergoing the greatest degree of change of any university library system in the UK and, possibly, in the world. The process of integration of many of the University's centrally-funded libraries into a single management structure began in 2000. Much has been achieved in that respect and the process continues, but this year we focused our attention on plans for physical consolidation of libraries.

Although there is much of import to record in 2004–5, the libraries estates strategy has dominated the agenda. With plans for a new, automated, 8.25 million-volume depository at Osney Mead gaining momentum, it was clear that, if the project went ahead, other estates plans contingent upon the depository became a distinct possibility, were funding to be available. Consequently, OULS was encouraged to think about its physical estate in a more radical and coordinated way than hitherto. The proposed Library estates and other developments were the subject of much interest in the University and further afield, and the Curators of the University Libraries undertook, following a motion to Congregation, to report to Congregation on their plans for the reorganisation of the University's libraries in the short, medium and long-term. This undertaking found expression in an outline statement by the Curators in the *University Gazette* of 24 June 2005 and was followed by a report entitled 'A University Library for the twenty-first century' published as a supplement to the *Gazette* on 22 September 2005. This report signalled a proposed £100 million investment programme in Oxford's library infrastructure, to include construction of the depository, the redevelopment of the New Bodleian Library, the building of a new Humanities and Area Studies Lending Library on the Radcliffe Infirmary site, the repurposing of the Radcliffe Science Library and the building of a Medical Research and Information Centre on the Old Road site. These developments will facilitate a significant improvement in services to users, ensure much better environmental conditions for the University's library holdings and will assist OULS in achieving a cost-effective service delivered within a balanced budget.

Senior management responsibilities within OULS were rearranged with effect from 1 August 2004. For a period of up to three years, the Director of University Library Services and Bodley's Librarian, Reg Carr, would focus for virtually all of his time on fundraising for the Libraries Capital Campaign. Under the terms of the arrangement Ronald Milne (Deputy Director) became Acting Director and Bodley's Librarian and David Perrow (Associate Director) became Acting Deputy Director.

The further integration of libraries into the OULS management structure and the consolidation of the library estate, together with greatly augmented access to electronic library resources are key enabling features of the OULS seven-year financial plan. Savings in space, staff and operating costs over the period to 2011–12 will be £2.5 million

at current (2005) prices, if the integration of libraries and the estates strategy can be realised fully.

Collections define libraries, and Oxford is fortunate in possessing what is the richest array of manuscript and print collections of any university in the world. During the year we have been delighted to receive donations of many individual items, such as the copy of the first edition of the Greek text of Archimedes annotated by the University's second Savilian Professor of Astronomy, but also larger benefactions, such as the archive of Marconi plc. 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.

Our manuscript and print collections are world-renowned, but it has recently become increasingly clear that Oxford has not been investing sufficiently in electronic resources. In response, OULS commissioned Electronic Publishing Services Ltd to undertake the Electronic Library and Information Service for Oxford (ELISO) consultancy, with financial support from each of the University's academic divisions. The report provided the hard evidence that Oxford was falling far behind its peer institutions (and many others) in the provision of electronic resources for the Oxford academic community and argued for a £1 million increase in spending in this area. The report also provided a business case showing how, were the strategy to be accepted and the initial investment made, payback would be achieved over ten years through cost savings on space, staff and journal subscriptions.

With so many libraries that had previously been autonomous now part of OULS, it has been particularly important to ensure that staff are deployed effectively and efficiently across the Library Service and that conditions of employment and staff gradings are harmonised. A comprehensive Staff Establishment Review led by the Acting Deputy Director reported during the year and the recommendations are now being worked through and staff consulted on the proposed changes. As the result of one Establishment Review recommendation, library provision in Slavonic Studies was the subject of a separate but related enquiry.

The library management system, the platform that underpins so much library work and whose main public manifestation is the OLIS union catalogue, is due for replacement, the current GEAC system being almost 10 years old. Following a review of the library systems market and the approval by the University of a business plan, OULS went out to tender for a new system under the European procurement rules. Many staff were called upon to pool their expertise in the drawing up of the system specification, and their involvement continued in the rigorous selection procedure that followed the shortlisting of potential candidates. VTLS Inc. emerged as the successful supplier. Preparations for the implementation of the new system, Virtua, started immediately and it is pleasing to report that we expect the system to go live, on schedule, in August 2006.

Along with the libraries of Harvard, Michigan and Stanford universities, and the New York Public Library, Oxford is a partner in the Google Library Project, which was announced in mid-December 2004. Between 1 and 1.5 million nineteenth-century out-of-copyright works held in Oxford libraries are expected to be digitised during the project.

The Google digitisation process is non-intrusive and will take place on University premises. Anyone with access to the Internet will be able to view the books online, search the text and, in due course, download and print out the work, if they wish. This is a very high profile project which has been subject to much media coverage. Staff have been enthusiastic in their involvement, and have been inspired by working with one of the world's top technology companies. Scanning begins in March 2006, and we look forward with anticipation to seeing the impact of mass digitisation on the academic world and beyond.

Change on the scale that is being proposed for Oxford's libraries makes for an anxious time for all OULS staff, and consultation and staff involvement in planning and implementation is essential. It is heartening to report the enthusiasm with which staff took part in a 'Strategy Day' on 27 September 2004. All OULS staff were invited to attend. The outcomes of the day's discussions formed the basis for a new-look five-year strategic plan, the *Vision for 2010*, which embraced three main themes: 'Serving our Users', 'Developing our Collections and Services' and 'Organising our Space'. The plan found favour within the University and was endorsed by the Curators of the University Libraries at their meeting on 13 June 2005. In as far as is appropriate, this Annual Report reflects the themes and structure of that document.

Conscious of the need for two-way communication at all times, but especially during such a period of great change, and in addition to existing staff consultative mechanisms, a series of 'Acting Director's Forums' was held on three occasions during the year. These gave all staff the opportunity to learn about major strategic developments within OULS, and to ask questions relating to them, or indeed, about any topic pertinent to the Library Service. These events have been well attended (over one hundred staff on each occasion) and the feedback has been extremely positive. We have also benefited greatly throughout the year from close collaboration at all levels with librarians in the University's colleges.

The vast bulk of this Annual Report relates to activity within and across Oxford's libraries. It should not be forgotten, however, that OULS as an organisation, and many individual members of staff, contribute to the wider academic and library and information worlds in very significant ways, both nationally and internationally. OULS is deeply involved, for example, in many collaborative projects of benefit to the academic community, such as Early English Books Online (EEBO), Eighteenth Century Collections Online (ECCO) and PARADIGM (Personal Archives Accessible in Digital Media). We have a very significant partnership with the National Health Service whereby OULS provides a library and information service for doctors and other health care professionals in the Oxford area who are not members of the University. Individual members of staff share their expertise by sitting on national and international committees, such as those of the Consortium of Research Libraries in the British Isles (CURL), the Joint Information Systems Committee (JISC) and the International Federation of Library Associations and Institutions (IFLA), and many have delivered papers at academic and professional conferences during 2004–5.

OULS staff are to be congratulated on their many achievements throughout the year, sometimes under difficult circumstances. Many staff, in our numerous different libraries, have worked well beyond the call of duty

to maintain and develop our services to users, and I 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 creation of the Social Science Library, which opened in September 2004, represents a major step in the physical consolidation of library services across the University. The Social Science Division led the way by advocating and supporting the physical integration of five departmental libraries into a single building to provide teaching services, research support and consolidated collections. Ten months after opening, the collections of the International Development Library (Queen Elizabeth House) were also merged into the Library.

Other improvements in services during the year included:

- the expansion of openshelf provision for new materials in the Law Library through the construction of mobile shelving;
- improved access to IT services through the introduction of wireless services in the Bodleian Law Library;
- expansion of the Automated Stack Request service to the Sainsbury Library;
- an increase in funding available for the purchase of new materials through the reduction of unnecessary duplication of materials;
- extension of Saturday opening hours and providing later Sunday opening.

The Social Science Library joined the NEREUS consortium which includes institutions across Europe with significant economics collections and top Economics Departments. A key aim of the consortium is to improve access to Discussion and Working Papers and datasets for economists.

### 2.2 Science and Medicine Libraries

The Geography, Plant Sciences and Zoology Libraries were integrated into a single operational unit under the title 'Information Services in Bio- and Environmental sciences (ISBES)'. The Plant Sciences Librarian was redesignated as Bio- and Environmental Sciences Librarian and all staff operate as a single team.

Initial plans were made for the integration of all OULS science collections into the Radcliffe Science Library and the transformation of the library into a combined reference and lending library with substantial increased stock on open access.

During the year several discussions took place with the Nuffield Departments of Anaesthetics and Ophthalmology regarding the possible amalgamation of their libraries with Health Care Libraries. Similar discussions were also held with the Weatherall Institute of Molecular Medicine and the Department of Clinical Neurology.

### 2.3 Humanities Libraries

There was little change in the Humanities libraries' estate during the year, other than the expansion of the Theology Library into the former Faculty Common Room; but the



move of Politics and Economics from the Bodleian PPE Reading room allowed both Philosophy and Slavonic sections to increase the amount of material available on open shelves. The Library of the Department for Continuing Education and its staff were integrated into OULS Humanities libraries in January, but were transferred to the Social Sciences at the end of the year.

The Humanities Subject Consultants continued to develop their roles as agents of collection management, user education and academic liaison across OULS libraries (whilst still in most cases managing their existing site libraries). Those with responsibilities in the Central Bodleian worked more actively with the newly appointed Head of OULS (and Bodleian) Reader Services to develop subject-based services in the Central Bodleian, and with the newly designated User Education Librarian to formulate a coordinated induction and training programme for the Long Vacation and the following academic year.

Much thought was given to the proposed new Humanities library on the Radcliffe Infirmary site, and to the relationship with provision for special collections on the Central Bodleian site; the Head of Subject Area joined the relevant Subject Consultant at Faculty meetings and committees to consult on, report on and promote OULS's estates strategy.

#### 2.4 Area Studies Libraries

On 1 August 2004 management of the Bodleian Slavonic and East European Collections and staff became part of Area Studies, as did Bodleian Latin American Collections. These sections joined the Bodleian Library of Commonwealth and African Studies and the Vere Harmsworth Library, which had been managed by the Keeper of Oriental Collections and Head of Area Studies since December 2002, along with the Bodleian Oriental Collections. The whole disparate group adopted the umbrella name Area Studies to identify its wide regional and linguistic remit, embracing all disciplines, but principally those covered by the Humanities, Life and Environmental Studies and Social Sciences Divisions.

In June, following a university review of library provision in Slavonic studies, planning began for the integration of the Taylor and Bodleian services (most staff and open-shelf collections) in the Taylor Slavonic and Modern Greek Library in Wellington Square.

#### 2.5 Special Collections and Western Manuscripts

The year was characteristically busy in Special Collections. Of greatest significance was the acquisition of the archive of Marconi plc, acquired in collaboration with the Museum of the History of Science, together with a donation from the Wireless Preservation Society, in honour of Douglas Byrne, to enable the collection to be catalogued and to provide funds for visiting scholars.

Numerous projects were started or completed: all 10,000 of our western medieval manuscripts were given basic level online catalogue descriptions thanks to support from the Getty Grant Program, and the AHRB-funded project to catalogue the papers of Sir Isaiah Berlin was completed. New projects included the PARADIGM Project (jointly with the University of Manchester) designed to enable the library to preserve and make accessible electronic personal papers of politicians. Researchers were supported through a new series of Palaeography Master-

classes and undergraduate Historians began to use Special Collections as part of their third year thesis writing.

### 3. Serving our users

#### 3.1 Admissions

Usage of libraries by University members is primarily dependent on the numbers of students admitted to the University, but within those constraints some trends in individual library admissions are noticeable.

The History Faculty Library has been registering university members in the last three years at a rate 25 per cent higher than in 2001–2. The English Faculty Library registered 956 internal readers in 2004–5 showing a 6.5 per cent increase over the previous year and including a leap of 30 per cent in readers from faculties other than English, leading to their outnumbering English Faculty registrants for the first time.

The major changes for the Sainsbury Library in 2004–5 were all related to the expansion of Saïd Business School courses. Numbers on all postgraduate courses went up. This, coupled with the additional elective courses on the MBA programme, considerably increased the number of reading lists and study packs prepared by the library.

In contrast, the fall in the 'turnstile' count of reader visits continued in the Radcliffe Science Library and the same experience was shared in other Science and Medicine libraries. The increased availability of electronic resources, which are available outside library buildings, is probably responsible for this trend.

Admission of non-university members is dealt with by the Libraries Admissions Office. During the year the Office moved to a new Library Card database. The implementation of a new database marked the end of shared database use by the Bodleian Admissions Office and the University Card Office (which had separated administratively in 1996). University Card data are now held separately and are passed to the Library Card database every two hours; all the data are then forwarded from the Library Card database to OLIS, again on a two-hourly basis. This represents a significant improvement in service over the previous overnight data transfers.

The long-standing agreement with the Department for Continuing Education was revised to take greater account of actual numbers using the libraries during its summer schools, and to provide an improved induction programme in conjunction with the Reader Services Department in the Bodleian and with other libraries. This resulted in increased revenue in July 2005 and further increases have been agreed for 2006.

#### 3.2 Opening hours

There is a strong demand from students for increased opening hours at weekends. OULS was able to respond to this requirement in a number of ways:

- funding was identified to keep open the Radcliffe Camera for seven Saturday afternoons 1 p.m.–5 p.m. during Trinity Term;
- weekend opening in the Bodleian Law Library on Saturday afternoons and Sundays continued, courtesy of funding provided by Lovells;
- the Social Science Library expanded its weekend opening on Saturday by two hours so the library is now open

from 10 a.m. until 6 p.m. on Saturdays and 12 noon until 6pm on Sundays;

- longer evening opening hours were introduced in the Educational Studies Library;
- the Radcliffe Science Library's opening on Sundays in Trinity Term from 11 a.m. to 5 p.m. continued to be popular with readers, and plans are in place to extend termtime Saturday opening hours for the afternoon.

### 3.3 User services

*Loans.* In OLIS libraries as a whole there were 989,006 loans from libraries using OLIS circulation and 1,141,121 renewals, while 397,210 automated stack requests were placed.

The number of loans (including renewals) in Humanities libraries continued to grow—in the Sackler by 11 per cent to 95,578, in the History Faculty Library by 4.3 per cent to 122,495, in the English Faculty Library by 10 per cent to 98,713. Compared to a decade ago, the level of loans in the Sackler is 300 per cent of its previous level and in the English Faculty Library 180 per cent. The introduction of OLIS has promoted access to the collections in various libraries and made it easier for readers to borrow.

A new security system was installed in the Experimental Psychology Library together with a self-issue system, which allows registered psychology undergraduates to borrow from the library during core hours while staff are absent.

*Photocopying/printing.* A standard charge for printing from reader workstations in OULS libraries was introduced on 2 August 2004, and charges for photocopying were standardised across most OULS libraries at 5 pence per copy.

*Document delivery.* The Radcliffe Science Library introduced Secure Electronic Delivery (SED) as default method of document delivery. This has proved very popular with users and is now widely used in other OULS libraries. Ariel document delivery software was installed at the Cairns Library (Radcliffe Infirmary) and Churchill and SED was introduced for interlibrary loans from the British Library at the Cairns Library.

*Special needs.* At the beginning of the period under review, upon the departure of the manager of Resources for the Blind (OURB), the opportunity was taken to review OULS's services for disabled readers generally, in the light both of readers' changing requirements and opportunities afforded by new technology, and of the changing legal environment. The decision was taken to broaden the remit of OURB to include provision of materials in any required format, and to place it under the charge of a Disability Librarian with responsibility for all OULS's obligations under disability-related legislation. The University's Disability Office was very helpful and supportive during the discussions leading to this transformation. As a result, the Accessible Resources Acquisition and Creation Unit (ARACU) was created at the end of 2004.

### 3.4 Enquiries

On 1 September 2004 the Bodleian launched its Question-Point 'Ask a Librarian' virtual reference service (<http://www.bodleian.ox.ac.uk/dept/readerserv/ask/>). The service centres around a simple Web-based form which library users can use to ask questions about library services and collections. Queries can be routed to those best placed to deal with them; the system tracks the status of queries

and, once answered, they can be added to a previously-asked-questions database for future reference. The response is e-mailed to enquirers, who can also return to the 'Ask a Librarian' site to check their answers. After a successful trial the service was launched across OULS.

### 3.5 Induction and user education

This year saw the launch of a number of new initiatives to support the development of induction, user education / information skills training across the OULS, including:

- publicising an OULS-wide strategy for user education;
- planning a more streamlined approach to the delivery of an OULS induction programme for the start of the 2005–6 academic year;
- setting up cross-OULS working groups on User Education, Induction and Marketing and Publicity and Reader Services web developments;
- developing the content of a new user education programme, WISER (Workshops on Information Skills and Electronic Resources) to be launched at the start of the 2005–6 academic year;
- organisation of a 'Thesis Fair' introducing over 200 History undergraduates (now required to write a dissertation based on primary research) to the OULS research collections;
- organisation of a series of four Palaeography Masterclasses, attended by over 200 postgraduates.

The Social Science Library delivered a range of subject-specific courses, embedded in the academic timetable, that are designed to increase awareness of electronic resources and develop critical and evaluative use of information. Law Library staff supported the Legal Research Methods seminars offered by the Faculty by preparing information and library resources for lecturers. All first year students attend for six to eight hours per term to complete the course.

In the Bodleian Japanese Library, instead of the usual group session, individual induction sessions were given for new graduate students in order to focus on the particular research area of each student.

A large-scale general induction programme for all science undergraduates took place once again in Michaelmas Term at the Radcliffe Science Library. Nine hundred and fifty undergraduates—an all-time high—attended. The induction included a presentation on libraries in Oxford as well as an introduction to using OLIS followed by the popular Treasure Hunt, which invites students to work independently to discover how the library functions.

The Radcliffe Science Library's interactive database tutorial used for teaching students in life and medical sciences was updated jointly by staff at the Radcliffe Science Library and Department of Medicine.

For many new students, the sheer number of libraries, reading rooms and services can be daunting. The *Guide to Libraries in Oxford*, now in its second year in its new format, has established itself as the primary printed resource for negotiating Oxford's complex library structure. The *Guide* also acts as a handy reference for existing users. Corporate sponsorship through *The Times* (in return for advertising) helped to defray the costs of producing this publication.

Recognising the need for a regular method of communicating news and developments to all readers, OULS

launched *Reading Light* in Trinity Term 2005, a termly newsletter for all users of OULS libraries.

### 3.6 Outreach

*Access.* A DVD aimed at sixth-form students, promoting library services and facilities at Oxford University, was produced in conjunction with the University's Media Production Unit. This was used to support a series of open days for potential undergraduates, organised jointly with Blackwell's Bookshop.

The OULS Science Libraries participated in the Science Open Days for prospective science students in September 2004 and June 2005, whilst the Health Care Libraries undertook a series of activities for Health Libraries week in 2004 that included visits to all of the Oxfordshire community hospitals.

An initial programme of outreach visits by senior Health Care Libraries staff to senior NHS and Medical Sciences Division staff was developed. The libraries continued their support for training in electronic resources to the Department of Psychiatry, and a pilot project was started to identify areas in which staff could provide more in-depth support to the Department of Public Health and Primary Care.

*Exhibitions.* Staff of the Special Collections and Western Manuscripts Department curated the winter 2004–5 exhibition 'After Gutenberg: History and Culture in Fifteenth Century Printed Books in the Bodleian Library', and the Summer 2005 exhibition 'Ta-Ra-Ra-Boom-De-Ay: The British Music Hall Song, 1850–1920'. Especially popular was a small exhibition marking the fiftieth anniversary of the publication of *The Lord of the Rings*. The department also organised the exhibition of Mary Shelley's notebooks for *Frankenstein* for World Book Day (3 March 2005), which was visited by over 2,000 people in that one day.

The exhibition 'Medieval Views of the Cosmos', curated by staff of the Department of Area Studies and the Heritage Lottery funded 'Book of Curiosities' project team, attracted over 37,000 visitors. Weekly gallery talks were given throughout the exhibition, which concluded with a well-attended Islamic study day on 30 October 2004.

2005 marked the centenary of the Oxford Forest Information Service, marked by articles, presentations and posters at a number of international conferences. Material from the Plant Sciences Library taxonomic collections, including the *Flora Graeca*, formed part of the exhibition 'A New Flowering' at the Ashmolean Museum, May–September 2005, which compared classic botanical art with contemporary works from the Shirley Sherwood Collection and drew record-breaking attendances.

Loans from Special Collections and Western Manuscripts were made to the following exhibitions: 'Holbein in England' (Tate Gallery, London), 'La Biblioteca di Leon Battista Alberti' (Biblioteca Medicea Laurenziana), 'A New Flowering' (Ashmolean Museum, Oxford), 'La France Romane' (Musée du Louvre, Paris), and 'Krone und Schleier: Kunst aus mittelalterlichen Frauenklöstern' (Kunst- und Ausstellungshalle der Bundesrepublik Deutschland, Bonn).

Oriental manuscripts were lent to the following exhibitions 'The Jews in Europe in the Middle Ages' (Speyer and Berlin), and 'The Turks' (Royal Academy, London). A Pali manuscript was lent to the exhibition 'Kingdom of Siam: arts of central Thailand, 1350–1800' (Asian Art Museum,

San Francisco). Five Japanese coloured woodblock prints were lent to the British Museum exhibition 'Kabuki heroes on the Osaka stage, 1780–1830'. This was the first international exhibition devoted to the cult of the Kabuki actor in Osaka.

*Publications.* A major highlight of the year was the publication of the Bodleian Library's *Catalogue of Books Printed in the Fifteenth Century*, published in six volumes by Oxford University Press. Begun in 1991, with funds from foundations and individuals in Germany, the USA, and in the UK, the project was undertaken by a team of scholars based in the Rare Books Department, and led initially by Dr Kristian Jensen, and then by Dr Alan Coates. Scholars from all over the world assisted the project on a voluntary basis setting new standards for scholarship and providing an important new element of research infrastructure, and continuing the Bodleian Library's tradition of providing the scholarly world with major works of reference. Particularly noteworthy was the contribution from Oriental Collections: eighty-five editions in 133 copies, and nineteen fragments, being the fourth largest collection of Hebrew incunabula in the world.

*Medieval Views of the Cosmos*, by Evelyn Edson and Emilie Savage-Smith, appeared in October 2004 just before the end of the exhibition devoted to the recently acquired 'Book of Curiosities'. This marked a new direction for the Bodleian Library, as a trade paperback accompanying the exhibition. The book wove the themes of the exhibition into a narrative history of medieval cosmology, with over sixty colour images of items from the exhibition.

The massive project initiated several years ago to provide a one-volume narrative reference guide to the collections of the Bodleian Library culminated in the publication in December 2004 of *The Bodleian Library: A Subject Guide to the Collections*, under the general editorship of Gregory Walker, with Mary Clapinson and Lesley Forbes.

*Punctuation Personified*, a facsimile of a delightful early nineteenth-century book on the arts of punctuation, draws attention to the riches of the Opie Collection of Children's Literature. The first printing sold out in under a year.

The republication of *Instructions for American Servicemen in Britain, 1942* in a new format evoking the wartime era proved popular with readers, selling over 20,000 copies and attracting wide reviews in the local and national press. The book is now part of a series of wartime instruction books for soldiers.

The deployment of international representation and distribution for the publishing programme has been highly successful, with growth of over 100 per cent (from £60,000 to £120,000). The Library appointed Yale University Press as its UK distributor and the University of Chicago Press for North America. In a separate initiative, all the Bodleian Library's published books were moved off-site to an international UK distributor serving trade, academic and private customers. These measures have resulted in increased exposure for the Library and have given readers the world over an opportunity to better understand and appreciate its collections.

*Visitors.* 186,414 people visited the Divinity School, and 9,324 official guided tours of the Bodleian Library were conducted. The Bodleian also welcomed many corporate visitors and filming assignments. The shop trading business took a total income of over £400,000 including licensing, international trading and mail order sales.



Personal visitors continue to come to Oxford to make a *darshan* (respectful viewing) of the manuscript of the *Shikshapatri*, the Holy Book of the Swaminarayan sect of Hinduism, which is held in the Indian Institute Library. The digital version of this Hindu manuscript, which was funded by a grant from the Big Lottery Fund, and won an OxTALENT prize in August 2004, continues to attract Internet use. Over 660,000 user sessions were recorded during the reporting year of March 2004–March 2005 with each session lasting 16 minutes on average. Digitisation has, however, certainly not stemmed the flow of pilgrims. A spectacular example of *darshan* happened in September 2004 when 105 ‘saints’ or monks came from the temple at Neasden to see the manuscript in the South Writing School in the University’s Examination Schools.

In April the Bodleian hosted the Oxford Literary Festival in the Divinity School for two days and conducted a total of 164 special extended tours as part of that week’s programme.

Filming highlights of the year included Granada Television’s *Monarchy*, *The World of Narnia*, *Pocahontas*, *William and Mary*, *Helen of Troy*, and *Charles I and Regicide*, in addition to featuring the Divinity School in the fourth Harry Potter film. These ventures provide significant financial support for OULS. As well as the commercial ventures, numerous documentaries came to the Bodleian, including one on T.E. Lawrence, and the Channel 4 programme *The Bible*.

#### 4. Developing our collections and services

##### 4.1 Acquisitions

Overall, the library material budget for 2004–5 was 5 per cent lower than in the previous year. However, this cut did not apply to electronic resources, which rose significantly.

The budget cut meant that libraries were forced to buy fewer books and/or cancel journal subscriptions. Collection Management encouraged the cancellation of duplicate journal subscriptions. In many subjects—mainly in Humanities, Special Collections and Area Studies—OULS continues to be dependent on external funds and grants to maintain and extend collections.

The reduction in the Humanities materials budget was mitigated by a very generous grant of £200,000 from the Humanities Division and additional funding for electronic resources was promised as a result of the ELISO report, although Humanities subjects remain heavily dependent on printed material.

Collection Management proposed a new Library Materials Allocation Model (LMAM) during the year. The LMAM proposes a move from historically based budgets of individual libraries to an integrated, transparent and ‘needs-based’ model coordinated and monitored by the OULS Head of Collection Management. Preparations were made to implement the model in Social Sciences on a trial basis during 2005–6.

The Law Library continued its success in raising funds for library acquisitions and services. The major donors, Freshfields, Lovells and Baker & McKenzie, all renewed their commitment to the Library during 2004–5. Slaughter and May made a sizeable commitment to support Legal Research classes and guides.

With special funding from the Faculty of Oriental Studies Sub-faculty of Near and Middle Eastern Studies, an Ar-

menian bibliographical project was undertaken between September 2004 and March 2005, in order to establish the acquisitions needs of the Armenian collection.

##### 4.2 Significant items

The Special Collections and Western Manuscripts Department acquired several major items and collections during the year. An unusual acquisition was the generous donation of the archive of Marconi plc, as part of a gift from the company to the University of Oxford (related artefacts have been donated to the Museum of the History of Science), enhanced by a separate gift from the Wireless Preservation Society for a three-year archival project to be named in honour of Douglas Byrne.

The Department also acquired the papers of John Grigg, first Baron Altrincham, journalist, public servant, and politician, with the support of the Friends of the National Libraries, the V&A Purchase Grant Fund and private donors; and the papers of the writer Alan Garner, celebrated at ‘Alan Garner Day’ in November 2004. The Library’s holdings of Shelley material were enhanced by the acquisition of previously unknown papers of Shelley, in collaboration with University College.

A significant printed acquisition, with support from the PRISM Fund and private donors, was a copy of the first edition of the Greek text of Archimedes annotated by John Greaves, the second Savilian Professor of Astronomy.

Fifty new manuscript collections were accessioned in the Bodleian Library of Commonwealth and African Studies during the year, the majority of them acquired through donation. Amongst the more significant were the papers of Ethel de Keyser (1926–2004) relating to the Anti-Apartheid Movement, the papers of Sir David Watherston (1907–77) relating to the Malay Federation, the papers of Huw Jones relating to Swaziland (c.1960–95), the papers of St Elmo Nelson (1910–2001) concerning Nigeria, the publications and journal articles of Clement Gillman (1882–1946) relating to Tanganyika, and papers relating to St Helena (1971–92) from Dorothy Evans. Amongst smaller collections acquired were some previously unknown photographs of the funeral of Cecil Rhodes, and an important set of letters concerning the Second AngloBoer War.

The largest acquisition the Library has received for some years is the collection of 1.5 million aerial photographs of Commonwealth countries. These, dating mainly from the 1940s to the 1970s, were taken by the Directorate of Overseas Surveys. Many of the photographs are twenty-five years older than the earliest Landsat images, and thus offer the potential to add another generation’s worth of understanding to land surface dynamics. The Library, in partnership with the University’s Africa Environment Programme, was awarded a grant of \$39,000 by the Mellon Foundation to cover the costs of removal of the collection to Oxford, and to develop a prototype Web site to facilitate its use.

The Bodleian holds what is probably the largest and most comprehensive collection of works in Chinese produced by Protestant missionaries in the nineteenth century. This was significantly enhanced by the acquisition in October 2004 of a copy of the first printed Christian scripture in Chinese, Lassar and Marsman’s translation of the Gospels of Matthew and Mark, printed in Serampore in 1810. The purchase was supported by awards from the Friends of the Bodleian Library and the Friends of the Na-

tional Libraries. A substantial donation of modern Chinese imprints was received from the State Council Information Office of the People's Republic of China in December 2004. In June 2005 the Venerable Master Chin Kung presented the Library with a reprint in 120 volumes of the Qianlong edition (eighteenth century) of the Buddhist *Tripitaka*.

The Japanese collections also continued to expand and to benefit from international initiatives. Grants or substantial donations to strengthen Japanese research holdings were received from the Toshiba International Foundation, the Japan Foundation, the Japanese Friends of the Bodleian and the Toyota City Project. Trials were made of the comprehensive business database package Nikkei Telecom21, and it is hoped that this can be acquired next year under the ELISO programme.

#### 4.3 Electronic resources

Conscious that Oxford was falling behind many other university institutions in the provision of electronic information, but also as part of the examination of the University's central library space requirements, OULS commissioned, with the financial support of the University's academic divisions, a consultancy entitled An Electronic Library and Information Service for Oxford (ELISO). The report showed conclusively that Oxford was under-spending on electronic provision by £1 million per annum, and recommended that, over a five-year period, expenditure on subscriptions should be raised from £750,000 per annum to £1.75 million per annum, with an immediate injection of £450,000 capital to purchase electronic journal back-sets. Additional investment in IT equipment and in support staff was also found to be required.

ELISO proposed a business case to fund electronic expansion by consolidating the existing departmental library system in science, using the Radcliffe Science Library as a major hub. The business plan showed that an initial investment could be balanced by a reduction in space, staffing and materials costs, with a break-even point after five years and cost recovery after ten years.

Following the announcement, on 14 December 2004, of the University's agreement with Google to digitise material from its library collections, OULS staff have been working with the company to enable the Google Library Project in Oxford to get under way. OULS's Google project manager liaises with the company on a day-to-day basis over organisational and other matters. Much work has also been done by various working parties under the auspices of the OULS Google Steering Group. They have considered a wide range of issues including logistics, workflows and bibliographic procedures.

Unlike previous digitisation projects in which Oxford has been involved, the Google project is one that is being undertaken on an industrial scale. It is expected that between 1 and 1.5 million out-of-copyright books will be digitised. The majority of books will be in the English language, but books in other languages will also be scanned. The digitised books will be navigable, and there will be links from the Oxford catalogue to the digital copies. Within certain constraints designed to protect the investment made by Google, a complete copy of any individual work digitised under the Oxford programme can be made available over the Internet to anyone who has Web access. Scanning is due to begin in March 2006.

The period 2004–5 was largely one of consolidation for the Oxford Digital Library. It has also been collaborating with a variety of scholars throughout the University who have been preparing submissions to bodies such as the AHRC. For example, Dr Annette Peach of the History Faculty obtained a grant of £30,000 from the AHRC to develop a pilot project to deliver an online illustrated catalogue of some of the important portraits held within the Bodleian and elsewhere in the University. ODL staff provided advice on metadata and imaging standards, and the ODL will host the pilot Web site when it is launched early in 2006.

Building on the success of EEBO-TCP (the Early English Books Online Text Creation Partnership), early in 2005 Michigan and Oxford entered into an agreement with the publishers Thomson-Gale to establish the Eighteenth Century Collections Online Text Creation Partnership (ECCO-TCP), which is producing 10,000 accurately keyed and fully searchable SGML/XML text editions, selected from the 150,000 titles that comprise the ECCO image corpus.

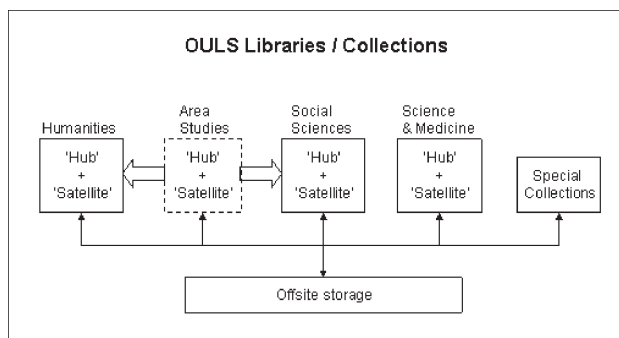
As part of the UK's Access to Archives programme and using funding from the Heritage Lottery Fund, staff of EEBO-TCP worked with staff at the History of Parliament Trust and the Special Collections and Western Manuscripts Department on the 'Religion and Rebellion' project. This involved the full-text encoding of twenty-one volumes of the extensive Carte Calendar (1660–87), an unpublished document that is the only existing finding aid for the massive Carte collection of original papers relating to the history of Britain and Ireland in the period 1560–1715.

The Oxford e-prints server, created as part of the SHERPA ('Securing a Hybrid Environment for Research Preservation and Access') project, has been running in full production capacity for over a year. The project is due to finish in September 2005.

The pilot project for the *Flora Graeca* has been mounted on the RLG Cultural Materials Initiative Web site.

#### 4.4 Consolidation of collections

The Collection Management Department was established in October 2003 and is responsible for management and coordination of collections and materials budgets across OULS. The main emphasis during the first half of 2004–5 was the development of the OULS Collection Management Framework. This has been developed to provide OULS with a clear structure and terminology for the organisation of the University's centrally funded libraries and collections. Within each of the subject areas, libraries are categorised according to their primary purpose: 'hubs' mainly serving as research libraries for local and external readers, 'satellites' concentrating on provision for taught courses.





The Serials Co-ordination Project in Oxford (SCORPIO) focuses on the coordination of current serial holdings as a major step towards rationalising acquisitions and improving budgetary and management control over collections across the library system. OULS Collection Management established a central database that includes—with some exceptions—all current serial holdings. Based on this information, the first official reports on duplication within all subject areas were circulated in March 2005.

The findings of SCORPIO so far show that OULS holds in excess of 12,600 unique current print titles (including subscriptions, regular donations, and exchanges, but excluding legal deposit), and 875 duplicates of these titles. The duplication reports identify potential savings of a maximum of £177,000—mostly in Science and Medicine—if all ‘unplanned’ duplication is cancelled.

The Radcliffe Science Library reclassification of all open-shelf life sciences and medical books to the NLM/Library of Congress classification was completed. Work has also proceeded steadily throughout the year on the reclassification of the books in physical sciences. The new classification numbers are being added to OLIS in preparation for the major resequencing of the collection which will transform the Library in future years.

All the remaining periodicals in the Hooke Library—all of them duplicate copies—were disposed of during the summer vacation 2005. Zoology periodicals duplicated in other OULS libraries were weeded and disposed of in preparation for the Zoology Library reorganisation in July. The disposal of duplicate books and journals in Experimental Psychology has taken place.

## 5. Organising our space

### 5.1 Social Science Library

The Social Science Library opened officially on 1 October 2004 with a well-attended ‘happy birthday’ party. In preparation for the opening, 100,000 books and journals from five separate incoming libraries were moved, interfiled and processed; 50 computers, networked printing and new photocopiers were set up; OLIS holdings, acquisitions, serials and circulation data merged; new services such as Automated Stack Request and room bookings procedures implemented; new library guides, signposting and publicity materials created; extensive staff training and induction arrangements instigated; and staff offices, the Library issue desk and reader areas set up. The Library was cited as a ‘notable success’ in Oxford’s Academic Strategy (Supplement \*2 to the *Oxford University Gazette*, Vol. 135, February 2005, p. 5).

The Library offers 400 study spaces including two group discussion rooms, three graduate workrooms, an IT training room, ten individual study carrels, and a range of open-plan and partitioned seating. As well as tutorials, seminars and meetings, the workrooms were also booked by students for a range of study groups and revision sessions. This has played a useful role in retaining a sense of community in a large, multidisciplinary space.

### 5.2 Depository

Following the refusal of planning permission to extend the Nuneham Courtenay repository, an alternative plan for accommodating stock growth during 2004–5 was devised. Curators agreed that the lesser-used recreational material could be held in remote commercial storage,

and it was moved to Cheshire, while foreign theses and some other low-use stock went to a store in Wiltshire. This marked a watershed in OULS’s corporate ability to be flexible and to grasp this very serious space problem, and was an indicator of just how difficult the issue had become.

Following investigation of modern book storage methods by the OULS Estates Projects Office, a recommendation to use ASRS (Automated Storage and Retrieval System) technology was made to the University, to be housed in a major book store holding 8.25 million volumes proposed for the Osney Mead site. This proposal was put to the University, with the intention, subject to agreement, that building would commence in Spring 2006 with completion by Summer 2007.

### 5.3 New Bodleian and Radcliffe Infirmary site

A reassessment of the scheme to refurbish the New Bodleian was made in Summer 2005, with the consequence that a new proposal for a £50–£60 million scheme to establish this building as a Special Collections library will be put to the University during 2006.

Much consideration was given to the proposed new Humanities and Area Studies lending library on the Radcliffe Infirmary site and to its relationship with provision for special collections on the Central Bodleian site. In December 2004, Humanities library staff visited the university libraries of Coventry and Warwick as part of planning for the new library.

### 5.4 Other developments

The Clarendon Building closed in March 2005 to undergo a major £1.3 million refurbishment funded by the Capital Campaign; it is expected to be completed in March 2006.

OULS began occupation of the Osney One Building, moving its central administration and Clarendon Building functions and tenants into the building for the duration of the Clarendon Project. At the end of the year, work began to prepare the ground floor of Osney One to accommodate the Google Library Project.

As a further rationalisation of subjects within OULS, responsibility for the Official Papers Section of the Bodleian Library was transferred to the Head of Social Sciences from January 2005, although the staff and collections remain *in situ* in the Lower Camera and Underground Bookstore pending space becoming available in the former Institute of Economics and Statistics building.

The move of the Refugee Studies Centre Library to new premises in Worcester Street, planned for August 2005, provided the opportunity to collocate the main collection with special collections previously stored in the basement, an obvious boon for both readers and library staff.

The Stock Management Unit was established in March/April 2005, and is responsible for the reclassification and preparation of collections prior to integration into larger libraries. During the year the Unit was heavily involved in the consolidation of the book collection of the International Development Library into the Social Science Library, through reclassification and weeding of duplicate volumes.

Work at the Library of the School of Geography and the Environment commenced in July 2005, preparatory to the integration of the library collection into the Radcliffe Science Library in 2007.

In Zoology, the merger of the former Elton and main library collections, planned for several years, began in July.

The situation in the Theology Faculty Library had become so acute that the opportunity was seized when some faculty activity moved to Bevington Road to occupy the Common Room. This has been transformed into an elegant reading room connected to the Library through a former broom cupboard and allowing the transfer of a reasonable quantity of material from the cramped basement stack.

## 6. Support services

### 6.1 Systems

The OLIS library management server suffered major performance and reliability problems which were especially acute at the beginning of Michaelmas Term 2004. In response a successful bid was made to replace it with a new server. This was commissioned and the system transferred to it in February 2005 with no disruption to services, since which time it has performed well.

Wireless network access for reading rooms is an OULS strategic objective. OULS has pioneered a system that uses the OUCS OWL-VPN for authentication, thereby alleviating OULS from the burden of account administration. The system has been trialled successfully in the Bodleian Law Library.

In August 2004 an OULS Project Manager was appointed for procurement and implementation of a new integrated library management system to underpin OLIS and extend its range to incorporate Electronic Resource Management. On the basis of responses to the invitation to tender a shortlist of three suppliers was drawn up and each gave a week-long series of demonstrations during April 2005. VTLS was chosen in June and its Virtua system is scheduled to go live at the end of August 2006.

### 6.2 Cataloguing

The OLIS catalogue continues to show growth but at a decreasing rate:

(31 July)	Titles	Growth	Copies	Growth
2003	5,257,947	177,775	8,386,305	440,566
2004	5,408,341	150,394	8,776,555	390,250
2005	5,557,545	149,204	9,121,614	345,059

Cataloguing output is higher than the previous two years, but it is still not reaching a level that allows significant erosion of the cataloguing backlogs.

Intake of new periodical titles in the Bodleian Library increased to 765. Each new title is now set up for online registration. During the year a further 6,449 periodical parts/issues were received as e-mail attachments under voluntary electronic legal deposit. The EASEL (Enhancing Access to the SERIALS Literature) project, begun early in 2004, continues. It will improve and consolidate the Library's bibliographic records and provide complete retrospective holdings information data for the 37,000 current serials in the Bodleian, and upgrade and enhance the bibliographic and holdings records for the Bodleian's older, non-current titles (c.74,000 records). Live links to online journals from catalogue records are also made and by the end of the year over 4,650 journal links had been created.

The year saw the successful completion of the project funded by the Getty Grant Program to provide basic catalogue descriptions for all of the western medieval manu-

scripts in the Bodleian Library. Funds from the Kress Foundation and Paul Mellon Centre for British Art for the first phase of a project to provide detailed catalogue descriptions were also secured.

The twelve-year project to catalogue the Bodleian's collection of incunabula concluded successfully, resulting in the publication (just after the close of the year) of the three-volume printed catalogue by the University Press, to critical acclaim.

A particular achievement has been the retrospective conversion of over 1,000 titles in the Indian Institute Library. This included a complete conversion of the Marathi language collections of over 850 works. This project has improved access to some of the library's early collection, including titles that are unique to libraries in the UK.

### 6.3 Preservation

This was the inaugural year of the new OULS-wide Conservation and Collection Care service. Most of the major steps endorsed by the Establishment Review, including staff restructuring, were put in place during this year. Services such as the first Site Conservator allocations, and the overt provision of Duty Conservator support for problems in any OULS library, began to be established. This change represents a major redirection for the delivery of conservation care activities in Oxford, with a clear policy of greater emphasis on preventive and collection-wide planning and projects. These are managed by nationally accredited professional conservators. Research and conservation treatments for special collections, which require highly skilled conservators, continue to be employed, while outsourced services for other binding and repairs are centrally managed.

Benchmarking of libraries began as part of a conservation audit across all of the OULS libraries, using the Museums Libraries and Archives Council's template *Benchmarks in Collection Care*.

Another major project, the OULS Microfilm Survey was extended to include an OULS Photograph Collections survey. This provides a picture of the scale of problems relating to cellulose acetate material, and of risks such as those relating to cellulose nitrate material. The total of items was calculated to be 1,997,846, and when added to the microforms data, the total holding was found to be in the region of three million items.

### 6.4 Administration

Following the drafting of a two-year recovery plan to eliminate a £1 million structural deficit arising in 2003-4, OULS again operated a deficit budget in 2004-5, and at the end of the financial year was within budget, but with no remaining reserves. The Curators and PRAC approved a new long-term Recovery Plan, operating to 2012, which involves capital investment in new buildings to consolidate the library estate and to reduce operating costs for both space and staff, whilst increasing investment in electronic resources and maintaining purchasing in print material.

The financial year 2004-5 was the first full year of OSIRIS operation. Reporting from OSIRIS still proved problematic, but with increased availability of reporting formats and more staff training this situation began to improve. The 2004-5 year end process, whilst an improvement on 2003-4, was still time consuming and difficult,

and it is hoped that the implementation of planning by Central Finance will lead to further improvements this coming year.

The increased legislation relating to health and safety and the enlargement of the OULS estate and plans for change necessitated the appointment of a dedicated part-time post within OULS for health and safety. The OULS Departmental Health and Safety Advisory Committee, on which the Heads of Services sit, has been established and will meet once a term. The Central Bodleian Health and Safety Advisory Committee continues to meet bimonthly. A number of working groups have been established, with our Area Safety Officer taking the lead, looking at issues which are a significant health and safety concern such as manual handling.

## 7. Staff

### 7.1 Establishment Review

The OULS Establishment Review reported in spring 2005. The main recommendations covered the period 2005–7 and advocated:

- the reorganisation of subject provision along divisional lines, splitting Area Studies responsibilities between Humanities, Social Sciences and Special Collections by 2007–8;
- the restructuring of Special Collections and Western Manuscripts to take in parts of Area Studies and the Oxford Digital Library, and to have responsibility for special collections across OULS;
- further development of the role of subject consultants for each major subject area by the merger of responsibilities in Music, Latin American Studies, Slavonic Studies, Western Art and Biosciences and Environmental Sciences (comprising Geography, Plant Sciences and Zoology);
- a model clerical staffing plan for site libraries, in order to free subject consultants from day-to-day site management;
- increased investment in IT staff and an increase in non-staff budgets to improve both server and desktop equipment;
- divisionalisation of both technical services and administrative support (finance, personnel and facilities management);
- a university-level review of Slavonic Studies. This reported in early summer with recommendations about the level of provision and method of organising delivery to both the humanities and social sciences.

The recommendations of the Establishment Review, if fully implemented, will result in staff savings of £779,000 by 2007–8, with further savings under the OULS Recovery Plan to 2012 if recommended capital investments in consolidating the library estate are made.

### 7.2 Staff Development

A number of areas were targeted for particular work during the year including customer care and health and safety. Management courses continued to be offered and sessions addressing performance management, managing change and a new three-day supervisory skills course were organised. The management development programme for middle managers concluded in December 2004. The evaluation demonstrated that it had been highly valued by

staff attending. The general events programme included Staff Development Review briefing sessions, and also covered disability awareness, minute taking and training skills. Sessions for particular groups of staff were also organised during the year, for example a basic IT skills course for Bodleian janitorial staff. The staff conference, on the theme of customer service, was attended by over two hundred staff and feedback was excellent.

OULS Staff Development maintained close links with the Institute for the Advancement of University Learning and continued to work with a number of OULS departments to discuss departmental staff development needs, as well as offering advice to staff on an individual basis as required.

During the year, approximately eighty staff were supported to attend external courses and conferences, including attendance at international conferences such as those of the International Federation of Library Associations and Institutions and the American Library Association (frequently to deliver papers or chair committees). Support was also provided for study for postgraduate qualifications or attendance at professional meetings. As a condition of funding, staff are asked to disseminate their learning to colleagues through discussion and reports.

### 7.3 Arrivals

111 new employees joined OULS during the year; of these fourteen were in academic-related grades and ninety-seven in support grades. In many cases, following restructuring, appointments were made at different grades with revised duties, in line with the recommendations of the Establishment Review.

This year saw the creation of a new senior management post, Head of OULS Reader Services. The remit of the post is to develop reader services across OULS whilst retaining responsibility for the management of reader services within the Central Bodleian Library.

New posts of Film Studies Subject Consultant and Linguistics Subject Consultant were created. New appointments were made to the posts of Classics Subject Consultant and French and Italian Subject Consultant. The Bodleian's Music Librarian was appointed Music Subject Consultant, taking additional responsibility for acquisitions in the Music Faculty Library. The Educational Studies Librarian was appointed OULS User Education Coordinator, a 0.5 FTE role she combines with her continuing role in Educational Studies.

A new manager for the Health Care Libraries was appointed.

The new post of Disability Librarian was filled shortly before the end of the reporting year.

In the Central Bodleian a new post of Bookstack Manager was created, and for the first time dedicated senior staff were appointed as Duty Officers during vacations.

The Tourism and Trading Department was restructured to include Communications and Publishing, placing all the commercial activities under one umbrella, and a Head of Commercial Operations was appointed at the beginning of May.

### 7.4 Departures

157 people left the employment of OULS during the year. The following people retired with more than thirty years' service:



Sandra Harris (Bodleian Library)  
 Robert McNeil (Bodleian Library)  
 Penny Pearce (Bodleian Library)  
 David Thomas (Taylor Institution Library)  
 Tony Wilkins (Bodleian Law Library)

We were saddened during the year by the death in service on 31 January 2005 of Gillian Sands, Foreign and Comparative Law Librarian.

## 8. Figures

### *Income*

PRAC Grant: £19,922,522  
 Other income: £4,925,201

### *Expenditure*

Acquisitions: £4,279,926  
 Staff: £14,168,439  
 Other: £4,164,540

### *Acquisitions*

Books: 147,323 (legal deposit 72,352)  
 Periodical parts: 192,091 (legal deposit 97,875)

### *Cataloguing*

OLIS bibliographical records: total 5,557,545 (149,204 net additions)  
 OLIS physical items: total 9,121,614 (345,059 net additions)

### *Admission*

University members are automatically given library membership upon registration or commencement. The following new members were recorded:

Undergraduates	4,986
Postgraduates	3,879
University staff	3,631
Others	5,183
<i>Total</i>	17,679

External readers admitted fell into the following categories:

Undergraduates	964
Postgraduates	1,444
Academic Staff	1,830
Unattached	3,381
Programmes	2,465
Unassigned	33
<i>Total</i>	10,117

### *Use*

Loans: 1,364,975  
 Fetches from stacks: 469,397  
 Photocopies/printing: 1,429,846  
 Electronic use: 2,382,651 sessions

### *Staff development*

OULS organised training events: 181  
 Total number of participants: 2,594