Review of 2018

(from 2018 the document will be split into two documents: 'Review' and 'Plan' documents. The publicly accessible version of this document is identical aside from the anonymising of scholars and the removal of personal data)

2018 has been another very busy year. Despite a dramatic cull of Friends in May, user numbers continue to grow, while the Reading Rooms themselves continue to draw over twelve thousand visits a year. We welcomed a new Archivist, Dawn Ridding, and two new members of staff on three-year contracts: Elizabeth Fife-Faulkner and Irina Schmid.

Between 2012-2017 the team focused on people: new HR initiatives; new staff support documentation, including an extensive library manual; new best practice workflows and operational tasks; new projects to increase Reading Room use; training modules for interns/GWEs; work placements with local universities and schools. This was all so successful that these initiatives are now standard practice in the Reading Rooms. In the 2017 report we noted that although Reading Room use was almost at capacity, collection use remained lower than we hoped (although it is continually rising).

In 2018 we started a new five-year Reading Room 'Curation' project, focusing on our collections, and collection access, rather than users and room use. In 2018 staff led GDPR-compliance reviews and records management assessments; reviewed the 'Reading Rooms' website pages; re-designed the Reader/ReaderPLUS cards and overhauled the system; Gary Butler started a collaborative research project with a US-academic, exploring Gladstone's journal and pamphlet collecting; Louisa Yates made the library's collections on C19 manufacturing a central part of a joint-authored source book (Routledge, forthcoming 2020). We continued to enforce new security arrangements and closed the History Room and Annex after 5pm.

In January the Carnegie-sponsored Digital Gladstone project launched. By 2021 the project will have built a public-access, free-to-use content management system, through which Gladstone's reading and correspondence can be browsed. The Reading Rooms is now a team of five: Director, Archivist, Librarian, Digital Project Manager and Digitisation Technician. Over the year we have recruited eight digital volunteers, all working on capturing metadata for the project.

As a result of Digital Gladstone, new procedures are in place. These govern reprographics, copyright and rights clearance, and metadata standards. Outreach activities now take the collections, rather than the wider institution and/or building an audience, as their theme. Reading Room staff have given keynote addresses and presented at conferences, staffed stalls at research events and networked in anticipation of launching significant outreach activities in 2019.

Library Services had a partial space re-organisation twice during 2018. This has improved staff working conditions and made space for new library catalogues, browsed on iPads. These will be installed in 2019.

Archive Review 2018

Additions

The Bishop Ceramic Collection was acquired for the HLF Gladstone's Living Heritage Project, and a small deposit was made to the de Waal archive. The archives remain closed. The investment required to house and store our existing material will be considerable (£5-8,000 excluding staff time).

Use

The archives were regularly consulted in 2018:

- 293 archive items have been requested – a significant increase on 2017. In 2018 we received visits from many new researchers, several on scholarships, such as a scholar working on Gladstone's art collecting, alongside regular and returning visitors such as a scholar working on Mary Drew, and another working on Gladstone's collecting of pamphlets;
- The most popular collection again was the GG-MSS, comprising all the 293 archive requests. Other collections such as the Stephen Glynne Church notes were the subject of remote enquiries rather than actual visits;

- Those requesting material were Residents (16); Readers (4); Friends (0). There is a strong correlation between Archives and revenue generation, with many residents staying to specifically consult the archives collections.

For comparison, in 2017:

- *105 archive items were requested – in 2016 it was 212 (2016 saw regular visits of a scholar working on the papers of Mary Drew)*
- *By far the largest was again the GG-MSS, with 101 requests; Stephen Glynne Church notes with 2; then St Deiniol Archive (uncatalogued) with 2;*
- *Those requesting material were Residents (15); Friends (5); and Readers (1).*

Archives 2019 (see the Annual Plan)

By the end of 2019 we aim to have most of the outstanding archives either available with basic finding aids, or in processing. Associated work on improving archive housing and accessibility will continue as part of these projects. We will also look to invest in turning half of the Annex into a Closed Store. It is worth noting that archive use is governed by some of the strictest rules we have at Gladstone's Library, in keeping with British standard guidelines of preservation best practice – and yet use continues to grow. This should encourage us to implement similar security standards in other restricted item collections.

Collection Review 2018

The collections at Gladstone's Library continue to grow. Together with the archives, they drive all that we do. Indeed, many of the archive practices that have proved so successful upon their introduction this year are modelled on the work by the Library team in previous years.

Additions

There were no major additions to the collections, with passive acquisition continued due to the priority of other projects. We added only 540 items to the catalogue, though this must be seen in the context of 2018's major archive cataloguing (>20,000 entries) which is available via PDF finding aids rather than the catalogue. 294 entries have been added between Jan-June 2019, showing the change in focus as archives are completed and staff return to printed item projects.

Use (see Appendix A for further details)

Of the collections catalogued on Heritage (excluding those Closed Access collections detailed in Archives, above):

- 3,687 individual items were issued 4,618 times. This is a drop on last year;
- Around 335 titles were used every month;
- The average use per classification mark is 229 books;
- 3% of stock was used, a small drop on last year;
- One potential explanation is an increase in clergy residents in 2018, after several years of a drop-off. We know that working clergy use fewer titles, more intensively;
- Classmarks E, F, and G saw high use, and B (Biblical Studies) recorded its second-highest issuing figures in a five-year period and the highest borrowing of any classmark in 2018;
- Continuing to fall is C: Patristics.

These figures represent the absolute minimum usage. As with any library, a significant proportion of book use will go unrecorded. Texts in the Annex (reference, journals, periodicals) are particularly likely to be reshelved by users and thus missed in statistics.

For comparison, in 2017:

- *2,075 items were accessed to the collections in 2016, an average of 41 per week that the Library is open;*
- *3,892 individual items were issued 5,403 times. This is an increase of 270 items on 2015;*
- *The average use per classification mark is 229 books;*
- *Overall 3.1% of catalogued stock was used. This is an increase of 0.3% on 2015;*

- *Journals and periodicals remain well-used now that they are open-access in the Annex. 107 were used in 2016 – a slight drop on 2015's 135 but a huge increase on 2014's 54 (when they were request-only in Stephen Gladstone Hall);*
- *Most classmark usage is in line with 2014-2015 averages (the only years for which data is available): M: History shows an increase, as do A: Biblical Archaeology, U: Social Science and Book History and R: Literature;*
- *One unexplained drop is in C: Patristics. This is particularly strange given the improvement of the classmark through a donation of scholarly texts. More promotion is clearly needed;*
- *A second drop is the collections in Stephen Gladstone Hall (108 on a 2015 figure of 179 and 2014 – 181), bolstering our thinking that Library collections need to be open-access to thrive.*

Collections 2019

By the end of 2019 we hope to have established a new culture of security and access in the Reading Rooms. Improved handling guidance and signage will help to emphasise the unique nature of the collections. The potential travelling exhibition (via the HLF project and the Armenian Ambassador to the UK) will bring significant interest to collection objects.

We will also begin a de-accessioning and disposal project in Stephen Gladstone Hall. This, alongside Digital Gladstone and Archive Processing, will be the major project in 2019.

Readers and ReaderPLUS in 2018

Membership:

We had a truly astonishing 873 applications for Reader cards in 2018: 18 every week for the 50 weeks we were open (in 2017 we processed 17 every week). Add to that 80 renewals from those who first applied in 2015 and it is easy to see that the Reading Rooms are very busy. 169 people in total applied for ReaderPLUS, the scheme which replaces Friends.

A huge problem is uncollected cards. Even with us switching to recycled (and recyclable) plastic cards, the waste of resources and money is inexcusable. We are musing over the possibility of researcher passes to be introduced in the future. For now, we are prompting collection via email.

Daily visits:

2016: The Reading Rooms saw a total of 10,935 visitors in 2016 (up from 9,299 in 2015). For the year, 1774 are Friends (1372 in 2015), 1937 are Readers (1961 in 2015), 4035 are Residents (3179 in 2015) and 3091 are those who come on Glimpses (2787 in 2015). From an initial average of 14 in 2012 (assumed figures), the Reading Rooms now see an average of 31 visitors a day with Glimpse visitors included, and 22 per day with Glimpses removed.

2017: (347 days open – closed for 14 days at Christmas and 3 across Gladfest): This was the highest year ever. The Reading Rooms saw a total of 13,234 visitors in 2017 (up from 10,935 in 2016). For the year, 2762 are Friends (1774 in 2016), 2166 are Readers (1937 in 2016), 5005 are Residents (4035 in 2016) and 3301 are those who come on Glimpses (3091 in 2016). From an initial average of 14 in 2012 (assumed figures), the Reading Rooms now see an average of 38 visitors a day with Glimpse visitors included, and 31 per day with Glimpses removed.

2018 has been another busy year. Large numbers of Readers and Friends have used the Reading Rooms, while huge numbers of visitors have Glimpsed the collections. Taken together, an average of 36 individuals use the Reading Rooms every day, either working or visiting on a Glimpse. With Glimpse numbers removed, 26 visits remain. For much of the year we have had 28 seated spaces, so we have been working at close to capacity every day. In June we added three more seated spaces in the History Room, and these have been very popular. The full numbers are:

Month	Friends	Readers	Residents	Glimpse	**Total**	A wG	A w/oG
January	293	157	379	249	**1078**	35	29.6
February	274	153	347	237	**1011**	36	27.6
March	300	283	436	213	**1232**	40	32.8
April	246	306	440	330	**1322**	44	32.0
May	333	225	448	309	**1315**	42	32.4
June	127	167	309	208	**811**	27	20.1

July	79	152	536	327	**1094**	35	24.7
August	136	150	542	377	**1205**	39	26.7
September	98	147	338	368	**951**	32	21.5
October	143	200	339	309	**991**	32	22.0
November	118	133	303	275	**829**	28	18.4
December	95	86	151	183	**515**	29	17.4
Total	**2242**	**2159**	**4568**	**3385**	**12,354**		

This is a drop of four working visits per day on average compared to 2017 (31 to 27), but the analysis below suggests that these lost visits are made up of non-valid users or under-eighteen users who are no longer eligible to visit after 5pm.

Particularly interesting is the drop in 'Friends' visits from June. In May 2018 we overhauled the Friends/Reader system, decoupling Friends from Reading Room access and banning under-eighteens past 5pm. Friends who want to use the Reading Rooms past 5pm now must apply for a 'ReaderPLUS' card; a new workflow ensured that ReaderPLUS cards were only issued to Friends with a valid standing order. At the same time, new administration of the Friends system revealed many Friend cards in circulation were no longer valid due to lapsed standing orders, or orders that had never been activated. The new system meant that these cards became useless. The figures suggest just how many Friends were using the Reading Rooms on non-valid cards. They also suggest the large number of visits made by under-eighteen Friends; it is a shame to see such a drop, but security and safeguarding issues are paramount.

A new card machine means that cards are now produced with a different colour each year. Staff can therefore see at a glance if a card is valid.

Readers 2019

- We will look to see what we can do about large new applications and small renewal numbers (June 2019);
- Photographs on cards (part of security gates project, below);
- Security gates and/or RFID/3m security system (wish-list Jan/Feb 2019);
- Special Collection conditions in the History Room and Annex (from May 2019);
- Overhaul of the posters and signs: regulations, entrance/exit information, handling guidance (Jan-Mar 2019);

Appendix A (from Assistant Librarian Gary Butler)

Book Statistics

Heritage reports

The data included in this report was taken from the following reports using our library management system, Heritage Cirqa:

1. Monthly issues by user type (reader, resident, friend, WEG)

2. Titles borrowed in a given period showing usage, copy, and title counts

3. Issues for Class Range A to V

4. Issues for Each Reader Category

There is still a large discrepancy between the totals given in reports 1 and 2 that the Assistant Librarian cannot easily account for. Indeed, report 4, used here for the first time, gave usage totals that appear in *both* reports, adding further confusion.

Total Stock

Catalogue Records 2018: 139,054[1]

540 records were added in 2018.

Total records added between 1st January – 4th June 2019: 294

Overall Total Usage

3, 687 titles were issued 4,618 times between 1st January and 31st December 2018.[2]

205 fewer titles were issued in 2018 than 2017, which saw 3,892 titles issued 5,403 times. While there has been a drop in the number of titles issued between 2017 and 2018, it is well within the total use ranges between 2014 and 2018. There is also a general trend upwards in collections use despite this drop.

An average of 385 titles were circulated by all user types (Readers, ReaderPLUS, Residents, 'WEG', staff) each month. This is also well within the average issues made per month over the last five years.

3% of stock was used in 2018. This is a slight decrease on 2017 (3.1%), equal to 2016 (3%), and better than 2014 and 2015 (2.7% total use for both years). However, our data on *space* rather than *collection* usage has shown that the reading rooms are becoming ever busier with a range of different users. As such, we are confident that with dedicated, collection-specific promotion over the coming 12 months, we can continue to ensure collections use increases.

Use by Subject Classification

Below are the total issues for each classification or item type in 2018. These are taken from the Heritage Report 'Issues from a Class Range, Between Given Dates'. N.B. 'Issues' reports in Heritage counts each time a title in a given class-mark has been issued; it counts titles issued more than once. As such, the data below should not be read as the total *titles* used within each subject class-mark over the year. It is unclear at present how to extract this information from Heritage. This data also excludes the circulation and usage of archive materials, items from restricted collections, and other items borrowed in 2017 not covered by specific subjects and areas below.

Subject	*2014*	*2015*	*2016*	*2017*	***2018***	*Comments*

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[1] 2017: 138,514; 2016: 138,090 catalogue records (138,485 accession records); 2015: 136,015; 2014: 131,898

[2] Heritage Circulation Report, "Titles Borrowed in a Given Period Showing Usage, Copy, and Title Counts" [Report run 4th June 2019].

A (Biblical Archaeology & Judaism):	71	65	123	86	116	*An increase on issues made in 2017.*
B (Biblical Studies):	611	555	590	682	*671*	*Second highest issuing figures within this class-mark over five years.*
C (Patristics):	52	88	45	56	29	*Not the year for Patristics – figures are trending lower, but no pattern within what is being issued to understand this. Disappointing.*
D (Philosophy):	118	118	192	72	108	*Hopefully an increase in use within this class-mark. Greatest usage are books on enneagrams and D 48 (Ethics: General).*
E (Christian Theology, Doctrine, & Philosophy):	629	530	479	563	577	*Second-highest usage figures over five years. Large clusters of use in E 19.6 (Liberation theology), E 19.7 (Feminist Theology), E 19.8 (Culture and Theology).*
F (Christian Ethics & Practice):	589	c.500	377	515	382	*Lots of use in F 14 (Christian Social Ethics), F 26 (Pastoral Theology), F 30 (Christian Spirituality), F 38 (Merton Studies).*
G (Christian Worship):	120	122	120	135	145	*Clear steady increase in use over five years. Lots of use of Grove Liturgy series. G 11 (Prayer) most widely used. Increasing use in G 49 (Christian poetry).*
I (Church History):	477	372	355	473	*382*	*Lots of use of monasticism, Celtic Christianity, c19th Anglican history.*
K (Anthropology & world religions):	117	106	97	99	129	*Much interest in books on wizards and magic. Significant increase in usage of Buddhism collection.*
M (History):	372	351	440	499	371	*Very little use of M 11.2 (slavery). M 11.7 (Women's history), including suffragette movement, saw large usage. M 34.9 (Victorian history) remains most extensively used.*
R (Literature):	434	328	421	438	373	*Top-heavy usage after R 33-R 50 (this covers English Lit from c. 1750s-present, including Welsh literature and poetry).*
U: Social Sciences	293	296	356	344	335	*U 80 (Book & Library History) well used, feminist studies also well-used.*

| V: Visual Arts | 153 | 181 | 126 | 118 | 111 | No clear pattern to usage, except clear interest in religious art/architecture sections. |

Issues by User Type

2018 Data

2018

	Issues by User Type (main collections)						
	READERS	**RESIDENTS**	**FRIENDS/ReaderPLUS**	**WEG**	**STAFF**	**MONTHLY TOTAL**	**MONTHLY AVERAGE**
Jan	33	163	53	143	0	392	78.4
Feb	56	111	54	176	0	397	79.4
Mar	104	160	63	268	0	595	119
Apr	18	137	35	230	0	420	84
May	37	129	69	221	0	456	91.2
Jun	46	111	6	158	0	321	64.2
Jul	65	163	14	110	0	352	70.4
Aug	51	200	22	200	0	473	94.6
Sep	49	122	0	190	0	361	72.2
Oct	54	66	17	228	1	366	73.2
Nov	26	115	27	184	1	353	70.6
Dec	26	22	15	68	1	132	26.4
TOTAL ISSUES:	**565**	**1499**	**375**	**2176**	**3**	**4618**	**76.96667**
Average	47.1	124.9	31.3	181.3	0.3	384.8	

Comparative Totals 2014-2018

YEAR	TOTAL ISSUES	YEAR	TOTAL ISSUES	YEAR	TOTAL ISSUES
2014	4712	**2016**	4778	**2018**	4618
2015	5215	**2017**	5325		