

BODLEIAN SOCIAL SCIENCE LIBRARY ANNUAL REPORT 2018-19

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 and the School of Geography and the Environment. 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 2018-19

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 supported include refugee advocacy and media portrayal, the possibilities and limitations of the role of diplomacy in South Africa's transition from apartheid to democracy, microfinance projects in rural China.

Positive feedback includes:

- *"I am forever grateful for your help today. I cannot thank you enough for your advice and links to invaluable resources. Above all, I now feel armed and motivated to start this project and successfully complete it."*
- *"Thank you so much again for all your help yesterday, it was invaluable and I really appreciated your time and input."*

Our subject consultants also provided research support to visitors from other institutions, such as the Universities of Manchester, Leiden and Yokohama City. The Paul Weis and Goodwin-Gill archives attracted visitors from various institutions including Vanderbilt University and McGill University.

The SSL continues to support the Open Access (OA) agenda for Oxford-based authors and library staff contributed to the success of the Open Access Oxford Week during 4-8 March 2019, which provided a series of events about current developments in open access publishing and dissemination. SSL staff have also made some significant improvements to the Open Access Oxford website at <http://openaccess.ox.ac.uk>.

Collection Development

SSL technical services staff worked hard to provide print and online resources for research and teaching. During 2018-19 more than 2,600 monographs (books, theses, reports, etc.) and just over 1,300 serial parts (journal issues, statistical series, etc.) were added to the library collections. Just over 300 e-book titles were licenced in total, with at least 160 titles for reading lists. SSL staff also continued to catalogue new material for the Education Library and Tylor Anthropology Library.

Congregation approved the allocation of the Radcliffe Science Library (RSL) building to the Parks College Project in May 2019. As a result, the RSL will need to close for a period of 18 months. Following consultation with the School of Geography and the Environment (SoGE) and the SSL Library Committee, it was agreed to move the Geography collection (442m) together with the Subject Consultant for Geography, from the RSL to the SSL. This transfer was completed during the 2019 Summer Vacation and arrangements were put in place to welcome new and existing geographers for the 2019-20 year.

SSL-affiliated Subject Consultants supported the purchase of several new online archives during 2018-19. Highlights included *Foreign Office files for the Middle East, 1971-1981* and *Foreign Office files for China, 1919-1980* from Adam Matthew, and *Political Extremism and Radicalism in the Twentieth Century* from Gale Cengage, and a range of e-book collections from Springer and Elgar.

The number of researchers using single-terminal resources in the SSL Data Area continues to increase, with strong interest from a range of disciplines in using Eikon and Bloomberg.

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-one induction sessions were attended by 812 new students. Seventy-two library tours were attended by 678 new students. The number of tours has increased each year, since October 2013 when 20 tours were provided.

The SSL took active role in the University Education IT Board project to pilot ORLO, Oxford Reading Lists Online. SSL staff worked closely with the Centre for Criminology, the Department of Sociology and the Oxford Internet Institute to transfer their students' reading lists to ORLO. The pilot was a success, and further SSL-supported departments have expressed their interest in using ORLO for their reading lists in the 2019-20 academic year.

The SSL eReadings service continues to provide access to digital copies of print-only book chapters and articles cited on reading lists that are not on ORLO. During 2018-19 almost 300 new scans were added to the eReadings service and to SSL-supported reading lists on ORLO.

The SSL High Demand (3-hour loan) Collection was refreshed during Summer 2018, and these books can now be borrowed overnight.

Developing information skills

Graduate students and researchers carry out comprehensive literature searches drawing on a wide range of primary and secondary resources for their dissertations and theses. During 2018-19 the library provided bespoke hands-on search skills workshops to students from 8 Departments and Centres, and the Information Search Skills session for the MSc Economics for Development was adjusted to include more data content.

SSL staff also contributed to several centralised Social Sciences Doctoral Training and Bodleian iSkills programmes. Workshops included: *Introducing MANTRA for Research Data Management*, *Working with sensitive research data in the Social Sciences and Humanities*, *Preparing for your literature review in the Social Sciences*.

Study space

In response to feedback received from the February 2019 Bodleian Libraries Survey the SSL purchased two further fixed-height standing desks, two further adjustable-height desks and six more ergonomic chairs. The Graduate Study Rooms were opened up to all readers from January onwards, and the desk tops in these rooms were replaced with safer and more up-to-date power sockets. The signage has been updated for the two Graduate Study Rooms (GSRs) and the two Discussion Rooms. The Central GSR has been designated as a 'Quiet Zone' and the East GSR is a 'Silent Zone'. The Discussion Rooms are now signposted as 'Group Study Zones.'

The SSL issue desk handles thousands of transactions and enquiries each year. During 2018-19, readers made use of SSL issue desk services by borrowing books (12,392 check-outs at the desk) and/or collecting items requested to the SSL from closed stacks (4,960 Items). There was a grand total of 36,629 check-outs, with 66% of these being taken via the SSL self-issue machines. Readers placed 1,368 reservations and books were renewed 68,370 times. Readers enter the SSL by swiping their University Card or Bodleian Libraries Card, and during 2018-19 a total of 180,168 entries were recorded. This represents a reduction of 7.8% on 2017-18, which is consistent with the reduction seen across other libraries.

The library operates a challenging set of service standards for re-shelving during weeks 0-9 of term. More than 50,000 items were re-shelved during 2018-19; all Library Use Only books were shelved within 1 day, and loanable books were shelved within 2 days 96% of the time.

The SSL continues to provide key support to readers with disabilities, including extended borrowing permissions and permission to book one of the ten study carrels for up to five consecutive days. This year the Disability Advisory Services referred 75 students to the SSL, and they were offered one-to-one meetings to discuss best use of the library facilities and services. Feedback includes: *"I can't thank you enough for the information and quick response"* and *"Thank you for your mail and setting up the extended loans. They have been extremely helpful"*.

Consultation and communication

The SSL website continues to provide a key source of information for readers, and it received more than 49,000 page views from 20,862 unique users during the year. The most popular pages were 'Find Dissertations and Theses' and 'Opening Hours'.

During 2018-19, 332 original tweets were sent from the @SSLBod Twitter account, which has 1,041 followers. The most popular tweet was about the SSL 'Book of the Month' for April 2018, *National Populism: The Revolt against Liberal Democracy* by Roger Eatwell and Matthew Goodwin. The SSL Blog provides a platform for the SSL RSS feed and Twitter responses and it received 11,264 page views during the year, which represents a 101% increase on the number of page views during 2017-18. The most popular post was a promotion for our institutional online subscription to The Economist.

SSL staff post to the Bodleian Libraries Instagram account once a week during term, and the most popular post was for April Fools' Day <https://www.instagram.com/p/BvttwdehUK8/>, which received 1,471 "Likes".

SSL staff provide and update a set of 14 subject-based online guides for research resources using LibGuides software. These LibGuides received over 36,500 page views during the year, and the Data and Statistics for Social Sciences LibGuide <https://libguides.bodleian.ox.ac.uk/ssdata> was the most popular.

The Summer Vacation is a busy time for supporting summer schools and open days. The SSL was pleased to support the UNIQ Summer School for PPE and the St Antony's College International Politics Summer School. These were attended by a total of 125 participants. The SSL also provided 16 tours to a total of 195 visitors during three University Open Days for prospective students. During August 2019 the SSL hosted the Bodleian Libraries part of the annual OxLibris project, which enables A-Level students at Oxfordshire state schools to access Oxford libraries for independent study.

In line with the Bodleian Libraries Key Strategic Goal 4, which states "*We will improve access to highly-used hub libraries by increasing opening hours to better reflect user requirements, focusing especially on weekend and vacation hours*" and the results of a survey the SSL ran during February 2018, the library opening hours were extended to include Sundays during Easter Vacation 2019 as a pilot. Library usage was high so these opening hours will become the norm; the extra costs will be covered by the existing staff budget.

Staff development

Social Science Library staff continue to attract positive feedback:

- *"Keep up the good work you guys are great."*
- *"I love the library layout, friendly staff, the way they have created so many different but immensely effective learning environments."*

SSL staff attended and contributed to a range of training courses and events throughout the year, including: Preparing for teaching and learning; Research Skills for the Digital Shift; Mental Health First Aid; Subject Librarians' Data Forum, Diversity and Recruitment Workshop.

Following a successful regrade, Rachel Scanlon's job description has been revised and she is now Digital Services Librarian. The requirements placed on the Digital Support role have evolved since the post was last reviewed. The work has extended to incorporate responsibilities beyond the SSL, including substantial training and liaison commitments. The level of knowledge and skills required to fulfil this position have also increased significantly.

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 two successful conferences – Things come together? Literary Archives from, in and for Africa (University of Birmingham, 10 September 2018) and Decolonising African Studies: Questions and Dilemmas for Libraries, Archives and Collections (University of Edinburgh, 10 June 2019). Sarah has also published the following: *Middle East North Africa (MENA) Refugee Crisis: Digital Resources in Review. Review of Middle East Studies, Vol 52 (2) pp. 344-47 (15 January 2019).*

John Southall, Bodleian Data Librarian and Subject Consultant for Economics and Sociology, devised and ran a week-long strand on digital literacy and preservation for the Oxford Digital Humanities Summer School, July 2019. He also delivered a keynote address 'Open Access, Open Data, Open Science at the University of Oxford' at an International Federation of Library Associations satellite meeting at the University of Athens in August 2019, and in September 2019 he delivered two workshops for the Oxford Berlin Summer School on Open Research and delivered a keynote address 'Supporting Research Practice and Promoting Academic Integrity through Research Data Management' (via skype) for a conference on Libraries, Archived Data and the Knowledge Economy at the University of Lahore.

The SSL Green Team continues to promote sustainable working to staff and readers. This year the team completed an Environmental Sustainability Plan for the SSL. Actions include promoting seasonal eating, organising local nature walks and measuring electricity and gas usage data on a regular basis.