

BODLEIAN LIBRARIES

2019/20 ANNUAL REPORT



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1. INTRODUCTION

The Bodleian Libraries of the University of Oxford forms the largest university library system in the UK, providing a world-class resource for scholarship. In 2019/20 the libraries were greatly affected by the global COVID-19 pandemic and, as such, this annual report will represent an abridged version of the standard annual report.

The work of the Libraries is defined by [its strategic plan](#), launched in 2017 and updated in 2018 to be in line with the University's new strategic plan ([Strategic plan 2018-24 | University of Oxford](#)). The Bodleian Libraries strategic plan was formulated to enable the Libraries to achieve three key aims during the period 2018–2022. These are:

1. To help ensure that the University of Oxford remains at the forefront of academic teaching and research worldwide;
2. To contribute leadership to the broader development of the world of information and libraries for society; and
3. To provide a sustainable operation of the Libraries.

The 2018–22 plan sets out six key strategic goals and the broad actions that the Bodleian Libraries will take to achieve these goals and can be viewed online at: <https://bit.ly/BodStrategy1822>.

There are 28 libraries across the Bodleian Libraries: • Bodleian Education Library • Bodleian Health Care Libraries – Cairns Library at John Radcliffe Hospital • Bodleian Health Care Libraries – Horton Hospital Library • Bodleian Health Care Libraries – Knowledge Centre at Old Road Campus • Bodleian Health Care Libraries – Girdlestone Memorial Library at Nuffield Orthopaedic Centre • Bodleian Japanese Library • Bodleian KB Chen China Centre Library • Bodleian Latin American Centre Library • Bodleian Law Library • Bodleian Library – Old Library • Bodleian Library – Radcliffe Camera • Bodleian Library – Weston Library • Bodleian Music Faculty Library • Nizami Ganjavi Library (previously known as the Bodleian Oriental Institute Library) • Bodleian Social Science Library • English Faculty Library • History of Medicine Library • Leopold Muller Memorial Library • Philosophy and Theology Faculties Library • Radcliffe Science Library (currently closed with staff and collections housed at the Vere Harmsworth Library) • Rewley House Continuing Education Library • Sackler Library • Sainsbury Library at the Saïd Business School • Sainsbury Library at Egrove Park • Sherardian Library of Plant Taxonomy • Taylor Institution Library • Tylor Library • Vere Harmsworth Library at the Rothermere American Institute.

2. LIBRARY AS PARTNER

The Bodleian is dedicated to working in partnership with researchers, academics and students to create and deliver content.

Over the year, the Libraries had to flex their provision as changes in the local, national and international health situation impacted upon the Bodleian service catalogue. The Bodleian Libraries pivoted its priorities to [keeping the University reading](#). Digital services continued and were expanded, loans were auto-renewed, fines were waived, and remote assistance was increased.

New services launched included:

Scan & Deliver

Launched on 18 March 2020, the Scan & Deliver service was a direct response to the pandemic crisis forcing the physical closure of the libraries. Although the Bodleian has been running a small scale Scan & Deliver service for offsite collections since 2012, the impending national lockdown of Spring 2020, forced the service to be reshaped to include mediated scanning, digital access to special collections and all items on shelves at the Oxford sites. The services were expanded at pace, and developed from scratch within 7 days of the government announcement.

Bodleian staff pooled efforts to both consistently resource the service and raise awareness of its existence among potential users. In doing so, they came up with fun and engaging ways to promote it, including a YouTube video, which featured various team members singing a catchy tune about the Scan & Deliver service. The approach was an overwhelming success, both in capturing people's interest (the song has more than 9k views on YouTube) and boosting staff morale and togetherness, at a time of intense isolation.

There are now more than 200 members of staff involved in resourcing the service and since launch it has received 10,053 requests including: 2,106 scans of items from library shelves (c. 63k pages scanned), 7,926 scans of items in the BSF (c. 237k pages) and 111 mediated scans of special collections (c.3k pages). The overwhelming positive response to the service reflects the increasing need for digitised collections and online access to library resources at the University. Only time will tell whether this need will continue as the impact of the pandemic wains and people return to the Bodleian in-person.

Mediated scanning

The libraries provided scans of unrestricted special collections items free of charge for the duration of the national lockdown in 2020 and as long as the Weston Library reading rooms were closed to readers.

The service prioritised requests from Oxford graduate students and early career researchers, before moving on to those from undergraduates and other members of the University. It also aimed to fulfill orders from external readers, although this service was not advertised, in order to manage demand and service user expectations.

Special collections enquiries were particularly varied and complex in nature, and required a bespoke approach, with assistance given for requests on a case by case basis, which were assessed according to the student's research needs.

To avoid service saturation, reasonable limits were placed on scanning orders, and some suitable text alternatives were suggested when materials were ineligible for scanning, or unavailable for any reason.

The mediated scanning service was intended to supplement the restricted physical collections, but it in no way replaced the existing service provided by the Imaging Studio, which continued to operate throughout the lockdown.

Click and Collect

Much like Scan & Deliver, Click & Collect was introduced to allow readers to access to the Bodleian Libraries lending collections during the pandemic lockdown, while usual borrowing procedures were suspended. It was built with the intention of protecting the safety of staff and service users wherever possible, although there were some limitations on which libraries were able to participate and when. Readers placed requests using the [SOLO](#) software, and would then receive instructions via email to organise logistics round the time and date to collect their items.

The service was available at:

- The History Faculty Library (Radcliffe Camera),
- Sackler Library
- Social Science Library
- the Taylor Institution Library

Postal returns

During the lockdown readers were prevented from returning books in person, so a free Royal Mail Tracked service was put in place to enable them to return their packaged and labelled books to a Post Office.

Existing services were also adjusted to accommodate the ever evolving local, national and international health situation. They were as follows:

Information Skills

In 2019/20 the Libraries pivoted information skills training from face-to-face to online in response to the lockdown. Over the course of the year, 16,398 students, researchers and academics received support to engage with the world of information more effectively, and to make better use of the Libraries' resources in support of their own learning and research via 907 classes and 561 one-to-one consultations. Of these, 1,310 (14,854 attendees) were face-to-face, and 158 (1,544 attendees) were online.

Specialist teaching

During the autumn [Michaelmas] and winter [Hilary] terms 2019-20, the Department of Special Collections at the Bodleian Libraries, presented approximately six sessions per week for University of Oxford courses in the Humanities, showing relevant manuscripts and rare books. At the Bodleian Bibliographical Press, postgraduate students in English learned letterpress printing and type-setting by hand in both Michaelmas and Hilary Terms.

Oxford Reading Lists Online (ORLO)

A priority in the strategic plan has been providing extensive resources for learning including increased online content delivery. In 2018/19 the libraries introduced Oxford Reading Lists Online (ORLO), which integrates reading lists and library collections within the University's virtual learning environment. This year saw the expansion from 629 lists from the initial 14 early adopter departments to 1,514 lists comprising 92,875 items. Academics and students identified the convenience of direct links, digitized extracts, and online availability of resources as being of particular benefit to teaching and learning during the Trinity Term lockdown. There have been 323,134 visits to the ORLO lists from over 46,000 IP addresses during this year.

Support for disabled users

The Bodleian Libraries remain committed to supporting the needs of disabled users. With the support of the Bodleian's Disability Librarian, the ARACU (Accessible Resources Acquisition and Creation Unit) processed requests for alternative formats of over 2,200 items from August 2019 to March 2020, scanning 88,673 pages from printed items to PDF, around the same as the whole previous year.

The Disability Librarian worked alongside other colleagues to ensure that the Bodleian Libraries response to the pandemic context considered the needs of disabled readers. There was an increase of over 40% in the number of students registering with the Disability Librarian for additional library support, in line with the increase in the number of students registering with the central Disability Advisory Service. Looking to increase support and access to library collections, SensusAccess, an automated accessible conversion service, was made available to all readers. In addition, an institutional membership of RNIB Bookshare was created and advertised to all disabled students registered for library support. Individual memberships were created for those eligible upon request.

Oxford Research Archive (ORA)

A priority for the Bodleian Libraries is upgrading systems and improving services for open access and open data support for the REF and supporting Open Scholarship. Oxford Research Archive (ORA), the University's institutional repository, is one vital service in this area that the Bodleian Libraries provides to scholars. The number of complete works made available in ORA reached 74,233 by the end of 2019/20, meaning almost 18,000 deposits were made in the last year. ORA is clearly a valuable resource for scholars and its use has grown dramatically in the last year, reaching over 2 million downloads of full-text items (2,064,787) – more than double the previous year.

Research-focused events

The Centre for the Study of the Book presents research-focused events open to those beyond the University, in the form of lectures, symposia and workshops. The workshop 'People of Letters', (September 2019) examined how the library holds and describes works by authors of colour. The workshop was convened by Samenua Seshier, director of the Museum of Colour, a virtual museum celebrating the artistic achievements of people of colour. The symposium 'From Weston to the Weston Library: the Sheldon Tapestry Maps at the Bodleian' (October 2019), convened by Nick Millea (Map Curator, Bodleian) and Virginia Llado-Buisan (Head of Conservation & Collection Care) reported on several years of research and conservation of the Sheldon Tapestry Maps.

The annual Lyell Lectures series was delivered online by Professor Marc Smith, Professor of Paleography in the Ecole Nationale des Chartes. Prof Smith spoke on the theme of 'Writing models from manuscript to print: France, England and Europe, c. 1400–1800. These events ran entirely online and recordings were made available to optimise access. [[2019-20 Lyell Lectures](#)]

Visiting Scholars

Through the Bodleian Visiting Fellows Programme, which is supported by the generosity of several benefactors, in 2019/20 the libraries granted funds to 35 academic visitors under the following fellowships: the Albi Rosenthal Visiting Fellows in Music • the Bahari Fellows in the Persian Arts of the Book • the Byrne Bussey Marconi Fellows • the Carr-Thomas-Ovenden Visiting Fellow in English Literature • the David Walker Memorial Fellows in Early Modern History • the Humfrey Wanley Fellow • the Sassoon Fellows • the Bodleian Printer-in-Residence 2019 • the BSECS-Bodleian Fellow 2019 • the Dunscombe Colt Research Fellowship 2019 • the RSA-Bodleian Fellowship 2019.

Thirty-one Visiting Fellows were invited to Bodleian Special Collections in 2019-20 though many of those visits were ultimately postponed due to the global climate. Nevertheless, Bodleian Visiting Scholars contributed to Oxford's research culture across a range of specialisms during the months October 2019 to March 2020; from former Sassoon Fellow Rosemary Cresswell leading a workshop attended by charity and NGO archivists, on the challenges of preserving sensitive records, to 2019-20 Bahari Fellow, Karin Scheper, leading an expert workshop in the identification and conservation of Islamic bookbindings for visiting curators from several UK institutions.

Andrew Cusworth concluded his work as postdoctoral researcher on the project in collaboration with the Royal Collections and the Royal Commission for the Exhibition of 1851, to digitise the papers of Prince Albert.

Centre for Digital Scholarship

The Centre for Digital Scholarship welcomed a new Head of the centre, Dr Megan Gooch in September 2019. During the academic year the Centre was used as a place to bring library staff and researchers together through dialogue and events.

3. COLLECTIONS

Opening up world-class collections to researchers, students, and others across the globe.

The Bodleian has continued to grow its world-class collections of resources over the last 12 months. The total number of printed items held by the Bodleian Libraries grew by 77,000 in 2019/20 reaching over 13.4 million by the start of lockdown. The libraries also received 173 linear metres of manuscripts and archives, making a total of 28,062 linear metres of manuscripts and archives, and 97GB of born-digital University Archives.

While physical visits were curtailed during the 2020 lockdown, the Libraries put all their efforts into 'Keeping Oxford Reading' via other means. The Bodleian has significantly increased its investment in digital resources in order to meet reader demand - with overall expenditure in this area now exceeding £7.9m. The number of electronic books available increased by a massive 29% over the last year, creating a total of 1,896,480 electronic books by the end of 2019/20. The number of electronic Legal Deposit books grew by another 29% this year – making a dramatic 69% increase in two years. More journal subscriptions were purchased, an increase of 11% in the last year to 161,943 journals, with 84% of these (135,843) available electronically – a 15% increase on the previous year. To supplement these electronic resources, an additional 3.7 million book chapters, articles, reports and other temporarily free or open access e-resources (including those from HathiTrust ETAS) were made available via SOLO.

Unsurprisingly, use of these electronic resources was high: Over 17.6 million searches were made on SOLO (an increase of 14% from 2018/19); over 5.9 million e-book chapters were downloaded from purchased/subscribed sources; and 12 million full-text e-journal articles were downloaded (16% up on the previous year).

Within the libraries, in the last year 29,728 special collections items were consulted, just over half that of the previous year – due to the closure of the Weston Library in March 2020.

HathiTrust

As part of the commitment to 'keeping Oxford reading' and expanding digital access to the collections during the pandemic, the Bodleian Libraries became a member of the HathiTrust Digital Library on 1 June 2020 and introduced their Emergency Access Service (ETAS) 11 days later. This decision allowed library patrons access a wide breadth of digitised content, from a variety of sources, including from the Library partners in the Google Mass Digitisation project, from the partners in the Internet Archive, digitization projects, Microsoft projects, and in-house member institution initiatives. This, in turn, aided the libraries ability to overcome the challenges created by the pandemic, specifically, the physical closure of the reading rooms. Through this membership, library patrons were able to access materials held in Oxford's physical libraries, through digital means, regardless of their geographic location.

Since launch, these provision adjustments have been well received by readers, and a total of 21,370 e-book chapters were accessed from HathiTrust books. Many service users have requested that the access to the digital platform be continued when the reading rooms reopen, however there are no plans to extend beyond this point.

Legal Deposit

This year, the Bodleian continued working with the other Legal Deposit Libraries to increase and promote access to Non-print Legal Deposit items through the introduction of access to digital maps, music scores and emerging formats, in addition to the growing collection of ebook, ejournal and UK web content. In October 2019, the Libraries held a series of events to promote Electronic Legal Deposit during LibrariesWeek.

Special Collections

Opening up the Bodleian's archives and manuscript collections is a key priority in the Libraries' strategic plan, and work has continued at pace to expand access and enable this objective through digitisation.

Activities include:

Bodleian Archives & Manuscripts online ordering system

The Bodleian Archives & Manuscripts modern discovery and online ordering system was launched on 30 September 2019, specifically for Special Collections materials.

The tool has transformed the discoverability of archives, bringing archive and manuscript descriptions together into one website and significantly improving the usability of digital collections in the process. The service currently includes descriptions for approximately 100,000 boxes of archival material collected by the Bodleian Libraries, dating from c. 1500 to the 21st century.

General digitisation

Digitisation work also continues, with 73,352 surfaces ('pages') digitised in the Imaging Studio. This work to make collections available to all via the Digital Bodleian platform had an increased impact during 2019/20, and was likely exacerbated by the pandemic crisis. In total there were almost 3 million views of a book or manuscript digitised by the Bodleian, over 50% increase on views during 2018/19.

Cataloguing our collections

2019/20 was a strong year for the Bodleian Libraries collections teams, with approximately 3,781 boxes of newly catalogued archive and manuscript material (510 linear metres) published online in Bodleian Archives & Manuscripts between August 2019 and July 2020.

Materials catalogued this year include more than 650 items from the archive of Sir Edward Heath, former Prime Minister of the UK, and the entire Oxford Women in Computing: An Oral History Project archive.

Also catalogued this year and available for readers to search and order via SOLO, the Bodleian's catalogue, were:

- Archive of Daniel Meadows, photographer and social documentarist
- Archive of poet, Jenny Joseph
- Archive of Natasha Spender
- Archive of The Economist Newspaper Limited
- Letters from Monica Jones to Philip Larkin
- Music archive of Gordon Crosse

In addition, conversion of legacy hardcopy descriptions for 2,626 boxes of archive material (278 linear metres), were published online in Bodleian Archives & Manuscripts for the first time as part of a drive to make older catalogues accessible in digital form.

These include descriptions of the archives of scientists Sir Rex Edward Richards, Frederick Soddy, Charles Alfred Coulson and Sir John Cowdery Kendrew; Music manuscripts from the Library of St Michael's College, Tenbury Wells - one of the Bodleian's most important collections of music manuscripts; and over 800 boxes described in the Summary or New Summary Catalogue of Western Manuscripts in the Bodleian Library.

Rare Books

Although lockdown saw regular cataloguing projects come to a halt, between March and July 2020 the Rare Books team assisted with the wider Bodleian project to upgrade records from existing digital copies, concentrating on pre-1850 books and upgrading records for more than 3000 volumes.

Between August 2019 and July 2020 Rare Books cataloguing projects included the following, (all now fully available to readers via SOLO):

- The donation of the Foundation of Christ's Hospital at Lincoln comprising 107 editions published between 1500 and 1900. The collection has many 16th-century blind-tooled bindings, and a number of books are extensively annotated by early English owners. The meticulous cataloguing revealed (among other things) a fragment from a previously unknown Anglo-Norman text of *Li Quatre Livre des Reis* (England, 13th century), and twenty lines (or ten couplets) of Shakespeare's *Lucrece* written on an endleaf, and almost certainly dating from Shakespeare's lifetime (for more information on the riches in the collection see Francesca Galligan's forthcoming article in the Bodleian Library Record).
- The first part of Professor Giuseppe Scalabrino's small but hugely important donation of early Italian literature. The collection (just 15 items in the first tranche) includes a copy of the first edition of

Ariosto's *Orlando Furioso* (Ferrara, 1516), a major lacunae, and early editions of the works of Alfieri, Foscolo, Manzoni, Bandello, Parini, Petrarch, and Leopardi, none of which were previously held in any Oxford library.

- The Reference Library on the History of Decorated Bookbindings, formed by G.D. Hobson (1882-1949) and A.R.A. Hobson (1921-2014) containing more than 2200 printed books, pamphlets and serials, many of which have been extensively annotated by father and son.
- The library of William Fox Talbot (1800-1877) comprising 234 printed items, including important early works on (or including) photography, which fill form the basis of a forthcoming exhibition in 2023.
- 300 books from J.R.R. Tolkien's Celtic Library transferred to the Weston Library from the English Faculty.
- Approximately 600 individually donated or purchased items acquired between mid-2018 and early 2020.

In addition to the newly acquired material above, the team also completed a number of longstanding uncatalogued (or partially catalogued) projects, including:

- Catalogued the donation of E.T. Long on church interiors (c.1200 pamphlets),
- Identified and created detailed records for the donation of the photographer, Henry Taylor (110 printed books),
- Created detailed records for early photobooks, including listing every photograph in each volume (c. 800 photobooks),
- Catalogued early printed books from the OUP Printer's Library (167 items),
- Completed the cataloguing of Frederic Jessel's collection on games (274 items),
- Completed the cataloguing of Robert Eckert's collection of works by Edward Thomas (200 items).

Acquisitions

In December 2019, the original handwritten manuscript of *Kane and Abel* by Lord Jeffrey Archer was donated to the Bodleian Libraries by the author himself. The donation marked the 40th anniversary of the classic novel which has sold almost 33 million copies worldwide. This came as part of a long-standing commitment by Lord Archer to donate his archive to the Bodleian.

A major collection of rare photobooks was given to the Bodleian Libraries in February 2020 by Sir Charles Chadwyck-Healey through the generosity of the Arts Council England's Cultural Gifts Scheme. The collection of more than 2,300 printed photobooks published between 1887 and 2016 includes monographs, serials, exhibition catalogues, as well as artist and private press books. It features a huge variety of subjects and photographers, with particular strength in photobooks from France and Germany. Key items in the collection include *Man Ray Photographies* 1920-1934, Henri Cartier-Bresson's *The Decisive Moment*, and Bill Brandt's *The English at Home*.

Conserving our collections

Between August 2019 and March 2020 almost 3,430 items were treated by the Bodleian's Conservation workshop, and over 21,000 archive boxes were made to house materials – some for the Bodleian Libraries and some for other cultural institutions, realising over £100,000.

4. LIBRARY SPACES AND INFRASTRUCTURE

Enhancing physical and digital spaces to support the rapidly changing needs of readers.

The Bodleian Libraries provided 4,289 study spaces across 27 libraries on 17 March 2020, at which point the physical library reading rooms closed.

Between 1 August 2019 and 17 March 2020 the Bodleian Libraries accommodated 1,046,599 physical reader visits, tracking as a small decrease (around 5%) for the same period the previous year. There were 84,242 registered readers in the year, of which 28,323 were external readers.

At the end of this Academic Year, planning was well advanced for the re-opening of some of the physical library reading rooms.

Two major estate developments, both strategic priorities, have been a focus over the year and will significantly improve future service provision:

- Building work started at the Radcliffe Science Library (RSL) in 2019 as part of the development of [Reuben College](#), the first new college since 1990. The college, which will specialize in interdisciplinary graduate study, is planned to welcome its first students for the academic year 2021/22. The RSL closed to readers on 23 December 2019 with its collections having been moved to the Vere Harmsworth Library (VHL). The refurbished RSL building will be a more comfortable and modern flexible space open to all members of the University and the Bodleian. The library will include a variety of individual study spaces, group study rooms and improved training facilities as well as accessible study rooms, IT spaces, and break out spaces. The library will be warmer in winter, cooler in summer and will have far more comfortable study chairs.
- Work started on the designs for the [Stephen A. Schwarzman Centre for the Humanities](#), a dynamic hub dedicated to the Humanities located in the Radcliffe Observatory Quarter planned to open in the 2024-25 academic year. The site will bring together several faculties and libraries in one building, with well-designed, flexible, accessible spaces for learning, teaching, research, and public engagement. Since work began, Bodleian Libraries staff have been involved in the consultation and early planning of the Centre which will absorb the English, Film, History of Medicine, Music, Philosophy, Theology and Religion libraries.

Additionally, work was completed on the Law Library roof. This refurbishment project was started in August 2019 and completed in April 2020 and involved replacing the roof structure; adding new roof finishes, roof-lights and rainwater drainage; repairing and cleaning the brickwork and improving ventilation, smoke detection and internal decoration.

New website dedicated to visitors

In October 2019, a new website dedicated to visitors to the Bodleian was launched. Visit.bodleian.ox.ac.uk is the first Bodleian website to be migrated across to the Oxford Mosaic Content Management System and was the first phase in an IT Services-funded project to redevelop the Bodleian Libraries websites. The new website benefits from a modern design, appropriate for a world-class visitor institution, and a full information architecture and content creation strategy. The next phase of the redevelopment project, to migrate across the academic and reader-facing pages, should be complete in Trinity term 2021.

5. ACCESS, ENGAGEMENT AND OUTREACH

Increasing access to collections and promoting greater discovery & engagement.

The Bodleian Libraries continue to run a lively programme of engagement activities to showcase its collections and to support Public Engagement with Research. This activity ranges from exhibitions and displays to events, lectures, workshop and symposia and more.

Welcoming visitors

The Bodleian Libraries welcomed 479,047 visitors to the Weston Library during August 2019 to mid-March 2020.

In the calendar year 2020, the Bodleian Libraries was one of the top 65 visitor attractions in the UK.

Since opening in March 2015 the Weston Library has become one of the most visited attractions in Oxfordshire on a par with the Ashmolean Museum and Blenheim Palace. At the Old Library there were a further 98,622 visits to, or tours of, the historic buildings, during the 7 months we they were open. There were, therefore, more than 577,000 visitors across both sites.

Communications

The Bodleian's Communications team led a small number of media campaigns in 2019/20 due to the closure of the physical library reading rooms (only 2, in comparison to 14 the prior year) but achieved more press mentions, a total of 5,530 in traditional media.

Following the employment of a new Social Media Officer, social media followers increased by 98% across Twitter, Facebook, Instagram, YouTube, Tumblr and LinkedIn taking the total number of social media followers to almost 160k. Despite this, the number of impressions of and engagements with our social media contact decreased by 47% and 57%, respectively. The decrease in general engagement was mirrored by website sessions which decreased by 30% to 1,729,776. This is to be expected, given the closure of the Libraries in March 2020 and our online activities not beginning in earnest until the following financial year.

Bodleian images increased in popularity on Wikipedia with over 73 million views of the Bodleian Libraries' collections on Wikipedia.

Exhibitions and displays

Up until the closure of the libraries on 17 March 2020, 192,303 visits were made to the Bodleian's physical exhibitions, with 113,967 visits to the dedicated exhibition websites.

The exhibition programme for 2019/20 was greatly disrupted due to the Coronavirus pandemic but included:

[*Thinking 3D: Leonardo to the present*](#), an exhibition in the Treasury from 21 March 2019 – 9 February 2020 which explored the story of the development of three-dimensional communication over the last 500 years to mark the 500th anniversary of the death of Leonardo da Vinci. The exhibition was accompanied by a series of events across the University as part of the Thinking 3D research project.

[*Daniel Meadows: Now and Then*](#), a photography exhibition in Blackwell Hall from 4 October – 24 November 2019. The exhibition, which was supported by The Bern Schwartz Family Foundation, marked the recent gift of the archive of the documentary photographer, Daniel Meadows and reunited the subjects of photos taken 25 years earlier.

[*Talking Maps*](#) ran in the S T Lee Gallery from 5 July 2019 – 8 March 2020. This exhibition drew on the Bodleian Libraries' unparalleled collection of more than 1.5 million maps, and brought together an extraordinary selection of ancient, pre-modern and contemporary maps. The exhibition was supported by members of staff from the Map Room who conducted daily talks about the background of the Sheldon Tapestry Map of Oxfordshire and thrice-weekly talks with curators Nick Millea or Jerry Brotton in the gallery alongside several lectures, talks and other events. Amongst other media and press activity, the exhibition was covered on the ITV News.

[*The Art of Advertising*](#) opened in the Treasury on 5 March 2019 but was closed prematurely as a result of the national lockdown.

The following smaller displays ran in the Proscholium (Old Library) and Blackwell Hall (Weston Library) until the closure:

- Moon landings (13 July – 15 September 2019), Proscholium
- World of Ice (18 – 22 October 2019), Transept
- Very Like a Whale (18 October 2019 – 5 January 2020), Blackwell Hall
- Meet the Edgeworths (30 November 2019 – 26 January 2020), Proscholium
- Alice in Typhoidland (11 January – closure), Blackwell Hall
- From Studio to Selfie (1 February – 15 March 2020), Proscholium

Public Engagement with research and collections

A strategic priority for the Bodleian Libraries is to extend support for Public Engagement with Research, strengthening the relationships between subject librarians and research facilitators across the University,

and exploring new opportunities to work together to engage the public with research from all the divisions.

The Bodleian Libraries are particularly grateful to the Helen Hamlyn Trust for their continued support of the education and public engagement programme.

Despite an ambitious programme of events through 2019-20, all events from March 2020 onwards were either cancelled or moved to an online audience.

Developing our engagement with the wider public in support of the University strategy of widening access is a priority for the Bodleian Libraries. A key aim is to encourage schoolchildren from groups who are currently under-represented at Oxford to engage with our collections by developing and delivering a schools education programme. Up to March 2020, a total of 11,158 people attended events dedicated to widening participation and included events with schools, community groups, and the public.

Following the lockdown in March 2020, the Education team migrated their offering to a series of [online teaching resources](#). Including exhibition-themed resources such as a quiz about the themes on advertising and society, and activities looking at plant science, the team have expanded these to focus on the syllabus for key stages 3-5. Popular downloads include [Moments in Medicine](#) and [Frankenstein Revisited](#).

In June 2020, The Bodleian Libraries held the Friends of the Bodleian Annual Lecture. The well-attended event was the first one ever to be livestreamed to an online audience and hosted a conversation between Laura Wade, Olivier Award winning playwright, and Samuel West, actor and director. The pair discussed their collaboration on Wade's critically-acclaimed adaptation of Jane Austen's unfinished novel, *The Watsons*, the manuscript of which was acquired by the Bodleian with the generous support of the Friends in 2011. Richard Ovenden OBE, Bodley's Librarian, was the chair for the evening and invited questions from the audience.

For the public, the Bodleian Bibliographical Press presented four courses in letterpress and two courses in linocut through the year. 805 people visited the workshop in the Old Bodleian Library on Oxford Open Doors Saturday, 14 September 2019. The 2019 printing challenge put out by the Bodleian was to print one of the 80 'Extracts. Supplied by a sub-sub-librarian,' from Herman Melville's (born 1819) novel *Moby-Dick*. To mark the collection and display, on 15 November the library hosted a showing of Philip Hoare's *Arena* documentary, 'The Hunt for Moby-Dick,' which features a scene of Hoare encountering the (two) first editions of *Moby-Dick*, at the Bodleian Library. A blogpost showing all the printed 'Extracts' can be [found on The Conveyor, here](#).

Bodleian Library Publishing

Bodleian Library Publishing contributed significantly to the Bodleian's outreach efforts, bringing many of the Libraries' rich collections to over 65,000 readers worldwide through 21 new titles, as well as through sales of existing titles. Four books received special distinction, including [Tolkien: Maker of Middle-earth](#), which shortlisted at The World Science Fiction Convention for Best Art Book. [Jewish Treasures](#) from Oxford Libraries was shortlisted for the Wingate Prize while [The Princess who Hid in a Tree](#) scooped the Gold Medal at the Illumination Awards in the category for Children's Picture Book. Finally, Diego Zancani's [How](#)

[We Fell in Love with Italian Food](#), was shortlisted for the prestigious Guild of Food Writers Awards in the category of First Book Award. Eight titles were reprinted and sixteen were sold to foreign language publishers for publication in Chinese, German, Italian, Polish, Russian and Spanish.

2019/20 titles:

- Thinking 3D: Books, Images and Ideas from Leonardo to the Present
- Daniel Meadows Now and Then: England 1970–2015
- Heritage Apples
- How We Fell in Love with Italian Food
- Islamic Maps
- A Sanskrit Treasury
- Curious Creatures on our Shore
- Novel Houses
- Drink Map of Oxford
- A Museum Miscellany
- The Art of Advertising
- Vintage Advertising: An A to Z
- The Making of Lewis Carroll's Alice: And the Invention of Wonderland
- The Making of Handel's Messiah
- Birds: An Anthology
- The Domestic Herbal: Plants for the Home in the Seventeenth Century
- Jewish Treasures from Oxford Libraries
- Merton College Library
- Oxford Botanic Garden: A Guide

Audience Engagement

Working alongside institutions across GLAM, the Libraries launched an audience development plan in 19/20.

The goal of this work was to enhance our understanding of Bodleian visitors and audiences, in order to better identify current and potential audiences, to inform programming and to help attract new and under-represented audiences.

Insights suggest, the Libraries are most popular with solo white female visitors, aged between 25-34 years old. There is work to be done in attracting visitors of ethnic heritage and from the disability community. People of Black and Mixed heritage represented just 1% and 4% of survey participants, respectively. Only 6% of respondents were not-able bodied, which suggests that despite efforts to make collections and buildings more accessible to all, there is more to do in marketing the Libraries to the disabled community.

Traditionally, the Libraries are most popular with international tourists, but the impact of lockdown has prevented many of these visitors from travelling and as a result, the majority of visitors were from the UK

(26%) and local area, with 10% from Oxford. The bulk of respondents described themselves as experience seekers (24%) looking to learn something and (14%) be intellectually stimulated (15%). 57% were first time visitors, while 30% were returning visitors, which is an encouraging sign that the Libraries and their attractions have lasting appeal.

Most visitors stayed for between 30-59 minutes (28%), which is a clear indication that many visitors are choosing just one experience, or exhibition, rather than experiencing the Bodleian in its entirety, Old Bodleian, Weston Library, Shop and Café. There is work to be done in making the overall experience more appealing.

As part of this drive to expand the libraries audience reach and better engage audiences using our services, in February 2020, the Communications team launched a [rebrand for the Bodleian Libraries](#) - the first since 1983. The logo, which is based upon a 1566 drawing by John Bereblock, had limited flexibility and was particularly tricky to reproduce in digital media. Working with a local design agency, the Communications team changed the aspect of the marque from 3D to a simplified image which was accompanied by new fonts, colour schemes and [style guidelines](#) (link password protected to Bodleian staff).

6. LIBRARIES WORKFORCE

Developing our staff to support 21st-century library scholarship.

This year saw a 1% reduction in the number of full time equivalent staff from 573.08FTE on 31 July 2019 to 568.59FTE on 31 July 2020. The headcount remained steady at 757 people, but the number of roles dropped 3% from 836 in July 2019 to 815 in July 2020.

Following the national lockdown in March 2020, the Bodleian Libraries placed 292 staff on furlough. At the end of the financial year in July 2020, all had returned to employment.

7. FINANCE

Controlling costs and diversifying our sources of funding.

Strategic priorities focus on controlling costs and diversifying the Bodleian's sources of funding. The Libraries increased its operational efficiency this year by reviewing and streamlining operations and processes in areas from Technical Services to Admissions. Work has also been underway to increase income from outside sources including from research activity and collaboration.

Development

£2,524,446 was raised in philanthropic income in 2019-20, with 960 donations made to the Bodleian Libraries. Donations include those from individuals, trusts, foundations, legacies received and Friends of the Bodleian. A Bodleian Libraries strategic objective was to increase its endowment to £88m by 2020; the endowment now sits at £86 million, a decrease of £3.9 million from 2018/19 due to a reduction in share price. The Bodleian Libraries are immensely grateful to all donors and supporters, particularly the new Patrons of the Friends of the Bodleian.

The Annual Fund appeal for 2019-20 raised £68k for the conservation of historical manuscripts.

Bodley's Circle is a distinguished group of donors who have decided to leave a legacy to us in their will. The group currently stands at 135 members, who have exclusive access to special events, including the annual Bodley's Circle lecture in the Weston Library lecture theatre, followed by a delightful lunch for all in the Divinity School, which took place on 16 October 2019.

Enterprise activity

Bodleian Libraries retail (the Old Schools Quad shop, Zvi Meitar shop in the Weston Library and online) was significantly affected by the pandemic, with increases in online sales not compensating for reductions in physical shop sales. Nevertheless, they generated £682,348 – just over half of the previous year.

A total of 27 couples chose the Divinity School for their wedding day and 45 corporate events took place across both sites. The Bodleian Libraries' historic buildings also featured on screen in *The Crown*.

9. KEY STATISTICS AND FINANCE

LIBRARY SPACES	2019-20	2018-19	2017-18	2016-17	2015-16
Gross internal floor area (m ²)	42,774	44,948	45,042	53,274	55,637
Study spaces	4,289	4,567	4,553	4,376	4,751

COLLECTIONS	2019-20	2018-19	2017-18	2016-17	2015-16
Total catalogued print stock (excluding archives and manuscripts)	13,435,019	13,294,166	13,121,079	12,857,047	12,660,495
Net number of items added to the collection	140,853	173,069	178,617	269,472	262,849
Total linear meters of archives and manuscripts	28,062	27,890	27,625	26,805	26,304
Number of e-books	1,896,480	1,471,146	1,352,556	1,257,210	11,77,035
Number of e-journals	135,843	118,230	99,118	81,647	81,871
Number of current journals only available in print	26,100	27,971	28,540	28,594	28,155
Number of print legal deposit books received	36,514	71,051	79,417	92,068	124,062
Number of electronic legal deposit books received	237,000	184,066	140,140	94,575	88,200
Number of print legal deposit serials received	24,688	26,528	26,620	26,755	26,585
Number of electronic legal deposit serials received	15,259	13,750	9,449	7,076	7,549
Fetches from the BSF	115,751	192,719	214,637	218,877	226,784
Books moved	10,000	8,000	5,000	13,950	15,000

RESEARCH & STUDY SUPPORT	2019-20	2018-19	2017-18	2016-17	2015-16
Number of complete works in ORA available to the public	74,233	56,254	41,210	24,793	20,540

Downloads of full-text items in ORA	2,064,787	1,014,406	246,511		
Total number of items in ORA	246,396	230,107	213,184	197,609	187,218
Number of 'live' lists in ORLO	1,514	628	-	-	
Number of items on 'live' lists	92,875	28,261	-	-	
Number of unique users of ORLO	46,121	15,136	-	-	
Number of visits to ORLO lists	323,134	116,888	-	-	
Number of people who received information skills training	16,398	17,591	14,047	22,655	23,522
Number of students supported by ARACU	45	32	24	23	19
Number of pages provided in alternative formats by ARACU	88,673	90,819	101,136	57,312	85,574
Number of items processed by ARACU	2,281	5,085	5,468	2,207	2,574

LIBRARY USE	2019-20	2018-19	2017-18	2016-17	2015-16
Reader visits	1,019,569	1,999,561	1,989,678	2,145,349	1,986,101
Average reader headcount on sample days (11:30am & 3pm)	1,246	1,315	1,252	1,274	1,265
Article downloads	12,010,565	10,320,220	9,487,339	8,946,538	9,389,856
Book chapter downloads	5,933,885 <i>(new metric)</i>	[9,892,884]	[10,299,966]	[9,913,556]	[8,726,313]
Searches of SOLO	17,608,858	15,482,251	13,829,613	11,891,834	12,138,240
Database searches	10,669,473	14,403,363	13,273,565	11,793,348	10,000,702
Total loans	568,595	957,559	1,051,390	1,123,913	1,197,254
Number of borrowers	21,317	25,519	26,339	26,547	27,117
Special collection items consulted	29,728	53,982	59,805	75,047	83,038

Views of a digitized book or manuscript	2,958,864	1,933,398	950,528	563,843	633,690
Number of prints, copies or scans (PCAS)	1,360,069	2,181,685	2,508,555	2,692,024	2,580,124
Total enquiries during sample week	n/k (was March)	6,572	5,812	7,425	9,519

PUBLIC ENGAGEMENT	2019-20	2018-19	2017-18	2016-17	2015-16
Number of visits to physical exhibitions	192,303	301,230	369,842	344,228	302,017
Number of visits to online exhibitions	113,967	163,338	71,097	70,718	134,011
Visits to Blackwell Hall	479,047	847,628	824,349	691,496	747,776
Widening Engagement participants (at schools / community groups / public activities)	11,158	29,657	10,080	5,311	
Number of visitors taking tours	98,622	188,647	176,787	154,246	124,692
Number of website sessions	1,729,776	2,477,632	2,476,080	2,634,614	2,711,717
Mentions in traditional media	5,530	3,597	6,057	2,938	5,325
Social Media interactions	449,186	734,990	610,263	n/k	559,986

COMMERCIAL	2019-20	2018-19	2017-18	2016-17	2015-16
Shop sales	£682,348	£1,290,600	£1,256,747	£945,626	£909,003
Books published by Bodleian Library Publishing sold	63,527	100,392	99,421	75,970	101,775
Boxes made	21,116	30,949	39,093	30,060	31,613

STAFF	2019-20	2018-19	2017-18	2016-17	2015-16
Total staff (FTE)	568.59	573.08	567.78	561.53	565.01
Library staff (FTE)	534.22	546.92	532.35	516.98	521

Trading staff (FTE)	13.91	14.29	12.56	13.07	14.02
Project staff (FTE)	20.46	11.87	22.87	31.47	29.99

10. END OF YEAR ACCOUNTS 2019/20

	2019-20	2018-19	2017-18	2016-17	2015-16
Staff expenditure	£23,495,860	£22,959,942	£22,412,741	£21,770,153	£21,347,417
Information provision expenditure	£10,042,534	£9,844,709	£8,751,478	£8,295,229	£8,068,287
APC expenditure	£2,847,405	£3,130,011	£2,137,332	£2,876,692	£2,361,575
Other expenditure	£15,299,161	£16,238,483	£15,513,068	£15,902,062	£14,216,840
Total gross expenditure	£51,684,960	£52,173,146	£48,814,618	£48,844,136	£45,994,119
	2019-20	2018-19	2017-18	2016-17	2015-16
University funding	£33,567,000	£33,156,000	£32,844,000	£32,521,666	£30,460,861
HEFCE NRL grant	£1,897,947	£1,897,947	£1,897,947	£1,897,947	£1,897,947
Other income – internal	£548,523	£594,681	£644,199	£675,249	£665,123
Other income – external	£15,501,746	£16,524,639	£13,428,420	£13,307,170	£12,886,691
Total income	£51,515,216	£52,173,267	£48,814,566	£48,402,032	£45,910,622