

# Bodleian Libraries' Service Catalogue 2024/25

## Introduction

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 Libraries support the learning, teaching and research endeavours of the University through the provision of information collections; curated spaces to study; specialist services; and expert staff.

Information collections comprise over 13.7 million printed items, over 203,000 electronic journal titles and over 2.4 million e-books. The extent of our collections of archives and manuscripts runs to 29.6km, and we also hold a variety of material in other formats, such as maps, DVDs, music scores and recordings.

Space to read, write, and think is provided across all 27 physical library buildings, including the recently re-opened Radcliffe Science Library. We provide a variety of study environments, with spaces for group study, silent study areas, and the majority of spaces supporting 'together-alone' working – where students and researchers are working individually, whilst enjoying the presence of others so as not to feel isolated. Helping students to develop a 'sense of belonging' is a strategic priority for the Libraries and University.

The Libraries provides specialist services in support of researchers throughout the research lifecycle, as well as services to students in support of skills development and wellbeing. In addition to the expert staff providing and supporting these services, every subject studied in the University has a specialist librarian dedicated to working in partnership with academics to support research, teaching and learning in that discipline. There are also specialist experts for all of our unique collections, able to answer queries and provide guidance and advice to anyone interested in those collections. We also work closely with the Committee of College Librarians.

The overall service offered by Oxford's libraries is highly valued by the University community, as evidenced by high usage (see below) and the National Student Survey 2024 score of 97% positive responses to the question "How well have the library resources (e.g., books, online services and learning spaces) supported your learning?". This is the highest score in the UK.

The Reader Survey in early 2022 raised issues about wi-fi and comfort of physical spaces, and access to collections, specifically opening hours and borrowing policies as well as lack of specific resources. These were addressed with 'quick wins' in 2022 (e.g. cushions to improve the comfort of chairs, the acquisition of resources where appropriate/possible). Since then work has continued on longer term solutions in line with the Bodleian Libraries Strategy (details given below).

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## Access to e-resources and print collections

The Bodleian Libraries provide access to electronic and print resources in support of teaching, learning and research. As well as benefitting from legal deposit items, the Bodleian supports the University’s Mission by providing value for money investment in printed and e-resources. Usage of information resources is very high indeed. 2023/24 saw 22.5m accesses recorded: loans of print (not including renewals); fulltext downloads of e-journals (including Open Access); chapter views of e-books; special collections usage; and views of scans in ORLO. Demand overall is shifting towards e-access, a trend which is seen in the 6% reduction in borrowings of print books from the libraries (131,737).

Details of specific services are given below.

### 1. SOLO

<b>Description</b>
SOLO is the search and discovery tool for the major collections of the University’s libraries (including physical collections, online resources, electronic legal deposit materials, research papers and Oxford theses deposited in ORA, plus some special collections, maps and rare books).
SOLO is accessible via: <a href="https://www.bodleian.ox.ac.uk/collections-and-resources/solo">https://www.bodleian.ox.ac.uk/collections-and-resources/solo</a>
<b>Strategic Context</b>
Supports the University’s Strategic Mission, Education Strategy and Commitment 2, Research Strategy and Commitment 1

## Bodleian Libraries Strategy 1.1.

### Extent, usage and feedback

AY23/24 saw 13.5 million user sessions and 19.5 million searches (it is not possible to directly compare to previous years as we have switched from monitoring this via Google Analytics, to directly in Alma). The patterns of usage (with attendant peaks) followed the shape of the academic year.

90% of the sessions were from the UK (either on the web or via VPN), 2% from the USA and 1% from Germany.

Feedback was gathered on SOLO from August – November 2023, with 222 responses submitted. Users expressed their thanks for the improvements made and were pleased with the changes: *“Gotta say, love SOLO more now than I did in the past. Thank you for everything you do in keeping the library, its resources and website, to such high standards.”*

As with any change, feedback also highlighted some teething problems with the new system and the team has worked hard over the year to deal with the concerns raised. Adjustments were made to quickly address issues of speed and being logged out too quickly. Problems with the citation export function were also fixed by the supplier. The most significant issue raised was the ordering of search results, with some readers feeling the most important resources were not always high up on the list. This feedback triggered an extended period of in-depth analysis to identify how search results weightings could be configured to best effect in order to answer the concerns raised, and high-level supplier engagement was carried out to locate solutions.

### Headlines and Priorities

AY23/24 was focussed on bedding in the new Primo VE system that is fully integrated with Alma and underpins SOLO.

When Primo VE went live in August 2023 there were a number of decisions made that needed to be monitored carefully throughout the academic year in order to measure the success of these decisions and to make any adjustments as necessary. Requesting options were one of the most important of these and therefore discussions were focussed on this. The results of these discussions showed that requesting was working successfully but could definitely be improved further. These improvements would depend on enhancements by the supplier, Ex Libris, and therefore the group would concentrate on lobbying for these enhancements and reaching out to other institutions in order to gain support.

Another key area of focus in 2023/24 was Accessibility. An audit from GDS (Government Digital Service) prompted an urgent response to the issues identified. Oxford worked with other UK institutions and Ex Libris, our supplier, to ensure that critical issues were fixed and that there was a roadmap in place to fix more difficult issues. These fixes are agreed and will be monitored over the next 6 months to ensure that they are in place.

The third key area to note is the recent release for the Exam Papers Archive in Alma and SOLO. Replacing the out-of-support OXAM system, this new solution utilised a new product called Alma Digital to catalogue the Exam Papers collections, provide functionality to upload Digital Representation, in this case Exam Paper pdfs, and then present them via SOLO with new quick view and full digital viewer capabilities. This successful implementation now creates a platform that will be explored for bringing other collections to the forefront of discovery or to enhance existing collections with digital representations of existing items in order to enhance the discovery experience or increase visibility of material for researchers around the world. The service went live on 1 October 2024 with a new LibGuide launched to support readers at the same time.

## 2. E-Resources

### Description

E-resources include electronic versions of journals and articles, books, newspapers, statistical datasets, case law, government publications, music scores, databases, maps, images, audio-visual works, and collections of digitised

materials. Most of the e-resources in SOLO we pay for, though some are free or Open Access resources recommended for inclusion by subject specialists.

Our e-resources collections include non-print Legal Deposit materials (e-books and e-journals), which – due to legislative restrictions – can only be accessed from a library computer in a library reading room.

Items are accessible via SOLO:

<https://www.bodleian.ox.ac.uk/collections-and-resources/solo>

For readers who cannot attend the reading rooms, we can supply (via post) print extracts from electronic legal deposit items. Due to legal restrictions, digital copies of Non-Print Legal Deposit (NPLD) material is prohibited, however, printing of this content is permitted. We are required by legislation to charge a fee for this service (£2), and it is available to both University members and Bodleian Library Reader Card holders.

See: <https://www.bodleian.ox.ac.uk/services/remote-access/print-deliver>

### **Strategic Context**

Supports the University's Strategic Mission, Education Strategy and Commitment 2, Research Strategy and Commitment 1

Bodleian Libraries Strategy 1.1, 2.4.

### **Extent, usage and feedback**

The Bodleian Libraries provides access to 203,700 e-journal titles and 2,422,400 e-books.

There were 14,962,862 downloads of our e-journal articles during AY23/24 – an 11% increase on last year and the highest ever.

There were 7,214,935 e-book chapter downloads/views during AY23/24 – a 2% increase on the previous year.

Our Print & Deliver service (for NPLD items) was unable to run past October 2023 due to the British Library cyber-attack.

### **Headlines and Priorities**

Our e-resources collections include Non-Print Legal Deposit materials (e-books and e-journals), which (due to legislative restrictions) can only be accessed from a library computer in a library reading room. Due to a major cyber-attack on the British Library infrastructure that underpins this service, no access has been possible since the end of October 2023. To mitigate this loss of access to NPLD, the Bodleian was swift in its response to support readers. We highlighted support on our website and through SOLO, including promoting inter-library loans and proactive approaches to buying in individual titles to meet the needs of our readers. £34,152.81 was spent on the individual purchases to meet expressed user needs by 31 July 2024. The decision was also made to pay for an EBA (Evidence Based Acquisitions) e-book package from Taylor & Francis (which includes the Routledge and CRC Press imprints) as T&F is the largest depositor of NPLD material, with over 124,000 items held in the currently inaccessible British Library repository. This was financed by the Libraries with support from the Friends of the Bodleian. The new EBA for 2016-2025 (running until the end of 2025, and adding new content on publication) provides coverage for most currently missing T&F titles and for the anticipated delay in restoring ingest of new publications. Access has been turned on for current content and the individual records have been added to SOLO. Current content is just over 30,000 books, splitting 60:40 between Social Sciences and Humanities. By the end of the subscription (December 2025), Oxford will have had access to over 35,000 titles. By 31 July 2024, we had had 451,304 downloads from 9,284 titles.

As well as this support (which has focused on the Humanities and Social Sciences subjects most impacted by the loss of NPLD books) there have been significant new electronic subscriptions in AY23/24 for the Sciences, including *OUP Science Trove* (a large collections of core undergraduate e-books in biosciences and chemistry),

ASM Handbooks, NEJM Evidence, ESA (Entomological Society of America) eBook collection, and Springer EBAs in Earth and Environmental Science, and Maths and Statistics.

### 3. Print collections

#### Description

The Bodleian Libraries has 13,708,007 printed items in its collections, 4.13 million of which are on open shelves in the 27 Bodleian libraries. The amount of stock in each library varies from a few hundred at Sainsbury Library at Egrove Park to hundreds of thousands at the Old Library, Radcliffe Camera, Taylor Institution, Art, Archaeology & Ancient World Library, and Social Science libraries.

Books can be borrowed from 24 lending Bodleian Libraries. Items can be borrowed by self-issue and renewed via SOLO.

Details via: <https://www.bodleian.ox.ac.uk/services/borrow>

#### Strategic Context

Supports the University's Strategic Mission, Education Strategy and Commitment 2, Research Strategy and Commitment 1

Bodleian Libraries Strategy 1.1.

#### Extent, usage and feedback

125,024 items were added to the print collections during AY23/24, including 37,423 print Legal Deposit books and 41,342 print serial parts. 30,193 print items were withdrawn from stock during the same period.

There were 131,727 loans of printed items from open shelf collections and onward-lendable CSF items during 2023/24, a 6% reduction on last year.

The Bodleian Libraries invited feedback about the new unified lending policy throughout MT24 through the SOLO homepage but received no comments.

#### Headlines and Priorities

Regarding Acquisitions, in AY23/24, with the introduction of Alma, the focus has been on streamlining, time-saving and automation in our workflows and will continue to be so in AY24/25. This year the Acquisitions and OLIS Teams worked together on the activation of the 'interested users' function, which makes it possible for the readers to be notified automatically when a requested book becomes available for them. Another development was introducing 'real-time ordering', which enables placed e-book orders to appear in Alma in a few seconds using some of the University's main suppliers' platforms.

Despite the impact of the British Library attack, the Legal Deposit print intake at the Bodleian Libraries actually rose slightly compared to the previous year. This is thanks to efforts to find different methods of acquiring the necessary data sources to allow the Agency for the Legal Deposit Libraries to continue to claim new material eligible for Legal Deposit, and an extension of the time period permitted to make the claims.

The unified lending policy was introduced in August 2023 to provide an inclusive and coherent user experience, and remove obstacles to borrowing material. This includes:

- replacement of site-specific lending policies with a global policy across all Bodleian Libraries, with four loan periods and a global loan limit;
- automatic borrower registration at all lending libraries;
- automatic renewals for loan periods other than same day loans;
- introduction of a single offsite location which will provide intuitive understanding about the physical

location of items and allow more flexible onward borrowing of loanable closed stack items from any one of the Bodleian libraries operating circulation.

Evidence suggests the new approach is working effectively. For example:

- 97% of items were returned without anyone having requested them;
- auto renewals has seen fewer items going overdue with the percentage of items returned late reducing from 18% in MT22 to 2% in MT23.

Work continues on the plan to review borrowing from the Collection Storage Facility. Consultation continues with our reader communities. We undertook a 'listening exercise' consisting of: 1-to-1 interviews and focus groups for members of the CLiPS; a survey of University members and a survey of external card holders; and 'Town Hall' events to give further opportunities to ask questions/raise concerns. The surveys ran 13 March – 5 May 2024. The University members' survey elicited 4,500 responses. 84% agreed with proposals to extend lending, 10% were neutral and 6% were opposed. The most notable concerns were raised by academic colleagues in the Humanities. Six people attended the Town Halls. This was all reported to CUL (Curators of the University Libraries) in TT24. Changes are being planned which are intended to respond to user demands whilst addressing concerns raised where possible. Further consultations with the academic community about planned changes will follow in MT24, with the intention that new arrangements will be launched in AY24/25.

In other developments, a new monthly activity reminder message was introduced detailing current items on loan to help readers keep track of items in their possession.

A new reader card was introduced to support Oxford students/researchers transitioning between statuses. The bridging card enables patrons to continue to have borrowing privileges, applied equally across all lending Bodleian Libraries, whilst they are between courses/research.

#### 4. Deliveries from the Collection Storage Facility – CSF (also known as Book Storage Facility – BSF)

##### **Description**

The Collection Storage Facility (CSF) is a high-density warehouse located in Swindon. It contains 81% (11.1m items) of the printed stock of the Bodleian Libraries. It also safely and securely stores maps, newspapers, manuscripts, archives, audio-visual items and other materials for the Bodleian Libraries, as well as items for other institutions. Daily deliveries from the CSF (Monday-Friday) run across 17 of the Bodleian Libraries.

See: <https://www.bodleian.ox.ac.uk/services/borrow/request>

##### **Strategic Context**

Supports the University's Strategic Mission, Education Strategy and Commitment 2, Research Strategy and Commitment 1

Bodleian Libraries Strategy 1.1.

##### **Extent, usage and feedback**

The number of items delivered from the CSF was 6% lower than the last year. There were 117,934 item deliveries (not including maps) during AY23/24.

35% of items are delivered to the Old Library, 16% to the Radcliffe Camera and 10% to the Weston reading rooms.

##### **Headlines and Priorities**

The Bodleian Libraries, via the team at the CSF, have been working with Google on the new iteration of the Google Books project to enable more Bodleian material to become widely accessible over the internet.

## 5. Scan & Deliver

<b>Description</b>
Scan & Deliver is an electronic document delivery service that allows readers to receive scans of book chapters or journal articles by email. The service is a collaborative effort across all Bodleian Libraries and offsite collections, and is free to users. University card holders can order from all eligible collections, external card holders can order from collections held offsite.  See: <a href="https://www.bodleian.ox.ac.uk/services/remote-access/scan-deliver">https://www.bodleian.ox.ac.uk/services/remote-access/scan-deliver</a>
<b>Strategic Context</b>
Supports the University's Strategic Mission, Education Strategy and Commitment 2, Research Strategy and Commitment 1  Bodleian Libraries Strategy 1.1, 2.2.
<b>Extent, usage and feedback</b>
Scan & Deliver remains a hugely popular service, with 29,695 requests received (14% higher than last year); 24,502 requests delivered, and 662,000 pages scanned.  The location of the scanning is evolving. When Scan & Deliver was extended from the CSF to on-shelf library items during the pandemic, 80% of the scanning took place at the CSF. As we emerged into the post-pandemic world, this dropped to 56% (AY21/22), and this year was 51%.  There has been a drop in our ability to fulfil the requests (from 88% last year to 83% this year): 3,027 requests were rejected because the item was not available for scanning; 625 requests were rejected because they were in contradiction of copyright law; and 501 because the item was available electronically.  Scan & Deliver is a highly valued service which always receives effusive feedback, with comments about the speed of the service and ease of access when resources are made available via the desktop (especially for those readers who find it difficult to get to the physical libraries).
<b>Headlines and Priorities</b>
In AY23/24 – to meet demand – Scan & Deliver requesting was extended to 24/7 (with planned Christmas closed period closure), having been previously switched off at weekends. The delivery points responded well, maintaining request turnaround times with no significant breaks in service.  In addition to 24/7, several key operational changes were introduced with Alma around requesting items, including improvements for readers (for example, two requests at any time replacing one per day). In the feedback survey which ran throughout MT23 via the SOLO homepage not one correspondent mentioned any issues with the new Scan & Deliver requesting mechanism.  In May 2024 a new card category was created - OC-SD Scan and Deliver only – a membership that enables Scan & Deliver requesting but excludes requesting of physical items (lending, stack requests, inter-library loans, etc.). The membership is currently being used in an initiative to support researchers affected by the Gaza conflict but has the ability to be employed for other applications in future.  In AY24/25 we will review internal governance. The Scan & Deliver Alma Workstream will become part of a wider group – Fulfilment Working Group – which will also include lending and stack requesting.

## Teaching and Learning Support

The Bodleian Libraries supports the University's Strategic Theme of Education: 'Through a commitment to the personal education of each student, we will provide a quality of education and experience which equips students

with the values, skills and intellectual discipline that will enable them to make a positive contribution to society'. The Libraries specifically support Commitment 2 'to offer an excellent academic experience for all our students and ensure that Oxford fully equips graduates to excel in whatever they choose to do' through the provision of a variety of study spaces, access to resources in support of the curriculum, specialist services, and support of skills development and wellbeing.

AY23/24 continued the 'Covid-19 bounce back' in use of physical spaces, with a 14% increase in reader visits on last year (7% if the RSL is excluded). Use of Oxford Reading Lists Online (ORLO) continues to grow, and this year saw its move onto the platform (Leganto) integrated with our new library management system (Alma). This year also saw the incorporation of past exam papers (OXAM) into SOLO. The move to Alma has enabled us to provide better support for disabled students as we can automatically ensure all 3,267 who gave consent to DAS (Disability Advisory Service) to share their details were registered for extended loans at all the libraries in the collegiate university - a 34% increase on last year.

A new service is currently being developed to provide guidance on Library support for online courses (for UG and PGT courses and short course/external courses). This support will be disseminated in AY24/25.

## 6. Study space in reading rooms

<b>Description</b>
The Bodleian Libraries offers a variety of different study spaces across its sites, ranging from traditional and historical spaces to more informal and modern study environments. Full details are available at <a href="https://www.bodleian.ox.ac.uk/libraries">https://www.bodleian.ox.ac.uk/libraries</a> with search facilities by atmosphere (e.g. historic or contemporary, levels of noise), facilities (including types of study space) and accessibility (in support of specific needs).
<b>Strategic Context</b>
Supports the University's Strategic Mission, Education Strategy and Commitment 2.  Bodleian Libraries Strategy 1.3.
<b>Extent, usage and feedback</b>
The Bodleian Libraries provides 4,072 reader 'seats' across a range of study environments, including 1,876 silent study spaces; 1,831 quiet study spaces; and 365 group/social study spaces, including those in 28 bookable group study rooms. There are 6 'zoom rooms' allowing readers to join online meetings or webinars without disturbing other readers.  Usage of study spaces continued to increase during AY23/24. Visits numbered 1,933,041 – a 14% increase on last year and only 3% lower than AY18/19, showing the flattening off of the pre-pandemic downward trend. The 'bounce-back' at the Cairns Library at the John Radcliffe Hospital is tracking behind the city-centre libraries, but a 24% increase on last year means that visits were only 36% lower than AY18/19.  The most visited libraries are the Old Library and Radcliffe Camera (they are a single security envelope, so entries are counted across them both), with 681,398 visits – once again the highest since records began 11 years ago.
<b>Headlines and Priorities</b>
In the 2022 Reader Survey, half of the negative free-text comments were about physical libraries. In line with Bodleian Strategy 1.3, the enhancement of spaces and services around them has been a key focus in AY23/24, just as it was in 22/23.  There were many highlights this year:  The Bodleian Libraries provides group study rooms, all with step-free access and wifi, and some with audio-visual equipment and whiteboards. To improve access to these spaces, an online booking tool (LibCal from Springshare)



and a unified booking policy were introduced in 8 of the 14 sites, and 8,272 bookings were made across the 20 group study rooms. The booking tool is now operating as business-as-usual in these sites, and a follow-on project next year (under the auspices of the Bodleian Disability Committee) will enable disabled students to book study carrels online using private links on LibCal.

AY23/24 also saw the opening of the newly refurbished and re-configured Radcliffe Science Library. The space offers silent student, quiet study, group study and wellbeing spaces. The new RSL had 106,000 visits by 12,420 visitors in its first year – the highest number of visits since AY14/15. Visitors were 38% MPLS, 18% MSD, 19% Social Sciences and 12% Humanities students and staff. Reading rooms were often at 90%+ capacity and the five Group Study Rooms were booked for 80%+ of opening hours (actual use was even higher). Demand for study facilities have been so high that additional study desks and 30 reader seats were added for TT24. Occupancy figures in AY23/24 often outstripped previous annual peaks. Sample headcounts have shown higher use of the RSL than at any point since AY16/17 – with a weekday average occupancy of 120 readers in the library during the day (at times much higher: up to 180+ for a library with normally 224 seats). We have collected user feedback on whiteboards which are regularly updated with fresh praise. As well as general comments about loving the library ('new favourite place', 'slay') other feedback has focused on how the library supports a sense of belonging. The wellbeing room is regularly singled out to for specific praise.

We are also under-going a programme to improve the study environment in the Radcliffe Camera. The comfort of seating in the Camera has been a feature of many Reader Surveys. Thanks to a philanthropic donation we have been able to address this. In December 2023 we replaced the heritage-style chairs in the Upper Camera. Feedback was overwhelmingly positive and included comments such as 'my back thanks you!' We also received comments asking for further improvements so in summer 2024 we replaced the chairs in the Lower Camera, added new adjustable seating and height-adjustable desks (again in response to student feedback). This year we had the additional challenge of completing this work whilst there was a protest camp outside the Radcliffe Camera. Staff have worked hard to keep services open, improve spaces and provide access for contractors. We are planning to replace carpets and do further improvements over the Christmas vacation to complete the project.

The number one area of complaint in the 2022 Reader Survey was around wifi. Much work was carried out in AY22/23 (with work on the SSL and temporary improvements to the Radcliffe Camera and Old Bodleian) and more in AY23/24. By the end of August 2024 all 130 wifi access points in the Weston Library were replaced and the poor wifi signal in the Continuing Education Library addressed. Work is on-going with the Bodleian Art, Archaeology and Ancient World Library.

Further work will continue across the libraries in AY24/25, with monies allocated from Bodleian Strategic funds to improve seats, desks, and the availability of dual/large monitors for connecting laptops.

## 7. Oxford Reading Lists Online (ORLO)

### Description

ORLO provides Oxford students with the ability to check the location and availability of print items or click through to e-resources on their reading lists. It is embedded within Canvas and also available to use outside Canvas.

The Bodleian Libraries provides a service to digitize chapters or articles only available as print material in the Bodleian Libraries (within Copyright law). These scans are linked to from the relevant reading list on the ORLO platform.

See: <https://www.bodleian.ox.ac.uk/collections-and-resources/reading-lists>

<b>Strategic Context</b>
Supports the University's Strategic Mission, Education Strategy and Commitment 2.  Bodleian Libraries Strategy 1.2, 2.4.
<b>Extent, usage and feedback</b>
In AY23/24, ORLO provided access to 2,334 reading lists for 38 departments/faculties, accessed 527,465 times (an 11% increase on the previous year). 9,012 users accessed their lists via Canvas, and 14,198 went directly to ORLO (some may have done both).  We provided 4,119 scans of otherwise unavailable electronically citations, which were viewed 49,435 times in AY23/24, with 11,593 downloads.
<b>Headlines and Priorities</b>
In AY23/24 ORLO switched to a new platform - Leganto - and all current reading lists were migrated, including over 14,000 published, draft, and archived lists, 235,488 bookmarked items, 159,364 online links, 9,246 digitized extracts, and over 2,000 ORLO-assigned roles to library and academic staff. A full training programme was delivered to support reading list creators.  The new platform delivers the expected features of an online reading list system and has the following new features: <ul style="list-style-type: none"> <li>• a shared underlying platform between library systems and online reading lists, resulting in more accurate and timely access to library resources;</li> <li>• a new push-from-SOLO tool which makes it easier to bookmark items from Oxford's vast collections and guarantees bibliographic accuracy;</li> <li>• ORLO list owners can now upload documents creating greater flexibility for online content;</li> <li>• exporting options to Word and exporting non-Romanic scripts;</li> <li>• broken link reports are de-anonymized providing opportunities for improved customer service.</li> </ul> <p>A data fixing team, funded by the project, was employed to tidy the reading lists unavoidably affected by the data migration process. The majority of the work will be completed by MT24 but will continue until December to correct legacy broken links to online content.</p>

## 8. Support for disabled students

<b>Description</b>
Each library site has a Disability Liaison Librarian to provide local support to disabled readers. Services include extended loan allowances, book fetching, proxy loans, study carrel bookings, 1-to-1 meetings and tours of the library.  The full services of ARACU (Accessible Resources Acquisition and Creation Unit) are available to those students with particularly complex needs upon referral from the Disability Advisory Service.  Details are available from: <a href="https://www.bodleian.ox.ac.uk/services/disabled-readers/support">https://www.bodleian.ox.ac.uk/services/disabled-readers/support</a>
<b>Strategic Context</b>
Supports the University's Strategic Mission, the University's Vision to provide equality of opportunity, the Education Strategy and Commitment 2.  Activities are informed by the University's Common Framework for Supporting Disabled Students.  Bodleian Libraries Strategy 3.2, Guiding Principle 2

### Extent, usage and feedback

4,975 students were registered as disabled at the December 2023 census point, of which 3,267 were registered for additional library support – a 34% increase on last year.

ARACU supported 54 individuals in AY23/24 (compared to 70 in AY22/23), processing 4,157 items (c.f. 5,249) and supplying 309 (c.f. 652) alternative versions, including scanning 58,948 (c.f. 73,543) pages of printed items.

In addition, the automated alternative format conversion service, SensusAccess, processed 1,665 requests in AY23/24, an increase of 27% on the previous year.

As always, our users have been full of praise for the service, with praise from students ('it doesn't go unnoticed how much easier you make this degree experience') and college tutors promoting the service to their students.

### Headlines and Priorities

The number of students receiving library support increased from 2,442 to 3,267 this year. This increase was expected as extended loans became part of the University's 'Disability inclusion statement/SSP A', provided to all disabled students at point of registration with the Disability Advisory Service (DAS). We support all disabled students who have given their consent to the Disability Advisory Service to share their data with us (currently 66% of disabled students). It is expected that the percentage of disabled students supported will continue to increase.

The most requested types of support are study carrels booking privileges (requested by 7.5% of newly registered students) and 1-1 inductions (7%). There has been a decrease in the numbers of referrals for study carrel booking privileges (22% in 22/23 to 7.5% in 23/24). This is a result of communicating to DAS concerns regarding the number of referrals being made for this type of support and the number of study carrels available in the libraries. (There are 20 self-contained individual study carrels available for disabled students in the Bodleian Libraries and 695 students with booking privileges.)

There has also been an increase in the use of HathiTrust and RNIB Bookshare materials by disabled readers (students and staff) to access alternative format copies of print books. RNIB Bookshare allows independent access to account holders (133) and they downloaded 1,775 titles in AY23/24. HathiTrust allows mediated downloads only (requests made to [disability.librarian@bodleian.ox.ac.uk](mailto:disability.librarian@bodleian.ox.ac.uk)). 158 titles were provided upon request (up from 14 in AY22/23). In either case, the figures exclude use by ARACU for its users.

The number of users supported by ARACU decreased slightly although this figure is still quite high when compared with previous years. Whilst the team has processed fewer requests some requests were very complex and required organising the provision (via external suppliers) of highly technical and specialized formats such as conversion of economics textbooks and poetry written in Cyrillic alphabet into hard-copy Braille. We re-introduced the in-house production of Braille for materials written in Latin characters as well as tactile diagrams.

ARACU was a finalist at the VC Awards in the category Support for Students.

In AY24/25:

- we will continue to expand the support provided to all students newly registered with DAS;
- the Disability Librarian will continue to work with the Disability Advisory Group (staff) and other relevant EDI groups to promote support services available to disabled University staff;
- a pilot to improve the process of booking study carrels will take place, allowing disabled readers to check availability and book the spaces online independently (see section 6, above);
- the Disability Librarian will undertake a review of the current provision of disability confidence training for library staff, with a view to complement the in-person courses with online courses and to support Disability Liaison Librarians with their roles.

## 9. Wellbeing for students

<b>Description</b>
<p>The Bodleian Libraries is developing services to support student wellbeing and to foster a sense of belonging. The offer ranges from 'take a break' activities that students can dip into, to more formal programmes of events. The programme varies to reflect the student lifecycle/academic year and includes summer activities specifically aimed at postgraduate students.</p> <p>Details can be found via <a href="https://www.bodleian.ox.ac.uk/wellbeing">https://www.bodleian.ox.ac.uk/wellbeing</a> and are advertised through our social media platforms.</p>
<b>Strategic Context</b>
<p>Supports the University Strategic Plan, 2018-24 ('we are committed to equality of opportunity, to engaging inclusivity, and to supporting staff and student wellbeing, ensuring that the very best students and staff can flourish in our community') and Education Commitment 2.</p> <p>Supports the University's Wellbeing and Mental Health Strategy ('everyone at Oxford has a role to play in student mental health and wellbeing').</p> <p>Helps support the University's Equality, Diversity and Inclusion Strategic Plan, 2024-2027, 'Everyone Belongs'.</p> <p>Bodleian Libraries Strategy 1.2, 1.3 and 3.2; and Guiding Principle 2.</p>
<b>Extent, usage and feedback</b>
<p>The focus of the wellbeing activities during AY23/24 was on sustainable activities organised in individual libraries, tailored to meet the needs of students throughout the academic year, instead of the centrally-organised 'wellbeing week' of the previous year.</p> <p>There were 11 centrally-organised events: DPhil welcome evening (100 attendees); Alpacas on the Radcliffe Camera Lawn (600 students attended in 3 hours) and 8 tours of the Botanic Garden, 3 with a focus on photography (103 attendees in total), and a 'Come Collect!' event (exploring collecting as a relaxing hobby) (36 attendees).</p> <p>There were 880 attendances at RSL wellbeing events. The most popular programmes included PAT Dogs (217 attendees over 3 sessions) and Lego Lunches (68 attendees over the year). One-off events include ice creams during the exam period (130 attendees) and a plant planting event (attracting 37).</p> <p>Formal measurement of the impact of wellbeing activities is not appropriate but responses and informal feedback has been very positive. There was much praise for running extra events in Trinity Term when exam stress is at its highest. We have also received comments from students saying how much events have helped them personally: 'I was feeling really low this week. This [crafting event] really cheered me up.'</p>
<b>Headlines and Priorities</b>
<p>This year we experimented with a devolved programme of wellbeing events to meet the needs of students across the academic year: from events to build a sense of belonging at the start of the year, events to combat the Hilary Term blues, and extra support during the exam period. Unfortunately, with the exception of the RSL, there was not the staff resource available to organise the planned events, and so only the centrally-organised events and those at the RSL took place.</p> <p>The centrally-organised events included our ever-popular alpacas on the Radcliffe Camera lawn in May, attracting 600 students and members of staff, the well-established DPhil welcome night, featuring smoothie bikes, a showcase of the wide variety of library support, and new this year - a stand from the Oxfordshire Public Libraries to encourage reading (or listening) for pleasure. We continued the events over the summer to support our postgraduate communities, run in conjunction with GLAM colleagues at the Botanic Gardens. This September we</p>

trialled a 'Come Collect!' event where students could meet up to discuss the joys of collecting with special collections curators and other students.

Many of the Bodleian Libraries' site libraries developed their 'wellbeing area' to passively support wellbeing throughout the year. They all have a unique 'flavour', but most include jigsaws / colouring / puzzles to help students take a break, book displays, and posters or leaflets directing students to sources of support within the University.

The newly refurbished Radcliffe Science Library boasts a wellbeing space with informal seating, relaxed lighting, collections of books (to support wellbeing practice, reflect different members of the community and provide leisure reading) and games to aid in relaxation. The space hosts weekly events ('Lego Lunches', 'quiet time', etc.) as well as programmes of activities (including craft events and PAT Dog sessions).

Linked to wellbeing is a sense of belonging. The Bodleian Libraries carries out many activities to foster a sense of belonging, from tours to make students feel at home in our spaces (e.g. RSL Subject Librarians delivering tours of the Old Bodleian site to DPhils and PostDocs in MPLS and MSD throughout the year), to book displays on groups with protected characteristics, to working with the students to print banners for Pride. Our flagship project in this regard has been 'We Are Our History: Towards racial equity', a Mellon Foundation-funded project to assess and develop collections, services and infrastructures through the lens of race and Empire. This project completed in 2024 and its success was crowned by winning the Vice Chancellor's Award for Commitment to Equality, Diversity and Inclusion. The Bodleian is currently developing plans to move activities in this area (and in support of other communities) forward through an Inclusion Committee and allied working groups.

## Research Support

The Bodleian Libraries supports the University's research priorities as part of the University's infrastructure, providing top quality spaces, collections and skills support, as well as specific services to support Oxford researchers along the research lifecycle.

We support the University's ambition 'to change the world for the better' by helping to 'maximise the cultural, social and economic benefit derived from our research regionally, nationally and across the world' via ORA (which provides a shop window to Oxford's research outputs) and re-use of Oxford's research data. ORA, together with changes in open scholarship more broadly, remains a key priority for the Bodleian and ORA enables the University to comply with the requirements of the REF.

The Bodleian Libraries also plays a national and international role in providing access to its unique collections, with 384,893 site visits to Digital Bodleian and a further 296,732 site visits to our other digitised collection platforms.

## 10. Oxford Research Archive (ORA)

### Description

ORA is the institutional repository for the University of Oxford. ORA was established in 2007 as a permanent and secure online archive of research materials produced by members of the University and is managed by the Bodleian Libraries. We aim to provide access to the full text of as much of Oxford's academic research as possible, including articles, conference papers, theses, research data, working papers and posters.

Making materials Open Access removes barriers that restrict access to research, allowing for free dissemination of full text content, available to anyone with Internet access. ORA promotes and encourages the sharing of the scholarly output produced by the members of the University that have been published under Open Access conditions, whilst additionally supporting University compliance with research funder policies and assessment. It is a core service of the Libraries and is prioritised due to its central importance to the REF and funder compliance.

See: <https://ora.ox.ac.uk/>

### Strategic Context

Supports the University's Strategic Mission, Research Strategy and Commitment 3, IT Strategic Plan, priority 26 and Data priorities.

Bodleian Libraries Strategy 2.4.

Some of the content of ORA's specialist portals support specific University strategies (for example, around sustainability).

### Extent, usage and feedback

During AY23/24, members of the University deposited 15,756 fulltext files, 171 datasets and 1,522 theses into ORA.

There were 1.2 million visits to ORA in AY23/24, which translated into 2.9 million downloads of ORA items. 66% were journal articles, books, book chapters, reports, conference papers and working papers; over 950,000 were Oxford theses (1.5 times the previous year) and 32,235 were datasets.

Interaction with ORA is from across the globe but the majority of downloads are made by the UK and US, followed by India, China, Germany and Australia.

### Headlines and Priorities

ORA continues to support the University's Open Access (OA) Publications Policy and updates to this, including the recent changes to University Statutes with regards to Rights Retention (from Pilot to 'opt-out') which is now included and relies on self-archiving via ORA.

The ORA Climate Research Collection (<https://ora.ox.ac.uk/collections/climate>) concluded as a finalist in the UK & Ireland Green Gown Awards (in association with UKRI) – (see <https://www.greengownawards.org/university-of-oxford1>). Feedback from the process included comments from the judges that the Collection was an example of a 'good idea to make research publications more readily available', and that 'this project is exactly what needs to happen to ensure research is translated into policy and practice rather than 'sit on a shelf'. More can be read at: <https://ora.ox.ac.uk/objects/uuid:21ec1e18-435d-45a2-bf0d-962fba5fac9b>.

ORA launched the ORA-AI collection (<https://ora.ox.ac.uk/collections/ai>) in conjunction with Subject Specialists in MSD/MPLS. This was launched within an event aimed at Early Career Researchers and gave opportunity for students and ECRs to speak about their research and the impact/importance of OA on their work and sharing the results.

Regarding the subject portals, total downloads of content included in the Collections since their individual launches are:

- COVID – 78,614 since Sept 2021;
- Climate – 326,062 since October 2022;
- AI – 108,413 since October 2023.

ORA Collections were also showcased by the team at the 19<sup>th</sup> International Conference on Open Repositories (<https://or2024.openrepositories.org/>) (<https://ora.ox.ac.uk/objects/uuid:e3f97c99-fb6b-40bd-ba64-fdc16c15b021>)

ORA has had a major project of focus – 'UKRI Policy Changes Project' – that is set to conclude September 2024. Specific deliverables of note include:

- moving to depositing research data via Elements;

- applying DOIs to other item types beyond research data in ORA via Elements;
- creation of an independent Digital Preservation storage layer, following Oxford Common File Layout (OCFL) specification, supporting ORA's disaster recovery mechanisms, maintenance and health monitoring of content, and exit strategy from software dependencies;
- significant improvements to accessibility standards on the public interface;
- the creation of an OA Payments database, including responsiveness to the requirement for a long-form publication charge form (<https://oapayments.bodleian.ox.ac.uk/>) and a new streamlined application process for academics in accessing block grant funding to cover payments for publishing OA, such as application processing charges (APCs);
- and various other technical enhancements.

ORA is immediately into the next project supporting further automation to depositing research into ORA to alleviate the perceived administrative burden on researchers and staff.

## 11. University of Oxford DOI (Digital Object Identifier) service

<p><b>Description</b></p> <p>The University of Oxford DOI Service serves to support the assignment of digital object identifiers (DOIs) to research content held in a repository owned, managed and maintained by a unit of the University, such as an academic department or similar. The affiliation to the University must be clear in the research content the DOI is being applied to and documented on the site hosting the content.</p> <p>This service complements the existing DOI assignment process currently available via deposit to ORA, but also allows for self-management of DOI registration to hosted research, such as a journal or working paper series managed by a unit of the University as detailed within the University of Oxford policy for assigning DataCite DOIs and appendices (<a href="https://scholarshippolicy.web.ox.ac.uk/sitefiles/doi-policy-revised-1.1.pdf">https://scholarshippolicy.web.ox.ac.uk/sitefiles/doi-policy-revised-1.1.pdf</a>).</p>
<p><b>Strategic Context</b></p> <p>Supports the University's Strategic Mission, Research Strategy and Commitment 3</p> <p>Bodleian Libraries Strategy 2.4.</p> <p>The creation of the DOI Service was in direct response to the Research Data Management (RDM) review reported back to the University at the end of 2020 and again within the Bodleian Libraries Research Data Repository Review Report, approved by Research Information Management and Technology Subcommittee (RIMTS), in 2023.</p>
<p><b>Extent, usage and feedback</b></p> <p>As at 31 July 2024, there are 6 repositories using the service (including ORA), three of which joined during this year.</p> <p>During 2023 we minted 3,187 DOIs, and have registered a total of 22,300 DOIs as of 31 July 2024.</p>
<p><b>Headlines and Priorities</b></p> <p>The service was approved as a pilot in June 2023, working with the Reuters Institute for the Study of Journalism as the pilot user. Other users now include:</p> <ul style="list-style-type: none"> <li>• Emptiness Project (<a href="https://emptiness.eu/field-reports/">https://emptiness.eu/field-reports/</a>);</li> <li>• FAIRsharing.org (<a href="https://fairsharing.org/">https://fairsharing.org/</a>);</li> <li>• MRC Brain Dynamics Unit (<a href="https://www.mrcbndu.ox.ac.uk/">https://www.mrcbndu.ox.ac.uk/</a>);</li> <li>• World Happiness Report (<a href="https://wellbeing.hmc.ox.ac.uk/">https://wellbeing.hmc.ox.ac.uk/</a>).</li> </ul>

The pilot has now concluded, and the service has been 'soft-launched' as communication and website documentation is finalised, at which point the service will be promoted further.

The service will also tie-in with the recently approved project to develop a Short-form Hosting at Oxford (SHOx) service.

## 12. Sustainable Digital Scholarship (SDS) service

### Description

The Sustainable Digital Scholarship (SDS) service exists to sustain Oxford's world class research by ensuring that research outputs remain findable, accessible, interoperable and reusable whilst it is still 'warm data' - research data that needs to be accessible at a record level and added to or updated.

The SDS platform offered by the service is an online Open Access research repository where researchers can: deposit their 'warm' research data, ranging from text to images to audio-visual media to code or .XML files (for example, TEI files); tag them with custom keywords and metadata; organise them into datasets or collections; share them with collaborators, researchers, and the general public; and search across their datasets by keywords and metadata fields. After a while this data (once 'cold') will migrate to ORA.

As well as providing a hosting service, SDS offers collaborative support to researchers in a wide range of academic disciplines on digital scholarship. The service provides accessible, integrated and expert support on open scholarship, Research Data Management (RDM) and copyright. The team is dedicated to embedding the University's recommendations on RDM into all stages of the research lifecycle.

See: <https://www.sds.ox.ac.uk/>

### Strategic Context

Supports the University's Strategic Plan, Research Strategy (Commitment 3), Engagement and Partnership (Commitment 4), Information Technology Strategy and Management of Data Supporting Research Outputs Policy.

Bodleian Libraries Strategy 2.4.

### Extent, usage and feedback

SDS has continued to grow this year. There are 664 registered users of the service, 40 projects now live/migrated onto the platform, and 186 projects consulted in total.

During AY23/24, SDS has completed 15 bulk project migrations, and has provided support and consultation to 57 projects. There were 11,668 item deposits during this period, and 2,879,221 visits to the platform, translating into 677,765 downloads.

### Headlines and Priorities

The SDS service has completed integration into the Bodleian and operates as a shared service between Humanities and GLAM. It is the first shared service of its kind.

SDS supports the Bodleian Strategy with a focus on key areas – providing accessible integrated and expert support for Open Scholarship, Research Data Management and copyright. SDS is developing tailored support for subject librarians. In 2024, the service hosted its first MSc Practicum placement and UNIQ+ placement, with excellent feedback from both.

Since the move to the Bodleian, a [self-help library](#) has been launched (hosted on the SDS platform) with instructional videos to help researchers manage their data. A helpdesk service is also available. SDS works closely with research data management services across the University to signpost researchers to the best data management solution for their research outputs. The SDS service is also working with the Bodleian to support at



risk 'legacy projects' identifying those suitable for hosting on the SDS platform to ensure the digital sustainability of research assets.

Working closely with the ORA team, a pipeline for archiving data from SDS to ORA has been established and a placeholder system implemented for all projects currently on the SDS platform.

A project highlight this year is [Their Finest Hour](#), a Crowdsourcing project, to preserve memories and material relating to World War II, providing a lasting record of the experience of ordinary individuals and day-to-day life during this period of history. The majority of material has been previously unseen. Launched publicly on the 80<sup>th</sup> Anniversary of D-Day (6 June 2024); press coverage included news stories on BBC Radio 4, Radio 5 and Sky, plus features in the *Jewish Chronicle* and *Who Do You Think You Are?* magazine. To date there has been 77,910 views and 65,034 downloads, engaging both researchers and the public.

### 13. Access to unique and distinctive (Special) Collections

#### Description

The Bodleian Libraries holds over a million items in its world-renowned special collections (covering manuscripts and archives, rare books, printed ephemera, maps, music, photos and digitised collections) which can be consulted by academics, students of all levels and independent researchers. Most items must be accessed in the Weston Library but there are also small Special Collections in the Art, Archaeology & Ancient World Library, Social Science, Vere Harmsworth and English Faculty Libraries.

More details at: <https://www.bodleian.ox.ac.uk/collections-and-resources/special-collections>

Apart from rare books and maps, Special Collection items are not included on SOLO. The Bodleian Archives and Manuscripts online catalogue enables identification and ordering of archives and post-1500 manuscripts (including music), supplemented by specialist catalogues for Medieval Manuscripts, Islamic world manuscripts, Hebrew manuscripts, Genizah Fragments, Shan Buddhist collections, Tibetan collections, Armenian manuscripts and Georgian manuscripts:

<https://www.bodleian.ox.ac.uk/collections-and-resources/special-collections/finding-aids-and-catalogues>

Many of the catalogues of our Special Collections are not yet available online, and around 40% of our Special Collections material is not catalogued at item level – so those wishing to discover our collections rely heavily on specialist curatorial and archival staff for assistance.

#### Strategic Context

Supports the University's Strategic Mission, Education Strategy and Commitment 2, Research Strategy and Commitment 2

Bodleian Libraries Strategy 1.1.

#### Extent, usage and feedback

During AY23/24, 384 linear meters of archives and manuscripts were added to our collection. We catalogued 177 linear meters of archives and manuscript materials for the first time and a further 140 linear meters of items catalogued offline were made available online.

There were 154,165 sessions on Bodleian Archives and Manuscripts during AY23/24, a 21% increase on the previous year, and an 80% increase from its launch in AY20/21.

During AY23/24 there were 10,548 Special Collections items transferred from the CSF to the Weston reading rooms for consultation. There were also 9,627 requests for items from the Weston stores to the reading rooms via SOLO, and 31,513 items were requested from the Weston stores to the reading rooms via the online Bodleian

Archives and Manuscripts Ordering system. In total, there were 56,418 Special Collection item consultations in the Weston Library.

The Special Collections team answered 7,056 in-depth research enquiries about collection items and received much effusive feedback.

#### **Headlines and Priorities**

The requests from the Weston stores to the reading rooms via the online Bodleian Archives and Manuscripts Ordering system can be broken down by user: academics (16,503), PGs (8,840), UGs (888), independent researchers (4,197), College staff (442), and University staff (643). These figures mark a significant increase in undergraduate access to collections – up 32% on the previous year.

### 14. Manuscripts and Archives at Oxford University (MARCO)

#### **Description**

The Bodleian Libraries launched a major new discovery service at the end of October 2023 called Manuscripts and Archives at Oxford University, or MARCO for short. MARCO is a discovery platform that allows users to search for special collections materials across the Bodleian's holdings. MARCO brings together descriptions of special collections from eleven online catalogues for the first time, allowing readers and researchers to search across all online descriptions in one place. Previously, finding special collections materials required navigating multiple catalogues. MARCO simplifies this process by gathering descriptions from all these resources into one comprehensive platform.

See: <https://marco.ox.ac.uk>

#### **Strategic Context**

Supports the University's Strategic Mission, Education Strategy and Commitment 2, Research Strategy and Commitment 2.

Bodleian Libraries Strategy 2.1.

#### **Extent, usage and feedback**

MARCO allows users to discover information from 234,279 catalogue records, taken from eleven online catalogues. Since launch in October 2023, the site was visited 30,000 times by 23,000 users. The majority of users - around 62% - came directly to MARCO, whereas approximately 32% came to collections through a search engine.

60% of MARCO users are from outside the UK, with the top 10 countries consisting of the UK, Germany, United States, Italy, France, Canada, India, China, Australia and Spain.

#### **Headlines and Priorities**

MARCO is a new service and AY24/25 represents the first opportunity to embed it within a full academic cycle. Initial effort will therefore focus on promoting the resource to new users at the start of the academic year.

A further priority will be to identify opportunities to increase the coverage of and content included in MARCO, to ensure that the service continues to grow and to enable discovery of Oxford's outstanding holdings.

### 15. Digital Bodleian

#### **Description**

Digital Bodleian brings together digitized content from the Bodleian Libraries' extraordinary and rich special collections into a single portal, designed to enable access to that content for the widest possible audience. The

site facilitates searching, filtering and browsing of collection items (such as manuscripts, rare books, maps and archival items) and enables the viewing and download of high-resolution images, accompanied by item-level metadata, for the purposes of non-commercial research and teaching.

As well as delivering digitized content held by the Bodleian Libraries, Digital Bodleian also delivers content for some Oxford colleges as well as selected Digital Humanities projects.

For more details see: <https://digital.bodleian.ox.ac.uk>

### **Strategic Context**

Supports the University's Strategic Mission, Education Strategy and Commitment 2, Research Strategy and Commitment 2, Digital Education Strategy Goal 1.

Bodleian Libraries Strategy 2.1, 2.2.

### **Extent, usage and feedback**

Digital Bodleian first launched in 2015 with around 150,000 images. As of 31 July 2024, there were 1,342,575 images of 20,716 objects in Digital Bodleian.

The site received 384,893 visits in AY23/24, a 6% increase on the previous year.

80% of users of Digital Bodleian come from outside the UK, demonstrating our global reach. For AY23/24 the top ten countries (in order) where Digital Bodleian was visited were: UK, USA, China, Italy, Germany, France, Canada, Spain, Australia, Japan.

The Digital Bodleian service for colleges continues to grow steadily. There are now 16 members of the service, with a couple more potentially in the pipeline.

### **Headlines and Priorities**

Upcoming priorities for Digital Bodleian will continue to focus on making sure that the platform is ready and able to deliver the increasing amount of content that will result from the Bodleian's ambitious digitization goals (see Bodleian Strategy 2.1 and 2.2).

Service improvements planned for the next year include the delivery of selected textual transcriptions alongside images, together with associated functionality, as well as continued improvements in the surfacing of 2.5D and 3D content.

## 16. Special Collections mediated scanning

### **Description**

'Special Collections mediated scanning' is the Scan & Deliver service for Special Collection items. The service aims to provide a PDF with simple metadata within two weeks for material that is eligible for scanning (some items are unavailable for legal, conservation or other reasons). The service is free of charge for personal research purposes for University members, Bodleian Reader Card holders and researchers not affiliated with the University or Bodleian Libraries.

See: <https://www.bodleian.ox.ac.uk/services/remote-access/special-collections-copying>

### **Strategic Context**

Supports the University's Strategic Mission, Education Strategy and Commitment 2, Research Strategy and Commitment 2 and 3.

Bodleian Libraries Strategy 1.1, 2.2.

**Extent, usage and feedback**

During AY2023/24, we received 1,523 requests for scans of Special Collection items, a reduction of 13% on the previous year (reflecting the continued return to use of physical services). We fulfilled 1,492 (98%) via 1,468 new scans (comprising 51,927 pages) and re-using 24 previous scans.

Feedback was overwhelmingly positive and included comments about the speed of the service and the quality of the copies supplied.

**Headlines and Priorities**

The service has a global customer base. In AY23/24 we supplied scans to USA, Spain, France, Germany, Netherlands, Italy, Greece, Russia, Turkey, Egypt, India, Japan and more.

## 17. Specialist research support services

**Description**

In addition to support from subject librarians and curators (available through 1-to-1 virtual and physical consultations), the Bodleian Libraries provides other specialist services to support researchers:

**Services in support of Open Access**

The Bodleian Libraries manages APCs and related payments for Read and Publish deals on behalf of the University. Support available from: [openaccess@bodleian.ox.ac.uk](mailto:openaccess@bodleian.ox.ac.uk)

**In-depth literature searches/publications**

Librarians in the Bodleian Health Care Libraries undertake in-depth literature searches for Systematic Reviews and in support of clinical care. Information available from: <https://libguides.bodleian.ox.ac.uk/systematic-reviews/help>

**Copyright advice**

Copyright advice is available from the Bodleian in order to support members of the University in copying, digitising and reusing scholarly resources. As well as staff contacts, support is also offered via: <https://www.bodleian.ox.ac.uk/ask/how-to-guides/copyright>

**Specialist data sources**

The Bodleian Libraries provides access to primary data sources – research information that is collected and used to inform analysis. Many of these sources are accessible via SOLO using SSO. However, some data collections cannot be made available online due to licensing restrictions or the confidential nature of the content. The Bodleian Libraries' Data Librarian facilitates the granting of a licence to individual researchers to use these collections. The Social Science Library houses the University of Oxford SafePod - a standardised safe setting for data that requires secure access for research purposes. A SafePod provides the physical security and controls for a researcher to access data from participating data centres and archives, including: Office for National Statistics; UK Data Service; SAIL Databank; and Administrative Data Research UK.

**3D printing**

The Bodleian Libraries provides a low-cost 3D printing service, available to any member of the University. This enables those who would not otherwise have access to 3D printing facilities in their departments to use it in their research. The service is complemented by 3D scanning facilities. Jobs are submitted via email and produced on behalf of requestors. Items that have been printed include GPS collars for deployment on dogs in Ethiopia; a model of the Adeno Associated Virus vector containing DNA; a Peruvian flute; and a replica mid-Century art school 'Antique Room'.

## **Strategic Context**

Supports the University's Strategic Mission, Education Strategy and Commitment 2, Research Strategy and Commitment 2.

Bodleian Libraries Strategy 1.2, 1.4, 2.4.

## **Extent, usage and feedback**

### **Services in support of Open Access**

Between August 2023 and July 2024, the Bodleian paid 453 individual APCs for researchers, 10% reduction on the previous year. These payments came from the four funder block grants. In the same period, 3,075 articles were covered by Read & Publish deals – a 14% increase on the previous year. These include funded and unfunded research articles. There were 1,818 enquiries about Open Access payments, and 259 about other aspects of Open Access.

### **Research collaborations**

During AY23/24, the health care outreach librarians team completed 893 in depth literature searches/other in-depth enquiries to support MSD research activity and NHS activity, including systematic reviews. They also worked with academic staff on publications again this year: 46 PubMed indexed journal articles were co-authored by BHCL staff with MSD researchers, plus 49 co-author credits for protocols from PROSPERO and 4 from the Open Science Framework.

### **Copyright advice**

There were 297 copyright/licensing enquiries received in AY23/24, slightly down from the previous year. They mainly comprised questions about scanning extent limits, and digital licensing terms and conditions – particularly for material on Digital Bodleian.

### **Specialist data sources**

Despite many researchers having the option of using departmental secure rooms or safe settings to access specialist datasets, use of the Libraries' service is still high, with 124 Safepod bookings during the year.

### **3D printing**

During AY23/24 there were 135 requests for 3D printing, of which we were able to satisfy 110, which took a total of 631 hours to produce.

## **Headlines and Priorities**

These services support sometimes quite specific needs, so we do not expect high usage figures, but where they are used they are highly valued. This year we will draw attention to the following:

### **Services in support of Open Access**

The Bodleian Libraries is leading on a project to refresh Act on Acceptance messages regarding Open Access. The focus will be on giving researchers simplified and actionable information which focusses on clear benefits, including compliance with REF and funder policy.

In MT24, we are launching a three pilot shortform hosting service for Oxford student and staff-run journals. This will provide a website, editing and peer review process, backfile migration and digital preservation via ORA.

### **Research Data Management (RDM) support**

From MT23 several Bodleian teams have been collaborating to refine and enhance our RDM services to researchers. Various work packages are underway, including technical improvements to ORA, alignment with the Sustainable Digital Scholarship Service, and development of training and guidance. We have introduced a new 'Competency Framework for Librarians on Research Data Management' (data security, good research practice, data preservation, etc.), with nominated Bodleian Data Leads, supported by library staff training, to improve our services.

We are currently recruiting for a key strategic role, Head of Research Data Management Provision, and it is hoped that they will start in early 2025.

### Research collaborations

Yet again, a key area of support for research is focused on collaborations with researchers. The examples below come from work with colleagues in MSD:

- BHCL Outreach Librarians spent 1,316 hours on in-depth searches/other in-depth enquiries as part of MSD research activity and 865 hours in support of NHS activity. Examples include work on a project [Integrated Palliative Care in Oncology \(IPCO\)](#) (<https://ipcoresearch.co.uk>) - a realist review led by Queen's University Belfast, collaborating with the University of Oxford and PPI representatives; and work on two WHO systematic reviews on expressed breast milk, creating the search strategies and running the searches on the databases. The latter was to a very tight deadline working with an international group with colleagues from Poland, Italy, Germany, Ireland and Oxford.
- In addition to author credits for journal articles and Systematic Review protocols, this year saw 43 journal article acknowledgements for BHCL staff contributions.
- *Explore the human body with Virtual Reality (VR) in 20 minutes!* A session run in collaboration with DPAG (Department of Physiology, Anatomy and Genetics). The event was fully booked with a waiting lists. Nineteen staff and students across GLAM and the four divisions experienced Virtual Reality while learning about human anatomy in the RSL Wellbeing Room.

### Copyright advice

In AY23/24, the Bodleian led a University-wide consultation on moving to an opt-out, institution-wide rights retention policy, subject to the necessary changes to the University's IP Statute, Statute XVI: Property, Contracts and Trusts. After extensive consultation, the proposals to change Statute XVI were approved with no objections at the Congregation meeting on 11 June 2024. Implementation of the policy will begin on 14 October (Week 1, MT24), at which point qualifying articles will be made available in ORA under a CC BY licence at the point of publication (unless we receive an opt out request from the author).

### Specialist data sources

The Bodleian staff are part of a wider network of SafePod Coordinators in the UK. Their work is recognised in the SafePod Coordinators Awards (see <https://www.safepodnetwork.ac.uk/safepod-coordinator-awards/>). This year Bodleian staff came top in the Gold and Silver categories.

### Text Data Mining

Next year we will be able to report on the TDM pilot with library subscription databases in the Social Sciences and Humanities.

## 18. Support for Public and Community Engagement with Research

### Description

The Bodleian Libraries provides spaces and the expertise of specialist Public Engagement staff to support members of the University in their Public and Community Engagement with Research (PCER) activities. These public-facing activities range from research and collection-focussed exhibitions and displays, to events, hand-on activities, projects, talks and workshops. In terms of audience, the Libraries prioritises connecting primary and secondary schools, families, adults and selected community groups with research undertaken at the University of Oxford.

Public-facing websites promoting this work to external audiences include:

<https://visit.bodleian.ox.ac.uk/events-exhibitions>

See also: <https://visit.bodleian.ox.ac.uk/learning/special-projects>

<p><b>Strategic Context</b></p> <p>Supports the University's Strategic Mission, Research Strategy and Commitment 3, Engagement and Partnership Strategy, Commitment 2.</p> <p>Bodleian Libraries Strategy 1.5. Activities also support wellbeing (1.3), ED&amp;I (3.2), sustainability (3.3), etc.</p>
<p><b>Extent, usage and feedback</b></p> <p>During AY23/24, nine academics in the University of Oxford Divisions were supported in undertaking PCER activity. These researchers were from the faculties/departments of English, Modern Languages, and Biology. A further six members of the GLAM Division were likewise supported to produce engagement outcomes for audiences.</p> <p>Feedback from academics supported with their PCER endeavours is overwhelmingly positive. Comments cover the process of developing an exhibition, the ideas and suggestions provided by our PCER experts, how the team support academic colleagues in the development of their thinking about what an exhibition or intervention could look like, and how the team help to produce impressive and impactful outcomes.</p> <p>Two main exhibitions projects <i>Kafka: Making of an Icon</i>, and <i>Write, Cut, Rewrite</i> were also significant impact outputs for AHRC-funded projects in the Humanities Division. Both these exhibitions received glowing reviews in national and international media.</p>
<p><b>Headlines and Priorities</b></p> <p>We improve outcomes for researchers and audiences by building capacity within the University for PCER through providing opportunities as well as expertise and training in PE for academics. This ensures that not only are audiences better served but the quality of PCER is improved and the researcher's knowledge and skills in this field are increased. Through PCER we will have a positive impact on the researchers who work with the Bodleian Libraries.</p> <p>We also have a role in ensuring that research conducted is financially sustainable regarding public engagement and collaborate with researchers on funding applications.</p> <p>Upcoming Public Engagement projects for AY24/25 will continue the trend for multi-disciplinary projects such as an exhibition on John le Carré with the Department of Sociology working alongside researchers in the Humanities, and developing future projects with the Department of Politics and SOGE.</p>

## 19. Inter-library loans

<p><b>Description</b></p> <p>To supplement the collections held within Collegiate University libraries, our Inter-Library Loans service aims to obtain loans of items or scans/photocopies from other libraries in the UK and worldwide. This service is available to all University members and NHS staff, and requests are provided free of charge. We also loan Oxford University materials to other libraries.</p> <p>See: <a href="https://www.bodleian.ox.ac.uk/services/borrow/inter-library-loans">https://www.bodleian.ox.ac.uk/services/borrow/inter-library-loans</a></p>
<p><b>Strategic Context</b></p> <p>Supports the University's Strategic Mission, Education Strategy and Commitment 2, Research Strategy and Commitment 2</p> <p>Bodleian Libraries Strategy 1.1, 2.4.</p>

### **Extent, usage and feedback**

There were 6,435 requests from our readers to obtain content from other libraries during AY23/24, of which we satisfied 4,325 (67%). This is a 54% increase in the number of requests on the previous year.

We also supplied 3,669 items to other libraries: 96% as scans with 134 books being loaned to other libraries.

The team has continued to receive very positive feedback from readers over the past year, regarding both the speed and efficiency in processing requests (which has been helped by the implementation of RapidILL in February 2024), and being able to source items for more complex requests.

### **Headlines and Priorities**

Demand for ILLs continues to increase, possibly in part due to the request form being more easily accessible to readers following the implementation of Alma in August 2023. The service remains free to members of the University and NHS staff with a limit of five active requests per reader (introduced in August 2023).

RapidILL (which helps to streamline and automate inter-library loan workflows) was implemented in February 2024. This has resulted in quicker processing times for some borrowing requests for article and chapter scans, improving the efficiency of the service provided to Oxford University readers.

The Central Bodleian ILL team also resumed their lending service to other libraries during AY23/24, supplying scans and loans. A large proportion of scans are now supplied through RapidILL, while the remaining scans and loans are supplied following email requests from individual libraries.

In AY24/25, priorities include maintaining the Central Bodleian team's lending service and continuing to ensure an efficient borrowing service for Oxford University readers. In the longer term, consideration will be given to implementing the Rapido system for more efficient processing of physical loan requests.

## Enquiries, Training and Guidance

The Bodleian Libraries provides enquiry support (face-to-face and live online) and training, both through the iSkills programme and training embedded in the curriculum. Information is also provided through our websites and social media platforms.

### 20. Enquiries, LiveChat, tutorials, and subject & research guides

#### **Description**

The Bodleian Libraries provides advice, assistance and help at point of need, through a variety of methods. The Live Chat instant messaging services provides expert help from staff across the Bodleian Libraries. Live Chat is available Monday to Friday 9 am – 7 pm in term, and Monday to Friday 9 am – 5 pm in vacation. The Live Chat team fields enquiries on any aspect of library services or collections, including: help finding items, passwords, loans and accessing digital collections. LiveChat is available from the Bodleian homepage and also on top-level [LibGuides](#) pages, e.g. the home page, Databases A-Z.

Readers can also ask for specialist support from librarians and curators via email and phone/live Teams support, as well as 1-to-1 tutorials. Topics covered include literature search strategies, using special collections, accessing data sources, and digital research techniques, as well as dissemination and the curation of research outputs.

Some readers prefer to use the various 'How to' guides, subject guides and research guides available via the website.



<p>Enquiry Service: <a href="https://www.bodleian.ox.ac.uk/ask">https://www.bodleian.ox.ac.uk/ask</a></p> <p>LiveChat: at the foot of every webpage (<a href="https://www.bodleian.ox.ac.uk/">https://www.bodleian.ox.ac.uk/</a>) and on SOLO (<a href="https://solo.bodleian.ox.ac.uk">https://solo.bodleian.ox.ac.uk</a>)</p> <p>Subject Librarians: <a href="https://www.bodleian.ox.ac.uk/ask/subject-librarians">https://www.bodleian.ox.ac.uk/ask/subject-librarians</a></p> <p>Specialist Data support: <a href="https://www.bodleian.ox.ac.uk/collections-and-resources/data/training-and-support/help">https://www.bodleian.ox.ac.uk/collections-and-resources/data/training-and-support/help</a></p> <p>'How to' guides: <a href="https://www.bodleian.ox.ac.uk/ask/how-to-guides">https://www.bodleian.ox.ac.uk/ask/how-to-guides</a></p> <p>Subject and research guides ('LibGuides'): <a href="https://libguides.bodleian.ox.ac.uk/oxford">https://libguides.bodleian.ox.ac.uk/oxford</a></p>
<p><b>Strategic Context</b></p> <p>Supports the University's Strategic Mission, Education Strategy and Commitment 2, Research Strategy and Commitment 2</p> <p>Bodleian Libraries Strategy 1.1, 1.4.</p>
<p><b>Extent, usage and feedback</b></p> <p>The pattern of online enquiries saw a shift this year, with half the number of enquiry threads to the <a href="mailto:reader.services@bodleian.ox.ac.uk">reader.services@bodleian.ox.ac.uk</a> mailbox (4,155) but a 12% increase in the number of LiveChat conversations (5,201).</p> <p>Feedback indicates that users value that our chat service is not provided by an AI bot but a real person.</p> <p>830 people received one-to-one tutorials from Libraries staff during the AY23/24, either in person (39%) or via Teams (61%).</p> <p>There were 552,595 sessions using the 'Libguides' subject and research guides during AY23/24, a 34% decrease on last year.</p>
<p><b>Headlines and Priorities</b></p> <p>Social Sciences and Humanities UNIQ+ Research Interns were provided with a comprehensive introduction to the library services they would need on their seven-week programme as well as tours of the Bodleian Old Library, Radcliffe Camera, Social Science Library and Law Library.</p>

## 21. Information skills teaching and other training programmes

<p><b>Description</b></p> <p>The Bodleian Libraries runs skills workshops and other training sessions to help students and staff develop skills in information discovery and scholarly communications, including developing search strategies, referencing and reference management software, measuring research impact, copyright, Open Access and Research Data Management.</p> <p>The core offer is the iSkills programme, which may be generic (e.g. Referencing), with a particular subject-focus (e.g. Introduction to Endnote for Medical Sciences), or aimed at a specific community (e.g. Fundamentals and Logistics of Open Scholarship). These are complemented by workshops and training run for specific groups of students, embedded in the curriculum (e.g. Law LRMS), provided as a 'guest lecturer' spot in a lecture/seminar series, or stand-alone sessions where students are encouraged to attend by their lecturer/tutor.</p> <p>Course details can be found at: <a href="https://www.bodleian.ox.ac.uk/ask/workshops">https://www.bodleian.ox.ac.uk/ask/workshops</a></p>
<p><b>Strategic Context</b></p> <p>Supports the University's Strategic Mission, Education Strategy and Commitment 2, Research Strategy and Commitment 2</p>

## Bodleian Libraries Strategy 1.4.

### Extent, usage and feedback

In AY23/24, the Libraries ran a total of 1,105 training sessions with 23,928 attendees. Although this is a 12% reduction in the number of sessions compared to last year, it is only a 4% reduction in attendees, showing an increased efficiency in this provision. 54% of attendees were at virtual sessions – either live or asynchronous – down from 65% the previous year and 80% on AY21/22.

- 348 Induction sessions introduced 11,899 attendees to SOLO, and the services and facilities of the Bodleian Libraries.
- 757 Information Skills sessions provided 11,969 attendees (down 5%) with in-depth training and skills development in information discovery and scholarly communications.
- 169 sessions were part of the iSkills programme, delivering training to 2,406 attendees (a 39% increase).
- 55 sessions, attracting 589 attendees, were about Open Scholarship topics, including: Fundamentals of Open Access, Open Monographs, UKRI Open Access Policy Briefing; and Your Thesis, Copyright and ORA.

Many of our workshops provide in-depth support. Unsurprisingly, feedback can be quite in-depth too, with general praise (often on how the training ultimately saves time) and more specific responses that can feed into service developments.

### Headlines and Priorities

Work continues in our strategic endeavours (Bodleian Strategy 1.4) to review our information skills provision and the iSkills programme in particular. Like the rest of the University, much work is being undertaken to understand the implications of AI on skills delivery and the needs of our readers

With respect to induction, new last year was the dedicated Bodleian Libraries walking tour for the Astrophoria Foundation Year. 22 students were invited to the Astrophoria tour and all attended. There were eight Bodleian tour guides involved to cater for the different subjects, and six college library guides accompanying groups between the sites to ensure the students had all the support they needed.

New 'Tea Trolley' teaching sessions to NHS staff in the Intensive Care Units at the John Radcliffe and Churchill Hospitals were launched this year. These sessions are designed to be informative, adaptable and 'bite-sized', with tea, coffee and sweet treats in tow, and are brought directly to staff working on the wards that day. An overview of the Libraries' facilities and how the BHCL can support staff with their literature searches for courses and quality improvement projects is provided, as well as assistance with registering for a reader card, creating an OpenAthens account and signing-up for clinical care tools like BMJ Best Practice. (see report on <https://twitter.com/JodyEdeOx/status/1785945652918132851>).

In terms of staff skills, we established the Digital & Information Skills Community of Practice to boost library staff professional skills, improve support to students, and increase partnerships with academics. We now have 50+ members.

Priorities for AY24/25 include:

- this Michaelmas term's Welcome Webinar (scheduled into all incoming undergraduate and visiting students' freshers' timetables) has been extensively revised in response to user testing;
- in support of Bodleian Strategy 1.4, there will be evidence-based improvements to the iSkills programme (including AI tools for bibliographic research and greater focus on critical thinking), building up to a major relaunch for MT25;
- there will also be disciplinary-based pilots of an information literacy framework to be undertaken across academic divisions (based on JISC Digital Capabilities, supported by a self-reflection tool);
- in support of Strategy 1.2.2 ('Investigate and improve library support and communications for academic transition and progression, to help students and early career researchers make the most of library

services’) we are auditing what support we provide for different programmes (Astrophoria, UNIQ, UNIQ +), different courses and students at different points in their academic career as a basis of monitoring and further improving our offer.

## 22. Communications

<p><b>Description</b></p> <p>The Bodleian Libraries uses multiple channels to communicate with our readers, including working with central University and Student Union colleagues. The reader website is one of the main platforms used to provide information on the Bodleian Libraries’ services, collections, news and updates, with interactions via the social media accounts.</p> <p>Reader website: <a href="https://www.bodleian.ox.ac.uk">https://www.bodleian.ox.ac.uk</a>  Visit website (for visitors): <a href="https://visit.bodleian.ox.ac.uk">https://visit.bodleian.ox.ac.uk</a>  Reader website for NHS colleagues: <a href="https://nhs.bodleian.ox.ac.uk/">https://nhs.bodleian.ox.ac.uk/</a>  Reader Website (Research data): <a href="https://researchdata.ox.ac.uk/">https://researchdata.ox.ac.uk/</a>  Reader website (Open access): <a href="https://openaccess.ox.ac.uk/">https://openaccess.ox.ac.uk/</a>  Facebook: <a href="https://www.facebook.com/bodleianlibraries">https://www.facebook.com/bodleianlibraries</a>  X (Twitter) <a href="https://twitter.com/bodleianlibs">@bodleianlibs</a>  Instagram: <a href="https://www.instagram.com/bodleianlibraries">@bodleianlibraries</a>  TikTok: <a href="https://www.tiktok.com/@bodleianlibraries">@bodleianlibraries</a>  LinkedIn: <a href="https://www.linkedin.com/company/the-bodleian-libraries-university-of-oxford">https://www.linkedin.com/company/the-bodleian-libraries-university-of-oxford</a>  YouTube: <a href="https://www.youtube.com/user/bodleianlibraries">https://www.youtube.com/user/bodleianlibraries</a></p>
<p><b>Strategic Context</b></p> <p>Bodleian Libraries Strategy Guiding Principle 4.</p>
<p><b>Extent, usage and feedback</b></p> <p>During AY23/24 our reader websites saw 1,603,810 sessions – an increase of 16% on the previous academic year.</p> <p>The Visit website received 1,083,670 visits – an increase of 44% on the previous year.</p> <p>During this year we ran a short survey across the <a href="https://www.bodleian.ox.ac.uk">https://www.bodleian.ox.ac.uk</a> and <a href="https://visit.bodleian.ox.ac.uk">https://visit.bodleian.ox.ac.uk</a> websites to better understand our audiences. This has helped to highlight who is using what, what they are looking for and areas that are working well, as well as areas requiring improvement. Users are split: 35% students (combined undergraduate, PGTs and PGRs); 18% independent researchers; 12% academic staff. 68% of all users found the website easy or very easy to use; only 5% users found it difficult. Users are looking for a broad range of information across our websites.</p> <p>Our Facebook, Threads, X (Twitter), BlueSky, Instagram, TikTok, LinkedIn and YouTube accounts have a reach of around 226,319 followers/subscribers.</p> <p>In AY23/24, we posted on social media 2,090 times, receiving 600,000 engagements across our channels. Of our channels, we have the most followers on X (Twitter) (109,141). 23/24 saw a huge growth in engagements on TikTok (188,397).</p>
<p><b>Headlines and Priorities</b></p> <p><b>Reader website:</b></p> <p>There has been an overall increase in the number of users to the website but the pattern of usage has remained the same, mirroring the academic year – with more usage in term, and a particular high point in early October at</p>

the start of the academic year and in the start of January at the beginning of Hilary Term. 70% of users come from the UK – followed by the US, Germany, China and Italy.

Key new content this academic year has included:

- a [suite of new web pages for the newly re-opened Radcliffe Science Library](#);
- centralised information about [booking group reading rooms](#);
- series of films from the [We Are Our History project](#) with four visiting academics exploring our collections through the lens of Empire;
- a portal about our Scan & Deliver [service for Palestinian students and scholars](#) (in English and Arabic).

#### **Visit website:**

This site supports the Bodleian Libraries as a visitor attraction – for our tours and exhibitions and events programme and is updated regularly with content about the visitor experience such as our increased tours programme. We also have created content about our wider events programme. For example, to celebrate Philip Pullman being awarded with the Bodley Medal we also created and [published an exclusive film about his writing process and his connection to Oxford](#).

Alongside this we have increased our content about our collections more generally including:

- [a trial of showcasing our objects in detail with an exploration of the Selden Map](#)
- [a story about how Kafka's archive came to the Bodleian Libraries drawing on content from the exhibition \(to support the Kafka 2024 series of events\)](#)

#### **Next year**

Next year – across all websites – we will be focusing on the migration from Mosaic to Fresco as part of the Digital Transformation project. We put forward a Bodleian website to be part of the pilot to ensure we are actively engaged in the project. We have also been ensuring our content is high quality and ready to be moved by checking it is up to date and making sure it meets accessibility requirements.

#### **Social Media**

This year our focus has been on engaging our growing audiences – particularly students and readers, and building dialogue around our content.

Activities included: a number of posts building awareness and support for the Kafka24 campaign – ‘Oxford Reads Kafka’, curator Q&A interviews for the Season of Great Writers campaign (covering the *Chaucer Here and Now*, *Write Cut Rewrite* and Kafka exhibitions). We have also shared a number of messages about the student encampment and the Just Stop Oil protests, working closely with the Public Affairs Directorate. We have kept followers up to date with key issues that impact student and reader experience, such as developments regarding access to NPLD in the wake of the British Library cyberattack; the launch of the MARCO platform, promotion of the RSL and the Bodleian’s wellbeing offer (such as alpaca day - which was very popular across all channels); and the impact of donations, such as the new chairs in the Radcliffe Camera.

More recently, we have been sharing more on our employer brand and story, by creating content that allows followers to ‘get to know’ our teams, such as ‘librarians of TikTok’ and the opportunity to follow a ‘day in their life.’ Other activities include takeover days from colleagues, including colleagues from Tours and the *We Are Our History* project; collaborative posts from within the Bodleian Libraries and beyond with the Public Affairs Directorate; and more targeted student posts on TikTok.

Popular posts over this time period included: sharing [content on May morning](#); [a video about banned books at the Bodleian](#); a [series of short interviews with Marion Turner](#), curator of our Chaucer exhibition; [announcements on the re-opening of the Radcliffe Science Library](#); a [TikTok video](#) to engage students and readers at the end of the academic year.

In AY24/25 we will continue to better represent the breadth of the libraries' work, building anticipation around the opening of the Schwarzman Centre, our key strategic projects and interest in the forthcoming 10 years of the Weston Library celebrations.

## Services for Bodleian Reader Card holders

As part of its remit as a National Research Library, the Libraries welcome applications for a Bodleian Library Reader Card from academics and students at other universities, independent researchers, and charity or company-affiliated researchers. Oxford University Alumni and OUP staff are also able to apply for a card. Study-abroad/summer school programmes can also negotiate access to the Libraries.

Bodleian Reader Card holders have access to physical libraries, print resources, electronic resources via a library computer or on the Bodleian Libraries Wi-Fi, Special Collections, and document delivery services including Scan & Deliver, Special Collections mediated scanning and inter-library loans. Card holders can also access enquiry support (face-to-face and live online) and training.

### 23. Bodleian Admissions Office

<p><b>Description</b></p> <p>The Admissions Office processes applications for Bodleian Reader Cards, and provides the initial welcome for non-University members wishing to use the services and facilities of the Libraries.</p> <p>Alumni and OUP staff are eligible for a free Bodleian Reader Card. National Research Library funding supports access by staff and students of public institutions in the UK, so individuals are not charged for a Reader Card. All others are charged a modest fee. Anyone wishing only to access the Weston Library or use UN or EU material in the Bodleian Law Library is not charged for a card limited to this access.</p> <p>Full details available via: <a href="https://www.bodleian.ox.ac.uk/join-the-libraries">https://www.bodleian.ox.ac.uk/join-the-libraries</a></p>
<p><b>Strategic Context</b></p> <p>Supports the University's Strategic Mission, Research Strategy and Commitment 3</p> <p>Bodleian Libraries Strategy 1.1.</p>
<p><b>Extent, usage and feedback</b></p> <p>Between August 2023 to July 2024 we had 25,231 readers holding a valid Bodleian Reader Card, which is a 5% increase on the previous year.</p> <p>Of these card holders, 5,262 were from other UK Universities; 2,402 were from non-UK Universities; 4,986 were NHS and Oxford Brookes students with access to the Health Care Libraries; 7,588 were independent researchers; 1,007 were commercial users; 2,716 were summer school / study abroad groups; and 1,246 had Weston-Only cards.</p> <p>We continue to be praised daily in Admissions for our professionalism, efficiency, promptness, friendliness, openness and our willingness to go the extra mile to assist all enquirers, applicants, and readers, whether in person, via email or on the telephone.</p>
<p><b>Headlines and Priorities</b></p> <p>We provide free access to retirees over the age of 66 now (as opposed to 65 previously), as well as continuing to give free access to individuals who are receiving benefits and wish to conduct research at the Bodleian. We</p>

continue to provide free throughout-the-year access to undergraduate and taught postgraduate students from Ukraine. PhD students and academic staff members from Ukraine may also apply for free access (the same as all other applicants, who are refugees). Since last July, we have also assisted with providing Palestinian scholars access to our Scan & Deliver services.

## 24. Services for Bodleian Reader Card holders

### **Physical libraries**

Bodleian Reader Card holders can access 15 of our libraries during Oxford University term, and 24 libraries during University vacations.

Full details are available via: <https://www.bodleian.ox.ac.uk/join-the-libraries/reader-cardholders-guide-using-libraries#collapse2815511>

During AY23/24, there were 209,408 visits to the 12 libraries that record this data, a 12% increase on the previous year, and only 8% below pre-pandemic levels.

The most visited libraries were the Old Library/Radcliffe Camera (101,349 visits, same as AY18/19); Cairns Library at the JR Hospital (31,001 visits, 70% of AY18/19). Weston (24,796, 60% of AY18/19 visits) and Art Library (17,296, 57% of AY18/19).

### **Print resources**

Bodleian Reader Card holders are able to use all print resources from the open shelves in libraries and request them from the CSF. They are not allowed to borrow any items.

### **Electronic resources**

Bodleian Library Reader Card holders can access any of our electronic resources from library premises – either via a library computer or on their own device via the Bodleian Libraries Wi-Fi. They can also access electronic Legal Deposit materials via a library computer (though not this year).

University of Oxford alumni have further privileges and can access a number of electronic resources remotely, including JSTOR and ABI Inform. Full details available via: <https://www.alumni.ox.ac.uk/journals>

### **Special Collections**

Applicants for a Bodleian Reader Card must provide details of their research needs if they wish to consult special collections. During AY23/24, 30% (24,796) of visits to the Weston library were from this group.

During AY23/24, 80% (2,180) of the users of the Bodleian Archives & Manuscripts Requests system came from researchers not affiliated with the University of Oxford.

70% of research enquiries to Special Collections are from external readers.

### **Scan & Deliver**

Bodleian Library Reader Card holders can request scans from items held in the CSF. This augments their access to physical stock on the open shelves. This service is currently free.

<p><b>Special Collections mediated scanning</b></p> <p>Special Collections mediated scanning is available to all researchers, whether members of the University, Bodleian Library Reader Card holders, or those with no affiliation.</p> <p>During AY23/24, 85% of requests (1,281) came from non-members of the University - the same proportion as last year.</p>
<p><b>Remote enquiries &amp; LiveChat</b></p> <p>The Bodleian Libraries answers enquiries from everyone, whether a member of the University, Bodleian Library Reader Card holders, or those with no affiliation. The main sources of such support is the Main Enquiry Desk (located in the Lower Reading Room of the Old Library and providing face-to-face, phone and email support) and LiveChat. There were 4,155 enquiry threads to the <a href="mailto:reader.services@bodleian.ox.ac.uk">reader.services@bodleian.ox.ac.uk</a> mailbox during the AY23/24. During the same period there were 5,201 LiveChat conversations. It is not possible to quantify the split between University member and external enquiries, but the managers of these services estimate an even split.</p>
<p><b>Information Skills training</b></p> <p>1,363 Bodleian Library Reader Card holders attended training sessions and 1-to-1 sessions with specialist staff during AY23/24.</p>

Ant Brewerton  
Frankie Wilson

October 2024