

## **BODLEIAN SOCIAL SCIENCE LIBRARY ANNUAL REPORT 2015-16**

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

The Bodleian Social Science Library exists to support the University's social scientists, particularly in the departments of: Economics, International Development, Politics & International Relations, Sociology, and Social Policy & Intervention; and in the Centres for: Criminology, Refugee Studies, Russian & East European Studies, and Socio-Legal Studies; and in the Blavatnik School of Government. We seek to deliver exceptional collections, services and facilities, and to manage them effectively for the benefit of staff and students of the University.

### **KEY ACHIEVEMENTS 2015-16**

Key developments achieved during the past year by Bodleian Social Science Library (SSL) staff in support of the Social Sciences Division are highlighted below.

#### **Research Support**

SSL staff continued to send Welcome Letters to new researchers and academics, and to offer one-to-one research support consultations. Examples of research areas include the integration of migrants through culture and the arts, the variance in severity and types of human rights violation across stateless populations, conflict prevention and climate vulnerability, and sources of data for determinants of export diversification at firm level. Positive feedback includes:

- *"The knowledge, commitment and efficiency of the Bodleian and in particular the SSL Librarians always blows me away."*
- *"Many thanks for the prompt and helpful reply (as always)."*
- *"It was so helpful to get such thorough information on both the online and physical resources in the library. I really, really appreciate it."*

Our subject consultants also provided extensive research support to visitors from other institutions, including the London School of Economics, the University of Washington (Seattle) and Tulane University (New Orleans).

#### **Collection Development**

New online resources purchased for social science research and teaching include: World News Connection Archive [1995-2013], important journal backfiles from Wiley and Taylor & Francis, and the Cold War digital archive: Global Perspectives on East-West Tensions [1945-1991].

SSL technical services staff worked hard to provide print and online resources for research and teaching. During 2015-16 more than 3,000 monographs (books, theses, reports, etc.) and more than

1,200 serial parts (journal issues, statistical series, etc.) were added to the library collections. More than 600 e-book titles were licenced to support reading lists and research requests. The SSL also continued to undertake original cataloguing for the Education Library and helped to complete the reclassification project at the Tylor (Anthropology) Library.

The SSL receives a wide range of donations from organisations and academics, and pays particular attention to offers of grey literature (pamphlets, unpublished materials, official reports, etc) that are unlikely to be held elsewhere. During the year, staff processed 91 donations of published material and added 303 items to the Refugee Studies grey literature collection.

To keep open shelf collections current, SSL staff continued to weed superseded editions of textbooks and low-use duplicate copies. During the year a total of 921 items were sent to BetterWorld Books, and 260 legal deposit books were removed from the SSL open shelves and sent to the Bodleian Book Storage Facility.

As part of the ongoing library review of journal provision, a total of 632m of print journals were barcoded and moved to the Book Storage Facility. These journals can now be ordered to more than 20 locations including the SSL. The SSL printed statistics collection was then moved onto the vacated journal shelves. This has brought the statistics and reports together in one place, and created essential growth room within the book sequence.

### **Supporting taught courses**

At the beginning of the academic year the SSL ran a comprehensive induction programme designed to familiarise new students with key services, collections and online resources. Thirty-two induction sessions were attended by 885 new students, and 72 tours were scheduled and attended by over 600 new students.

The SSL continues to provide online reading lists to the Departments and Centres who took part in the 2014-15 ORLiMS [Online Reading List Management System] pilot. Although this project improved the functionality of the WebLearn 'Add Reading List' function and advocated the use of online reading lists, the service was found to be unsuitable for large-scale use. The University Education IT Board has now approved a 'Phase 2' project to investigate third party reading list solutions, and the chosen tool will be piloted during 2017.

The SSL eReadings service continues to provide access to digital copies of print-only book chapters and articles cited on reading lists supported by the SSL. During 2015-16, the eReadings site attracted 1006 unique visits and 248 scans were added; this brings the total number of available scans to 861.

### **Developing information skills**

Graduate students carry out comprehensive literature searches drawing on a wide range of primary and secondary resources for their dissertations and theses. During 2015-16 the library provided bespoke hands-on search skills workshops to students from nine Departments and Centres. SSL staff also contributed a wide range of inter-disciplinary workshops to the programme for the Social

Sciences Doctoral Training Centre and the Bodleian iSkills programme. Workshops included: *Moving from your Research Question to a Literature Review in the Social Sciences*, *Social Science Data Archives and Statistical Databases*, *Working with Sensitive Research Data*, and *Authors, Copyright and Open Access: Making it work for you*. The Data Librarian also co-taught a group workshop on creating data management plans for Economic and Social Research Council [ESRC] grant applications.

Student feedback has been very positive and comments include:

- *"I find your expertise irresistible and feel I need to associate with you to strengthen my studies and my career."*

### **Study space**

The SSL received the following comment via the 2016 Bodleian Libraries Reader Survey:

- *"I think the Social Science Library has a really good variety of working spaces that suit everybody."*

Notable improvements include the installation of a PC and projector in both of the Discussion Rooms, funded by a Bodleian Minor Works bid and the Bodleian Digital Library Systems and Services [BDLSS]. A 'Data Area' was created at the front of the reader PC area in the main part of the library; this provides easy access to specialised and restricted-licence data software, such as Bloomberg Professional, DataStream, NVivo and SPSS. In response to a request made to the Library Committee, the Central Graduate Study Room was designated a 'silent study' area during Trinity Term.

The SSL issue desk is one of the busiest service points in the Bodleian Libraries handling thousands of transactions and enquiries each year. During 2015-16, readers made use of SSL issue desk services by borrowing books (22,677 check-outs at the desk) and/or collecting items requested to the SSL from closed stacks (7,331 items). There was a grand total of 61,572 check-outs, with 63% of these being taken via the SSL self-issue machines. Readers placed 2,876 reservations and books were renewed 107,604 times. Readers enter the SSL by swiping their University or Bodleian Card; during 2015-16 a total of 194,929 swipes through the entry gate by 8804 different individuals were recorded.

The library operates a challenging set of service standards for re-shelving during weeks 0-9 of term. More than 77,000 items were re-shelved during 2015-16; confined books were shelved within 1 day 100% of the time, journals were shelved within 1 day 99% of the time, and loanable books were shelved within 2 days 93.5% of the time.

The SSL continues to provide key support to readers with disabilities, including extended borrowing permissions and the ability to book one of the ten study carrels for up to five consecutive days. This year 57 students were contacted individually upon receipt of their details from the Disability Advisory Service, and offered a one-to-one meeting to discuss best use of SSL facilities and services. The following feedback was received:

- *"It will make the world of difference to my studies this year and I really appreciate it."*
- *"I'm grateful for the privilege.. now I have no excuse not to study!"*

Following the successful trial during June-December 2015, Bodleian KeepCups continue to be sold at the SSL. The KeepCups are now available and permitted for hot drinks in several libraries, including the Bodleian Law Library and Radcliffe Science Library.

### **Consultation and communication**

The SSL website continues to provide a key source of information for readers, and received 34,765 visits (57,165 page views) from 16,276 unique visitors during the year. The feedback page is updated regularly, and brings together different channels by which readers can get in touch including the Library Committee, contact details for staff, SSL Facebook page, SSL Twitter Feed, SOLO Live Help, and Ask an SSL Librarian.

During 2015-16, 225 tweets were sent from the @SSLBod Twitter account, and the SSL Blog provides a platform for the SSL RSS feed and Twitter responses. On 'Takeover Tuesday' 14 June 2016, SSL staff posted 35 tweets from the @Bod Twitter account. These were accessed 3,235 times, and the most popular tweet was about the SSL's oldest book (a 1695 edition of Machiavelli's Works).

The SSL posts to the Bodleian Libraries Instagram account once a week during term, and one of the most popular images was a photo of a book wrapped tightly in bandages after its spine was reattached.

SSL staff provide a set of 14 subject-based online guides for research resources using LibGuides software. These LibGuides are linked to the SSL website and received over 14,000 page hits during the year.

SSL Subject Consultants attended various departmental meetings to update authors on HEFCE's Act on Acceptance policy, the support available from Bodleian Libraries, and practical tips on depositing their papers in the Oxford Research Archive (ORA) using Symplectic Elements. The SSL provided two further Open Access briefings in the Manor Road Building during Hilary Term.

The Summer Vacation is always a busy time for supporting summer schools and open days. The SSL was, once again, pleased to support the Refugee Studies Summer School (a 3 week programme attended by 75 delegates from 37 different countries), the UNIQ Summer Schools for Economics and Management and PPE, and the St Antony's College International Politics Summer School. The summer schools were attended by 216 participants, and 18 library tours were provided. The SSL was also pleased to receive more than 300 visitors during the three open days for prospective students, and provided 24 library tours to a total of 174 people.

### **Staff development**

Social Science Library staff continue to attract positive feedback:

- *"I am a big fan of the SSL library and its staff – keep up the good work!"*

- *“I frequent the Social Science Library, whose staff goes constantly above and beyond what is expected of them.”*
- *“After so many visits this year, I can say that that's definitely the best library team ever! Thank you very much to all of you!”*

Library staff attended a wide range of training courses and events throughout the year, including the Digital Humanities Oxford Summer School, Archives and Modern Papers for the Social Sciences, Information Security Awareness, and the Oxford Learning Institute Introduction to Management.

New staff: Rachel Scanlon was appointed as Senior Library Assistant for Digital Learning Support on 23 November 2015, and Alec Kennedy was appointed as Senior Library Assistant for Acquisitions on 22 February 2016.

The Subject Consultant for Forced Migration, African and Commonwealth Studies is a member of the Standing Conference on Library Materials on Africa (SCOLMA) committee, and attended the British Library exhibition ‘West Africa: Word, Symbol and Song’ exhibition in January 2016 and the British Library ‘Academic Book in the South’ conference in March 2016. The Bodleian Data Librarian and Subject Consultant for Economics, Sociology and Social Policy & Intervention attended the 2016 Liber (Association of European Research Libraries) conference in Helsinki in June 2016, as well as a number of research data management forum meetings hosted by the Digital Curation Centre in London. The Bodleian Social Science Librarian attended the JISC and CNI (Coalition for Networked Information) conference on Open Access in Oxford on 6 July 2016.

The SSL ‘Green Team’ scooped two awards at the University of Oxford Sustainability Showcase ceremony on 15 June 2016. The SSL earned a Gold Award for completing the criteria required in the Green Impact Workbook. Joanna Soedring also won the Green Impact Staff Award for her motivation and dedication, enabling the team to go from Bronze to Gold in one year.

Internal communications in the SSL continued to be served by regular team meetings, and All-Staff meetings were held once a term to discuss wider developments and strategy. The summer away day focussed on mainly on objective-planning for SSL services, using the results from the 2016 Bodleian Libraries Reader Survey and the Bodleian Libraries Interim Strategy for 2016-17.