

BODLEIAN SOCIAL SCIENCE LIBRARY ANNUAL REPORT 2016-17

The mission of 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 is part of the Bodleian Libraries and 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 2016-17

Key developments achieved during the past year by Bodleian Social Science Library (SSL) staff in support of the Social Sciences Division are highlighted below. Positive feedback on SSL staff and services include:

- *Out of all the libraries I have used at Oxford this one has impressed me most. The staff were friendly and helpful, the books easy to find, the copy room easy to use with the tables, the height-adjustable desks fantastic, and the quick-use computers convenient. Thank you! :-)*

Research Support

SSL staff continued to send welcome letters to new researchers and academics, and to offer one-to-one research support consultations. Term-time requests for the latter increased by 50% during 2016-17. Examples of research areas supported include the historical development of UNRWA's role in Palestinian refugee camps, the introduction of Uber in Mexico City, advice on the methodology for conducting research in UK secondary schools, and recent developments in the US housing market.

Positive feedback includes:

- *"Starting at Oxford can be a bit overwhelming and meeting with you has really helped me focus."*
- *"Thank you so much for all of your help. It was incredibly insightful and I have a much more solid understanding of how proceed with my research."*

Our subject consultants also provided research support to visitors from other institutions, such as the Universities of Melbourne and Lund. There has been a renewed interest in the SSL Weis Archive, a collection of personal papers that belonged to Dr Paul Weis who was an internationally recognised

authority on refugee law during the 1940s-1990s. This year the archive attracted visitors from La Trobe University and from the Universities of Freiburg and Tokyo.

The SSL continues to support the Open Access (OA) agenda for Oxford-based authors. The Senior Library Assistant for Scholarly Communication works closely with Subject Consultants and the Bodleian Libraries Open Access Librarian, who described her as *“a stalwart of the OA Enquiry Line, Twitter account, and monthly iSkills sessions”* and added *“I’m always impressed by her presentation skills, willingness to help, enthusiasm and energy”*.

Collection Development

SSL technical services staff worked hard to provide print and online resources for research and teaching. During 2016-17 more than 3,500 monographs (books, theses, reports, etc.) and more than 1,000 serial parts (journal issues, statistical series, etc.) were added to the library collections. Nearly 300 e-book titles were licenced to support reading lists and research requests. SSL staff also continued to catalogue new material for the Education Library and Tylor Anthropology Library.

New eresources purchased during 2016-17 include the Box of Broadcasts (an on-demand TV and radio service for education), Polling the Nations (a compilation of full-text questions and responses from various national and local surveys), NK Pro (an independent news, information and data platform that concentrates uniquely on North Korea), and the World News Connection Archive.

SSL staff were also involved in a project to upload the records for the Forced Migration Online (FMO) digital library to SOLO, the union catalogue for University of Oxford libraries. The FMO digital library provides 5,700 full-text scanned documents, including 3,000 from the SSL Refugee Studies grey literature collection. As part of a project to film Barbara Harrell-Bond’s life story the Subject Consultant for Forced Migration, African and Commonwealth Studies was interviewed on the importance of the Refugee Studies grey literature collection in charting the growth of forced migration from the 1980s to the present day.

The SSL receives a wide range of donations from organisations and academics. During this year the SSL negotiated a Gift Agreement between Bodleian Libraries and the Brookings Institution to accept the collections from their Project on Internal Displacement. These documents will complement the SSL collections relating to forced migration, and they will be archived by the Bodleian Special Collections team with a generous donation of funds from the University of Oxford Refugee Studies Centre.

To keep open shelf collections current, SSL staff continued to weed superseded editions of textbooks and low-use duplicate copies. During the year 168 items were sent to BetterWorld Books, and 229 superseded editions were sent to the Bodleian Libraries Book Storage Facility.

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 induction

sessions were attended by just over 1,000 new students, and 79 tours were scheduled and attended by 617 new students.

SSL staff also developed new online induction videos for undergraduate and postgraduate students who missed their scheduled induction or need a refresher. These complement a third video that explains copying and copyright restrictions. All three videos are available on the SSL website www.bodleian.ox.ac.uk/ssl.

The SSL continues use the WebLearn 'Add Reading List' function to provide 'Enhanced' reading lists to four Departments who took part in the 2014-15 Online Reading List Management System [ORLiMS] pilot. The University Education IT Board has now approved a project to investigate third party reading list solutions, and the chosen tool will be piloted during 2018. 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. Nearly 200 scans were added during 2016-17, which brings the total number of available scans to 1,384.

To encourage departments to send their reading lists to the library the SSL developed a set of '*Reading List Guidelines for Teaching and Administrative Staff*'. The key request is to provide reading lists at least six weeks before the beginning of each course so that the library can identify and purchase new reading material on time.

The Bodleian Social Science Librarian has been working closely with colleagues across the Bodleian Libraries to provide the most effective and proficient library provision for recently-updated School of Interdisciplinary Area Studies degrees. Examples include the MSc and MPhil in Modern South Asian Studies, the MSc and MPhil in Modern Middle Eastern Studies, the MSc in Contemporary Chinese Studies and the MPhil in Modern Chinese Studies.

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 2016-17 the library provided bespoke hands-on search skills workshops to students from nine Departments and Centres, and all sessions were well attended.

SSL staff also contributed to the centralised Social Sciences Research and Training and Bodleian iSkills programmes. Workshops included: *Managing Social Science Research Data*, *Moving from your Research Question to a Literature Review in the Social Sciences*, *Using Google for Academic Research*, and *Authors, Copyright and Open Access: Making it work for you*.

Study space

Notable improvements include the upgrade of the PCAS (Print, Copy and Scan) service, for which new machines were installed and user accounts were set up automatically. A second fixed-height standing desk was also purchased for the main reading room at the request of readers.

Feedback about the library space includes:

- *You just have to flash your card now, and it looks as if it will be a lot easier than it used to be.*
- *Love the easy recycling, signs to the water fountain, beautiful posters about energy-saving.. A vision for the future!*

The SSL issue desk is one of the busiest service points in the Bodleian Libraries handling thousands of transactions and enquiries each year. During 2016-17, readers made use of SSL issue desk services by borrowing books (19,132 check-outs at the desk) and/or collecting items requested to the SSL from closed stacks (6,715 Items). There was a grand total of 54,023 check-outs, with 65% of these being taken via the SSL self-issue machines. Readers placed 2,166 reservations and books were renewed 96,447 times. Readers enter the SSL by swiping their University or Bodleian Card; during 2016-17 a total of 196,289 swipes through the entry gate by 9061 different individuals were recorded.

The library operates a challenging set of service standards for re-shelving during weeks 0-9 of term. More than 66,000 items were re-shelved during 2016-17; confined books were shelved within 1 day 100% of the time, journals were shelved within 1 day 100% of the time, and loanable books were shelved within 2 days 95% 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 126 students were contacted 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.

Consultation and communication

The SSL website continues to provide a key source of information for readers, and received more than 35,000 visits (60,921 page views) from 17,922 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 CLiPS (Committee for Library and Information Provision and Strategy), contact details for staff, SSL Facebook page, SSL Twitter Feed, SOLO Live Help, and Instagram.

During 2016-17, 438 tweets were sent from the @SSLBod Twitter account, and the SSL Blog provides a platform for the SSL RSS feed and Twitter responses. The Blog received 4,161 visits during the year, which represents a 27% increase on the previous year. The SSL posts to the Bodleian Libraries Instagram account once a week during term, and one of this year's most popular images was a montage of the library's small collection of fragile and older books.

The SSL 'Book of the Month' was launched in April; each month an SSL-based Subject Consultant chooses a title from the library collection of particular interest and displays it alongside an overview on top of the new books display and the SSL Blog.

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 22,500 page hits during the year.

The Summer Vacation is a busy time for supporting summer schools and open days. The SSL was pleased to support the Refugee Studies Summer School, the UNIQ Summer Schools for Economics and Management and PPE, and the St Antony's College International Politics Summer School. Nine library tours were provided, and these were attended by a total of 100 participants. The SSL was also pleased to receive more than 400 visitors during three University-wide open days for prospective students.

Staff development

Social Science Library staff continue to attract positive feedback:

- *I really appreciate all the help received from you and your colleagues at the SSL over the course of my studies at Oxford, which I acknowledge in my thesis.*
- *The SSL has a lovely atmosphere and work ethos amongst staff. It is obvious that they really enjoy their work.*

Library staff contributed to a wide range of training courses and events throughout the year, including the 12th Annual Conference on Performance Measurement in Libraries, Marketing Library Services, a Data Visualisation Workshop, and Open Access Oxford: Publishing, Papers and Peer-Review.

Tom Dale was appointed as Senior Library Assistant for Research Support on 26 September 2016. Erika Harlos-Szendrey, Senior Library Assistant for Acquisitions, returned to the SSL on 3 April 2017 after a period of maternity leave and reduced her working hours. Pinelopi Flaouna was appointed as a part-time Library Assistant for Acquisitions Support and to work with Erika.

Sarah Rhodes, Subject Consultant for Forced Migration, African and Commonwealth Studies is a member of the Standing Conference on Library Materials on Africa (SCOLMA) committee, and helped organise this year's annual conference "*African Medicine Matters*". John Southall, Bodleian Data Librarian and Subject Consultant for Economics, Sociology and Social Policy & Intervention, co-organised the one-day event for early career researchers "*Data Dialogue: When Research Crosses Borders*" in September, and attended the 12th International Digital Curation Conference, held in Edinburgh in February.

Internal communications in the SSL continued to be served by regular team meetings, and an All-Staff meeting was held once a term to discuss wider developments and strategy. A specialist voice skills coach provided a bespoke workshop at the Summer Away day, which was both enjoyable and informative.