Survey of Special Collections and Archives in the United Kingdom and Ireland

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Contents

Tables

Figures

Foreword

Our special collections and archives are essential parts of our research libraries. Spanning millennia, they offer us insights into times past, distant lands, and the human mind. They contain every conceivable medium, from stone tablets to the born digital, and cover the whole range of human history and endeavour. Much of what is contained within our special collections is rare or unique, making our custodial role both challenging and hugely inspiring.

In 2010, OCLC Research published *Taking our Pulse*, a rigorous, evidence-based appraisal of the state of special collections in the US and Canada. This groundbreaking piece of research highlighted for us the absence over many decades of any equivalent evidence gathering in the UK and Ireland. We felt this especially keenly at a time when the role of special collections is under grave threat. The financial upheavals following the 2008 crash have affected both budgets for individual institutions and the structure of wider national and international bodies that have traditionally provided a framework of support for special collections. In addition there have been 'existential' threats resulting from changing social, educational and technological factors—threats that some holders of special collections have been tempted, almost Canute-like, to keep at bay.

RLUK believes that it is now time to view the tidal surge in complexity as the origin, not of calamity, but of power and of energy. This report shows that many institutions have already been far-sighted in identifying the momentum of change and using it creatively to redefine the measure, meaning and application of special collections for users, teachers, students, researchers and the wider community. These institutions recognise the richness of their special collections and their power to surprise and excite.

Much work remains to be done, however, and it is hoped that this report will provide curators, special collections staff, archivists and their institutions with the evidence and inspiration to further the process of the transformation that their collections utterly warrant and deserve.

The report is the product of a warm and fruitful collaboration between RLUK and OCLC Research. I would particularly like to thank OCLC Research for their openness to the idea of a UK and Ireland survey and the great willingness shown by Jackie Dooley and Merrilee Proffitt to adapt the original US survey to the conditions on this side of the Atlantic. They have been unfailingly generous and enthusiastic partners in a project that has worked across two

continents and many time zones. Thanks also go to the members of the RLUK UDC (Unique and Distinctive Collections) Board: Andrew Green (its Chair), Chris Banks, Anne Jarvis and Sarah Thomas (with invaluable assistance from Mike Mertens), who have precisely illuminated the larger issues at hand. The Survey Advisory Board has also provided invaluable practitioner insights into the questions we have asked, and have been integral to the writing of the report itself: Rachel Beckett, Alison Cullingford, Katie Sambrook, Chris Sheppard, Melanie Wood and Sue Worrall. Finally, I wish to express my gratitude to the community of special collections holders themselves, who have made this report possible thanks to their assiduous engagement with the survey.

David Prosser
RLUK Executive Director
February 2013

Acknowledgements

Many colleagues contributed generously of their time and expertise throughout this project.

The four members of the RLUK UDC Board constituted the policy board, and the five special collections practitioners appointed by the UDC board served as a committee of experts to work with OCLC Research (all are named in the Foreword). Their contributions, particularly in adapting the survey instrument, drafting sections of the report, and crafting the recommendations, were both considerable and indispensable.

David Prosser and Mike Mertens of RLUK were instrumental in initiating the project, identifying the population of research libraries and facilitating communications. In the fall of 2010, Allison Cullingford was appointed RLUK's Project Director for the UDC strategic strand, and she added to the above-named committee's expertise and enthusiasm.

Most of those named above also served as reviewers of the draft survey instrument. Their comments, questions, and advice improved it greatly and ensured that it spoke to the needs of the UK/Ireland population. Other reviewers were Hugh Cahill, Sue Donnelly, Sheila Hingley, Peter Keelan, and Mark Purcell.

Daniel Londono, 2011-2012 Diversity Fellow in OCLC Research, managed various aspects of the project, including distributing the survey instrument, following up with non-respondents, exporting data, and preparing all figures and tables. He also designed and implemented an approach to analysis of the 'most challenging issues' data, for which Ricky Erway and Karen Smith-Yoshimura coded respondents' data into broad categories.

OCLC Research colleagues Merrilee Proffitt, Jennifer Schaffner, and Karen Smith-Yoshimura contributed significantly to the clarity of the report through their review of draft manuscripts. Finally, Jeanette McNicol accomplished the herculean task of formatting the report with her usual grace and efficiency.

Jackie Dooley
Program Officer, OCLC Research
February, 2013

Executive Summary

It has become widely recognised across the academic and research libraries sector that special collections and archives play a key role in differentiating each institution from its peers. In recognition of this, Research Libraries UK (RLUK) established the workstrand 'Unique and Distinctive Collections' in support of its strategic aims for 2011-2014. The UDC workstrand will identify ways in which special collections can 'make the most of their potential for research, teaching and community engagement.' This survey forms part of the overall project by gathering data to enable better understanding of the sector. It was conducted as a collaboration between RLUK and OCLC Research.

As this report reveals, we face numerous challenges if we are to maximise potential and bring special collections to the attention of those whose research or learning would benefit from their use.

A few of the most salient issues that emerged from the data:

- Alignment of special collections with institutional missions and priorities is an ongoing challenge.

- The special collections sector is undergoing a major culture shift that mandates significant retraining and careful examination of priorities.

- Philanthropic support is limited, as are librarians' fundraising skills.

- Use of all types of material has increased across the board.

- Users expect everything in libraries and archives to be digitised; national strategies for digitisation of rare and unique materials are therefore needed.

- Many cataloguing backlogs have decreased, while some continue to grow.

- One-third of archival collections are not discoverable in online catalogues.

- Management of born-digital archival materials remains in its infancy; upper management must actively support this important work to ensure progress.

We asked respondents to name their three 'most challenging issues.' The following were the most frequently cited:

- Outreach (broadly defined)

- Space and facilities (particularly for collections)

- Born-digital materials

- Collection care

- Cataloguing and archival processing

One hundred twenty-two academic and research libraries with significant special collections received invitations to participate in the survey. The rate of response was 67% (82 responses), including 100% of RLUK members.

This report presents a summary and analysis of the data for all respondents, for RLUK members, and for non-RLUK respondents, with a complete set of data figures and tables for each. Also included is a comparison of the RLUK data with that of the Association of Research Libraries (US) members who responded to an OCLC Research survey of the United States and Canada (Dooley and Luce, 2010).

Key Findings

Outreach and User Services

More than half of respondents stated that use of special collections by all types of users has increased over the past decade. Few, however, were able to categorise their users by type, even those in their primary user population: 90% of users were reported as 'other' (i.e., type of user not identified). This could be problematic if it results in an inability to demonstrate the extent to which the primary audience is being served.

User services policies are evolving in productive ways: three-quarters of institutions permit use of digital cameras, and up to 80% allow access to printed volumes and archival materials in backlogs. On the other hand, 81% do not permit interlibrary loan, even of reproductions, which could be considered a disservice to distant researchers.

Despite these very promising data, many respondents indicated that the need to embrace new modes of outreach and service presents enormous challenges. This appears to stem from two principal factors: staff skills are being stretched by the need to undertake new duties, and, as a result, fulfilment of 'traditional' responsibilities is thereby rendered more difficult.

Staffing

As mentioned above, the need to undertake new duties is proving to be a major challenge. The areas most often mentioned in which education or training are needed to fulfil the institution's needs were born-digital materials, fundraising, intellectual property, and outreach.

The data show that the mean number of permanent special collections staff across the entire population is 16.6 FTE. The median is only six, which reveals wide variation across institutions. This comparison is very different when the data are analyzed by type of institution. Forty percent of respondents have experienced an increase in the number of professionally qualified staff in recent years, while 29% had an increase in support staff. Across the population, 7% of special collections staff are likely to retire within the next five years.

A trend exists toward integration of once-separate special collections departments—more than half of respondents have done so within the past decade.

Collections

Insufficient space for collections, or inadequate space needing renovation to satisfy current needs, ranked very high among the 'challenging issues.' More than one-third of respondents have special collections in secondary storage. Deaccessioning of unwanted materials, some of which have not been processed many years after they were acquired, occurs for appropriate reasons but is practiced by only a few. Review of unprocessed collections for retention could be one way to contend with insufficient space.

As the size of general print collections stabilise, such as through shared print initiatives and digital publication, a need to add more storage space for special collections would become all the more conspicuous.

One-third of respondents have undertaken one or more new collecting emphases in recent years. Although informal collaborative collecting is fairly widespread on a regional basis, formal arrangements of any kind are rare.

Born-digital Materials

The data clearly reveal a widespread lack of basic infrastructure for collecting and managing born-digital materials. Sixty percent cited lack of funding as an impediment, while only slightly fewer noted lack of both expertise and time for planning. As a result, many institutions do not even know what they have, access and metadata are limited, half of institutions have not yet assigned responsibility for managing this content, few have collected

more than a handful of digital formats, and virtually none have collected at the level that is warranted.

The amount of born-digital archival material reported is miniscule relative to the extant content that warrants being preserved in archives: the mean collection size is only 2,800 gigabytes, and the median is zero. It is striking that only two institutions hold 80% of the material reported, while five hold 99%. Clearly, academic and research libraries have barely scratched the surface of the born-digital challenge.

Digitisation

Perceived pressure to digitise collections comprehensively seems to be ubiquitous. Ninety-seven percent of respondents have completed at least one special collections digitisation project and/or have an active digitisation programme that includes special collections. Progress is impeded, however, by the fact that less than half can undertake projects without special funding, while one-third have a recurring budget for digitisation.

One-third stated that they have done large-scale digitisation of special collections (defined as a systematic effort to digitise complete collections and employing production methods that are as streamlined as possible) rather than selecting and interpreting particular items.

More than 40% have licensing contracts with commercial vendors to digitise materials and sell access.

Archival Collections

While shared archival online catalogues have proven to be successful discovery hubs, only one half of archival finding aids are accessible online. This percentage would increase to 82% if all extant finding aids available only at the host institution were converted. The remaining 18% (no finding aid exists) reveals the archival processing backlogs that remain. The progress made in backlog reduction may be due, at least in part, to the use of minimal-level processing techniques by 70% of respondents.

The institutional archives reports to the library in two-thirds of institutions, while nearly half have responsibility for records management (of active business records). The challenges specific to these materials should therefore be core concerns of most libraries—and it is in this context that the impact of born-digital content is currently the most pervasive.

Cataloguing and Metadata

Backlogs of printed volumes have decreased at nearly half of institutions, while somewhat fewer backlogs have increased. For materials in other formats, increases and decreases are roughly equal. The continuing existence of backlogs may be attributable in part to the lack of sustainable, widely replicable methodologies to improve efficiencies.

The extent to which materials appear in online catalogues varies widely by format: 78% of printed volumes, 64% of archival materials, half of maps, and one-third of visual materials are accessible online.

Collection care

The preservation needs of both audiovisual and born-digital materials are well known to be huge, and our data confirm this.

The most widespread collection care problems are conservation repair of materials to enable their use and rehousing into improved boxes and other housings. Issues related to quality of storage facilities were cited by about 40%.

Metrics

A lack of established metrics placed some constraints on the data that respondents could contribute and our ability to analyse it closely. Norms for tracking and assessing user services, metadata creation, archival processing, digital production, and other activities would make it more feasible to establish reliable community norms against which to measure individual institutions.

We did not explore the particular purposes that would be served by deployment of a set of uniform metrics; it would be important to do so before undertaking such work.

Recommendations

These recommendations were formulated by the authors of this report and are wholly based in analysis of the survey data. Participants in the RLUK Unique and Distinctive Collections symposium held at the University of Aberdeen on 29 March 2012 very usefully vetted an early version, which the authors then significantly revised.

Note: This is not a set of recommendations officially endorsed by RLUK or intended for RLUK action; a forthcoming report on the UDC workstrand will fulfil that need.

In general, under each category we consider the first recommendation a higher priority than the other(s) in that group (e.g., we feel that 1.1 would potentially have a higher impact than 1.2).

1. Staffing

    1.1. Analyse the array of duties performed by special collections staff and identify the new skills and expertise needed to move the profession forward in alignment with institutional missions.

    1.2. Develop a plan to provide educational and development opportunities in areas, both traditional and emergent, in which skills need enhancement across the sector.

2. External Funding

    2.1. Develop a set of arguments to assist institutions with development of external sources of funding in support of special collections.

3. User Services

    3.1. Develop an outreach toolkit, including case studies illustrating best practices, to build skills for presentation, promotion, and engagement with special collections.

    3.2. Develop pricing models, templates, and shared policies for user-initiated digital scanning to encourage consistency across the sector.

4. Born-digital Materials

4.1. Define the basic steps involved in initiating a program for managing born-digital archival materials to assist libraries that have not yet begun this work.

4.2. Investigate the feasibility of extending broadly across the sector the adoption of successful technical environments for managing born-digital materials that have been developed by a small number of UK institutions.

5. Digitisation

5.1. Develop both a national strategy for continued digitisation of special collections and a national gateway for discovery of digitised content. As part of the strategy, identify sustainable funding strategies and international partners with which to collaborate.

5.2. Develop cost-effective models for large-scale digitisation of special collections that take into account the special needs of these materials while also achieving high productivity.

6. Archival Collections

6.1. Convert print archival catalogues using affordable methodologies to enable Internet access. Develop approaches to modifying existing descriptions that strike a balance between incurring overheads and being effective for discovery. Develop tools to facilitate conversion from local databases.

6.2. Develop a shared understanding of the goals, characteristics, and benefits of 'simplified archival processing.'

6.3. Establish a methodology to assess unprocessed archival collections and develop a plan to make the national collection more fully accessible.

7. Metrics

7.1. Determine the potential value and uses of metrics for reporting core statistics (e.g., collection size, users, outreach efforts, catalogue records) across the sector. If warranted, define categories and methodologies and encourage their use across the sector.

8. Collection Development

8.1. Define key characteristics and desired outcomes of meaningful collaborative collection development, and encourage collaborations in areas of national significance.

8.2. Scrutinise local collecting policies to determine how well they reflect the institutional mission and can feasibly be implemented.

9. Cataloguing and Metadata

9.1. Collaborate to share expertise and create metadata for cartographic materials to enable improved discovery of the national collection.

9.2. Build on the findings of RLUK's 'hidden collections' survey of print materials to identify national cataloguing priorities.

10. Collection Care

10.1. Further inflect the COPAC collection management tool to meet the requirements of special collections. Investigate its potential for determining priorities for preservation and other management activities across the national print collection.

10.2. Take collective action to share resources for cost-effective preservation of at-risk audiovisual and born-digital archival materials.

11. Building community

11.1. Identify beneficial ways in which to build productive relationships across the diverse community of special collections libraries that participated in this survey.

Introduction

It has become widely recognised that special collections and archives are crucial to differentiate academic or research libraries from their peers. In recognition of this, Research Libraries UK (RLUK) established the workstrand 'Promoting Unique and Distinctive Collections' in support of one of its strategic aims for 2011-2014. The workstrand will identify 'opportunities for maximising the potential of these collections.' (RLUK 2012). This survey forms part of the overall UDC strand, providing data to allow better understanding of the sector. It was conducted as collaboration between RLUK and OCLC Research.

In articulating their most significant challenges, respondents addressed both the distinction of special collections and the major issues with which this sector of the library community must contend. A few examples:

'In 2011 there is greater acknowledgement of the potential of Special Collections in UK HE libraries than at any other time in my 30+ year career … In an increasingly competitive post-Browne HE environment, distinctive SCs are seen to have the capacity to differentiate libraries and thus their parent institutions in exceptional ways … and means of engaging with wider academic and other communities.'

'Demonstrating the value of SC to the University in tough times, and the need for improved engagement with research and learning agenda and to ensure delivery of the social responsibility and public engagement agenda.'

'Keep pace with and even drive research and academic agenda within the University but also the wider world of scholarship.'

'Pace of technological change. Special collections are in danger of being left behind with rapid development of new resource discovery tools and increasing expectation that everything will be available online.'

'SC requirements can be seen to run counter to many library initiatives directed towards achieving greater economies and efficiencies.'

'Accurate and qualitative evidence of online use, as figures of on-site use become less meaningful indicators of level of access.'

Background

This survey project is based in a similar one conducted by OCLC Research in 2009 that studied special collections and archives in nearly 170 academic and research libraries across the US and Canada (Dooley and Luce, 2010). Many of the questions from that survey were adopted intact for the present project, while others were adapted for the UK/Ireland context. Some new questions were added, particularly in the areas of collection care and born-digital management. It is our hope that the high degree of overlap between the two projects will enable helpful comparisons between these two international sectors.

Definition of Special Collections

We defined special collections as library and archival materials in any format (e.g., rare books, manuscripts, photographs, institutional archives) that are generally characterised by their artifactual or monetary value, physical format, uniqueness or rarity, and/or an institutional commitment to long-term preservation and access. They generally are housed in a separate unit with specialised security and user services. Circulation of materials usually is restricted.

The term 'special collections' is used throughout this report to refer to such materials.

The definition is intended to *exclude* general collections characterised by format or subject specialisation—such as published audiovisual materials or general library strength in Asian history—as well as materials managed as museum objects.

Project Objectives

We began with these objectives:

- Develop a profile of special collections practices in RLUK libraries and selected additional libraries across the UK and Ireland that hold significant special collections

- Use the US/Canada survey published by OCLC Research in 2010 as a basis for the survey instrument, changing it as little as possible to enable comparisons with the UK/Ireland sector

- Prepare recommendations for action intended to stimulate change across the special collections community, principally in the UK

- Contribute to an evidence base that will help inform the RLUK Promoting Unique and Distinct Collections strategic strand

Survey Population

The initial population of 122 libraries and archives was selected primarily from the following:

- Research Libraries UK (32 members, principally universities)

- OCLC Research Library Partnership members in the UK and Ireland (22 members, principally universities)

- Selected LIBER members in the UK and Ireland

- Selected Copac contributors

- Selected MLA-designated institutions

It was the desire of the RLUK UDC Board to include libraries beyond RLUK that have particularly distinctive special collections. By necessity, the choices made were subjective.

Table 0.1. Respondents by nation (Q. 3, n=82)

	England	Ireland	Northern Ireland	Scotland	Wales
Total	67	3	1	8	3
Percent	82%	4%	1%	10%	4%

We received 82 responses out of the overall survey population of 122 institutions for a response rate of 67%. All 32 RLUK members as of 2011 participated. Appendix B lists the respondents by nation, affiliation(s), and type of institution.

Fifty-nine of the respondents (72%) are public institutions, twenty percent are private, and three identified themselves as statutory bodies. Six consist entirely of special collections. Forty-four percent of the 82 are located in London.

Each institution was required to submit one unified response for all special collections units.[i]

Dooley et al., for OCLC Research. 2012.
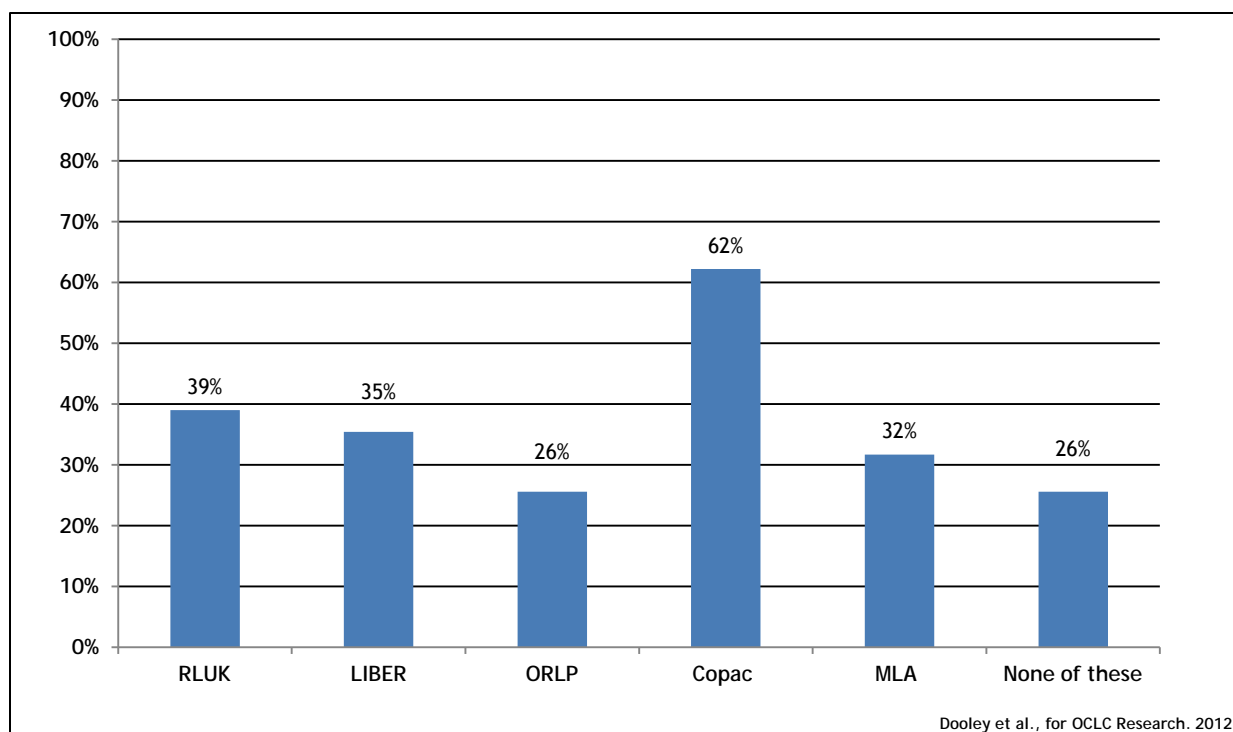
Figure 0.1. Respondents by affiliation (Q. 4, n=82)

Table 0.2. Respondents by type of institution (Q. 5, n=82)

Institution Type	Number of responses	Percent of responses
Universities	41	50%
Independent research libraries	9	12%
Museums	5	6%
Public libraries	5	6%
Royal colleges	5	6%
National libraries	4	5%
Learned societies	4	5%
Church institutions	4	5%
Colleges	2	2%
Conservatoires	2	2%
National botanic garden	1	1%
Total	82	100%

We identified eleven institutional types across the 82 respondents. A few observations:

- Universities predominate, comprising 50% of the respondents.

- The eight independent research libraries vary widely in their size, scope, and mission.

- The five museums are three national museums (British Museum, Natural History, and Victoria and Albert), the Science Museum in London, and the National Trust. The latter is unique within the survey population in that its libraries are distributed across 168 properties throughout the UK.

- The five public libraries range in size from 250,000 volumes to three million volumes.

- The five royal colleges (i.e., chartered professional societies) are all in the field of medicine. Eight other respondents have the term 'Royal' in their names; some are conservatoires, some independent research libraries, and some academic institutions. The Royal Botanic Gardens Kew is in its own category.

- The four learned societies are all in the field of medicine.

- Three of the church institutions are affiliated with cathedrals; the fourth is the Religious Society of Friends (Quakers).

Note

[i] We felt that permitting individual units within an institution to report separately would inappropriately skew the results by over-representing large institutions. We did not define 'unit' in recognition of the fact that departments, areas of collecting focus, branch libraries, and other organisational units could be administratively and/or physically separate. Respondents made their own determinations.

1. Analysis of Full Data

This overview has ten sections that follow the flow of the survey instrument:

- Overall library

- Collections

- Collection care

- User services

- Cataloguing and metadata

- Archival collections

- Digitisation

- Born-digital materials

- Staffing

- Most challenging issues

The response rate generally was high for multiple-choice questions, lower for most questions that required numerical data. The latter likely means that some institutions either do not record certain statistics or do not collect them in a manner that sufficiently matched the categories we provided.

Overall Library Size and Budget

We asked four questions about the overall library to bring perspective to the situation of special collections within the broader institutional context: whether or not the entire library consists of special collection, overall collection size, the effect of the current economy on funding, and the percent of overall budget spent on special collections.

Six of the 80 respondents who answered question 8 stated that their entire library consists of special collections. Five are independent research libraries and one is a church institution. All six are located in England.

Dooley et al., for OCLC Research. 2012.
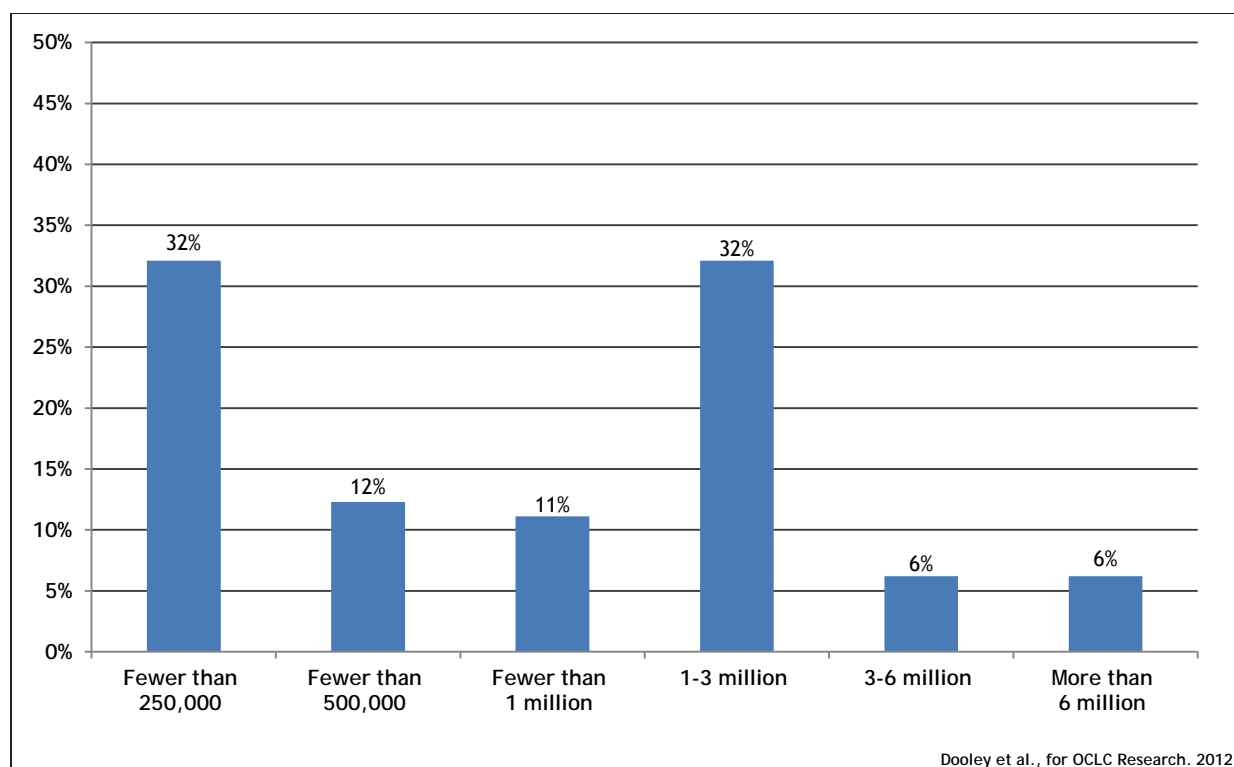
Figure 1.1. Printed volumes in the entire library across the overall population (Q. 9, n=81)

The diverse nature of the survey population is reflected in the distribution of libraries by collection size. Four of the five institutions holding more than six million volumes are RLUK members. At the other end of the spectrum, only two of the respondents that hold fewer than one million volumes are RLUK members.

Table 1.1. Printed volumes in the entire library, by nation (Q. 9, n=81)

Volumes	Percent of total	All	England	Ireland	Northern Ireland	Scotland	Wales
Fewer than 250,000	32%	26	24			1	1
250,000 to 500,000	12%	10	10				
500,000 to 1 million	11%	9	8			1	
1-3 million	32%	26	18	1	1	5	1
3-6 million	6%	5	3	1			1
More than 6 million	6%	5	3	1		1	
Total		81	66	3	1	8	3

The broad differential in library size is significant in the analysis of numerical data, particularly for collections, funding, users, and staffing. In general, means and medians differ radically, and so both numbers usually are worthy of notice. The profiles of subsets of the population highlight these variations.

The overall norms for the 44 multiple-choice questions, many of which focused on policy and operational issues, also varied significantly in many instances for subsets of the population.

Dooley et al., for OCLC Research. 2012.
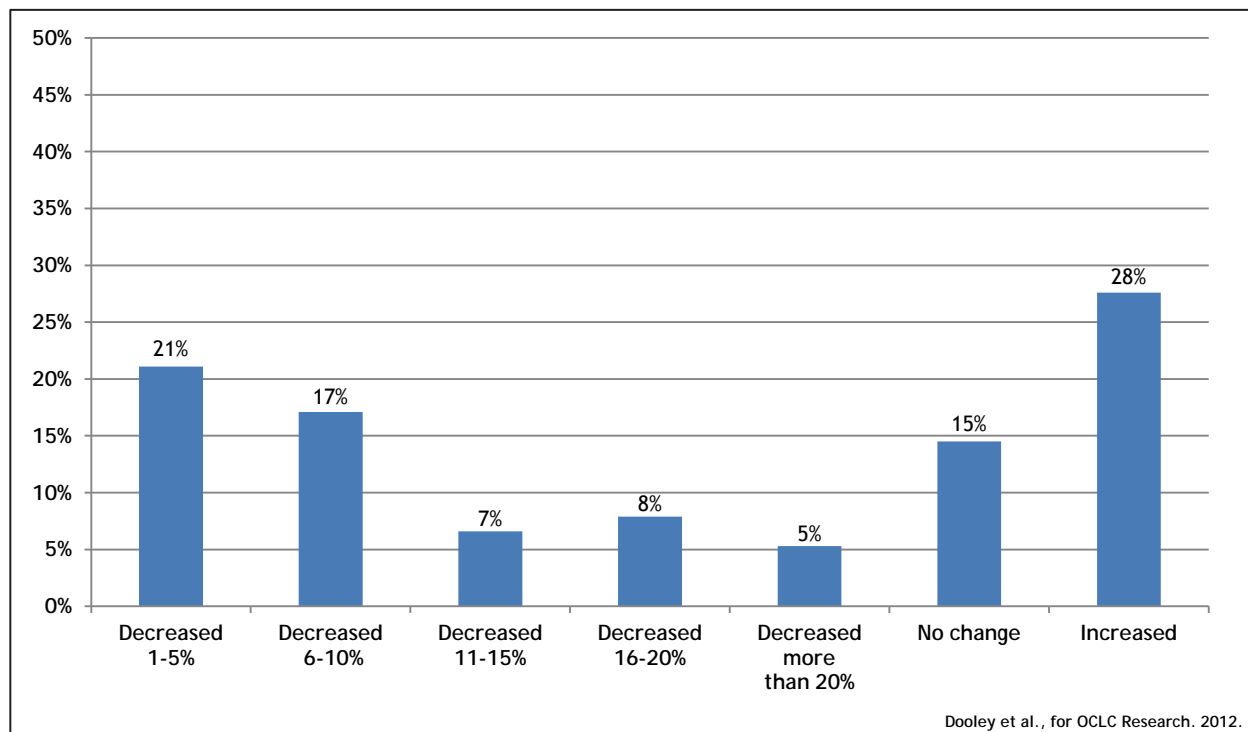
Figure 1.2. Change in overall library funding (Q. 10, n=76)

The data show that nearly 60% of respondents saw their 2009-2010 budgets drop as a result of the decline in the global economy since 2008.[1] This percentage might be even higher if data were gathered for the 2010-11 year, during which many libraries and other institutions experienced severe budget cuts.

Question 11 explored the percentage of each library's overall budget that is spent on special collections. The mean for the full population was 16%, while the median was 7%. The mean was driven upward by several libraries that spend up to 90% of their budgets on special collections due to a strong institutional focus in that direction.

Six responding libraries consist entirely of special collections. Only three, however, reported spending 100% of their budgets on special collections (these were factored out of the calculations of mean and median). The other three engage in other types of activity (e.g., foundations that award external grants, institutes that offer educational programs) to which they allocate portions of their overall budgets.

It would be interesting to look at how funding over the last ten years in the sector has resulted in a number of very high profile new builds, both for the general libraries and special collections. These would be capital rather than revenue expenditure and thus not captured in the present survey data.

Collections

In this section we explore size of collections, changes in collecting foci, the extent and stability of acquisitions funding, collaborative collecting, and offsite storage.

Any library collection may be perceived as 'special,' depending on circumstances. For the purposes of this survey we therefore provided the broad definition of 'special collections' found in the Introduction to this report.

We established a context for the level of completeness of the collections data by asking respondents to state how many separate special collections units exist across their institution and for which of these units data was, and was not, being reported.[2]

The mean number of units reported per institution was 3.0; this would be lower but for the four institutions that have ten to twelve units.[3] Data was reported for 88% of the 385 separate special collections units enumerated by respondents (question 13). This extremely high rate of reporting enables a strong degree of confidence that the data represent the overall population's practices.

Confidence in the quantities of material reported is constrained, however, by our lack of robust metrics across the sector. Determining uniform approaches to counting and measuring special collections across institutions is not straightforward, given the multiple ways in which libraries manage these materials, and inconsistencies are liable to arise in many reporting areas. Similar differences between institutions also are highly likely.

We ensured that, at minimum, all materials in a specific format were slotted consistently into one broader category (e.g., photographs, prints, and drawings; see the supplement to the survey instrument in appendix A).

Table 1.2. Special collections size (Q. 16, n=75)

Volumes	n	n (%)	Total Items	Mean	Median
Printed Volumes	71	96%	10,794,518	152,035	45,000
Archival and manuscript (collections)	67	91%	293,167 lm	4,375 lm	1,800 lm
Manuscripts (managed as items)	47	64%	179,031	3,809	12
Cartographic materials	47	64%	3,029,777	64,463	0
Visual materials	52	70%	9,119,654	175,378	1,900
Audio materials	44	59%	46,188	1,050	0
Moving-image materials	45	61%	109,153	2,426	0
Born-digital materials	40	54%	65,747 GB	1,644 GB	0 GB
Objects	46	62%	14,432	314	3

Note: Archival and manuscript collections were counted in linear metres (l.m.) and born-digital materials in gigabytes. The enormous collection holdings of the British Library were excluded from this analysis to avoid excessive skew in the means.

The number of respondents who provided data for each format varied significantly, from 88% for printed volumes down to 50% for born-digital materials. The mean collection size for every format varies dramatically from the corresponding median—as expected, since the survey population includes such a wide range of library types and sizes. The largest collection of printed volumes is 1.3 million, the smallest is 850 volumes, and the median is 45,000. The largest archival holdings are more than 70,000 linear metres, the smallest are less than 100, and the median is 1,800. A few institutions have exceptionally large holdings in particular formats (e.g., visual or moving image materials), which drive upward the means shown in the above table. Clearly, unique materials are widely distributed across the institutional landscape.[4]

We combined all archival and manuscript materials managed as collections into one category, including institutional records such as those held by university archives, because the two are managed inseparably in many institutions. We also included a category for manuscripts managed as items, since some institutions acquire, count, and describe them in this way. The lower number of responses (n=49) for manuscripts managed as items, however, reflects the fact that many institutions manage all such materials as collections. Due to the aforementioned lack of agreed-upon metrics, we can safely draw fewer conclusions about the extent of the combined corpus of archival and manuscript materials than would be optimal.

The lowest rate of response was for born-digital material (41 responses, or 50%), of which only 14 reported how much material they have. The data reported for question 77 (types of born-digital materials held) reveal, however, that 47 respondents have holdings in at least

one format. The fact that few of these reported the size of their holdings is an indicator that many of these materials are not yet being actively managed.

It is striking that five institutions hold 99.9% of the 116,000 gigabytes of born-digital material reported by all respondents, and only two hold 80% of this content.[5]

Table 1.3. New collecting areas by broad topic (Q. 18, n=42)

Broad area	Number of collections
Visual materials	7
Literature	7
Theatre	6
Born-digital materials	5
Medicine	5
Science	4
Industry/commerce	3
Minority groups	3
Music	3
Oral history	3
History (general)	2
History (local)	2
Religion	2
Women	2

Note: This table records only the broad topics under which more than one new collecting area was reported.

New collecting areas have been established by half of respondents since 2000. Some named a single new area of interest, while others listed up to seven. The topics described cover a wide range. In general, new collecting is in areas that can be seen as traditional for special collections libraries, such as particular aspects of history, literature, music, and theatre. Nine collections are in science or medicine. Seven might be considered directly related to contemporary social and political issues; these relate to women, minority groups, and/or the LGBT (lesbian/gay/bisexual/transgender) community. Some respondents' statements could not be categorised (e.g., 'Major gift').

Table 1.4. Impetus for establishing a new collecting area (Q. 18, n=42)

Reason	Number of institutions
New institutional direction	11
Faculty suggestion	10
Curator's decision	9
Gift	5

Respondents cited four typical reasons for establishing a new collecting emphasis: a new institutional direction, faculty suggestion, curator's decision, or an in-kind gift. (Many did not state the impetus.)

The two most common reasons suggest that these institutions looked to institutional policy decisions to establish new collecting areas. Although in some cases gifts in a new collecting area may deliberately have been sought and secured, the responses to question 22 below suggest that the capacity of most institutions to acquire by purchase is extremely limited. It is therefore likely that many decisions to establish new areas were reactive and based in the acceptance of gifts.

Despite limited funding across the population, only five respondents reported having discontinued collecting in areas that formerly were active. Two reasons were cited: transfer to general collections and tighter collection development policies.

Eighteen respondents (23%) reported having physically withdrawn collections. While the topics of the collections revealed no particular pattern, four reasons for deaccessioning surfaced more than once:

- Duplicates or other materials outside the scope of current collecting policy (6 respondents)

- Transferred to a more appropriate institution (5)

- Returned to donor (2)

- Reunited split collections (2)

In addition, one library lost a collection because a branch library was closed, and another sent a collection to auction—the only instance reported of an asset being sold.

Table 1.5. Acquisitions funding (Q. 22, n=73)

Funding Type	Total	Mean	Median	Percent of total
Institutional	£2,662,160	£36,974	£1,600	40%
Bequest/Endowment	£641,615	£8,911	£0	10%
External grant	£1,298,790	£18,039	£0	19%
Other external	£2,131,643	£29,606	£0	31%
Total	£6,734,208			100%

Note: Data for the British Library were excluded to avoid skewing the overall means.

The data show that 40% of collections funds are institutional and 60% are from external sources. The enormous gap between mean (£37,000) and median (£1,600) institutional funding is in part a reflection of the diversity of institutional sizes and types.

Substantial funding is concentrated in a small minority of institutions: only 15% have more than £50,000 in institutional funds, four have more than this amount in bequest or endowment funds, four in external grants, and four in other types of external funding. Clearly, most institutions are severely restricted in their ability to acquire materials in a planned, systematic fashion.

Twenty-one respondents (26%) have no acquisitions funding of any kind. Seventeen (21%) have no institutional funding, while another 25 have £10,000 or less. More precisely, only 20 respondents have any bequest or endowment funding at all, only 15 have any grant funding, and only ten have any other type of external funding. Overall, more than half of respondents have no external funds of any kind to supplement institutional funding.

In sum, the capacity of the majority of respondents to enhance existing collections purposefully is negligible. If this can be seen as status quo, it would behove the community to acknowledge and plan accordingly.
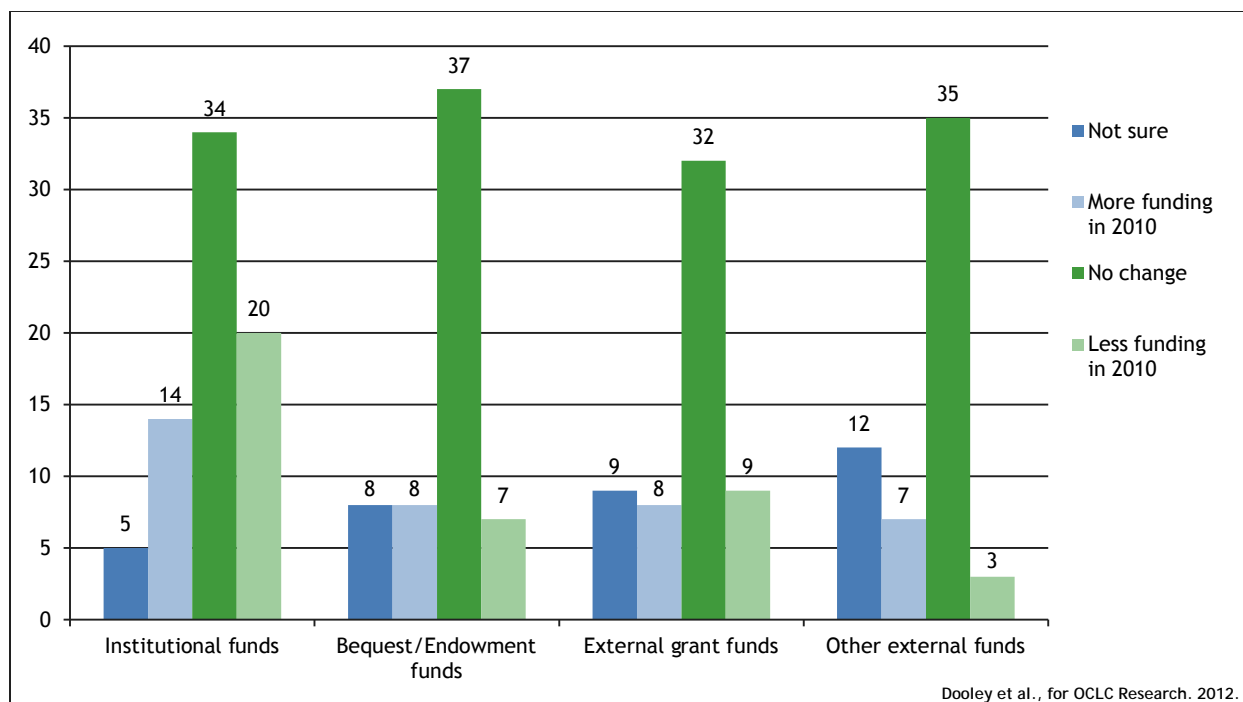
Figure 1.3. Changes in acquisitions funding (Q. 23, n=73)

The norm across the population is no change in acquisitions funding since 2000, regardless of source. Only about one-quarter experienced a decrease in institutional funding, which begs the question whether the 26% that have no acquisitions funding whatsoever have had none for more than a decade.

Table 1.6. Printed volumes acquired, by method of acquisition (Q. 24, n=62)

Acquisition Method	Mean	Median
Purchase (institutional funds)	36%	27%
Purchase (Bequest/Endowment Funds)	9%	0%
Purchase (external funds)	4%	0%
Gift/Donation	35%	13%
Long-term loan/deposit	6%	0%
Transfer within institution	13%	0%

Forty-nine percent of printed volumes were purchased, three-quarters of these using institutional rather than external funds. This percentage would be significantly lower were it not for the 15% of respondents that have significant funding.

Table 1.7. Other materials acquired, by method of acquisition (Q. 25, n=57)

Acquisition Method	Mean	Median
Purchase (institutional funds)	12%	0%
Purchase (Bequest/Endowment Funds)	5%	0%
Purchase (external funds)	3%	0%
Gift/Donation	48%	42%
Long-term loan/deposit	13%	1%
Transfer within institution	22%	7%

In contrast to printed volumes, only 20% of materials in other formats were purchased. One-third of respondents acquired 100% of non-print materials as gifts or transfer, and half acquired more than 90% of materials this way.

Dooley et al., for OCLC Research. 2012.
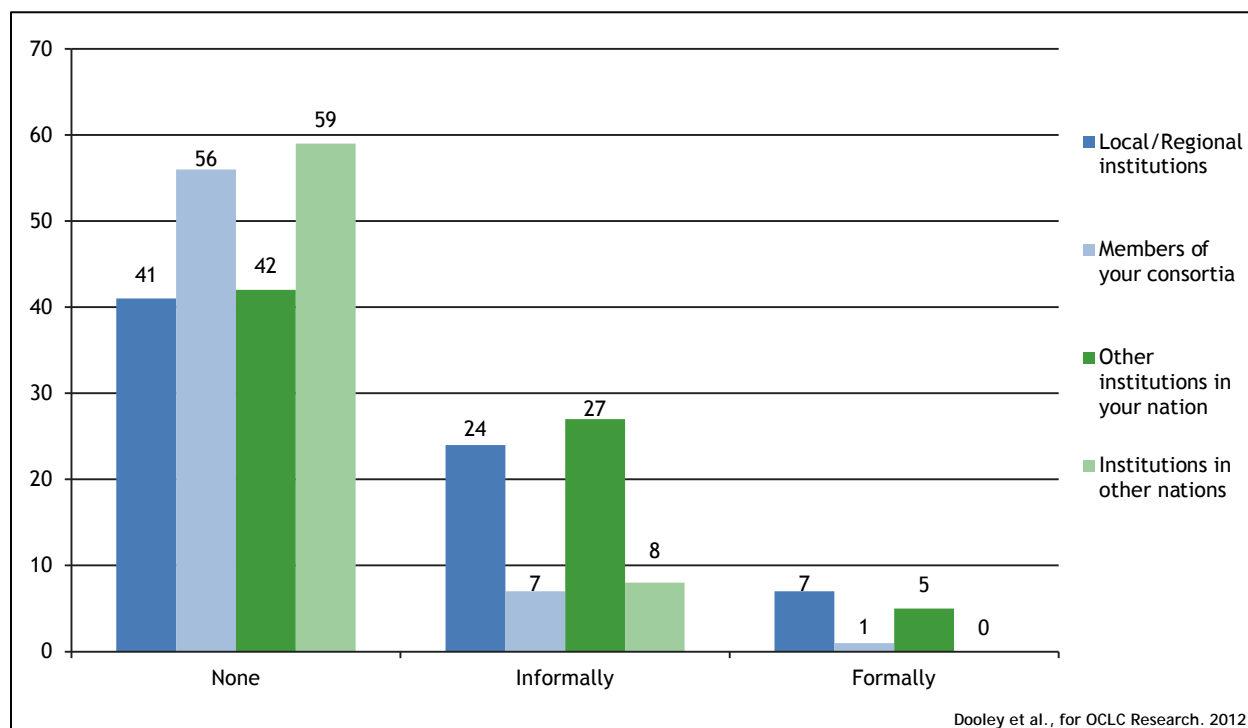
Figure 1.4. Collaborative collection development (Q. 26, n=76)

Most collaborative collection development arrangements reported are informal and with regional partners: one-third of respondents have such arrangements. Formal collaborations, on the other hand, are rare: 10% collaborate formally locally or regionally, but far fewer with consortial or national partners. No formal international collaborations were reported.

Much collection development depends on gifts of material that have local connections: local donors, local content, and often both. This results in a de facto national collecting model, however implicit and imperfect, which institutions are inclined to sustain through collaboration with other collecting institutions.

Dooley et al., for OCLC Research. 2012.
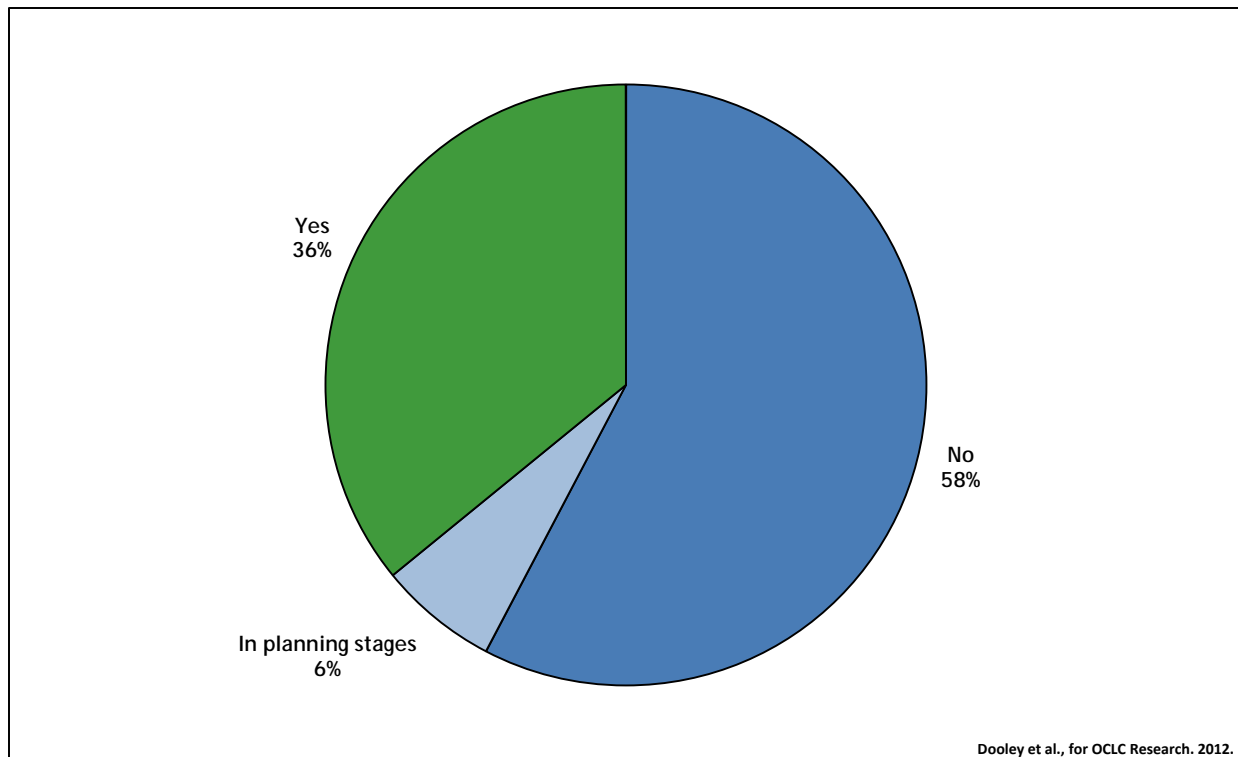
Figure 1.6. Special collections in secondary storage (Q. 27, n=78)

Special collections materials are housed in offsite or other remote storage at 58% of responding institutions—which correlates with space being the second most-frequently-cited 'challenging issue' (question 90). As print general collections stabilise, or are downsized, a need for more stacks space for special collections will become all the more conspicuous. The arguments to justify it will have to be powerful.

Some questions about collections:

- Is there a difference in percentage of holdings that consist of donated versus deposited collections, and has the balance of this changed over the last ten years?

- In this context, does a corresponding link exist between the level of processing used for donated versus deposited collections? That is, do collections owned by the

institution tend to receive more detailed and timely processing than those on long-term loan, or vice versa?

• Will libraries have to become more cautious about acquiring large archival collections and/or weed them more aggressively during processing? Does the use of simplified archival processing mean that institutions are exacerbating long-term storage challenges (due to lack of weeding and/or rehousing) in order to make collections accessible more quickly?

• What are the long-term implications of limited budgets for the completion of the national collection and the preservation of our cultural heritage?

Collection Care

Dooley et al., for OCLC Research. 2012.
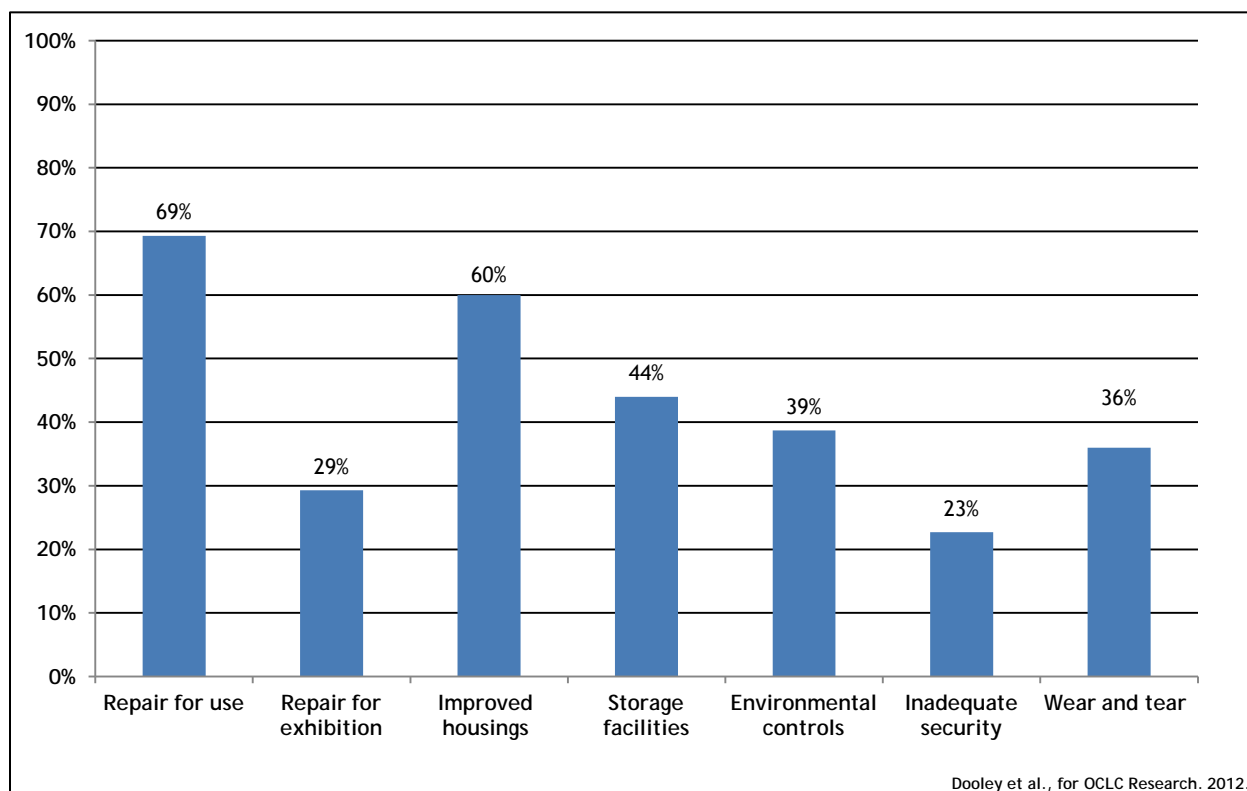
Figure 1.7. Most significant collection care problems (Q. 29, n=75)

We asked respondents to indicate their most significant collection care problems. 'Repair for use' was the most commonly cited (selected by 84%), with 'improved housings' (i.e., boxes and other enclosures) and 'wear and tear' also scoring highly. The quality of storage provision,

environmental conditions, and security were less commonly identified as giving significant cause for concern. Use is a driver for preservation action as well.

Taken in conjunction with the across-the-board picture of increasing on-site reader visits (question 37), these findings suggest that the higher visibility of collections and consequent higher usage figures, though welcomed, are not achieved without an impact on the need for collection care. On the other hand, collections that are well used and well known are more likely to be highly valued by their institutions—and by external funders—such that resources to support their preservation may be more easily obtainable.

Dooley et al., for OCLC Research. 2012.
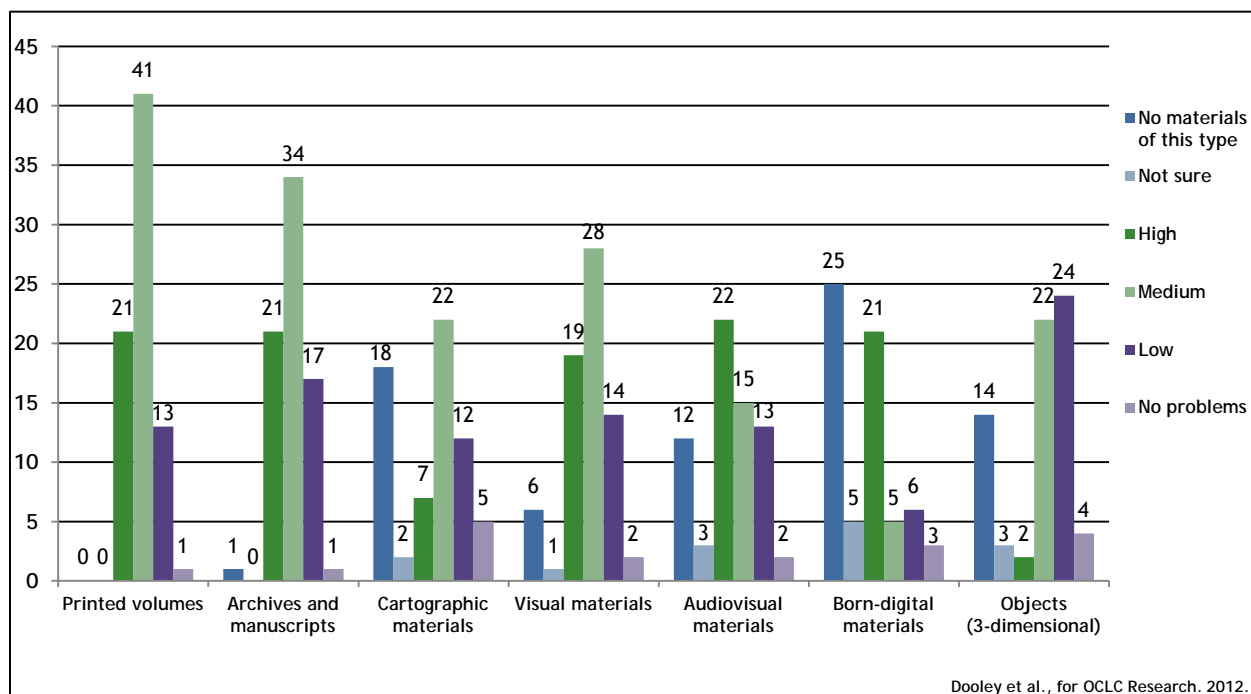
Figure 1.8. Preservation needs (Q. 30, n=76)

We asked respondents to characterise the relative extent of preservation needs across their special collections. We chose a non-numerical approach in the belief that few institutions collect data on the percentage of materials, by format, which have particular levels of preservation need.

More institutions ranked the preservation needs of audiovisual and born-digital materials as 'high' than did so for other types of material. This reflects the inherent instability of materials such as audio recordings on analogue media (e.g., wax cylinder, reel-to-reel tape, and cassette tape), as well as moving images recorded on either film or video and all digital media.

For material types that are inherently unstable, copying to a more long-lived format is necessary to ensure the long-term survival of their content, especially as they often are encountered in archival collections and thus tend by definition to be unique items. Preservation treatment, whether of digital or analogue media, is generally time-consuming and costly, and no institution is in a position to devote its scant resources to material that is not at high risk of irreversible deterioration. Strict prioritisations is therefore called for—both within and across institutions—to ensure that last copies and unique items are secured for the future.

Table 1.8. Drivers for preservation and conservation (Q. 31, n=76)

Driver	Mean	Median
Access Use	57%	60%
Digitisation	14%	10%
Exhibitions	15%	10%
External Bids	5%	0%
Other	8%	0%

Given the responses to question 29 (chief collection care problems), it makes sense that access and use are the most common drivers for preservation and conversation activity (57% of respondents). The next most frequent—exhibitions and digitisation—are far less common.

Table 1.9. Annual collection care expenditure (Q. 32, n=64)

Expenditure	Mean	Median
Ongoing Routine Preservation/Maintenance	£887,773	£14,092
In-house Conservation	£815,197	£13,148
Outsourced Conservation	£456,727	£7,136

We sought annual expenditure on collection care activities and found that the range is exceptionally broad. For routine preservation and maintenance, one respondent spent over £100,000; 30% spent between £10,000 and £45,000; 60% spent less than £10,000; and 10% had no expenditures.

The range for in-house conservation expenditures is similarly wide, with the major difference that only 25 respondents (39%) had any expenditures (ranging from £33,000 down to only £100). Slightly more than half outsourced conservation work, though less than half as much money was spent overall; the median expenditure is less than £1,000.

We know from experience that most expenditure is on low-level repair and re-housing rather than active conservation treatment to damaged or deteriorating items.

Table 1.10. Percent of each type of funding for collection care (Q. 33, n=67)

Funding Type	Mean	Median
Institutional Budget	74%	95%
Bequest/Endowment	2%	0%
External Grant	12%	0%
Other External	5%	0%

We asked for a percentage breakdown of the sources of funding for collection care activities. For most respondents, the institutional budget represents the bulk of collection care funding (the mean is 74%), while external grants account for 12% of expenditure. It is worthy of notice that only 2% comes from endowments. (The remainder comes from 'other' sources.) The median value (95%) suggests an even higher general reliance on institutional support. A high proportion of respondents cited no other sources of funding whatsoever.

Given the absence of a meaningful philanthropic donor culture in the UK, especially in comparison with the United States, the extremely low level of external funding for collection care activities is not surprising. The need to preserve rare or unique items is a theme that strikes a chord with the general public, however, as the British Library's successful 'adopt-a-book' scheme (2012) and other similar projects show. University alumni, friends associations, and commercial sponsors represent a largely untapped resource for funding in this area.

Dooley et al., for OCLC Research. 2012.
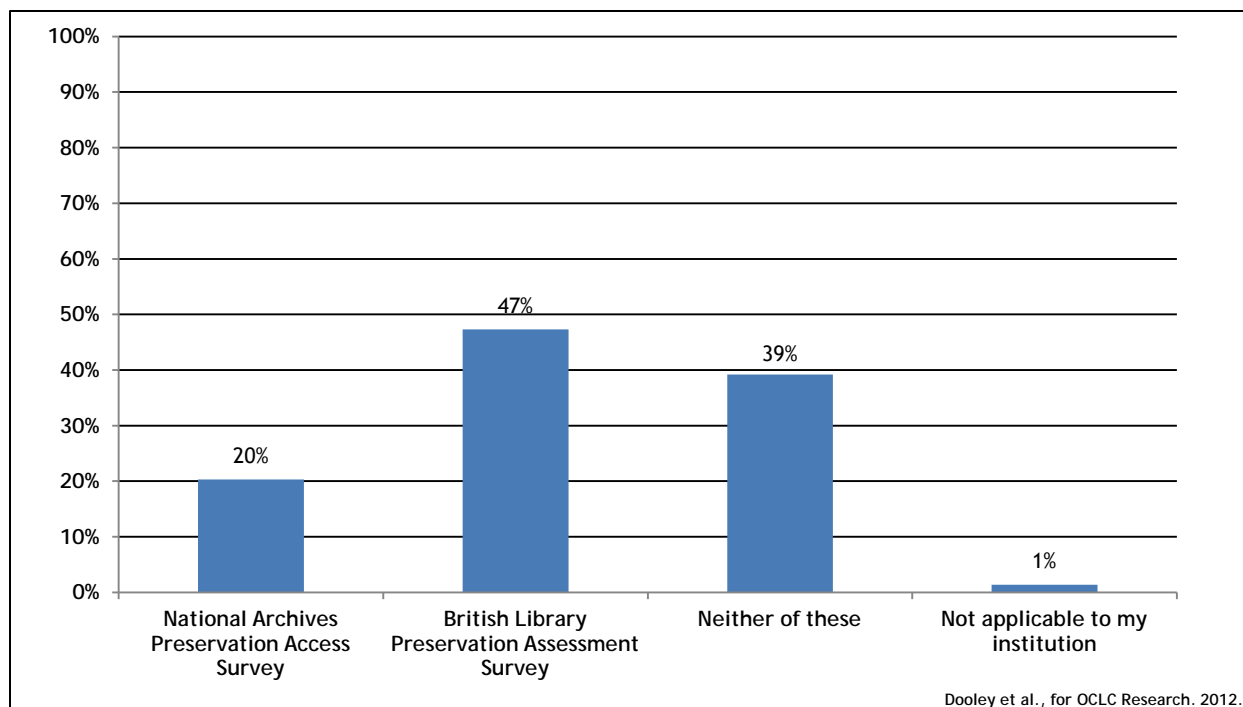
Figure 1.9. Preservation assessment surveys (Q. 34, n=74)

Nearly half of respondents have completed the British Library Preservation Assessment Survey, while only one in five has used the National Archives instrument. Some have done both. Nearly 40% have completed neither survey.

Some questions about collection care:

- Why is the investment in collection care minimal at so many institutions? Has this work been usurped by higher-priority activities such as digitisation?

- Does the reality of limited funding suggest that we should lower our expectations regarding the quantity of materials that will ever receive conservation treatment?

- Should we foster increased collaboration between institutions to determine preservation priorities across the national collection?

- Could the Copac collection management tool pilot project be expanded to help enable collaborative collection care (see Copac 2012)?

- Can we work collectively to digitise materials that experience high demand across the sector to reduce wear and tear on fragile originals?

User Services

Table 1.11. Onsite visits (Q. 36, n=67)

Volumes	n	Onsite Visits	Total Visits (%)	Mean	Median
Faculty and staff	24	12,967	2%	540	164
Graduate students	23	6,464	1%	281	230
Undergraduates	23	7,524	1%	327	268
Visiting students UK	20	4,720	1%	236	72
Visiting researchers	28	18,956	3%	677	184
International researchers	26	11,648	2%	448	73
Other	60	577,683	90%	9,628	660
Total		639,962	100%		

We asked respondents to report the number of onsite visits to special collections rather than the number of individual persons or all contacts with users. We had several reasons for this approach: statistics for onsite visits more commonly exist, the number of visits best reflects reading room workloads, hands-on use of original materials is significant for many materials, and inclusion of offsite users would make it difficult to distinguish between reference transactions and use of materials. This said, it would be valuable also to have data about all reference transactions and, very importantly, virtual use of digitised collections. These offer ways to bring collections to far wider and more diverse audiences and in more convenient ways than via onsite visits.

Half of respondents reported all user visits as 'other' (i.e., type of user not specified) rather than using any of the specific categories provided. In fact, 'other' visits comprise 90% of the overall total number of users reported. Respondents stated two reasons: either their local categories did not sufficiently mesh with those we used, or they routinely tabulate only one aggregate number. In drafting the survey instrument, we strove for an ecumenical set of user categories, perhaps unsuccessfully. These results convey how difficult it is to evaluate data usefully without shared metrics. It is likely that librarians can offer far more detail about their users anecdotally, but we cannot demonstrate the level of value delivered to primary constituencies unless we can reliably characterise them across the sector.

Dooley et al., for OCLC Research. 2012.
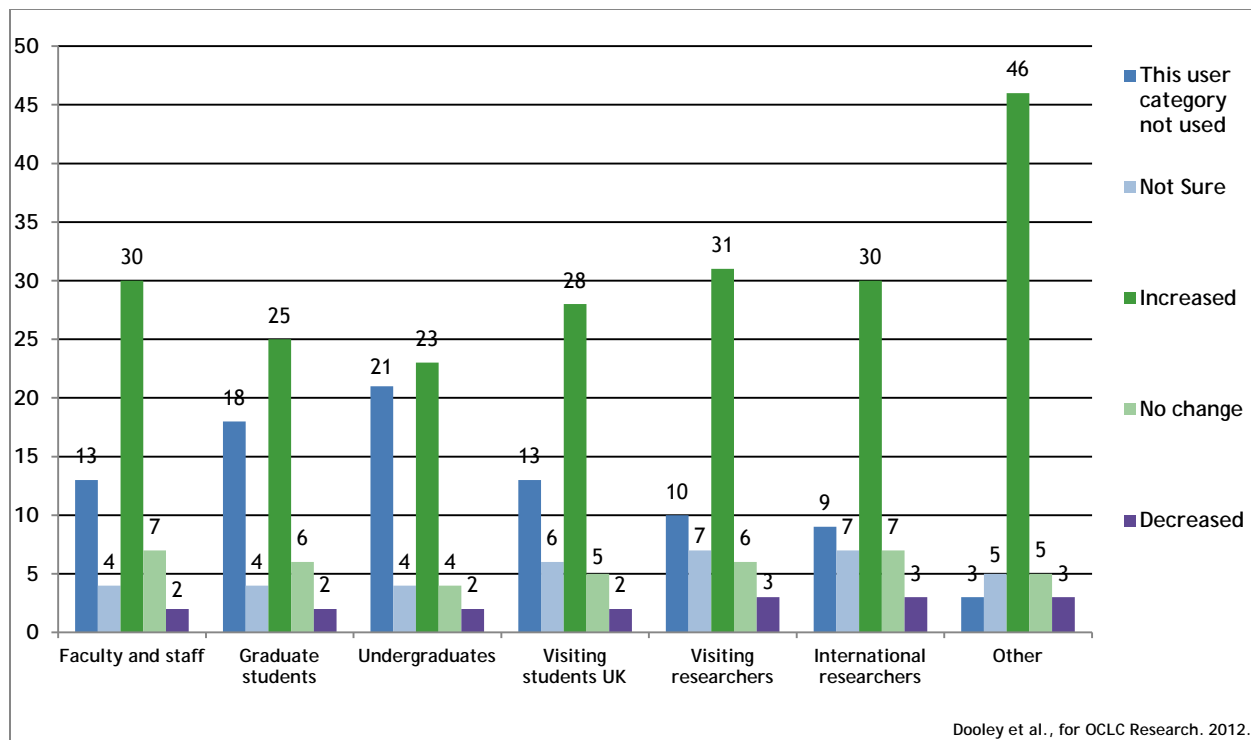
Figure 1.10. Change in level of onsite use (Q. 37, n=74)

The percentage of respondents who reported increased use of special collections is dramatically higher than those who reported no change or decreased use. Depending on the user category, 43% to 74% of respondents reported increased use; in contrast, no more than 5% reported decreased use in any category.

These results may be traceable both to the high priority that many special collections librarians and archivists place on education and outreach activities and to the discoverability of increasing quantities of material.
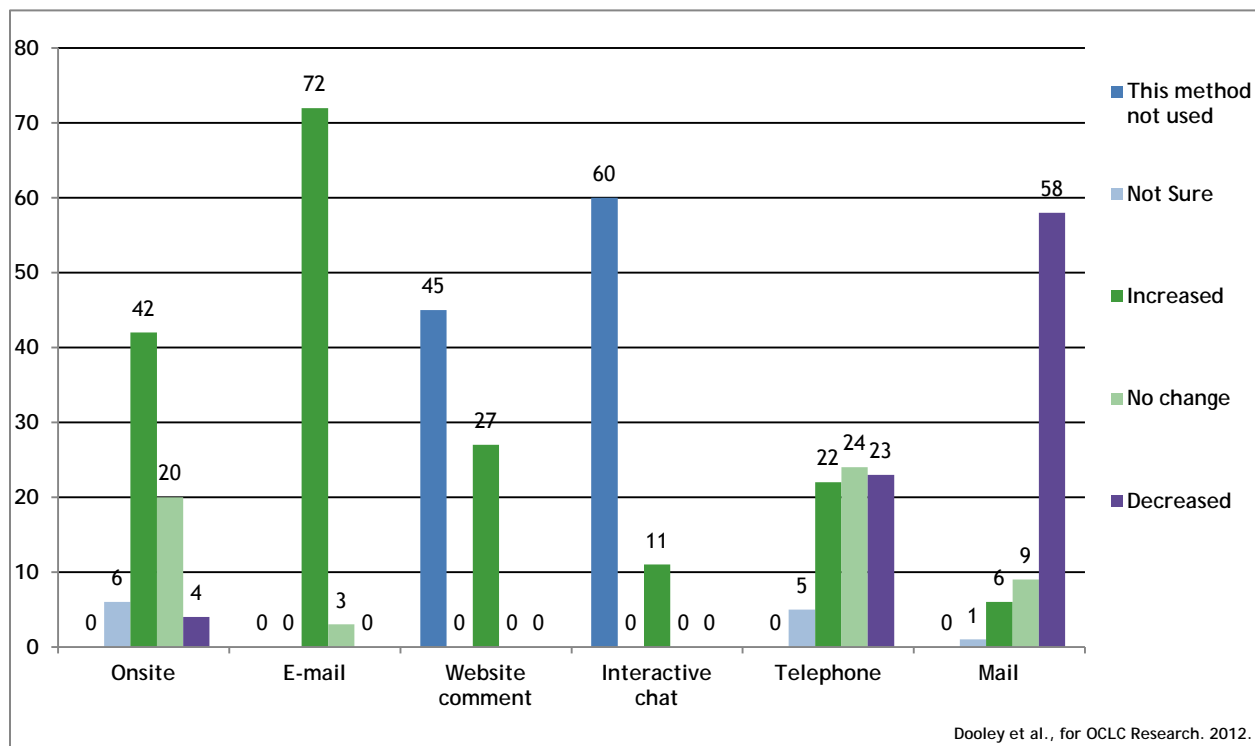
Figure 1.11. Changes in users' methods of contact (Q. 38, n=75)

A strong majority of respondents reported increased use of materials in several formats. The most dramatic increases were for archives and manuscripts (86% of respondents) and printed books (both hand-press and modern—71%). Fewer reported increases in the use of cartographic or audiovisual materials.

The increase in use in early books and archival materials may be due to increased discoverability via online catalogues such as the Archives Hub and Copac. It may also reflect a growing interest among undergraduates in use of primary sources, as well as increased public interest in family and local history. Cartographic and audiovisual materials, many of which are not yet accessible online (see questions 54-60) therefore may not have benefitted as much from improved discovery.

Only 27 respondents stated that they have not yet collected any born-digital materials. We note that this is far fewer than the 67 that did not report holdings in question 16 (collection size). As mentioned earlier, this discrepancy may reflect that few institutions are actively managing their born-digital materials and therefore do not yet have an accurate sense of their holdings. Also, no born-digital materials are yet available for public use in some libraries.

Dooley et al., for OCLC Research. 2012.
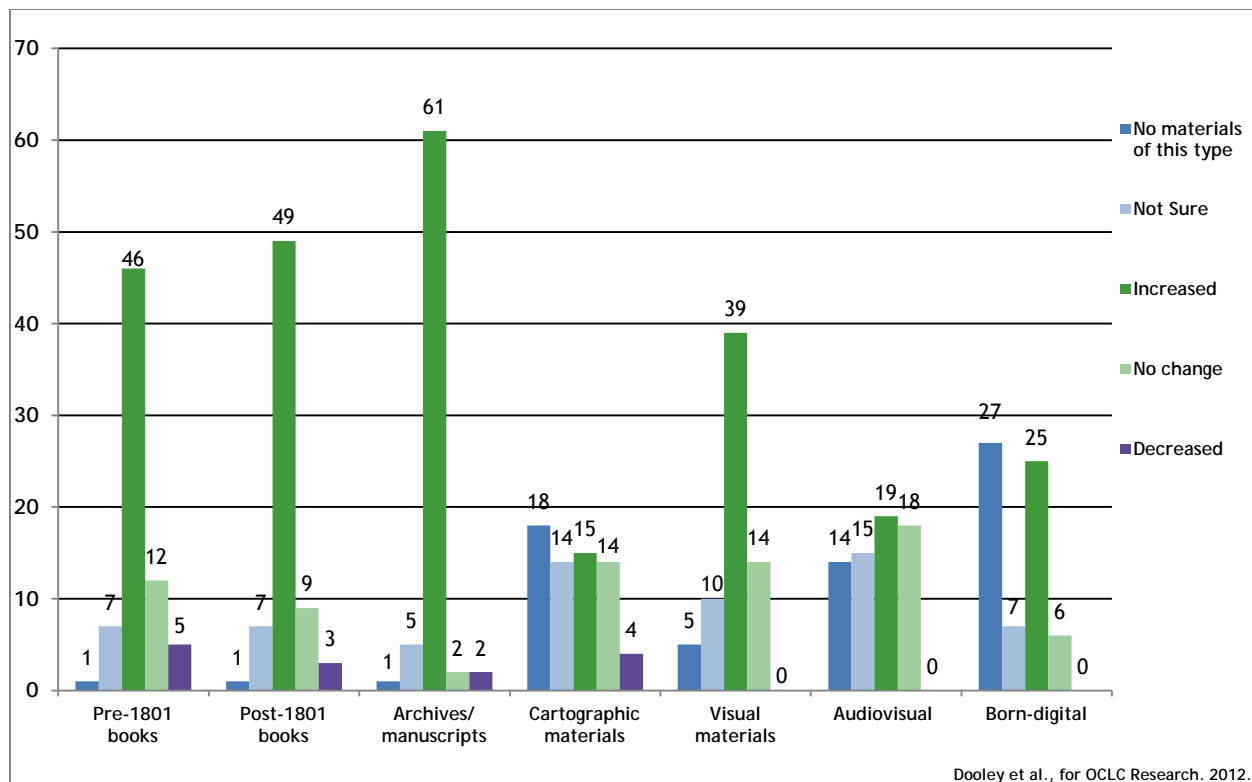
Figure 1.12. Changes in onsite use by format (Q. 39, n=72)

Fifty-eight percent of respondents noted an increase in onsite use over the past decade. It is no surprise that e-mail transactions increased nearly universally.

Of all the methods of contact listed as response options, the one used by the fewest respondents is interactive chat reference (15%). This may be because it is not used by the parent library or is not thought by special collections staff to be appropriate (e.g., because it does not allow for sufficient complexity of interaction or hands-on use). The use of website comment features is likely to grow as libraries exploit social media.

Dooley et al., for OCLC Research. 2012.
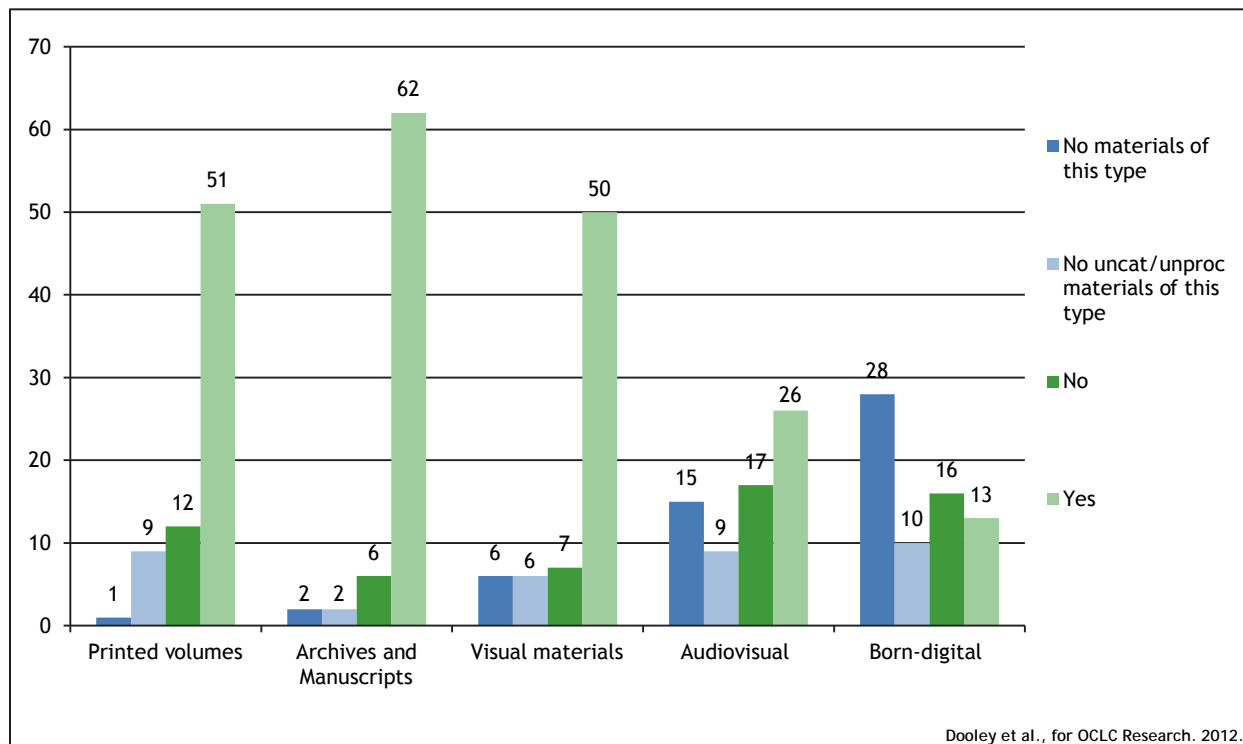
Figure 1.13. Access to uncatalogued/unprocessed materials (Q. 40, n=74)

Materials that lack online metadata are effectively 'hidden.' It is therefore encouraging that two-thirds or more of respondents permit use of uncatalogued and/or unprocessed books, archives and manuscripts, and visual materials, at least selectively; far fewer allow access to unprocessed audiovisual or born-digital material.

The principal reasons stated for disallowing use of unprocessed archival materials are easily justified: a collection may have been acquired in such disorder that use is virtually impossible; lack of physical processing may mean that handling would endanger fragile materials; access copies may not yet exist for unstable or fragile originals; or items that must be restricted for reasons of privacy and confidentiality may not yet have been identified and isolated.

The exclusion of printed materials with poor quality descriptions may be less easy to justify, although rare books with copy-specific details not yet in the catalogue records are more difficult to uniquely identify if lost or stolen. Curators must balance the risk of mutilation or theft against the high cost of detailed rare book cataloguing.
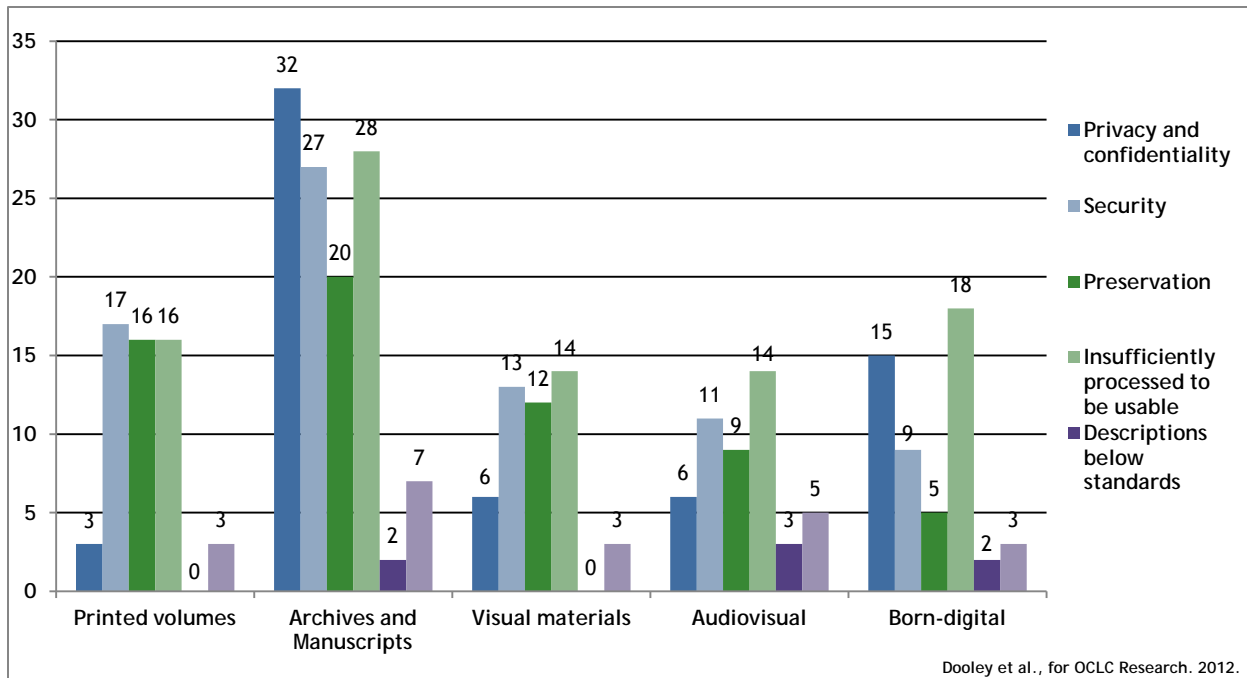
Figure 1.14. Reasons to disallow use of uncatalogued/unprocessed materials (Q. 41, n=46)
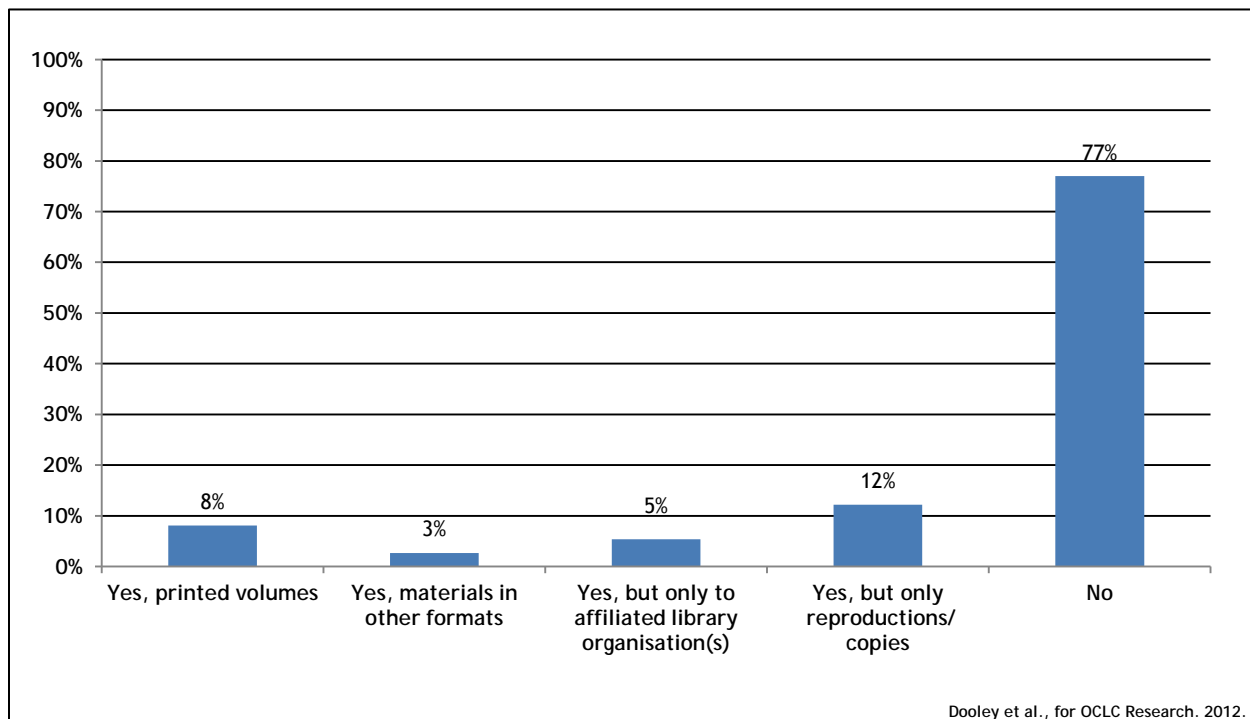
Figure 1.15. Interlibrary loan (Q. 42, n=74)

Interlibrary loan of special collections is a rarity: 81% of respondents loan nothing, not even reproductions. Only 6% loan reproductions and 3% loan original printed volumes.

Loan of rare and unique material is fraught with legitimate risks for security and safe handling; nevertheless, the special collections community might earn political capital by developing—and generously implementing—best practices to facilitate more widespread participation in resource sharing. The ensuing benefits for scholars and students for whom travel is not possible are obvious. The current emphasis on exploring 'shared print' initiatives across the research library community bolsters this imperative. In addition, concentrating efforts on digitisation of requested materials would enable far wider sharing of content than via individual loans.

Dooley et al., for OCLC Research. 2012.
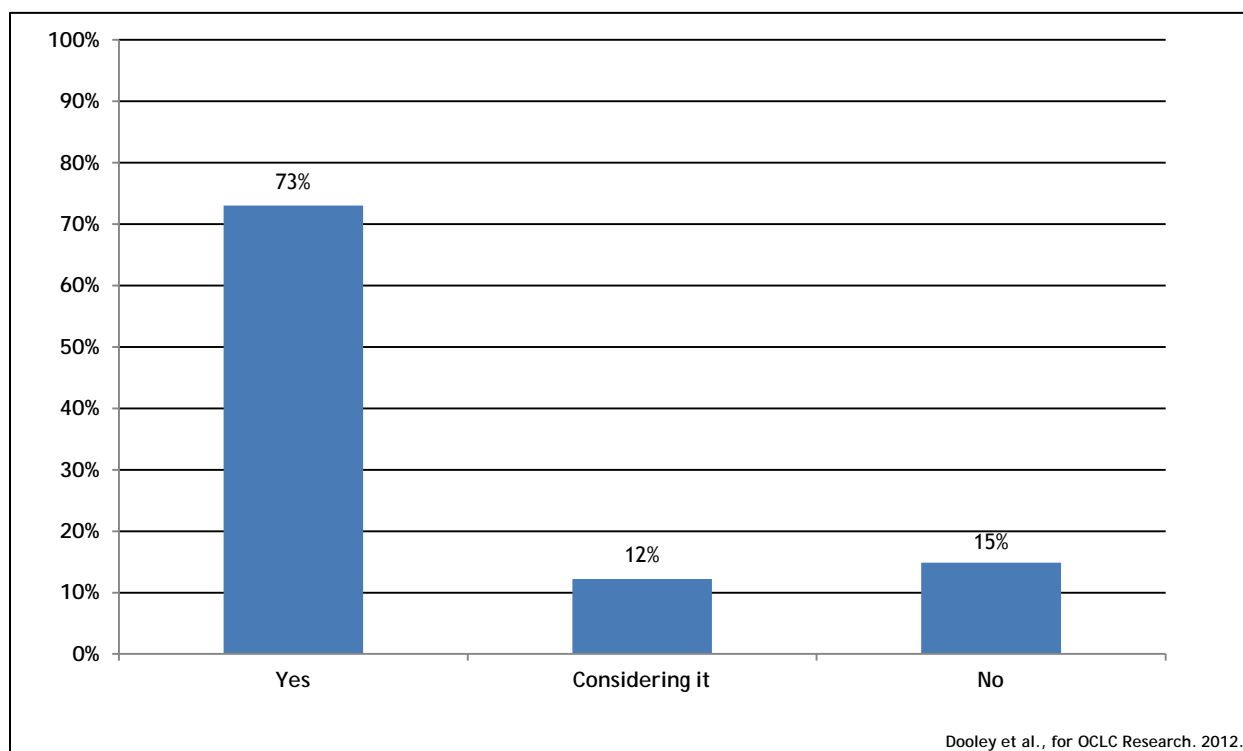
Figure 1.16. Use of digital cameras (Q. 43, n=74)

Dooley et al., for OCLC Research. 2012.
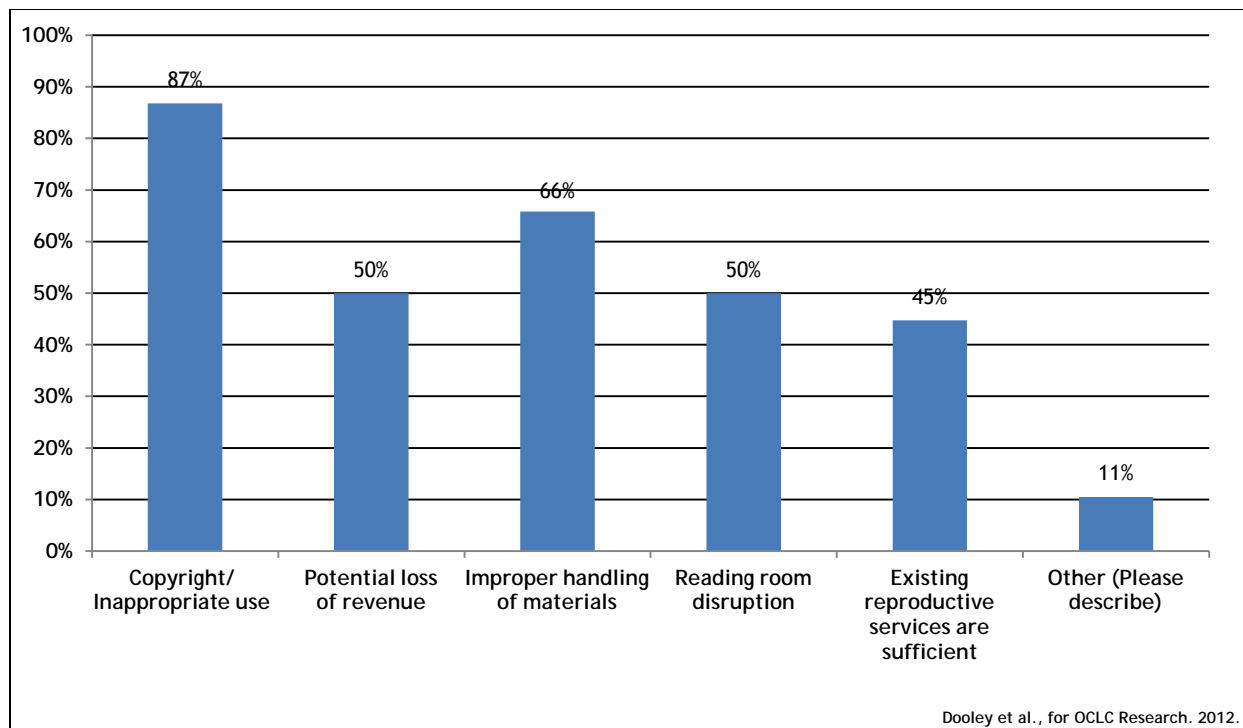
Figure 1.17. Reasons to disallow use of digital cameras (Q. 44, n=38)

Many of today's special collections users would prefer to use personal digital cameras rather than place orders for reproductions for later fulfilment by the library. Because providing reproductions is a key service in most special collections reading rooms, enabling use of cameras increases user convenience and lessens staff intervention. It is therefore good news that three-quarters of respondents permit users to employ digital cameras and 12% are considering it. Enabling this service has been controversial across the special collections community, but user convenience clearly is taking precedence.[6]

The reasons most often stated for not permitting digital cameras include perceived potential for inappropriate re-use (generally meaning copyright infringement), damage to fragile materials, and disruption to a quiet reading room environment. Inappropriate re-use was the concern most frequently cited. It is debatable; however, whether this is actually a significant risk, given that most libraries and archives have long provided publication-quality photographs for sale with little or no ill known effect. Standard practice mitigates against misuse by requiring the user's signature on a permission form to accept responsibility for honouring copyrights, and this practice remains the norm in the digital context. Damage and disruption might also be minimised by effective reading room procedures, possibly easier to implement in smaller services.

Loss of reprographics revenue is cited by 50% as a reason to disallow camera use. Freeing up staff time and providing a better service to users may, however, outweigh any loss of income. Nearly half consider existing services sufficient, but this might change as user demand and expectations increase.

Service not offered 3%
No charge 8%
More than 15 Pounds 10%
0.01-3 Pounds 23%
6.01-15 Pounds 32%
3.01-6 Pounds 24%
Dooley et al., for OCLC Research. 2012.
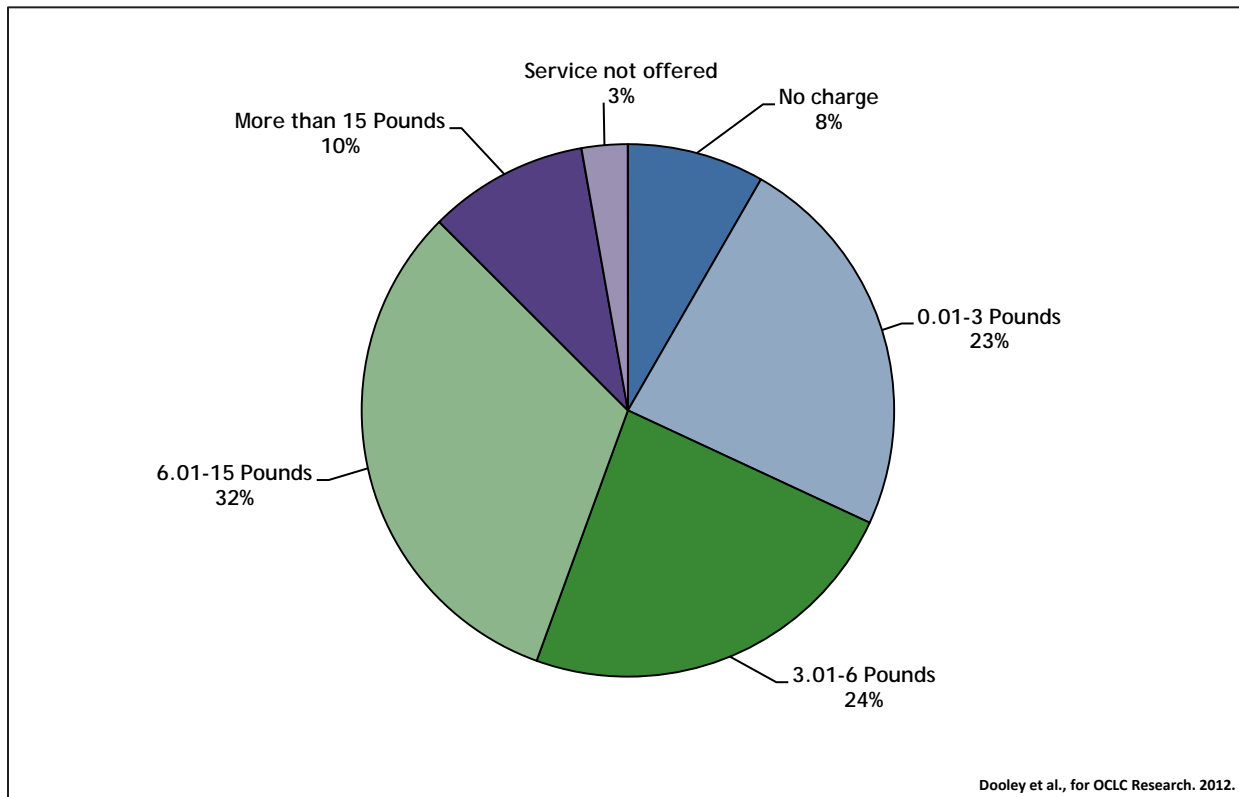
Figure 1.18. Average charge for a digital scan (Q. 46, n=72)

Users who need publication-quality reproductions or cannot consult materials on site often order digital scans to be made by library staff (few request printed photographs now that digital is so pervasive, including for publication purposes). More than half of respondents charge an average of six pounds or less, including 8% that provide scans for free. The great discrepancies in prices charged for scans may be frustrating to enquirers who use multiple services.

Two further outcomes are sometimes desirable once a scan of a collection item has been made for a user: avoid rescanning the item when repeat requests are received, and make the image publicly available online after a copy has been delivered to the user. Our data indicate that 97% of respondents retain scans made by and/or for users for potential inclusion in a digital library (44% always, 53% sometimes). We did not ask about the status of deployment to a public site; it would be useful to know to what extent institutions have been able to make their on-demand digital files discoverable.[7]

Dooley et al., for OCLC Research. 2012.
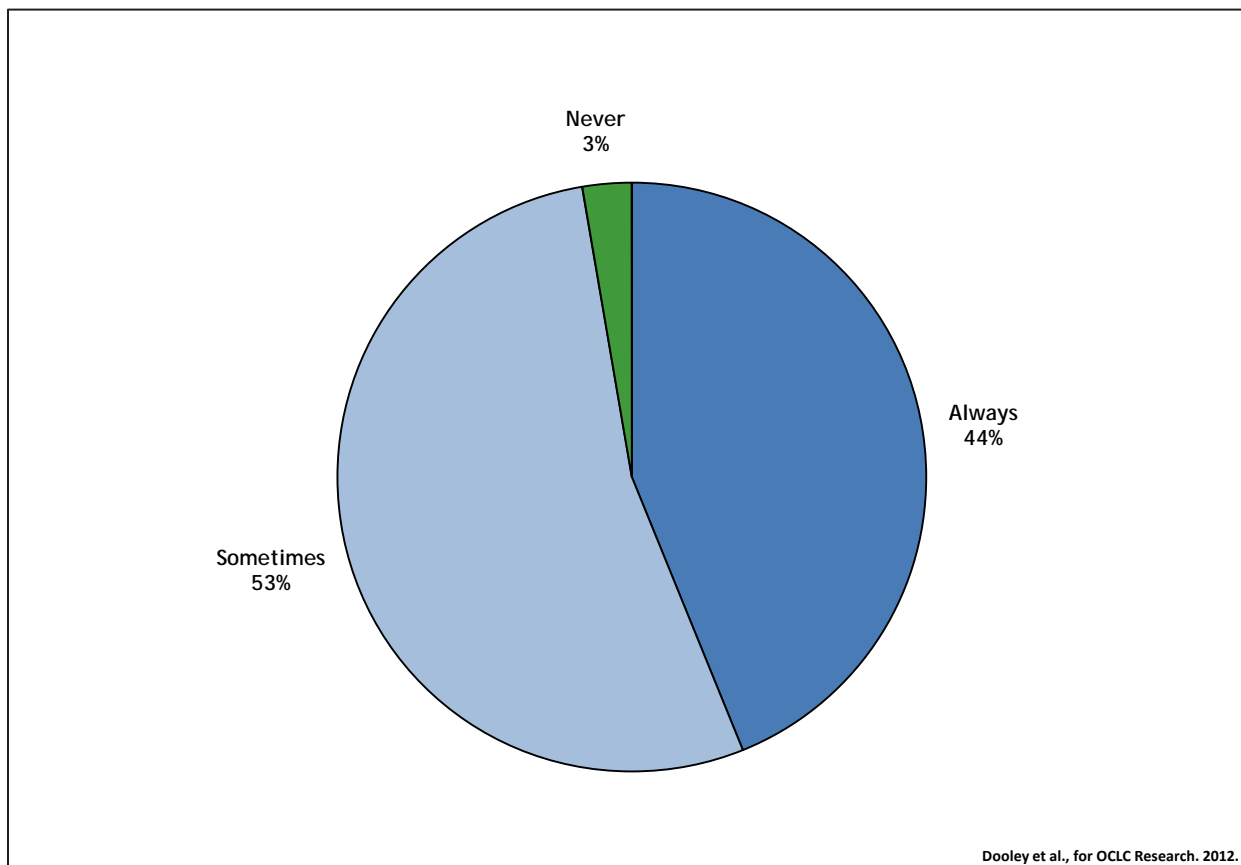
Figure 1.19. Retain copies of digital scans (Q. 47, n=73)

Dooley et al., for OCLC Research. 2012.
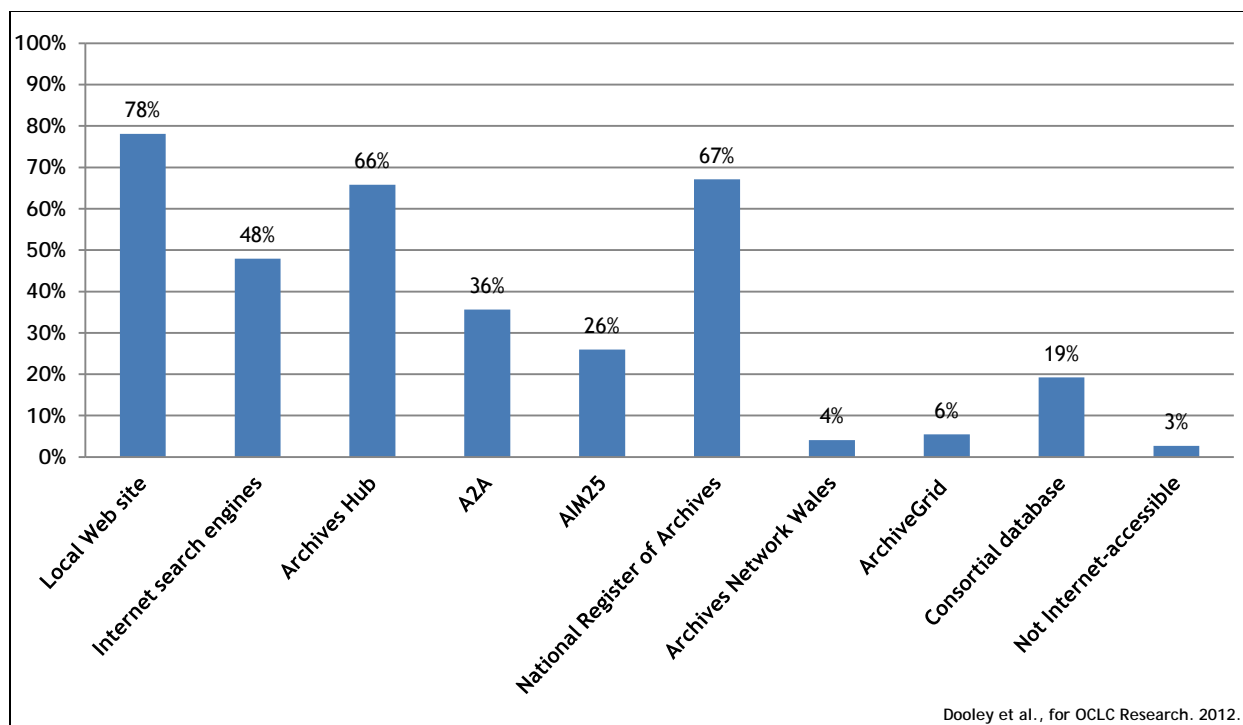
Figure 1.20. Internet access to finding aids (Q. 48, n=73)

All respondents make their finding aids accessible via the Internet. More than three-quarters post them on a local website, but only half expose them via a Web server that can be crawled by search engines such as Google. It is vital that more libraries do the latter to ensure that they are discoverable rather than rely on each archives' own website. Two-thirds contribute to Archives Hub and/or the National Register of Archives. Taken together, these multiple avenues offer users an array of paths for discovery unique primary research materials and may help explain the increased use of archives noted earlier.

Using established standards and collaborative sites (as exemplified by the Archives Hub) would enable services to take advantage of new ways to share data. Yet another possibility is on the horizon as implementations of linked open data become more prevalent.

Dooley et al., for OCLC Research. 2012.
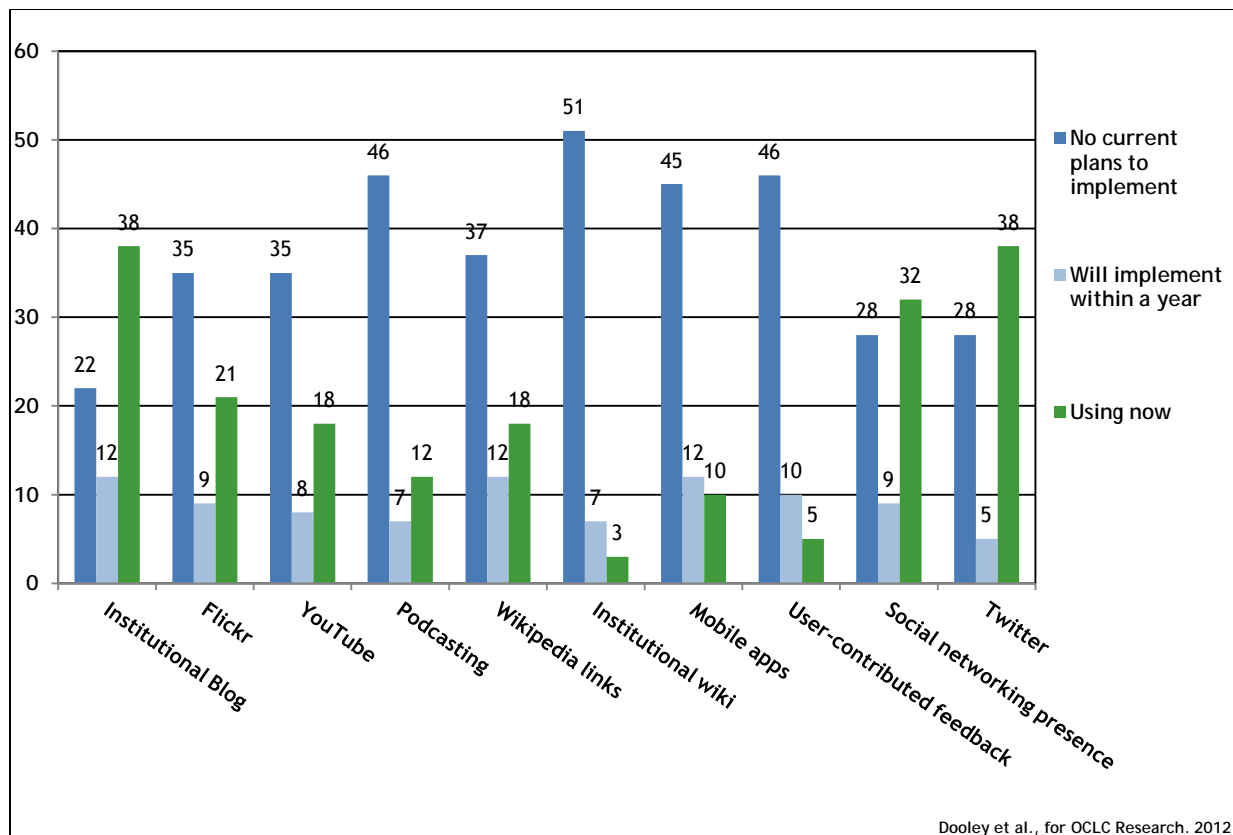
Figure 1.21. Social media (Q. 49, n=74)

We explored the extent to which respondents have implemented social media for outreach or feedback. Nearly half of respondents have implemented an institutional blog, use Twitter, and/or have a social networking presence such as a Facebook page. On the other hand, a majority has no current plans to implement any social media tools other than these three.

Visual and audiovisual materials are posted to Flickr and/or YouTube by about one-quarter of respondents. The popular appeal of visual content may cause these percentages to rise over time.

The rich visual and narrative content of special collections enables particular benefits from the possibilities offered by social media. For example, parent institutions benefit from increased exposure of a unique 'selling point.' Social media reaches new audiences, and it does so at little or no cost; new services may also emerge over time. For example, anecdotal evidence suggests that linking from Wikipedia articles to a library's website, a method used by 27% of respondents, can draw measurable use of archival collections.[8] We are beginning to see institutions devote resources to this activity, such as in the British Library's recent hiring of a 'Wikipedian in residence.'

Table 1.12. Presentations (Q. 50, n=71)

	n	Number of Presentations	Total Visits (%)	Mean	Median
College/University courses	69	1233	28%	18	10
Others affiliated with responding institution	65	619	14%	10	6
Local schools	65	573	13%	9	1
Local community	64	987	22%	15	5
Other visitors	68	998	23%	15	10
Total		4410	100%	66	32

Respondents were asked to report all types of public presentations made, including those related to school courses (at any level of instruction) or offered to members of the local community. Three-quarters of respondents have given at least a few presentations to college or university courses, 60% to members of the local community, and less than 40% to other school groups.

The mean number of presentations made by university special collections to all audiences is 58. Of these, 22 are to college or university course groups and 13 to local community groups; far fewer are presented to other audiences. Although only five public libraries responded to the survey, their statistics for presentations are impressive: the mean number of presentations is 150. One-third was given to local community audiences, another third to schools, and 16% to college or university courses.

Only ten responding institutions (12%) have a fellowship or grant programme to enable on-site user visits.

Dooley et al., for OCLC Research. 2012.
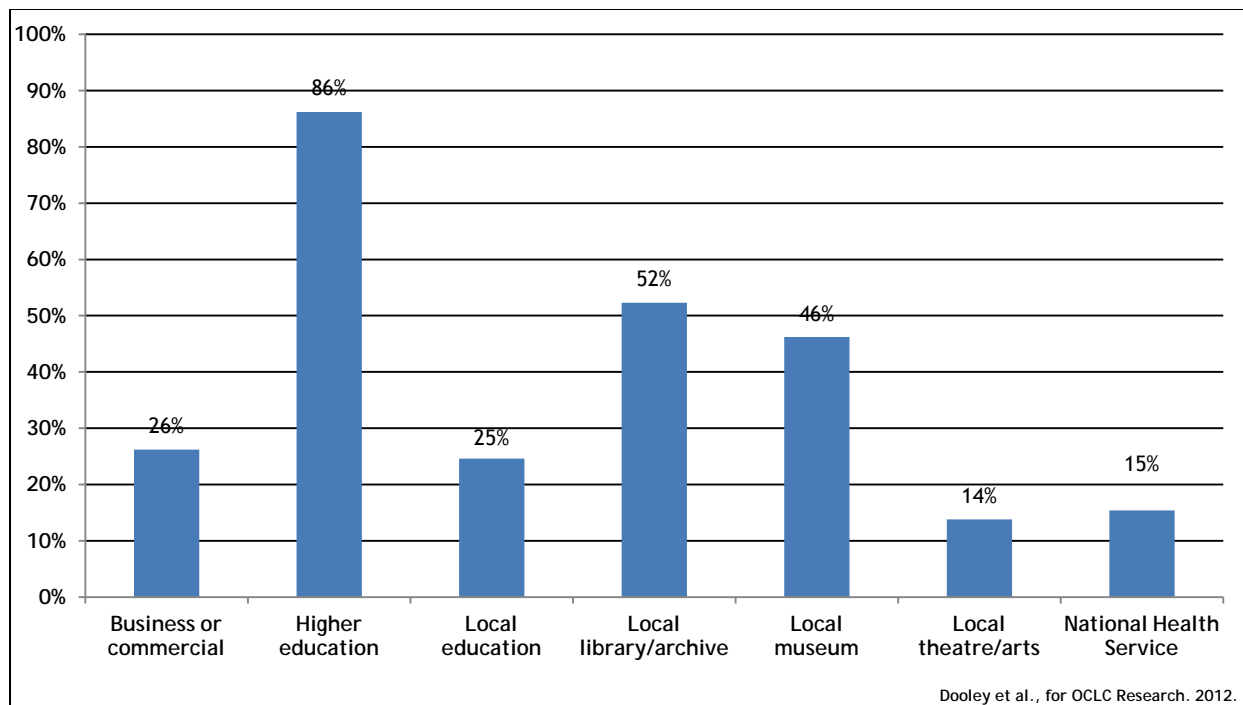
Figure 1.22. Key external cultural partners (Q. 52, n=65)

Partnerships with institutions of higher education are by far the most common (86%), followed by local libraries or archives or a local museum (about 50% each). Partnerships with the other types of institution listed are far less frequently found. Universities are extremely likely to have partnerships: all but three of the 41 respondents have one or more (the mean is 2.5 partnerships). Eighty percent have another institution of higher education as a partner, and close to half partner with local libraries/archives and/or local museums.

All four of the national libraries have a variety of partnerships. Four of the five public libraries have three or more types of partnership. Partnerships appear to be rare for the five responding museums.

Respondents most commonly partner with others of their own ilk: church libraries partner with other church libraries, learned societies with other learned societies, and the like.

Some questions about user services:

- Does the level of onsite use of special collections justify the resources being expended?

- What are the most appropriate measures by which to evaluate use?

- What additional values can we ascribe to the use of special collections to convey their importance for all levels of study, scholarship, research, and the role of the library overall?

Cataloguing and Metadata

In 2010, RLUK and The London Library undertook a survey of 'hidden collections' of printed materials, with the aim of providing evidence for the need to fund further retroconversion in the UK across sectors. RLUK published the results in the fall of 2012 as part of the Unique and Distinctive Collections workstrand (RLUK and The London Library 2012). These data will enable comparisons with the dataset from the present survey.

In this section we examine the extent to which special collections materials in all formats have online access.

Table 1.13. Catalogue records (Q. 54-60)[9]

Format	n	Online	Offline	No Records	Described within Archival Collections
Printed Volumes	67	78%	16%	5%	n/a
Archival collections	58	64%	19%	16%	n/a
Manuscripts (items)	35	56%	29%	13%	n/a
Cartographic materials	31	33%	23%	19%	31%
Visual materials	46	39%	17%	16%	33%
Audiovisual materials	36	38%	9%	19%	36%
Born-digital materials	23	37%	0%	20%	42%

The percentage of materials in each format that has an online catalogue records is as follows:

- Printed volumes: 78%

- Archives and manuscripts: 64%

- Cartographic materials: 56%

- Visual and audiovisual materials: 38% of materials have records in online catalogues. Because one-third of these are managed within archival collections, however, more may be accessible at the collection level.[10]

- Born-digital materials: only 37% are in online catalogues, but more of these materials (42%) are managed within archival collections than any other format.

We did not ask respondents to distinguish between full and less-than-full catalogue records. Online data therefore could be at any level of detail, from skeletal to highly detailed. This could include brief records made at time of acquisition, for example, which many libraries later expand upon for special collections materials.

We can thus see that two-thirds or more of printed volumes and archival materials have an online catalogue record. Cataloguers are able to locate an existing record for most books, for use as a basis for editing, whereas this is far less often the case for materials in most other formats. As for cataloguing of cartographic material, this expertise is rarely in-house in any but the largest institutions, and hence an area where further collaborative action would be beneficial.

Table 1.14. Archival finding aids (Q. 61, n=63)

Format	Internet Finding Aid	Non-Internet Finding Aid	No Finding Aid
Archival and manuscript Collections	55%	27%	18%

An Internet-accessible finding aid exists for 55% of archival collections. This would rise to 82% if the 27% of finding aids that are 'hidden' (i.e., those available only in print form or in a local database at the host institution) were converted for Internet accessibility.

In addition, as the responses to question 41 (reasons for denying access to uncatalogued or unprocessed material) indicate, archival collections are the materials to which users are most likely to be denied access. This means that a sizeable quantity of primary source material is both unknown and effectively closed to the research community.

Dooley et al., for OCLC Research. 2012.
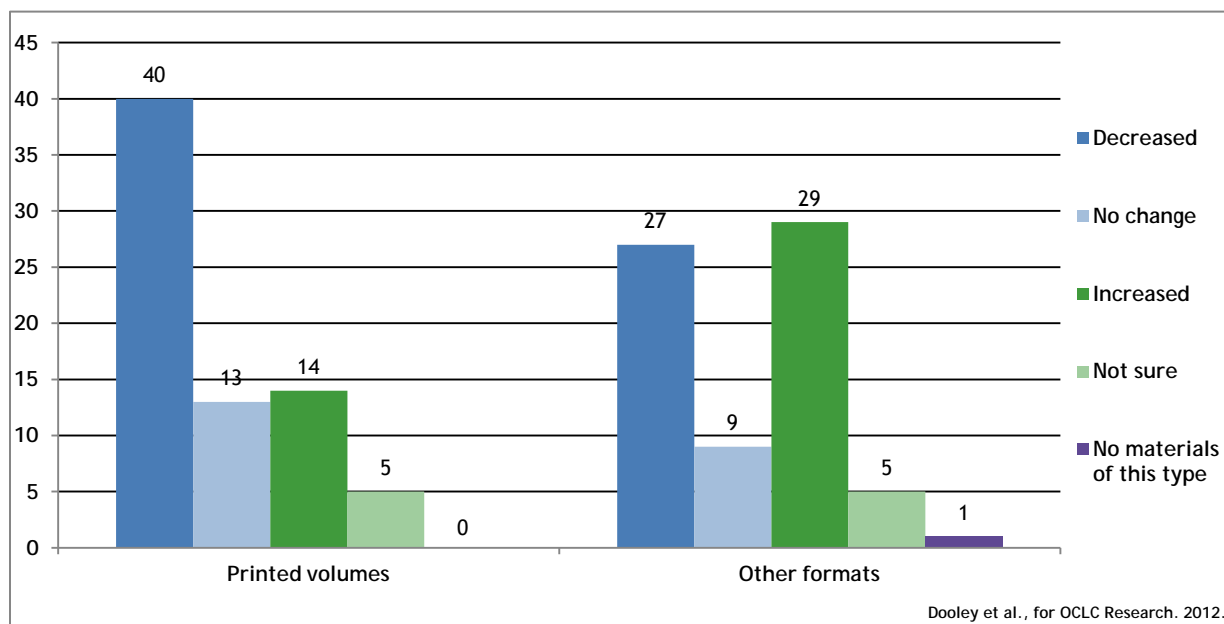
Figure 1.23. Change in size of backlogs (Q. 62, n=74)

It is encouraging that more than half of respondents reported a decrease in their backlogs of printed volumes since 2000, and more than one-third reported decreased backlogs for materials in other formats. On the other hand, 19% and 41% of backlogs, respectively, have increased.

Across the RLUK membership, this increase may be attributable to three principal causes:

1. Some RLUK collections have grown in recent years as a result of the increasing difficulties faced by libraries outside the RLUK sector. When libraries are forced to close or are subject to major cuts, RLUK member libraries sometimes come to the rescue of their special collections. In other words, the national collection, broadly defined, is increasingly concentrated within the RLUK sector.

2. Major external funding for library cataloguing projects has declined. Fundraising for cataloguing projects is never an easy 'sell'; the centrality of this work is not always recognised, and the term 'cataloguing' (or opaque terms such as 'resource description') may be poorly understood. In addition, the belief is widespread, including in universities that 'everything is on the web' and that further cataloguing of physical objects thus is either unnecessary or achievable at minimal cost.

3. The duties performed by special collections staff continue to expand. As the data for question 86 (allocations of staff time) indicate, activities such as administration, outreach, and digital projects have received increased attention in recent years.

Without a commensurate increase in staffing, this diversification of responsibilities, though welcome in many ways, presumably limits the time that can be allocated to traditional activities such as cataloguing.

Some questions about cataloguing and metadata:

- Can we build on the findings of this and earlier surveys to collaboratively identify national cataloguing priorities?

- What steps could be taken to convert the non-Internet accessible finding aids to Internet-accessible form? Would national projects be effective?

- Conversely, what barriers prevent this conversion from being done locally?

Archival Collections

For purposes of this survey, we defined archival and manuscript collections as materials in any format that are managed as collections, including those within institutional archives. In contrast, we defined 'manuscripts' as textual materials managed and catalogued at the item level. Throughout this section, the phrase 'archival materials' is used to encompass all of these.

Unlike printed books, for which multiple copies and/or editions generally exist of a particular text, archival materials are inherently unique and present unique challenges in terms of acquisition, preservation, and access, all of which are further explored in this section.

The existence of many of these materials has become widely visible to new audiences in recent years, due in part to the success of both local digitisation projects and national thematic collaborations. Popular culture also has introduced primary research resources into people's homes by way of a growing body of television programs that draw on these resources to explore local, family, and national history and culture.

Dooley et al., for OCLC Research. 2012.
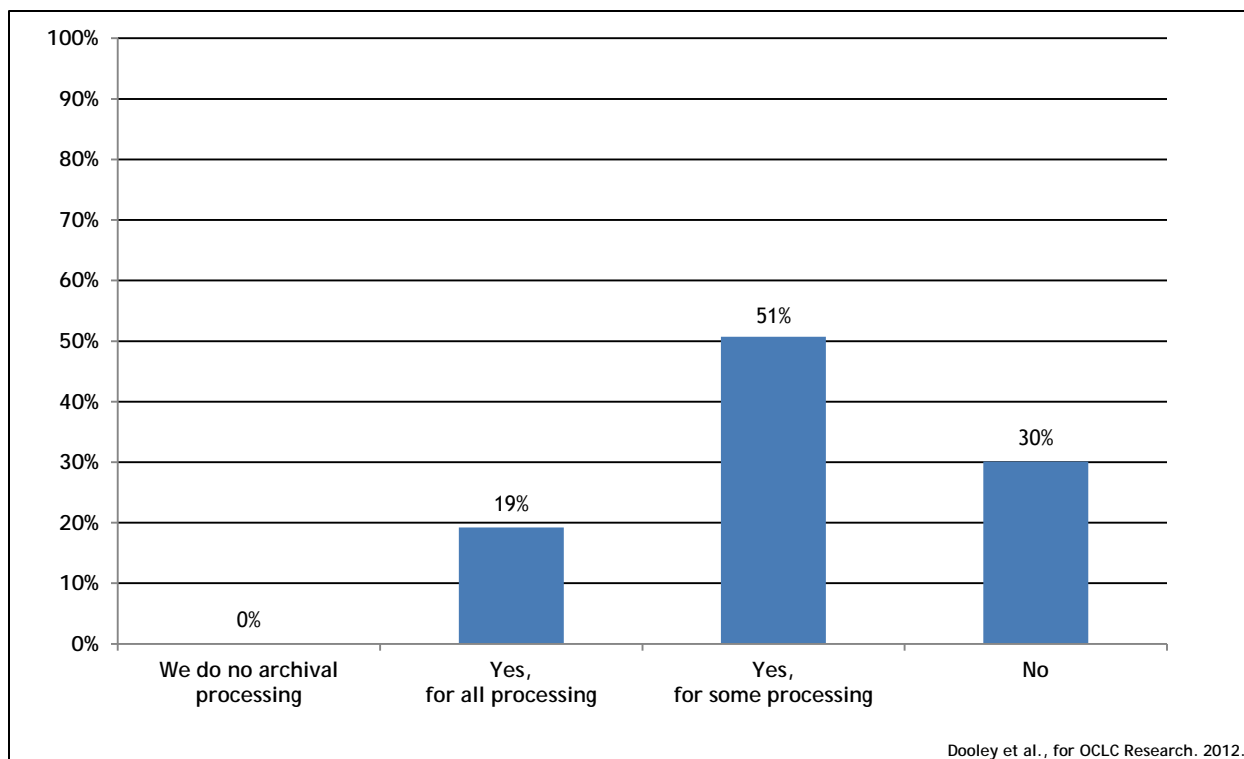
Figure 1.24. Simplified archival processing (Q. 64, n=73)

In 2005, the noted US archivists Mark Greene and Dennis Meissner published the seminal article 'More product, less process,' which proved catalytic in raising archivists' consciousness of the need to reduce the vast backlogs of unprocessed, and therefore largely inaccessible, collections languishing in libraries and archives (Greene and Meissner 2005). 'MPLP,' as it came to be known, articulates the steps in archival processing that can mostly safely be eliminated in order to improve efficiencies. In the UK and Ireland, whilst the Greene/Meissner article itself may not be widely known, the concept of simplified archival processing in order to speed up availability of collections, as well as to render the work more efficient and affordable, has become widely practiced.

The data show that 70% of respondents use simplified archival processing, either sometimes (51%) or always (19%). The survey did not explore, however, the specific nature of this approach, nor the differing methodologies used across institutions. Given that the Greene/Meissner work is not widely known in the UK, there is no nationally recognised benchmark against which the concept can be measured.[11] For example, 'simplified archival processing' may have been taken by some respondents to mean any form of cataloguing that does not comply with the General International Standard Archival Description (ISAD(G)). (ICA 2000)

The level at which archival processing is done may be driven by a variety of considerations. These include, but are not exclusive to, the predicted level of use, donor or owner expectations, public profile of the collection, size and complexity of the collection, or its format and subject matter. As one respondent noted, archivists must strive to 'mak[e] collections accessible in a realistic and efficient manner (probably more product and less process), without undermining collection care, security and acceptable professional standards.'

It is likely that increasing numbers of institutions are making collection-level descriptions available online before each entire collection has been catalogued to ISAD(G) standard; in this way, they may be facilitating a form of simplified archival processing. In addition, 'box listings'—which previously may have been considered preliminary as an initial step toward preparing a collection for more detailed archival cataloguing—now increasingly stand as the final access tool. Diminished funding and growing backlogs can combine to prevent attainment of a polished standard of cataloguing.

Dooley et al., for OCLC Research. 2012.
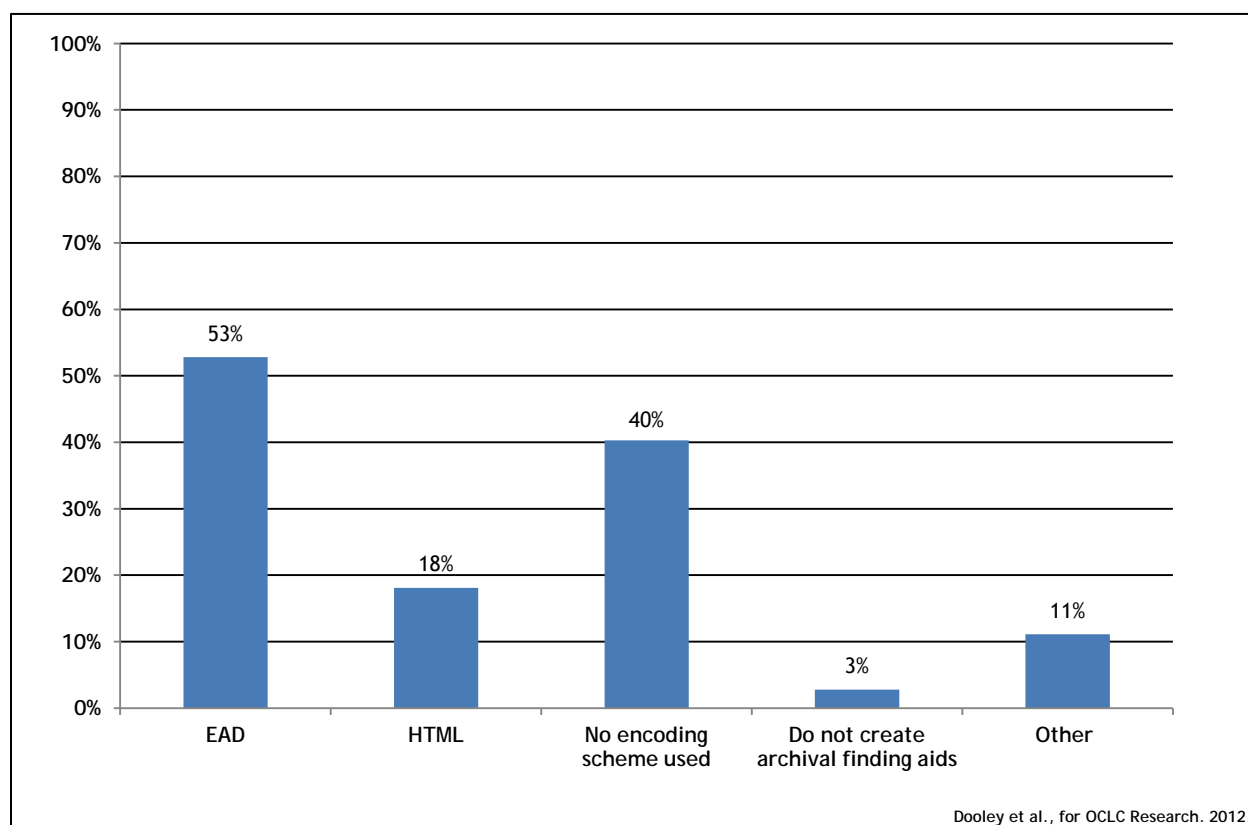
Figure 1.25. Encoding of archival finding aids (Q. 65, n=72)

Encoded Archival Description (EAD), first released in 1998, was the first standard to define the data elements used in archival finding aids and the relationships among them (SAA/LC 2012).[12] Our data indicate that 53% of respondents use EAD.

EAD has led to improved standardisation of finding aids in structure and appearance, easier migration of data across platforms, and iterative design of user interfaces that are both navigable and flexible. A number of high–profile national projects have made EAD widely recognisable in the UK, including Access 2 Archives, led by the then-UK Public Record Office(now The National Archives), which initiated a nationwide program of retrospective conversion of existing archival catalogues into the EAD XML specification.

Dooley et al., for OCLC Research. 2012.
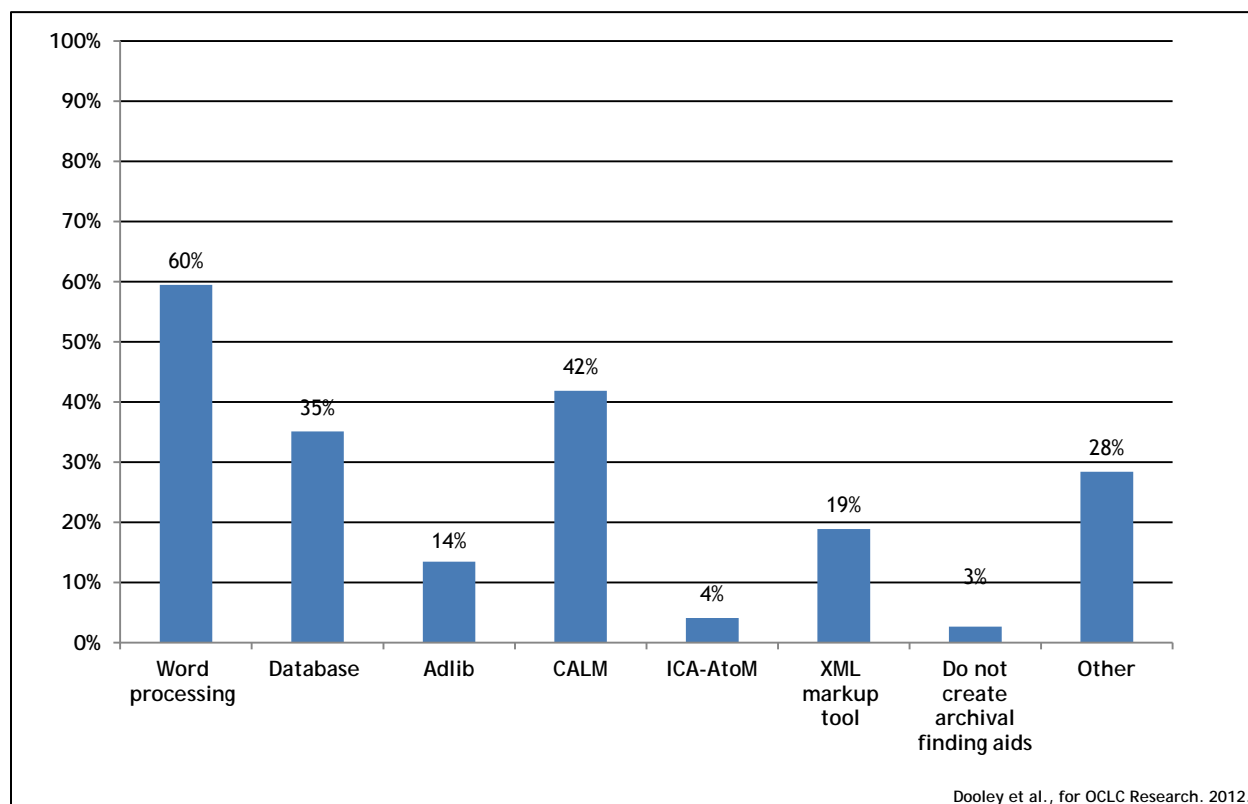
Figure 1.26. Software for creating finding aids (Q. 66, n=74)

Respondents use an array of software tools for creating and encoding finding aid data. Word-processing software is the most widely used, followed by CALM (Axiell 2012).[13] Most respondents use more than one of the software options presented in the survey, particularly by mixing the use of word processing with a database system such as CALM or Adlib (2012).

For purposes of studying the potential for successful discovery of materials by users, it would be useful to know to what extent respondents have integrated their rare book and archival online systems to create a single point of access, as well as what proportion of these also are integrated with their main library service online catalogue. Multiple points of access require that researchers make multiple searches to identify both primary and secondary resources. We should learn more about how fragmented access affects the visibility of materials, and thus their use. We must design systems that do not introduce deterrents to efficient research, else we partially negate our own investment in owning and managing collections.

Dooley et al., for OCLC Research. 2012.
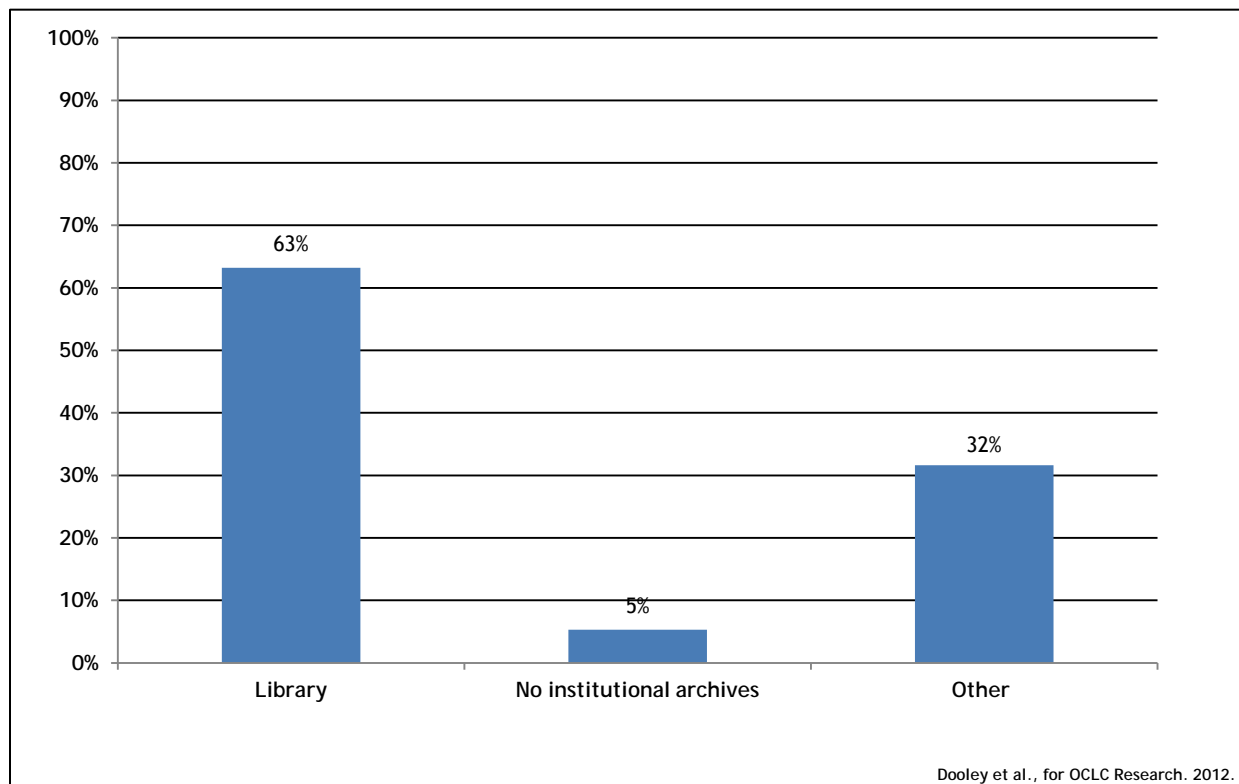
Figure 1.27. Institutional archives reporting line (Q. 67, n=76)

Many libraries are responsible for the institutional archives ('university archives' in academic institutions), which contain the corporate memory of an institution. The nature of these collections can be very different from other archival holdings, and they introduce an overlapping but somewhat different set of issues. Collection development practices, types of material, and the primary user base (often the institution's administration and staff) all differ.

The institutional archives reports to the library in nearly two-thirds of institutions. The challenges specific to these materials should therefore be core concerns of most libraries—and it is in this context that the impact of born-digital content is currently the most pervasive.
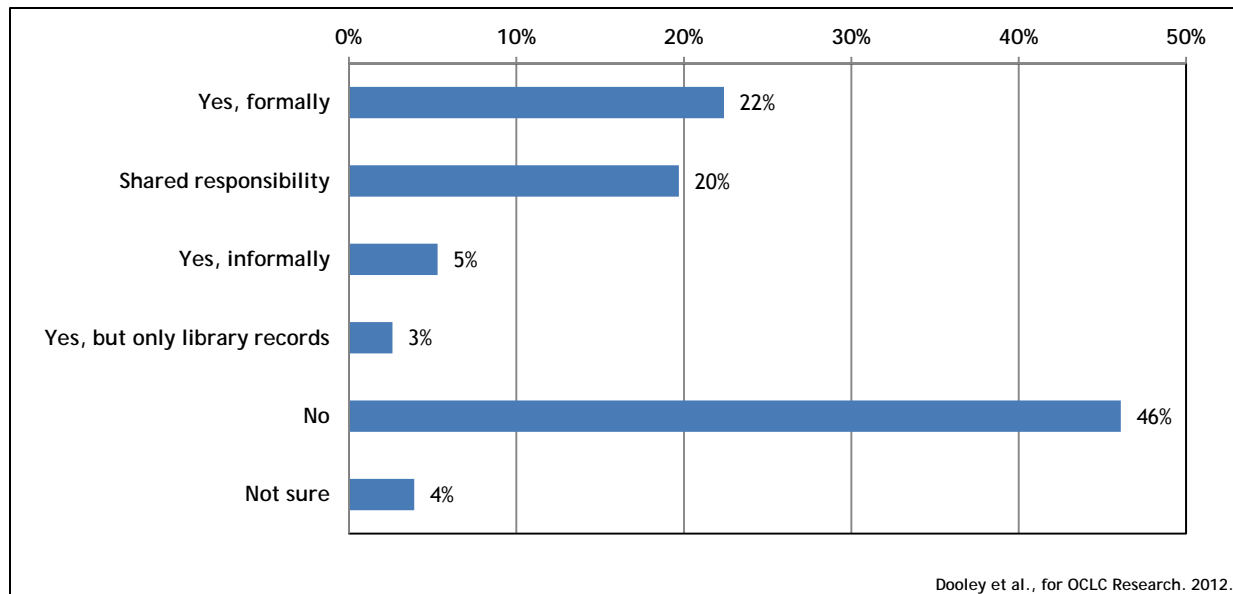
Figure 1.28. Responsibility for records management (Q. 68, n=76)

Managing the institutional archives requires close coordination with the unit responsible for records management (note that the latter term refers to management of the parent institution's current business records). A library or archives is responsible for records management in nearly 50% of responding institutions—sometimes independently, sometimes with shared responsibility, and occasionally informally because the parent institution has no formal records management programme. On the other hand, both records management and the archives report to the library at only 29%.

Such coordination is critical for both physical and born-digital materials to ensure that materials of permanent value are not discarded before being evaluated for transfer to the archives. Accomplishing this is straightforward when both functions reside in a single organisational unit; it is more challenging when the records management function reports elsewhere in the institution.

Lack of a formal records management program is highly problematic, since archivists are then faced with seeking cooperation from offices throughout the institution that may not recognise the importance of saving their business records. The sad reality is that no formal records management programme exists in many academic and research institutions.

Some questions about archival collections:

- How does the UK community define 'simplified archival processing,' and can the effects of its use be evaluated usefully?

- How can we manage the increased user service challenges that are sometimes an outcome of minimal processing?

- What arguments would help libraries obtain both the authority and the necessary resources to establish formal records management programmes in institutions that have none?

- To what extent do special collections and archives have staff qualified to perform records management?

- Can we establish processing metrics across the archival community that would help us define 'successful' processing? Would the value of this work justify the effort required to undertake it?

Digitisation

The increasing availability of special collections materials in digital form over the past decade has been nothing sort of revolutionary for both users of special collections and the professionals who manage them. User expectations typically are high: how many of us have not been asked why everything is not yet online?
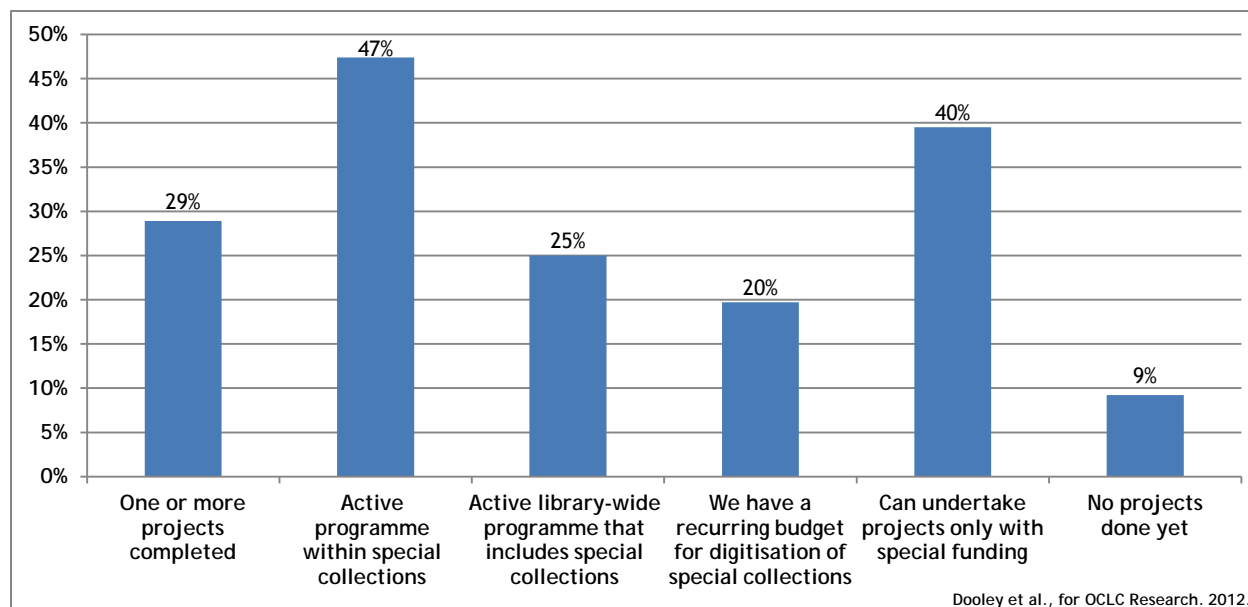
Figure 1.29. Digitisation activity (Q. 70, n=76)

The organisational placement of digitisation programmes for special collections materials varies.[14] Respondents could select multiple choices as appropriate to their circumstances. Nearly half have a programme based in special collections, and one-fourth have a library-wide programme; the two groups overlap, and 13% have both. One-third has no active programme.

Ninety-one percent of respondents have completed one or more digitisation projects and/or have an active programme. This statistic is fairly constant across the entire population, regardless of library size or institutional type. Twenty percent have a recurring budget for digitisation, while 40% state that they can undertake projects only with special funding.

This latter figure suggests that while libraries may be able to fund small-scale activity internally, they often require external funding to undertake large projects. The reality is, however, that external funding for large-scale digitisation is difficult to acquire. Libraries may need to re-assess priorities and ask difficult questions about how to fund this activity internally, perhaps from collections budgets.

Dooley et al., for OCLC Research. 2012.
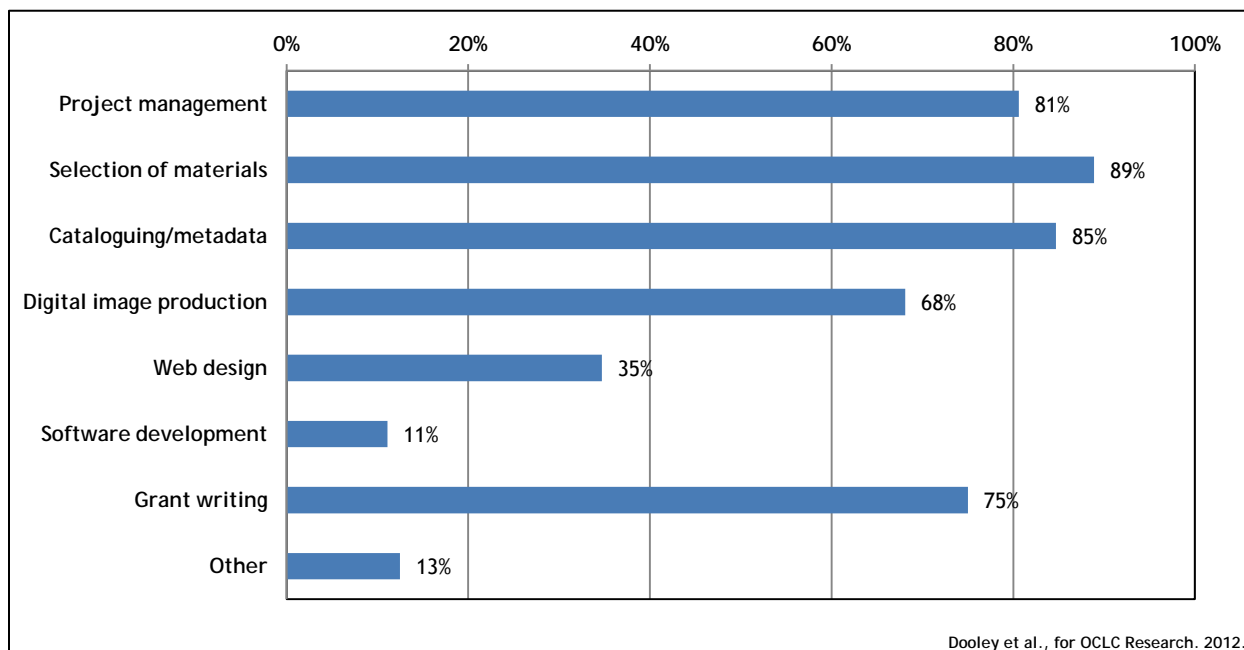
Figure 1.30. Involvement in digitisation projects (Q. 71, n=72)

Special collections staff in a strong majority of institutions perform five or more of the seven digitisation-related activities presented as options. The most common is selection of materials (89%), closely followed by creation of metadata (85%) and project management (81%).

Given the number of responses stating that special funding is required for digitisation projects, it is no surprise that 75% are involved in grant writing.

Dooley et al., for OCLC Research. 2012.
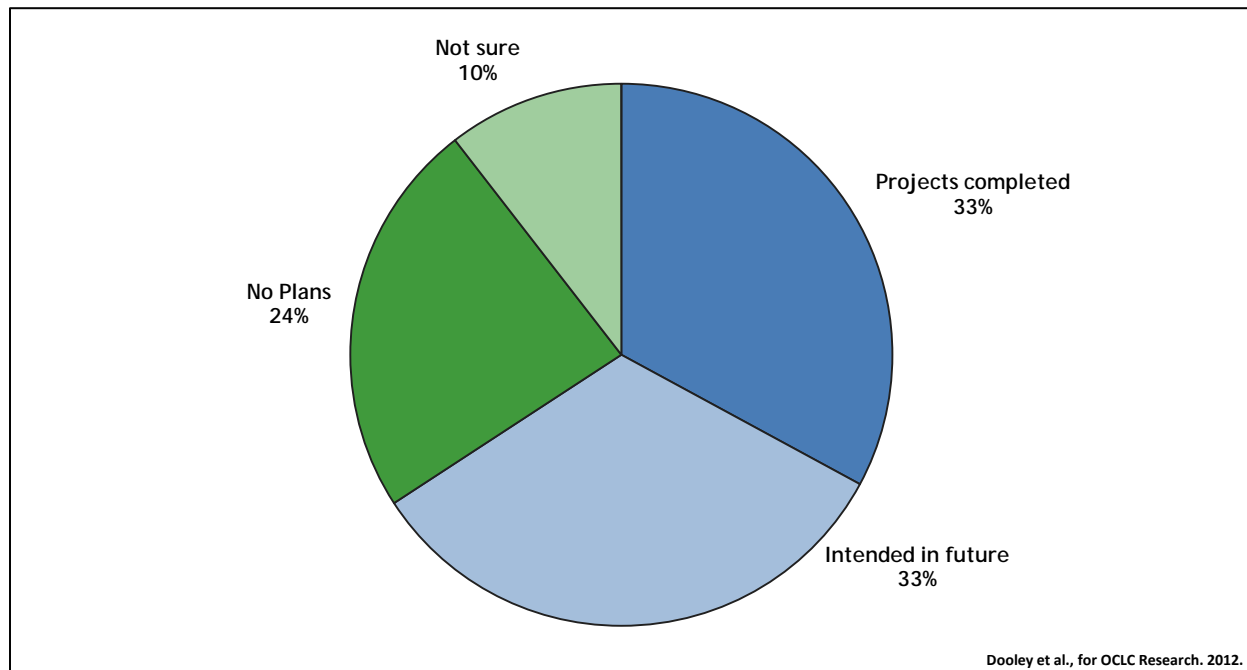
Figure 1.31. Large-scale digitisation (Q. 72, n=76)

We used the term 'large-scale' to distinguish special collections digitisation from 'mass digitisation.' The latter generally is understood to mean conversion of library holdings at 'industrial scale' without selection of individual items, with limited human intervention in the capture process, and achievement of exceptionally high productivity (Coyle 2006). Digitisation of special collections, on the other hand, often requires a measure of selectivity to ensure that materials receive special handling to prevent damage or, if necessary, be excluded. We therefore defined 'large-scale' digitisation as a systematic effort to consider complete collections—rather than being selective at the item level, as has been the norm for many so-called 'boutique' (i.e., highly curated) projects—and using production methods that are as streamlined as possible while also accounting for the needs of special materials.[15]

One-third of respondents stated that they have already done large-scale digitisation of special collections. This comes as no surprise, given that large-scale digitisation activity has been driven by funding (e.g., by JISC) and, with some minor exceptions, institutions have not gone down the Google-style mass digitisation route. On the other hand, the US/Canada survey had a similar result, but subsequent follow-up with respondents revealed that the quantities of material digitised and/or production levels achieved generally were

not impressive or scalable (Erway 2011). It would be useful to know whether the same is true across the current population.

Dooley et al., for OCLC Research. 2012.
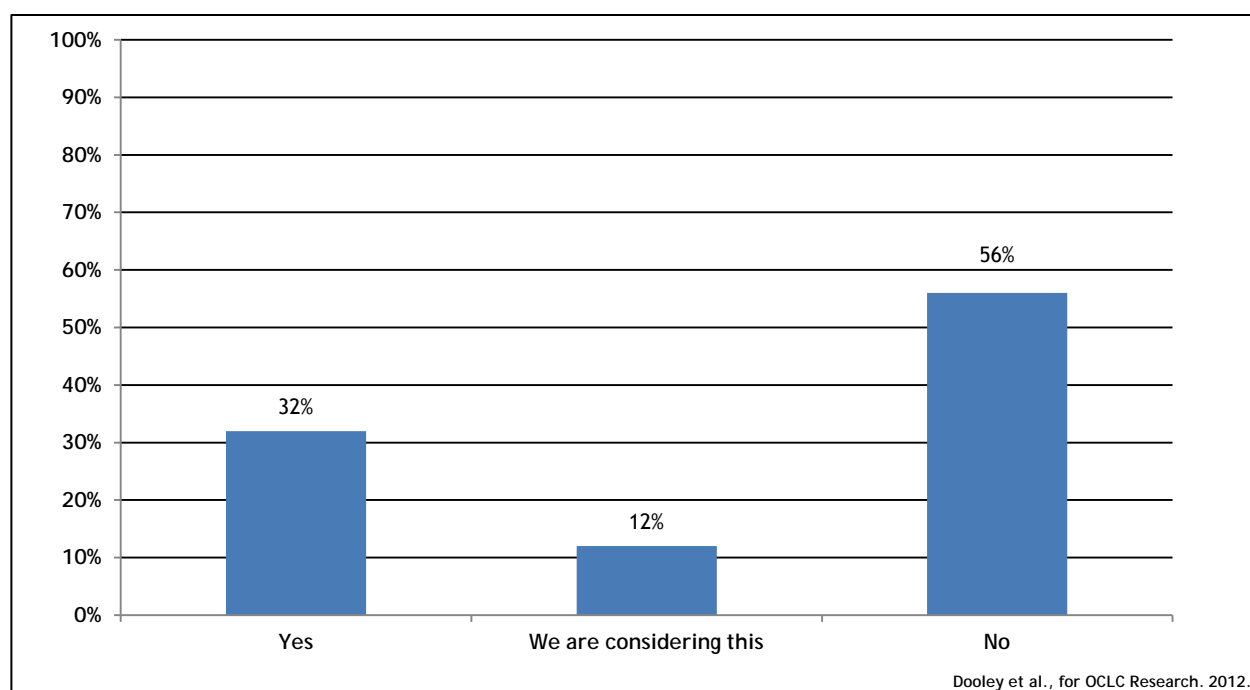
Figure 1.32. Licensing contracts for digitisation (Q. 73, n=75)

Some 'large-scale' projects may be among those done under contract with commercial vendors or other organisations for digitisation of special collections and subsequent sale of the digitised content, particularly those that digitise collections of exceptional depth. One-third of respondents have one or more such licensing contracts.

A better overall understanding of the nature and scope of large-scale digitisation of special collections would be valuable. It would also be beneficial to identify best practice in this area, particularly in relation to drawing up contracts with commercial suppliers. Two relevant guidelines published in the US may pertain.[16]

Some questions about digitisation:

- How can we build sustainable and coherent digitisation programmes?

- What evaluation is being carried out on the value and impact of digitisation programmes?

- What work has already been done on methodologies for large-scale digitisation?

- How do we maximise the potential of collaborative projects, including with commercial partners?

Born-digital Materials

The rapidly increasing volume of born-digital archival materials that is being created presents a daunting new challenge to our profession. Complex new technical skills and challenging types of intra-institutional collaboration are necessary in abundance. In addition to the challenges associated with digitisation, management of born-digital archival content has begun to loom large among the concerns of academic and research libraries, as our data reveal in multiple ways.

What is the intersection between born-digital content and special collections? The term born-digital covers a wide spectrum of materials.[17] Some digital content, such as scholarly e-journals that have no print version, as well as reference databases, is easily disregarded, given that print originals of such materials were never located in special collections. In contrast, original archival and manuscript materials such as institutional office records, authors' drafts that exist only on floppy discs, and digital photographs are the born-digital equivalents of materials traditionally collected by special collections. Other types of exclusively digital content, such as websites and scholars' data sets, have characteristics that may or may not warrant special collections involvement.

Various types of expertise held by special collections librarians and archivists are relevant for developing the context of a digital collection and interpreting its content. Such skills include selecting materials of permanent rather than temporary value, negotiating ownership, resolving legal issues, determining and enforcing any restrictions, ensuring authenticity, determining file arrangement, and creating collection-level metadata.[18]

Addressing such considerations would be valuable in planning for the management of born-digital materials in an academic or research library. Anecdotal evidence shows that in some institutions special collections is assigned responsibility for all born-digital materials; in others, special collections has no role. A more nuanced approach is likely more appropriate in most contexts.

Dooley et al., for OCLC Research. 2012.
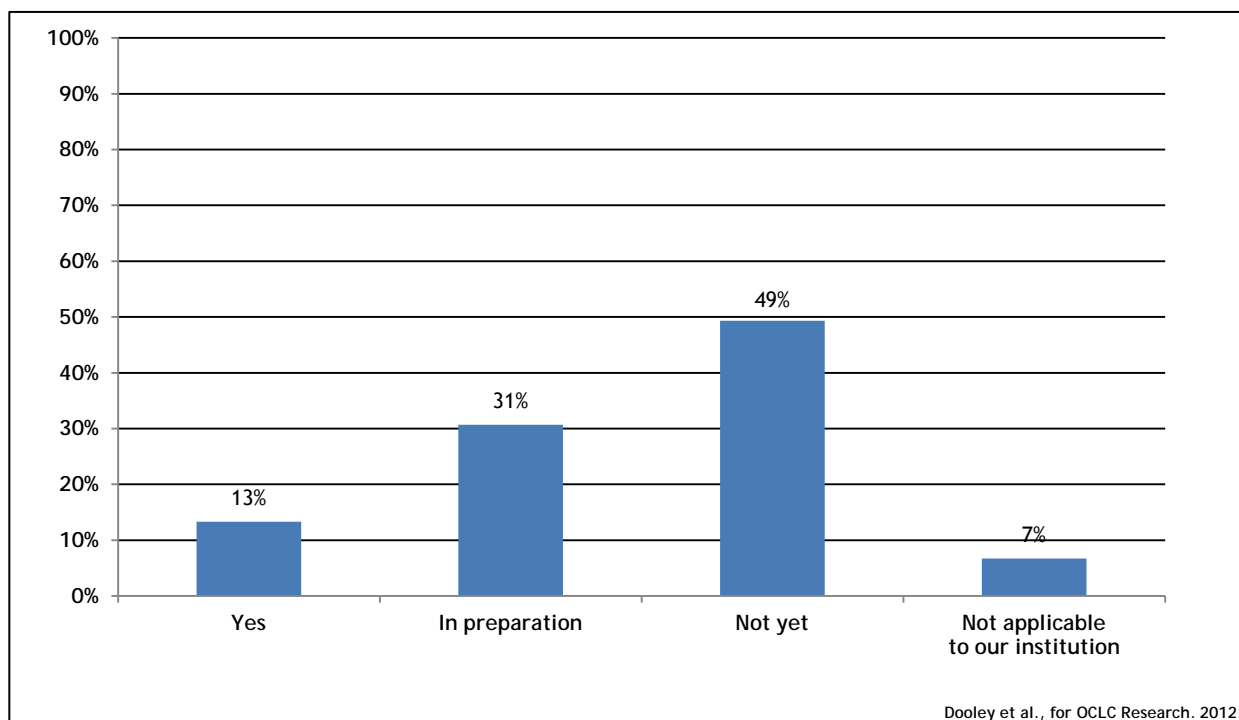
Figure 1.33. Born-digital strategy (Q. 75, n=75)

Only 13% of respondents have prepared a strategy for managing and preserving born-digital archival materials, while half have yet to even consider the issue. One-third has a strategy in preparation.

Organisations rarely assign responsibility for such a complex activity until a need has been defined and accepted—or, in some cases, in response to a precipitating crisis. Initial actions include development of infrastructure, interdepartmental planning and communication, and assignment of resources (both financial and human). Even so, only librarians, archivists and historians are likely to assert the use case for preserving archival materials of permanent historical or evidentiary value.

Dooley et al., for OCLC Research. 2012.
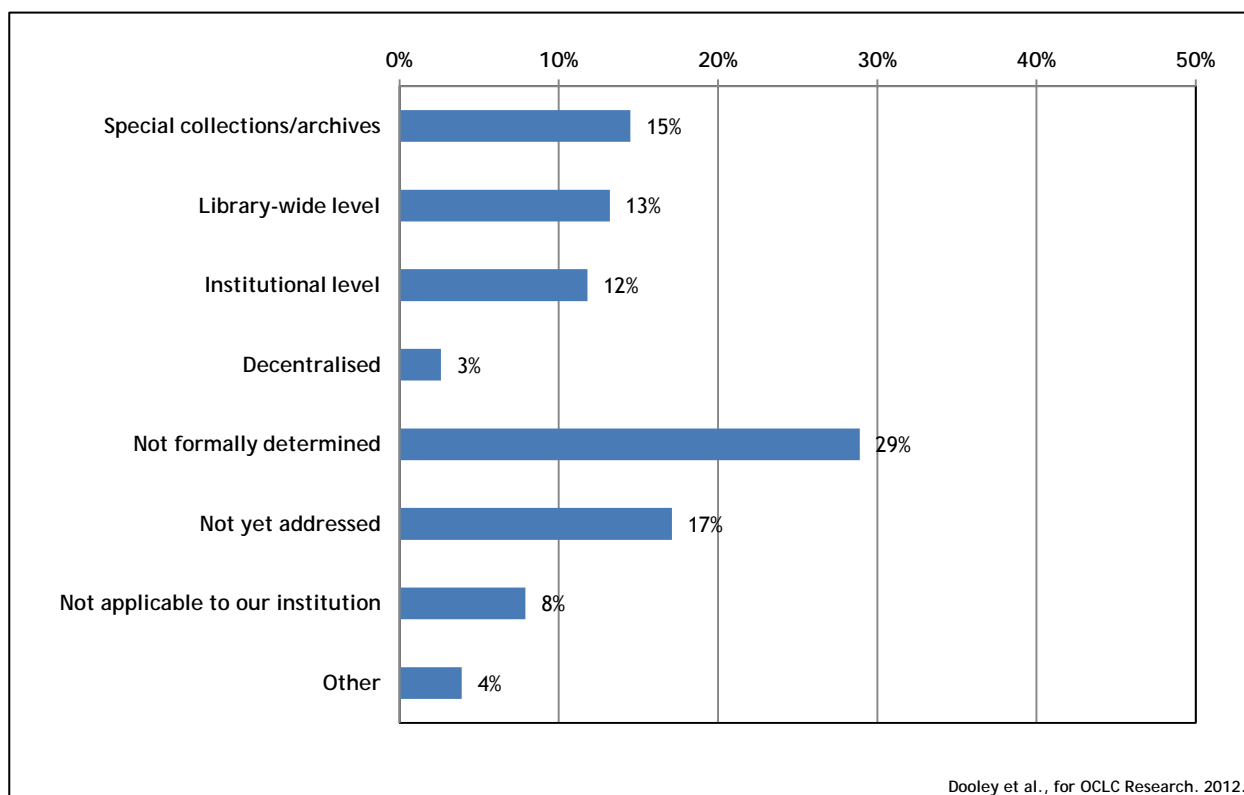
Figure 1.34. Responsibility for born-digital archival materials (Q. 76, n=76)

In contrast to the low percent of respondents (13%) that have a born-digital management strategy in place, 43% of responding institutions have assigned responsibility for managing these materials to one or more organisational units. The library bears this responsibility at 28% of institutions overall, within either special collections, the institutional archives, or at the library-wide level. Only 15% have consciously assigned responsibility elsewhere in the institution: it would be interesting to know why and to which section. Time will tell whether this pattern of percentages will continue as the undecided move forward.

Archives and manuscripts	36%
Audio	31%
Blogs	11%
Data sets	11%
Digital arts	10%
Email	18%
Institutional archival records	32%
Oral histories	26%
Photographs	43%
Publications and reports	29%
Serials	8%
Theses and dissertations	26%
Videos	22%
Websites	19%
None	35%
Other	7%

Dooley et al., for OCLC Research. 2012.
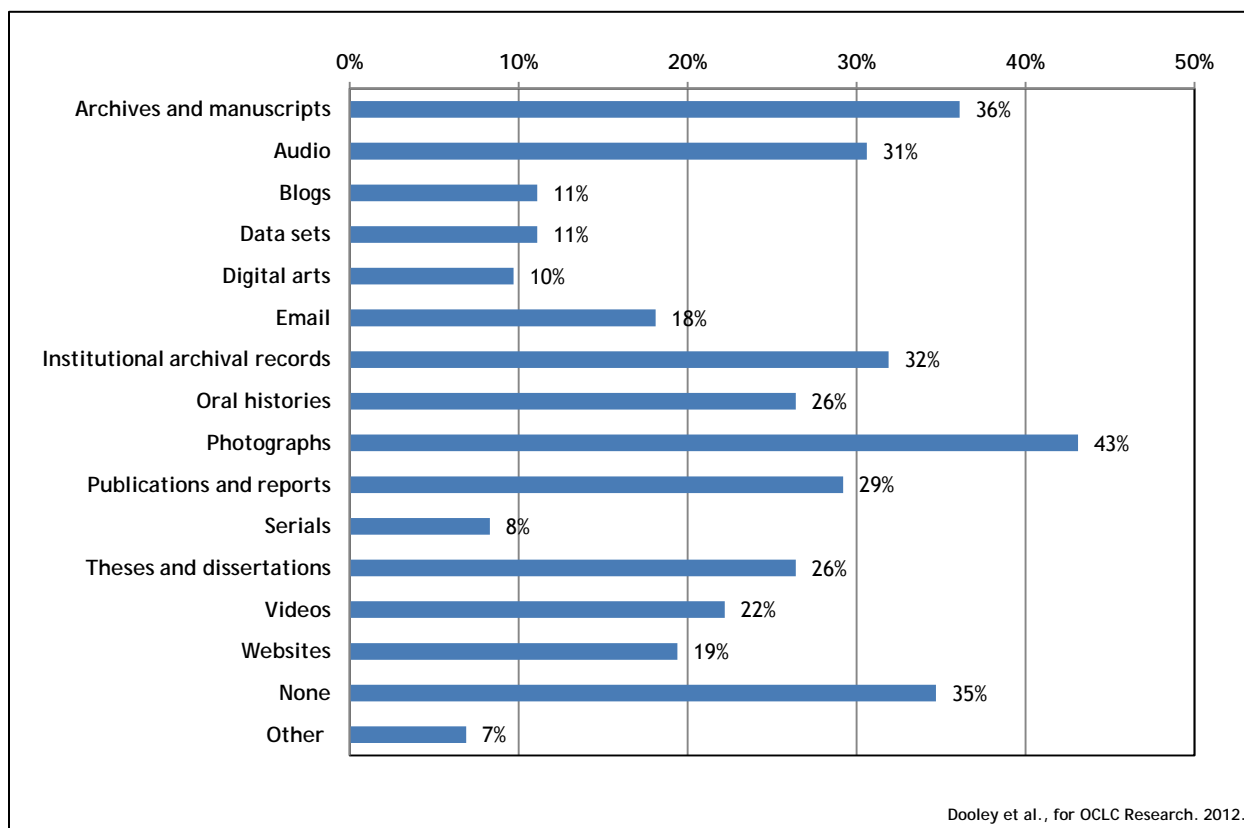
Figure 1.35. Born-digital archival materials already held (Q. 77, n=72)

Sixty-five percent of those who answered this question reported having collected born-digital materials in one or more formats; these data are in stark contrast to the 18% who were able to report the size of their born-digital holdings in response to question 16. Visual materials, archives and manuscripts, institutional records, and audio materials are the most frequently collected born-digital formats.

These discrepant statistics suggest that curators are aware that they have born-digital materials but are not in a position to quantify them, often because the collections have been acquired in an ad hoc or sporadic way without active recordkeeping to tabulate digital content at the time of acquisition.[19] Digital items also may be stored across multiple servers and thus be difficult to track down and enumerate. Further, as in other areas of this survey, we lack agreed-upon metrics for counting this material.[20]

Dooley et al., for OCLC Research. 2012.
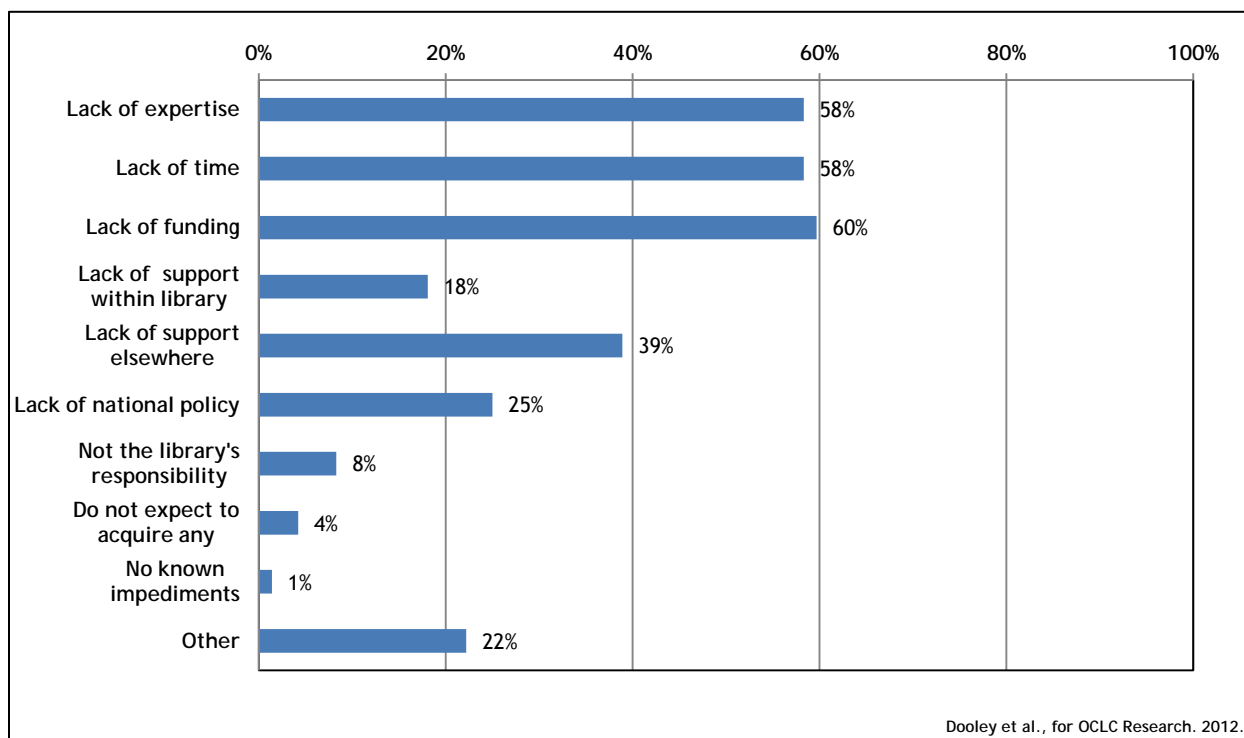
Figure 1.36. Impediments to born-digital management (Q. 78, n=72)

Lack of funding was the most-often cited impediment to implementation of born-digital materials management (60%), closely followed by lack of time for planning and lack of expertise.

All three are essential to any programme; until they are in place, most collecting that takes place is likely to be reactive. Active management of a large quantity of digital files requires substantial resources for metadata creation, computer server space, and much more. Lack of both administrative and financial support often are cited as concerns. The born-digital challenge has become of deep concern to curators but has not yet captured the attention of those at higher administrative levels in many institutions, including libraries. One respondent sees a general 'Lack of support from senior management who are put off from even discussing the matter by potential cost implications.'

The 58% of respondents that cited lack of expertise as an impediment stands in contrast to the 78% needing education or training in this area (question 87). While the figures do not match, it is apparent that curators are aware of a lack of skills in this area. It is worth noting, however, that individual respondents may be thinking of different types of skill or expertise, ranging from use of a particular scanner to development of an institutional strategy.

Dooley et al., for OCLC Research. 2012.
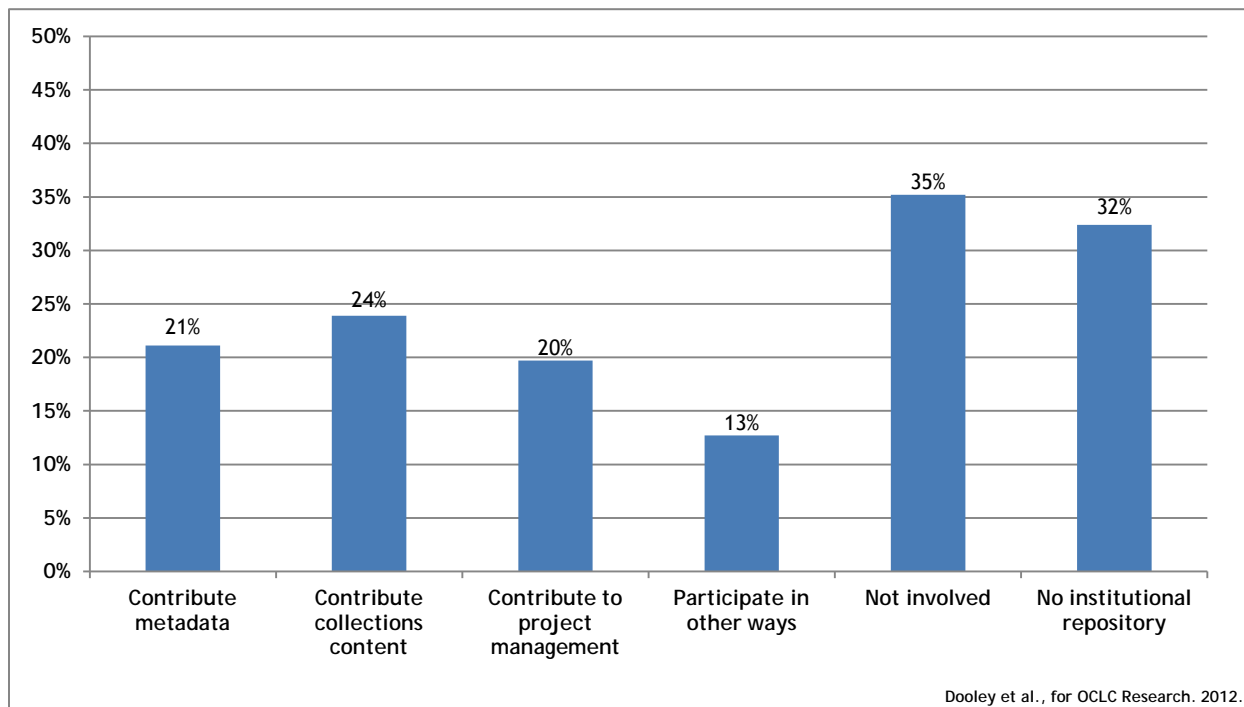
Figure 1.37. Institutional repositories (Q. 79, n=71)

Two-thirds of respondents have an institutional repository (IR),[21] but special collections staff are involved with the IR at less than one-fourth of these. When special collections staff are involved, they most frequently contribute collections materials; nevertheless, only 24% do contribute content. This reflects the varying scope of IRs: some focus principally on the scholarly output of faculty and other researchers, while others include institutional records and other materials typically collected by special collections or archives.

Limited special collections involvement in IRs also may reflect institutional structures, the way IR project teams develop, or the misperception that special collections is concerned only with physical materials. Where an IR's scope is relevant to special collections work, however, its staff may have skills to offer in a collaborative context. It would be useful to know to what extent special collections staff feel inappropriately excluded from the IR process versus whether they do not believe it relevant to their role.

Some questions about born-digital materials:

- Under what circumstances should special collections staff play a role in management of born-digital materials, and for which types of materials?

- What are the basic steps an institution should take to jump-start progress on managing born-digital archival materials, and how do we make the argument to higher administrators that it is crucial that we do so?

- Who should be responsible for institutional websites, which have almost completely replaced the countless physical brochures, newsletters, and other publications which, in physical form, were the responsibility of the institutional archives?

- To what extent can the institutional repository framework be applied to born-digital archival materials?

Staffing

In many academic and research libraries, special collections staff are responsible for a wide array of functional duties. These generally include selection and curation of materials in every format, user services, teaching, specialised cataloguing, archival processing, collection care, preservation, public outreach, exhibits, publications, digitisation projects, born-digital management, fundraising, and more.

We explored a variety of staffing issues of interest in the special collections context. These include number of staff, expected retirements, demographic diversity, and education and training needs. We also examined the extent to which separate special collections units have been integrated, since such a change can lead to increased efficiencies and lower costs.

Table 1.15. Mean and median number of staff FTE
(Q. 81, n=66; Q. 83, n=64)

Staff Type	Permanent		Temporary		Total	
	Mean	Median	Mean	Median	Mean	Median
Professional	6.9	4.0	2.2	1.0	9.1	5.0
Support	5.9	2.0	1.6	0.0	7.5	2.0
Total	12.8	6.0	3.8	1.0	16.6	7.0

Note: We excluded the British Library from our calculations to avoid inappropriate skew in the data.

We requested staffing statistics in FTE (full-time equivalents), either whole or decimal numbers. Positions to be reported were those 'focused on special collections-related functions' rather than only those located within a special collections unit.[22]

Across the entire population, the mean number of special collections staff is 16.6 FTE (9.1 professionally qualified and 7.5 support staff); the median is 7.0 FTE. The disparate survey population necessitates calling out some extreme differences based on particular slices of the data:

- The national libraries have by far the largest numbers of special collections staff (mean is 79 FTE) followed by the five large public libraries (mean is 30 FTE).

- The mean falls by more than 50% to 7.9 when national and public libraries are factored out.

- The mean in universities is 10.0; this decreases somewhat to 8.3 when the two largest—Oxford and Cambridge—are factored out.

- The mean falls to 4.0 FTE when national, public, and university libraries are factored out. Nine of the smaller institutions have 1.0 FTE or less in their special collections.

Dooley et al., for OCLC Research. 2012.
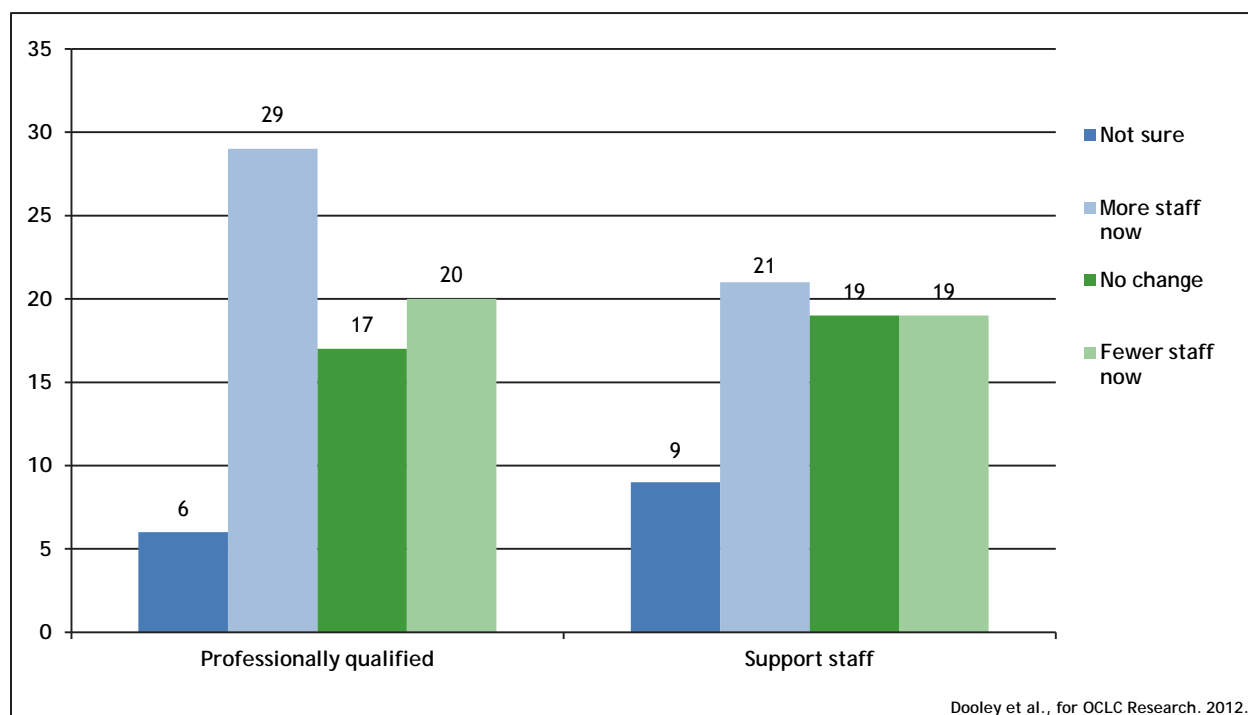
Figure 1.38. Change in number of staff (Q. 82, n=72)

Forty percent of respondents have experienced an increase in the number of professionally-qualified special collections staff since 2000, while 29% saw an increase in support staff. About one-fourth of the remaining institutions reported no change in staff size, and another

one-fourth have fewer staff. We did not ask by how much staffing had increased in the belief that few institutions would be able to provide such precise data.
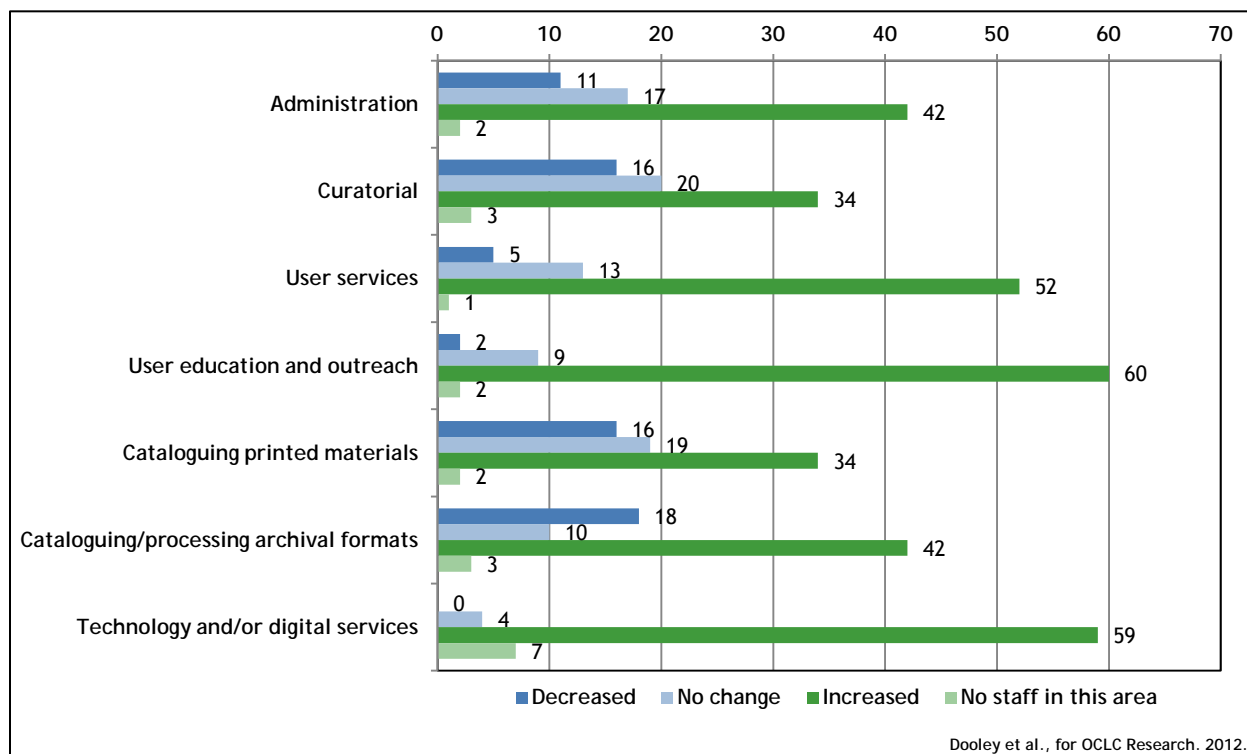
Figure 1.39. Change in allocation of staff time (Q. 86, n=73)

In asking respondents to report on whether allocations of special collections staff time had changed in the various functional areas, one might have expected to see that, in the aggregate, effort had increased in some areas and proportionately decreased in others. This was not the case: strong majorities reported increased allocations of time in every area—an outcome that is inherently mathematically suspect. The fact that many institutions reported an increase in number of staff in response to question 82 is relevant, but can those figures fully account for the rate of reporting of increased allocations of time?

The most frequent area of increased effort was user education and outreach (82%), closely followed by technology and digital services (81%). At the lower end, less than half of respondents said that effort increased in either curatorial work or cataloguing of printed materials. This pattern may well represent not only the present but also the future reality for special collections libraries. As one respondent said, it is important that practitioners accept 'the changing landscape of special collections.' Another stated that the nature of the shifts constitutes nothing less than a 'culture change.'

As for areas in which staff time decreased, no institution reported a decrease in the area of technology and digital services. The most frequent area in which respondents did report decreased effort was processing of archival formats (25%), very closely followed by administration, curatorial, and cataloguing of printed materials.

Based on respondents' estimates, 7% of special collections staff across the survey population are likely to retire in the next five years.
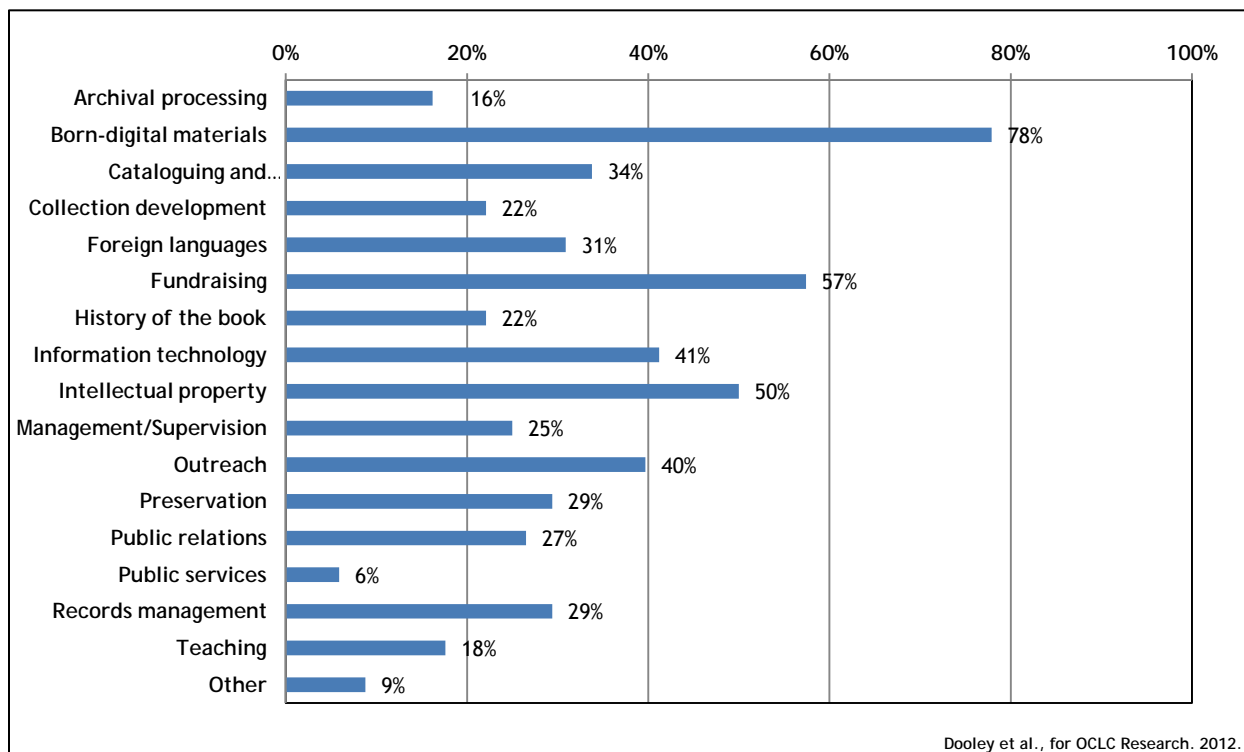
Figure 1.40. Education and training needs (Q. 87, n=68)

The survey instrument listed sixteen areas in which staff might need development in order to meet the institution's needs. The most frequently selected area was that of born-digital materials (78%). The strikingly high correlation between this and the marked increase in staff activity in technology and/or digital services (81%) indicates a skills gap that needs addressing, both for current professionals and those joining the ranks.

The second most highly cited area was fundraising (57%). Special collections rely on external funding for many activities, so this result makes good sense. We should take note of it: if special collections are to fulfil their potential, staff must have the knowledge and skills to bring in the funding that is required.

Intellectual property ranked third (50%), perhaps reflecting concerns over making digitised content publicly available and protecting copyright owners' rights.

Outreach was selected as an area for staff development by 40% of respondents, which correlates here with the most frequent area of increase in allocation of staff time: user education and outreach (60%). The role of special collections staff in moving to 'front of house' to work directly with users requires skill in session planning, delivery, and evaluation— but these skills are not widespread. (Interestingly, however, only 18% of respondents cited a need for staff development in teaching.) If we are to realise the value and potential of our collections and effectively engage our audiences, staff need the skills and confidence to carry out this important activity.

One-third of respondents cited a need for education in cataloguing and metadata, and the same percent need greater expertise in archival processing or records management. It is likely that these needs relate more to new areas of work than to longstanding ones; for example, less to traditional cataloguing than to the technical and structural challenges associated with creating digital metadata.

Dooley et al., for OCLC Research. 2012.
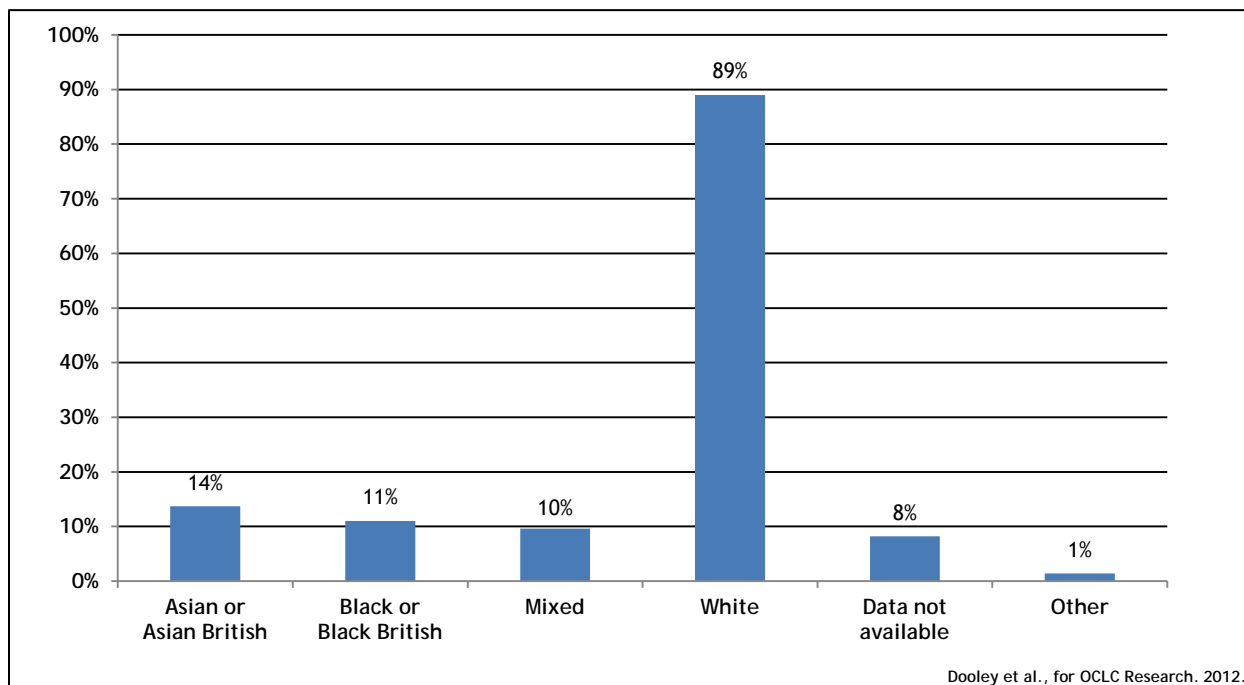
Figure 1.41. Demographic diversity (Q. 85, n=73)

We asked which demographic groups are represented among the special collections staff of each institution. While virtually all who provided data have white/Caucasian persons on staff,

the data show that between 10% and 14% include members of the other listed racial and ethnic groups.

Note that these percentages reflect the percentage of institutions that have special collections staff in each of these population groups, not the percentage of individual staff who are in each group.

Dooley et al., for OCLC Research. 2012.
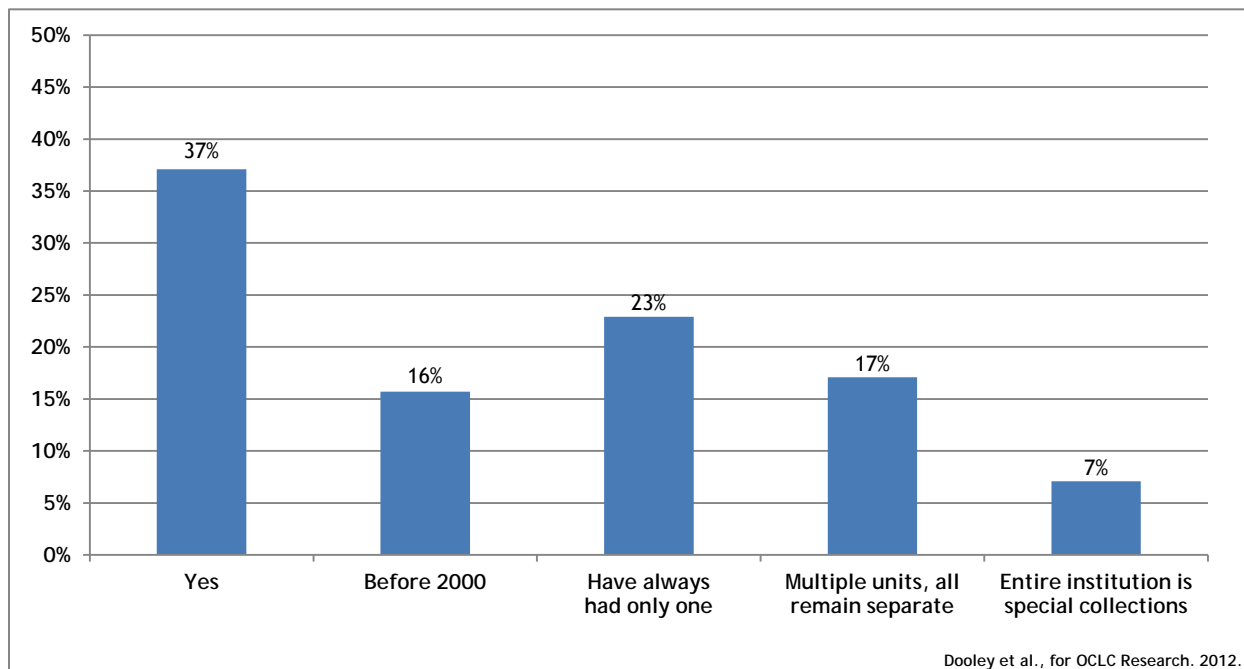
Figure 1.42. Integration of separate units (Q. 88, n=70)

Since 2000, the prevalence of separate units across an institution has diminished: more than half of respondents have integrated all formerly separate units, while 17% continue to maintain separate units and do not plan to change this (the rest either have always had only one unit or the library consists entirely of special collections). Integration of units generally increases efficiencies and reduces costs. One respondent observed that 'The advantages of scale [are] becoming more obvious, as web and digital media pose challenges to all special collections functions … large units allows better adaptation to all the coming challenges.'

Some questions about staffing:

• How can a library best align its staffing of special collections with its overall mission, and that of its parent institution?

• Why are educational needs in several areas so widely unmet?

- How can we ensure that increases in staff activity in areas of emerging priority are not achieved to the detriment to those of longstanding importance? Or should we accept that such change in priorities is both inevitable and desirable?

- How can special collections get the best value out of its staff?

Most Challenging Issues

We asked respondents to name their 'three most challenging issues' in open-ended comments. (We disallowed the need for more staffing or funding, since these can serve to mask more specific challenges.) The data give an interesting overview of what respondents see as their most significant pain points. Some answered in a few words; others at considerable length. (See appendix C for complete data.) We slotted the stated challenges into eleven categories, as shown in the table below.

Table 1.16. Most challenging issues (Q. 90, n=75)

Issue	Responses
Outreach	39
Space and facilities	35
Born-digital materials	23
Collection care	22
Cataloguing and archival processing	20
Digitisation	19
Access	18
Staff development	17
Rights	12
Administration	9
Collection development	5

Note: The total equals far more than the number of respondents, because each could name up to three challenges.

In order to ensure that we consistently categorised each open-ended response relative to the others, three OCLC Research colleagues separately slotted all responses into a set of categories, after which a set of categories was agreed upon and their scopes defined. Each of the following sections begins with a brief description of that scope, followed by brief commentary.

Outreach

Outreach was the most frequently mentioned challenge. Comments assigned to this category included demonstrating value, teaching, increasing use, expanding audiences, marketing, internal and external partnerships, relations within or beyond the institution, and managing expectations.

An imperative exists to exploit the distinctiveness of special collections, given that these resources uniquely express the special character of the research opportunities associated with an institution. Special collections aim to identify and engage with new audiences, as well as to further develop existing ones. As the data for question 40 show, 58% of presentations (lectures, tours, etc.) are now primarily aimed at audiences outside the parent institution. However, the mean number of presentations offered by respondents is only 66 in a year—and this should undoubtedly be higher for well-staffed services. The challenge of increasing the provision is that outreach work is time-consuming to promote, prepare, and deliver, but additional human or financial resources often are not available to support new activity in this area. Thus, outreach work must be undertaken—sometimes by staff without the requisite skills—in place of other activities that also are seen as essential.

Space and Facilities

Challenges relating to space and facilities were the second most frequently cited (note that 58% of respondents have special collections in offsite storage). Comments assigned to this category included facilities, the quantity or quality of space needed for special collections staff and activities, security, environmental conditions for collections, and disaster planning.

The basic need for space to store collections is obvious, and the challenge increases in line with the expansion of collections reported to the survey. Lack of space potentially results resorting to the use of unsuitable environments, as well as in overcrowding, both of which are detrimental to the physical well being of collections. The unpredictability of both acquisition opportunities and the physical size of some acquisitions (particularly archival collections) frustrate space planning. A lack of space may even mean rejecting an opportunity to acquire crucial materials, and such opportunities generally come only once for any particular collection.

In addition, proliferation of storage locations and shelving sequences is a common outcome. This negatively affects the efficiency of retrieval of material for use, taking time away from other staff responsibilities and frustrating busy users. When the consequences of lack of space are visible to users or potential benefactors, the reputational value of special collections may be undermined.

Born-digital Materials

The daunting challenges relating to born-digital materials, which ranked third, are multi-faceted. Comments assigned to this category included digital preservation and management of born-digital archival materials, digital archives, electronic records, web harvesting, and preservation of digital assets.

Widespread uncertainty exists about how to acquire, store, preserve, and record them, nor how to provide access to users. At the same time, recognition is also widespread that they simply must be collected and made accessible.

Perhaps the most dramatic finding of the survey is that current collecting of born-digital materials and the expertise to manage them are concentrated in a very small number of institutions that already hold a significant amount of digital materials—while most others have very little or none (median holdings are zero). Future progress across the sector may hinge in significant part on the capacity and willingness of these pioneering institutions to share an expertise that is giving them a competitive edge, so to speak. They would be generous indeed to share both what they know and the technical environments they have constructed.

Collection Care

Care and preservation of physical materials ranked fourth among challenging issues. Comments assigned to this category included physical handling of materials, preservation, conservation, care of stock, and collections management.

The physical deterioration of special collections material is a long-established cause for concern, potentially needing huge investment to address. This concern is given new urgency as success in attracting greater use of collections results in increased handling, potentially with detrimental effects on condition. Thus, successfully addressing one challenge intensifies another. Responses to question 29 indicate that the greatest needs for collection care result from the use of materials.

In addition, much of the current expansion of special collections involves the acquisition of 20th-century and later material, particularly photographs and other audiovisual media that are intrinsically vulnerable to decay. Given that much of this material is only a few decades (or less) old, this decay is as yet in its early stages. This disguises the extent of the impending challenge. Further, the gradual nature of much deterioration, though relentless, may foster the dangerous illusion that corrective action can be deferred indefinitely. Media such as audio or video stored on magnetic tape can be irrecoverably lost after only a few decades.

Cataloguing and Archival Processing

Issues relating to metadata and organisation of archival materials ranked fifth. Comments assigned to this category included cataloguing, processing, backlogs, and metadata.

That this area did not rank higher is consistent with the survey's findings that cataloguing skills are amongst the least of training needs, and that backlogs are shrinking in special collections as often as they are increasing. Simplified approaches to cataloguing and archival processing appear to be contributing to this progress. Nevertheless, some 25% of respondents rated cataloguing and archival processing as a major challenge.

Digitisation

Digitisation was the sixth-ranked challenge identified by respondents. Comments assigned to this category included digitisation, the need for online access to all collection materials, related information technology issues, digitisation strategy, and mentions of the 'digital age.'

There is now a near-universal sense that comprehensive digitisation of resources is not only desirable, but also an obligation. The drive to digitise comes as much from outside special collections as from within. It may be that digitisation was not rated higher as a challenge because its high visibility to library directors as compared with other issues gives promise that new resources may be found to support it (this is the case at 20% of responding institutions).

The quantities of special collections material available for digitisation are vast: manuscript, visual, and other material that is wholly unique, as well as print material with and without unique copy-specific features. Faced with this great range of potential, a basic challenge is to prioritise. Potential reasons for digitising particular collections are diverse: for preservation, for promotional purposes, to generate income, to exploit funding opportunities, to unify access to physically dispersed resources, for the general good, and more. Priorities for digitisation are likely to be very different depending on which of these drivers are applied. Coherent policies to guide practice are therefore essential.

Users' requests for photocopies, microfilms and analogue photographs have rapidly been superseded by 'on-demand' requests for digital images. The challenges associated with introducing new equipment, skills, workflows, and charging models are still considerable for many special collections.

Access

Access was the next most cited challenge. Comments assigned to this category included user expectations, single search, access systems, find aid-related access, tracing use, discovery and related information technology issues, maintaining good services (including digital).

Increased awareness of resources through cataloguing, outreach and other promotional activities naturally leads to increased demand for onsite access, which must then be satisfied. Current initiatives to build user audiences are likely to sustain this trend. The growing availability of material in digitised form may lead to some reduction in demand for physical access, but in many special collections it is offset by the simultaneous stimulation of requests for physical access. With their heightened awareness, some users wish to check the accuracy of digital representations against originals, consult related material not yet digitised, or simply experience 'the real thing.'

Cataloguing, preservation and digitisation initiatives often are undertaken on a project basis with additional fixed-term funding. New demand for access resulting from these projects is recurrent, generally with no new funding to meet the need.

Staff Development

Staff development was a top-three challenge for 17 institutions and ranked eighth overall. Comments assigned to this category included staff education and training, new tasks in unfamiliar areas, balancing workloads, keeping pace, and inadequate skills.

 This correlates with the fact that the data for question 87 indicates that education and training needs in each of 13 widely differing areas were a concern for more than 20% of respondents. This follows from the diverse nature of special collections work, which often necessitates a high degree of multi-tasking by staff necessarily more proficient in some areas than others.

Intellectual Property Rights

Comments assigned to this category included only the topic of intellectual property rights.

Administration

Comments assigned to this category included management issues such as planning, leadership, internal institutional issues, obtaining resources (of any kind, not necessarily funding), income generation, and income generation.

Collection Development

Comments assigned to this category included acquisitions, selection of materials, scope of collecting, relations with vendors of materials, and records management.

Some Thoughts about Funding

In enquiring about the most challenging issues facing special collections, we asked respondents not to state either their general concerns about either funding or insufficiencies of staffing. These are fairly universal issues that can mask more specific challenges, and we wanted more focused data.

Nevertheless, the exclusion implicitly acknowledges that funding and staffing issues are fundamental in special collections, as they are for our parent institutions. Furthermore, as one respondent observed, they affect special collections in distinctive ways, given the many practices and requirements that often run counter to those of libraries more generally.

For example, at the same time that research libraries seek to streamline acquisition processes by limiting their number of suppliers and spending heavily on electronic subscription packages, special collections acquisitions need highly individual attention. As most libraries increasingly acquire digital materials that need no physical space, special collections will need expanding amounts of high-quality physical storage space indefinitely. Libraries have long exploited shared cataloguing opportunities, but the unique or rare material in special collections requires demanding forms of original cataloguing. While libraries increasingly introduce self-service provision, there is little opportunity for special collections to do so for reasons of security and preservation.

Consequently, special collections are expensive, not only in their inherent labour-intensiveness—and the value-for-money they represent is rightly under constant scrutiny. With less justification, however, special collections staff sometimes may superficially be perceived by colleagues as being behind the times, clinging to outmoded practices, when in fact some traditional practices inescapably go with the distinctive territory.

Respondents' Final Observations

Thirty-three respondents added a final comment (question 91), all of which are transcribed in appendix C. While these varied greatly in both substance and length, several issues were raised by multiple respondents:

- The difficulty of compiling some of the data requested for this survey, particularly at institutions that amalgamated data for multiple units

- The inherent challenge of balancing workloads in competing areas

- How to keep up with ever-increasing and diversifying demands on the service

- The inherently labour-intensive nature of special collections, which is increasingly at odds with the drive to increase library efficiencies

- The lack of agreed-upon metrics, which minimises the usefulness of the data in some areas

- The increasingly clear advantages of working and collaborating at scale

- This timely and important nature of this survey, and the fact that our community must respond actively to address its findings

The Recommendations section offers some possible concrete steps for moving forward.

Notes

[1] The US/Canada survey conducted by OCLC Research in 2009 revealed that 75% of respondents had decreased budgets in 2008-2009 (Dooley and Luce 2010).

[2] The survey instructions asked that all known units be reported and named whether or not they report administratively to a library system rather than to an academic school or other organisational unit.

[3] The National Trust, which reported having nearly 170 separate units (individual properties), was omitted from this calculation to avoid excessive skew in the mean.

[4] Question 17, which was optional, enabled respondents to report items in specific formats that would otherwise be reflected only within the linear metres of archival and manuscript collections. Only seven institutions responded, rendering this data of almost no use. The one format in which significant holdings were reported was visual materials: an additional 565,000 items were reported, adding 6% to the 9.2 million visual items reported in question 11. This question elicited more responses in the US Canada survey, in which, for example, visual items reported under the optional questions added 40% to the total count of visual materials.

[5] The British Library holds more born-digital material than any other respondent. British Library data was excluded from these figures—as it was from the entire holdings table—to avoid excessive skew in the mean.

[6] A recent OCLC Research report describes three policy approaches for implementing camera use that range from conservative to liberal. (Miller, Galbraith and RLG 2010)

[7] A recent OCLC Research report suggests several methods of enabling 'scan-on-demand' services that are intended to help libraries select an approach consistent with their available resources. (Schaffner, Snyder and Supple 2011)

[8] Such links were initially disallowed under Wikipedia's conflict-of-interest policy, but after significant lobbying by the US archival community; this ban was lifted in September 2009. See, for example, Theimer (2009).

[9] Percentages for each row sometimes add up to slightly more than 100% because we allowed a margin of error of up to +10% in each response. Individual responses totaling less than 90% or more than 110% were dropped from all calculations.

[10] We did not ask respondents to indicate the extent to which the relevant archival collections themselves have catalog records. This would have added a level of complexity that would have been difficult to convey in the survey and likely would have been impossible for most respondents to determine.

[11] No such benchmark exists in the US either. MPLP is recognised as an approach that encourages a continuum of practice based on the needs of a particular collection.

[12] The EAD DTD and XML schema, tag library, and other documentation are hosted by the Library of Congress (SAA/LC 2012).

[13] CALM was manufactured by DS ltd., now a member of the Axiell Library Group, based in the UK. (Axiell 2012).

[14] We did not attempt to define the nature of an active programme; respondents made their own determination.

[15] OCLC Research called for large-scale digitisation in Erway and Schaffner's report, 'Shifting Gears: Gearing Up to Get Into the Flow (2007).

[16] Two papers published in the US may be useful in this context: Kaufman and Ubois' report, 'Good Terms—Improving Commercial-Noncommercial Partnerships for Mass Digitization: A Report Prepared by Intelligent Television for RLG Programs, OCLC Programs and Research' (2007), and ARL's 'Principles to Guide Vendor/Publisher Relations in Large-Scale Digitization Projects of Special Collections Materials' (2010).

[17] A taxonomy of types of born-digital material is presented in Erway's 2010 report, *Defining 'Born-digital.'*

[18] The OCLC Research (2012) project, *Demystifying Born Digital* that is currently underway, addresses these issues.

[19] OCLC Research published a report in 2012 that recommends brief steps for inventorying born-digital material, as well as basic steps for transferring content from removable physical media to secure storage. (Erway, 2012).

[20] We asked respondents to report born-digital holdings in gigabytes, which we chose based on the practice of the Association of Research Libraries (and others) in the US. No standard metric seemed to exist in the UK.

[21] The Wikipedia article titled 'Institutional repository' provides this description: 'An institutional repository is an online locus for collecting, preserving, and disseminating—in digital form—the intellectual output of an institution, particularly a research institution. For a university, this would include materials such as research journal articles, before (preprints) and after (postprints) undergoing peer review, and digital versions of theses and dissertations, but it might also include other digital assets generated by normal academic life, such as administrative documents, course notes, or learning objects.' (Accessed February 1, 2013)

[22] We did not ask respondents to differentiate in this regard, nor did we ask whether an FTE was filled or vacant.

2. RLUK Data

Following the model established in the Overview of Complete Data, this section follows the flow of the survey instrument:

- RLUK survey population

- Overall library size and budget

- Collections

- Collection care

- User services

- Cataloguing and metadata

- Archival collections

- Digitisation

- Born-digital materials

- Staffing

The text for each of the above topical areas is directly followed by 1) brief commentary and 2) a full set of figures and tables that provide a complete summary of the RLUK data. The comments are brief—they principally highlight the RLUK data which differs significantly from the full population. Thus, *this section supplements the Overview of Complete Data rather than replacing it: it is necessary to read both for a full view of the RLUK population.*

Significant differences between RLUK data and those of the rest of the survey respondents are detailed in the non-RLUK section of this report.

RLUK Survey Population

Research Libraries UK was formally founded more than 25 years ago, and RLUK has sponsored, directly or indirectly, some of the major open-access online resources in the UK in support of research. These include Copac, the de facto union catalogue across the UK. RLUK had 32 members in the U.K. and Ireland at the time this survey was being conducted in 2011. All responded, hence the data can be taken as an overview of the entire membership. RLUK libraries comprise 39% of the total population of 82 respondents to this survey.

The classic RLUK member is a comprehensive, research-intensive university. Member libraries vary in the extent of their collections come in all sizes, however, ranging from Liverpool and Southampton at the smaller end of the spectrum to the British Library and the University of Oxford as two of the largest. Five non-university institutions are members: the British Library, the National Library of Scotland, the National Library of Wales, the Victoria and Albert Museum, and the Wellcome Trust.

RLUK's Vision is that the UK should have the best research library support in the world. In that context:

- RLUK's mission is to work with is members, partners, and the research community to shape and realise the vision of the modern research library.

- RLUK bases its actions on its deeply held values of collaborating to achieve more could be done as individual institutions; listening its members and representing their views, promoting excellence in support of current research; and anticipating the needs of future researchers.

- RLUK's aim is to work nationally and internationally to share good practice, and to build the capacity of the staff in our member institutions to promote change.

In addition, RLUK provides professional leadership in key areas of research library development. Most appositely in regard to this study, RLUK values the richness of its collections and works to ensure that researchers can exploit them to the full.

For the period, 2011-2014, the current RLUK Strategic Plan, The Power of Knowledge, covers five principal aims:

- Redefining the research library model

- Collaborating to reduce costs and improve quality

- Shaping ethical and effective publishing

- Modelling the library role in research data management

- Promoting unique and distinctive collections

RLUK sees its strength residing in the qualities of collaboration, cooperation and openness, to ensure that as an organisation it can both address the pressures the sector faces today and take full advantage of opportunities new technologies offer. The concept of openness also informs all of RLUK's activities: whether it be open access in scholarly communication and the provision of open metadata, or openness in terms of the transparency in the way it operates.

Twenty-two of the 32 RLUK members (69%) are also in the OCLC Research Library Partnership. All RLUK members but one contribute catalogue records to Copac.

All but one member (the Wellcome Trust) is in the public sector.

Dooley et al., for OCLC Research. 2012.
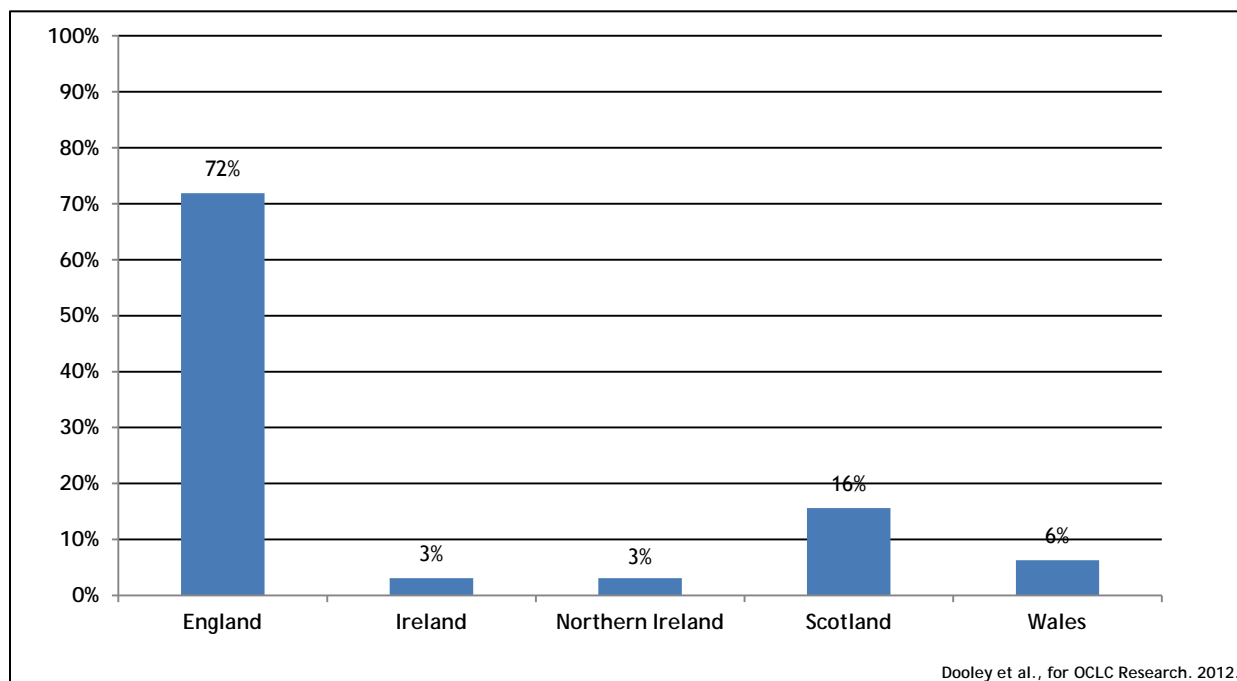
Figure 2.1. RLUK respondents by home nation (Q. 3, n=32)

Dooley et al., for OCLC Research. 2012.
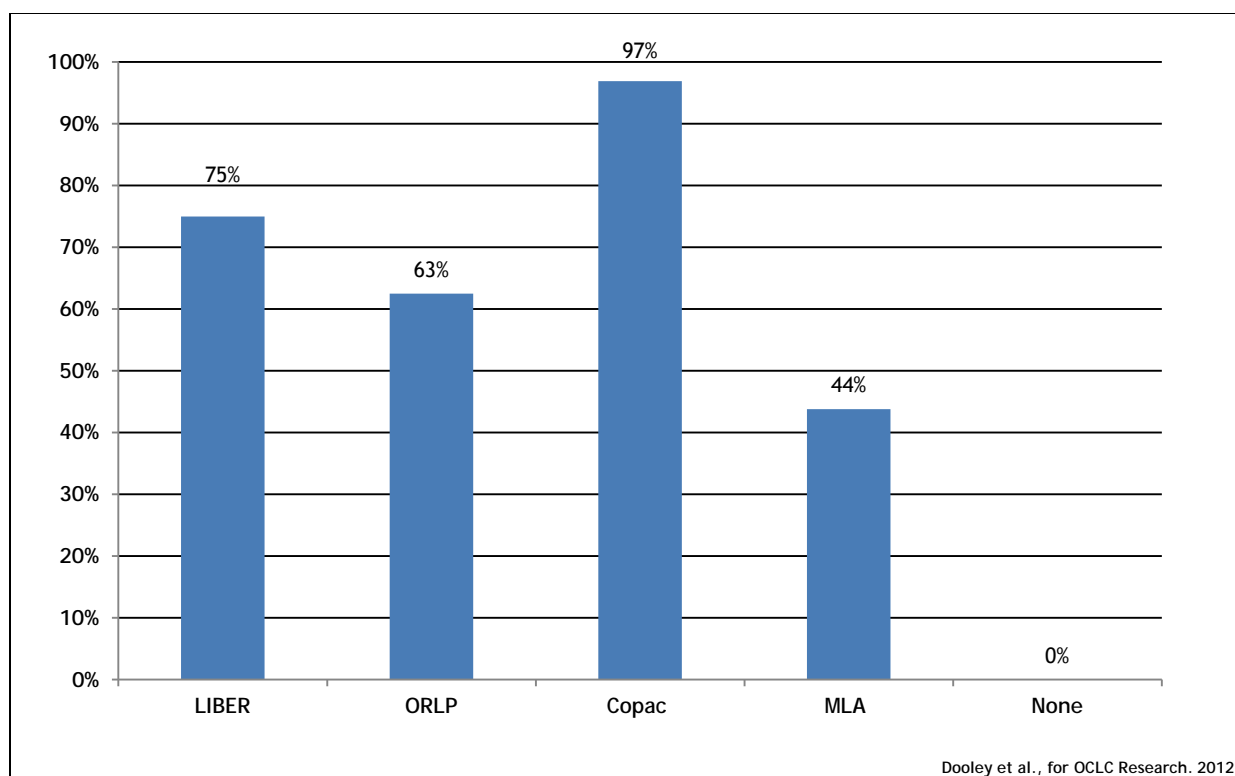
Figure 2.2. RLUK respondents by affiliation (Q. 4, n=32)

Table 2.1. RLUK respondents by type of institution (Q. 5, n=32)

Institution Type	Number of responses	Percent of responses
Universities	27	84%
Independent research libraries	1	3%
Museums	1	3%
National institutions	3	9%
Total	32	100%

Overall Library Size and Budget

All but two RLUK libraries have more than one million volumes, reflecting the organisation's intended emphasis on research-intensive universities. Twenty of the 32 have between one and two million volumes, while four have more than six million.

Nearly half (45%) of RLUKs saw their budgets increased during the statistical year that ended in 2010. It is possible that this figure would be lower if the data were resubmitted for the current year.

The mean percentage of RLUK budgets spent on special collections is 8% (as compared to 16% across the full population).

Dooley et al., for OCLC Research. 2012.
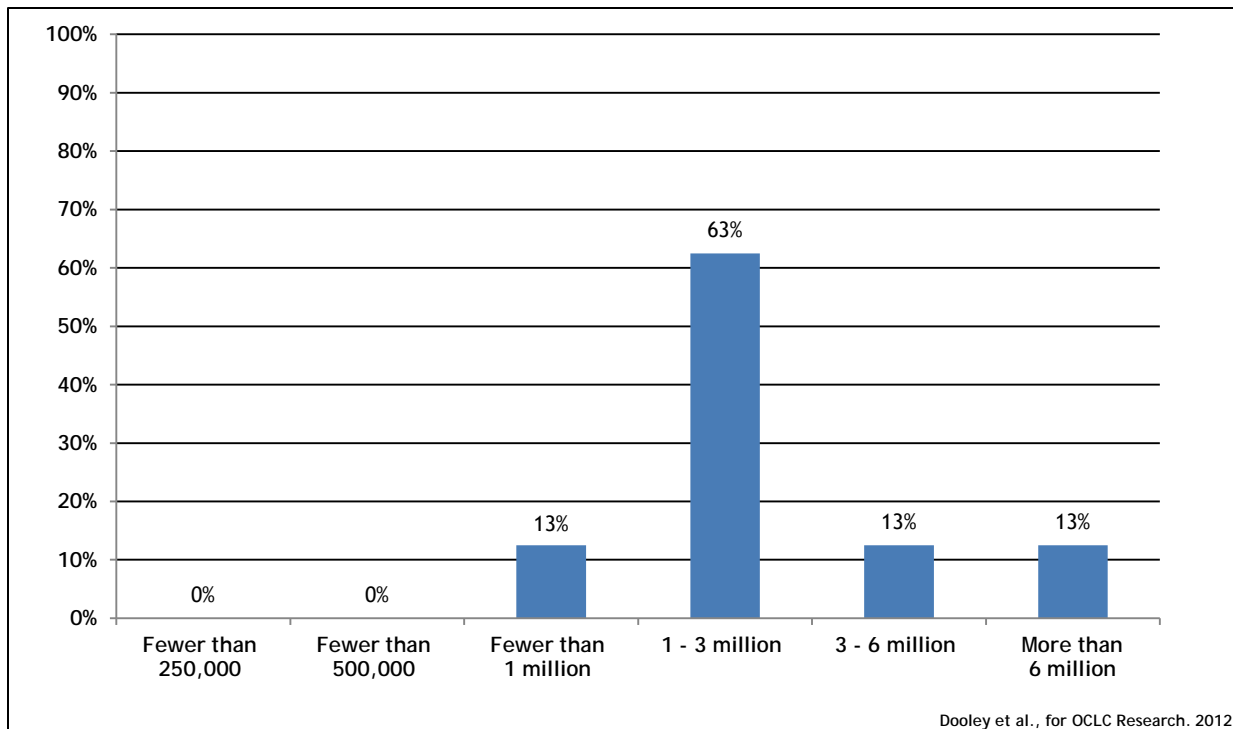
Figure 2.3. RLUK printed volumes in the entire library (Q. 9, n=32)

Dooley et al., for OCLC Research. 2012.
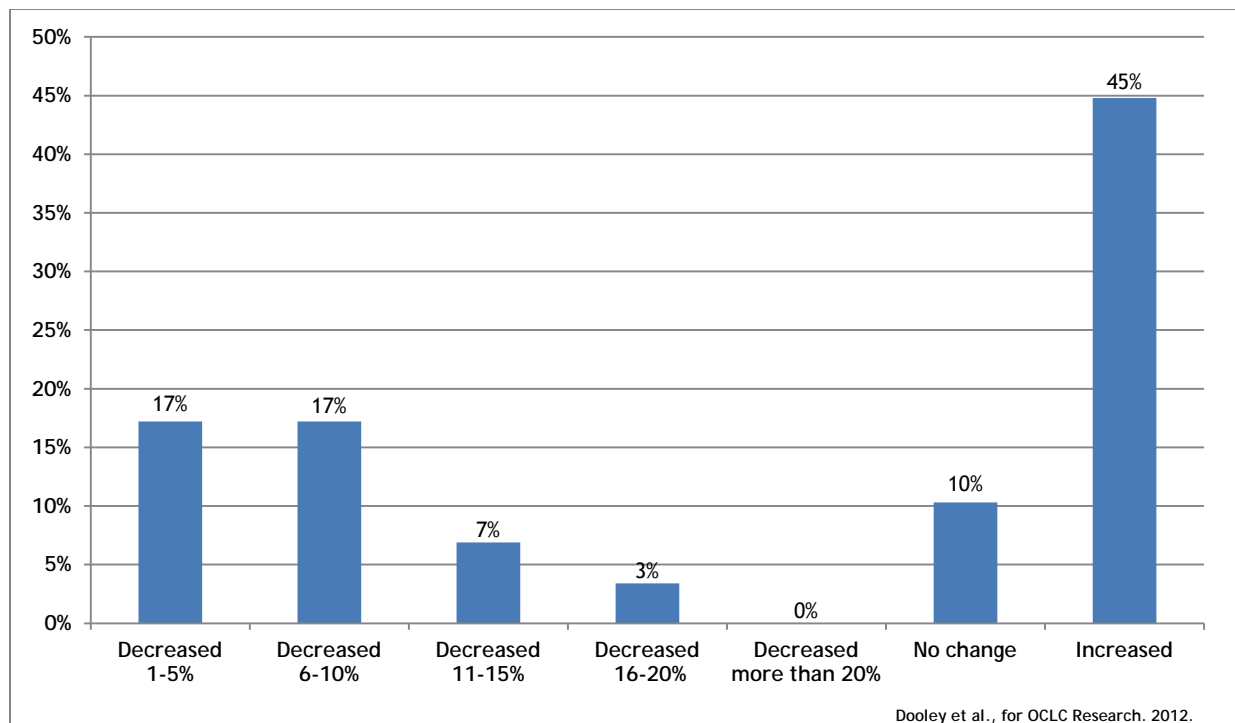
Figure 2.4. RLUK change in the overall library funding (Q. 10, n=29)

Collections

A very high percentage of special collections materials in some formats across the full survey population is held by RLUK libraries. This ranges from 98% of cartographic materials and 96% of moving-image materials, down to 36% of manuscripts managed as items and 24% of three-dimensional objects. RLUKs hold 73% of the printed volumes.

The mean amount spent by RLUK members on special collections acquisitions is £53,000, far higher than the £37,000 across the full population. Of the total funds of acquisition reported by the 82 respondents, 75% was spent by RLUKs. 'No change' was the most common response to the question about the nature of changes in acquisition funding over the past decade.

RLUKs engage in informal collaborative collection development, both regionally and across their respective nations, more often than is true across the full population (about 40% for RLUKs, 30% for all).

Table 2.2. RLUK special collections size (Q. 16, n=31)

Volumes	n	n (%)	Total Items	Mean	Median
Printed Volumes	31	100%	7,891,164	254,554	140,000
Archival and manuscript (collections)	30	97%	178,007 lm	5,934 lm	4,257 lm
Manuscripts (managed as items)	20	65%	65,499	3,275	50
Cartographic materials	21	68%	2,976,821	141,753	44
Visual materials	21	68%	3,651,328	173,873	23,000
Audio materials	20	65%	39,762	1,988	4
Moving-image materials	21	68%	105,877	5,042	10
Born-digital materials	21	68%	57,384 GB	2,733 GB	0 GB
Objects	18	58%	3,413	190	0

Note: Archival and manuscript collections were counted in linear metres and born-digital materials in gigabytes. The enormous collection holdings of the British Library were excluded from this analysis to avoid excessive skew.

Table 2.3. Percentage of all survey holdings held by RLUK libraries

Format	Total items across survey population	Total items in RLUK	Percent in RLUK
Printed volumes	11,000,000	7,900,000	72%
Archival and manuscript collections	300,000 lf	180,000 lf	60%
Manuscripts (managed as items)	180,000	65,000	36%
Cartographic materials	3,000,000	2,980,000	98%
Visual materials (two-dimensional)	9,000,000	3,700,000	41%
Audio materials	46,000	40,000	87%
Moving-image materials	110,000	106,000	96%
Born-digital materials	66,000 GB	57,000 GB	86%
Objects	14,000	3,400	24%

Note: Archival and manuscript collections were counted in linear feet and born-digital materials in gigabytes.

Table 2.4. RLUK acquisitions funding (Q. 22, n=30)

Funding Type	Total	Mean	Median	Percent of total
Institutional	£1,605,260	£53,509	£6,000	32%
Bequest/Endowment	£545,915	£18,197	£0	11%
External grant	£771,650	£25,722	£0	15%
Other external	£2,116,943	£70,565	£0	42%
Total	£5,039,768			100%

Dooley et al., for OCLC Research. 2012.
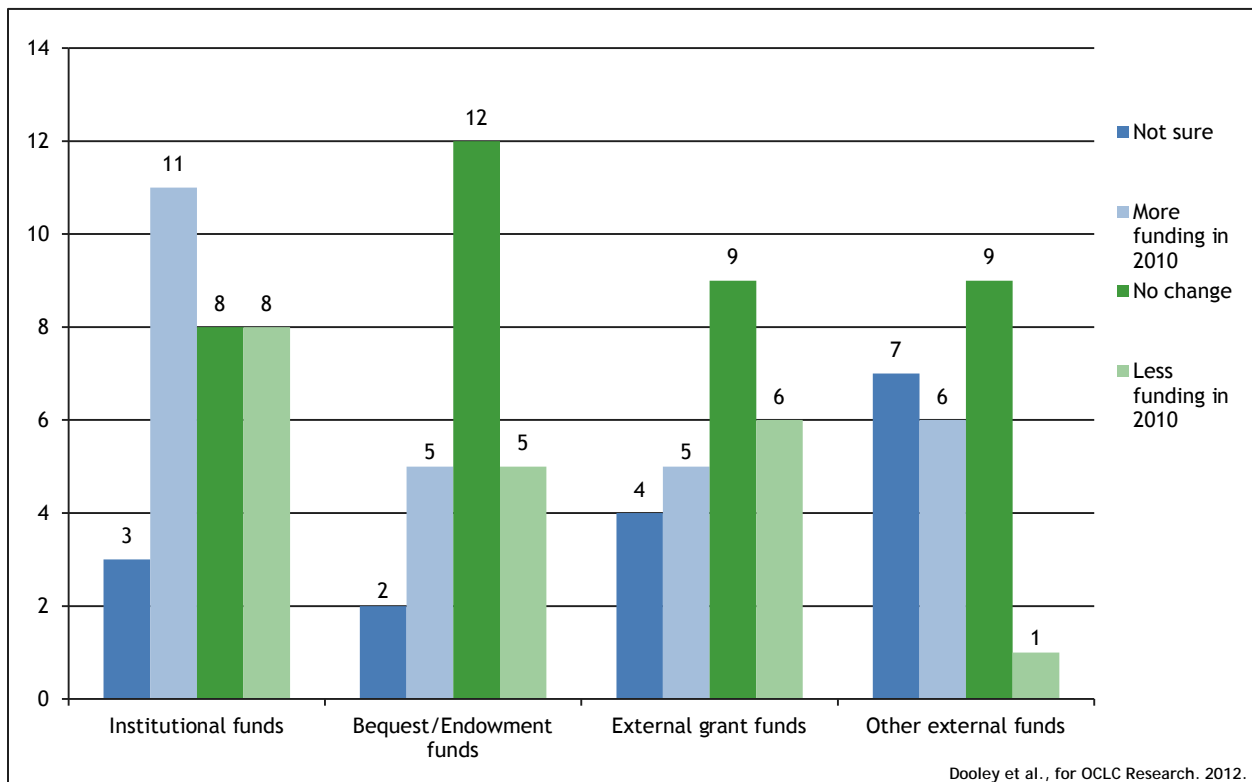
Figure 2.5. RLUK changes in acquisitions funding (Q. 23, n=30)

Table 2.5. RLUK printed volumes acquired, by method of acquisition
(Q. 24, n=30)

Acquisition Method	Mean	Median
Purchase (institutional funds)	40%	33%
Purchase (Bequest/Endowment Funds)	7%	0%
Purchase (external funds)	6%	0%
Gift/Donation	27%	10%
Long-term loan/deposit	5%	0%
Transfer within institution	15%	0%

Table 2.6. RLUK other materials acquired, by method of acquisition
(Q. 25, n=30)

Acquisition Method	Mean	Median
Purchase (institutional funds)	13%	0%
Purchase (Bequest/Endowment Funds)	4%	0%
Purchase (external funds)	1%	0%
Gift/Donation	46%	41%
Long-term loan/deposit	13%	3%
Transfer within institution	21%	6%
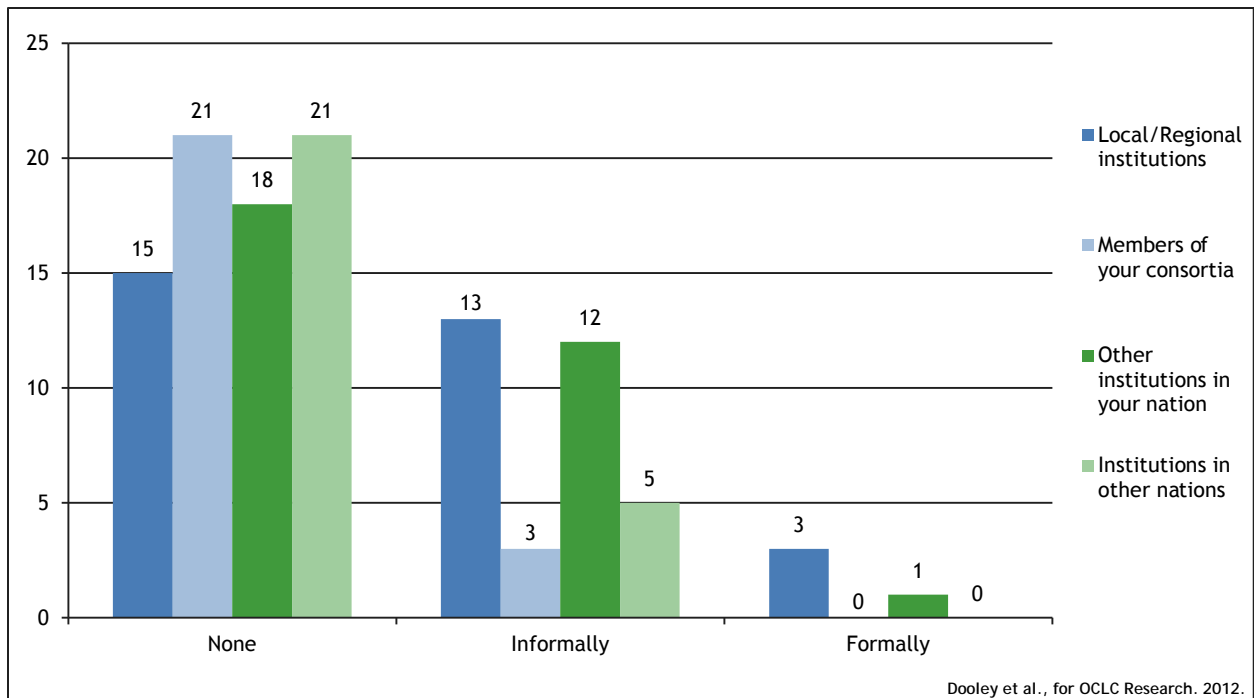
Figure 2.6. RLUK collaborative collection development (Q. 26, n=32)
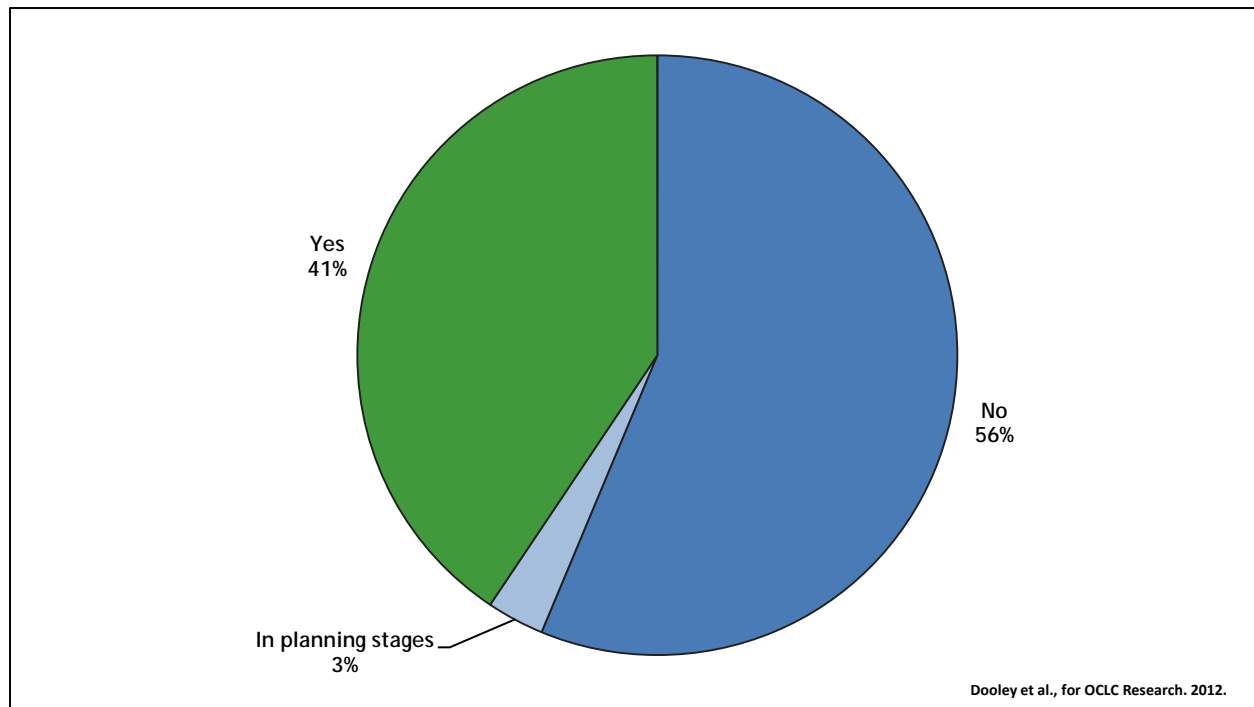
Figure 2.7. RLUK special collections in secondary storage (Q. 27, n=32)

Collection Care

Repair for use is by far the most common collection care concern (84% of RLUK respondents). In concert with this data, the highest driver for action is access or use (more than half of RLUKs). On the other hand, one-third (or less) have concerns stemming from problems with facilities, environmental controls, or security.

Two-thirds of RLUKs have completed one of the national Preservation Assessment Surveys.

Dooley et al., for OCLC Research. 2012.
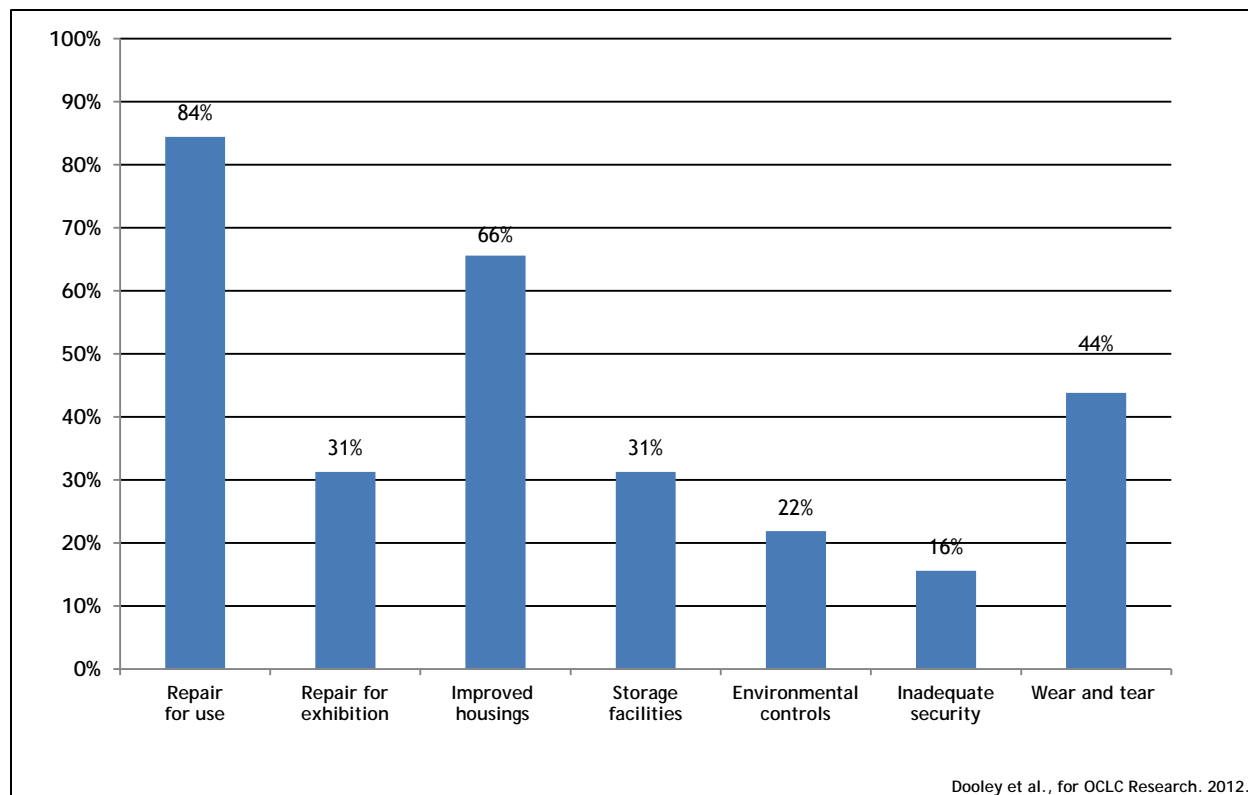
Figure 2.8. RLUK most significant collection care problems (Q. 29, n=32)

Dooley et al., for OCLC Research. 2012.
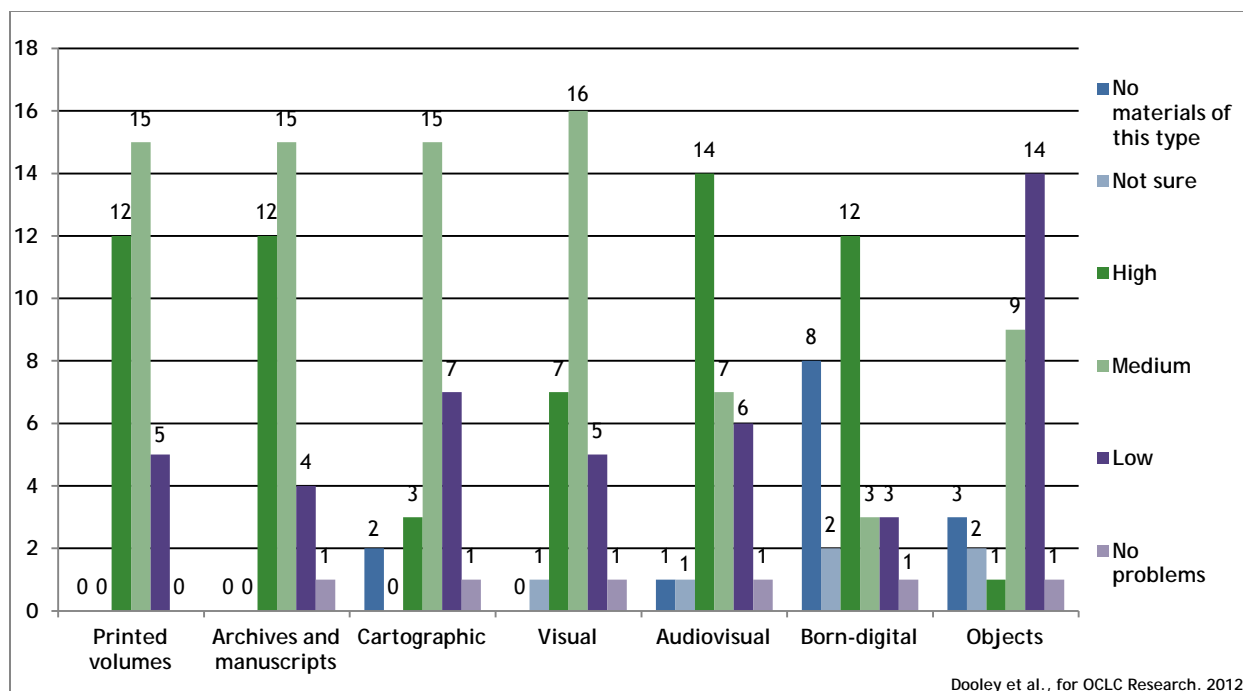
Figure 2.9. RLUK preservation needs (Q. 30, n=32)

Table 2.7. RLUK drivers for preservation and conservation (Q. 31, n=32)

Driver	Mean	Median
Access Use	53%	53%
Digitisation	14%	10%
Exhibitions	18%	10%
External Bids	8%	5%
Other	7%	0%

Table 2.8. RLUK annual collection care expenditure (Q. 32, n=26)

Expenditure	Mean	Median
Ongoing Routine Preservation/Maintenance	£19,844	£8,000
In-house Conservation	£22,881	£0
Outsourced Conservation	£6,974	£1,000

Table 2.9. RLUK percent of each type of funding for collection care (Q. 33, n=28)

Funding Type	Mean	Median
Institutional Budget	73%	83%
Bequest/Endowment	1%	0%
External Grant	11%	0%
Other External	8%	0%

Dooley et al., for OCLC Research. 2012.
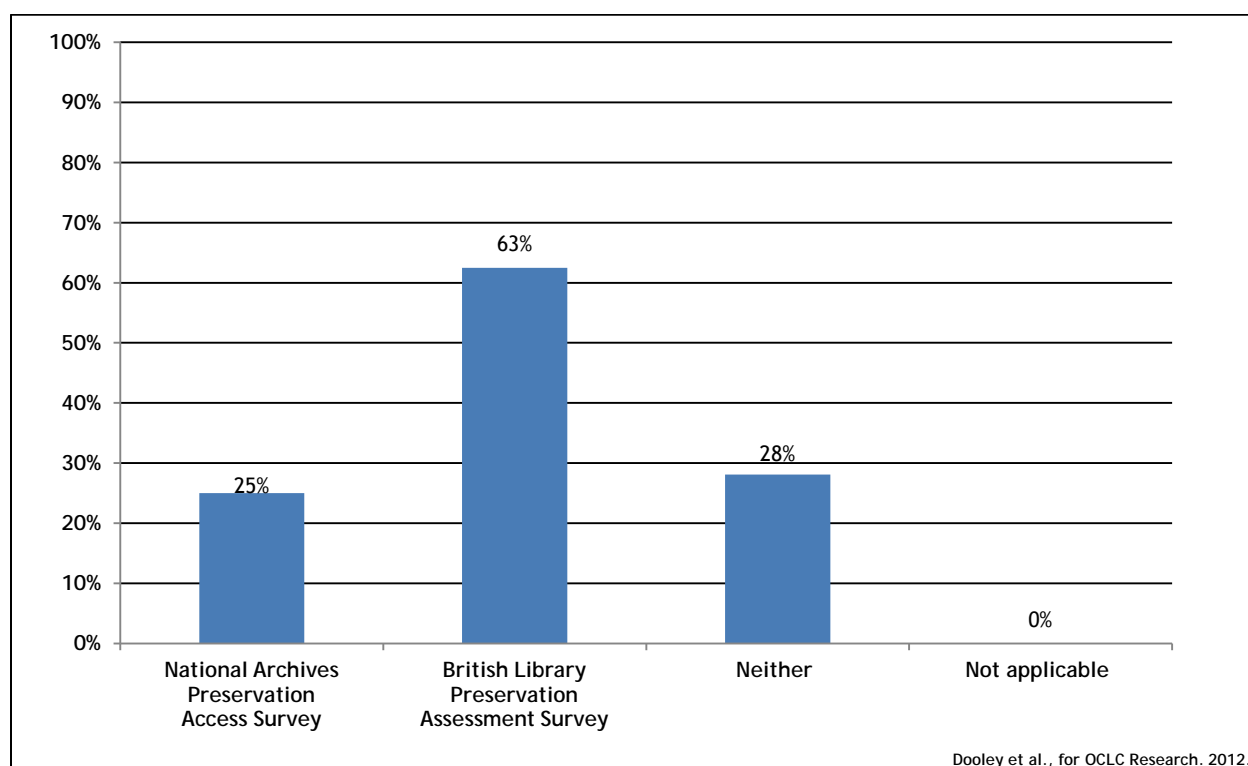
Figure 2.10. RLUK preservation assessment surveys (Q. 34, n=32)

User Services

RLUK libraries reported 46% of the onsite user visits across the survey population. Onsite visits by users of every type (faculty, etc.) increased at about one-half of RLUKs over the past decade.

All but two RLUK respondents provided data for onsite visits; 91% of the visits reported were categorised as 'Other' rather than by specific type of user. These data suggest that few RLUKs record statistics in a way that is compatible with our approach. The relative percentage of use by each type of user for those that did break down their statistics may, however, be at least somewhat indicative of norms across RLUK libraries.

A strong majority of RLUKs permit access to uncatalogued or unprocessed materials, most notably printed volumes (two-thirds of RLUKs) and archives and manuscripts (75%). It appears that access is most commonly denied to archives and manuscripts for reasons of significant disordering, security, or privacy/confidentiality.

RLUKs are somewhat more conservative in interlibrary lending practices than the survey population overall. Loan of special collections, whether originals or reproductions, clearly has not been established as an important service for this cohort of research libraries.

Half of the RLUKs gave reasons for not permitting cameras in the reading room, of which most cited concerns about improper handling of materials and/or inappropriate use of the digital files (e.g., copyright violations). These concerns were voiced by a smaller percentage of the overall population.

All RLUKs except one make their finding aids available on a local website, and all but five members contribute to the Archives Hub and/or the National Register of Archives. The percentages for the overall population are significantly lower in each of these cases.

Half of RLUK members have an institutional blog and/or use Twitter for special collections purposes. These are the two most-used social media tools.

The social media tools used by the highest percentage of RLUK members are a blog and Twitter (both 50%). RLUKs also add images to Flickr more often (40%) than is true across the full population.

The 32 RLUK members reported half of the presentations made across the overall population of 82 respondents.

Only 19% of RLUKs have a fellowship program to assist visiting researchers.

It is twice as common for RLUKs to partner with business or commercial enterprises than is the case for the full population.

Table 2.10. RLUK onsite visits (Q. 36, n=30)

Volumes	n	Onsite Visits	Total Visits (%)	Mean	Median
Faculty and staff	13	5,617	2%	432	291
Graduate students	13	5,422	2%	417	379
Undergraduates	13	6,426	2%	494	504
Visiting students UK	12	2,650	1%	221	165
Visiting researchers	13	4,664	2%	359	259
International researchers	12	1,920	1%	160	119
Other	27	268,722	91%	9,953	1,528
Total		295,421	100%		

Dooley et al., for OCLC Research. 2012.
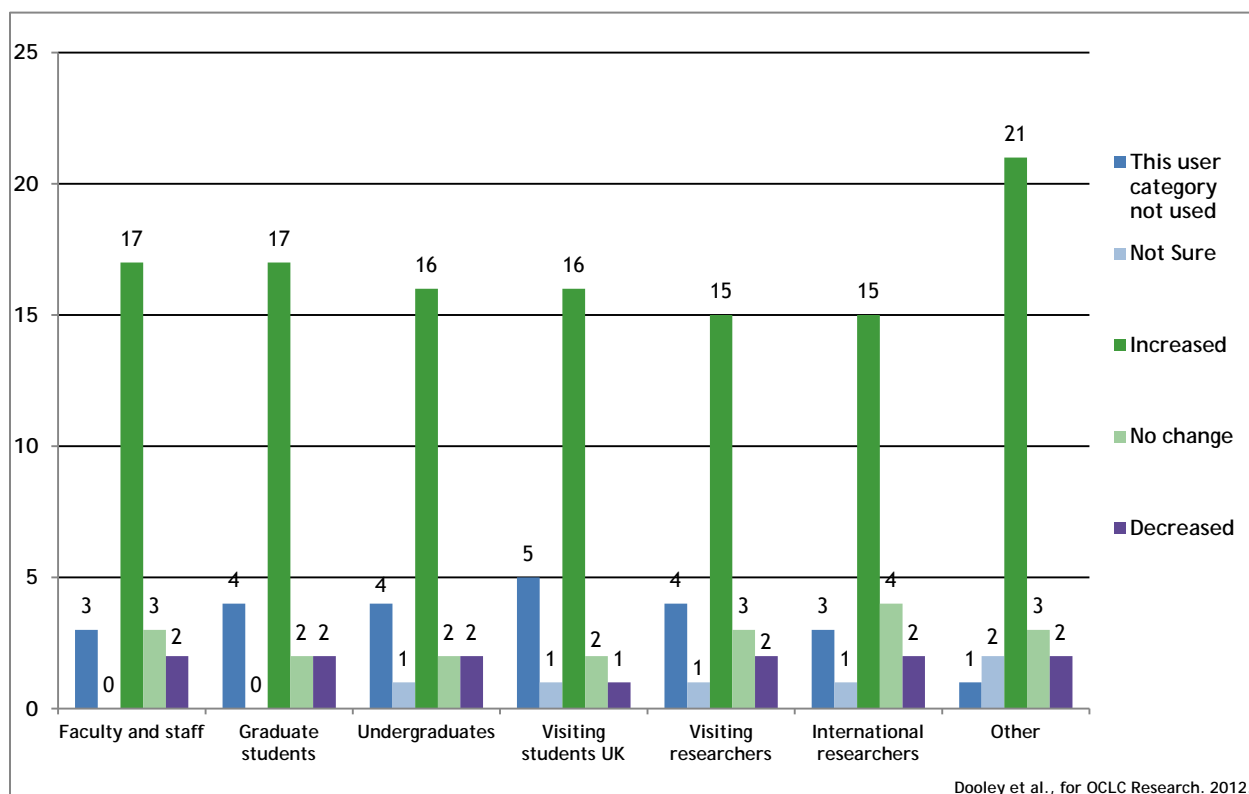
Figure 2.11. RLUK change in level of onsite use (Q. 37, n=32)

Dooley et al., for OCLC Research. 2012.
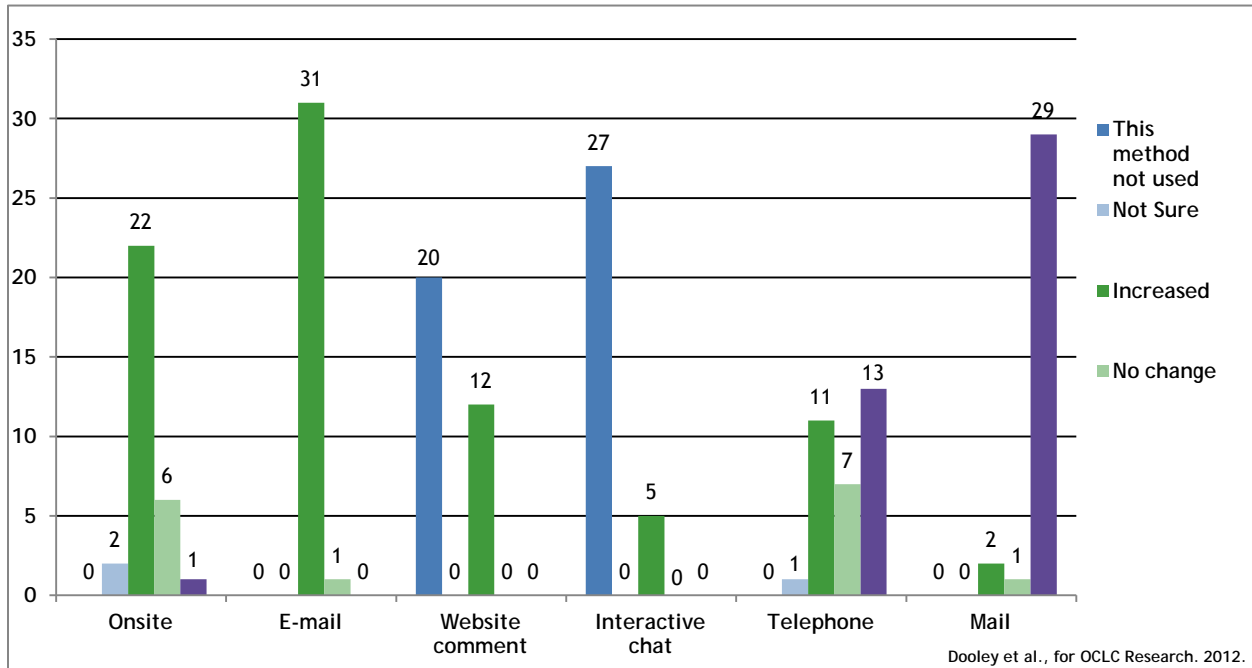
Figure 2.12. RLUK change in methods of user contact (Q. 38, n=32)

Dooley et al., for OCLC Research. 2012.
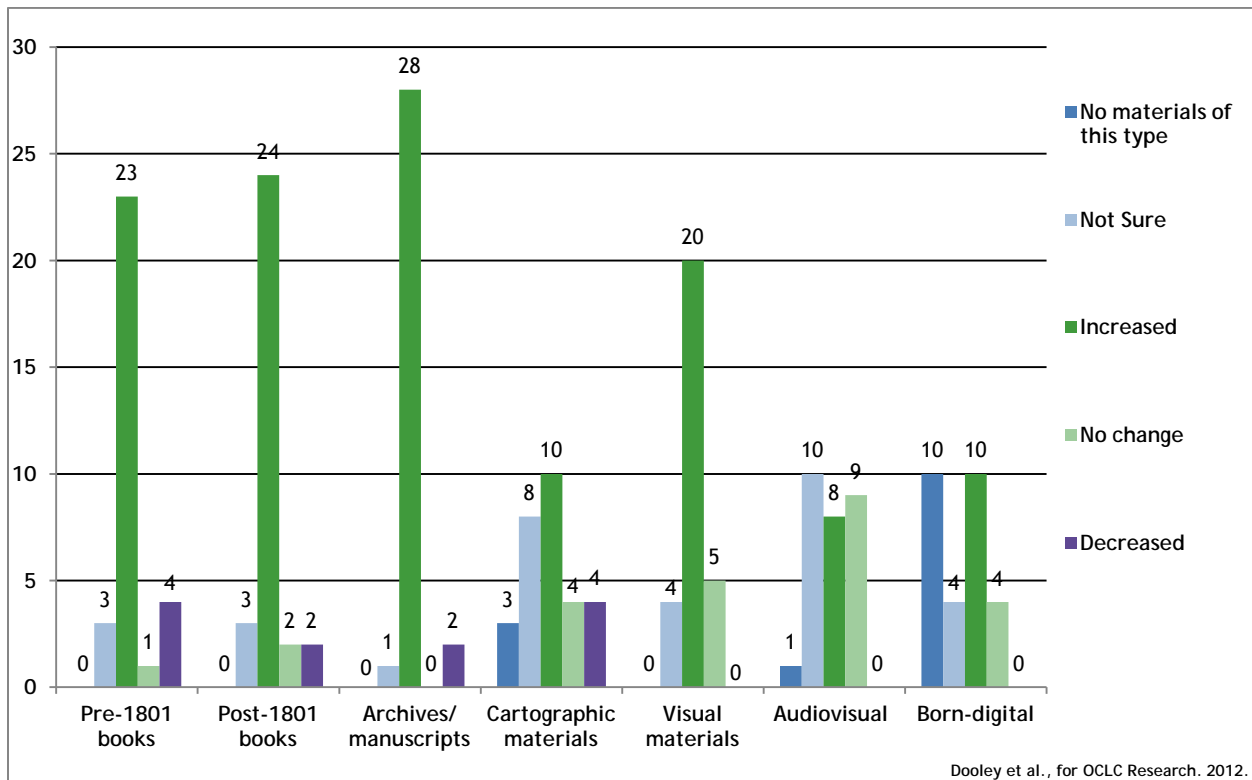
Figure 2.13. RLUK change in onsite use by format (Q. 39, n=31)
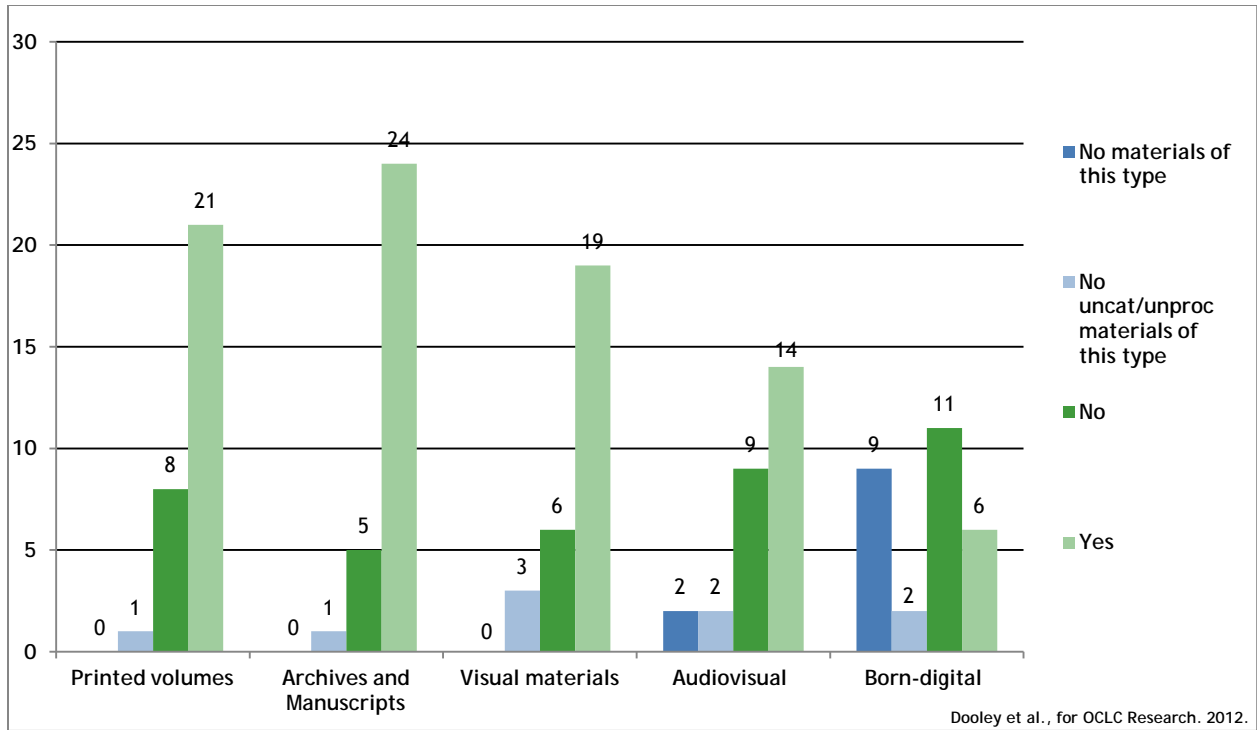
Figure 2.14. RLUK access to uncatalogued/unprocessed materials (Q. 40, n=31)
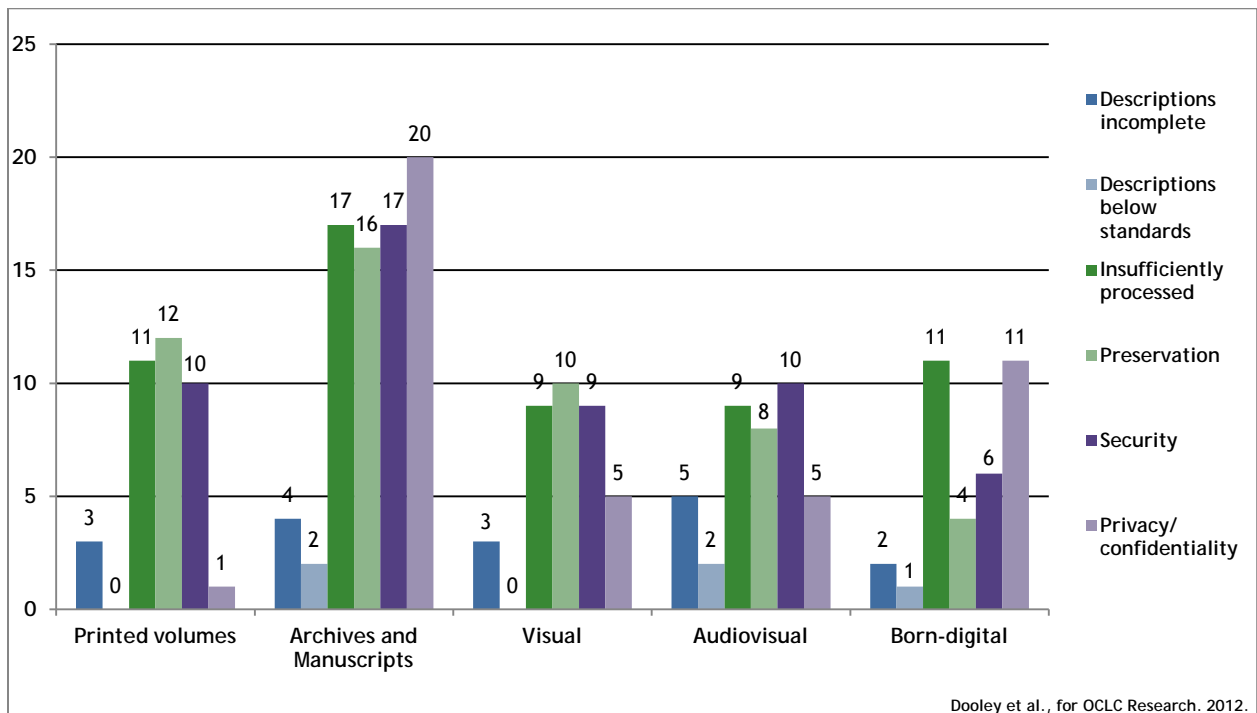
Figure 2.15. RLUK reasons to disallow use of uncatalogued/unprocessed materials (Q. 41, n=28)

Dooley et al., for OCLC Research. 2012.
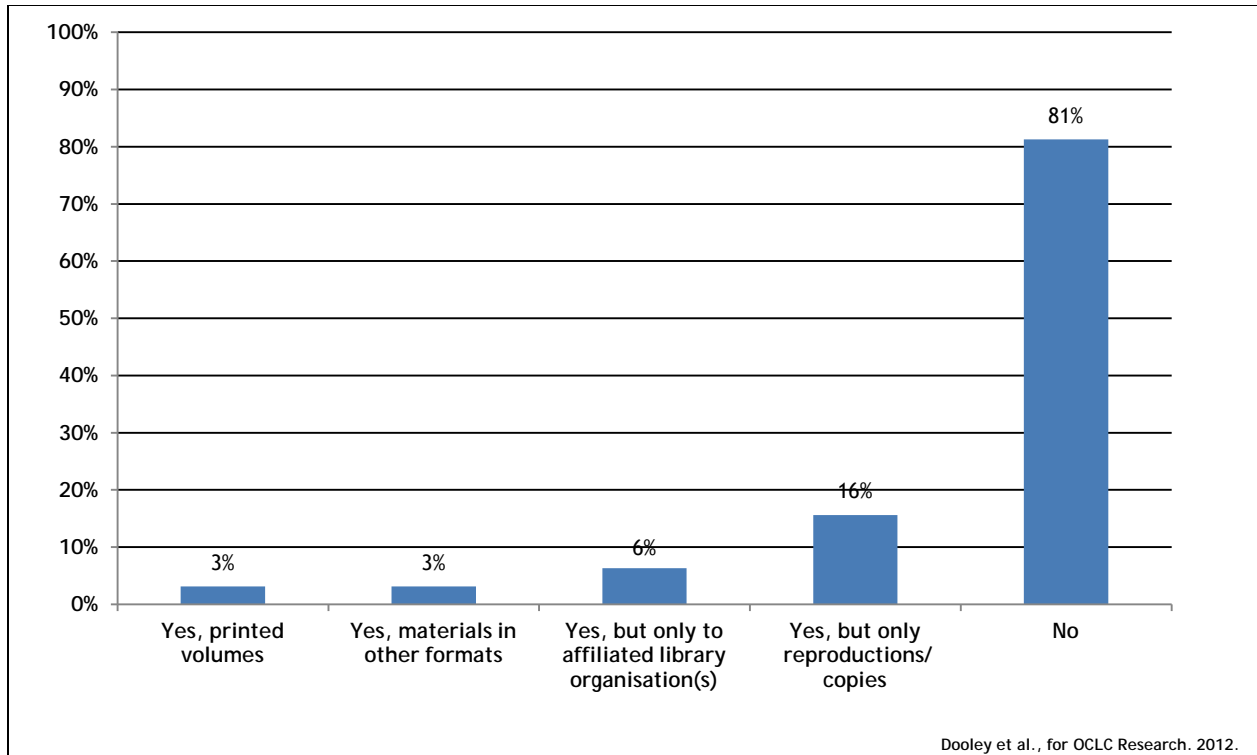
Figure 2.16. RLUK interlibrary loan (Q. 42, n=32)

Dooley et al., for OCLC Research. 2012.
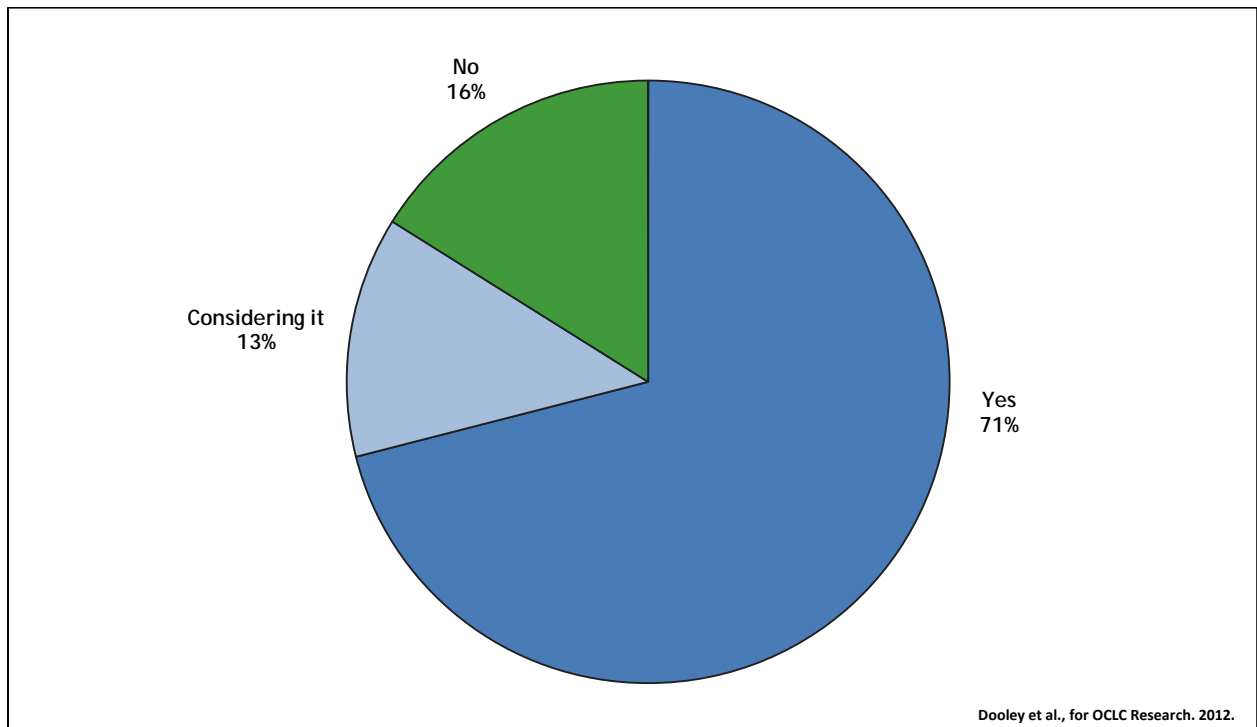
Figure 2.17. RLUK use of digital cameras (Q. 43, n=31)

Dooley et al., for OCLC Research. 2012.
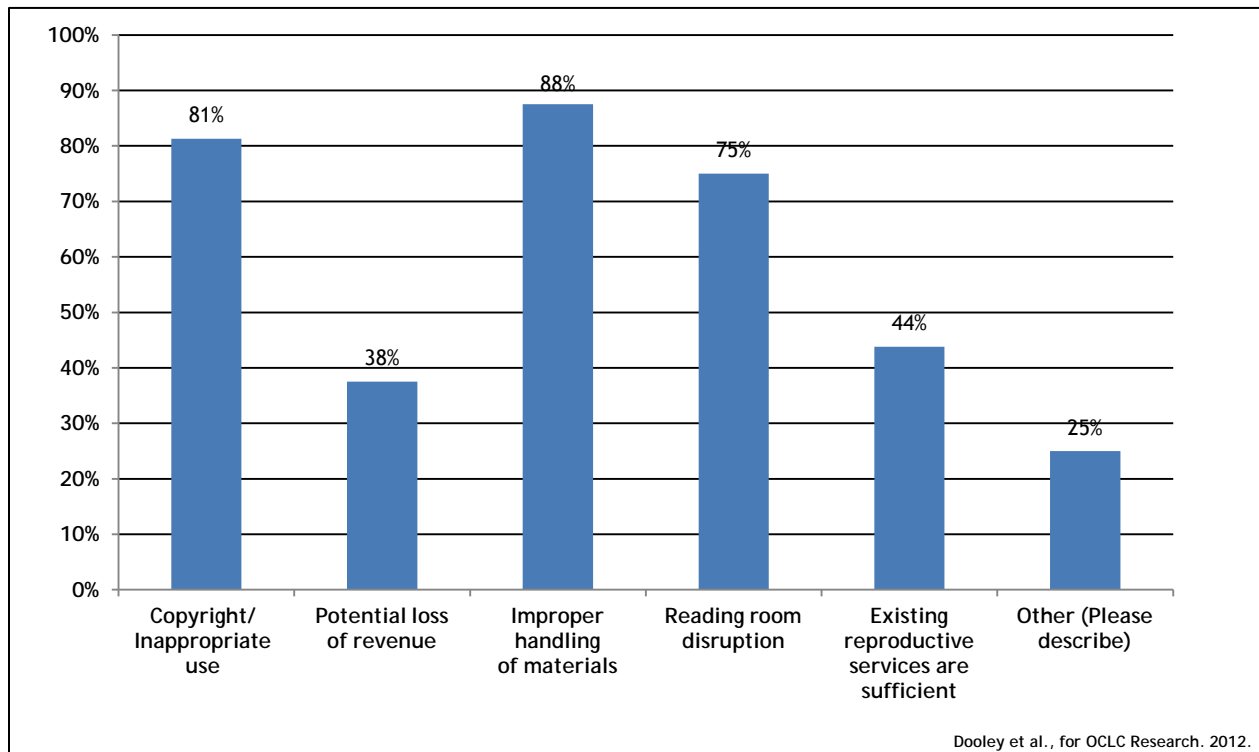
Figure 2.18. RLUK reasons to disallow use of digital cameras (Q. 44, n=16)

Dooley, et al., for OCLC Research. 2012.
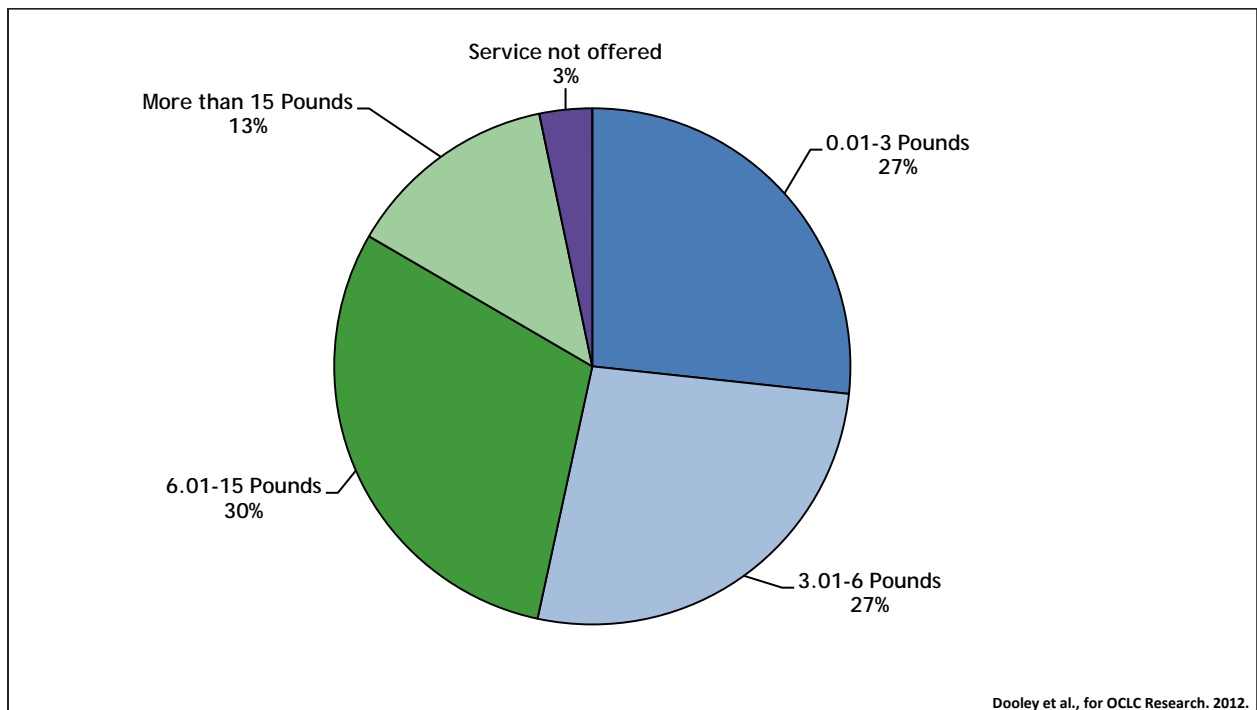
Figure 2.19. RLUK average charge for a digital scan (Q. 46, n=30)

Dooley et al., for OCLC Research. 2012.
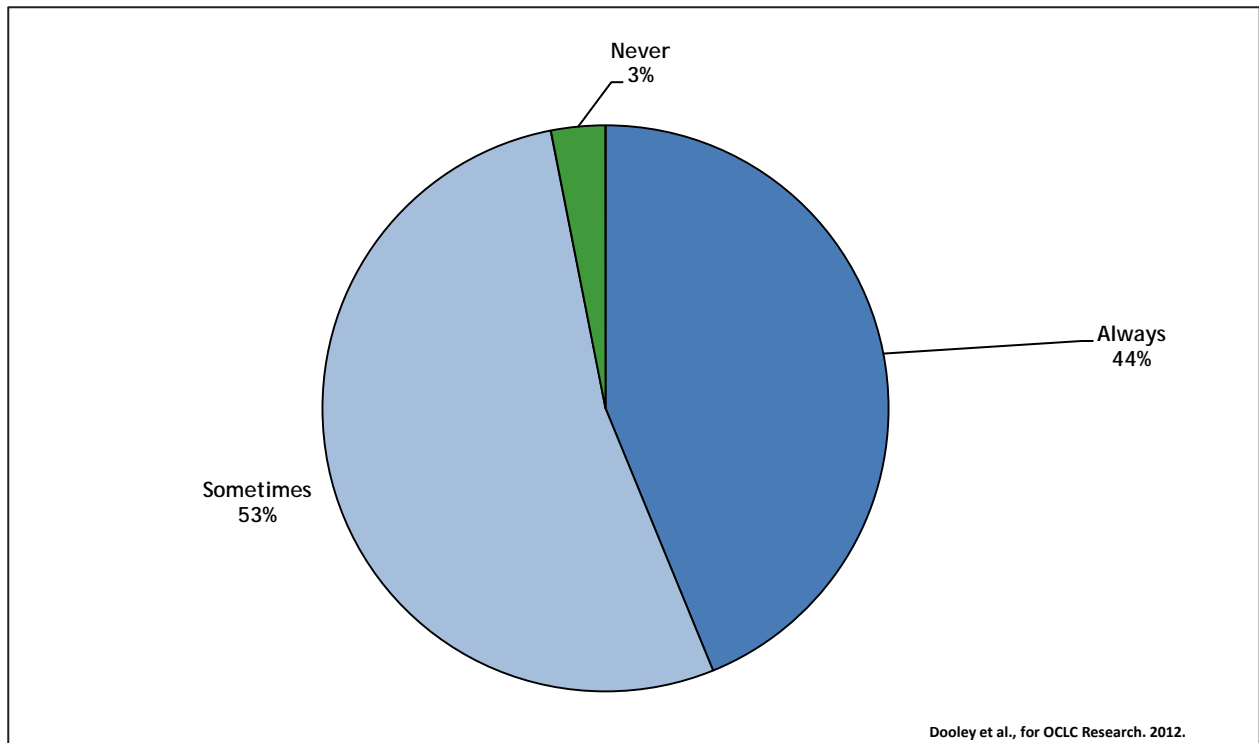
Figure 2.20. RLUK digital scans retained? (Q. 47, n=32)

Dooley et al., for OCLC Research. 2012.
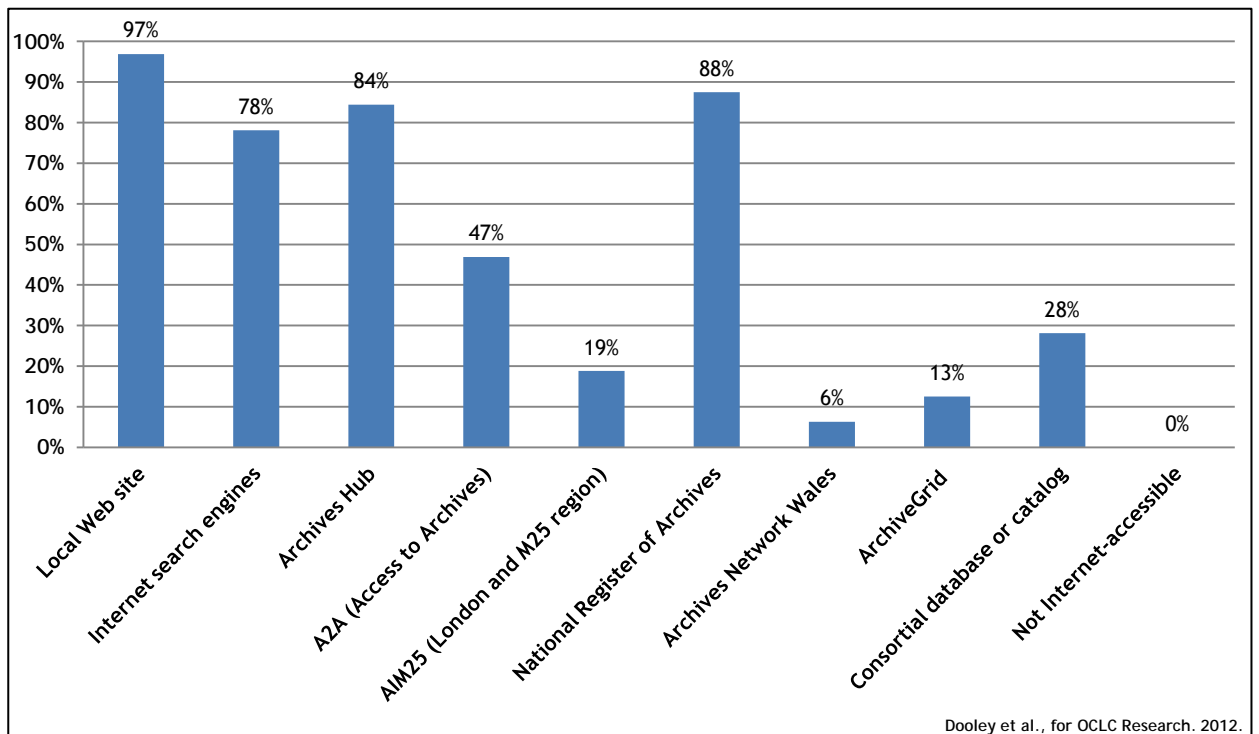
Figure 2.21. RLUK Internet access to finding aids (Q. 48, n=32)

Dooley et al., for OCLC Research. 2012.
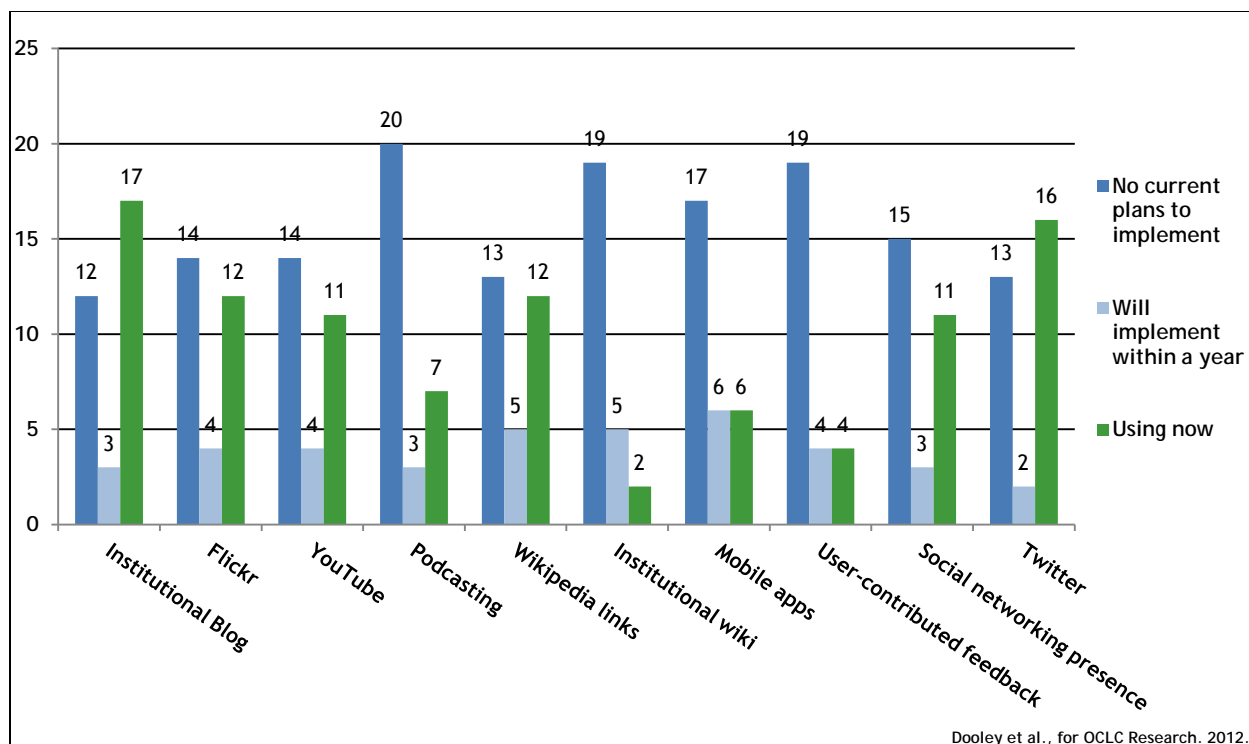
Figure 2.22. RLUK use of social media (Q. 49, n=32)

Table 2.11. RLUK presentations (Q. 50, n=29)

	n	Number of Presentations	Total Visits (%)	Mean	Median
College/University courses	29	849	37%	29	22
Others affiliated with responding institution	29	288	12%	10	6
Local schools	28	219	9%	8	2
Local community	28	427	18%	15	6
Other visitors	29	529	23%	18	10
Total		2,312	100%	81	46

Dooley et al., for OCLC Research. 2012.
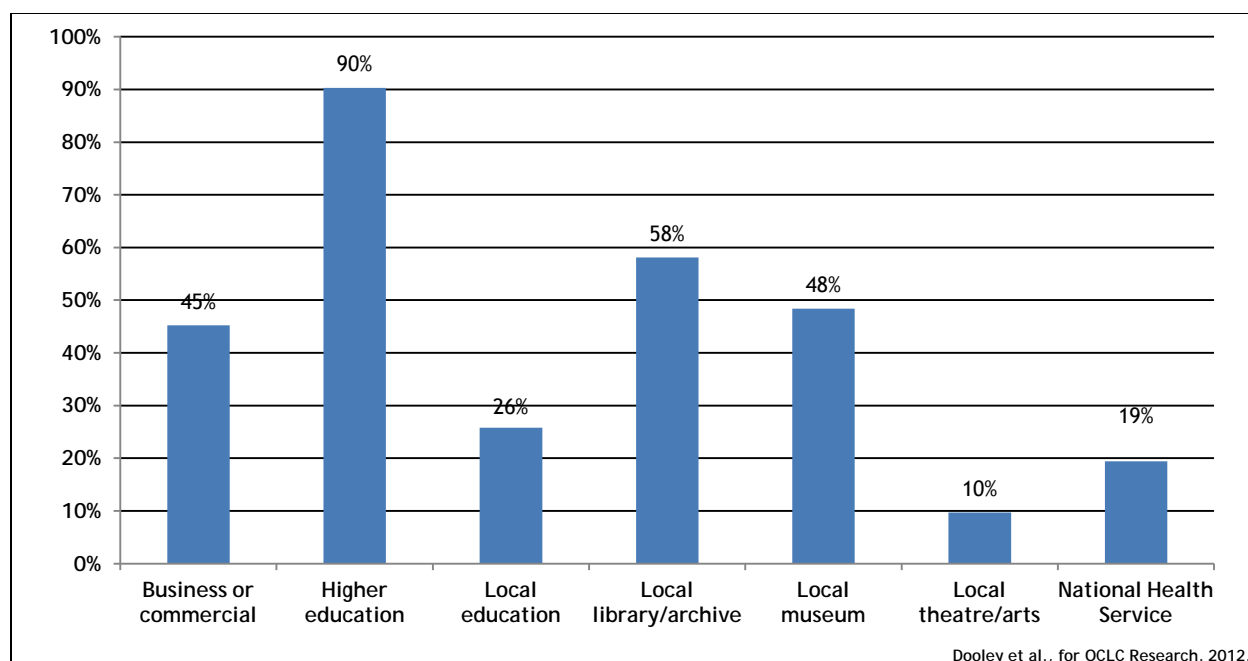
Figure 2.23. RLUK key external cultural partners (Q. 52, n=31)

Cataloguing and Metadata

Depending on the type of material, between 5% and 10% more online catalog records exist for RLUKs than for the population overall. This is not true for only one format: born-digital materials.

RLUKs appear to be behind the full population in reduction of backlogs, however. While backlogs of printed volumes have decreased at only 15% of RLUKs, they have decreased at 40% of libraries overall. The same holds true for backlogs of materials in other formats: decreased at 10% of RLUKs but 27% of other libraries.

Table 2.12. RLUK catalog records (Q. 54-60)

Format	n	Online	Offline	No Records	Described within Archival Collections
Printed Volumes	30	84%	11%	8%	n/a
Archival collections	29	72%	12%	11%	n/a
Manuscripts (items)	19	61%	19%	10%	n/a
Cartographic materials	16	43%	34%	20%	38%
Visual materials	15	49%	15%	28%	43%
Audiovisual materials	16	47%	9%	22%	44%
Born-digital materials	14	27%	0%	15%	40%

Table 2.13. RLUK archival finding aids (Q. 61, n=28)

Format	Internet Finding Aid	Non-Internet Finding Aid	No Finding Aid
Archival and manuscript Collections	64%	24%	14%

Dooley et al., for OCLC Research. 2012.
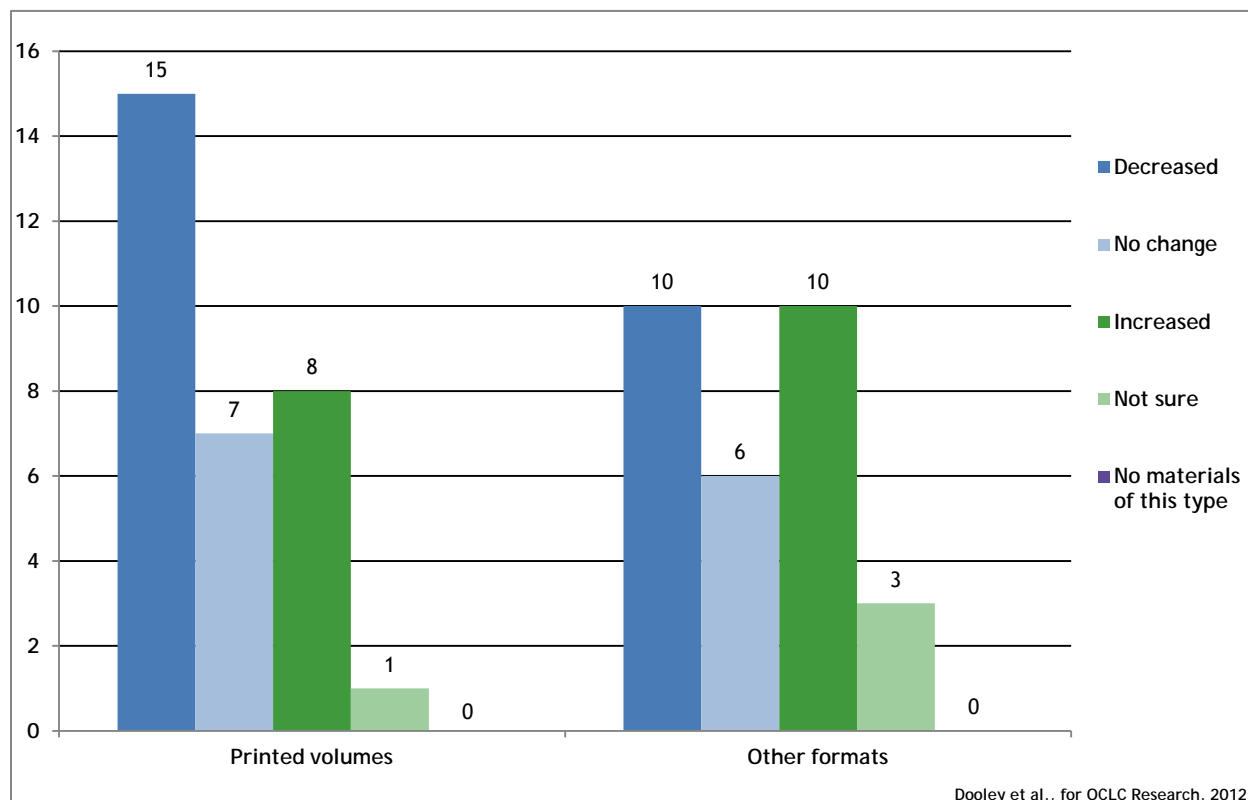
Figure 2.24. RLUK change in size of backlogs (Q. 62, n=32)

Archival Collections

Minimal processing techniques are being used by 88% of RLUK libraries, either some or all of the time.

EAD is used by two-thirds of RLUKs, well above the overall mean of about 50%.

Two-thirds of RLUKs have responsibility for records management as compared to about half of the overall population.

Dooley et al., for OCLC Research. 2012.
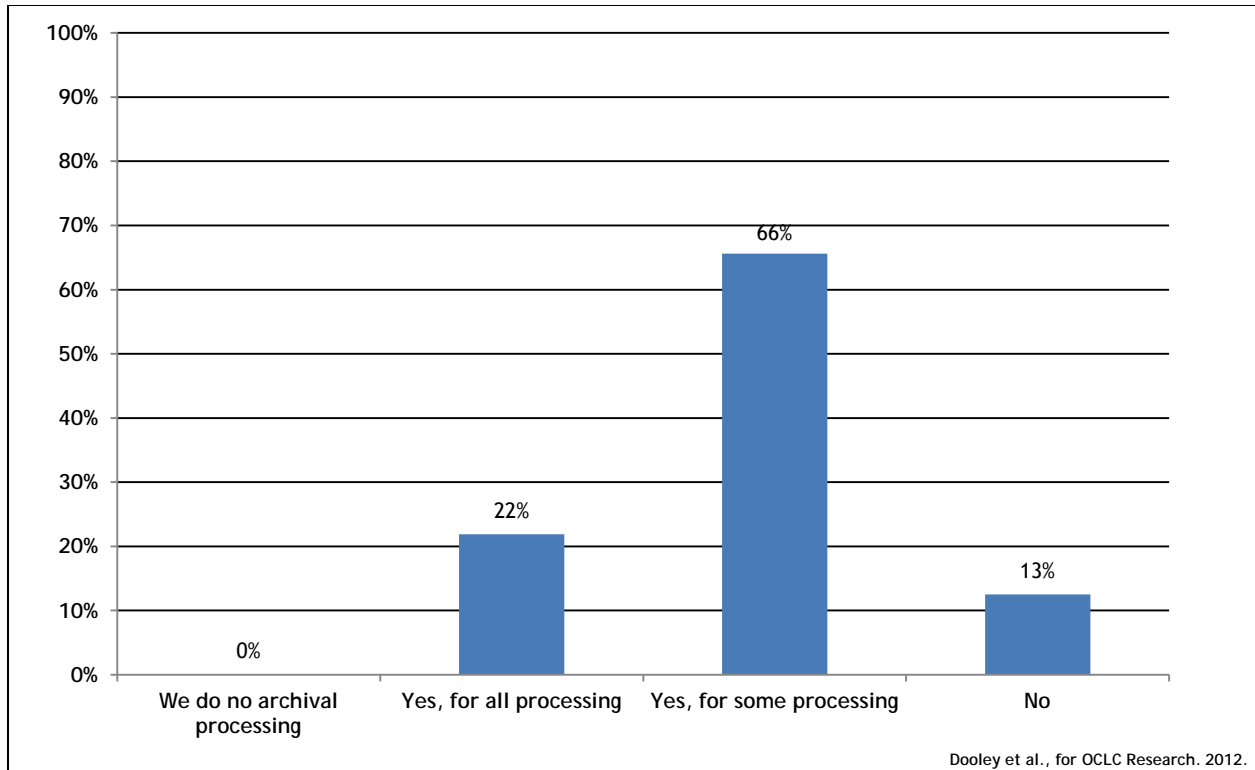
Figure 2.25. RLUK simplified archival processing (Q. 64, n=32)

Dooley et al., for OCLC Research. 2012.
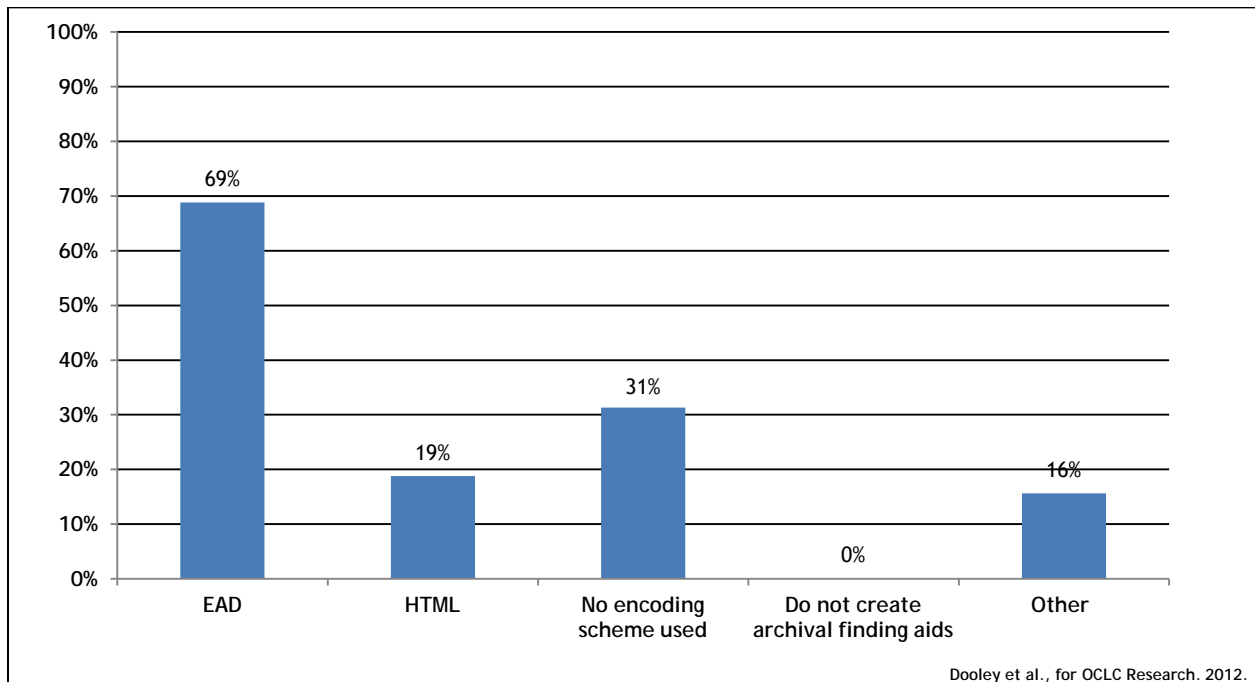
Figure 2.26. RLUK encoding of archival finding aids (Q. 65, n=32)

Dooley et al., for OCLC Research. 2012.
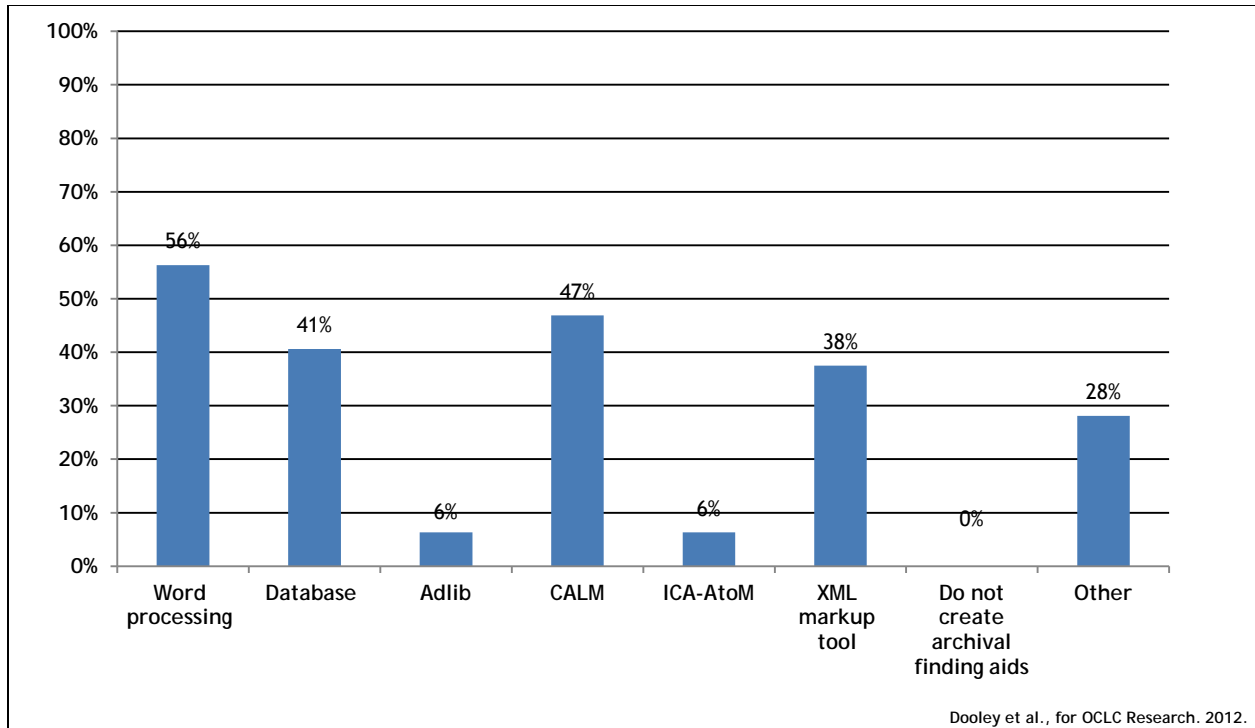
Figure 2.27. RLUK software for creating finding aids (Q. 66, n=32)

Dooley et al., for OCLC Research. 2012.
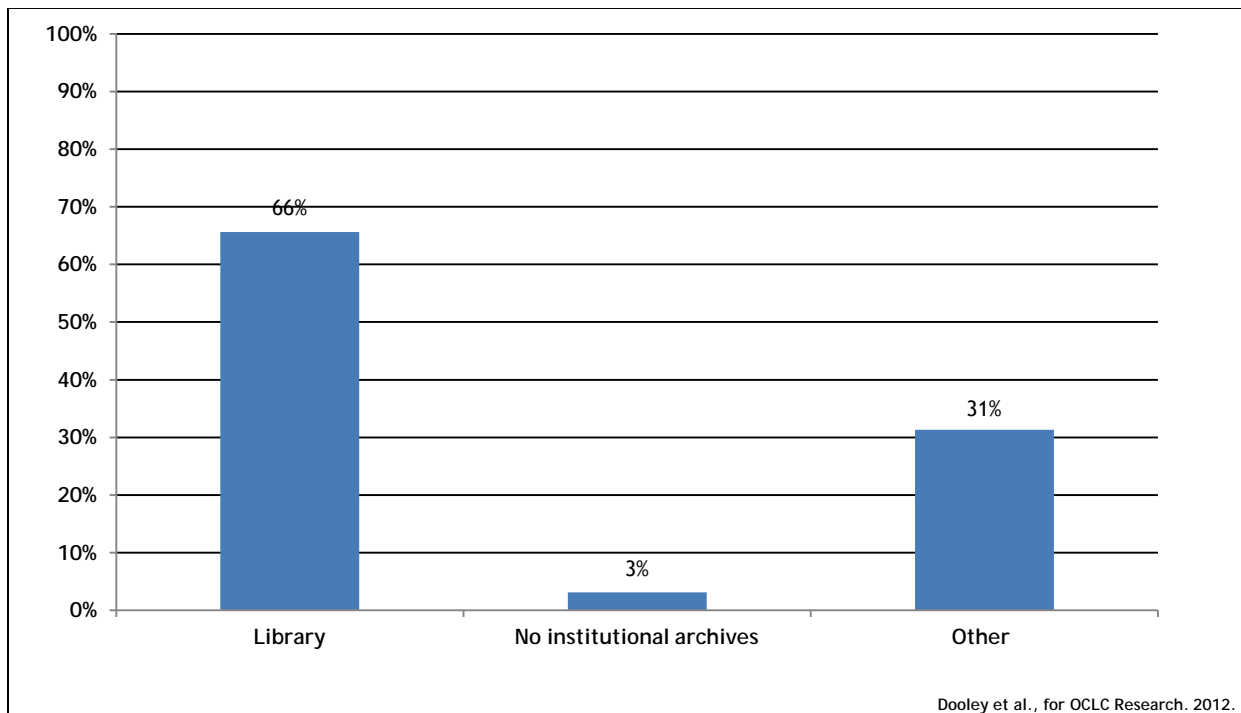
Figure 2.28. RLUK institutional archives reporting line (Q. 67, n=32)

Dooley et al., for OCLC Research. 2012.
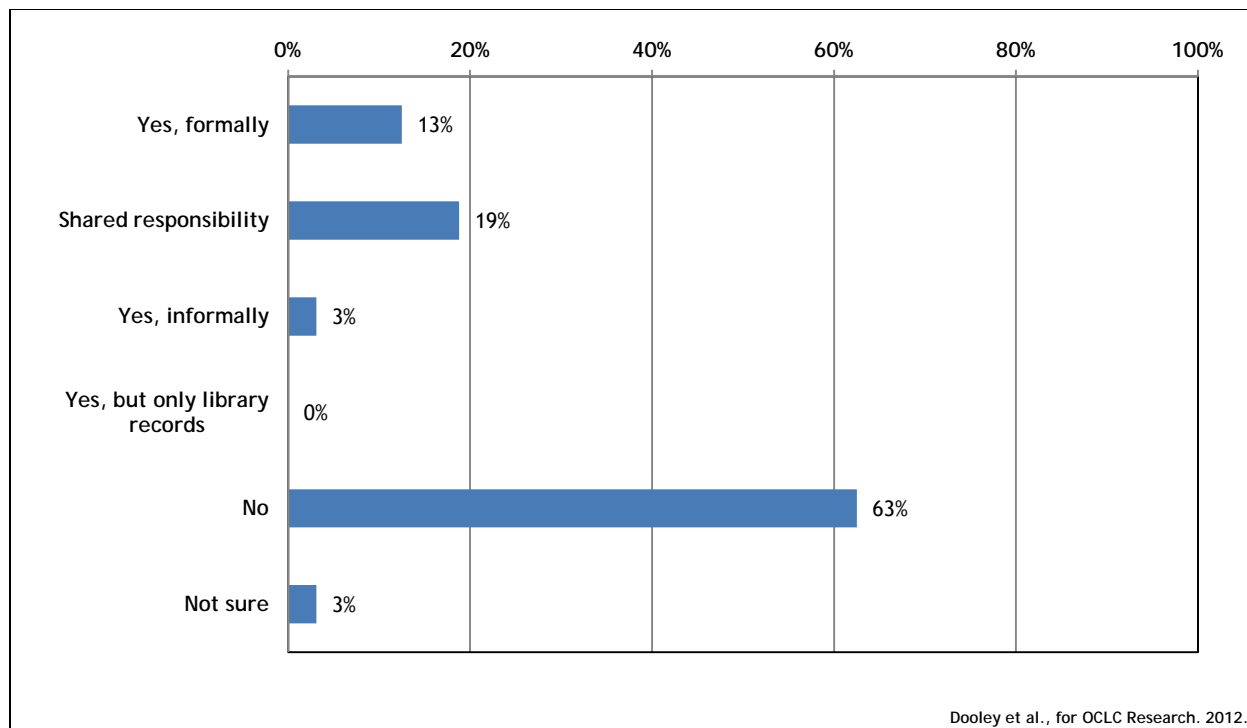
Figure 2.29. RLUK responsibility for records management (Q. 68, n=32)

Digitisation

The data for all questions in this section indicate considerably more organisational development and activity in digitisation across RLUK libraries than the full survey population. An active library-wide digitisation programme is in place at two-thirds of RLUKs, and one-third have a recurring budget for this activity. Nearly half report having done large-scale digitisation of special collections, substantially more than the overall mean.

Special collections staff at nearly all RLUK libraries are involved in grant writing (94%) versus three-quarters of the entire population.

Dooley et al., for OCLC Research. 2012.
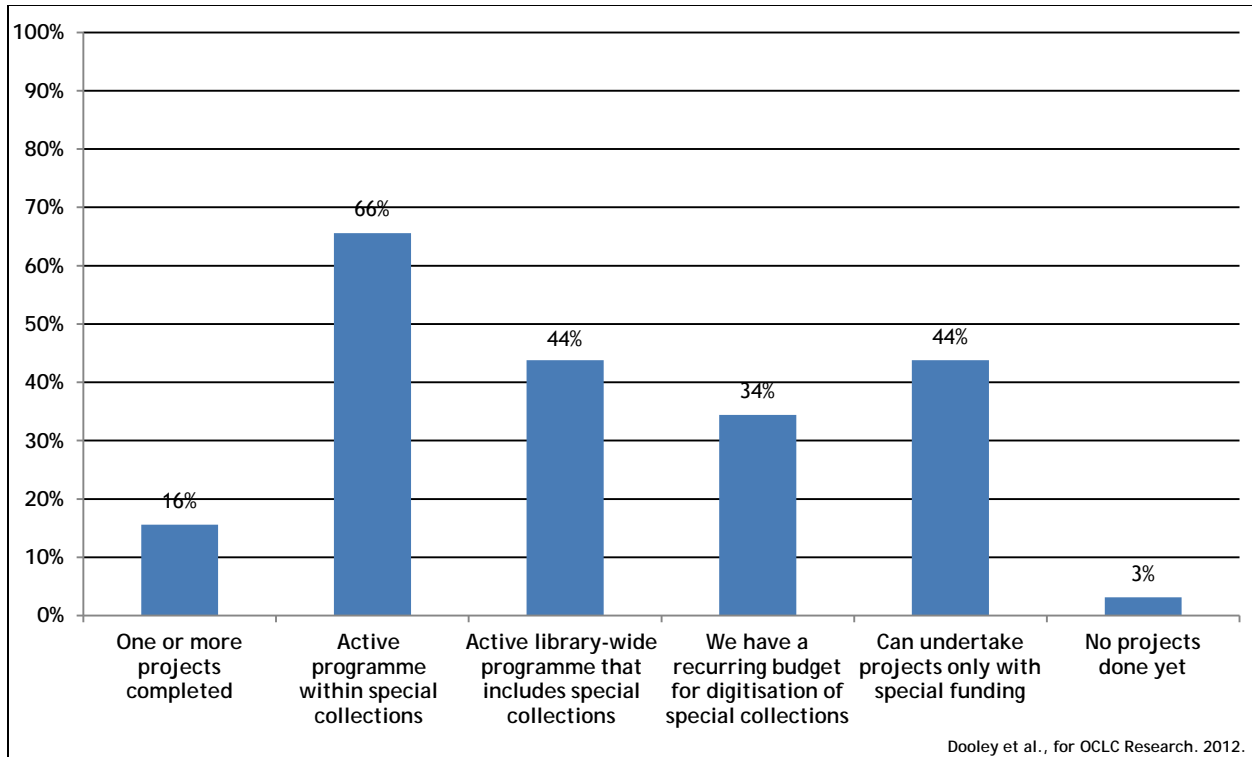
Figure 2.30. RLUK digitisation activity (Q. 70, n=32)

Dooley et al., for OCLC Research. 2012.
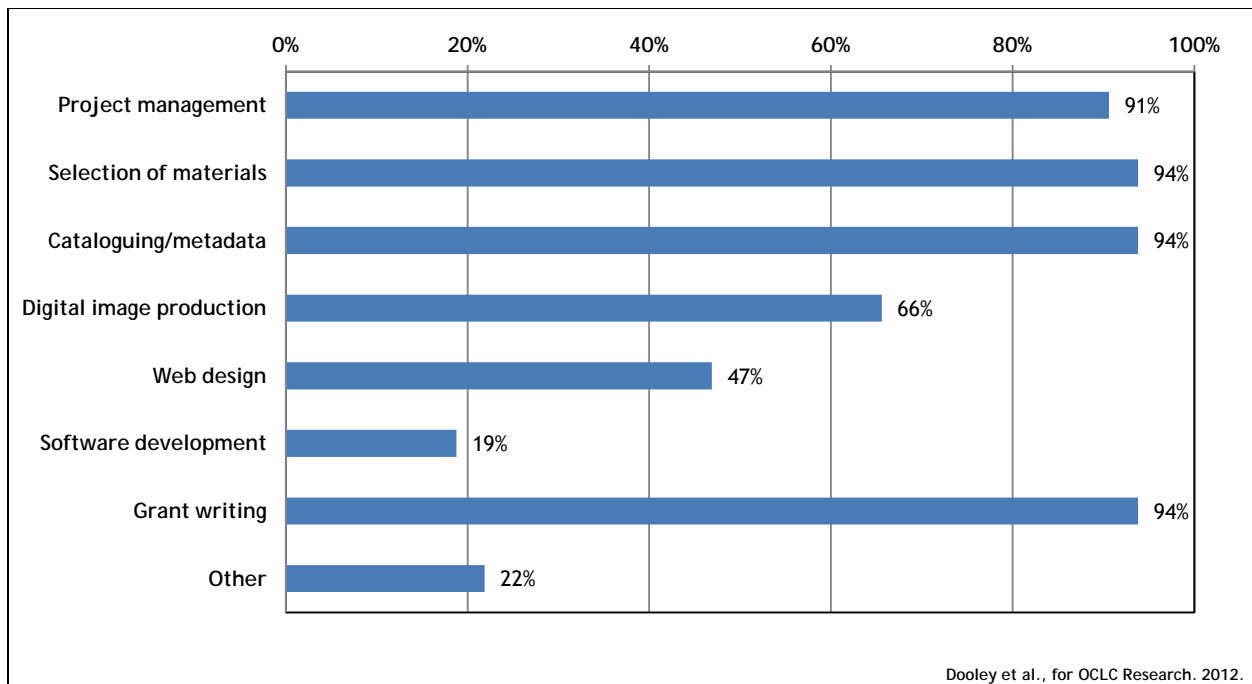
Figure 2.31. RLUK involvement in digitisation projects (Q. 71, n=32)

Dooley et al., for OCLC Research. 2012.
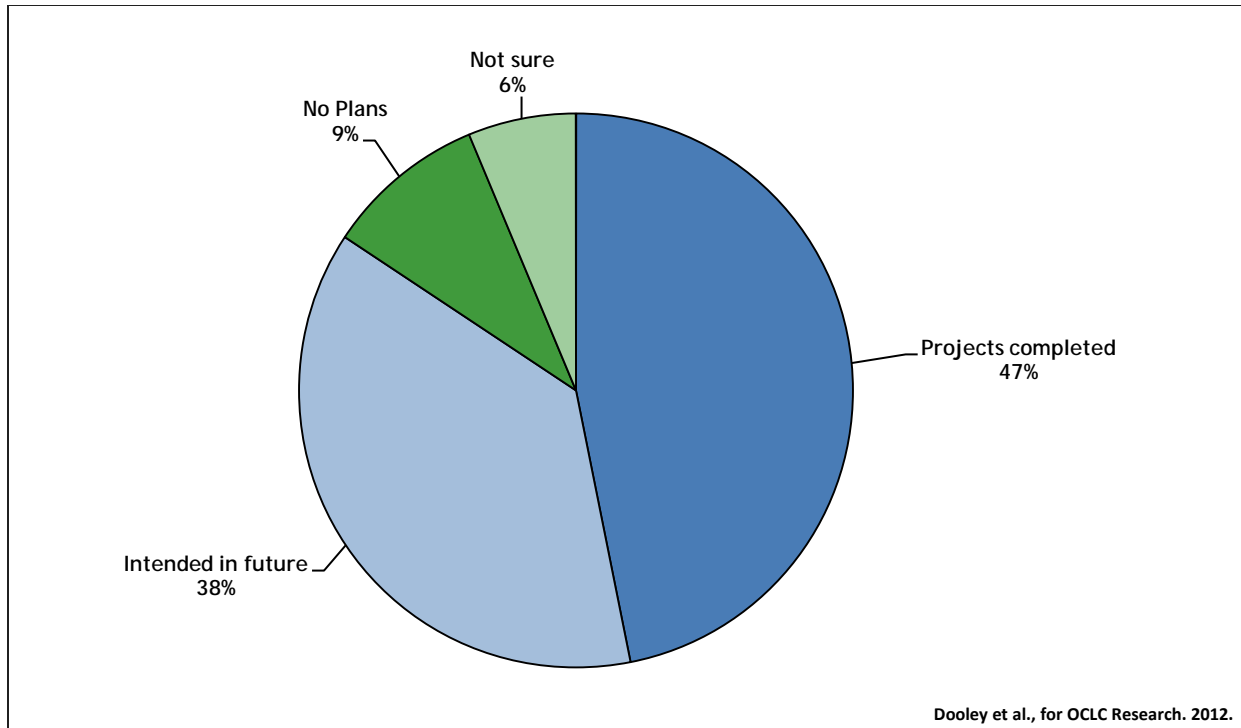
Figure 2.32. RLUK large-scale digitisation (Q. 72, n=32)

Dooley et al., for OCLC Research. 2012.
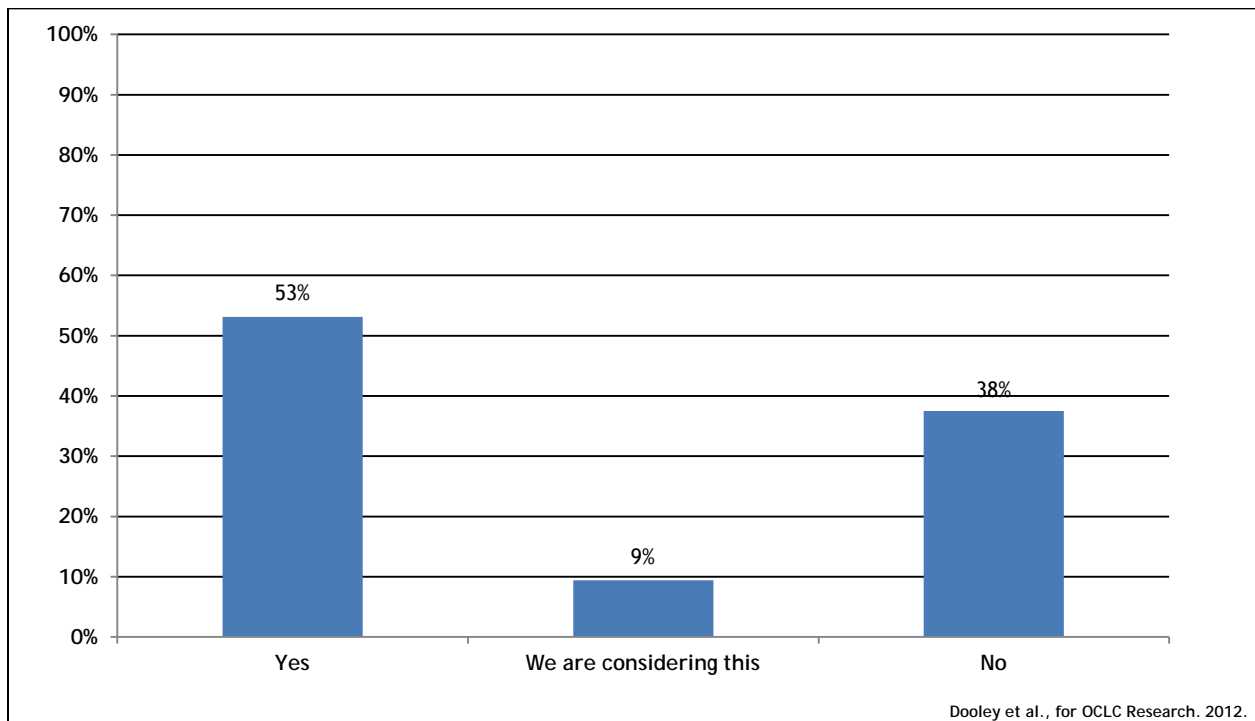
Figure 2.33. RLUK licensing contracts for digitisation (Q. 73, n=32)

Born-digital materials

RLUK members are well ahead of the overall survey population in having set in place a strategy for managing born-digital archival materials or having a strategy in preparation.

About 60% of RLUK institutions have assigned the responsibility of managing born-digital materials somewhere in the institution, whether to the library or another organisational unit. In addition, every born-digital format has been collected by a higher percentage of RLUKs than for the overall population.

Ninety percent of RLUKs have an institutional repository, far more than the overall population, but special collections in RLUKs are less often involved with the IR than across the full population. This may be because RLUK members more often have a much larger library staff overall, and therefore are more likely to place digital library activities outside of special collections.

Dooley et al., for OCLC Research. 2012.
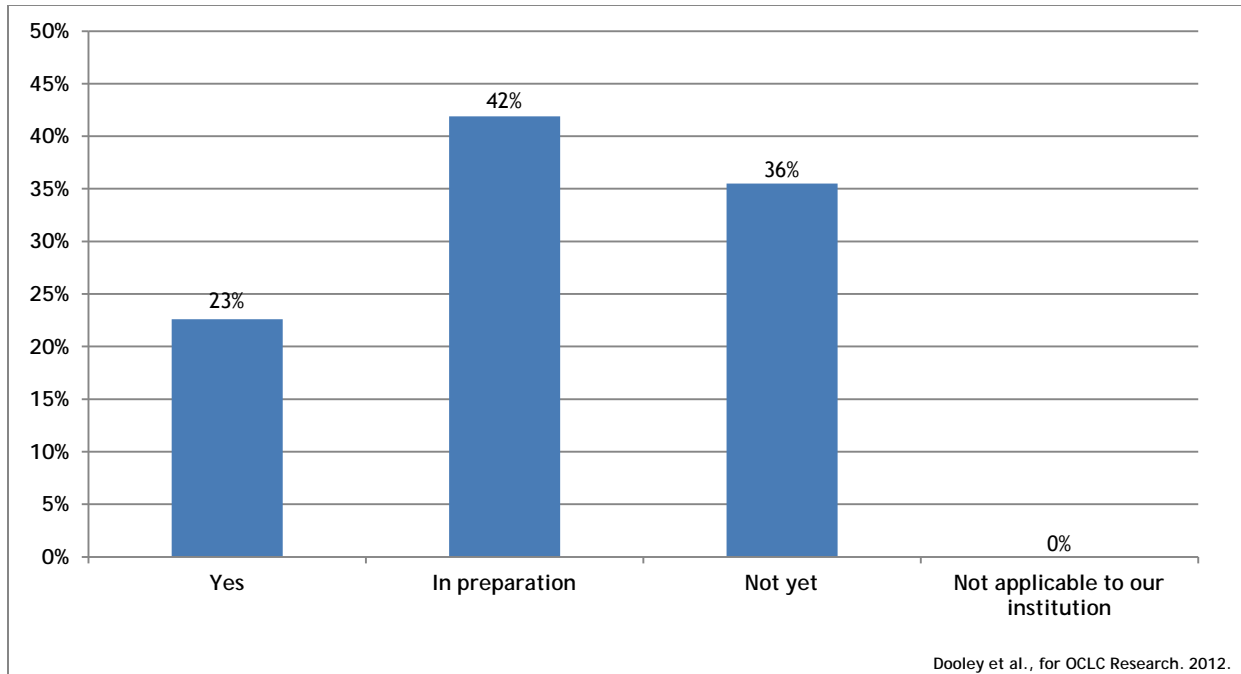
Figure 2.34. RLUK born-digital strategy (Q. 75, n=31)

Dooley et al., for OCLC Research. 2012.
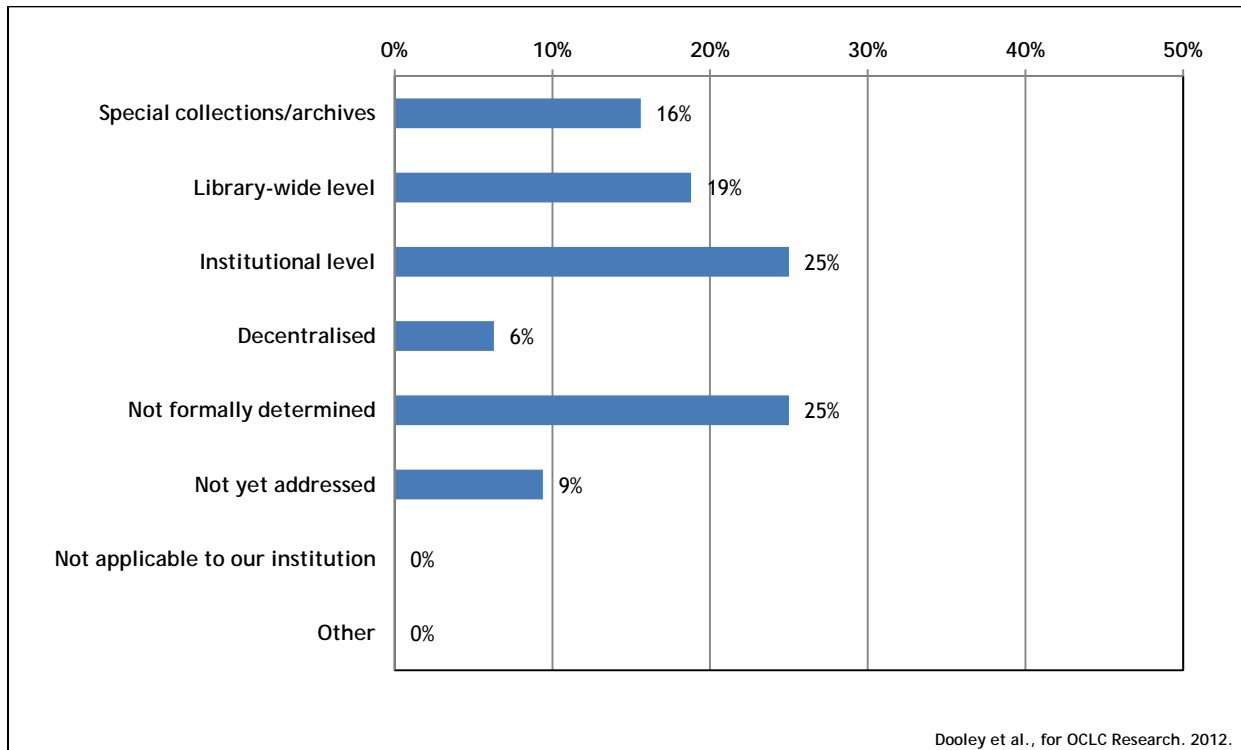
Figure 2.35. RLUK responsibility for born-digital archival materials (Q. 76, n=31)

Dooley et al., for OCLC Research. 2012.
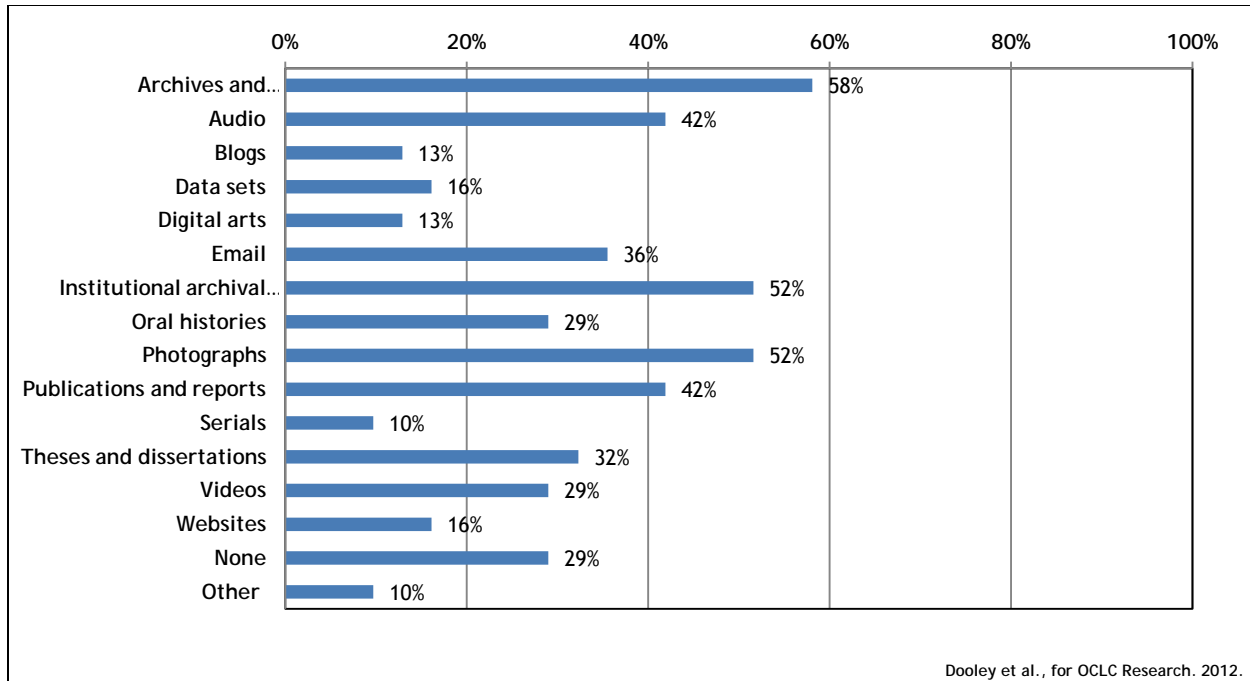
Figure 2.36. RLUK born-digital archival materials already held (Q. 77, n=31)

Dooley et al., for OCLC Research. 2012.
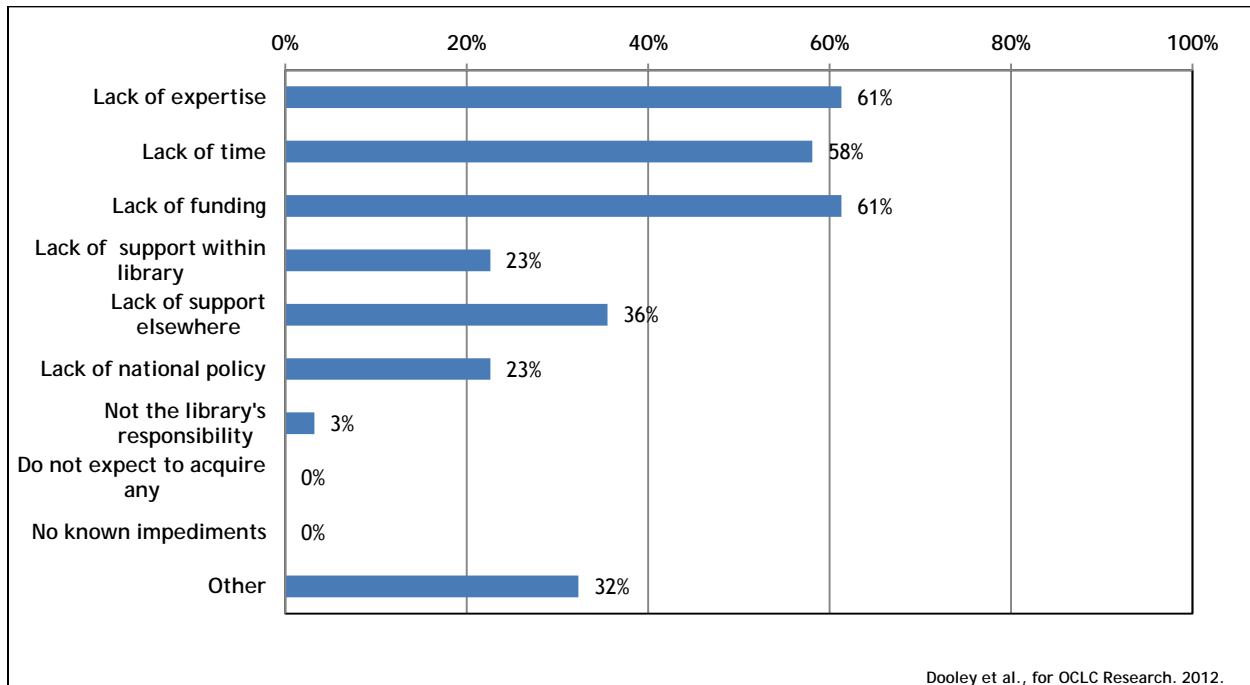
Figure 2.37. RLUK impediments to born-digital management (Q. 78, n=31)

Dooley et al., for OCLC Research. 2012.
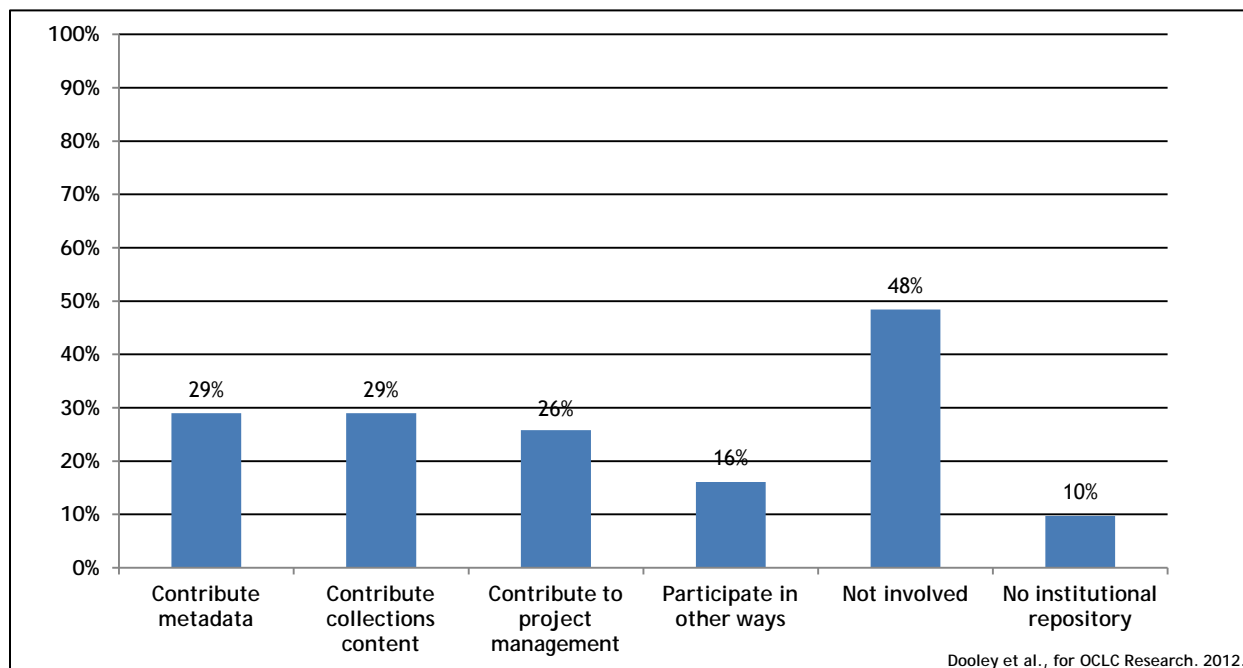
Figure 2.38. RLUK special collections involvement with institutional repository (Q. 79, n=31)

Staffing

The mean number of permanent FTE for RLUK respondents is 19 (11 professionals and eight support staff), while the median is ten (six professionals and four support staff). These figures are roughly 50% above the means for the full population, reflecting the fact that the latter includes many small institutions.

The areas in which the largest percentage of RLUKs reported a need for education or training are born-digital materials (84%), fundraising and intellectual property (each 55%), foreign languages and information technology (each 45%), and outreach (42%). Four of these areas rank at the top for the full population as well (the exception is foreign languages).

A higher percentage of RLUK libraries have integrated formerly separate special collections units (60%) than the overall mean, presumably because RLUKs are larger and have more units, on average (only 20% have always had a single unit). Nevertheless,17% continue to have multiple units.

Table 2.14. RLUK mean and median number of staff FTE
(Q. 81, n=29; Q. 83, n=30)

Staff Type	Permanent		Temporary		Total	
	Mean	Median	Mean	Median	Mean	Median
Professional	11.4	6.0	3.4	1.9	14.8	7.9
Support	7.9	4.0	2.4	1.0	10.3	5.0
Total	19.3	10.0	5.8	2.9	25.1	12.9

Dooley et al., for OCLC Research. 2012.
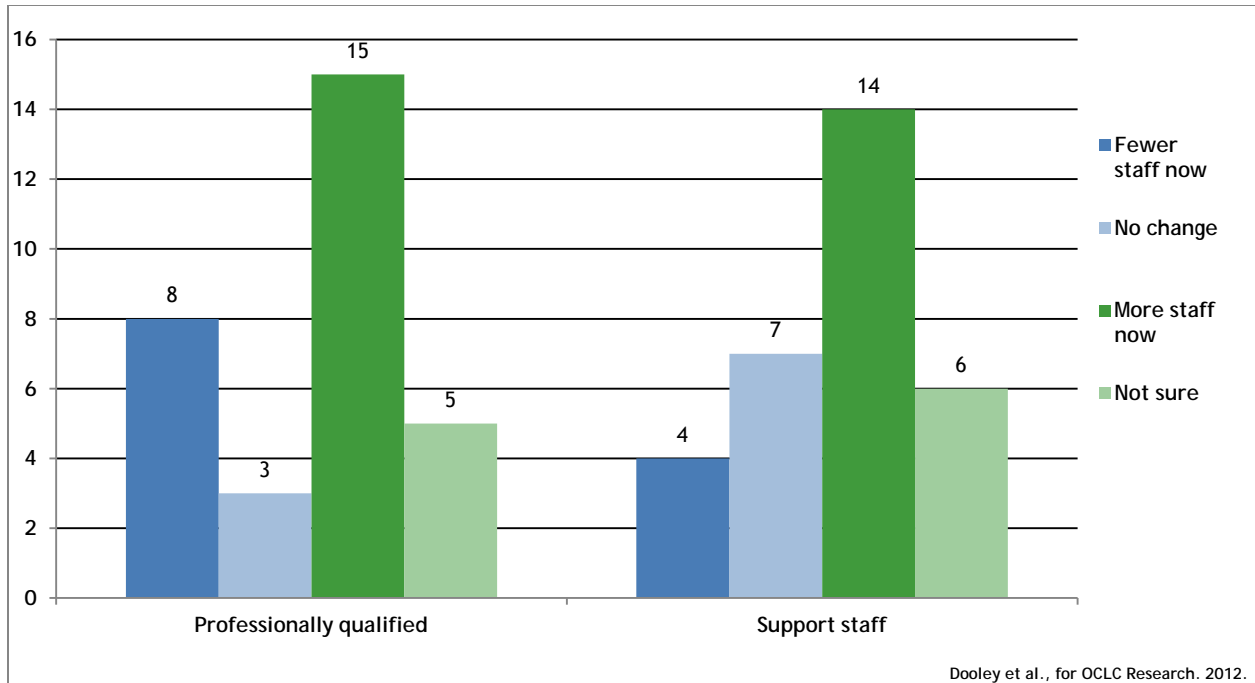
Figure 2.39. RLUK change in number of staff (Q. 82, n=31)

Dooley et al., for OCLC Research. 2012.
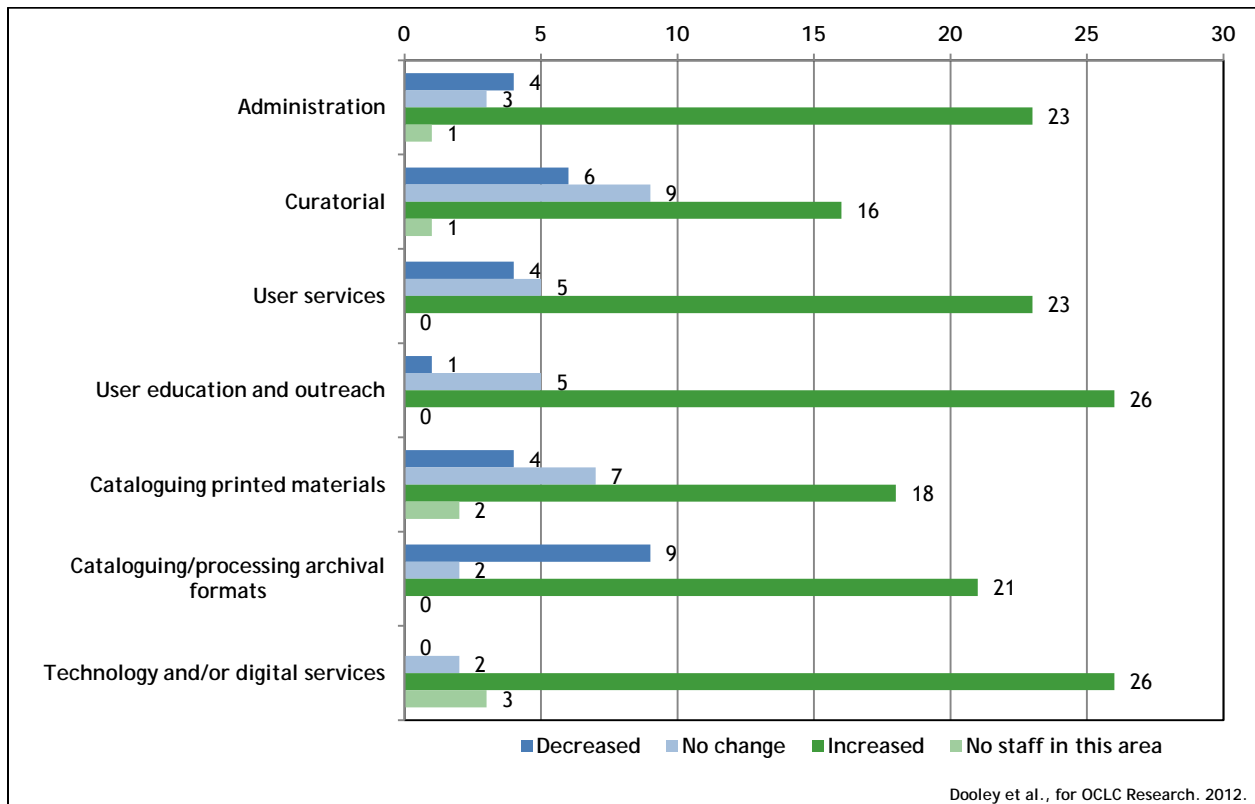
Figure 2.40. RLUK change in allocation of staff time (Q. 86, n=32)

Dooley et al., for OCLC Research. 2012.
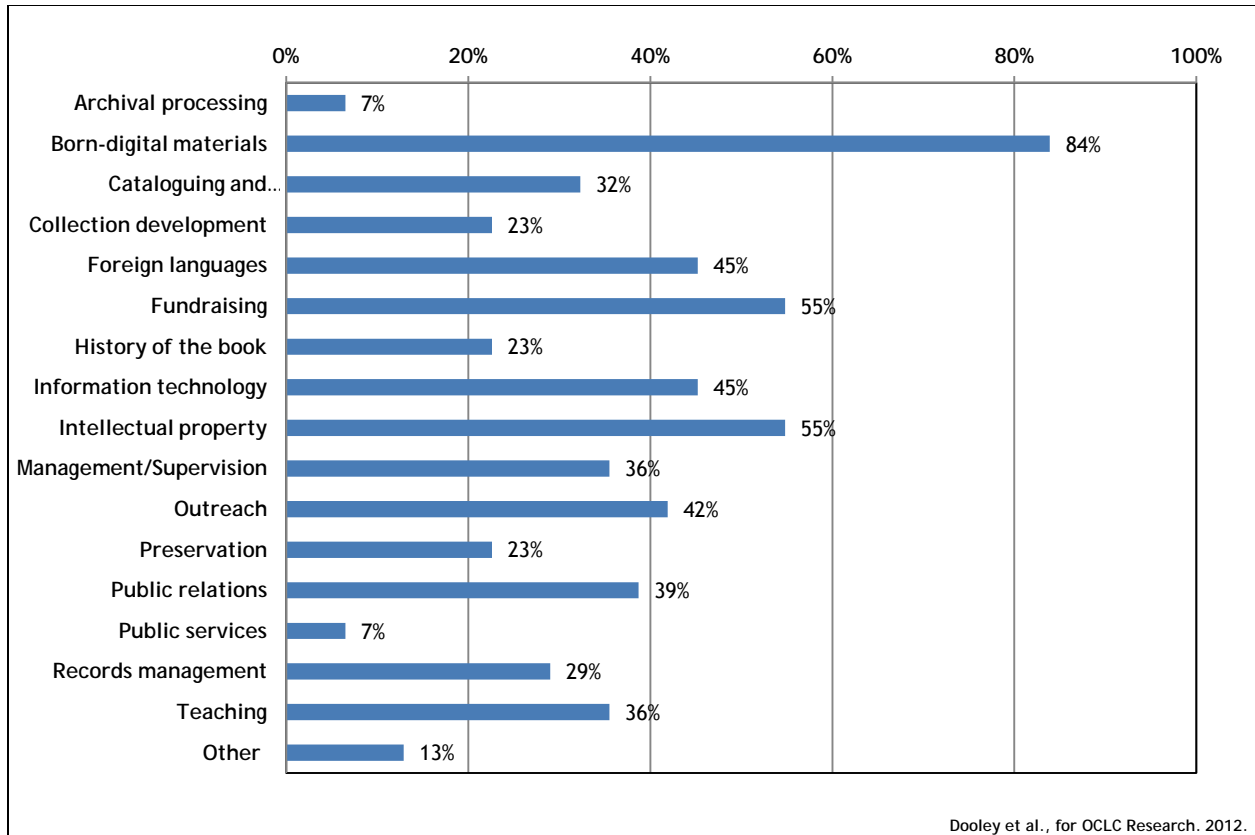
Figure 2.41. RLUK education and training needs (Q. 87, n=31)

Dooley et al., for OCLC Research. 2012.
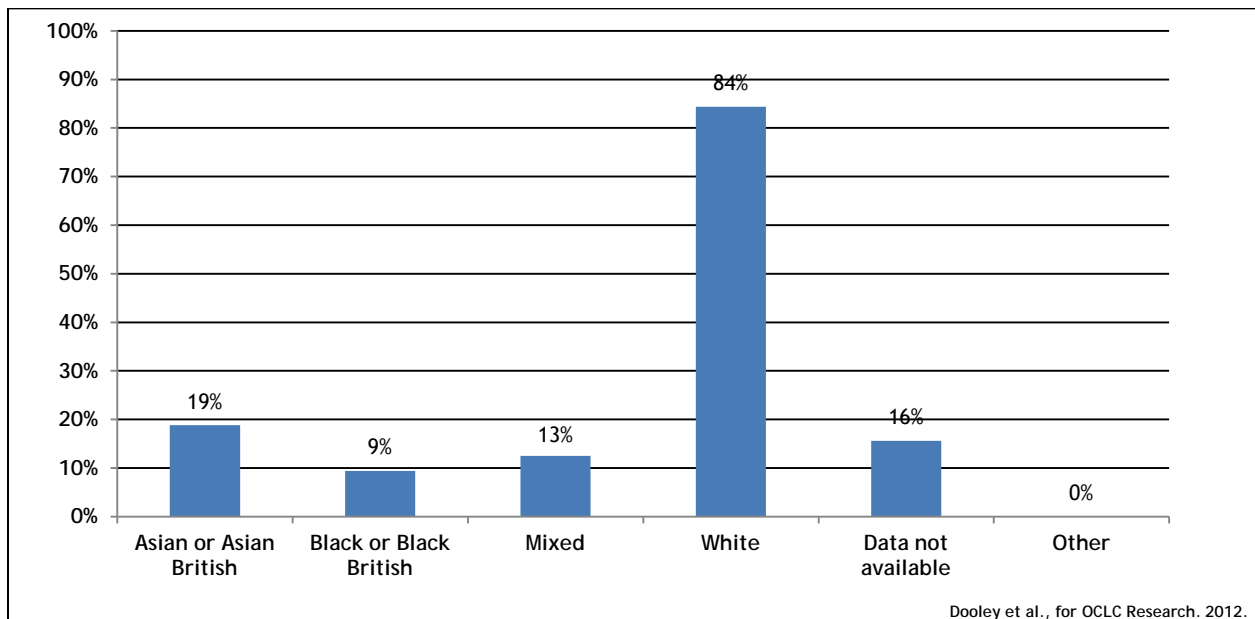
Figure 2.42. RLUK demographic diversity (Q. 85, n=32)

Dooley et al., for OCLC Research. 2012.
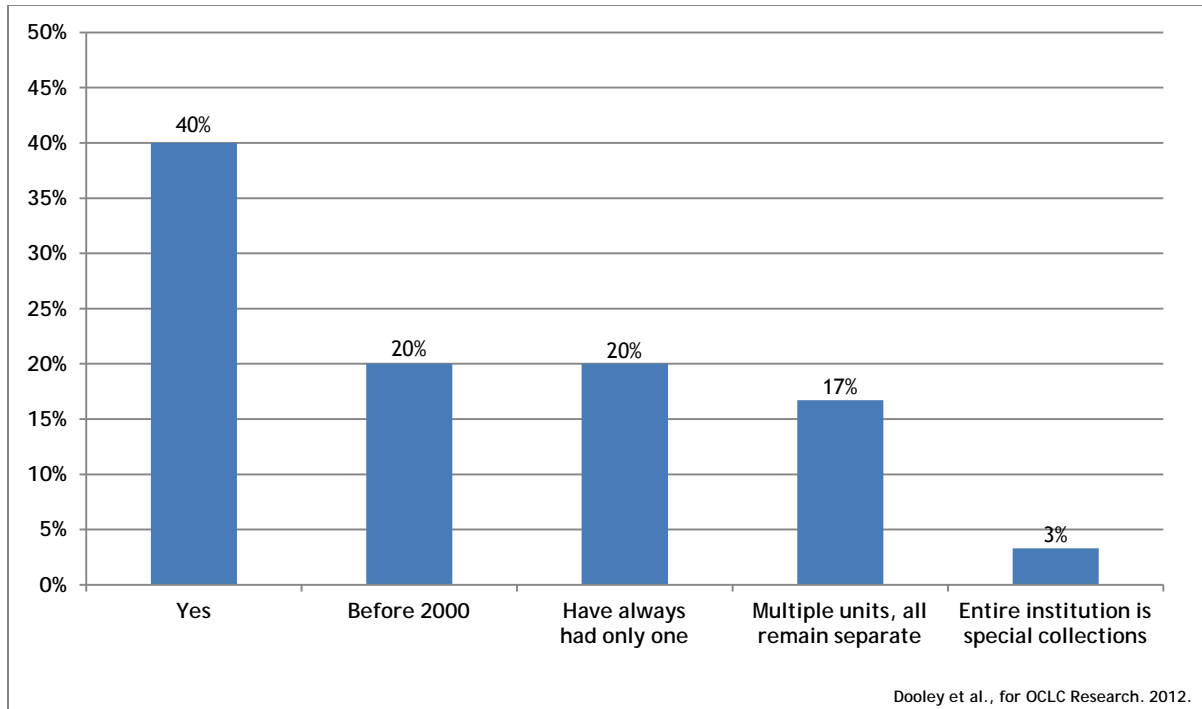
Figure 2.43. RLUK integration of separate units (Q. 88, n=30)

3. Non-RLUK Data

Following the model established in the Overview of Complete Data, this section follows the flow of the survey instrument:

- Non-RLUK survey population

- Overall library size and budget

- Collections

- Collection care

- User services

- Cataloguing and metadata

- Archival collections

- Digitisation

- Born-digital materials

- Staffing

The text of this section is much shorter than that in the Overview because it highlights only the non-RLUK data that differs significantly from the complete population of respondents. Thus, this section supplements *the Overview rather than replacing; reading both is necessary for a full view of the non-RLUK population.* The text for each area is directly followed by a set of figures and tables.

Non-RLUK Survey Population

As described in the Introduction, the libraries surveyed that are not members of RLUK are disparate in nature. The principal characteristic they all share is the high caliber of their special collections. Some areas of difference relative to the RLUK population include type of institution, size of collections, severity of budgetary challenges, and quality of storage

facilities. Twenty-four percent of non-RLUKs have the distinction of being MLA-Designated as cultural heritage treasures of the UK.

Unlike RLUK, in which 31 of 32 members are public institutions, only 56% of the 50 non-RLUK respondents are public. Six consist only of special collections; this is not true of any RLUK members. While 84% of RLUK members are universities, only 28% of non-RLUKs are of this type.

An increasing number of non-RLUK libraries gradually are being invited to add their holdings to the Copac online catalogue, including some that have been added since the survey data were gathered.
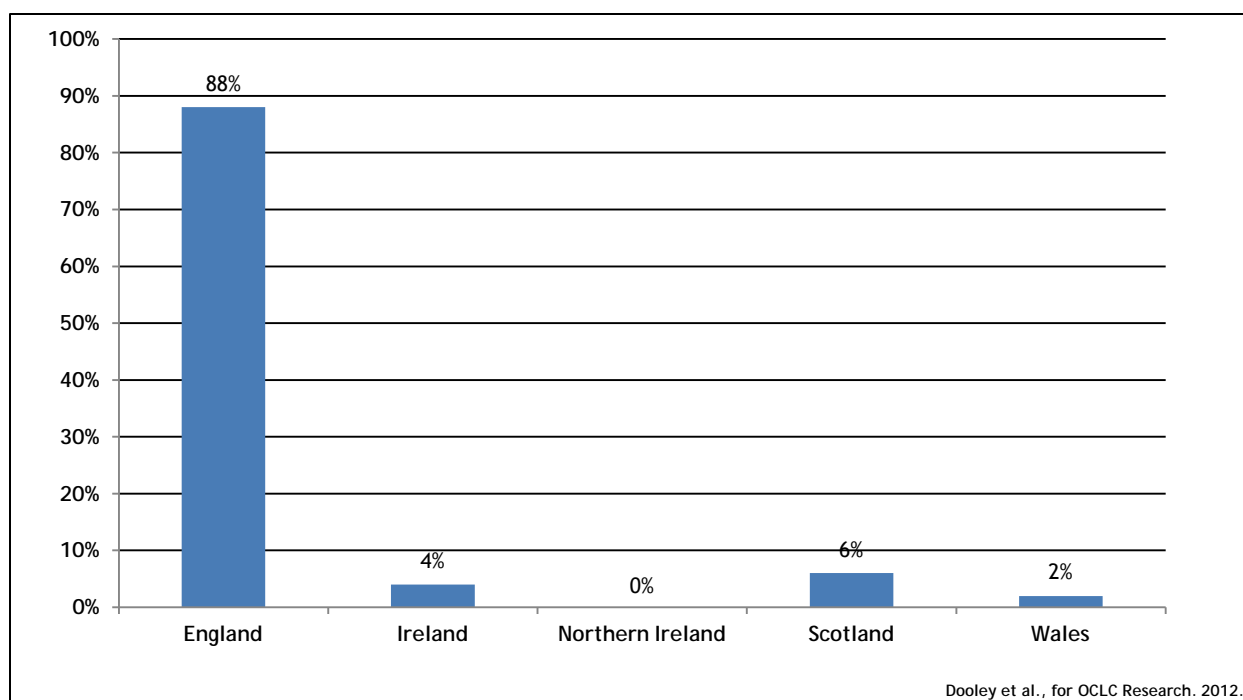
Figure 3.1. Non-RLUK respondents by home nation (Q.3, n=50)

Dooley et al., for OCLC Research. 2012.
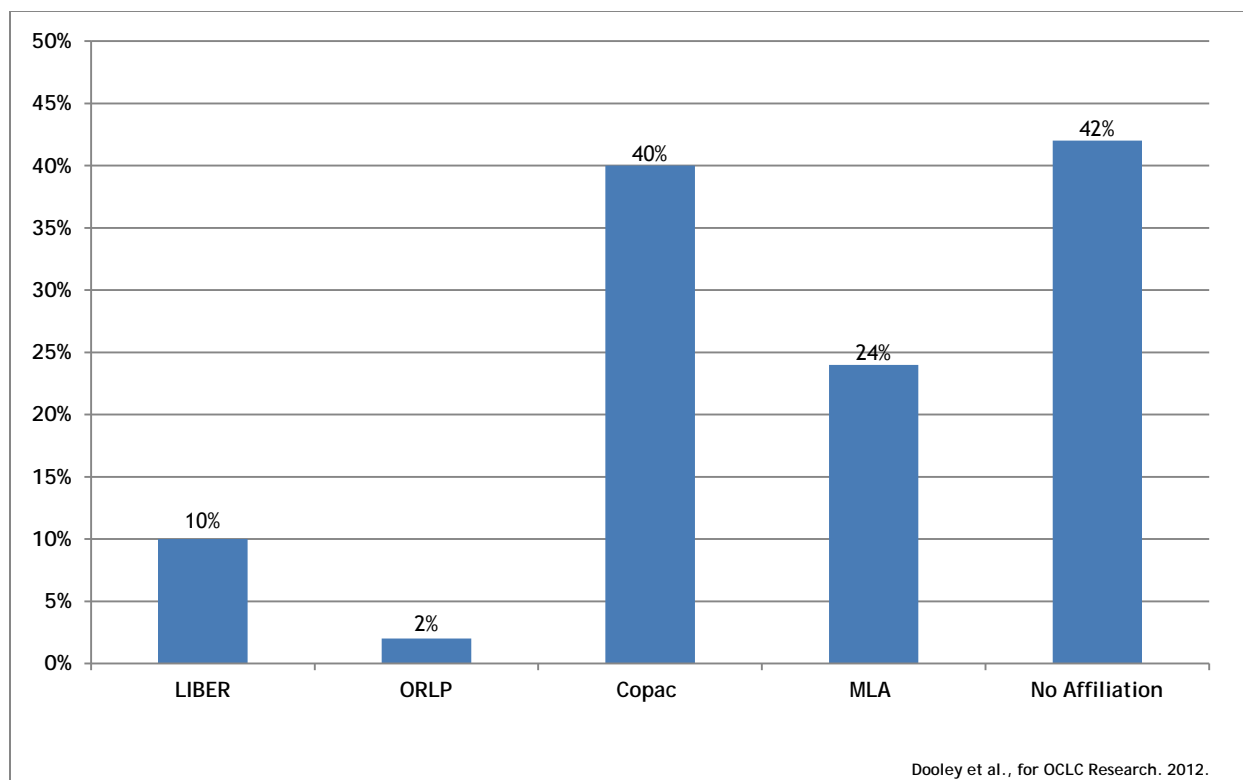
Figure 3.2. Non-RLUK respondents by affiliation (Q. 4, n=50)

Table 3.1. Non-RLUK respondents by institution type (Q. 5, n=50)

Institution Type	Number of responses	Percent of responses
Universities	14	28%
Independent research libraries	2	4%
Museums	8	16%
Public libraries	4	8%
Royal colleges	4	8%
National libraries	1	2%
Learned societies	5	10%
Church institutions	5	10%
Colleges	4	8%
Conservatoires	2	4%
National botanic garden	1	2%
Total	50	100%

Overall Library Size and Budget

Non-RLUK libraries have far smaller general collections than do the RLUKs: 87% of the latter have one million volumes or more in their entire libraries, while 83% of non-RLUKs have fewer than one million, and more than half have fewer than 250,000 volumes. The size of RLUKs befits the nature of university libraries that serve research-intensive audiences.

Budgetary challenges are more common across the non-RLUK institutions. For example, only 17% of non-RLUK budgets have increased since 2000, as compared to 45% of RLUKs. Similarly, two-thirds of non-RLUKs have seen their budget decline, as compared to less than half of RLUKs.

While some non-RLUKs (including the public libraries and the universities) collect broadly in many subject areas, many specialise narrowly on a particular topic. This includes the church institutions, some of the independent research libraries, the royal colleges, the conservatoires, Kew Gardens, and the learned societies.

The mean percentage of non-RLUK library budgets spent on special collections is 26%, as compared to 19% across the full population and 8% for RLUKs.

Dooley et al., for OCLC Research. 2012.
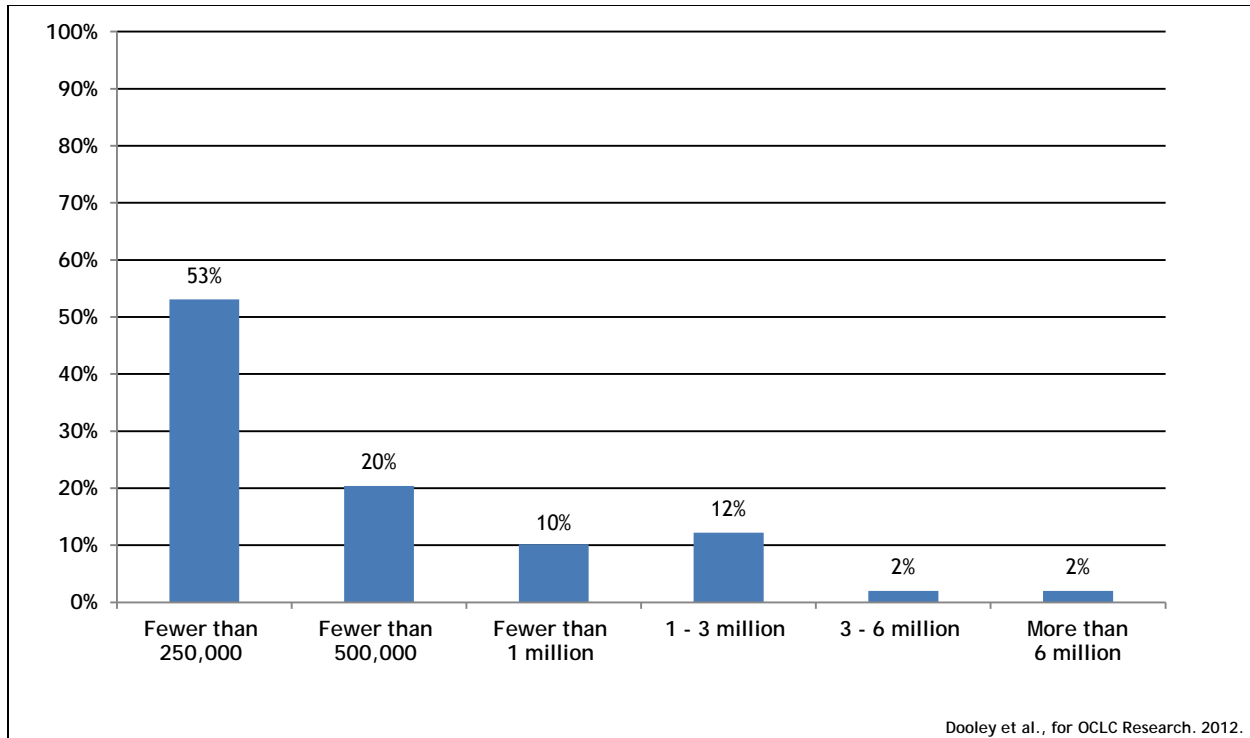
Figure 3.3. Non-RLUK printed volumes in overall library (Q. 9, n=49)

Dooley et al., for OCLC Research. 2012.
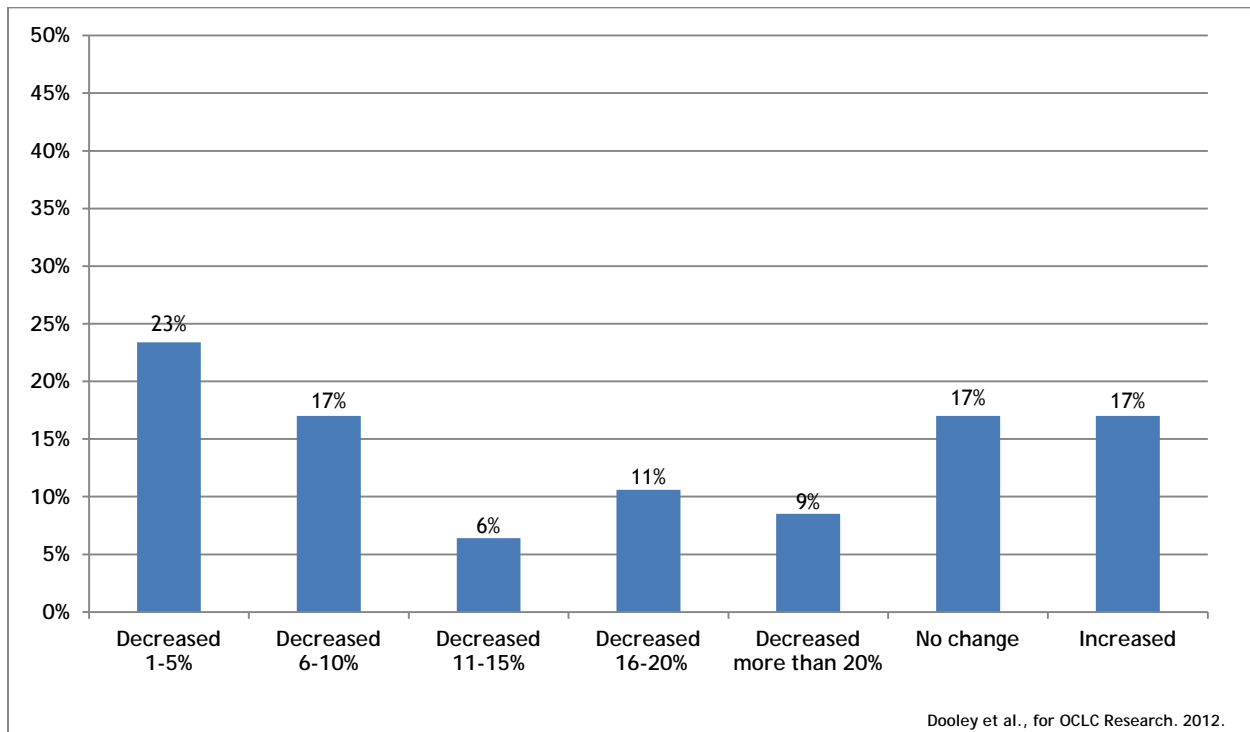
Figure 3.4. Non-RLUK change in overall library funding (Q. 10, n=47)

Collections

The much larger overall size of RLUK libraries extends to the size and complexity of their special collections. The mean size of these holdings is vastly larger in RLUK libraries for materials in most formats, including printed volumes (for which the RLUK mean size is 3.5 times larger than that of the non-RLUKs), archival and manuscript collections, cartographic materials (which many non-RLUKs do not collect at all), maps, audio and moving-image materials, and born-digital materials.

Table 2.3 in the RLUK section reveals the percentage of materials of each type across the entire survey population this is held by RLUK libraries. The remaining percentages are, of course, held by the non-RLUKS. It is notable that the latter hold 59% of the visual materials and two-thirds of the three-dimensional objects.

The mean amount of institutional funding for acquisitions in RLUKs is twice that of the other respondents; funding received from other sources (such as endowments, gifts, and grants) also is significantly higher for the RLUK libraries.

Based on this data for budgets and expenditures, it is not surprising that RLUK members are more often able to expand their collecting into new areas (two-thirds of RLUKs did so, as compared to less than half of non-RLUK libraries). Forty-two percent of the printed volumes acquired by non-RLUKs are received as gifts; among RLUKs, this figure is only one-fourth.

Table 3.2. Non-RLUK special collections size (Q. 16, n=40)

Volumes	n	n (%)	Total Items	Mean	Median
Printed Volumes	40	100%	2,903,354	72,584	17,076
Archival and manuscript (collections)	37	93%	115,160 lm	3,112 lm	454 lm
Manuscripts (managed as items)	27	68%	113,532	4,205	11
Cartographic materials	26	65%	52,956	2,037	0
Visual materials	31	78%	5,468,326	176,398	1,800
Audio materials	24	60%	6,426	268	0
Moving-image materials	24	60%	3,276	137	0
Born-digital materials	19	48%	8,363 GB	440 GB	0 GB
Objects	28	70%	11,019	394	27

Note: Archival and manuscript collections were counted in linear metres (l.m.) and born-digital materials in gigabytes.

Table 3.3. Non-RLUK acquisitions funding (Q. 22, n=42)

Funding Type	Total	Mean	Median	Percent of total
Institutional	£1,056,900	£25,164	£75	62%
Bequest/Endowment	£95,700	£2,279	£0	6%
External grant	£527,140	£12,551	£0	31%
Other external	£14,700	£350	£0	1%
Total	£1,694,440			100%

Dooley et al., for OCLC Research. 2012.
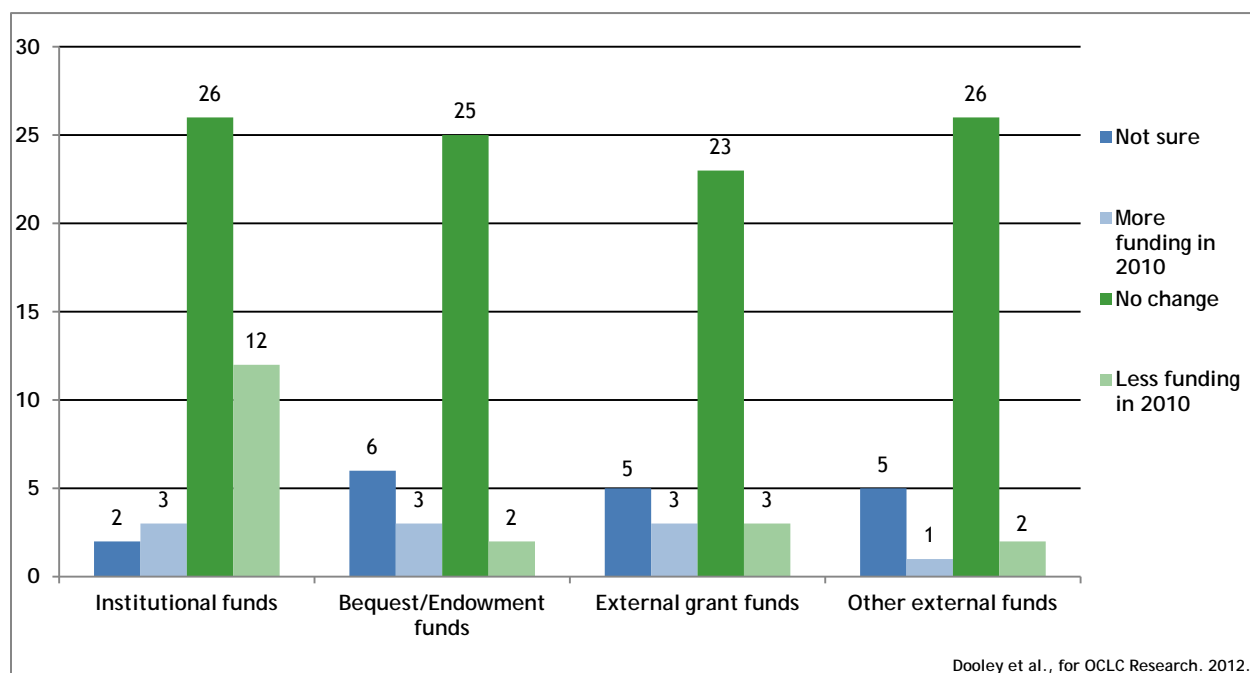
Figure 3.5. Non-RLUK change in acquisitions funding (Q. 23, n=43)

Table 3.4. Non-RLUK printed volumes acquired, by method (Q. 24, n=31)

Acquisition Method	Mean	Median
Purchase (institutional funds)	32%	13%
Purchase (Bequest/Endowment Funds)	9%	0%
Purchase (external funds)	1%	0%
Gift/Donation	42%	40%
Long-term loan/deposit	5%	0%
Transfer within institution	9%	0%

Table 3.5. Non-RLUK other materials acquired, by method (Q. 25, n=27)

Acquisition Method	Mean	Median
Purchase (institutional funds)	10%	0%
Purchase (Bequest/Endowment Funds)	4%	0%
Purchase (external funds)	4%	0%
Gift/Donation	50%	40%
Long-term loan/deposit	12%	0%
Transfer within institution	22%	7%

Dooley et al., for OCLC Research. 2012.
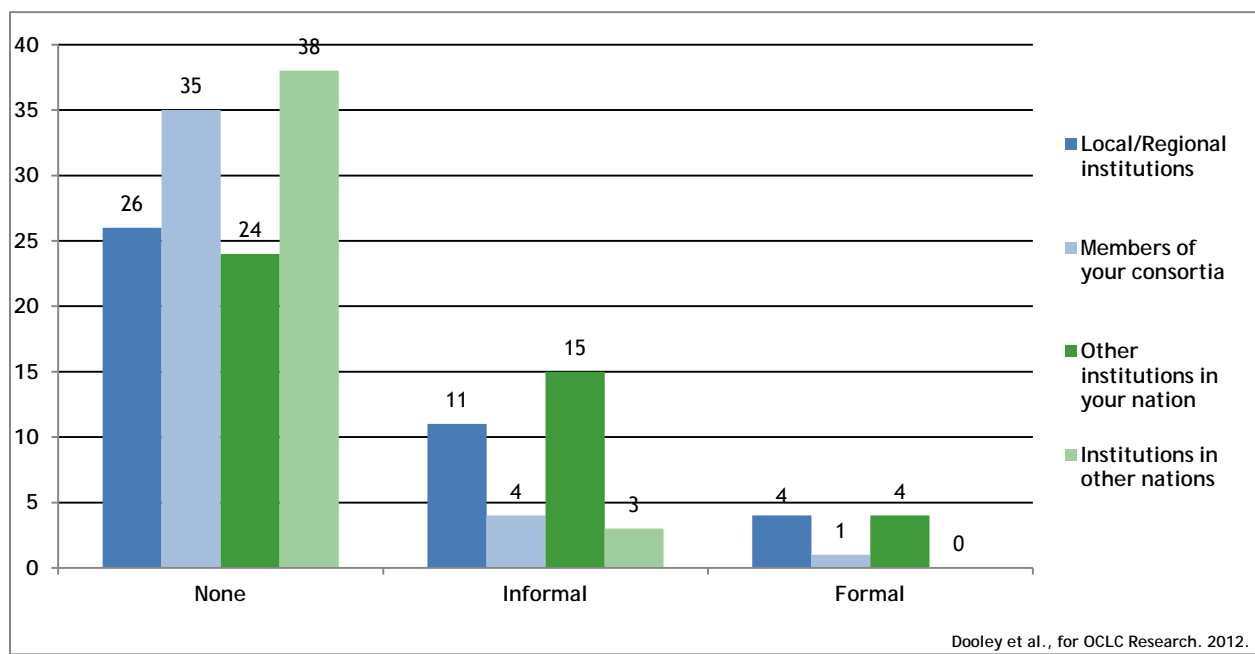
Figure 3.6. Non-RLUK collaborative collection development (Q. 26, n=44)

Dooley et al., for OCLC Research. 2012.
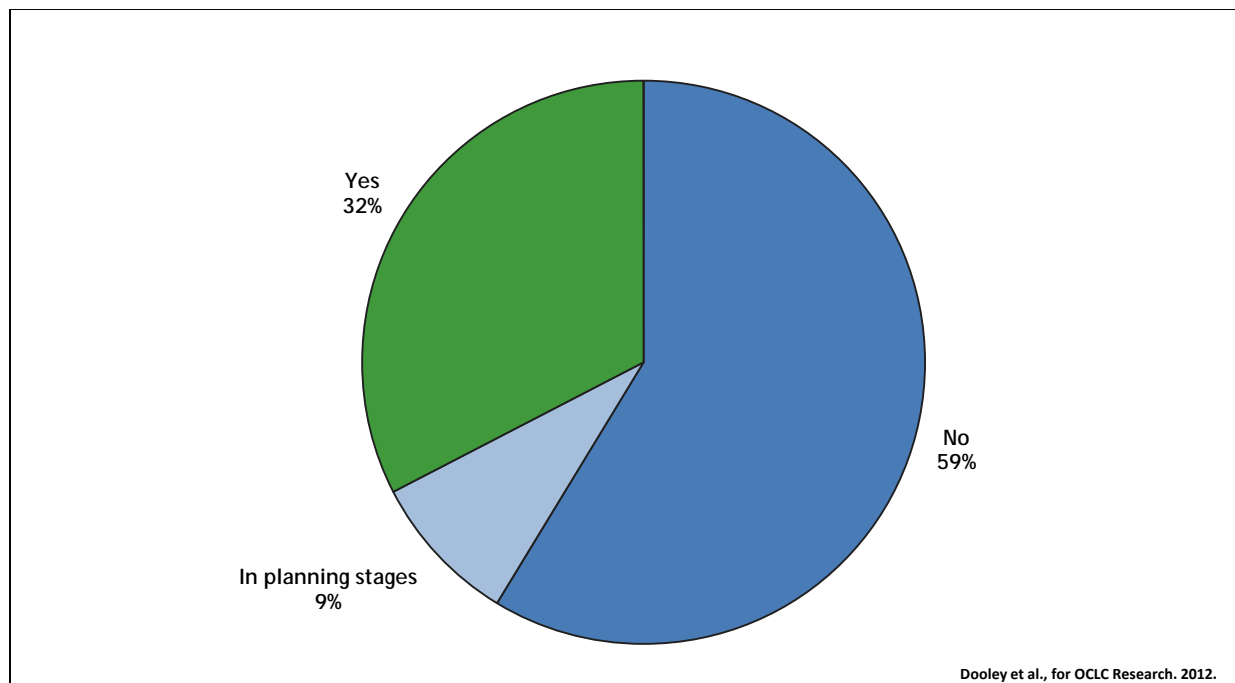
Figure 3.7. Non-RLUK special collections in secondary storage (Q. 27, n=46)

Collection Care

Other than the fact that 'repair for use' was the collection care problem most commonly reported by both groups, most other problems were ranked quite differently. For example, a much smaller percentage of non-RLUK respondents than RLUKs reported 'wear and tear' due to use as a major issue, while the quality of storage provision and environmental conditions were more frequently of concern for the former group. This perhaps reflects the lower levels of investment in storage accommodation of non-RLUK libraries, many of which occupy historic buildings that are both difficult and costly to adapt. In contrast, numerous RLUKs have benefited from considerable investment in storage facilities in recent years.

For both groups, access and use is by far the most common driver for preservation and conservation activity. Non-RLUKs spend far less on conservation by an extremely wide margin (both in-house and out-of-house expenditures).

Less than half of non-RLUK libraries have administered either of the two national preservation surveys, as compared to the three-quarters of RLUK members that have done one or both.

Dooley et al., for OCLC Research. 2012.
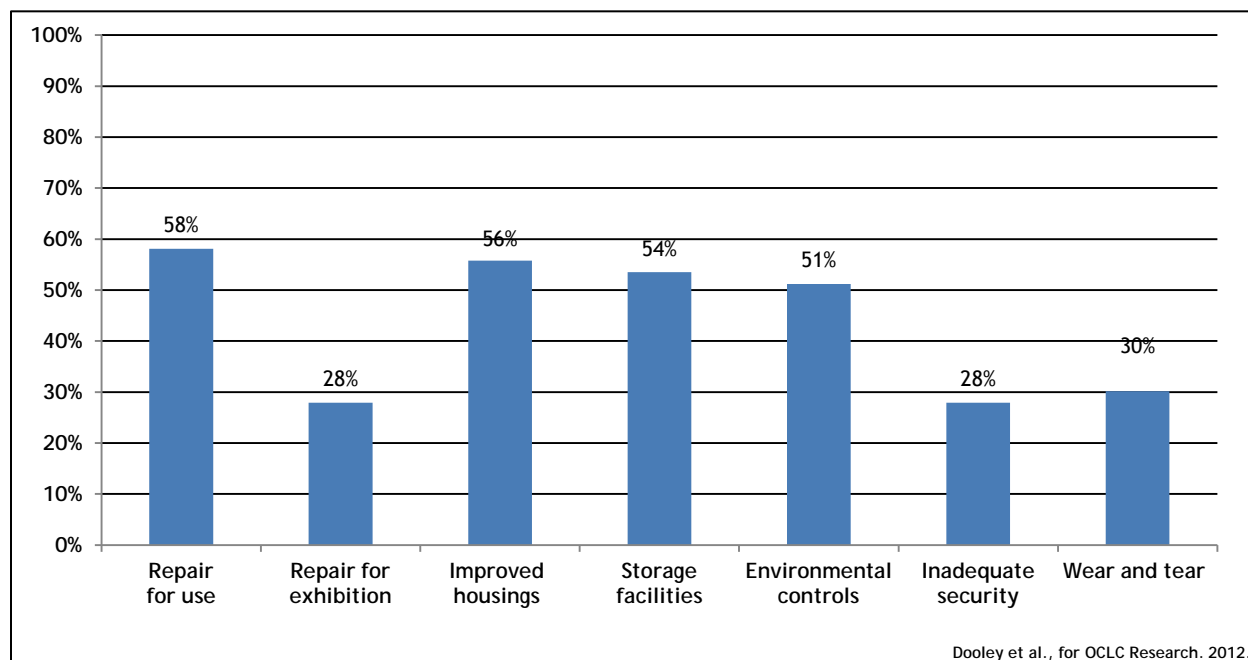
Figure 3.8. Non-RLUK most significant collection care problems (Q. 29, n=43)

The pattern of response from non-RLUK respondents presents a somewhat different picture, with 'wear and tear' of less significance and the quality of storage provision and environmental conditions more frequently of concern. This perhaps reflects the lower levels of investment in the storage accommodation of non-RLUK libraries, many of which occupy historic buildings that are both difficult and costly to adapt. In contrast, many RLUK respondents have benefited from considerable investment in storage facilities in recent years.

Dooley et al., for OCLC Research. 2012.
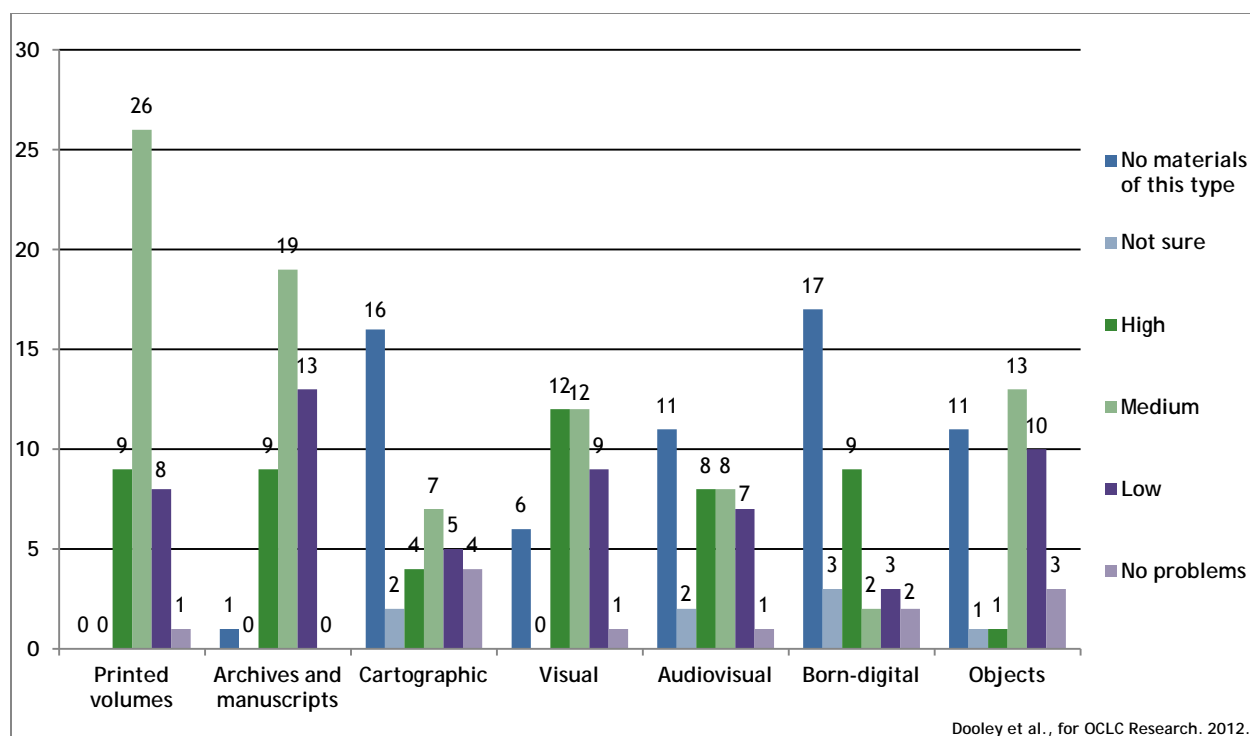
Figure 3.9. Non-RLUK preservation needs (Q. 30, n=44)

Table 3.6. Non-RLUK drivers for preservation and conservation (Q. 31, n=44)

Driver	Mean	Median
Access Use	60%	60%
Digitisation	13%	10%
Exhibitions	13%	5%
External Bids	3%	0%
Other	8%	0%

Table 3.7. Non-RLUK annual collection care expenditure (Q. 32, n=38)

Expenditure	Mean	Median
Ongoing Routine Preservation/Maintenance	£371,824	£10,049
In-house Conservation	£243,177	£6,572
Outsourced Conservation	£275,407	£7,248

Table 3.8. Non-RLUK percent of each type of funding for collection care (Q. 33, n=28)

	Mean	Median
Institutional budget	73%	83%
Bequest/Endowment	1%	0%
External grant	11%	0%
Other external	8%	0%

Dooley et al., for OCLC Research. 2012.
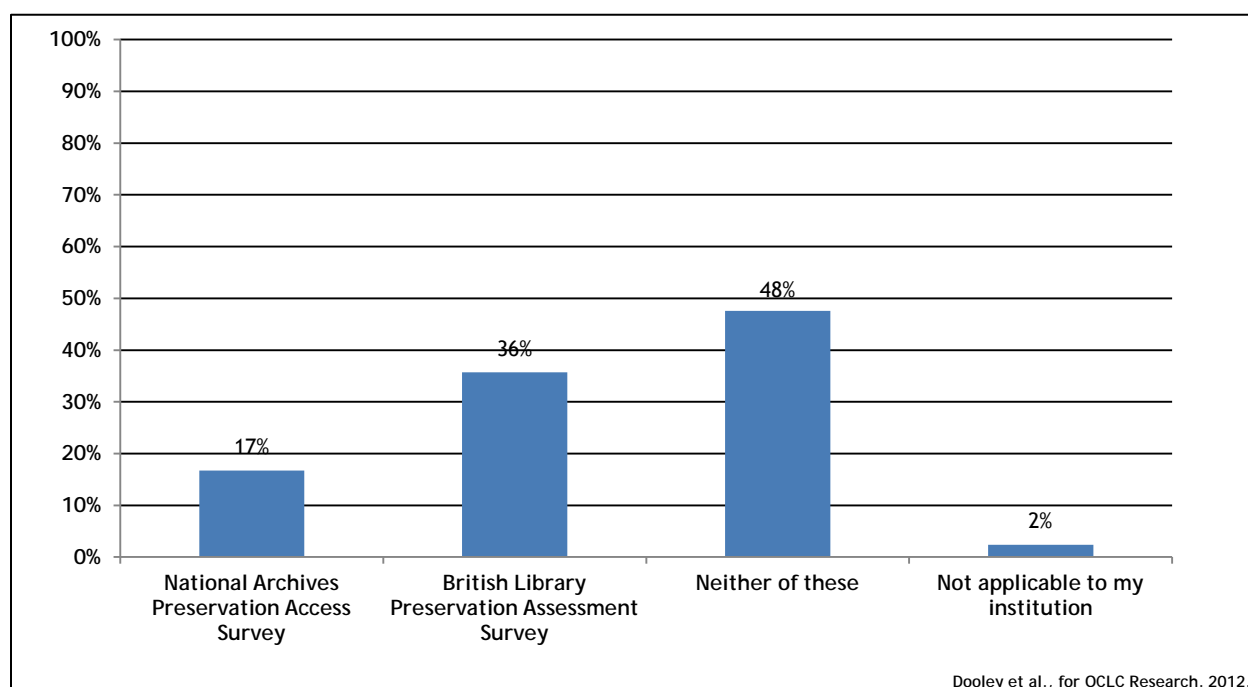
Figure 3.10. Non-RLUK preservation assessment surveys (Q. 34, n=42)

User Services

The aggregated 50 non-RLUK libraries reported 56% of all onsite visits across the population. This percentage would be significantly lower but for two large public libraries that reported two-thirds of the total onsite users across the non-RLUKs. This is somewhat misleading, however; the two do not isolate statistics for users of special collections. Without these two libraries, the mean number of users for non-RLUK respondents is 712.

The non-RLUKs reported vastly more international users (i.e., not from the UK—9,700 of them) than did the RLUKs (1,900). This may speak to the specialised depth of the non-RLUK

collections in that more users travel a considerable distance to use them—or it may mean that RLUKs do not specifically track this type of user.

Ninety percent of all onsite users in both groups were counted as 'other' (type of user not recorded or known). It would be valuable for all respondents to know more about the nature of their user base.

Table 3.9. Non-RLUK onsite visits (Q. 36, n=37)

Volumes	n	Onsite Visits	Total Visits (%)	Mean	Median
Faculty and staff	11	7,350	2%	668	29
Graduate students	10	1,042	0%	104	27
Undergraduates	10	1,098	0%	110	6
Visiting students UK	8	2,070	1%	259	8
Visiting researchers	15	14,292	4%	953	80
International researchers	14	9,728	3%	695	34
Other	33	308,961	90%	9,362	269
Total		344,541	100%	12,151	453

Dooley et al., for OCLC Research. 2012.
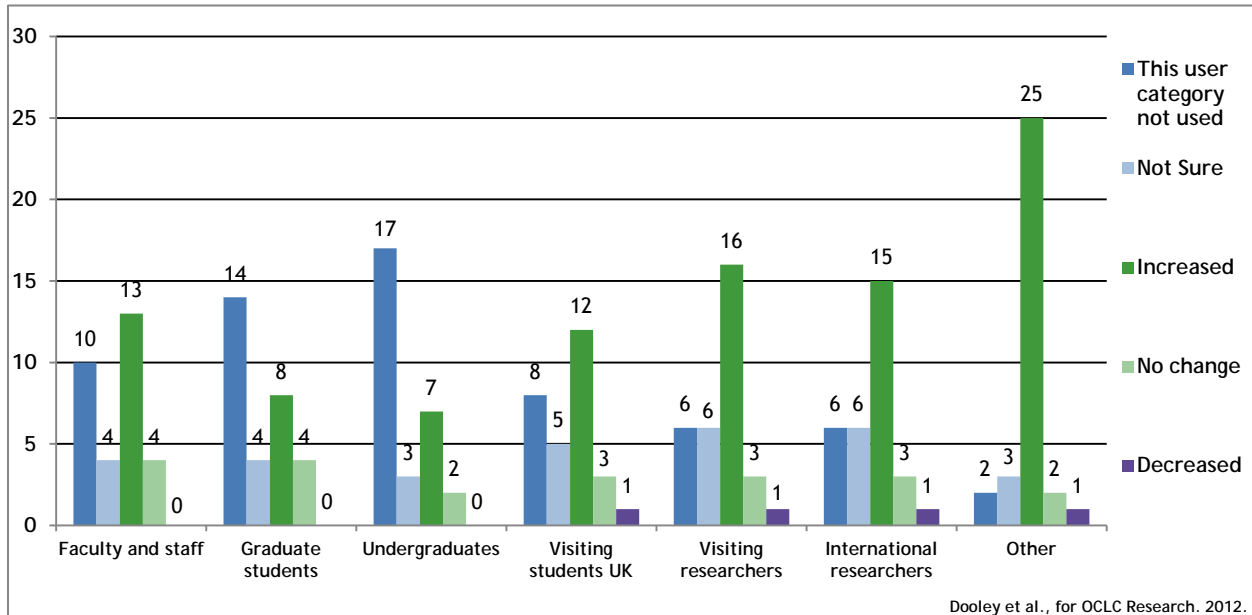
Figure 3.11. Non-RLUK change in level of onsite use (Q. 37, n=42)

Dooley et al., for OCLC Research. 2012.
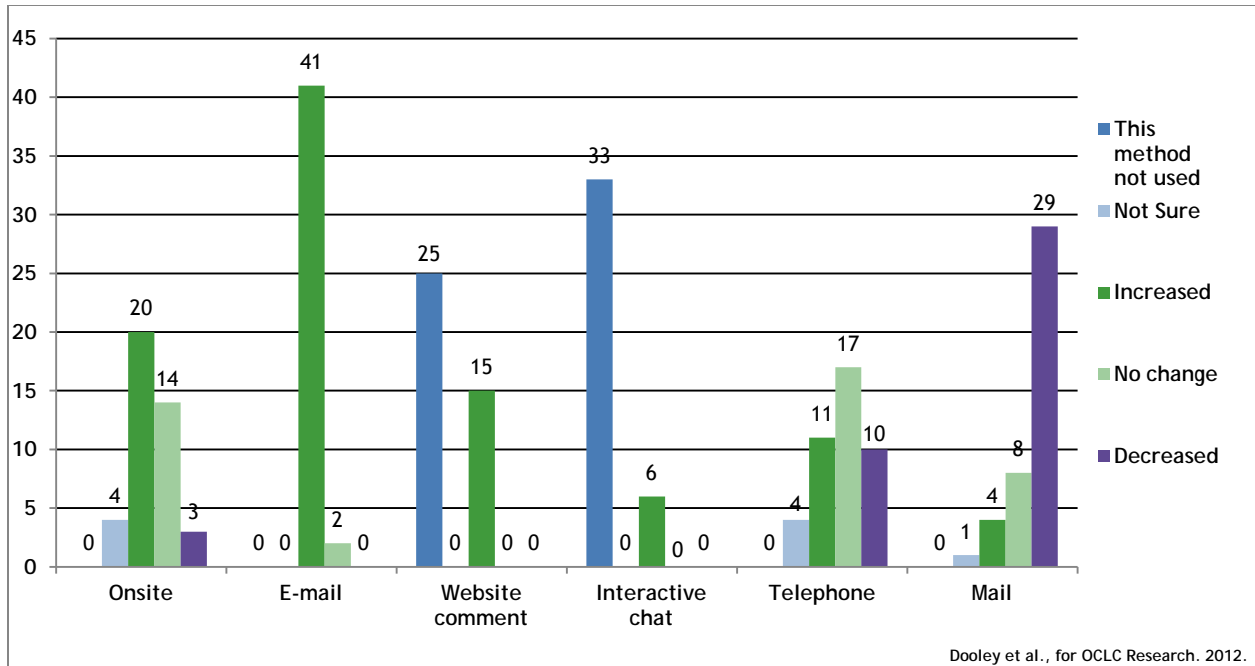
Figure 3.12. Non-RLUK change in methods of user contact (Q. 38, n=42)

Dooley et al., for OCLC Research. 2012.
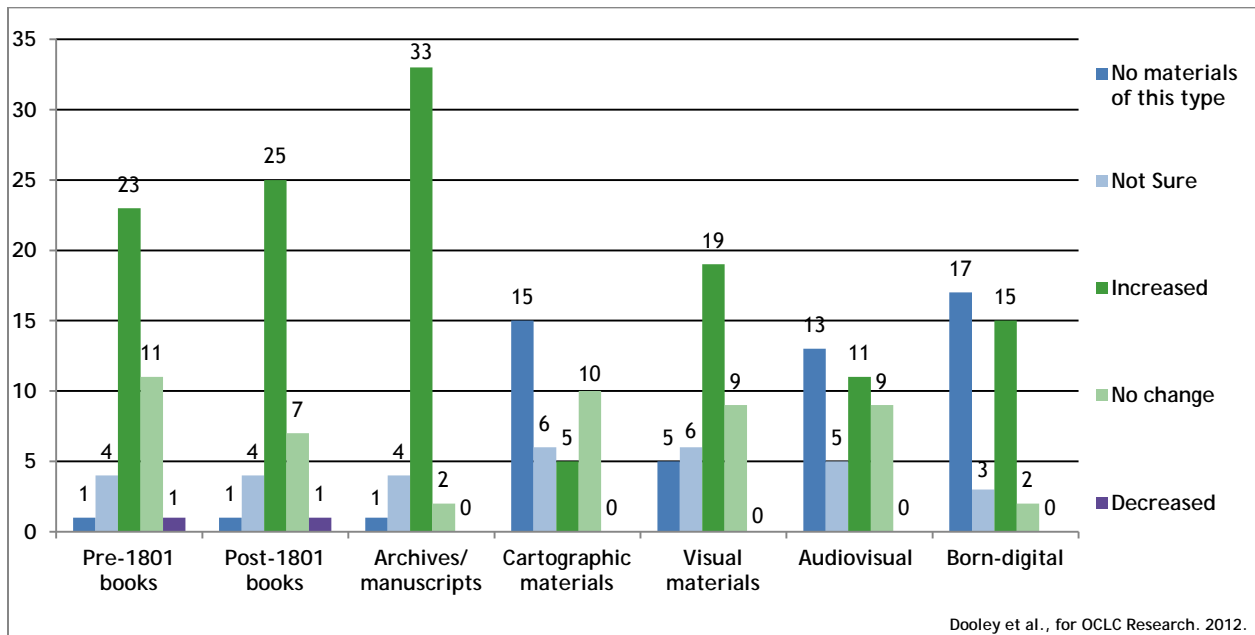
Figure 3.13. Non-RLUK change in onsite use by format (Q. 39, n=41)

Dooley et al., for OCLC Research. 2012.
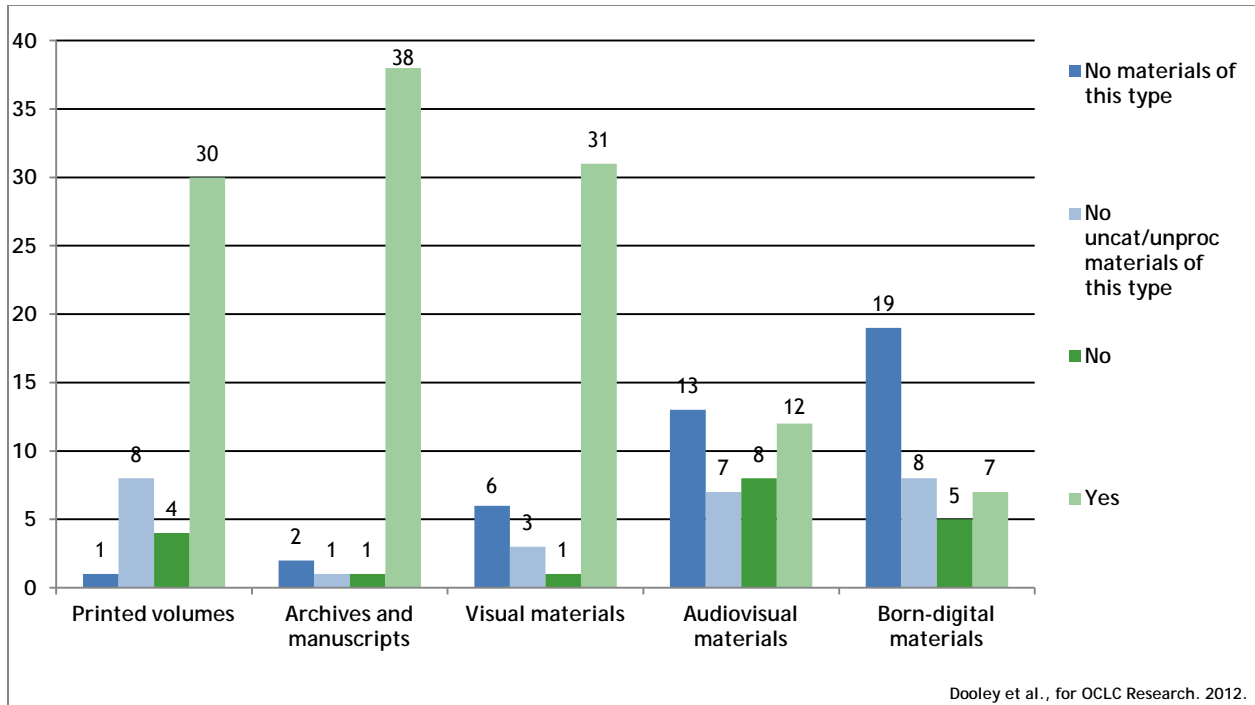
Figure 3.14. Non-RLUK access to uncatalogued/unprocessed materials (Q. 40, n=43)

Dooley et al., for OCLC Research. 2012.
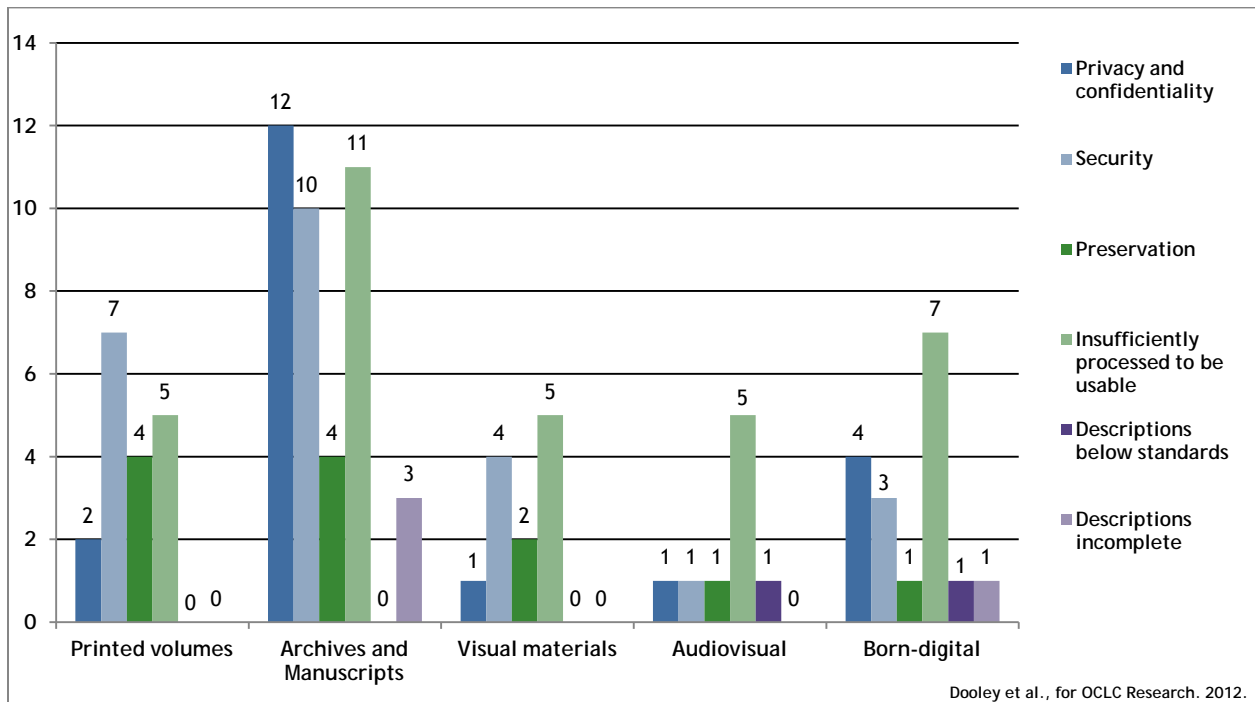
Figure 3.15. Non-RLUK reasons to disallow use of uncatalogued/unprocessed materials (Q. 41, n=18)

Dooley et al., for OCLC Research. 2012.
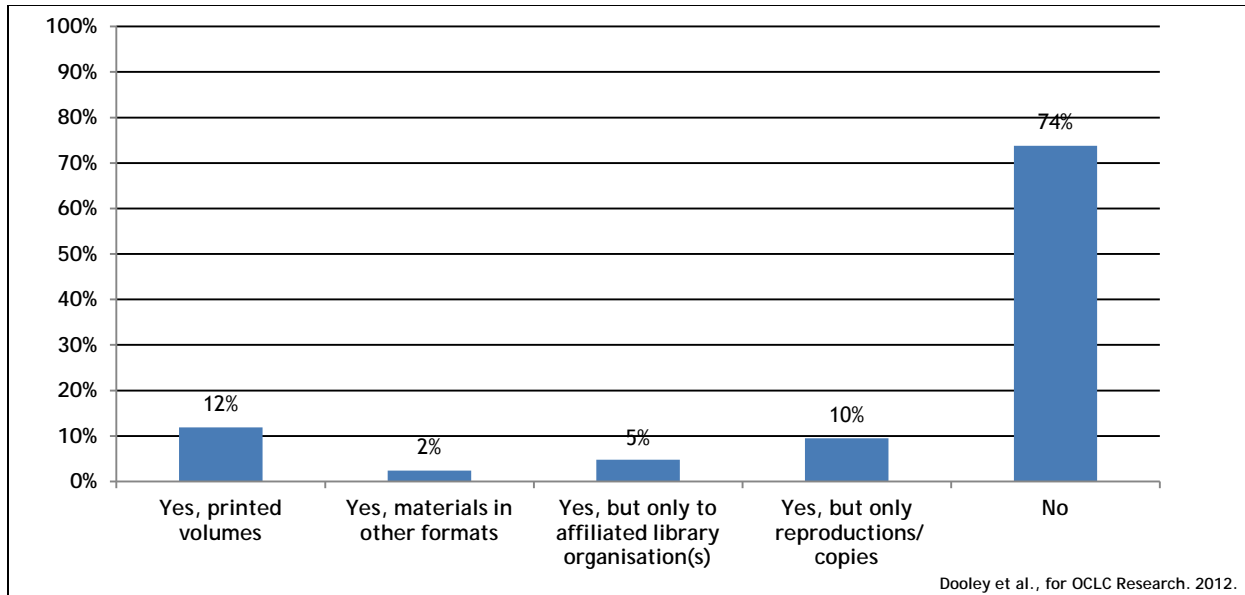
Figure 3.16. Non-RLUK interlibrary loan (Q. 42, n=42)

Dooley et al., for OCLC Research. 2012.
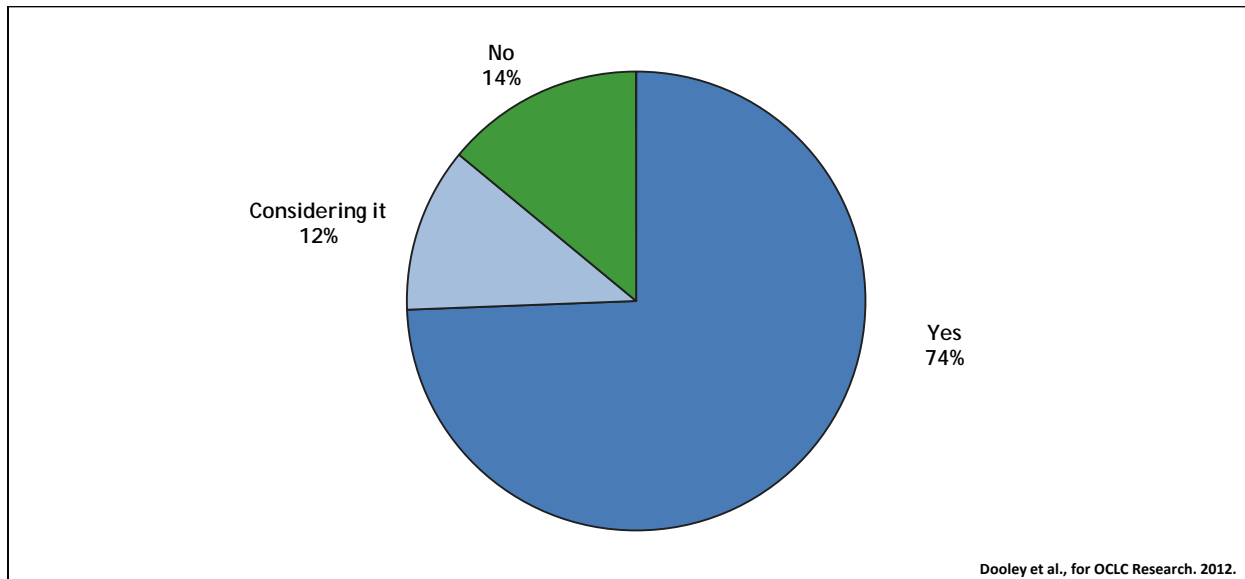
Figure 3.17. Non-RLUK use of digital cameras (Q. 43, n=43)

Dooley et al., for OCLC Research. 2012.
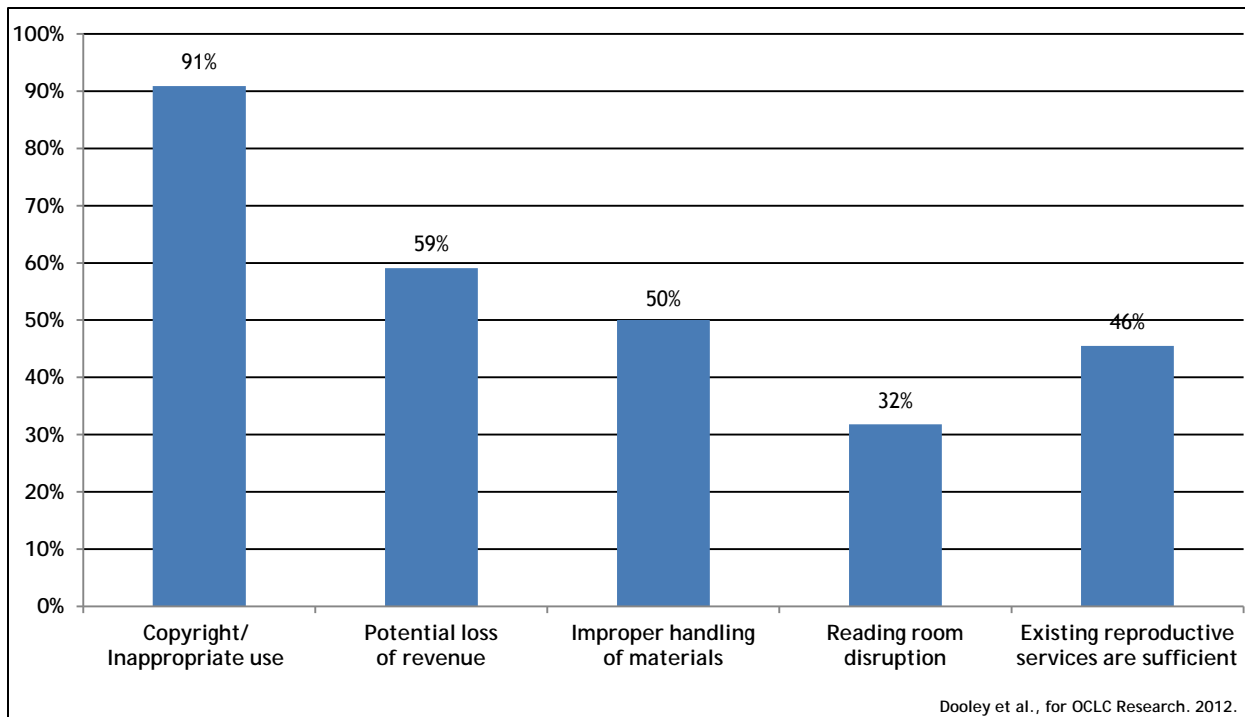
Figure 3.18. Non-RLUK reasons for disallowing digital cameras (Q. 44, n=22)

Dooley et al., for OCLC Research. 2012.
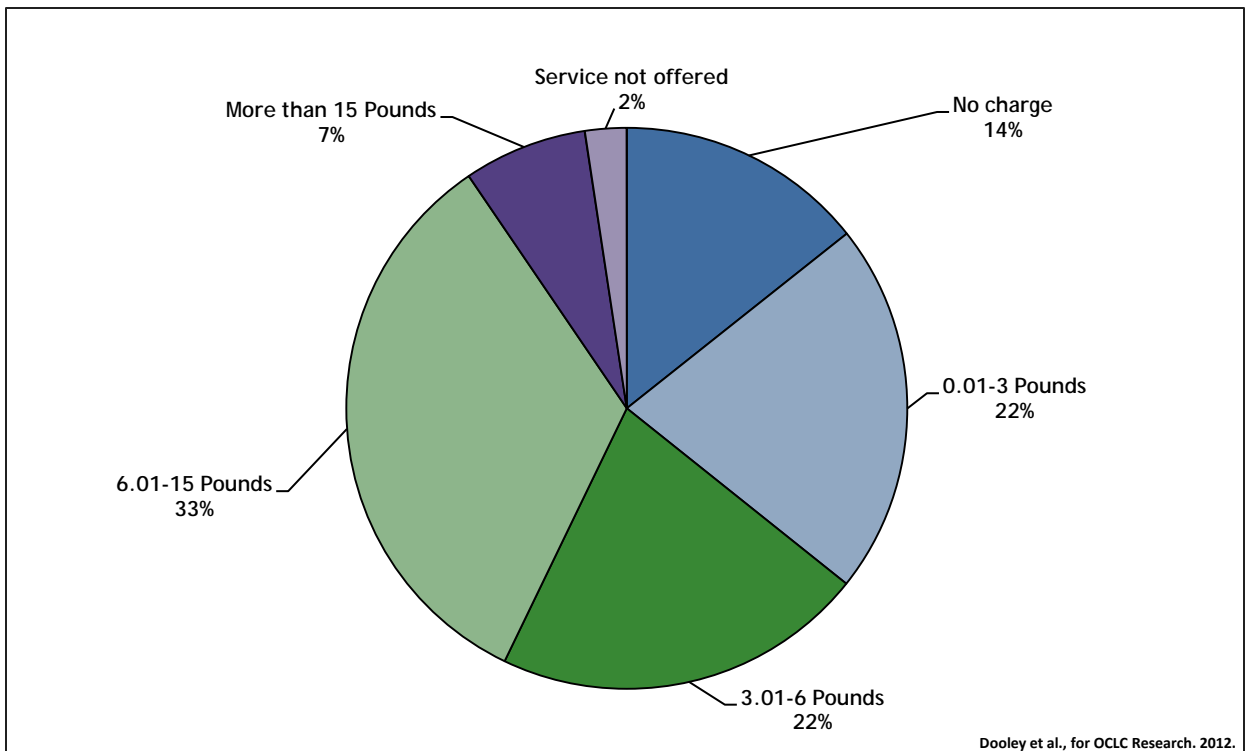
Figure 3.19. Non-RLUK average charge for a digital scan (Q. 46, n=42)

Dooley et al., for OCLC Research. 2012.
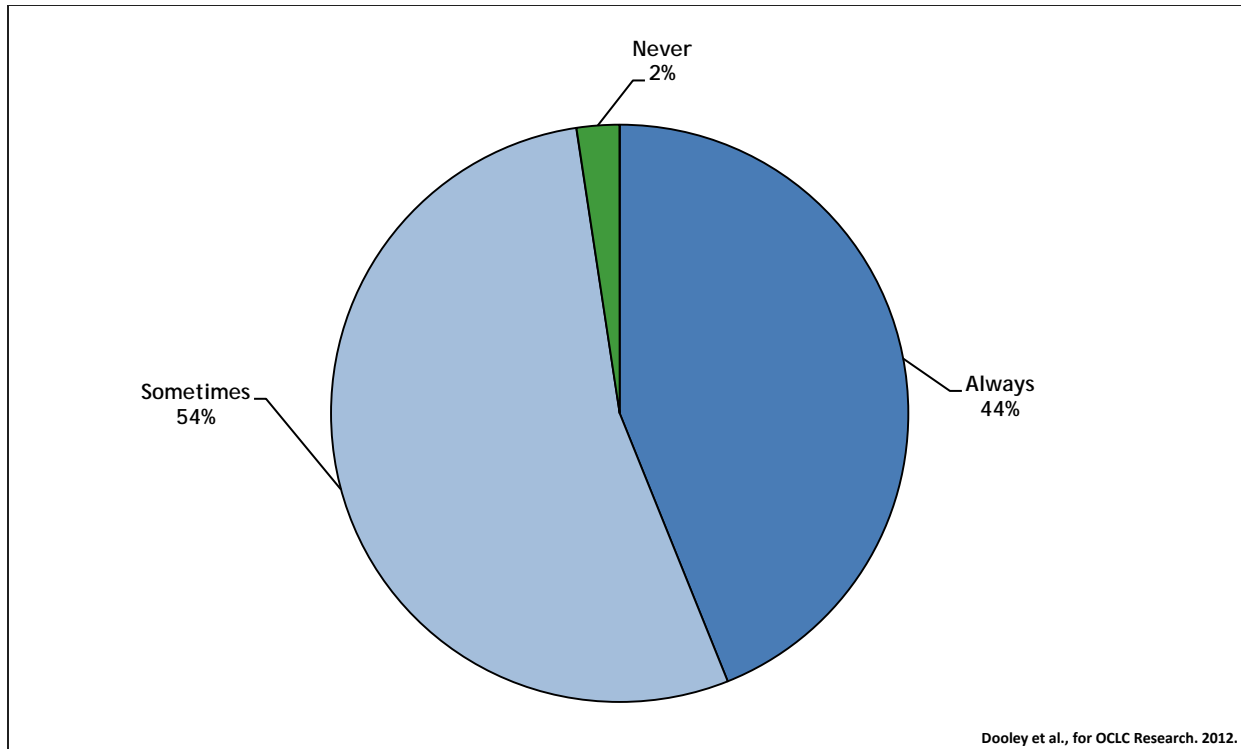
Figure 3.20. Non-RLUK digital scans retained? (Q. 47, n=41)

Dooley et al., for OCLC Research. 2012.
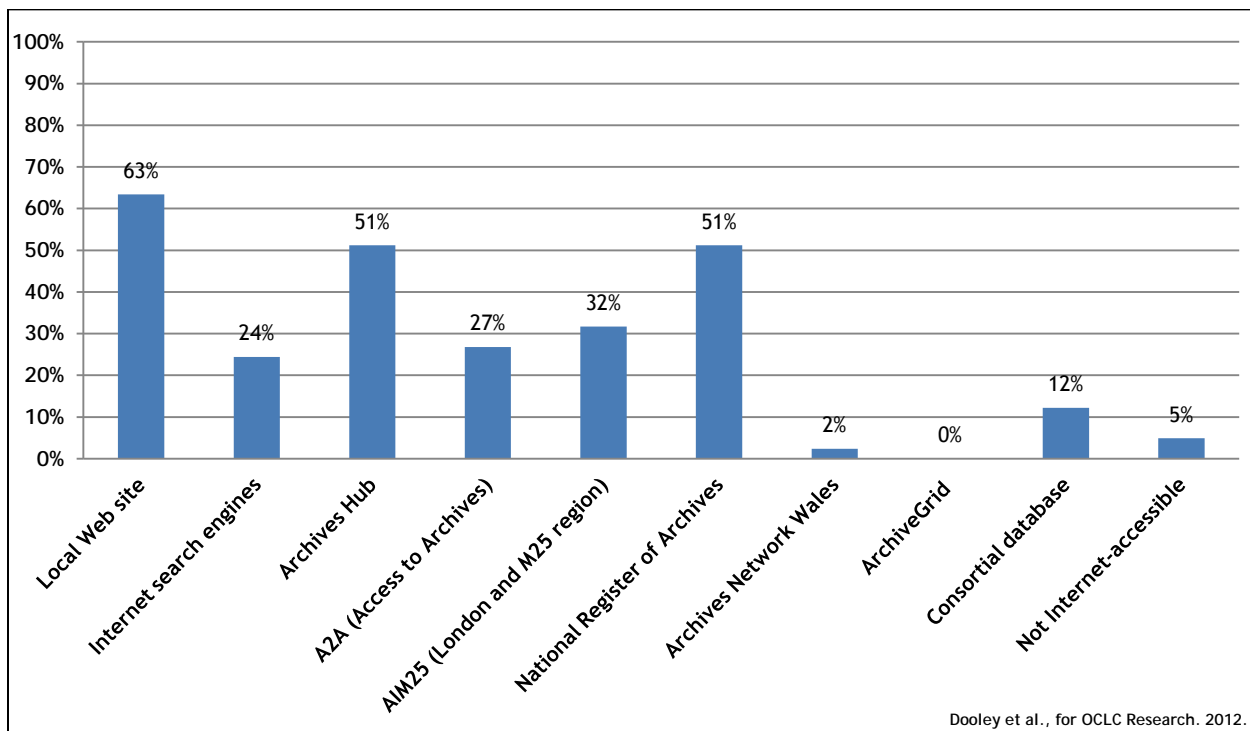
Figure 3.21. Non-RLUK Internet access to finding aids (Q. 48, n=41)

Dooley et al., for OCLC Research. 2012.
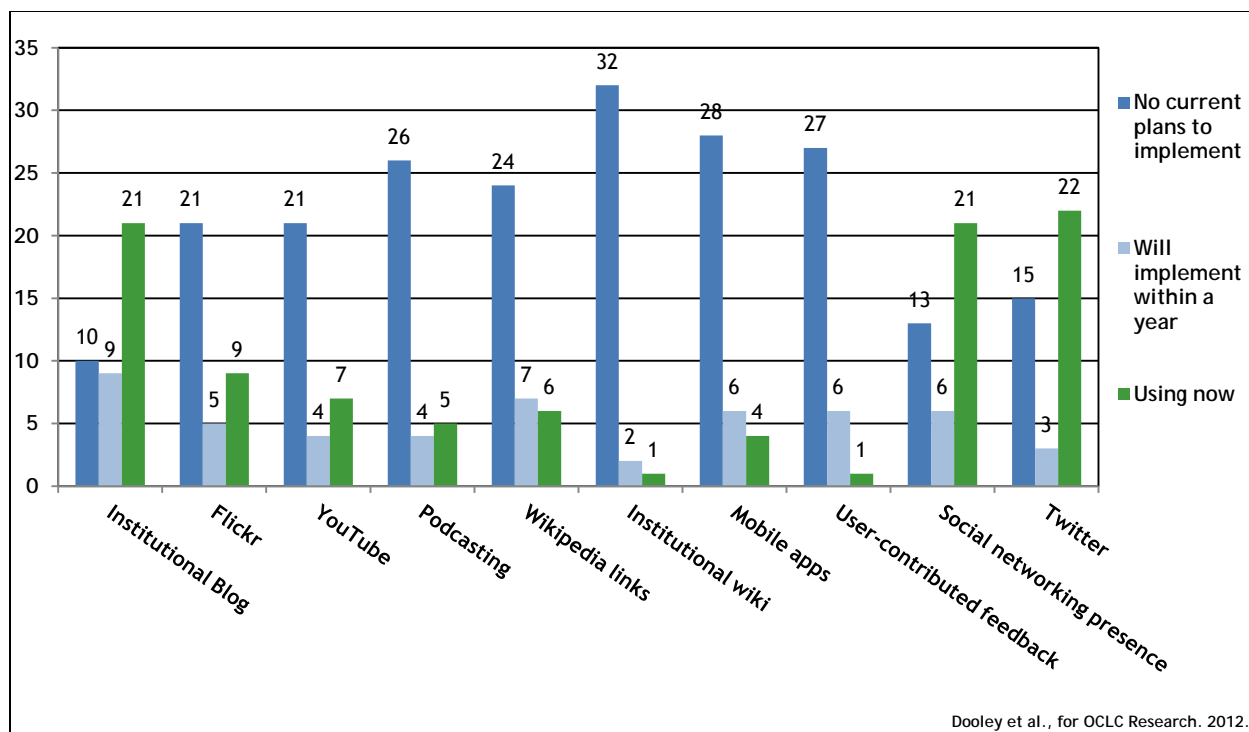
Figure 3.22. Non-RLUK use of social media (Q. 49, n=42)

Table 3.10. Non-RLUK presentations (Q. 50, n=43)

	n	Number of Presentations	Total Visits (%)	Mean	Median
College/University courses	40	384	18%	10	10
Others affiliated with responding institution	36	331	16%	9	0
Local schools	37	354	17%	10	0
Local community	36	560	27%	16	0
Other visitors	39	469	22%	12	10
Total		2,098	100%	56	20

Dooley et al., for OCLC Research. 2012.
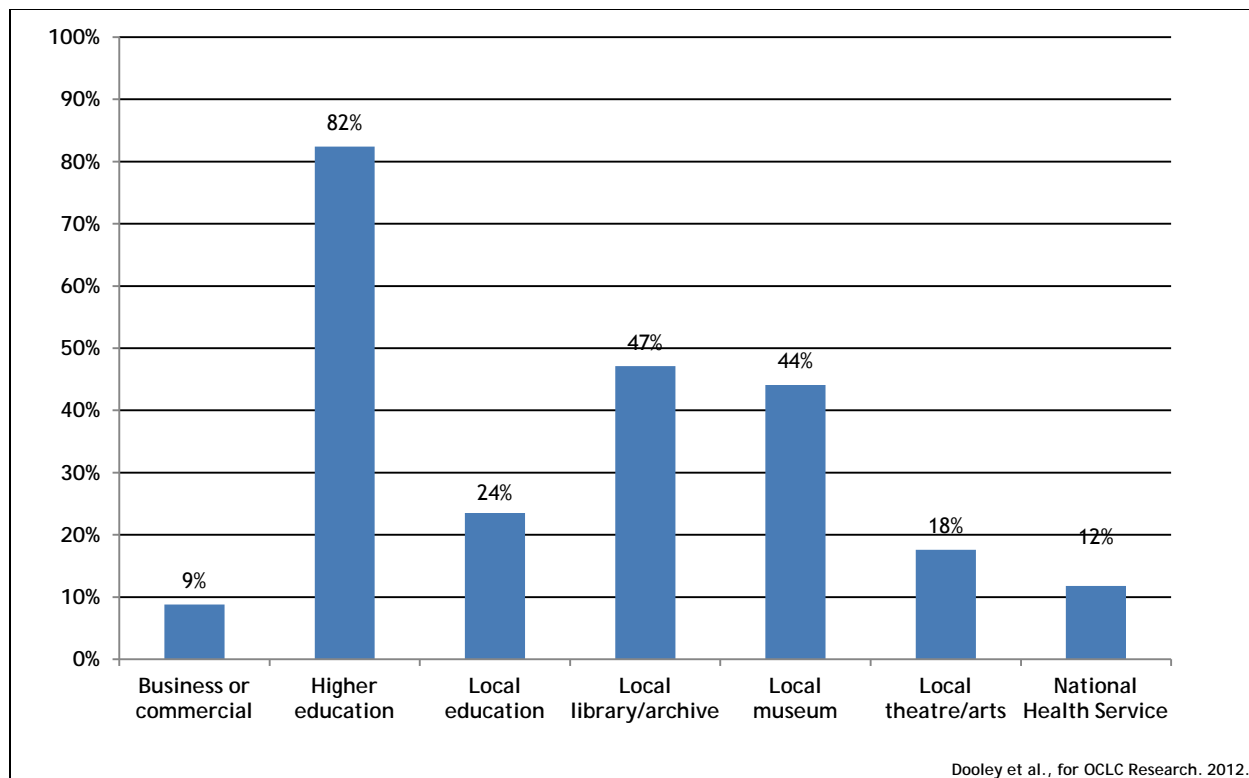
Figure 3.23. Non-RLUK key external cultural partners (Q. 52, n=34)

Cataloguing and Metadata

RLUK libraries have a far higher percentage of cataloguing records online than do non-RLUKs for all formats except visual materials and three-dimensional objects. The differences are dramatic for several formats, including archives and manuscripts (RLUK 72% online, non-RLUKs 52%), manuscripts catalogued as items (RLUK 61%, non-RLUK 34%), cartographic materials (RLUK 43%, non-RLUK 15%), and audiovisual materials (RLUK half, non-RLUK one-quarter).

On the other hand, RLUKs have a somewhat higher percentage of archival finding aids online (64%, as opposed to 53% for non-RLUKs).

A somewhat higher percentage of non-RLUK libraries have had success reducing their backlogs of printed volumes: 59%, as compared to 47% of RLUK members.

Table 3.11. Non-RLUK catalogue records (Q. 54-60)

Format	n	Online	Offline	No Records	Described within Archival Collections
Printed Volumes	38	71%	28%	6%	n/a
Archival collections	33	52%	30%	23%	n/a
Manuscripts (items)	25	34%	29%	11%	n/a
Cartographic materials	22	15%	13%	13%	21%
Visual materials	28	42%	21%	13%	34%
Audiovisual materials	24	26%	10%	16%	30%
Born-digital materials	20	23%	0%	15%	23%

Table 3.12. Non-RLUK archival finding aids (Q. 61, n=11)

Format	Internet Finding Aid	Non-Internet Finding Aid	No Finding Aid
Archival and manuscript Collections	33%	0%	17%
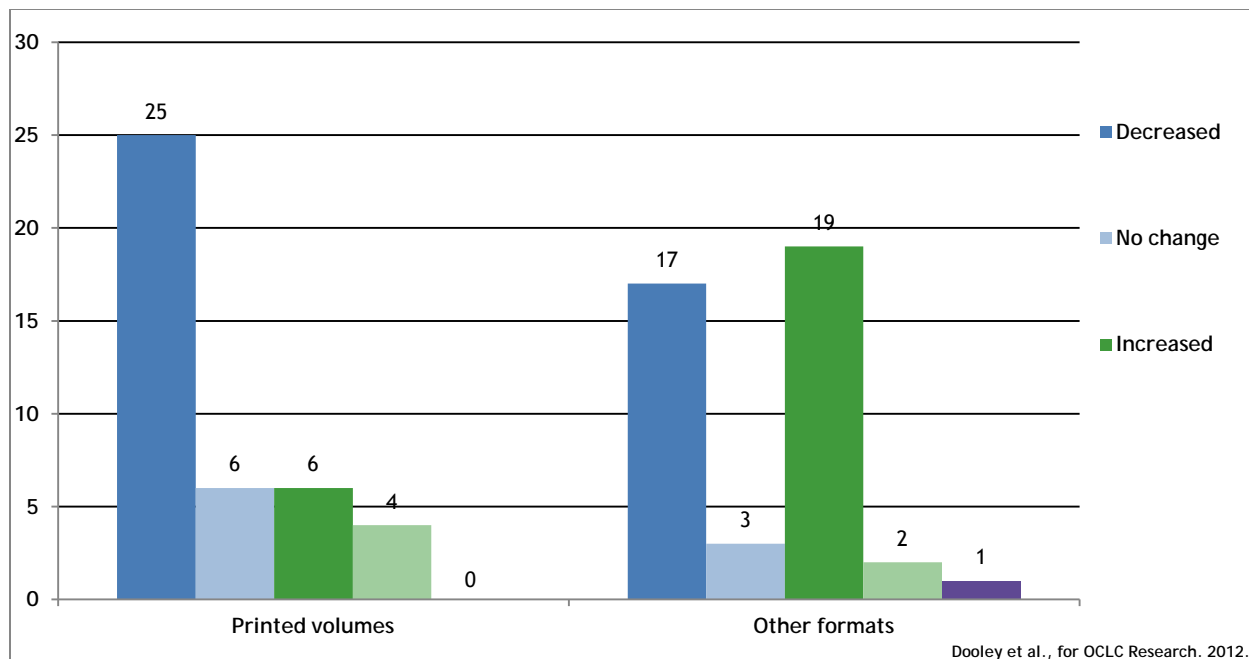
Figure 3.24. Non-RLUK change in size of backlogs (Q. 62, n=42)

Archival Collections

Far more RLUK libraries are using simplified methodologies for processing archival collections (88%), as compared to non-RLUK libraries (56%). It is possible that this is relevant to the somewhat higher percentage of non-RLUKs that have not been able to reduce their backlogs of archival and other special format materials.

Far more RLUKs (69%) use the Encoded Archival Description (EAD) standard for archival finding aids than do non-RLUKs (40%). This reflects the fact that adoption of standards tends to be more prevalent in the academic library sector than it is elsewhere.

Far more non-RLUK libraries (three-quarters) are responsible for records management than is the case for RLUK members (35%). This is likely because the non-RLUKs are far smaller institutions in which there is no likely administrative home for this activity other than the library.

Dooley et al., for OCLC Research. 2012.
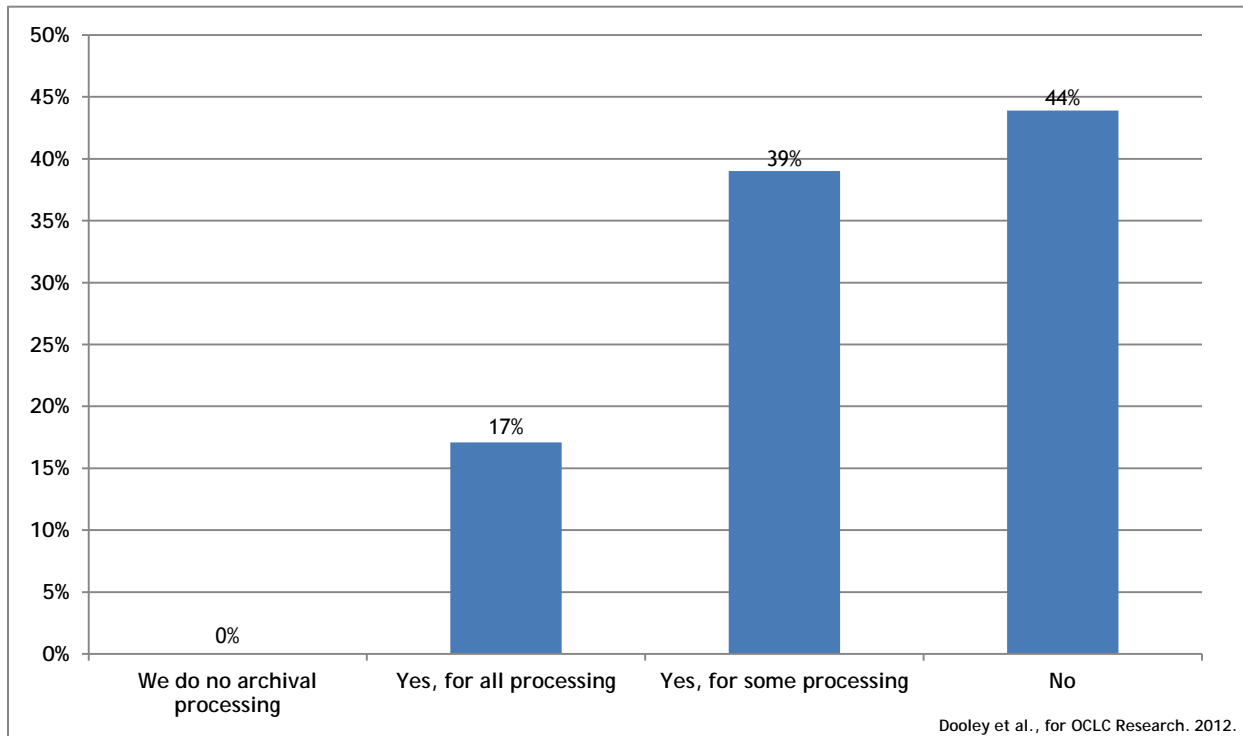
Figure 3.25. Non-RLUK simplified archival processing (Q. 64, n=41)

Dooley et al., for OCLC Research. 2012.
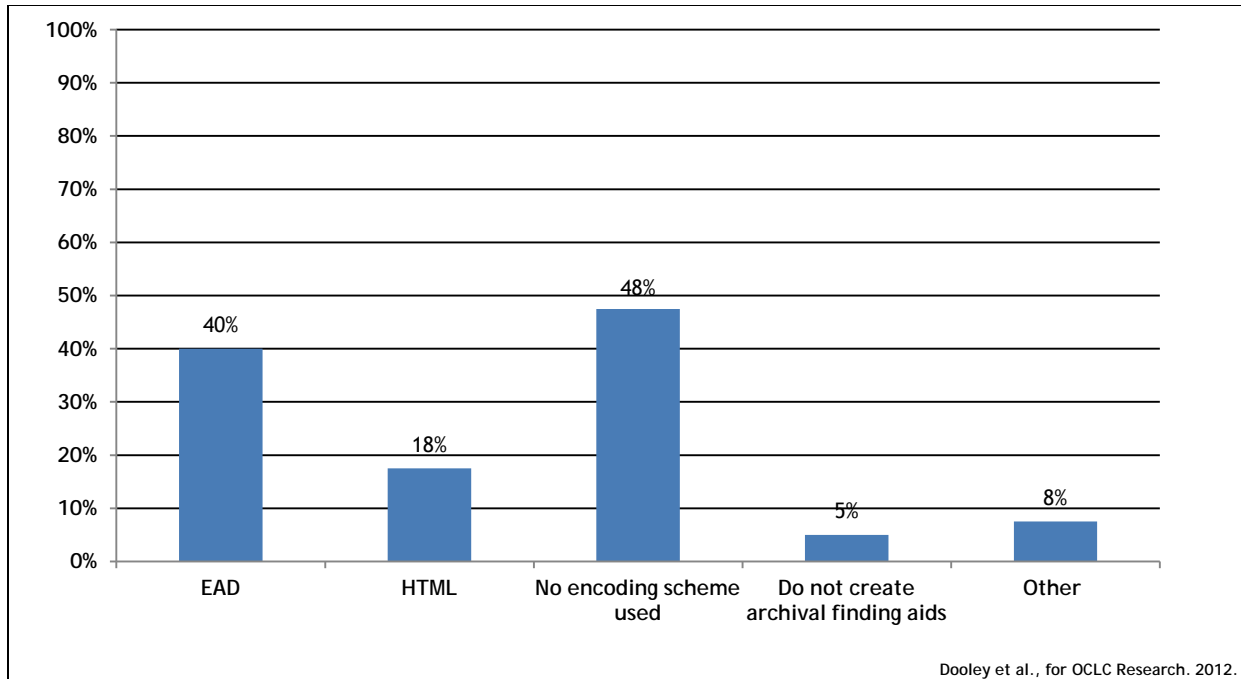
Figure 3.26. Non-RLUK encoding of archival finding aids (Q. 65, n=40)

Dooley et al., for OCLC Research. 2012.
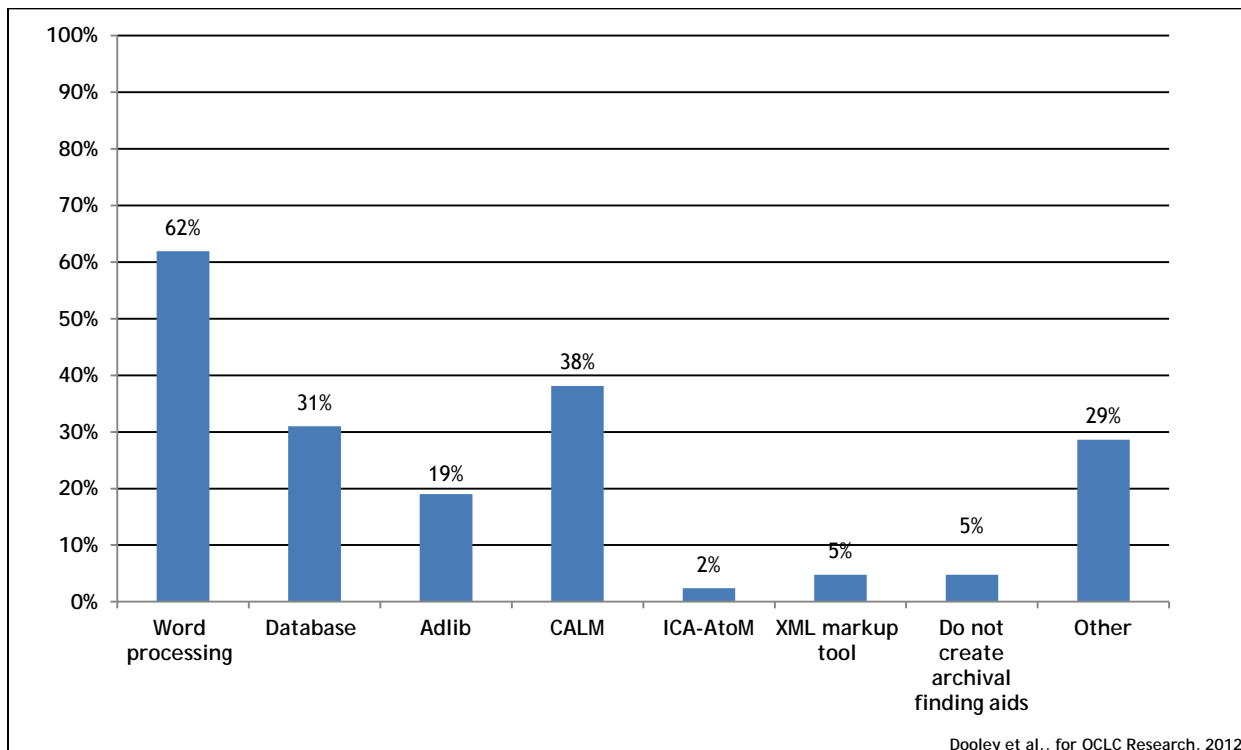
Figure 3.27. Non-RLUK software for creating finding aids (Q. 66, n=42)

Dooley et al., for OCLC Research. 2012.
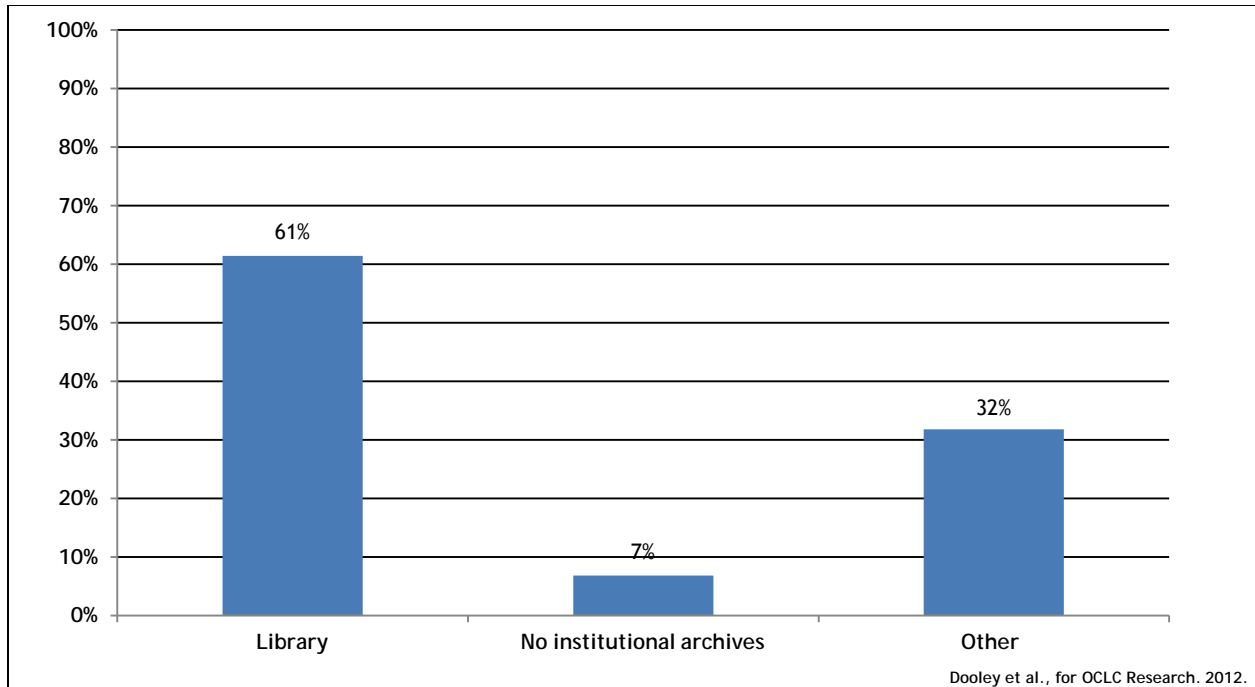
Figure 3.28. Non-RLUK institutional archives reporting line (Q. 67, n=44)

Dooley et al., for OCLC Research. 2012.
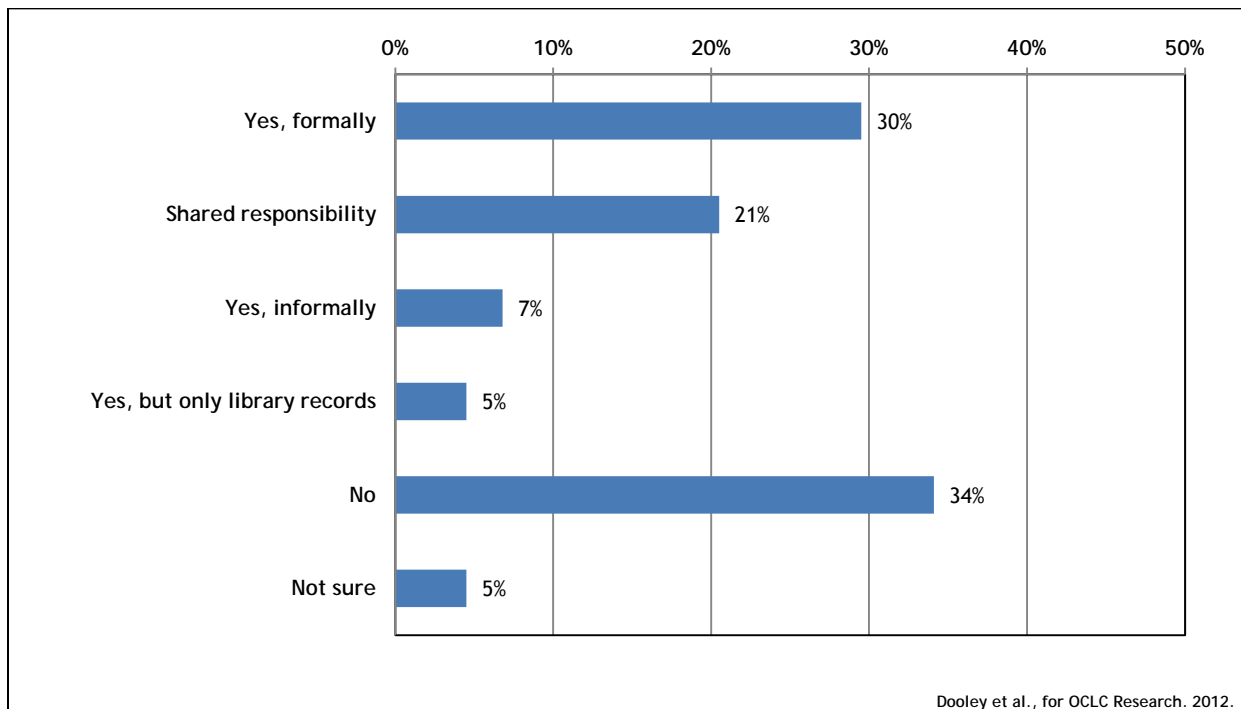
Figure 3.29. Non-RLUK responsibility for records management (Q. 68, n=44)

Digitisation

The data for all the questions in this section indicate that RLUK members have considerably more organisational structure and activity in digitisation than do non-RLUK libraries. An active library-wide digitisation program is in place at two-thirds of RLUKs, as compared to one-third of other respondents.

Twice as many RLUKs (47%) report that they have completed large-scale digitisation projects, as compared to less than one-quarter of non-RLUKs. This is possibly related to the fact that far more RLUKs have a recurring budget for digitisation: one-third, as compared to only 9% of other respondents.

In addition, many more RLUKs (53%) have contracts with commercial vendors to digitise special collections material and then sell access, as compared to 16% of non-RLUKs. Income from such arrangements is a major source of earned income for some independent libraries in the US, which, like many non-RLUKs, have extremely deep collections in particular subject areas and are thus attractive to vendors seeking in-depth, high-calibre collections to digitise.

Dooley et al., for OCLC Research. 2012.
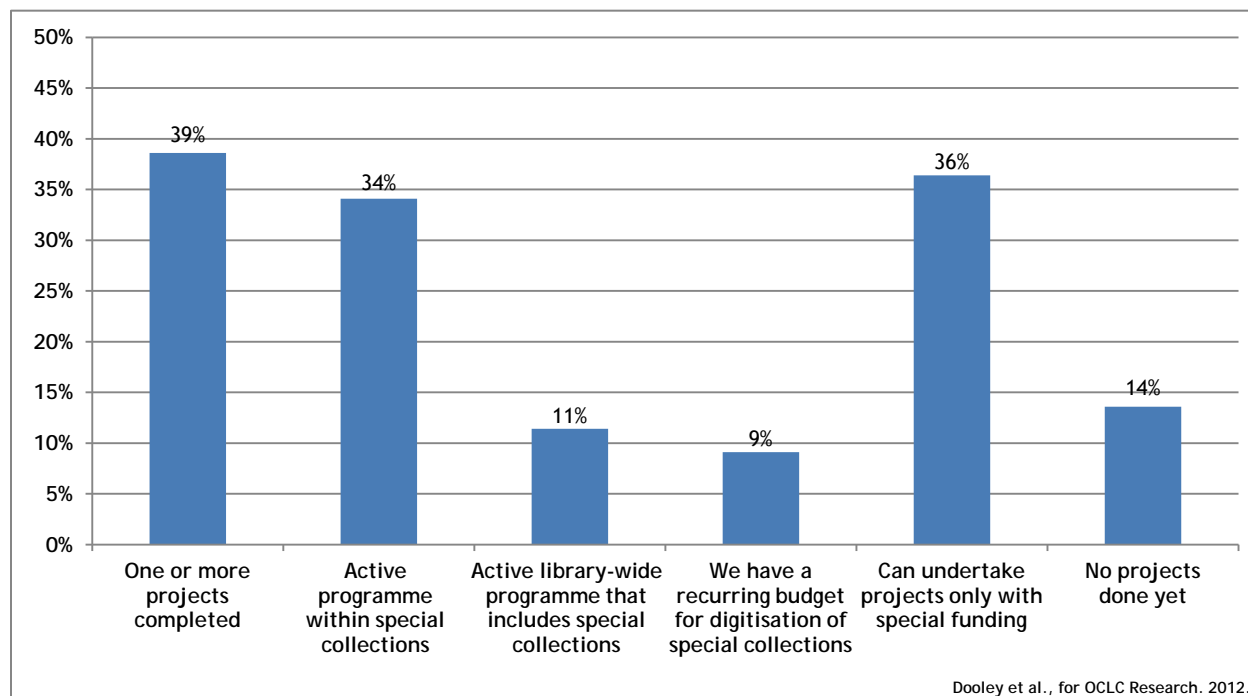
Figure 3.30. Non-RLUK digitisation programmes (Q. 70, n=44)

Dooley et al., for OCLC Research. 2012.
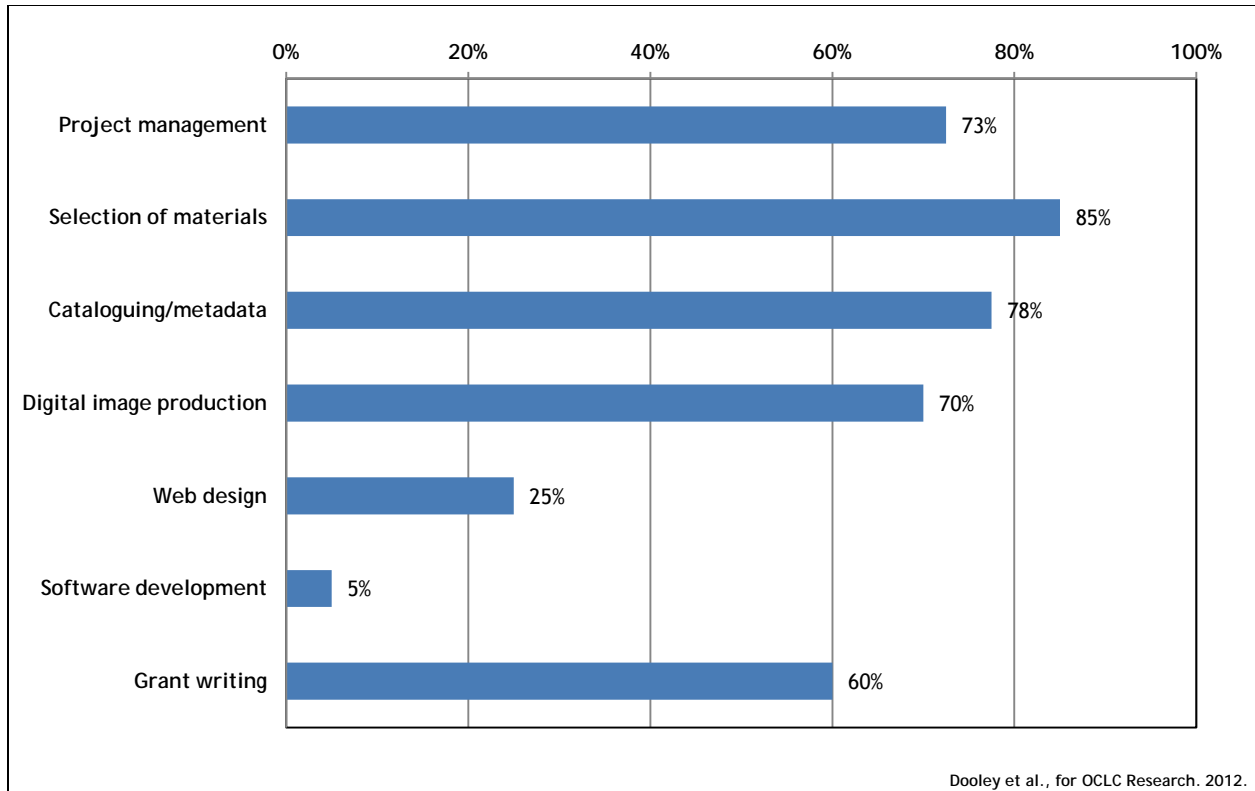
Figure 3.31. Non-RLUK involvement in digitisation projects (Q. 71, n=40)

Dooley et al., for OCLC Research. 2012.
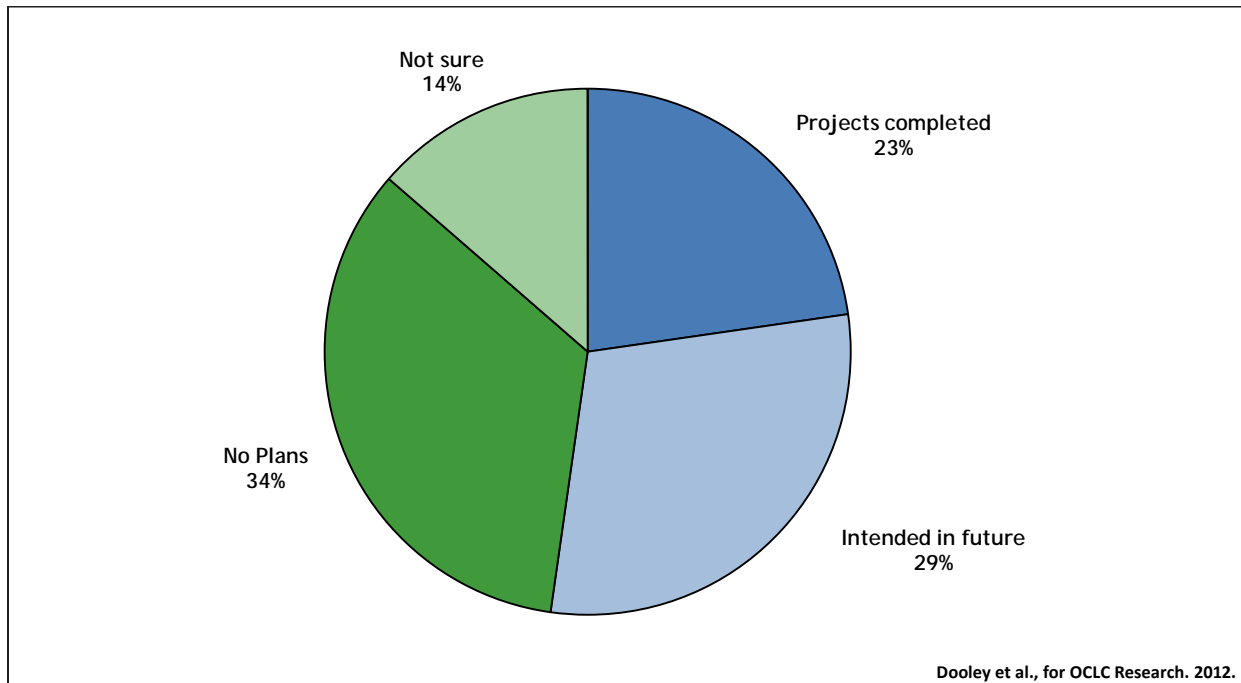
Figure 3.32. Non-RLUK large-scale digitisation (Q. 72, n=44)

Dooley et al., for OCLC Research. 2012.
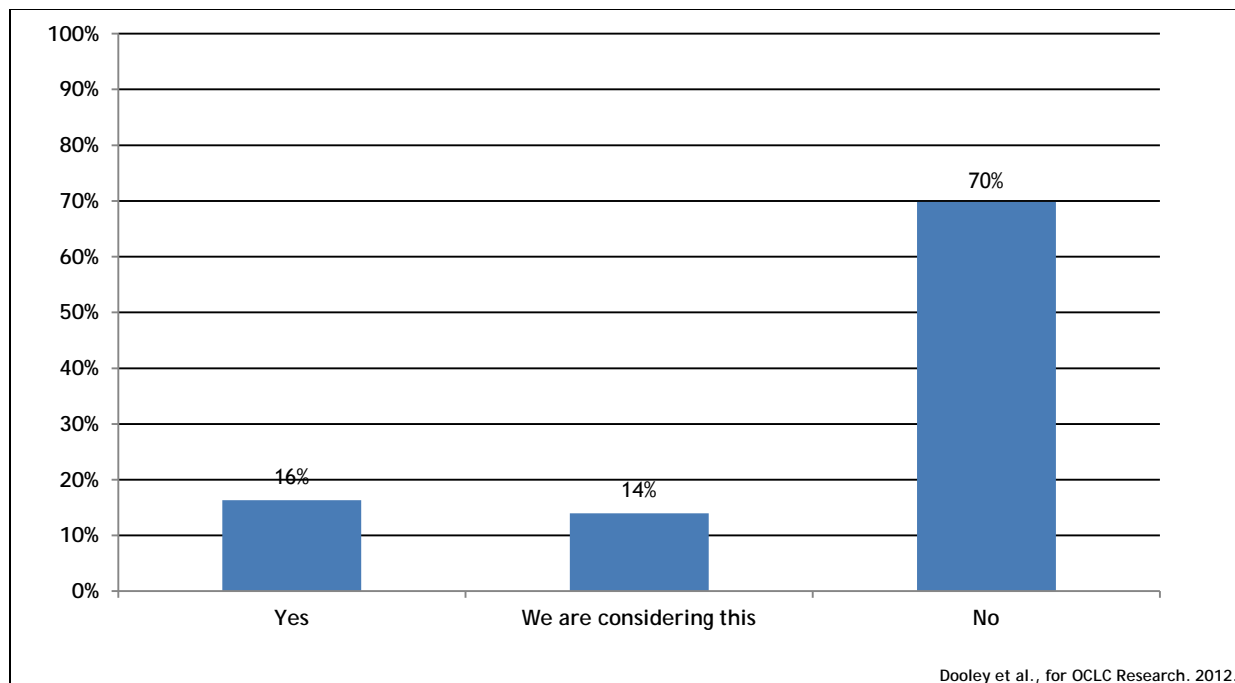
Figure 3.33. Non-RLUK licensing contracts for digitisation (Q. 73, n=43)

Born-digital materials

Many more RLUK libraries have a born-digital strategy in place or in preparation (69%) than do non-RLUKS (30%). Similar percentages separate the two populations with regard to those institutions that have assigned responsibility for born-digital management to a unit somewhere in the institution (RLUK three-quarters, non-RLUK one-quarter). In addition, far more RLUK members have already collected born-digital materials, and in more formats, than have non-RLUKs. It appears that this issue has yet to rise to the level of an urgent priority at few non-RLUK institutions. In fact, 11% of non-RLUKs feel that born-digital management does not apply in their situation.

Ninety-percent of RLUK libraries have an institutional repository, as compared to half of non-RLUKs. This is not surprising, given that the academic sector has given a very high priority to such repositories, while other types of institutions have not. In fact, 50% is surprisingly high.

Dooley et al., for OCLC Research. 2012.
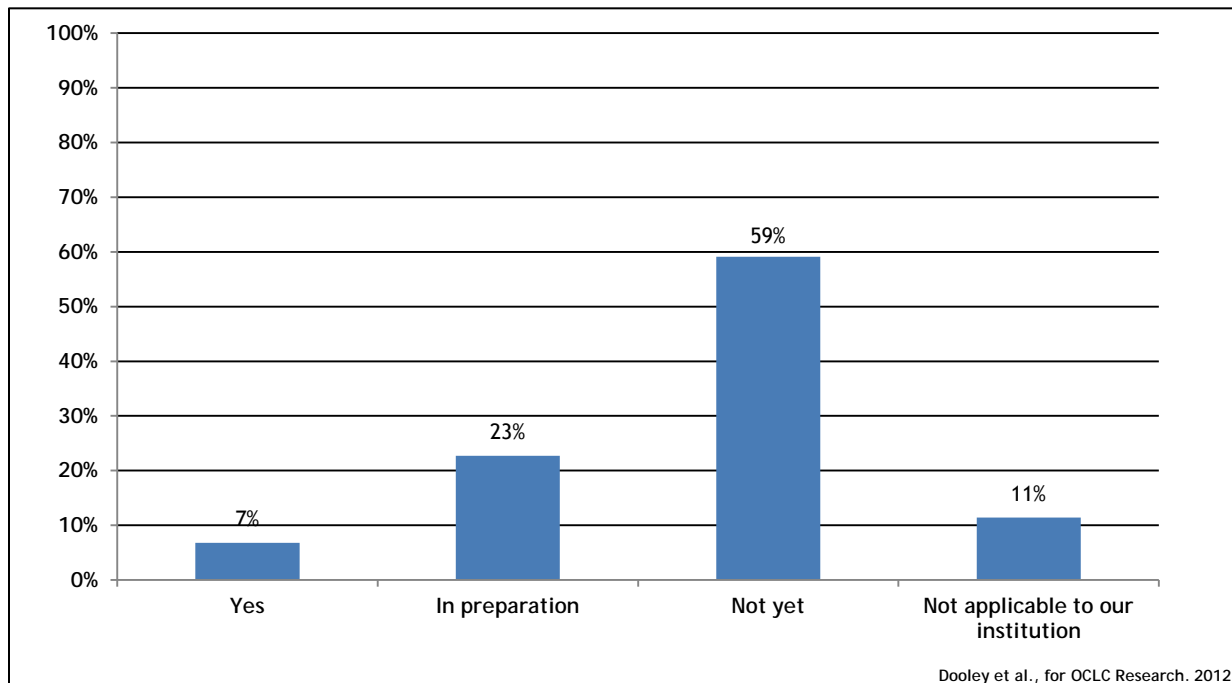
Figure 3.34. Non-RLUK born-digital management strategy (Q. 75, n=44)

Dooley et al., for OCLC Research. 2012.
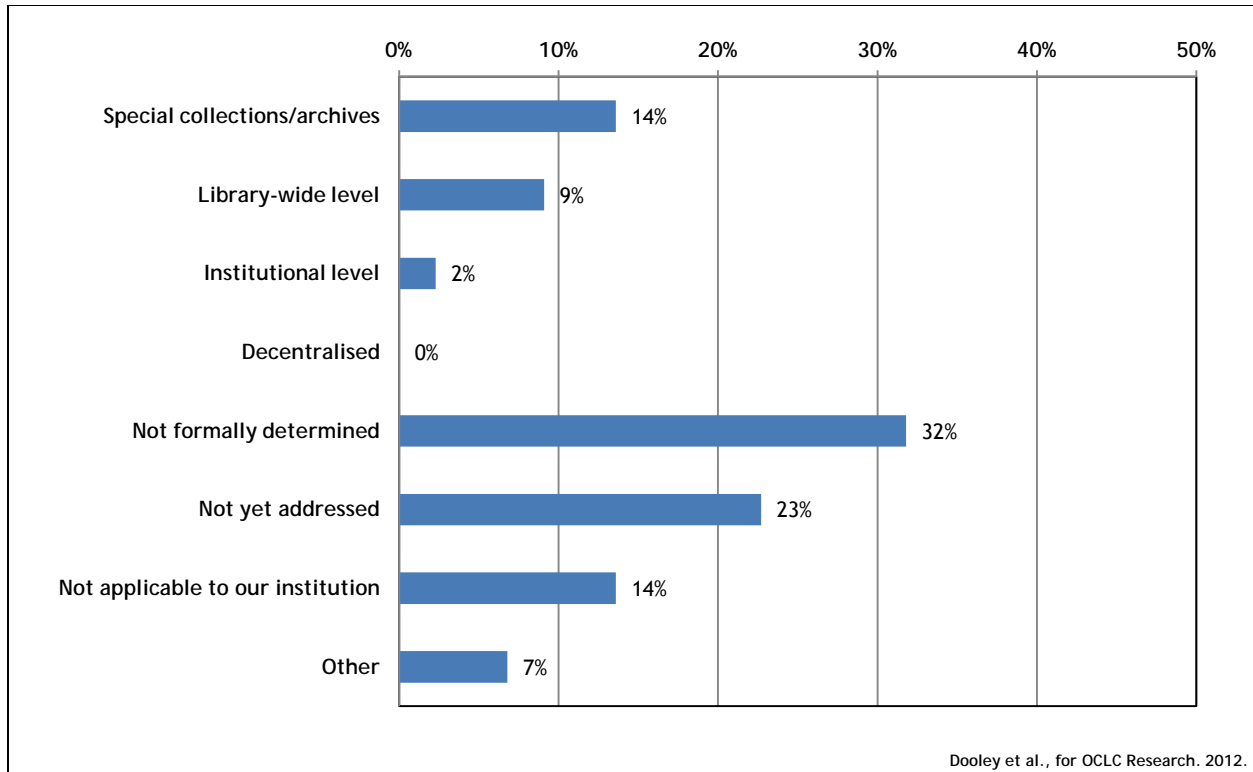
Figure 3.35. Non-RLUK responsibility for born-digital materials (Q. 76, n=44)

Dooley et al., for OCLC Research. 2012.
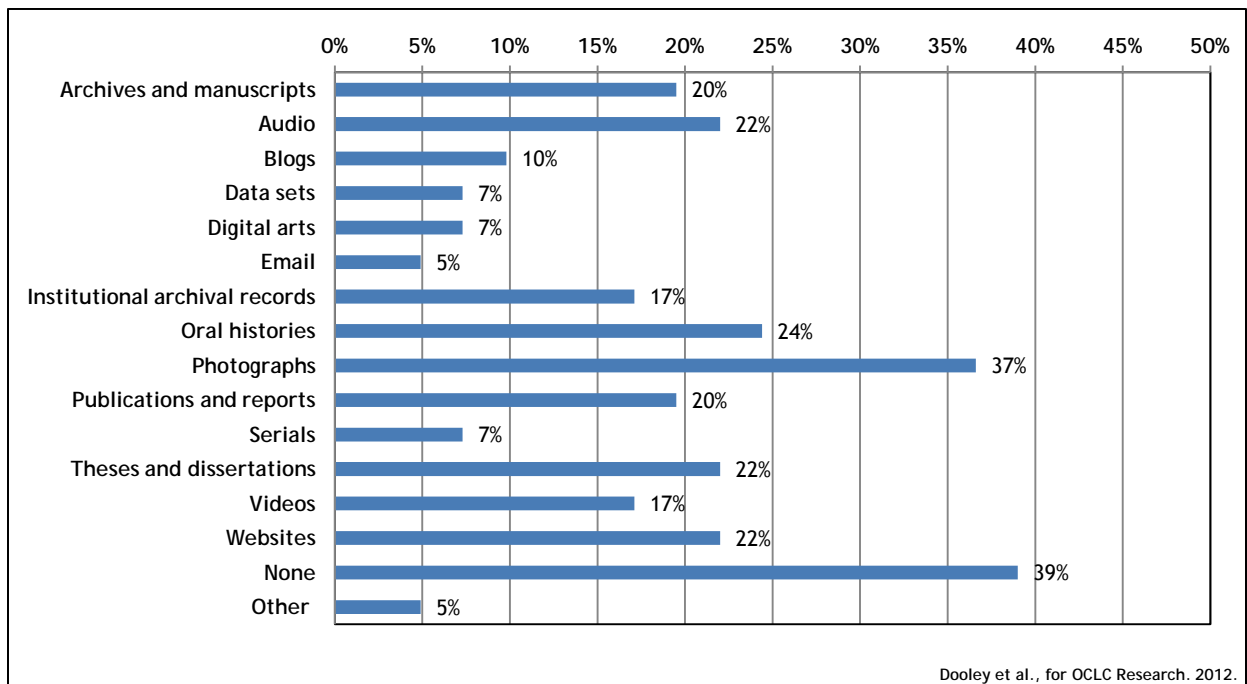
Figure 3.36. Non-RLUK born-digital archival materials held (Q. 77, n=41)

Dooley et al., for OCLC Research. 2012.
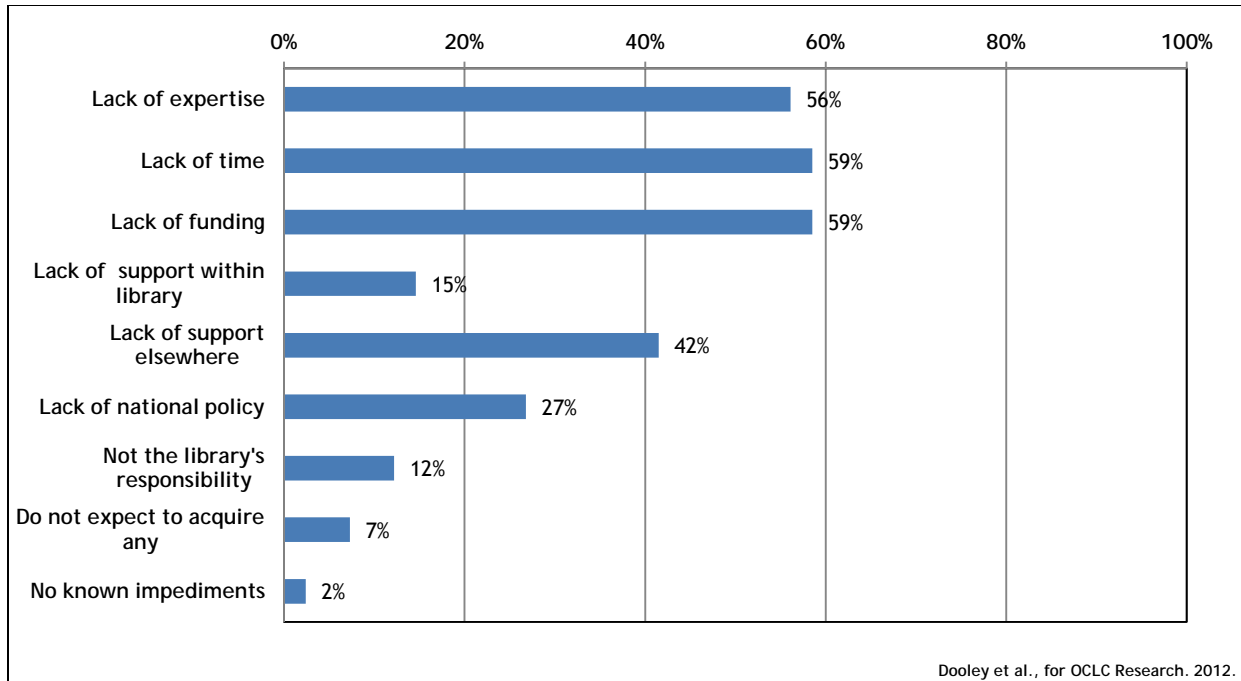
Figure 3.37. Non-RLUK impediments to born-digital management (Q. 78, n=41)

Dooley et al., for OCLC Research. 2012.
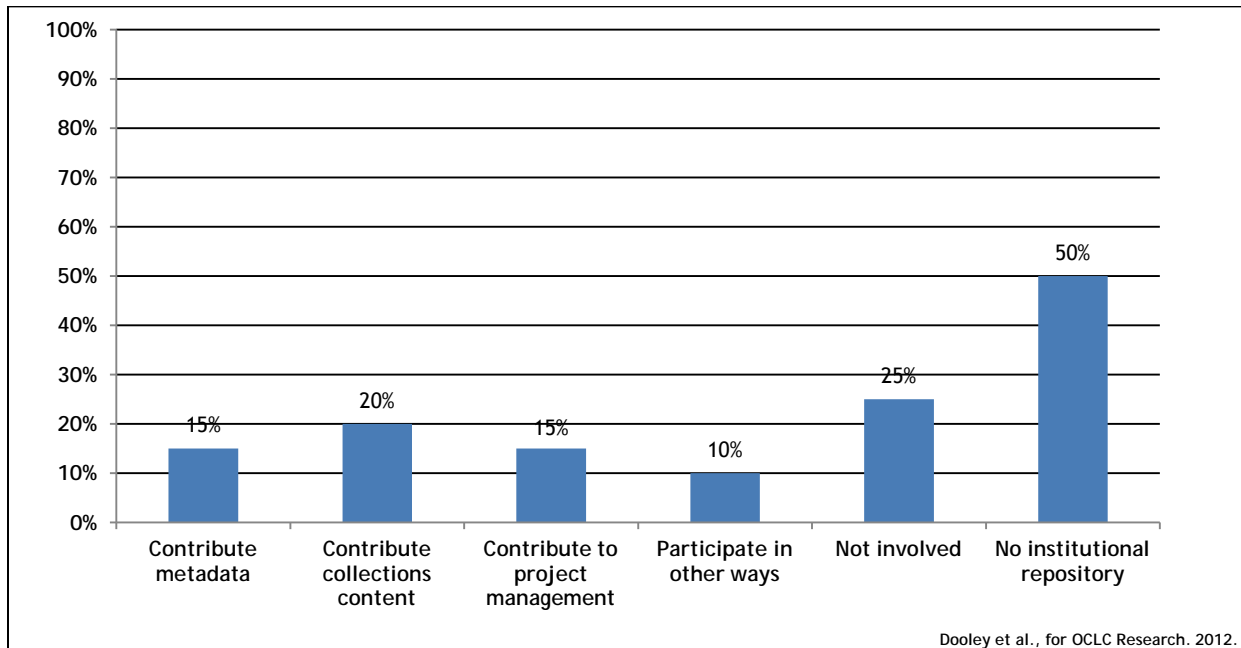
Figure 3.38. Non-RLUK institutional repositories (Q. 79, n=40)

Staffing

RLUK members have more than twice the mean number of staff (19.3) than do non-RLUKs (7.5).

The patterns of change in number of staff are very different between the two groups. For example, while only one-third of non-RLUKs have seen an increase in the number of professional staff, half of RLUK members have had an increase. Similarly, only 17% of non-RLUKS have been able to increase the number of support staff, as compared to 45% of RLUKs. We noted earlier than many more non-RLUK libraries have seen their budgets decrease over the past decade, which is almost certainly a relevant factor.

RLUKs have a mean number of ten temporary professional staff members, as compared to a mean of one for the non-RLUKs. This may reflect the fact that RLUKs have far more funds from endowments and grants.

The top three educational and training needs reported are the same for both groups: born-digital management, fundraising, and intellectual property. A far higher percentage of non-RLUKs reported needs for archival processing (24%) and preservation (35%), while higher percentages of RLUKs need more knowledge of foreign languages, management/supervision, public relations, and teaching.

Table 3.13. Non-RLUK mean and median number of staff FTE (Q. 81, n=37; Q. 83, n=34)

Staff Type	Permanent		Temporary		Total	
	Mean	Median	Mean	Median	Mean	Median
Professional	3.4	1.6	1.1	0.8	4.4	2.4
Support	4.1	1	0.9	0	4.9	1
Total	7.4	2.6	1.9	0.8	9.4	3.4

Dooley et al., for OCLC Research. 2012.
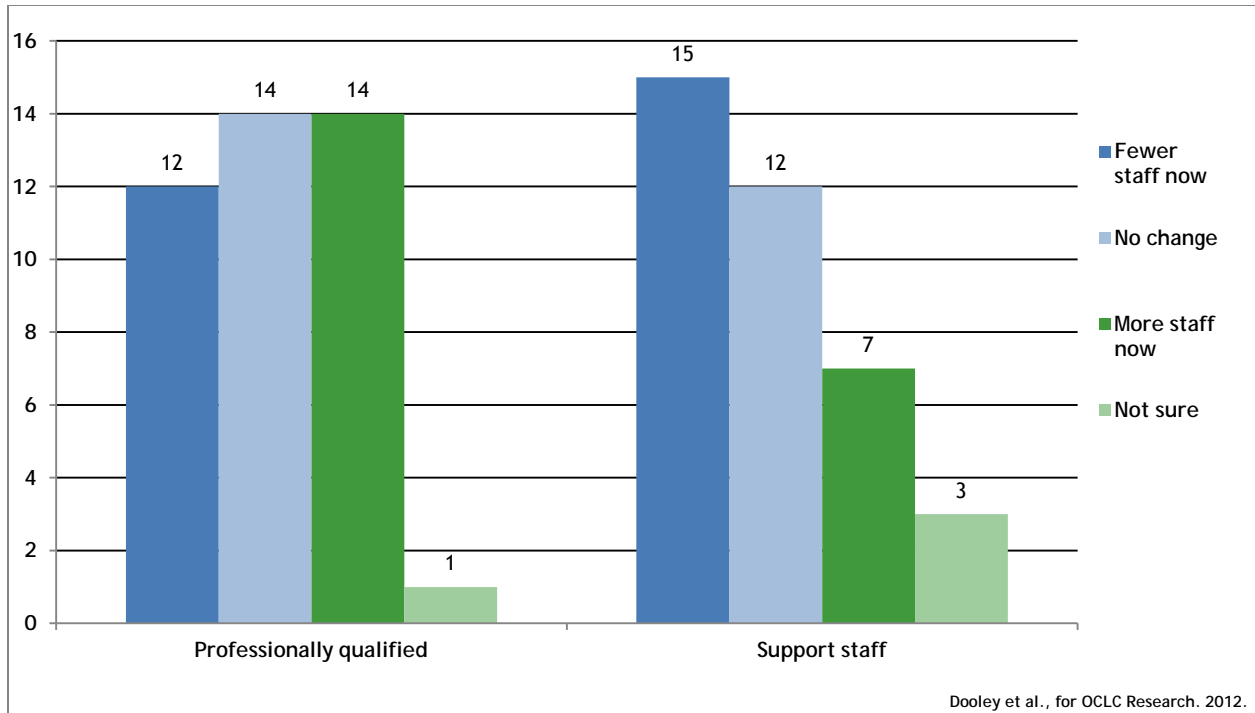
Figure 3.39. Non-RLUK change in number of staff (Q. 82, n=41)

Dooley et al., for OCLC Research. 2012.
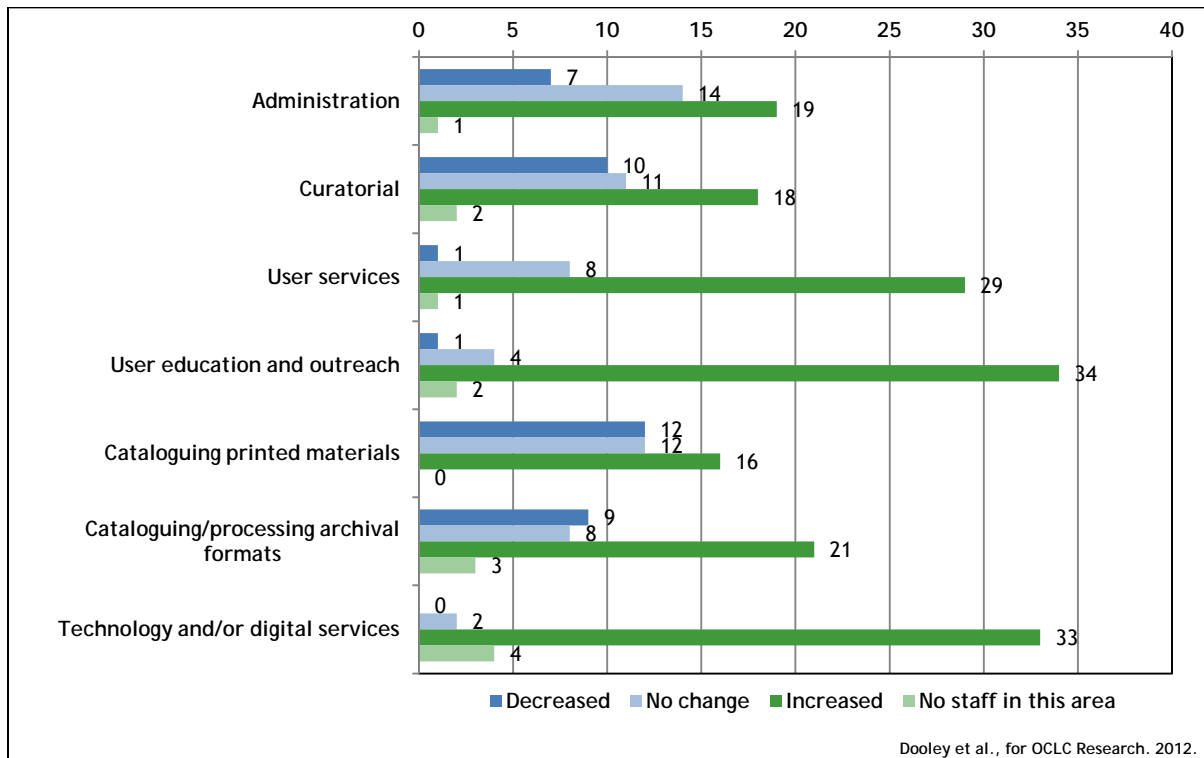
Figure 3.40. Non-RLUK change in allocation of staff time (Q. 86, n=41)

Dooley et al., for OCLC Research. 2012.
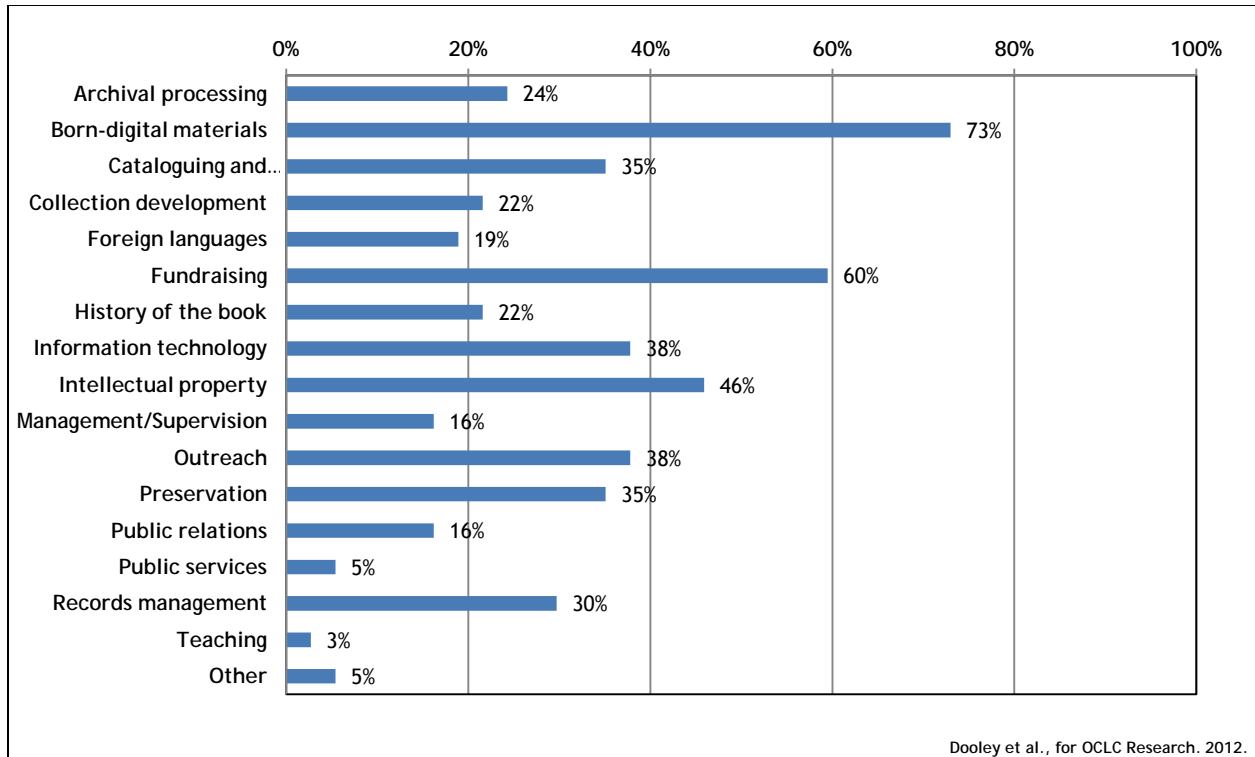
Figure 3.41. Non-RLUK education and training needs (Q. 87, n=37)

Dooley et al., for OCLC Research. 2012.
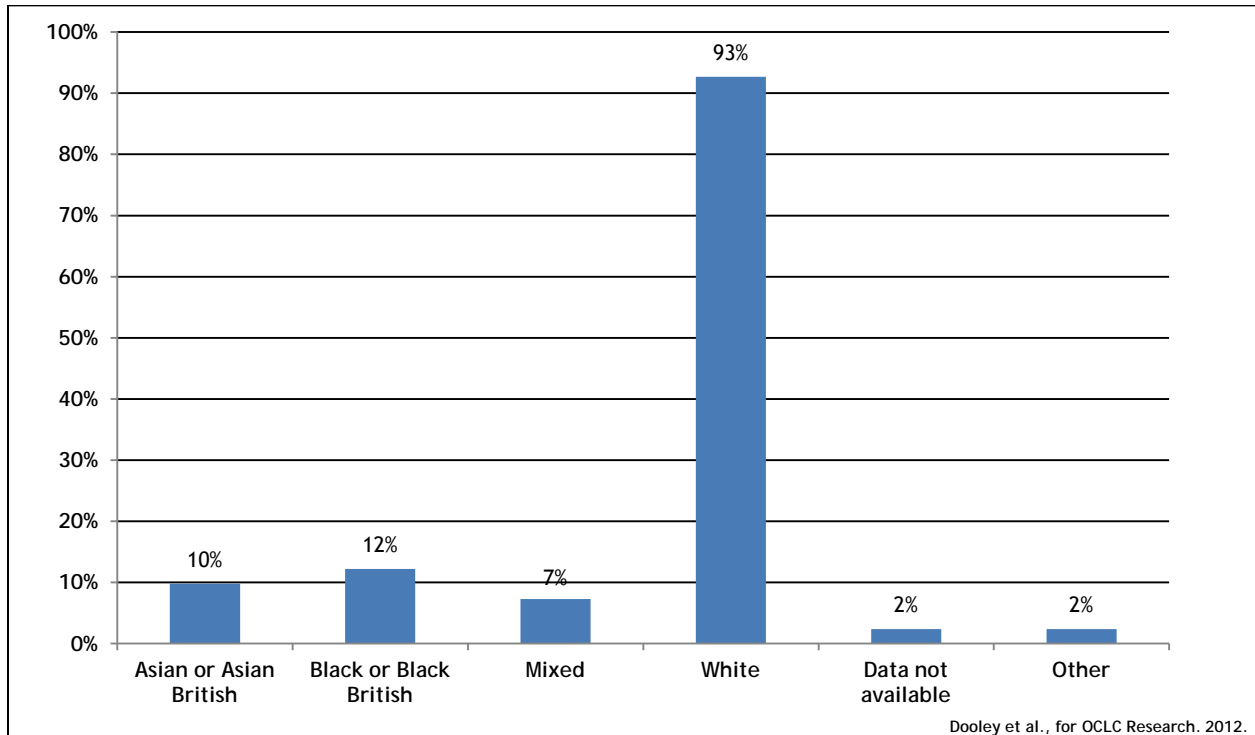
Figure 3.42. Non-RLUK demographic diversity (Q. 85, n=41)

Dooley et al., for OCLC Research. 2012.
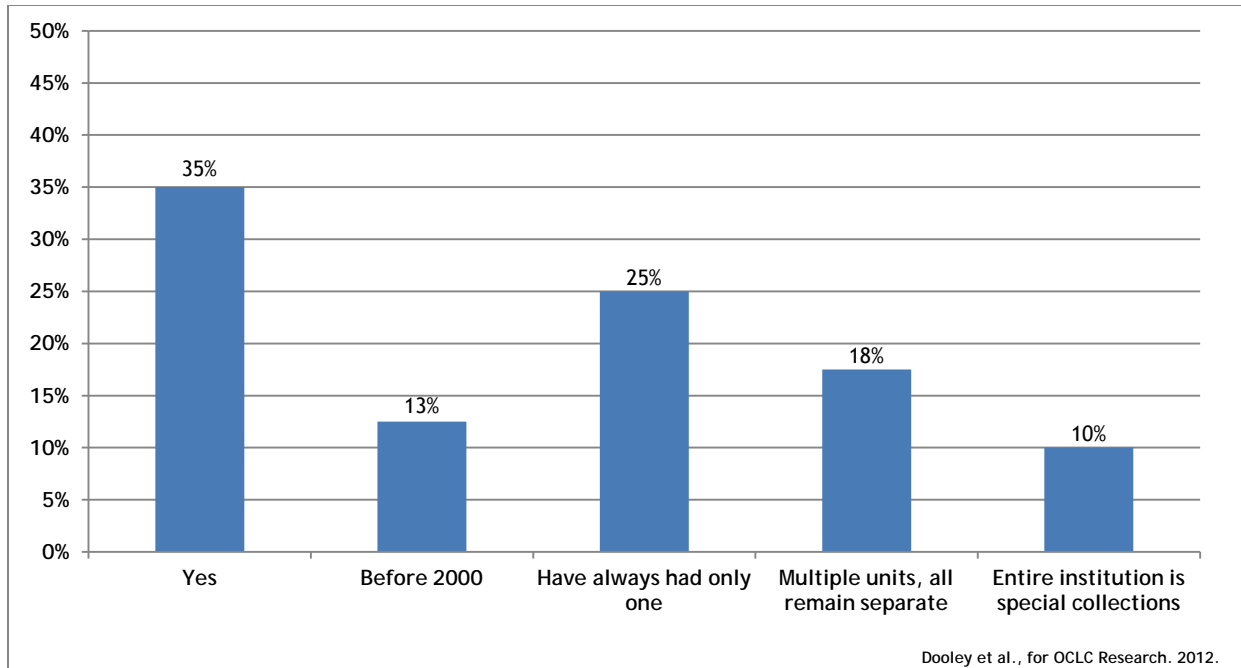
Figure 3.43. Non-RLUK integration of separate units (Q. 88, n=40)

4. RLUK and ARL Data Comparison

In this section we highlight some significant differences between the data collected in 2011 from all 32 RLUK libraries and that collected in 2009 from 86 of the 124 members of the Association of Research Libraries (ARL), the equivalent organisation in the US (ARL 2012). Comparisons across the two sectors was consciously enabled by replicating many of the questions used in the 2009 US/Canada survey published as *Taking Our Pulse: The OCLC Research Survey of Special Collections and Archives* (Dooley and Luce, 2010). Just as the present survey encompassed many research libraries across the UK and Ireland, this earlier one included a total of 275 institutions that belong to five US and Canadian research library membership organisations.

The fact that the UK/Ireland data was collected nearly two years later than that in the US/Canada may be significant with regard to some of the differences. For example, issues related to the global economy have shifted, and the use of social media has gradually become more widespread.

The comparisons highlighted were selected based on the authors' sense of the importance of particular data points for characterising the relative state of special collections across the two populations. For a complete comparison, please consult both the other sections of this report and *Taking Our Pulse.*

Overall Library Size and Budget

Perhaps the most obvious difference between RLUK and ARL members is their relative size: three-quarters of ARLs have more than three million printed volumes in their overall library collections, while only one-fourth of RLUKs are that large. This may be in part related to the fact that one-fourth of ARLs are private universities that have impressive endowments (more then 80% of these private universities have three million or more volumes). In contrast, only one RLUK is in the private sector.

On the other hand, recent changes in overall library budgets have been far more positive for RLUK libraries than for ARLs in the wake of the global economic problems that commenced in 2008. Forty-three percent of RLUK budgets increased during 2009-2010, while only 6% of ARL budgets had increased during the 2008-2009 fiscal year.

The present survey included a question regarding the percent of the total library budget that was spent on special collections, and the mean for RLUK libraries was 8%. Unfortunately, this question was not asked in the US/Canada survey, so no comparison is feasible.

Collections

A comparison of the size of special collections holdings in RLUK and ARL reveals differing collection patterns by form of material. Taking into account that ARLs are much greater in number, we the following general observations:

- The mean number of special collections printed volumes in RLUK libraries is about 20% larger than in ARLs.

- The mean RLUK holdings of cartographic materials are more than ten times larger than ARL.

- The mean ARL holdings in most other formats are vastly larger than those of RLUK libraries.

- The aggregate holdings of born-digital archival materials are not very different (57,000 gigabytes held by the 32 RLUKs; 70,000 by the 86 ARLs), and they are held by a handful of members in both sectors. Within RLUK, 99.9% of holdings are consolidated in only four institutions; within ARL, 96% are held by only nine.

Table 4.1. Comparison of RLUK and ARL special collections size[1]

Volumes	Total reported		Mean		Median	
	RLUK (n=31)	ARL (n=31)	RLUK	ARL	RLUK	ARL
Printed Volumes	7,900,000	22,500,000	360,000	285,000	145,000	200,000
Archival and manuscript (collections)	180,000 lm	2,500,000 lm	6,000 lm	32,200 lm	4,300 lm	23,500 lm
Manuscripts (managed as items)	65,500	37,400,000[2]	20,000	1,100,000	90	1,000
Cartographic materials	3,000,000	1,300,000	330,000	23,600	120	1,800
Visual materials	3,700,000	77,000,000	170,000	1,350,000	28,000	372,000
Audio materials	40,000	2,900,000	85,000	53,000	8	6,300
Moving-image materials	106,000	666,000	6,400	14,000	18	3,400
Born-digital materials	57,000 GB	70,000 GB	5,000 GB	2,000 GB	0 GB	50 GB
Objects	3,400	113,000	200	2,500	0	500

It is noteworthy that, within their geographic sectors, RLUKs and ARLs each hold about 75% of all the printed volumes reported to their respective surveys. This clearly demonstrates the centrality of the libraries in these two organisations to the research and teaching communities in their nations.

Patterns related to funding of special collections acquisitions vary somewhat, but not remarkably:

- Mean acquisitions funding for RLUKs was $168,000, while in ARLs it was $210,000.

- RLUKs acquire a lower percent of printed volumes by purchase (40%) than do ARLs (50%).

- RLUKs have institutional funding for 32% of acquisitions (as opposed to funding from external sources); the figure for ARLs is 25%.

While formal collaborative collection development arrangements are rare in both sectors, informal collaborations are quite common. Informal local and regional collaborations are in place at 39% of RLUK libraries and at half of ARLs, but are far more frequent at the national level in RLUK (39%) than in ARL (19%). Might it simply be that such collaboration is more feasible across a geographically smaller nation?

The use of offsite or other secondary storage for special collections is far greater for ARLs (80% already use such storage) than for RLUKs (41%). In this context, it is noteworthy that space was by far the most often cited major challenge of US/Canada respondents, despite the widespread availability of secondary storage, whereas in the UK it was the second most frequent. Do more RLUKs need space for storing special collections, or are the space problems of another type?

Collection Care

The US/Canada survey included only one question in the area of preservation and conservation. This was in recognition of the fact that—with the glaring exceptions of audiovisual and born-digital materials—today's research libraries focus more strongly on areas such as digitisation and user services rather than care of physical materials; the survey questions therefore focused on the issues currently seen as the most urgent. The present survey, on the other hand, includes six questions in this area, including three that called for data on sources and magnitude of collection care funding. This suggests that care of physical collections remains a higher priority across the UK/Ireland sector.

In both surveys, we explored the relative extent of preservation needs for particular formats along a scale of high, medium, low, or no needs. In general, more RLUKs expressed a higher degree of problems than did ARLs. Given the subjective nature of this question, we do not know whether the differences are of perception or actual overall physical state of collection materials. Audiovisual and born-digital materials present the most significant challenges in both sectors.

User Services

In both surveys we requested the number of onsite users by user category such as faculty, undergraduate students, and visiting researchers. The lack of standard metrics in this area was revealed in both surveys in that respondents reported many of their users as 'other' rather than by specific type: RLUK members reported 91% of their users in this way, and ARLs reported 49% as 'other.' These data provide an inherently limited picture of the nature of users of special collections in both sectors; this is unfortunate, given the importance of knowing the status of those who use these materials relative to the library's most important targeted user groups.

Strong majorities of both RLUK and ARL libraries report that use has increased almost across the board, both by type of user (faculty, undergraduate student, etc.) and by format of material.

We explored whether respondents permit the use of uncatalogued or unprocessed materials. This is an important issue, given the large backlogs that exist across both sectors. Although a strong 70% of RLUKs permit use of uncatalogued books, the figure is far higher across ARL (93%). The percentages were even higher for use of unprocessed archival collections: 80% of RLUKs permit this, while it is nearly universal in ARLs (93%).

Interlibrary loan of special collections is rare across RLUK libraries: 81% do not even allow loan of reproductions of original materials, while in ARL this figure is only 27%. Original rare books are loaned by 45% of ARLs; the same percentage holds true for loan of reproductions, and more than one-fourth of ARLs also loan materials in other formats. (In all cases, it is very likely that approval of loans is selective, sometimes extremely so.) In stark contrast to these ARL figures, only 3% of RLUKs loan printed volumes from special collections and/or materials in other formats. In the US, the 'culture' across research libraries strongly encourages loan of special collections, at the same time that the need for appropriate cautions in packaging, handling, mailing, and security is fully recognised.

Strong majorities permit researchers to use their personal digital cameras for making informal reproductions of collections materials while onsite: 71% of RLUKs and 86% of ARLs. Clearly the

strong desire on the part of users to have this service has been heard across both sectors. The frequency of various reasons for disallowing use of digital cameras, whether across the board or selectively, differed somewhat. For example, the potential for improper handling of materials or disruptions in the reading room were more widespread across RLUK than ARL, while the reverse was true with regard to loss of revenue from fee-based reproduction services. In both sectors, more than three-fourths of respondents are concerned about the potential for inappropriate use (e.g., copyright violations) of informally reproduced materials.

We gathered data about methods for making archival finding aids available via the Internet, and the data clearly reveal the success of the Archives Hub across the UK research library sector: 84% of RLUK members contribute to it. There is no equivalent in the US; the national resource to which ARLS most often contribute (38% of them) is ArchiveGrid (OCLC 2012a). Regional hubs are far more common, and nearly half of ARLs contribute to one or more of these. In both sectors, three-fourths or more of respondents make their finding aids available for crawling by Internet search engines, which is key to broad exposure for potential users who are not directly aware of library-based hubs. It is important that the other one-quarter of members enable access to crawlers, else their resource resources increasingly will be isolated.

Most types of social media have been adopted by similar percentages of special collections across both sectors. A marked exception is Twitter, which is in use by 53% of RLUK respondents but only 37% of ARLs. The passage of two years since the ARL data were collected almost certainly makes a difference, since use of Twitter has increased greatly in general over that time.

Public presentations—whether to university classes, potential donors, exhibit visitors, or community groups—are one of the most visible forms of outreach done by special collections libraries. The data indicate that, on average, RLUK members do less than half the number of presentations (the mean is 40 per year) than do their ARL colleagues (the mean is 91). The difference does not seem to be due to staff size; we note that the mean staff size in RLUK libraries is 19, while for ARLs it is 20.) Outreach (writ large) ranked as the 'challenging issue' most prevalent across RLUKs. Is this modest mean number of presentations perhaps indicative of the challenges involved in implementing or expanding outreach activities?

Research fellowships programs for awarding funds to visiting researchers are in place at only 19% of RLUK respondent libraries; within ARL, one-third have such a programme.

Cataloguing and Metadata

The two populations' percentages of online catalogue records vary depending on the format: for printed volumes, both have 84% of records online; for several other formats (archival and

manuscript collections, visual materials, and audio visual materials), RLUK libraries have substantially higher percentages of online records.

Roughly the same percentages of RLUK and ARL respondents reported that their backlogs had *increased*: about one-fourth for printed volumes, and about one-third for other materials. In contrast, ARLs reported that significantly more backlogs *decreased* than did RLUKs: 60% of ARL printed book backlogs went down compared with 48% in RLUK, while for other materials, about half decreased in ARL but only one-third in RLUK.

The percentage of archival finding aids available online is noticeably higher across RLUK libraries: 64% of finding aids, compared to only 52% across ARL libraries. The existence of the consortial Archives Hub may be a factor in this UK success.

Archival Collections

The use of minimal processing techniques for archival collections inevitably sparks controversy due to perceptions that detailed physical arrangement and description of materials improves both discovery of materials and users' success in working with them. Regardless, the imperative to reduce backlogs and make collections discoverable has led to widespread use of such techniques in both sectors: nearly 90% of respondents from both organisations use minimal processing techniques either all or some of the time.

The use of Encoded Archival Description (EAD) for encoding archival finding aids is more common in ARL (85% of respondents) than in RLUK (69%).

Little, if any, overlap exists between the sectors in the software used for creating archival finding aids. CALM (Axiell 2012), a proprietary system, is the most common tool in use by RLUK members, in use by nearly half. In ARL 42% use the Archivists Toolkit (2012), which is open-source; not a single ARL uses commercial software.

It is more common among ARLs (85%) that the institutional archives reports to the library, while within RLUK only two-thirds do so.

One-third of RLUK members have responsibility for records management, whether sole or shared responsibility. This percentage stands in contrast ARLs, where half have formal responsibility and another 17% take charge informally because no other unit across the entire institution has the responsibility.

Digitisation

More ARL libraries seem to have an active digitisation programme than do RLUKs, though the organisational approach varies. Two-thirds of RLUKs have a program based in special collections, as compared to 59% of RLUKs. In contrast, nearly three-quarters of ARLs have a library-wide program that includes special collections, compared to less than half of RLUKs. (In both sectors, a library may have both types of programme, so these numbers overlap.) Finally, far more RLUK members are able to undertake projects only with special funding—nearly half, compared to only 17% of ARLs.

Slightly more than half of RLUK members have licensing contracts to give commercial firms the right to digitise materials from their collections and sell access. This contrasts strongly with ARL, in which only one-quarter of members have such contracts.

Born-digital materials

Responsibility for management of born-digital archival materials is assigned to special collections and/or the institutional archives, or to the library as a whole, in 35-40% of libraries in both sectors. On the other hand, responsibility is at the institution-wide level for one-quarter of RLUKs but only 2% of ARLs; our guess is that inherently differing practices across the two university sectors are the cause of this difference. The percentage of institutions that have not yet made a decision about where to assign this responsibility is identical (two-thirds) in the two sectors.

Types of born-digital materials in various formats already have been collected by a similar percentage of the members of both groups; these include institutional records, other archives and manuscripts, and data sets). Significantly more ARLs have collected some other formats, including photographs, serials, videos, and websites. (Note that the UK/Ireland survey instrument articulated several formats not included for the US/Canada project—including blogs, email, and oral histories—hence there is no comparative data for these.

Management of born-digital materials was the third 'most challenging issue' mentioned by respondents to the UK/Ireland survey. This is despite the fact that a very limited quantity of born-digital material has been collected overall, some institutions have yet to collect any, and it is the most prevalent area of need for education and training by a very large margin. These data were paramount in the authors' perception that upper management must actively support this work if progress is to occur toward active control of these increasingly crucial, and pervasive, materials.

Staffing

The mean number of special collections staff across the RLUK member libraries is 19, while in ARL it is 20.

Estimates for the percentage of special collections staff expected to retire in the next five years are similar between the sectors: a mean of 9% in ARL libraries and 7% in RLUKs.

Demographic diversity in special collections staffing (i.e., percentages of staff members representing population groups such as Asians or Blacks) is more prevalent in ARL libraries than across the RLUKs. Complex societal issues are at play in this context, and we are not qualified to speculate about possible reasons for the difference.

Born-digital management is by far the most-cited area of need for education and training in both sectors, but the similarity stops there. Within ARL, the next most common areas are information technology (nearly three-quarters) and intellectual property (65%), while nearly half cite a need in cataloguing and metadata skills. Compare this to RLUK, in which 55% report a need for training in fundraising and intellectual property, followed by 45% in foreign languages and information technology.

Multiple special collections units (i.e., physically separate libraries or administratively separate departments) exist at some libraries, particularly at the larger institutions. Many such units have been integrated—physically or administratively—in recent decades, both prior to and since 2000. At the time of this survey, multiple units continued to exist at 17% of RLUKs and more than one-third of ARLs. It is possible that the difference stems, at least in part, from the enormous size of many ARL libraries and their university campuses, with the attendant organisational complexities.

Most challenging issues

This final question in both surveys enabled an open-ended response to the question 'Please state the three most challenging issues currently facing your special collections.' Perhaps remarkably, given the many differences in the data across the sectors, the top six challenging areas were the same in both sectors, although not in the same order. (Note that these data were not broken down by membership organisation but rather represent the overall population of respondents to each survey.)

UK/Ireland libraries most frequently named issues in these six areas: 1) outreach, 2) space and facilities, 3) born-digital management, 3) digitisation, 4) collection care, 5) cataloguing and archival processing, and 6) digitisation.

US/Canada libraries mentioned these six the most frequently: 1) space and facilities, 2) born-digital management, 3) digitisation, 4) meeting user needs (defined roughly the same as 'outreach' for UK/Ireland), 5) cataloguing and archival processing, and 6) preservation (defined the same as 'collection care' for UK/Ireland).

Notes

[1] The holdings of three exceptionally large libraries were excluded from collections counts to eliminate excessive skew in the median values: in the present survey, the British Library, and in the US/Canada survey, the Library of Congress and the National Archives and Records Administration.

[2] One ARL member reported more than 20 million manuscripts, which dramatically skewed the mean upward.

Appendix A: Survey Instrument

Part 1. Survey questions

A facsimile of the survey instrument is provided on the following pages.

Special Collections in the UK and Ireland

Introduction

This survey, jointly coordinated by Research Libraries UK (RLUK) and OCLC Research, explores the state of special collections and archives in academic, research, and independent libraries in the UK and Ireland. We seek to identify norms across the community and thereby help define needs for collaborative action and research.

Only one response per institution is permitted. If you have more than one special collections or archives unit, *please plan to combine data from all units*. We recognise that surveying all units may not be feasible for some respondents; at minimum, please report for your institution's primary special collections library or department. Supplying the broadest possible data will, however, make clear your institution's overall level of distinction and add to our view of the rare and unique materials held across the community.

The amount of time necessary to complete the survey depends on the ready availability of statistical data and/or whether or not you'll be combining data from multiple units. If all requested data is readily at hand, and you have only one special collections unit, we estimate that it will take two hours. You may wish to print the PDF version as a working copy for data gathering.

You need not complete data input in one online session; you can re-enter to update or correct your data at any time until the survey closes, even after you have clicked "submit" on the last page. You must, however, always work from the same computer. Your responses on a page are saved each time you click on the "prev" or "next" button. Do not use your browser's navigation arrows. If you wish to exit before reaching the end, click on "next" to save the current page and then close your browser window.

Please submit your completed response by Monday 10 October (extended from the original deadline of 26 September).

A preliminary overview of the survey results will be presented at the RLUK conference in November 2011, and a full report will be published in mid-2012. Participating institutions will be identified, but no data will be associated with individual respondents. Contact information will be held confidential.

Address questions to Jackie Dooley, Program Officer, OCLC Research (dooleyj@oclc.org). For technical problems with the online instrument, contact Daniel Londono (londonod@oclc.org). Both are located in California, USA.

Respondent Information

*1. Contact Information

Name

Job title

Institution

E-mail

Telephone

*2. How would you prefer to be contacted if we have any follow-up questions?

○ E-mail

○ Telephone

*3. Home nation

○ England   ○ Scotland

○ Ireland   ○ Wales

○ Northern Ireland

*4. Affiliations: Check all that apply. (The members of the survey population generally were selected from these five groups.)

☐ RLUK   ☐ Copac contributor

☐ LIBER   ☐ MLA designation

☐ OCLC Research Library Partnership   ☐ None of these

Other (Please specify)

*5. Type of institution

○ University   ○ Museum

○ College   ○ National institution

○ Independent research library   ○ Public library

○ Learned society   ○ Royal college

○ Other (Please specify)

*6. Public or private institution

○ Public sector

○ Private sector

○ Statutory body

*7. In which monetary unit will you respond to questions that call for an amount of money?

○ Pounds sterling

○ Euros

Definition of Special Collections

Special collections are library and archival materials in any format (e.g., rare books, manuscripts, photographs, institutional archives) that are generally characterised by their artifactual or monetary value, physical format, uniqueness or rarity, and/or an institutional commitment to long-term preservation and access. They generally are housed in a separate unit with specialised security and user services. Circulation of materials usually is restricted.

The term "special collections" is used throughout this survey to refer to all such types of materials.

This definition excludes general collections characterised by format or subject specialisation (e.g., published audiovisual materials, general library strength in Asian history). It also excludes materials managed as museum objects outside the library or archives context. Institutions that are in part museums, in addition to owning library and/or archives collections, should determine the appropriate reporting boundaries based on how they manage particular parts of their collections.

Instructions

With the exception of questions 8-11, please respond with regard to materials held by and practices of special collections and archives units only. If your library consists entirely or principally of special collections (i.e., you have no "general" collections that are not managed as special collections), respond with regard to the entire library.

If your overall institution has more than one library containing special collections and/or archives, please combine all of them in a single response, whether or not they report up the same administrative hierarchy. If practices differ across the units, give the response that you feel best represents your institution overall. Exclude other types of collecting or scholarly units within your institution (e.g., museum curatorial units; research or fellowship programmes; scholarly institutes).

Practices vary across institutions, which may render some questions ambiguous for your circumstances. Use your best judgment to interpret each question.

If you are unable to answer some questions, pass them by. Incomplete responses have value for the data that they do supply.

For questions that require numerical data, use your institution's twelve-month statistical year that ended in 2010 (this may be the fiscal, academic, calendar, or other "year" that you use for statistics). If you do not have formal statistics in some areas, please devise reasonable estimates based on your knowledge. Respond to all other questions based on *current* practices.

Text boxes have no word limit; you may exceed the size of any box. Each page concludes with an open comment box for any additional thoughts or details. You may wish to add information about questions that you found difficult to answer, or to clarify your responses in any way that you feel would be informative. Please reference the relevant question number.

Please submit the survey using the online SurveyMonkey system. If, however, you prefer to complete your response on paper, please print the PDF version, *clearly* record all data, scan the paper copy, save as a PDF file, and send via email to:

Jackie Dooley, Program Officer, OCLC Research
dooleyj@oclc.org

Entire library

8. My institution's collections are comprised entirely of special collections.

○ Yes

○ No

9. Indicate the total number of printed volumes in your institution's overall library collections, both general and special. (Per the SCONUL definition, this is your "total catalogued book stock.")

○ No printed volumes

○ Fewer than 250,000 volumes

○ Fewer than 500,000 volumes

○ Fewer than 1 million volumes

○ 1 to 3 million volumes

○ 3 to 6 million volumes

○ More than 6 million volumes

10. Has funding for your entire library changed in the context of the current global economic situation (since circa 2008)? (This refers to your overall library, not just special collections.)

○ Decreased 1-5%

○ Decreased 6-10%

○ Decreased 11-15%

○ Decreased 16-20%

○ Decreased more than 20%

○ No change

○ Increased

11. What *percentage* of your entire library's total core expenditure was directly spent on special collections (including staffing, acquisitions and other costs) in 2009/10? Do not add the percent sign (%).

Percentage

12. Any additional comments about this page?

Collections

13. Information about your institution's separate special collections libraries and archives will help us understand the scope of your data. Units may be administratively and/or physically separate.

How many separate special collections and archives units does your overall institution have?

Total separate units across the institution

Number of separate units included in your response

14. Name the special collections unit(s) for which you *are* reporting data.

15. Name any special collections unit(s) for which you are *not* reporting data.

16. Estimate the size of your special collections for each format of material as of 2009/2010. Count by physical unit except where indicated below. Combine the counts for all special collections units for which you are reporting survey data. Enter whole numbers only. If you have no materials in a format, enter zero (0). If you have materials but are not supplying a count, leave the box blank.

Important: **Consult the Appendix to determine in which category to report formats more specific than those listed below (e.g., count pamphlets as volumes, postcards as visual materials).**

Some special collections and archives manage all materials in certain formats as integral parts of archival or manuscript collections. If this is your situation, 1) include them in the linear metre count for archival and manuscript collections, *and* 2) enter "0" on the line for the specific format (you may optionally report item counts for such formats in Question 17).

Conversely, enter below the counts for any special formats that you manage as items.

Printed volumes	
Archives and manuscripts (managed as collections, i.e., fonds--count linear metres)	
Manuscripts (managed as items--count physical units)	
Cartographic materials	
Visual materials	
Audio materials	
Moving image materials	
Born-digital materials (count gigabytes)	
Objects (3-dimensional)	

17. This _optional_ question is for item-level counts of materials included within archival and manuscript collections--for example, to report how many photographs your institution manages within archival collections. Leave blank for any formats already counted as _items_ in Question 16. Enter whole numbers only.

Cartographic materials

Visual materials

Audio materials

Moving image materials

Born-digital materials (count gigabytes)

Objects (3-dimensional)

18. Have you _established_ any significant new collecting areas within special collections since 2000? Focus on new areas of interest rather than naming individual collections, unless a new collection will foster related collecting in the same area.

○ No

○ Yes (Describe briefly and note impetus for each; e.g., a major gift, curator's decision, faculty suggestion, new institutional direction.)

19. Have you _discontinued new acquisitions_ in any collecting areas within special collections since 2000?

○ No

○ Yes (Describe briefly and note impetus for each as above.)

20. Have you _deaccessioned_ any significant bodies of special collections materials since 2000? (Deaccessioning is defined as physical withdrawal of catalogued or processed materials. It does not include weeding during processing.)

○ No

○ Yes (Describe briefly and note impetus for each as above.)

21. Any additional comments about this page?

Collections (continued)

22. Indicate the _amount of funding_ of each type that was allocated for acquisition of special collections materials during 2009/2010. If you had no funding of a particular type, enter zero (0) in that box. Enter whole numbers only.

Institutional funds

Bequest/Endowment funds

External grant funds

Other external funds

23. Did the amount of acquisitions funding that you had for purchasing special collections materials in 2009/2010 differ relative to that you had in 2000?

	Less funding in 2010	No change	More funding in 2010	Not sure
Institutional funds	○	○	○	○
Bequest/Endowment funds	○	○	○	○
External grant funds	○	○	○	○
Other external funds	○	○	○	○

24. Estimate the _percentage_ of newly added printed volumes in special collections that were acquired by each of the following methods during 2009/2010. The six boxes should total no more than 100, though they may total less than 100 if you do not have complete data at hand. Enter whole numbers only; do not add the percent sign (%). Enter zero (0) if you acquired no materials by a particular means.

Purchase (Institutional funds)

Purchase (Bequest/Endowment fund)

Purchase (External funds)

Gift/Donation

Long-term loan/deposit

Transfer from elsewhere in your institution

25. Estimate the _percentage_ of newly added materials other than printed volumes (e.g., archives, born-digital materials, visual materials) in special collections that were acquired by each of the following methods during 2009/2010. Count collections, linear metres, or items, as appropriate, based on your practices. The six boxes should total no more than 100, though they may total less than 100 if you do not have complete data at hand. Enter whole numbers only; do not add the percent sign (%). Enter zero (0) if you acquired no materials by a particular means.

Purchase (Institutional funds)

Purchase (Bequest/Endowment funds)

Purchase (External funds)

Gift/Donation

Long-term loan/deposit

Transfer from elsewhere in your institution

26. Do special collections units have collaborative collection development arrangements of any kind with another institution(s)? ("Formal" arrangements often involve a written agreement and/or a publicly known-commitment.)

	No	Informally	Formally
Local/Regional institutions	○	○	○
Members of your consortia	○	○	○
Other institutions in your home nation	○	○	○
Institutions in other nations	○	○	○

27. Are any special collections materials housed in off-site or other secondary storage?

○ No

○ In planning stages

○ Yes

28. Any additional comments about this page?

Preservation

29. What are your most significant collection care problems? Check all that apply.

☐ Conservation repair for use

☐ Conservation repair for exhibition

☐ Improved housings (boxes, etc.)

☐ Overall quality of storage facilities

☐ Inadequate temperature/humidity controls

☐ Inadequate security for collections

☐ Wear and tear from use

Other (Please describe)

30. Indicate the relative extent of preservation needs across your special collections in the following formats.

	No problems	Low	Medium	High	Not sure	No materials of this type
Printed volumes	○	○	○	○	○	○
Archives and manuscripts	○	○	○	○	○	○
Cartographic materials	○	○	○	○	○	○
Visual materials	○	○	○	○	○	○
Audiovisual materials	○	○	○	○	○	○
Born-digital materials	○	○	○	○	○	○
Objects (3-dimensional)	○	○	○	○	○	○

31. What are the drivers for preservation or conservation work on special collections? Please supply a _percentage_ for each activity. The five boxes should total no more than 100, though they may total less than 100 if you do not have complete data at hand. Enter whole numbers only; do not add the percent sign (%). If you do not consider an activity to be a driver, enter zero (0) in that box.

Access/Use

Digitisation

Exhibitions

External bids

Other

32. _How much money_ **do you spend annually on collection care (i.e., preservation or conservation treatment of individual items or groups of items) for special collections? In addition to the cost of treatments, this includes boxes, folders, sleeves, and other re-housing supplies. Enter whole numbers only. Leave the box blank if you do not use a particular method.**

Ongoing routine preservation/maintenance [   ]

In-house conservation [   ]

Outsourced conservation [   ]

33. Please estimate the _percentage of each type of funding_ **that was allocated for collection care of special collections materials during 2009/2010. The four boxes should total no more than 100, though they may total less than 100 if you do not have complete data at hand. Enter whole numbers only; do not add the percent sign (%). Enter zero (0) in the box if you preserved no materials by a particular means.**

Institutional budget [   ]

Bequest/Endowment funds [   ]

External grant funds [   ]

Other external funds [   ]

34. Has your institution completed the following preservation assessments? Check all that apply.

☐ National Archives Preservation Access Survey

☐ British Library Preservation Assessment Survey

☐ Neither of these

☐ Not applicable to my institution

35. Any additional comments about this page?

[   ]

User Services

36. State the number of onsite visits (the "gate count" or "reader days") in 2009/2010 to search room(s) by individual users for the purpose of using collections material. If you do not use a category, leave it blank. If you use a category that is not present, please enter your count of those users under "Other." If you record user statistics only in the aggregate, enter your total number of onsite users under "Other."

Own faculty and staff	
Own graduate students	
Own undergraduate students	
Visiting students UK	
Visiting scholars/researchers UK	
International visitors	
Other	

37. Has the level of onsite use of your special collections changed since 2000? (Please use "Other" in the same manner described in question 36.)

	Decreased	No change	Increased	Not Sure	This user category not used
Own faculty and staff	○	○	○	○	○
Own graduate students	○	○	○	○	○
Own undergraduate students	○	○	○	○	○
Visiting students UK	○	○	○	○	○
Visiting scholars/researchers UK	○	○	○	○	○
International researchers	○	○	○	○	○
Other	○	○	○	○	○

38. Have users' methods of contacting your special collections changed since 2000?

	Decreased	No change	Increased	Not Sure	This method not used
Onsite	○	○	○	○	○
E-mail	○	○	○	○	○
Website comment feature	○	○	○	○	○
Interactive chat reference	○	○	○	○	○
Telephone	○	○	○	○	○
Mail	○	○	○	○	○

39. Has use of the following types of special collections materials changed since 2000?

	Decreased	No change	Increased	Not Sure	No materials of this type
Books printed before 1801	○	○	○	○	○
Books printed 1801 or later	○	○	○	○	○
Archives and manuscripts	○	○	○	○	○
Cartographic materials	○	○	○	○	○
Visual materials	○	○	○	○	○
Audiovisual materials	○	○	○	○	○
Born-digital materials	○	○	○	○	○

40. Does special collections permit use of uncatalogued and/or unprocessed materials? Select "yes" even if requests are approved selectively.

	Yes	No	No uncat/unproc materials of this type	No materials of this type
Printed volumes	○	○	○	○
Archives and manuscripts	○	○	○	○
Visual materials	○	○	○	○
Audiovisual materials	○	○	○	○
Born-digital materials	○	○	○	○

41. If special collections does not permit use of, or selectively grants permission for use of, uncatalogued and/or unprocessed materials in certain formats, what are your reasons for denying their use? Check all that apply.

	Descriptions incomplete	Descriptions below standards	Insufficiently processed to be usable	Preservation	Security	Privacy and confidentiality
Printed volumes	☐	☐	☐	☐	☐	☐
Archives and manuscripts	☐	☐	☐	☐	☐	☐
Visual materials	☐	☐	☐	☐	☐	☐
Audiovisual materials	☐	☐	☐	☐	☐	☐
Born-digital materials	☐	☐	☐	☐	☐	☐

Other reason(s):

42. Do you permit interlibrary loan of special collections materials for use by researchers? (This does not include exhibition loans.) Answer "yes" even if requests are approved selectively. Check all that apply.

☐ Yes, printed volumes

☐ Yes, materials in other formats

☐ Yes, but only to libraries within our parent institution or affiliated library organisation(s)

☐ Yes, but only reproductions/copies

☐ No

43. Does special collections allow the use of personal digital cameras by users for the purpose of copying collection materials?

○ Yes

○ Considering it

○ No

44. If you do not permit use of personal digital cameras, or if you selectively approve requests, please state your reasons for denying their use. Check all that apply.

☐ Concern about inappropriate use of the digital files (e.g., copyright violations)

☐ Concern about potential loss of revenue from reproduction services

☐ Concern about improper handling of materials

☐ Concern about disruption in the reading room

☐ Existing reproductive services (e.g., photocopying, microfilming, scanning done by staff) are sufficient

☐ Other (Please describe)

45. Any additional comments about this page?

User Services, cont.

46. What is the average charge to a user for purchase of a digital reproduction of a special collections item? (This refers to copies made for the user's own research, not those made for interlibrary loan requests or for your library's digitization projects.) If you are reporting elsewhere in Euros, please informally convert to Pounds sterling and then select the appropriate response.

○ We provide these at no charge

○ 0.01-3 Pounds

○ 3.01-6 Pounds

○ 6.01-15 Pounds

○ More than 15 Pounds

○ We do not offer this service

47. Does special collections retain copies of images reproduced for users for potential inclusion in your digital library? (This does not include retention for internal purposes only.)

○ Always

○ Sometimes

○ Never

48. By which method(s) do you make archival finding aids Internet-accessible? (This refers to guides to individual archival collections, not to MARC records for single manuscripts.) Check all that apply.

☐ On a local website

☐ Available to web crawlers for use by search engines (files are available on a local web server)

☐ Contributed to Archives Hub

☐ Contributed to A2A (Access to Archives)

☐ Contributed to AIM25 (London and M25 region)

☐ Contributed to National Register of Archives

☐ Archives Network Wales

☐ Contributed to ArchiveGrid (formerly RLG Archival Resources)

☐ Contributed to another consortial database

☐ None of our finding aids are Internet-accessible

☐ Other method (Please describe)

49. Indicate which social media tools are used by special collections for outreach or to gather feedback. Limit your response to uses intended to promote or raise awareness of your institution's activities and collections; do not include use by individual members of staff, such as personal blogs or Twitter accounts.

	Using now	Will implement within a year	No current plans to implement
Applications for mobile devices	○	○	○
Blog	○	○	○
Flickr	○	○	○
Institutional wiki	○	○	○
Podcasting	○	○	○
Social networking presence (e.g., Facebook page)	○	○	○
Twitter	○	○	○
User-contributed feedback (e.g., social tagging)	○	○	○
Wikipedia links	○	○	○
YouTube	○	○	○

Other (Please describe)

50. Estimate *how many* presentations (e.g., course sessions, public lectures, tours) were made by special collections staff, or for which special collections staff provided substantial expertise to other presenters, during 2009/2010. If no presentations were made in a category, enter zero (0) in that box.

College/university courses

Non-course groups affiliated with your institution

Local schools

Visitors from your local community

Visitors from elsewhere

51. Do you have a programme (e.g., fellowships or grants) for awarding funds to users to do research in your special collections?

○ Yes

○ No

52. Who are your key cultural partners in shared projects or work activities, external to your own institution?

☐ Business or commercial organisation(s)

☐ Higher education institution(s)

☐ Local education service(s)

☐ Local library and archive service(s)

☐ Local museum service(s)

☐ Local theatre or arts centre(s)

☐ National Health Service

Other (Please describe)

[   ]

53. Any additional comments about this page?

[   ]

Cataloguing and Metadata

Estimate the *percentage* of special collections material that has each type of library catalogue record (e.g., MARC records) for materials in the following formats. The records may be of any length or level of completeness. Refer to the Appendix for the scope of materials within each format. The boxes should total *no more than 100* for each format, though they may total less than 100 if you do not have complete data at hand. Do not add the percent sign (%).

If you have no materials in a format, enter zero (0) in all three boxes. If you have materials but are not supplying data, leave the box blank. If it is not your policy to make catalogue records (as opposed to archival finding aids or another type of metadata) for materials in a particular format, leave the boxes blank.

54. Printed volumes

No catalogue record of any kind

Print catalogue record only

Online catalogue record

55. Archives and manuscripts (managed as collections, e.g. fonds)

No catalogue record of any kind

Print catalogue record only

Online catalogue record

56. Manuscripts (managed as items)

No catalogue record of any kind

Print catalogue record only

Online catalogue record

57. Cartographic materials

No catalogue record of any kind

Print catalogue record only

Online catalogue record

Catalogued as part of archival and manuscript collections

58. Visual materials

No catalogue record of any kind

Print catalogue record only

Online catalogue record

Catalogued as part of archival and manuscript collections

59. Audiovisual materials

No catalogue record of any kind

Print catalogue record only

Online catalogue record

Catalogued as part of archival and manuscript collections

60. Born-digital materials

No catalogue record of any kind

Print catalogue record only

Online catalogue record

Catalogued as part of archival and manuscript collections

61. Estimate the *percentage* of archival and manuscript collections for which each type of archival finding aid exists. (Finding aids are defined as guides to the contents of collections that generally go beyond the summary found in a catalog record; they may have detail down to the box, file, or item level of description.) Finding aids may be of any level of detail or completeness. The three boxes should total no more than 100, though they may total less than 100 if you do not have complete data at hand. Do not add the percent sign (%).

No finding aid of any kind

Not Internet-accessible finding aid

Internet-accessible finding aid

62. Has the count of materials in your special collections uncatalogued/unprocessed backlogs changed since 2000?

	Decreased	No change	Increased	Not sure	No materials of this type
Printed volumes	○	○	○	○	○
Materials in other formats	○	○	○	○	○

63. Any additional comments about this page?

Archival Collections Management

64. Have you implemented a simplified approach to archival collections processing to facilitate backlog reduction, higher rates of production, and/or more timely access to collections?

- ○ We do no archival processing
- ○ Yes, for all processing
- ○ Yes, for some processing
- ○ No

65. Do you create and/or maintain archival finding aids using an encoding scheme? Check all that apply.

- ☐ Encoded Archival Description (EAD)
- ☐ HTML
- ☐ No encoding scheme used
- ☐ We do not create archival finding aids
- ☐ Other (Please describe)

66. Indicate which of the following software tools you currently use, or plan to use in the near future, for creating archival finding aids. Check all that apply.

- ☐ Word processing software (of any type)
- ☐ Database software (of any type)
- ☐ Adlib
- ☐ CALM
- ☐ ICA-AtoM
- ☐ XML markup tool (e.g., XMetal)
- ☐ We do not create archival finding aids
- ☐ Other (Please describe)

67. Does your institutional archives report within the library or to another administrative unit?

- ○ Library
- ○ We have no institutional archives
- ○ Other (Please describe)

68. Is a library or archives unit responsible for records management (i.e., management of active business records) for your overall institution?

◯   Yes, sole responsibility

◯   Yes, responsibility is shared with other institutional unit(s)

◯   Yes, informally, because no other unit has responsibility

◯   Yes, sole responsibility, but only for records of the library

◯   No

◯   Not sure

69. Any additional comments about this page?

Digitisation

70. Describe the nature of your digitisation programme (i.e., digital reproduction of original physical materials) for special collections. Check all that apply.

- ☐ We have completed one or more projects but have no active programme
- ☐ We have an active programme within special collections and have completed one or more projects
- ☐ We have an active library-wide programme that includes special collections materials and have completed one or more projects
- ☐ We have a recurring budget for digitisation of special collections
- ☐ We can undertake projects only when we secure special funding
- ☐ We have not yet undertaken any projects

71. In which ways are special collections staff involved in digitisation projects? Check all that apply.

- ☐ Cataloguing/metadata creation
- ☐ Digital image production
- ☐ Grant writing
- ☐ Project management
- ☐ Other (Please describe)

- ☐ Selection of materials
- ☐ Software development
- ☐ Web design

72. Indicate whether you are considering large-scale digitisation of special collections materials. (This generally involves a systematic effort to convert entire collections--rather than being selective at the item level--using streamlined image capture methods that enable high levels of production.)

- ○ We have done such projects
- ○ We intend to do this in future

- ○ We have no plans to do this
- ○ Not sure

73. Do you have any licensing contracts in place, or being negotiated, to give commercial firms or other organisations the right to digitise materials from your special collections and sell access?

- ○ Yes
- ○ We are considering this
- ○ No

74. Any additional comments about this page?

Born-digital special collections

75. Does your library have a strategy in place for managing and preserving born-digital archival materials?

○ Yes   ○ Not yet

○ In preparation   ○ Not applicable to our institution

76. At which organisational level within your overall institution does responsibility reside for management and preservation of born-digital archival materials?

○ In special collections or the institutional archives   ○ Not yet formally determined

○ At the library-wide level   ○ Not yet addressed at all

○ At the institutional level   ○ Not applicable to our institution

○ Responsibility is decentralised

○ Other (Please describe)

[ ]

77. Which types of born-digital archival material does your special collections and/or institutional archives *already* "collect" or manage? Check all that apply.

☐ Archives and manuscripts   ☐ Photographs

☐ Audio   ☐ Publications and reports

☐ Blogs   ☐ Serials

☐ Data sets   ☐ Theses and dissertations

☐ Digital arts   ☐ Videos

☐ Email   ☐ Websites

☐ Institutional archival records ☐ None

☐ Oral histories

☐ Other (Please describe)

[ ]

78. Which of the following are impediments to implementing management and preservation of born-digital archival materials in your institution? Check all that apply.

☐ Lack of staff with the necessary expertise   ☐ Lack of national policy

☐ Lack of time for planning   ☐ This is not the library's responsibility

☐ Lack of funding   ☐ We do not expect to acquire any such materials

☐ Lack of administrative support within the library   ☐ No known impediments

☐ Lack of administrative support elsewhere in the institution

☐ Other (Please describe)

79. How is special collections involved in implementation of your institutional repository? Check all that apply.

☐ We contribute metadata   ☐ We participate in other ways

☐ We contribute collections content   ☐ We are not involved with the repository

☐ We contribute to project management   ☐ We have no institutional repository

80. Any additional comments about this page?

Staffing

81. How many *permanent* staff positions were focused on special collections-related functions during 2009/2010? Use your local job classifications to differentiate categories. Report in FTE (full-time equivalents), either whole or decimal numbers.

Professionally qualified

Support staff

82. How does the above number of *permanent* staff FTE compare with the year 2000?

	Fewer staff now	No change	More staff now	Not sure
Professionally qualified	○	○	○	○
Support staff	○	○	○	○

83. How many *temporary* staff positions (e.g., grant funded) were focused on special collections-related functions during 2009/2010? Use your local job classifications to differentiate categories. Report in FTE (full-time equivalents), either whole or decimal numbers.

Professionally qualified

Support staff

Volunteers

84. Limited turnover resulting in lack of open positions is sometimes a concern, particularly for new professional graduates. How many special collections staff are likely to retire in the next five years?

85. Demographic diversity of staff in the workplace is a significant societal issue. Which population groups currently are represented among your special collections staff? Check all that apply.

☐ Asian or Asian British

☐ Black or Black British

☐ Mixed

☐ Other (Please state)

☐ White (any nationality)

☐ Data not available

86. Has the amount of staff time allocated to the following activities changed since 2000? Consider the relative amount of time devoted to each, given that many individuals work across multiple areas.

	Decreased	No change	Increased	No staff in this area
Administration	○	○	○	○
Curatorial	○	○	○	○
User services	○	○	○	○
User education and outreach	○	○	○	○
Cataloguing printed materials	○	○	○	○
Cataloguing/processing archival formats	○	○	○	○
Technology and/or digital services	○	○	○	○

Other (Please specify)

[   ]

87. In which areas do special collections staff particularly need enhanced education or training in order to satisfy institutional needs that currently are insufficiently met? Check all that apply.

☐ Archival processing

☐ Born-digital materials

☐ Cataloguing and metadata

☐ Collection development

☐ Foreign languages

☐ Fundraising

☐ History of the book

☐ Information technology

☐ Intellectual property

☐ Management/Supervision

☐ Outreach

☐ Preservation

☐ Public relations

☐ Public services

☐ Records management

☐ Teaching

☐ Other (please describe)

[   ]

88. Have any separate special collections units within your institution been administratively or physically integrated since 2000?

○ Yes

○ All units were integrated before 2000

○ We have always had only one special collections unit

○ We have multiple special collections units and all remain separate

○ Our entire institution is solely or primarily special collections

89. Any additional comments about this page?

90. Please state what you consider the three most challenging issues currently facing your special collections. *Please do not include staffing or funding,* **which tend to be universal challenges for institutions at the current time and thus do not enhance our understanding of situational challenges.**

1.
2.
3.

91. Is there anything else you'd like to add?

End of Survey

RLUK

OCLC

Thank you!!

We will receive your response when you click on the "submit" button below.

Appendix A: Survey Instrument

Part 2. Survey appendix

A facsimile of the survey appendix is provided on the following pages.

Special Collections and Archives in the UK and Ireland 2011

Survey Appendix

Categories in which specific types of material should be counted

Several survey questions ask for data by format of material. Use the lists below to map specific formats to the categories used in the survey to ensure consistency across institutions. *These are not necessarily comprehensive lists but rather examples of formats within each category.*

Printed volumes: Count each physical volume or other physical item. Do not include e-books or uncataloged items. If only the linear metre measurement is known, convert to number of volumes using the following formula: 1 linear metre = 36 volumes (monographs), 18 volumes (periodicals) *[SCONUL definition].*

- Books
- Serials
- Atlases
- Newspapers
- Pamphlets
- Theses and dissertations

Archives and manuscripts (those managed and cataloged as collections, e.g., fonds): Count in linear feet of shelving occupied, or which would be occupied if they were housed in full boxes on standard shelves with a shelf height of 300mm (12") *[SCONUL(definition].*

- Archival fonds
- Archival and manuscript materials in any format that are described and managed as collections
- Materials managed as collections within the institutional archives

Manuscripts (those managed and cataloged as items): Count each physical item

- Codex manuscripts (including those in bound volumes)
- Letters
- Scrolls

- Papyri

Cartographic materials: Count each physical item

- Two-dimensional maps
- Globes

Visual materials: Count each physical item

- Architectural materials
- Drawings and designs
- Ephemera
- Paintings
- Photographs
- Postcards
- Posters
- Prints
- Slides and transparencies

Audiovisual materials: Count each physical item

- Audio materials
  - Music recordings
  - Spoken word recordings
- Moving image materials
  - Film
  - Video

Born-digital archival materials: Count the number of gigabytes of data

- Data files
- Digital audio, film and video
- Digital cartographic materials
- Digital personal papers or organizational records
- Digital photographs
- Digital reports or publications
- E-mail
- Websites

Objects: Count each three-dimensional physical item

- Architectural models
- Ceramics, glass, metalwork, other media
- Writing and printing-related objects (e.g., typewriters, printing blocks)
- Sculptures

Appendix B: Responding institutions

Respondents by nation

England (67)

Bishopsgate Institute
British Architectural Library, Royal Institute of British Architects
British Library
British Museum
Britten-Pears Foundation
Cambridge University Library
Chawton House Library
Chetham's Library
City of London Corporation
City of Westminster Libraries and Archives
Courtauld Institute of Art
Durham University Library
Geological Society of London
Goldsmiths, University of London
Hereford Cathedral
Imperial College London
Institute of Education
Institution of Civil Engineers
Institution of Engineering and Technology
King's College London
Lambeth Palace Library
Leeds University Library
London Library
London School of Economics and Political Science
London School of Hygiene & Tropical Medicine
National Trust
Natural History Museum
Newcastle City Library & Information Service
Newcastle University
Oxford University, Bodleian Libraries
Religious Society of Friends (Quakers)

Royal Agricultural College
Royal Botanic Gardens Kew
Royal College of Art
Royal College of Nursing
Royal College of Obstetricians and Gynaecologists
Royal College of Physicians
Royal College of Surgeons of England
Royal Geographical Society with IBG
Royal Holloway, University of London
Royal Institution of Great Britain (Faraday Museum)
Royal Northern College of Music
School of Oriental and African Studies
Science Museum
Scott Polar Research Institute, University of Cambridge
Trinity Laban Conservatoire of Music and Dance
University College London
University of Birmingham
University of Bradford
University of Bristol Library
University of Essex
University of Exeter
University of Leicester Library
University of Liverpool
University of London
University of Manchester
University of Nottingham
University of Reading
University of Sheffield
University of Southampton
University of Sussex
University of Warwick
University of York
Victoria and Albert Museum

Wellcome Library
Working Class Movement Library
York Minster

Ireland (3)

National Library of Ireland
Trinity College Dublin
University College Dublin

Northern Ireland (1)

Queen's University Belfast

Scotland (8)

Edinburgh City Libraries
Mitchell Library, Glasgow
National Library of Scotland
Royal College of Surgeons of Edinburgh
University of Aberdeen
University of Edinburgh
University of Glasgow
University of St Andrews

Wales (3)

Cardiff University Library
Llyfrgell Genedlaethol Cymru—The National Library of Wales
University of Wales Trinity Saint David

Respondents by Affiliation

Research Libraries UK (RLUK)
32 respondents (of 32 members)

British Library
Cambridge University Library
Cardiff University Library
Durham University Library
Imperial College London
King's College London
Leeds University Library
Llyfrgell Genedlaethol CymruThe National Library of Wales
London School of Economics and Political Science
National Library of Scotland
Newcastle University
Oxford University, Bodleian Libraries
Queen's University Belfast
School of Oriental and African Studies
Trinity College Dublin

University College London
University of Aberdeen
University of Birmingham
University of Bristol Library
University of Edinburgh
University of Glasgow
University of Liverpool
University of London
University of Manchester
University of Nottingham
University of Sheffield
University of Southampton
University of St Andrews
University of Warwick
University of York
Victoria and Albert Museum
Wellcome Library

OCLC Research Library Partnership (ORLP)
21 respondents (of 22 UK and Ireland members)

British Library
Cambridge University Library
Durham University Library
Imperial College London
King's College London
Leeds University Library
London School of Economics and Political Science
National Library of Scotland
Natural History Museum
Oxford University, Bodleian Libraries

Trinity College Dublin
University of Aberdeen
University of Edinburgh
University of Glasgow
University of Liverpool
University of Manchester
University of St Andrews
University of Warwick
University of York
Victoria and Albert Museum
Wellcome Library

Ligue des Bibliothèques européennes de Recherche / Association of European Research Libraries (LIBER)
29 respondents

British Library
Cambridge University Library
Durham University Library
Imperial College London
King's College London
Llyfrgell Genedlaethol Cymru - The National Library of Wales
National Library of Ireland
National Library of Scotland
Oxford University, Bodleian Libraries
Royal Holloway, University of London
School of Oriental and African Studies
Trinity College Dublin
University College Dublin
University College London

University of Aberdeen
University of Edinburgh
University of Glasgow
University of Leicester Library
University of Liverpool
University of London
University of Manchester
University of Nottingham
University of Reading
University of Sheffield
University of Southampton
University of St Andrews
University of Warwick
Victoria and Albert Museum
Wellcome Library

Copac
51 respondents

Bishopsgate Institute
British Library
British Museum
Cambridge University Library
Cardiff University Library
Chetham's Library
City of London Corporation
Courtauld Institute of Art
Durham University Library
Imperial College London

Institute of Education
King's College London
Lambeth Palace Library
Leeds University Library
Llyfrgell Genedlaethol Cymru - The National Library of Wales
London School of Economics and Political Science
National Library of Scotland
National Trust

Natural History Museum
Newcastle University
Oxford University, Bodleian Libraries
Royal Botanic Gardens Kew
Royal College of Surgeons of England
School of Oriental and African Studies
Science Museum
Scott Polar Research Institute, University
of Cambridge
Trinity College Dublin
University College London
University of Aberdeen
University of Birmingham
University of Bradford
University of Bristol Library
University of Edinburgh
University of Essex

University of Exeter
University of Glasgow
University of Leicester Library
University of Liverpool
University of London
University of Manchester
University of Nottingham
University of Reading
University of Sheffield
University of Southampton
University of St Andrews
University of Wales Trinity Saint David
University of Warwick
University of York
Victoria and Albert Museum
Wellcome Library
York Minster

MLA designation
26 respondents

British Architectural Library, Royal
Institute of British Architects
Britten-Pears Foundation
Cambridge University Library
Chetham's Library
City of London Corporation
City of Westminster Libraries and Archives
Courtauld Institute of Art
Durham University Library
Institution of Civil Engineers
Institution of Engineering and Technology
King's College London
Lambeth Palace Library
Leeds University Library

London School of Economics and Political
Science
Oxford University, Bodleian Libraries
Royal College of Surgeons of England
University College London
University of Birmingham
University of London
University of Manchester
University of Nottingham
University of Reading
University of Southampton
University of Sussex
University of Warwick
Wellcome Library

Respondents by Type of Institution

Church Institutions (4)

Hereford Cathedral
Lambeth Palace Library
Religious Society of Friends (Quakers)
York Minster

Colleges (2)

Royal Agricultural College
Royal College of Art

Conservatoires (2)

Royal Northern College of Music
Trinity Laban Conservatoire of Music
and Dance

Independent Research Libraries (9)

Bishopsgate Institute
British Architectural Library, Royal Institute of British Architects
Britten-Pears Foundation
Chawton House Library
Chetham's Library
London Library
Royal Institution of Great Britain (Faraday Museum)
Wellcome Library
Working Class Movement Library
Learned Societies (4)
Geological Society of London
Institution of Civil Engineers
Institution of Engineering and Technology
Royal Geographical Society with IBG

Museums (5)

British Museum
National Trust
Natural History Museum
Science Museum
Victoria and Albert Museum
National Libraries (4)
British Library
Llyfrgell Genedlaethol Cymru - The National Library of Wales
National Library of Ireland
National Library of Scotland

Public Libraries (5)

City of London Corporation
City of Westminster Libraries and Archives
Edinburgh City Libraries
Mitchell Library, Glasgow
Newcastle City Library & Information Service
Royal Botanic Gardens (1)
Royal Botanic Gardens Kew
Royal Colleges (5)
Royal College of Nursing
Royal College of Obstetricians and Gynaecologists
Royal College of Physicians

Royal College of Surgeons of Edinburgh
Royal College of Surgeons of England

Universities (41)

Cambridge University Library
Cardiff University Library
Courtauld Institute of Art
Durham University Library
Goldsmiths, University of London
Imperial College London
Institute of Education
King's College London
Leeds University Library
London School of Economics and Political Science
London School of Hygiene & Tropical Medicine
Newcastle University
Oxford University, Bodleian Libraries
Queen's University Belfast
Royal Holloway, University of London
School of Oriental and African Studies
Scott Polar Research Institute, University of Cambridge
Trinity College Dublin
University College Dublin
University College London
University of Aberdeen
University of Birmingham
University of Bradford
University of Bristol Library
University of Edinburgh
University of Essex
University of Exeter
University of Glasgow
University of Leicester Library
University of Liverpool
University of London
University of Manchester
University of Nottingham
University of Reading
University of Sheffield
University of Southampton
University of St Andrews
University of Sussex
University of Wales Trinity Saint David
University of Warwick
University of York

Appendix C: Responses to Open-ended Questions

Note: The responses were edited to maintain the confidentiality of individual institutions' responses by substituting a generic word such as [name] or [institution] in place of identifying information. No other corrections were made; spelling, punctuation, grammatical, and other infelicities were left intact.

Q 12: Comments on "overall library" section (36 responses)

- Information not available to questions 10 and 11

- Answer to question 11 is a VERY approximate 'guesstimate' An accurate figure would be very difficult to calculate.

- Since "special collections" are part of the mainstream work at the [institution] I cannot answer question 11 as it is not possible to isolate the costs from the general costs.

- The percentage spend on special collections covers staffing and institutional contribution to operational costs and preservation - it does not include space costs or building overheads eg heat/light which are not separately charged in this institution.

- Q.11 extremely difficult to answer. There is no discrete 'Special Collections unit' in the Library, but special collection materials are dealt with by staff and operations across the library. The two Archives however are discrete units with dedicated staff.

- regarding Q.11 - we rely on support from other areas in Information Services (of which the Library is a constuent part) e.g. computing, so 7% is an approximate figure but is nonetheless based on actual direct costs associated with SC staffing, acquistions etc ...

- Q11 Includes Records and Information Management

- Re question 11: Percentage also includes expenditure on conservation and preservation of the special collections in the given period.

- The University has campuses in China and Malaysia. Their library holdings have not been included in this return.

- For question 10, this estimate includes forecast cuts for next year.

- At the University of [name] Special Collections sits seperate from Library Services and so question 11 is not relevant in this context. The total service budget for Special Collections, excluding endowments etc but including staffing, acquisitions and other costs, came to £531, 083.74 for 2009/10, the total inclusive service budget for Library Services for the same period was Net Budget 09/10 £8,867,580 – which includes core staff, core non staff, casual, central budgets, trading surplus, and the institutional (info resource funds).

- All special collections expenditure is received from external sources

- The figure in Q11 does not include buildings and maintenance

- No simple answer for Q10 – I can't give an accurate figure as the structure of the library has changed in the time period from 2008. Ignoring this, 10% decrease for library services is being achieved over the period 2009/10-2013/14 and that is on target to be delivered.

- 11. No figures available

- The 4 library staff are employed by the University so no salary costs appear in the budget given to the library by the Dean and Chapter. The book acquisitions budget and the subscriptions budget were reduced in 2010 to help the Dean and Chapter budget deficit.

- Note - our Financial Year 2009-10 ran from 25 June 2009-24 June 2010. Following a review in 2009 and a members' survey in 2008-09, the library was given additional funding to boost the collection of current e-journals in 2010-11 i.e. to start subscription year 2011. Up to June 2010 the Archves team were managed by the Library but from July 2010 they have been managed by the Museums. In addition funding was provided to boost the Archives team. A Project Archivist was appointed on 5 year contract to catalogue the institutional archives and a Records/Archives assistant appointed who spends 50% of her time working with the Archives team. The percentage spent in Q11 refers to the Archives cost centre with funding entirely from the RCS plus two [foundation] funded retrospective cataloguing projects.

- Answer in 11 is an estimate because it's not easy to say what percentage of our total collection is classed as special collections.

- The funding for Research Libraries was reviewed in 2007/08. [the library] was recognised as a National Research Library and as such received, for the first time, supplementary funding in 2008/09. The amount has increased gradually over the years since and is now confirmed until 2014.

- The fig. for Q11 is very approximate - it includes *all* staff costs for staff belonging to the Library's Special Collections Division (even though some of these also work with 'modern' material as well as Special Collections, i.e. staff of the Maps, Music, Chinese, Japanese, Indian, and Near and Middle Eastern departments - I'm afraid we don't have separate salary figs. just for their Special Collections work). However, I have excluded acquisitions budgets for those departments, as most of what they buy is modern material; I've only included acquisitions budgets for Manuscripts, Rare Books and Special Collections (the last of these is a separate budget managed by the Head of Special Collections).

- Q10: completion of review in 2008 led to changed model, so unable to answer question in this way. Q12: These exclude space and overhead costs which are charged separately.

- Statistical and financial information at [institution] is extremely limited, so I am having to make guestimates

- Generally special items that we acquire have to be fund raised for if more then £1-2,000. Good legacy support often means that funds for modest priced items up to c £5,000 is in place.

- Budget cuts are due in part to the particular circumstances of the institution rather than totally down to global economic climate.

- Funding: expenditure has risen by 16% 2008-2010. Block Grant Funding: has risen by 10.4%. So even allowing for 5% inflation over 2 years (RPI) this is an increase

- The [institution] Libraries comprise 9 separate departmental libraries. Most have suffered a small budget cut since 2008, one has had a small increase and a 10th is in the process of being closed.

- Re Q10: We receive no government or other statutory support and must raise all of our funding from membership subscriptions and charitable fundraising. We have seen a decrease in some

areas which we have had to make good by cost-cutting (approx 10%) and increased fundraising in other areas. Re Q11: Our special collections are integral to our whole collection and we do not account for direct expenditure on them or for staffing in relation to them separately.

- The library has no acquisitions budget and only one employed professional member of staff. There are a total of 18 staff on the payroll, 4 of these are p/t & 2 p/t library interns (unpaid). One member of the team listed is actually employed by another institution but the post is funded by by the charity.

- There is at present no specific budget for printed books although the [institution] does get a budget for conservation. Any work required on the printed books comes from the library binding budget. There is no acquisition budger for either.

- The [institution] reporting year runs from 1 April to the end of March each year, adnd therefore is different from the academic years used by universities. The increases is based on the use of the perids of the Annual Report 2008 (financial year 2007/8) and financial year end March 2010.

- For 11 <1%

- Library is a Special Collection, hence 100% figure for expenditure on Special Collections

- Digital Resources & Imaging Services which is in the process of imaging special collections - and costs €250,000 approximately per year - is not included in the calculations for Q11

- This is a rough calculation

- Staffing is as follows: 1.6 FTE for Archives & 1.4 for Special Collections. Total is 3 FTE or Staffing Costs are: £149,000. Budgets are as follows: £8,000 Archives + £10,000 Conservation/Special Collections + £8,000 Official Publication. Total is £26,000. Total budget is approximately £2 million - spend is therefore 0.01% (which I cannot enter above!)

- I can't answer 11: we're not a library, but a large organisation that does many things (including libraries as a subset of our museum activities).

Q 14: Name the special collections unit(s) for which you are reporting data (77 responses)

- [institution] SPECIAL COLLECTIONS

- Rare books, Photographs, Drawings and Archives

- Rare Books; Manuscripts; Prints and Drawings; Photographs

- Library Department of Special Collections

- Rare Books, Manuscripts

- List of seven special collections units]

- Archives and Local Studies Collection, [institution] Music Library, [institution] Reference Library

- Special Collections Centre

- Archives Department

- [name] Library, Special Collections

- [Institution] special collections (but NB there is no discrete unit but the majority of collections are physically discrete); the Archive of Art and Design; the [institution] Archive.

- [List of seven special collections units]

- Board Room Safe Rare Book Room

- Library Special Collections Univeristy Archive

- College Archives and [name] Centre for Military Archives and [name] Special Collections Library

- [name] Library; 5 The College, [institution] (Cathedral archives)

- Special Collections

- [List of six special collections units].

- Manuscripts and Special Collections Section

- [name] Library of the Prforming Arts special collections and [name] Archive

- [institution] Library, London and [instituition] Library, [name]

- [name] Library Special Collections

- [name] Research Library

- University Library Special Collections and Archives

- [city] City Archives and Special Collections

- University of [city] Special Collections University of [city] Archive Services

- Special Collections

- [name] LIbrary

- Library Special Collections Archives Photographic Collection

- University of [city] Library Special Collections

- Book Library

- [institution] heritage collections

- printed materials, rare books, photographs, audio-visual material, manuscripts and archives

- [institution] Library and Archives

- University of [city] Main Library Special Collections

- Special Collections, [name] Library, University of [city]

- Rare Book Collection Archives

- Special Collections and Archives

- [institution] Library

- [city] Cathedral Library

- [name] Library Special Collections and Archives, [name] Textile Collection

- [institution] Archives, [institution] Collection of [music]

- [name] Library and Archives

- Library and [topic] Information Services Museums and Archives

- 1. Historical Collection of books, and 2. [name] College archive

- Library and Archives [includes sections and staff dealing with rare books, tracts (as part of printed materials), archives, manuscripts, photographic collections, pictures]

- Archives and Rare Books

- Special Collections, University of [city]

- [name] Collection (theses), Rare Books, [name] Collection, [institution] Archives

- Special Collections, [city] University Library

- Special collections, [institution] Library, including rare materials in the [topic] Library and the Institute of [topic] Library; rare materials in the Institute of Classical Studies Library; [name] Institute Library.

- Archives and Special Collections, [institution] Library

- [List of three special collections units]Print Collection Archives Collection, Art & Illustrations Collection, Objet d'art Collection

- Archives, rare books, iconographic collection (incl photographs), AV collection

- Western Manuscripts, Rare Books, Maps

- Special Collections and Archives [list of nine topics and places]

- 1. Special collections 2. Manuscripts 3. Archives.

- [name] Institute for Archives University Special Collections (Printed Books)

- University of [city] Library Special Collections

- Western Manuscripts, Early Printed Books, Asia and African, Music, Maps, Philatelic, Sound and Visual. The numbers represent the old structure, and have not been broken down into smaller sub-sections We have only included collection departments, not service or adminatrive departments. From October 2010, The collection areas have been organised by subject areas.

- Central Library, [name] Library, Civil Engineering Library,Electrical Engineering Library, Archives, Corporate Records Unit-- All at [institution] London

- Special Collections Department National [topic] Archive

- [institution] Library and Archives

- Modern Records Centre

- [institution] Library

- The [name] Collection, The [name] Collection, The [name] Collection, The [name] Collection, [name] Collection, The [name] Collection, The name] Collection, The [name] Collection

- Museum of [topic] (principally Library and Archive), Special Collections, [name] Business School [name] Library), Map Library

- [city] collection, [name] collection, [name] collection, [name] collection, Archive collection

- [city] Archives and [name] Library

- Early Printed Books & Special Collections, Manuscripts & Archives Research Library, [name] Map Library

- Library Special Collections (archives & MSS, rare books, photographs, born-digital images)

- [institution] Library

- Archives

- Special Collections, [institution] Library

- The [number of] Special Collections are listed here [URL]; the over [number] deposited archive collections are listed here: [URL](listed by individuals and organisations)

- [institution] Libraries (all our material is special collections)

Q15 Name any special collections units for which you are not reporting data (27 responses)

- Maps; Ephemera; Music; Born-digital

- map and music special collection items (these are curated as part of units which care for general collection map and music materials.

- [name] Collection

- [institution] Theatre and Performance collections library & archive; [institution] Museum of [topic] library

- [name] Archive, [name] Archive: Both are recent additions and are currently being worked on

- [name] College of Music/[name] Archive

- All records administered by the [name] Museum's Corporate Collections and Information Department, i.e. museum corporate records and museum object reords. And all special collections held at the [name] Museum and [name] Museum. Both of these museums belong to the same administrative family as The [name] Museum, i.e. [institution], but their collections (including their special collections) are held and managed separately.

- [city] School of Art, National [topic] Library

- [name] Libraries (images) Institutional archives

- [institution] maintains a significant and world-renowned [topic] which is not under management of the Library and is therefore not included in this survey response

- [institution] Archive

- [city] Cathedral Archives

- Registry and HR archives

- Heritage collection (objects, art etc.)

- The School's own archives, which we do not hold responsibility for, although we do provide limited storage for some.

- Music, Oriental Collections, [name] Library, English Faculty Library, University Archives, [name] Collections, [name]

- Institutional Historical Archives, University Administration

- The Central Archive and the former [name] Library which is being reconfigured.

- Reporting agains previous structures

- The [name] Collection, The [name] Collection, The [name] Collection, The [name] Collection

- Department of [topic] / Centre for [topic], Centre for [topic] Archive

- Medical education collection

- [institution] Art Gallery and [name] Museum

- Printmaking archive Registry archive (student files)

- [institution] Archives, National [specialized] Collection

- Born Digital Special Collection [institution] - which has only recently been created.

- Dozens of archives which are the property of [institution] but which have been deposited in record offices all over the country; the [institution]'s corporate memory going back to 1895.

Q18 New collections established (42 responses)

- Archaeology, due to merger of former Institute of [topic] into [institution]

- Born digital - policy decision and result of a new institutional direction

- Born-digital collections

- [name] Archive - extended our collecting to include items and collections relating to content of this archive. [topic] Archive - these film collections have been added to the collections of the [institution].

- Capture of off-air broadcasts to electronic files

- network of community history sites collecting oral history and images - curator's decision

- Archive materials relating to the [topic] industry: new institutional direction and curators decision.

- Psychoanalysis. Major new deposits: [name] Collection, [name] Papers

- As described above - [name] Archive & Jazz Archive

- China - curator decision, importance of one particular collection (gift) became obvious when listed, led to further investment in this area, attracts a lot or research interest. Slavery - curator decision, new area developed to reflect new subject area in School of History/new institutional direction. 20th century literature - major gift Film - major gift and faculty suggestion

- British Imperial and Colonial Library (major gift), History of Medicine including Psychiatry (Major institutional and libraries and archives)

- The [name] [topic] collection has attracted other donations in that area so that we are now seen as holding a major national collection

- Major gift

- 20th century local theatre and literature (academic interest)

- Material relating to [topic], in response to recent opening of a major new museum gallery. Plus material relating to[topic], in response to a museum wide active collecting project.

- [four topical areas]; these reflect curatorial decisions but also institutional direction and faculty interests

- World War studies 20th century; Christian youth movements

- [topic], following professorlal appointment and development of [topic] as a research area in the University

- Focused on under-represented communities, eg ethnic minorities, lgbt

- Family and private papers. A major gift of family papers and diaries.

- Modern literary authors associated with [city] major gift.

- Collection care agreement established with the [institution] in 2010/11

- Costumes

- Private Press Books, Bindings, Political Papers, Genetics

- Before 2000, no collecting policy existed. We have since developed this, though mainly building on existing strengths within collections and the University.

- Visual art, women's art (curator's decision) electronic music, arts administration, theatre and performance (faculty suggestions). Decision made to focus on special collections and archives from the modern and contemporary creative and performing arts, to reflect institutional research interests.

- HIV and AIDS

- [topic]- new institutional direction [topic]- curator's decision

- Modern literary manuscripts with [institution] connections (major gift/curator's decision) Books by/about/associated with [name] and his times (major gift)

- Technology and business - major gift of [name] Company Archive; Born Digital

- European Music 18th-20th C. (Faculty impetus), Popular Journalism 20th C. (Faculty), Printed Illustration Studies (Faculty), Business Archives (20th C. (Faculty), History of Medicine (Institution), Modern Human/Medical Genetics (Faculty), Evidence Based Healthcare (Institution).

- Modern drama Garden history

- Feminism Leading collection being made homeless by public library; academic support for the subject matter

- Web archiving, e- manuscripts, Endangered Archive Project (electronic format), Digital video

- Theatre & variety - curator's decision

- [subject] - impetus was award of Heritage Lottery Fund grant

- archive collections from minority, including ethnic minority, communities - curator's decision

- Medical [subject] Archives - major bequest Children's book [subject] collection - major bequest and new MPhil course in children's literature [subject] French drama 1700-1850 [subject] curator's decision - adding to our 17th century French [subject] plays collection

- Development of born-digital image assets

- Humanism[subject], Protest [subject] and Campaigning[subject]. Due to donation of new collections.

- We have added approximately 800 items to the Official Publications Collections as the Department of Education undergoes changes under the new political administration (many departments have closed and have donated their libraries to the IOE Library); in addition to this, we have approximately 10000 items and similar electronic materials which are unsorted/uncatalogued at this point in time. These too are from educational organisations that have been forced to close following funding cuts.

- We have acquired a number of completely new libraries.

Q 19: Have you discontinued new acquisitions in any collecting areas within special collections since 2000? (5 responses)

- We no longer collect recently published additions to music series that were orginally collected by our founders, e.g. the [name] and [name] editions.

- Detective Fiction - returned to a core collections, Penguin Collection

- As above, we have honed our collecting to concentrate on primary sources/unique material and that most relevant to our mission.

- The Library used to collect Yorkshire printing, this has now been reduced in favour of York printing

- Children's literature (Printed material) - new institutional direction Archives re industrial/economic history - new institutional direction

Q 20: Have you deaccessioned any significant bodies of special collections materials since 2000? (Deaccessioning is defined as physical withdrawal of catalogued or processed materials. It does not include weeding during processing.) (18 responses)

- The planning for the move from existing premises to purpose built facilities has provided an opportunity to review existing holdings in line with our current collection policy. This has resulted in certain collections being de-accessioned (transferred, offered to other bodies) or weeded.

- Italian literature (19th/20th Century) transferred to BL as teaching discontinued. Early English Text SOciety Archives. Unused. Relocated via Society's officers.

- Not quite yet but one of our two deposited collections of family papers will be removed soon for sale by Sothebys. We don't want to lose this but do not have the money nor capacity to fundraise at this time for this collection.

- Archives of the Nutrition [subject] Unit of the [institution] were transferred to [institution] on appointment of an archivist at that institution.

- A collection of jazz [subject] material that was being added to by donation, was potentially going to grow beyond the available space and no longer supported the curriculum.

- Disaggregated relevant records from the former counties of Dumbartonshire and Lanarkshire to the vesting authorities

- Archive Services has deaccessioned some collections - these have been re-assigned to more appropriate repositories

- Removed to more appropriate institutions in terms of ownership or usage.

- Portfolio collection of late 19th-/early 20th-century published portfolios where there were copies held elsewhere. The impetus was the lack of adequate physical storage space and their susceptibility because of location to attack by pests (mice).

- Archive of [international organization] de-accessioned and returned to parent body.

- Duplicate programmes and concert ephemera, unused periodicals or periodicals that are more readily available in music libraries or university libraries.

- Detective fiction. Shipping Archive

- Weeded catalogued/processed printed book collections which contained irrelevant material added before staffed service created.

- [name] papers, subject matter (trade union history) no longer relevant.

- Withdrawal of duplicates and material not relevant to collection focus.

- A collection relating to a politician in colonial Kenya ([name]), to reunite it with a more substantial collection relating to him held by [name] Library[institution].

- The withdrawal of funding by the [name] Foundation and the reduction of the Museum's Grant in Aid necessitated the closure of the [name] Library.

- [city] special collections relocated i.e. Agriculture & horticulture collection,

Q 21 and 28: Comments about the Collections section (65 responses)

- [institution] Special Collections is the main central unit located on the main campus, other satellite smaller library units have some materials to differing degrees of size and local practices which fall into this category and are supported centrally but do not have separate units as such; I have attempted to combine all instances in one single response. Where 0 has been entered in the format section, this indicates that the total linear metreage covers all different formats.

- The definition of 'item' in the Department of Mss varies. For the purposes of this survey an item is the equivalent of a discrete catalogue entry. As such, an item' could be a series of rentals, a collection of correspondence, or a single document. .

- Answers to questions 16 & 17 are all approximate. N.B. Visual materials: most are held in distinctive 'Photographic Collections'; some are additionally held in manuscript collections. The rough estimate of 100,000 stated in q.17 are thus additional to the 700,000 in q.16. The '0' returns are where numbers of such items are too small to be stistically significant. Born-digital materials have started to appear since 2009/10, in small quantities so far - but these are 2009/10 figures.

- We do not have separate item counts for manuscript volumes - these are included in the linear metres figure for the manuscript and archival collections

- Moving image materials count: 60,000 unpublished video cassettes, 6,000,000 feet of film Graphic/visual materials include paintings, drawings, prints, photographs, posters, post cards Printed volumes estimate for pre-1801 publications 40,000 and place and culture 200,000

- Deaccessioning took place to ensure that our new premises contained only collections of long-term value

- Some archive groups contain visual and audio material

- The Collections Manager post is new to [city] Libraries and has just been created this year. I have only been in the post for 2 months and the team under me are still to move into post. Some staff will also be managers as well as working with both general and special collections. We have a huge task ahead of us as the collections both general and special have not been cohesively or consistently managed before. Knowledge is patchy and undocumented. Storage is inadequate and promotion is minimal apart from our digital images collection.

- Q16 We prefer 5 million items as an indicator of size/workload for archives and manuscripts and embedded multimedia etc.

- Questions 16 and 17 are really confusing. I have entered linear metres of material in 16 and individual units in 17, putting a 0 in 16 int he latter case

- At 16, estimates for all non-print formats are aggregated in the single linear metre count. There will be extreme inconsistency between insitutions in indicating the size of non-print holdings, frustrating reliable comparisons. The SCONUL guidance on measuring the extent of archival collections is unhelpful as it specifies only two dimensions for three-dimensional holdings and is impractical to apply to very large and varied collections.

- Re question 16: size of the archives and manuscripts collection is expressed in linear metres.

- Collecting areas are steadily expanding, but in most cases this is a development of the collecting policies, adding new dimensions or extending time scales (e.g. post-1850 textbook collections).

- The [name] archive does include manuscripts, visual materials, audio materials, moving image materials and objects, however these are not counted individually, so have been added to the linear metre count in question 16

- Also have 39.54m2 of collections

- 16: approximations

- Our motivating factor in halting new acquisitions is to maintain the historic integrity of the collections. Researchers come to consult the material that our founders collected. New additions to periodicals or music series are readily available elsewhere.

- The Archives do contain manuscripts, visual materials, moving images etc but it has not been feasible to quantify these not least because not all the archive collections have been catalogued. The number of printed volumes includes rare journals and is an estimate.

- Figure in 16 for audio is 10 boxes.

- The figure for total printed volumes in Q.16 includes all modern supporting materials, acquired and housed as part of Special Collections. It does not include 19th century books in the general library collections, though we are working towards incorporating these into Special Collections.

- Q16: our total cartographic holdings are estimated at 1,240,872, but this fig. includes modern material.

- Q16: We have 1502 archival and manuscript collections.

- Because of the overall size of the collection, I cannot quantify the collections in anything other than rough linear metres at the moment. Individual manuscript items have been incorporated into both the archives and the rare books collection in the past, making it very difficult to quantify accurately. I have included all those not held on book shelves in the statistics for archives. Visual material is embedded throughout various archives collections in a way which makes it difficult to quantify. I have therefore only quantified those visual collections held separately from dcoumentary archives. There are a few 3-D objects held as part of some of the archive collections, but again there is no easy way to itemise these so I have not been able to provide separate statistics for them.

- No manpower to count the separate collections

- Questions 14 & 15. In some instances we are able to include data relating to all; in other cases not. I will try to qualify where possible. Manuscripts linear meterage included in overall Archives and Manucripts count

- The [institution] felt unable to comment on this as they do not count their material in the way laid out.

- 16. The figures here reflect a strict interpretation of what is in designated Special Collections storage areas. Great numbers of printed items from the general collections in non-public storage areas should be regarded as Special Collections material and, on a case by case basis are, when requested for reading.

- We don't count everything in this way, the management information structure does not break down in the way asked, therefore we have extrapolated from and estimated based on known management sources

- Q.16 Discrepancy between how materials are counted between the 2 units: Special Collections counts items as integral parts of collections while the [name] Archive counts individual items

- The 8 collections that we are reporting on are all part of the newly formed [place] Collection. These collections have been badged as the most significant and of great local interest

- Questions 16-17: audio and visual materials kept as items at [name] Library and as part of archive collections at [institution] hence their appearance in both Q16 and Q17

- reductions in funding and income have had a detrimental affect on acquisitions

- Cannot answer Qs16 and 17 with accuracy as collections are in storage during refurbishment of archives store.

- We are considering deaccessioning our modern [nation] children's literature material because it is replicated in other [nation] libraries.

- The Visual materials number above refers to 31 filing cabinets in the[name] Collection. These comprise of Teachers' notes, audio cassettes and filmstrips.

- I cannot provide figures in terms of linear metres, since apart from being meaningless in our context, our collections are divided between 167 separate historic libraries, and assembling the data would be an impractically huge task. Similarlty I cannot provide figures for categories such as cartographic material which are simply shelved alongside all the rest of the material, and which we don't regard as a separate category of material for statistical purposes.

- Answers to questions 24 and 25 are calculated guesses, based on typical patterns: accurate data not readily to hand.

- There are no formal or informal collection development arrangements but we do liaise informally with institutions with similar collecting policies where the need arises.

- Almost all material in the Archive of [topic] are acquired by gift, and all materials in [institution] Archives by internal transfer.

- Q27 Have answered no because all stores on college estate but de facto off site because on sites away from Archival Reading Room

- At 22, no one year (e.g. 2000 or 2010) is typical. Although endowment funding is recurrent at a consistent level, insitutional funding and funds from benefactors change considerably from year to year. Substantial grants are also received, but weren't in 2000 or 2010. Acquisitions expenditure in 2009 was over £300,000, but the lower figure in 2010 doesn't necessarily indicate a trend.

- Re question 27: Uncatalogued archives are stored off-site.

- Q23. Funds captured from grants etc. differ greatly between years, as opportunities for acquisition differ and grant applications follow such occasional opportunities. (e.g. in 2007 we had a grant of £535,000 for a single manuscript collection from a national body).

- As we were preparing for relocation to a new facility we took in very little new mateirla in 2009/10, this was unusual.

- Please note that answers to Q25 are in linear metres and concern Archives collections. Also all Special Collections are currently housed in this building - the off-site storage contains Archives material

- Although we do not have a regular purchasing budget, there have been instances over the last 10 years where we have made one off appeals for purchasing specific items of collections.

- There are some collaborative collection development arrangements in place with [name] Library, University of [city]

- We have not had a budget for acquiring rare books and archives for many years. However, from time to time we have items / collections donated to us.

- Approx. 10 items purchased out of library's overall books budget.

- 24 - figure does not include periodicals 27 - very little, only some modern records and master negative microfilm

- Many purchases are supported by mixed funding arrangements, so differentiating between institutional funds, bequests/endowments and external funds is difficult. External funding tends to be used for high value items and collections

- Q22: fig. for institutional funds excludes the budgets for the Maps, Music, Chinese, Japanese, Indian and Near & Middle Eastern departments: most of these are spent on modern materials, but some is spent on special collections (we don't record the spending separately). Q22: fig. for other external funds is one-off funding received from various sources for the purchase of the [name] archive.

- Q22: total is 140,981 pounds sterling. Q24: practice varies.

- We have no acquisitions budget.

- Question 22 very much an approximation

- Our budget is markedly skewed for this year by a one-off purchase worth 1.2 million pounds sterling. Our normal budget would a few hundred or thousand pounds only.

- The [institution] has a formal collections policy as required by TNA Re question 27 the [institution] routinely transfers images to the [county] Film Archive

- It is difficult to give the percentages in questions 24 and 25 and therefore these are estimates as we do not record different formats of material as defined in the questions.

- Responses above pertain to main & departmental library colls. For archives & corporate records Q24 gif/don 25%; transferes 75%. Q25 30% gift/don' 70% transfers. Q27 archives separate unit.

- Q.22 The £415 of institutional funding is what was actually spent on acquisitions - Special Collections receives an overall budget which is used for everything - acquisitions, conservation, exhibitions, etc. - without specific amounts being allocated to specific activities

- The [name] Collection contains two rare manuscript workbooks by the composer,[name]. These were purchased through public subscription and HLF funding by the [name] Society. Although we don't own the volumes , we hold and display them as part of the [name] Collection. They are available for consultation or loan to the society by formal agreement between both parties.

- Re Question 2: the amount quoted is for all printed book acquisitions, not just special collections material.

- We are in the early stages of considering collaborative collection development policies with other institutions in [city].

- There's a general Acquisitions Budget from which collections are purchased as appropriate.

- We draw no distinction between institutional funds and bequest/endowment funds. I can't give a meaningful answer to question 23 because we purchase in response to need, rather than according to a pre-set annual budget. For example, if a privately-owned historic library in one of our houses is put up for sale, we will attempt to secure it, but we don't have an acquisitions budget in the way that a research library might. One year we might spent several hundred thousand pounds, and the next nothing. Question 24 makes no allowancce for the AIL (Acquisition in Lieu) scheme, but this is one of the most importance sources for acquisitions for us; in 2008, for example, we were allocated the library at [location] (value: in the region of £1m) via the scheme

Q 29: Other collection care problems (xxx responses)

- Lack of space. We need additional high quality storage space with adequate security and temperature/humidity controls

- Lack of resources to work on core collections (including Special collections) in the [topic] LIbrary

- Knowledge base on items as well as on significant donors

- A great deal of British 19th and 20th paper. Gearing up for Multimedia preservation.

- Overall quality of storage facilities is an issue for Archive Services only

- Preservation of photographic materials

- No designated core conservation staff.

- Lack of space and insufficient funds available for conservation & staffing.

- Lack of storage space

- Repair of treasures, having both resource and expertise

- Ongoing maintenance of the collections.

- The [name] Institute for Historical Research have their own strongrooms and security arrangements. The printed special collections share a store with other library departments and so security and the quality of the facilities is not as high.

- Obsolescence for digital content, file sizes, lack of international agreement (for video)

- Lack of space for new acquisitions

- An HLF award of 427000 has enabled us to carry out extensive conservation on parts of certain collections affected by red rot. We would have been unable to undertake conservation work on this scale from core library budgets.

- Quantity of deteriorated bound material. Dirt levels

- Dedicated reading room and increased staffing both required to provide more consistent service and increased access

- Inadequate temperature/humidity controls, improving housings, conservation repair for us are the other care problems we face at the [institution] Library.

- I hesitate to tick 'Inadequate temperature/humidity controls' because it implies that the air-con in our stacks isn't up to scratch, and we have neither air-con nor stacks. Our conservators are world-leaders in the control and monitoring of environmental conditions in a 'natural' setting, but at the same time this is an ongoing challenge, with recent changes in climate making the task ever more complex and unpredictable.

Q 35: Comments about Collection Care section (35 responses)

- [institution] Library Services is unusual within the sector in that it has a full-time accredited Conservator/Preservation Librarian on its staff.

- The figures supplied refer to 2010. However the percentages will vary in accordance with specific work programmes in a given year (for example, preparation for a major exhibition or for loan of material).

- N.B. All answers refer to year 2009/10. More recent years are atypical, because of move of premises. '0' return for born-digital material would be different in current year (although still very small). Q.32: this figure would be higher in 2010/11, because of preparation for collections move; in other years, there might be external grant money involved, and more external conservation expenditure. Not, however, in 2009/10.

- -BL Preservation Assessment Survey has been completed for the entire Library but a focussed survey has not been undertaken just for Special Collections. -All conservation has to be outsourced and generall requires external funding - therefore the spend on conservation can be very variable from year to year.

- Several years ago we had a visit from the Historical Manuscripts Commission which threw up no concerns about collection care

- I believe the BL PASurvey was carried out on teh general collections in the early 1990s, but did not include Special Collections or University Archive materials. A BL PA survey is planned for the University Archive in the coming year.

- Q32 Figures are for 2009/10. This does not reflect a dedicated budget

- We have completed Benchmarks in Collections Care which we find a much more useful and comprehensive preservation tool. We started doing the BL Preservation Survey but very soon ran out of staff time and have not been able to devot any time to it.

- At 32, figures exclude direct institutional staff costs.

- We have completed the CALIPR preservation assessment.

- Q29. The quality of storage is good, but requires significant levels of capacity to maintain, in liaison with Estates department on maintenance issues, disaster prevention measures, changes recommended by insurance brokers etc. Q31. All preservation ultimately is for access, but some activities ('Other' in our reply) support access to enable handling for cataloguing (e.g. treatment of mould, relaxing of parchment etc.) We have assumed your "use" is public use. Q34. Use of the preservation assessment tools was limited to certain categories of collection.

- Items such as boxes are purchased in very large amounts to reduce costs and stored, so they are not necessarily purchased annually.

- Question 29 - difficult to answer as this is comparative to other institutions? These might be our greatest needs for care, but in fact the conditions are generally very good and little intervention is needed. 32. This is not a guarunteed regular sum

- Note: Overall quality of storage facilities is a problem for Library Special Collections only. Newly built storage with full environmental control is provided for the Archives and Photographic Collections.

- We have completed the following assessments Benchmarks in Collection care from the MLA. A percentage of our collection is owned by the British Library, who survey the condition of this material.

- A possible extension to the [name] Library may provide the opportunity for better conditions and environment for archives and special collections

- The bulk of the collection is kept in a 13th century building and controlling the environment has been problematical leading to occasional outbreaks of mould. The library employs a group of NADFAS volunteers who are trained to clean the books as well as refurbishing bindings and doing minor paper repair. At present the library is without a conservator but hope that this will be rectified by next year. We are using the existing budget to employ outside conservators as required but this is a short term measure A preservation audit of the library was carried out in 2010 by [names], the findings of which inform our conservation policy

- This sum is the consolidated conservation budget for 2009-10 and included routine journal binding which was probably about 35% of this sum. We run an Adopt a Book programme and donations vary from year to year. For the period of 2009-10 there were few donations owing to the prevailing financial climate and less than 1% of conservation activity was funded by this means. It has become steadily more difficult to get funding for conservation activity over the past decade.

- For question 34 - we have had a National Preservation Office Preservation Audit and Preservation Assessment Survey Report (2004) and ALM London Collections Care Preservation Report on Books and Archives (2006). Are you sure you mean "National Archives Preservation Access Survey"? We are also looking again at Benchmarks for Collection Care five years after originally completed to check progress.

- We plan to do so in the future

- Q32-33: answers exclude staffing costs.

- Q32-33: total expenditure 114,016 pounds sterling.

- We have no conservation budget or facilities. We occasionally receive pockets of money for outsourced conservation as the result of external funding for various projects, meaning that some years we spend several thousands of pounds, but most years nothing at all. £2000 is just a rough average.

- We did have a survey from the National Archives before the refurbishment of the archives but I'm not sure what this was. They also advised on the rebuilding of our archive store and reading room.

- Question 29 - significant improvements being made through the redevelopment of the [institution] building to meet BS5454, complete 2015. Significant improvements alraedy made through the new Book Storage Facility in [city] where some Special Collections are housed. Not wholly sure about 35.

- Conservation budgets can change markedly from year to year, depending upon the success (or failure) of external grant applications.

- Q. 32 Expenditure for ongoing routine preservation/maintenance and expenditure for in-house conservation is not recorded separately.

- I would like to undertake the British Library Preservation Assessment Survey.

- re 32. The institutional information does not break down in this way. The [institution] has 2 full time conservators and a part time technician who work exclusively on [institution] material. The [institution] has also completed the Benchmarks in Collection Care Survey.

- Number 32 is an approximation and takes into account National Insurance (NI) & Accruing Superannuation Liability Charges (ASLC) costs.

- Q 33 for archives unit 100% instit budget

- The figure in 32 covers all conservation/preservation and is made up of 44000 core funding and 35000 in other funding (grants etc.) and refers to 2010. 33 refers to 2010

- After the work that has taken place as part of the HLF [[place]] collection project -there is potential to undertake a BL Preservation Assesment Survey

- I have not included staff costs in the responses to Q32 or Q33

- I cannot answer question 32 because each of our properties is a self-financing unit, so the spend is divided up between over 150 separate budget holders. We don't have a global conservation budget as such, but 150+ separate spends, based on local needs and priorities. However our spend is both significant and almost entirely in your category 1, of ongoing preservation and maintenance.

Q 41: Other reasons for not granting permission for us of uncatalogued and/or unprocessed materials (5 responses)

- Lack of facilities to access non-paper media

- [institution] Archive material issues un-listed and uncatalogued material when appropriate.

- Archives are not normally made available to the public prior to cataloguing, for reasons of security and confidentiality. However, exceptions are occasionally made and controlled access permitted.

- Practical issues - it is impossible to make large archives readily available unprocessed because of the difficulties of referring to and otherwise managing the material.

- Copyright

- Surrogate copy available - Rare Books would issue these first

Q 44: Other reasons for denying the use of personal digital cameras by users for the purpose of copying collection materials (4 responses)

- Under deposit agreements the copying of some archive collections is not permitted

- Some collections not owned by the University, and owners are not willing to allow the creation of uncontrolled digital images. Some collections have material with information compliance issues.

- Staff Time

- Concern about condition of material

Q 45 and 53: Comments about the User Services section (60 responses)

- Photocopying has recently been discontinued as a service; scanning or photography are offered instead.

- Ad questions 36-38: we do not, at present, distinguish user types/counts for rare books - total visits to the Library in 2010 stand at 7772 visitors

- In relation to Q.36 and Q.37, we are taking 'Visiting scholars/researchers UK' to mean 'Visiting scholars/researchers Ireland'.

- Accurate figures for the year 2000 are not available. Comparison is thus with 2002/3, the first year for which there are directly comparable figures, whch indicate an increase in visits amounting to c. 26%. Note: 'International' visitors are not counted separately, and thus the figures for international visitors are included within the UK count. In the region of 10% of our registered readers are from outside the UK.

- We permit loan of special collection materials for exhibition at other organisations.

- Question 36 total does not include users of pre-1801 and [nation and culture] Welsh and Celtic volumes as the numbers are not kept apart from uses of the general printed collection. Question 43 where IPS considerations allow this

- Our archive collections are more restricted than special collections held in libraries - eg interlibrary loan not allowed in Archives. Digital camera use - charged for in Archives

- Reproductions are provided for requests for inter library loan where copyright allows. We rarely receive ILL requests for archive material and generally provide remote users with reproductions using our reprographics service.

- Readers are asked to inform staff in advance if they intend using a digital camera or portable scanner

- At 36, the figure for Visiting scholars/researchers UK includes all non-members of the University with HE affiliations. We don't distinguish between UK and other nationalities. Arguably, the Survey should also have sought quantitative information about services provided for individual non-visitors - remote enquiries received and demand for reprographic services, particularly on-demand provision of digital images.

- Re question 43: We have recently launched a self-service camera pilot.

- Q37. In 2006 we moved off the main university campus to a location with no teaching function, and this has affected patterns of use. Q43. Although own-camera use is selectively allowed, a chage is made, per day or per week. This is in alignment with practice in neighbouring local authority archives. Q39. We do not distinguish in our recording between books printed before or after 1801. Different formats of materials (cartographic, visual etc) are not distinguished separately in our statistics of use; they are managed and recorded according to which collection they belong to. Q44. Use of personal cameras allowed for some collections only.

- We were closed to researchers for a significant period of 2009/10 as we prepared and relocated to a new facility, we also significantly dropped off our tours and students visits during the entire year as we worked to prepare the collections for a move and worked on the design of the new facility. Our visitor stats and general usage stats reflect this. We currently count our own University staff and students numerically together and do not seperate out any other type of visitor except for international so the figure in 'Other' in answer to question 36 represents all categories apart from international users.

- Please note that Archives permit use of digital cameras by some categories of user, whereas in Special Collections we are still considering this. Q36 - we cannot break down figures in this way - total of 7310 visitors to search room of which 1401 were from Higher Education

- Archive Services allows digital photography Special Collections does not allow digital photography So the answers in q.43 & 44 are for Special Collections only

- Re question 37 - we do not count number of readers, we count number of special collections requests and differentiate between internal (all [institution] staff and students) or external (visitors). Total 586 requests for the period (478 internal, 106 external).

- With regard to use of digital cameras, users have to complete a proforma. Re question 37, we don't have accurate data for the year 2000; however, recent loss of a graduate trainee archives assistant post will impact on the number of on-site readers we can serve

- Re 43/44 We welcome the use of personal digital cameras as users find them so much more convenient. They also free up staff time from the burden of photocopying. We do forbid it for restricted materials and are careful to transfer risk of copyright infringement to the user.

- 43. We allow the use of digital cameras for rare books but not for archive material. We charge a fee for the use of digital cameras.

- We do not keep detailed reader statistics at the moment. The majority of users are University of [[institution] students and staff who get free use of the library under the partnership agreement.]

- Visitor figures are total for year, rather than from survey of specific day/s

- Most researchers come from within the UK and from HEI. However there are a number of independent researchers (e.g. writers) and reseachers from abroad who come to use our collections. Since our printed collections have been part of Copac we have noticed an increased demand for tracts and pamphlets as well as the collections being opened up by the [institution] funded retrospective cataloguing projects.

- Q36: we do not have a 'gate count' for Special Collections. We record the no. of items fetched to Special Collections reading rooms each year. For 2009/10, this was 60,850 items (Manuscripts, Rare Books); the total increases to 75,437 if we include all Maps, Music and East Asian materials (modern as well as Special Collections: they aren't recorded separately).

- Q43-44: practice varies.

- We do not differentiate between [institution] staff, post grads or undergrads. All [institution] staff and students are recorded under one collective figure, so they are recorded under 'Other'.

- 36 - no granularity in the total figure I'm afraid

- We count our website hits regularly, and they are increasing faster than any other statistic mentioned above, year on year.

- Q. 36 Other means Library members and temporary ticket holders. Q. 43. Subject to copyright status and item condition.

- re 36. The [institution] has a self service microfilm room that is open outside the normal search room opening hours re 37. The [library] moved to a new site at the University in 2005 and numbers increased from then re 37. The use of surrogates and the purchase of copies for remote users has increased

- 36. Please note that the year in question is unrepresentative because of refurbishment work that made much material inaccessible or hard to retrieve and led to the postponement of visits. The corresponding figures for the last unaffected year (2008/9) were 170, 217, 298, 50. 242, 26. 37. Because of the problematical figures for 2009/10 and ongoing disruption in 2010/11, I have answered these questions bearing in mind the figures for 2008/9, and looking for decisive trends. I would like to note, however, that categories can fluctuate dramatically. A sustained period of consultation by one or two readers can greatly alter change the balance within the categories.

- 36 responses from archives only 39 responses fron archives - no material of this type held in central & dept library

- Q.36 "Other" = Members of the public

- 42. Interlibrary loans only for [institution] Library and then only modern printed books.

- Q43 - Early Printed Books & Special Collection permits the use of personal digital cameras, however Manuscripts & Archives Research Library does not.

- No undergraduate visits (Q36) as [institution] is wholly postgraduate. No knowledge of stats for yr 2000 so hard to make comparisons (Q37).

- We allow use of digital cameras for printed volumes and manuscripts but not for modern archival material

- Q 36: The figures given above are for the Archive Collections only. 67 is for visiting students, scholars and international visitors. With respect to Special Collections, we do not have figures by type of user but how many times we have fetched items from our stores and these are given below: Official Publications: 231; Historical Collections: 118

- A large proportion of our users are group visitors, who receive guarded tours of collections, plus the opportunitry to see and sometimes to handle items from the collections. Our collections are in some sense also experienced (as opposed to use) by many millions of visitors who view the historic rooms in which our books are generally kept.

- With reference to Q.50, the Library's Education and Outreach staff provide most presentations, tours, etc.

- Obviously, costs charged for reproductions vary enormously, according to nature of request - anything from a a single page or photograph to an entire manuscript or book. Figure given is a purely mathematical average.

- Question 46. Different charges for different formats Low resolution digital still images GBP 3-6, High resolution images GBP6-15, Audiovisual materials More than GBP 15

- Re Q. 46, 47: Users may take pictures with their own camera with no charge. They may use our camera for print-outs at 15p / page (photocopying rate). They may order images from the [institution]'s picture library ([institution] Images); prices will vary according to the order. If new photography is taken for a reader request, it is stored in the repository -- in due course these images will be publicly accessible.

- At 49, several media are under consideration, but without plans to implement yet.

- Q46. Charges depend on type of copy (photocopy, scan, or digital photograph).

- Ref. question 46, we charge a standard fee of £4.50 for colour copies but a higher fee of £10 or reproduction of dyelines, large plans and technical drawings. In addition, we also charge an administration fee of £5 for UK readers, £7 for readers from Europe, and £10 for readers from the rest of the world.

- We do not break down our visitor numbers by local/national. About half, at a guess, would be from elsewhere.

- We are not a university and therefore some of the questions (50 and 52) on this page are difficult to answer as phrased. We have the [name] Museum which attracts around 60,000 visitors pa and which has an active outreach programme to schools and other groups supported by the archives. (e.g. History of [topic] workshops – 9 this period). In addition there is an active programme of exhibitions supported as appropriate by library and archives. (e.g. National [topic] Week). There are also special lectures – this period included an exhibition of archive and library materials on microscopy in support of the [institution] [name] lecture as well as the series of public lectures organised by the Museums.

- Re Qu51 - we have offered fellowships in the past and this is under development as a potential future development

- Q46: this is the price per image.

- Q50: total presentations is 36.

- We specialise in the missionary archive collections and receive substantial funding from some of the missionary organisations for project work, occasional acquisition or conservation work, and core activities such as cataloguing.

- Our archive catalogue will be available on our local website by end of this year but does not contain detailed records of all collections as yet.

- 50 is a guestimate - there is an awful lot of activity in this area involving curatorial and support staff

- Q. 46 We charge our members £5 and we apply [institution] rates to non-members Q. 50 The Library was in the middle of a substantial building project in 2009/10 so the number of presentations we were able to give that year was unusually low.

- 52. The University of [city] and the [respondent] have recently established a joint venture, the [name] Institute. The Institute's activities include collaboration in the field of [city]-related special collections and the involvement of personnel from both bodies in a new archive which is on the [respondent's] historic dockyard site.

- We engage 25,000 learners each year in workshops, conferences and projects, some of these will be in relation to special collections. The majority of these sessions are delivered by a team of freelance educators however a small proportion is delivered by curators – approximately 20 sessions per year. Our key cultural partners are schools (locally and nationally). Other partners include: subject specialists, subject associations, curriculum experts and agencies and exam boards. We also run regional projects which involve partnering with libraries, archives and literary houses across the UK.

- Q 50 for archives unit only

- Q.46 Policy currently under revision

- 50. Figures relate to 2010 and are estimates

- Used to offer grant via [topic] Society, but discontinued.

Q48: Other methods of making archival finding aids Internet-accessible (10 responses)

- Collection leveld descriptions for parts of our collections are available through the Scottish Archival Network (SCAN)

- The main access point is via the Library website using CALMVIEW, the access module of our archive management system.

- RASCAL - free online database of collection level descriptions

- Email pdf copies of some of our finding aids to individual readers upon request.

- Scottish Archives Network

- Genesis; Backstage (offline at present)

- Individual hosted online catalogue.

- Considering collaborating with AIM25

- Long-term plan to contribute to estc depending on finding funding.

- Our library manuscripts are included in our MARC-based catalogue, and consequently accessible via Copac

Q 49: Other social media tools used by special collections for outreach or to gather feedback (9 responses)

- Library Twitter, Facebook page are used to highlight Special collections and University Archive activities, plus internal newsletters and University news publications, University press office when occasion is appropriate

- Short videos on webpages

- Screen recording

- Mailing list and newsletter run by Museums

- Would like to but presence on social networking controlled by Comms Dept.

- YouTube - currently just one short film relating to a specific exhibition of [institution] archives in 2007

- Rich interactive narrative

- Select email postings to target groups.

- Internal Wiki, and there is a Wiki for [topic] Centre [acronym]

Q 52: Other key cultural partners in shared projects or work activities, external to your own institution (27 responses)

- Other national cultural institutions such as the National Museum and National Archives.

- Private donors

- Various cultural societies

- Council of Central Music Library est 1948

- Community groups

- international collaborators

- we work with not for profit businesses like JSTOR to develop and implement projects

- National museums, learned societies, specialist archive repositories

- Medical related NGOs, e.g. British Psychological Society, Biochemical Society, etc.

- Local church (depositor of major medieval item, which is the subject of a project). Also, local historical societies.

- other Royal Colleges, Wellcome, CHILL

- Planning to work more closely with local musems

- The library works closely with [institution] departments eg education. We are hoping to create new partnerships particularly with other Heritage institutions in [city]

- Archive management boards

- Not applicable

- National libraries; audience development agencies; local and regional arts organisations and festivals

- Heritage and cultural organizations, museums and galleries.

- Missionary organisations

- Literary festivals

- The National Archive, Local Authority Archives Services

- Independent local museum

- The [institution] works with all of the above though strategic priorities are ticked. The following are organisations we work with corporately: [ten organization names]

- Other institutions within or related to Church

- We work with a range of partners- often this work is with marginalised groups who may not have had previous opportunities to come into contact with and learn more about special collection material.

- National Museum of Ireland, National Gallery of Ireland, National Library of Ireland

- Museums and galleries (Tate, V&A), collaboration with VADS to make archival images available, collaboration with various institutions through CETLD (2006-10)

- Other engineering learned societies

Q 63: Comments about the Cataloguing and Metadata Section (20 responses)

- Records reported in questions 51-60 include MARC records as well as other electronic catalogues and finding aids, such as CALM, KE Emu (Photographic database) and online resources sucha s archives hub.Thus both detailed and more general collection-level records. Only printed books are catalogued in the 'Library Catalogue' - and so if the question has been misinterpreted, and only the Library's main online catalogue should be included, then the answer to questions 52-60 should be '0' throughout.

- Question 60 only refers to born-digital audio-visual materials

- All archives have a collection level description available on line but many collections do not have detailed catalogues available on line

- Only printed book/pamphlet/periodical items are catalogued with MARC records. Archival and manuscript materials are not included in the library catalogue, but catalogued separately.Visual, audio, born-digital etc materials are not distinguished separately by their format, but form part of various collections. Q 55 and 56. These answers reflect the fact that we do not distinguish in cataloguing between manuscripts and archives. We try to create a collection level record for all managed archival collections, and to identify at least some element that can be accessible. This enables searchers to identify the location of a collection. However, a significant backlog in cataloguing exists at item level beneath the collection level record. The collection may not be accessible in any meaningful way until further cataloguing is done. In addition, many early collections are formally "catalogued" but these descriptions are inadequate either to answer current research interests or to support digitisation plans. Substantial levels of enhancement are required to bring these legacy catalogues to current standards.

- Ref, question 58, we are in the process of preparing item lists for visual materials of varying formats by means of volunteer projects.

- Our policy is to ensure that collections are made available to users so boxlisted collections are made available these still require to be fully catalogued in due course. Our 99% catalogued figure is for collection level only. It is ou item level backlog that has increased since 2000.

- Q55. Our archive catalogue is an Adlib database, not a print catalogue, but the holdings are not online yet.

- These are estimates.

- Retrospective online cataloguing of archives and printed special collections has been almost entirely fund by grants from the [institution]'s [topic] scheme since 2002.

- Some questions left blank because we do not know the answers

- Note that for the Printed collections, where there is a print catalogue record only (Q.54) these are entirely card catalogues which are no longer accessible to the public. Q.55 - there have been conserted efforts to catalogue archives since 2000, partially offset by new acquisitions. There has been less progress with manuscripts and visual collections Q.62 (Printed), a large retroconversion project, which began in 1995, was completed in the early 2000s. Since then the backlog has remained relatively constant as cataloguing roughly keeps pace with new acquisitions but no further inroads have been made into the total backlog.

- We do not have statistics for uncatalogued/processed books (handled by librarians outside Special Collections) and we have only quantified the backlog of uncatalogued archives in the past 4 years.

- We are due to implement an online archives catalogue this coming year, so the above statistics will be superceded shortly. Many others are probably in the same situation.

- Special collections not yet catalogued online are listed in a printed catalogue and also in an internal, not Internet-accessible database.

- The [institution] does not have the statistics for uncatalogued/unprocessed material.

- For question 61, the response only covers some of the collections. The [institution] does not count finding aids separately. Questions 62: For Manuscripts, material in other formats decreased, in sound and visual there has been no change, and for Digital, increased

- Q 61 responses given for depart/central library. For archives 15; 85 for last 2 categories Q62 - no change for archives unit for both types of material

- Q.57-60 Difference between Special Collections managing archives and mss as collections while [institution] manages them as individual items

- 58. Estimate

- As a result of the HLF funded [city] Collection project a website that includes a percentage of high level item records for collection material now exists.

Q 65: Other encoding schema used to create and/or maintain archival finding aids (6 responses)

- MARC for photographs

- ISAD (G) doesn't seem the right place but ought to be included somewhere

- We used to use EAD. We now catalogue into a proprietary archival management system (CALM) which supports export to EAD.

- Our archivist believes that CALM does this automatically, in that you can print off EAD and HTML records
- Access databases
- CALM

Q 66: Other software tools currently used, or planning to use in the near future, for creating archival finding aids (21 responses)

- Archivists Toolkit 2.0
- VIRTUA with Archives Management Module (VTLS)
- VTLS Virtua
- ArchiveIndex+
- MODX
- Excel is used for data creation by volunteers and casuals. This is then imported to CALM.
- SirsiDynix Symphony
- Oracle (free text retrieval)
- Cheshire software for Archives Hub spoke
- Scottish Council on Archives is scoping a Scotland-wide cataloging project which is looking at a variety of software tools and encoding schemes
- Excel
- Excel
- Acrobat
- Archives Hub EAD editor (not sure if it's relevant or where it falls)
- Forensic toolkit; and Wordle
- Heritage4
- XML
- he HDMS and the OHRM are software tools developed by the eScholarship Research Centre at the University of Melbourne.
- MINISIS Inc's M2A system
- Possibly Archivists Toolkit - looking at AT and ICA-AtoM
- Library manuscripts catalogued in MARC

Q 67: Institutional archives reporting lines other than the library (24 responses)

- Human Resources
- Archives is on the same structural level as Libraries within Adult Services Department
- Both Library and Archives are constituent parts of the [topic] Department
- Institutional archives are managed by the[institution]'s Records Manager.

- The Institutional archives report to the [name] Research Library : Special Collections which are not a part of the Library Service for the Univeristy

- University Registrar

- We have no defined policy, archives are managed by the generating department

- Library and archive both form part of Knowledge Management

- Dean and Chapter of [city]

- Cathedral Chapter

- But Registry and HR archives report to the Secretary and Registrar's department

- Now Museums and Archives Department but was Library in 2009-10.

- Heritage and Collections department

- Governance and Compliance Division, University Registry/Governance Directorate

- The Central Archive is a separate collection

- We do have an institutional archive but since we are an independent library and not belong to a parent organisation our archives do not report to another unit. The Librarian is responsible for the management of the archive.

- Information Directorate

- No institutional archives service; non-current records to Library

- ICentral Secretariat

- Corporate Information and Computing Services

- University House

- Within the same reporting structure as the library but not within the library itself

- [institution] Archives are administered by the School of [topic]

- Part of corporate governance, not collections.

Q 69: Comments about the Archival Collections section (21 responses)

- Question 68: complicated! We do some RM, by default, in collaboration with a business efficiency unit, which has overall responsibility but very limited resources.

- Question 65. EAD is not used in all cases, all online finding aids are encoded using MARC21

- Archives works in partnership with Records Management Centre

- Records management is positioned within the Policy and Corporate Planning Department but there are strong links with the Archives Department.

- At 67, insitutional archives are held within Special Collections

- Re question 68: Institutional records are managed by the [institution]'s Records Manager.

- Q67 and 68. Please note that the Manuscripts and Special Collections Section, and the various University libraries, are managed in a converged Information Services department, not within a discrete library system. Also, while the institutional archives do formally lie within the remit of Manuscripts and Special Collections, the procedures for transmission to archival status are not systematic or widely implemented, and the interfaces between current, semi-current and

archival records are unclear. The University has a records retention policy, but staff responsibilities in this area are primarily concerned with information compliance.

- Ref: question 66, we have only recently procured Adlib and are still in the testing phase. We anticipate using it from 2012.

- We manage and service a records store for the institution

- Archive Services have a very strong woring relationship with the FOI/DP Unit which is responsible for records management

- 68: our responsibility is for houing the permanet retention items and aking them available accordingly

- 68. The University archives are managed as part of Special Collections. Management of active business records has never been satisfactorily addressed within the institution and various piecemeal solutions have existed.

- There is a separate unit responsible for records management, CGIM.

- In 2009-10 the archives unit was responsible for records management but since July 2010 Records Management Staff report as independent unit to Director of Internal Services.

- Formal responsibility rests with the University's Records Management Office, with whom the Library liaises closely

- The School's archive and records management is not managed by anyone in the School, although what little has been processed as an archive in the past (mainly the School's photograph collection) is held in our Special Collections and can be accessed by any reader. We use CALM on the whole for creating archival finding aids, with some word processed documents and the occasional published leaflet for in depth guides to certain collections.

- Corporate Information Management Unit has responsibiltiy for Record's Management, the Insitutional Archive and information compliance.

- All responses for archives only. Not used at all for library collections

- 67, 68 not clear.[institution] Library archival staff deal with Library records. Records management within other [topic] Institutions dealt with differently.

- Lack of Records Management policy in College is a major problem for College Archives

- Library also holds archival material.

Q 71: Other types of special collections staff involvement in digitisation projects (7 responses)

- Sample survey work for estimating resources needed when writing funding applications, preparing collection items prior to photography, eg foliating, rehousing, counting pages.

- No projects under way; models library-wide to be discussed

- We do not have specific special collections staffing. They balance this work with their other stock and general duties.

- we use external vendors for scanning, but SC staff are involved in developing appropriate specs for each commission and all QA.

- Copyright and security checking of archival files prior to digitisation; liaison with third-party suppliers of digital content for [institution] Digital Library.

- Development of interpretative materials to provide context for digital content, particularly for learning resources aimed at local schools, and worked in collaboration with local teachers.

- Liaising with web team re: display of digitised content online.

Q 74: Comments about the Digitisation section (16 responses)

- We do have images from the collections on various photo libraries who license them for publication but this is done on an item by item basis rather than a general contract.

- Q73: We undertake the digitisation ourselves, on a commerical basis, under contract with a Canadian e-publisher.

- There are plans to implement a small digitisation budget to undertake scanning in support of teaching but all major projects will continue to require external funding.

- Q70. Special funding has enabled some digitisation projects, although it is not always a prerequisite for digitisation projects. Any large project would probably need extra funding. We have digitised materials for different purposes (exhibition, outreach events, preservation, teaching use, research projects) and the question of metdata which supports repurposing of images is a major current concern. We have a digital preservation policy in draft; it refers primarily to our digital activities and the preservation of digitised content (as distinct from born-digital).

- Responses for archival only

- 73 applies to a single archive.

- For number 72, this work is on-going The number of partners in plan and in negotiation are all collaborations, non- exclusive, and the [institution] may wish to go through a procurement process

- Q71 is not applicable

- Q.72 We also intend to do this in the future

- Re question 73: We have a contract in place with ProQuest to digitise our continental book stock, 15th century - 1700.

- We have recently established [name], which offers external digitisation services to cultural and heritage institutions and collections on a commercial basis. Note re Qu 72 - we have done such projects AND we intend to do this in the future (only 1 option permitted by survey!)

- Questions 70-73 relate only to [institution] Archives; [name] Library has no active digitisation programme

- We would like to take this forward, eg possibilities with Artstor, Europeana etc. We work closely with the IT Department at [institution] with respect to digitisation projects and strategy.

- [institution] are planning to digitise over 100 items in the library. [city] Digital Library use images and sometimes complete books from the [organisation] collection but there is no active programme.

- Q73: We digitise primarily in-house

- Regarding Q. 71, we are also involved the the labour intensive activity of inputting digital data into our digital repository, which is an essential step for every digitisation project.

Q 76: Other parts of the overall institution responsible for management and preservation of born-digital materials (3 responses)

- Policy is being developed led by a new senior role in Corporate Services (reporting to the Registrar)

- The Libary is working with IT to determine this

- Library, Art & Archives shares responsibility with IT department

Q 77: Other types of born-digital archival material already "collected" or managed (5 responses)

- The Library's policy on born-digital collections is being formulated.

- We have very little born-digital at present but will be receiving a lot from our institution's archive and other open archives in the near future

- Records that are incidental to larger archives (e.g. videos related to theatre performance). Although our holdings of oral histories are not born-digital, we have a quantity of audio records in media that may soon become obsolete. Their conversion to digital format is under review. I am not clear if we need then to manage these effectively as born-digital items, as they will not have a viable alternative means of use.

- Theses and dissertations are held in our institutional repository which is managed by the Library but not by its Special Collections department

- disk images; documents and spreadsheets

Q 78: Other impediments to implementing management and preservation of born-digital archival materials (16 responses)

- preservation issues relating to unique formats e.g. CAD

- lack of national leadership to facilitate and possible need for legislative framework

- Being developed within the institution

- complex area as these resources are very distributed within the institution, local strategies in place in some areas, less "organised" in others. Finance, expertise and support are factors which contribute to the challenages in this area.

- It is by chance not choice that our collecting policies have not yet brought opportunities for the accessioning of any quantity of digital archives. We anticipate this as our next major challenge. Until it happens, the ability to develop the capacity to manage such resources will not be addressed.

- Lack of joined up thinking accross the institution.; absence of strategic direction

- Currently adopting EDRMS and policy on born-digital records will be formulated as part of project

- Lack of robust IT infrastructure

- Lack of technical infrastructure, though this is being actively addressed

- We have recently defined and are implementing a new strategy in this area.

- Lack of support from senior management who are put off from even discussing the matter by potential cost implications.

- Government freeze on continuing with implementation of overall IT system for organisation

- We have an up and running service but need fully to integrate this in the established body of staff through training etc; the challenges (need for more funding for technical development and processing staff) are in line with other special collection needs with analogue components

- Lack of tool sets (software) for non-technical staff to implement digital preservation. We collaborate to improve this situation with JISC, OPF, and DPC

- for library

- This issue needs to be addressed on a broader basis than just [institution]. It would have to be considered with our colleagues in the National Church Institutions.

Q 80: Comments on the Born-Digital section (15 responses)

- The institutional repository is in development phase at the present time.

- Q79: We do have some involvement with provision of content for the IR, but minimal.

- Re. Q. 77: born-digital material at present is collected or archived only in a physical carrier (print-out, disk, etc).

- Q80 The digital preservation repository is not identified as a institutional repository

- Q 75-79. In answering these questions, I assume that born-digital archives refers only to material which is identified within our managed archives, and not to digital copies made of our collections. I also assume that born-digital archives excludes current digital records of the institution. The University has not yet developed a policy to support transmission of responsibilty for digital records that are moving from semi-current to archival status. As Manuscripts and Special Collections sits administratively within Information Services, its senior team has relatively easy access to the University teams that are responsible for all of the digital infrastructure and development of the University, include file store, repository management etc. In terms of institutional repository management, the Special Collections staff does not have any responsibility, but works alongside those reponsbile for the institutional repository and its promition within the university.

- Ref: question 79, we are considering implementing an institutional repository at some point in the next 3 to 5 years.

- The institution's repository, [institution] Research Online, is managed by the Library working with IT and academic departments. [institution] research outputs based on archives and special collections would be lodged in repository

- The IR is managed by another department within the Library

- I have outlined what is need for an Institutional repository and the organisation would like to implement but currently lacks the funding.

- Special Collections overseas a different digital repository from the Institutional Repository, for its own digitisation programme.

- 79. Work on the institutional repository is done elsewhere in the Library

- only for arhives unit -

- In this context we do contribute to digital collecting- although as a public library our field of collection differs from that of a research institute

- Q76 - some at library-wide level, others not formally determined, e.g. emails, institutional archiveal records, etc.

- we do not have any born digital archives.

Q 86: Allocation of staff time to other activities not listed (3 responses)

- Conservation and preservation activities - time allocated has increased

- Administration: not sure. For number of staff, practice varies.

- Bidding for external grant funding also now occupies much more time.

Q 87: Other areas in which special collections particularly need enhanced education or training in order to satisfy institutional needs (5 responses)

- Science education.

- Understanding of changing teaching and research needs in a digital age, linked to better understand of research processes.

- Copyright

- The issue isn't the training of the staff we have, it is that we need more staff in terms of bodies to meet these needs.

- Bid writing; project management

Q 89: Comments on the Staffing section (18 responses)

- Until 2010, the Department of Manuscripts was a seperate unit, with all other collections falling within the compass of the Department of Printed and Visual Collections. Since 2010, these Departments are combined to form a unified Collections division.

- Question 81. Only includes those working full-time on special collection materials. Other members of staff work part-time on these materials but it is impossible to estimate how much time this is./

- Cataloguing printed materials is handled by the Main Library Bibliographic Services team.

- 5 of the staff counted above are archivists for the Archive of [topic], and the [institution] Archives. The [name] has no separate 'Special Collections' section, and responsibility for development, access and care of special materials is spread across the staff, hence considerable training needs. In 2009/10 however there were 2 FT professional staff plus one externally funded long-term temporary post dedicated to library special collections. In 2011 one of these has been cut.

- Whilst the University Archive was managed by Special Collections prior to 2000, it was very light touch, since 2007 we have a prof Archivist (50% of her time) who also has responsbilities focussed on Digital Asset Management for Special Collections and a role in development of IR (50% of her time). The University Archive is also supported in Term time by 20 hours non-prof staff person and supplemented when necessary by Special Collections support staff. It should also be noted that the current staffing levels assigned represent those of the Arts & Humanities

- Research Support & User Services team - support for subject provision also forms part of the duties undertaken by staff working in Special Collections

- Q88. No further units integrated, but expectations of proactive management of the University's own archive, and support for records management processes, have significantly increased.

- 8 seperate physical sites have been integrated into one central Special Collections facility. However, all have been administratively managed as 1 unit since 2000

- All three special collections were integrated into the newly formed Information Services Division in 2005

- Q88: This organisation is not a university and therefore does not think in terms of 'special collections', There have been several restructurings since the mid 1990s. A significant amount of time since 2000 has gone into making the case for archives and records management teams - and that case was finally accepted in 2009. Rare books remain the responsibility of the library. We have several Museum collections on site too. Q83 - this represents the number of volunteers who worked for varying periods (some very short) during 2009-10 - impossible to quantify as FTE. Q81 - 1.5FTE and 0.5 FTE; Q1.4FTE Temp/grant funded staff. [refusing to accept decimals!]

- These staffing figures cover all Special Collections Division departments, including those that also deal with some modern material [seven special collections units]

- 83 - very much a moving target - but it feels like a lot of project staff in relation to permanent!

- The Library does not have any paid staff who are solely responsible for special collections. Responsibility for cataloguing, conservation/preservation, promotion and retrieval is split across several departments.

- The amount of archival and printed book cataloguing has increased but thanks to additional staffing.

- Above responses all for archives unit

- Volunteers - no figure supplied as the number of volunteers can vary considerably during the year depending on whether there are special projects that require them. 81 and 83 figures refer to 2010.

- Although we have a number of special collections, we do not have designated special collection staff. As a public library staff are allocated to the heritage team. In this team some staff, including the manager have a more indepth knowledge of special collection material. The only exception is through funding when a short term contract for proffesional staff member to work with collection material was awarded,

- Q88 - Currently in the process of integrating Early Printed Books & Special Collections, the [name] Map Library, and Manuscripts & Archives Research Library

- Re: Q88: plans are in hand to integrate some (not all) of the college's disparate special collections and unite them in the same storage area to provide central access and management.

Q 90: The three most challenging issues currently facing your special collections, not including staffing or funding

Challenge 1 (75 responses)

- Space generally, particularly storage and exhibition

- ability to perform an integrated search across all special collections typologies, both virtual and analogue

- Storage

- Influx of born-digital materials

- Digital preservation

- Lack of techincal knowledge

- Capacity of buildings - not enough room for storing collection in good environment and for user engagement. too cramped and not fit for purpose

- Collection care

- Born digital archives

- Space (both for storage and consultation of materials)

- Outreach: promoting the interest and potential of our collections for study and research

- physical locations of split collections

- Documenting the collections and expanding the knowledge base

- exploiting various technologies to enhance access to collections, expose connections between resources here and elsewhere hitherto unknown

- The increasing invisibility of backlogs

- Coping with the increased workload on everyone which has grown through creating public galleries and doing more outreach both for schools and lifelong learners

- Demonstrating value to the institution

- Cataloguing backlogs

- Wide range of issues around digitisation of historic collections, including prioritisation of image capture, extent of academic collaboration and delivery of educational content to support digitised images, cost-effective means of identify rights and assessing risk in use of orphan works, and robust criteria to determine if material should be digitised in-house or out-sourced.

- Digital archives

- Cataloguing and online access to collections

- creation of a virtual environment for readers

- Ensuring that collections are considered at a strategic level as an integral part of the University's research agenda

- Digitisation strategy

- Preservation/conservation

- Digital preservation

- Securing institutional recognition for the value of collections and services

- Outreach beyond the academy.

- Digitisation

- Developing a sustainable infrastructure for digitisation

- Lack of space

- Lack of policy for born-digital material

- Preparing for a major archive move with the building of a new archive centre in the grounds adjacent to the [[name of building]

- Space, in particular lack of space in a grade 1 listed building

- Effective Collections Management

- Intellectual property law especially copyright

- Conservation

- lack of expertise in early printed materials

- Lack of awareness of what the library can offer both within the parent organisation and the wider community

- Conservation

- IPR

- outreach

- Completing retrospective/online cataloguing; cataloguing uncatalogued collections

- Advocacy and marketing of collections

- Preservation and conservation

- Adequate suitable space for storage

- Demonstrating the value of SC to the University in tough times, and the need for improved engagement with research and learning agenda and to ensure delivery of the social responsibilty and public engagement agenda

- How to collect and manage born digital materials across the institution

- Born-digital material

- Coordinated natinoal selection of collections and items

- Keeping up with ever-increasing and diversifying demands on the service, eg digitisation

- completion of cataloguing of archives, art and pamphlet collections

- IT support issues: lack of control over storage conditions in vault, digital storage capacity, support for digital born records, digitisation of archives

- Making collections accessible in a realistic and efficient manner (probably more product and less process), without undermining collection care, security and acceptable professional standards

- Space for expanding collections, more of it needed, and better quality space.

- Perceived importance of libraries within the organisation

- Storage space

- Institutional identity crisis

- Reconfiguring staff structure as a result of the changing balance in remote and onsite access

- Improving the overall quality of accommodation

- Resources needing to go to digitsed material rather than developing th ecollections

- Speed of change in the digital world

- Preservation of digital originals, websites

- Outreach

- Space

- Increased awareness and use versus conservation

- Preservation of digital assets and curation of born-digital materials

- Getting to grips with digitisation priorities (dependent on external funding)

- Developing digital and web services

- Transition to providing electronic access (images, born digital, cataloguing same)

- Access: providing year-round access alongside all ongoing admin/managerial functions

- Lack of space for expansion

- Space

- Digital Strategy

- Corporate understanding of issues involved

Challenge 2 (73 responses)

- Outreach and Public Engagement activities

- integration of born digital objects within the library cataloguing system and their preservation

- Digitisation

- On-line cataloguing backlog, and use of web2.0 (etc.) to promote holdings and services

- Cataloguing backlogs for archival material

- Working with born-digital materials

- profile and publicising value of collection.

- Widening access while maintaining appropriate preservation standards

- Increased burden of legislation eg FOI and DPA

- Integrating discovery of library, museum and archival collections

- Record keeping of knowledge of collections

- Upgrading storage facilities, conditions and display accommodation

- educating non-specialists in the institution to necessary scoping and curatorial activities in advance of internal and external projects

- Exposing catalogue information/digital surrogates through open metadata

- Our 3 conservators are now spending most of their time on preservation and supporting exhibitions so book and archive conservation has drastically decreased

- Development of Special Collections in an electronic environment

- Storage space

- Accurate and qualitative evidence of online use, as figures of on-site use become less meaningful indicators of level of access.

- Electronic records management

- Copyright, intellectual property, and provenance issues

- long term preservation of digital assets

- Issues around born digital material particularly in relation to the University's institutional archive collection

- Capacity for growth

- Audience development

- Non-user engagement

- Embedding role in IP/Copyright and records management procedures

- Increasing conservation issues when faced with an ageing collection and an ageing building.

- Cataloguing

- Improving use of collections in the University's teaching and research

- Lack of adequate environmental controls

- Establishing links to foster audience development

- Maintaining a good service to researchers while the above preparations take place.

- Lack of appropriate environmental conditions for materials

- Technical and legal issues

- Born-digital materials especially institutional records

- Storage

- balancing use of staff time across processing and user services

- Isolation from other heritage institutions

- Cataloguing

- Digital preservation

- digitisation

- Preservation issues: Inadequate storage/environmental controls; need for conservation

- Demonstrating value

- Cataloguing of archives and manuscripts, including large backlogs

- Cataloguing to the rare books standard

- Pace of technological change. Special collections are in danger of being left behind with rapid development of new resource discovery tools and increasing expectation that everything will be available online.

- Use of different databases for different collections, should ideally be integrated

- Hidden collections' (unprocessed, uncatalogued or uncatalogued online)

- The future of JISC and the UK's ability to engage with the European Commission

- Obtaining funding for core activities, eg cataloguing, as opposed to capital funding for short term projects

- addressing conservation issues at faster rate than currently doing

- expansion: in a few years the collection will be too large for the onsite store.

- Keep pace with and even drive research and academic agenda within the University but also the wider world of scholarship

- Promotion of resources to retain/increase our user audience numbers.

- Maintaining the right balance between access and preservation

- Trustees not operating according to best practice of the Charities Comission

- Responding to external partnerships and changes in the external environment

- Increasing storage space

- Unrealistic expectations of vendors of the value of what they are selling, changing expectations in the vendor community

- Web archiving I e-mail retention

- Creating a federated discovery point

- Digital Records

- Cataloguing backlog

- Security of special collection material

- Preservation of non-digital materials

- Increasing public awareness of our collections' existence

- Maintaining/increasing footfall

- Staffing - training and acceptance of the changing landscape of special collections

- Intellectual control: still much uncatalogued material

- Unsuitable accommodation for storage

- Outreach

- Marketing (Promotion & Exploitation)

- Training of non-professional staff and volunteers in a very federalised set-up

Challenge 3 (72 responses)

- Born-digital materials

- capacity to enable enhanced virtual access to the totality, or near totality of our collections

- Born-digital materials - collection and preservation

- Accommodation: currently in sub-standard temporary accommodation, pending fundraising for new premises.

- Balancing security, access and rights management

- Foreign language skilss

- Preservation and conservation - and looking forward digital issues around these

- Digitisation

- Balancing outreach/promotion and curatorial and archival description work.

- Determining (and then implementing) the right digitisation strategy

- Enhancing/upgrading of poor catalogue records

- Promoting the collections

- managing IPR for our collections, educating internal and external users, project developers and partners

- Highly desirable increased use.

- Storage space issues and keeping the environmental controls all working to the BS5454 standard against the background of rising energy costs and a green agenda

- Preservation of all formats

- Born-digital agenda

- Balance between core professional demands (cataloguing and conservation) and activities to promote access routes for academic research and wider cultural engagement.

- Space and building limitations

- Collections care of mixed media formats

- development of outreach work

- To create a successful cultural offering for the institution as a whole (collaborating between a variety of heritage collections at the University)

- Preservation

- Storage

- Keeping abreast [*sic*] with discovery and access technology - user expectation is for all to be digitised on-line

- Getting home academics to use the collections in new research and embed them in their PGs work

- Security concerns as library is opened up to wider public use.

- Preservation

- Creating a stronger brand for Special Collections at [institution] - with a better match between collections available and the University's current academic interests/strengths

- Lack of support at institutional level for the importance or promotion of special collections

- Establishing links for collection development

- Accessibility to users. A large proportion of the colleciton is yet to be catalogued and placed on line.

- Limited access to/reach of collections, i.e not enough material yet made available and accessible digitally, linked to defining a clear strategy for born-digital materials

- Digitisation expectations

- Inadequate spaces for collections care and visitor access

- Increased access

- increased institutional adminstration

- The need to increase users and at the same time preserve the collection.

- Digitisation

- Developing valuable partnerships with cultural organisations

- developing revenue streams

- Increasing expectations of access by widening range of audiences

- Preservation

- Digitisation

- Planning for management of born digital material

- Culture change - shifting focus and priorities of curators, from (largely) "back of house" (collection management etc) to (include) "front of house" (academic and public engagement etc.)

- Transition to digital provision and move away from core set of identifiable users physically visiting the library (whom we can more easily assist/influence)

- The role of Google should be questioned closely in relation to special collections--they will soon own everything.

- Conservation and preservation of both analog and digital materials

- increase the rate at which we are digitising items

- in-house conservation resources: maintaining environmental conditions, preventative conservation, prioritising conservation of material at risk

- Exploit the new technology for enhanced understanding and promotion of collections; and collect its born digital products

- Keeping pace with digital and social media developments.

- The lack of online finding aids for our institutional archive as demand for this is increasing

- lack of coherent, consistent leadership/management

- Increase in Freedom of Information and Data Protection applications

- Raising the profile without and within the institution, especially with the University's senior managers

- Confidentiality issues, data protection, restrictions for personal archives

- History of Science support in the digital age

- Preservation of all strata of moving images

- Disaster planning

- Conservation/preservation issues

- Specialist knowledge and staff training

- Management of institutional records

- Managing expectations of what we can provide digitally

- Increasing outreach programme

- Storage and preservation

- Copyright: too many orphan works which impede the level of access and use we can allow

- Competition for space from other users of the building

- conservation

- Preservation

- Physical dispersal of collections

- Q 91: Final comments (19 responses)

- We would love to see a follow up on this survey in the form of a symposium, virtual or otherwise, to enhance our understanding of possible solutions to a number of issues this survey has highlighted.

- Apologies for not being able to supply information for some questions because data could not be identified in time for the closing date.

- Some answers given in this questionnaire are necessarily impressionistic, given the ways data is recorded within this department.

- Regarding Q.90 - answers are not in priority order, each element is a priority depending on the situation currently being managed. IPR - raising awareness in clear and broad terms is something that would be enormously helpful. It can be a complex legal area but I think there is a very basic lack of understanding that there are legal obligations with which academics, students and the public must comply with regard to published and manuscript materials. Project scoping and development in relation to Special Collections seems to be another area where some clear and broad guidelines woould be useful for non-specialists - maybe this is a particular local problem?

- The reflections are for the most part tied to specific questions. There are a few general observations at the end. Q16 -17 Figures for individually managed items are low and have been discounted Q56-60 Left blank. The vast majority are embedded in Archive catalogue descriptions but we do not quantify at item level. Q61 This figure is fairly meaningless as an indication of cataloguing requirements Q72 First box ticked. Would not allow me also tick "that we intend to do in the future " as well which would be true Q81 – 83 We have included the Records and information Management team as integral to lifecycle approach. All professional staff in this team are qualified archivists. Q83 Volunteer groups who attend regularly half a day a week have not been quantified as FTEs Q86 Cataloguing has specifically increased due to project funding. Time devoted by core staff has diminished Q87 With the exception of foreign languages, ongoing CPD is appropriate at least for some team members under all these categories but we would not describe needs as insufficiently met Except for staffing, figures do not for the most part include records and information management which we regard as an integral part of an archive service. Some of the percentages given in this return are probably misleading given the requirement report on Archives and Special Collections jointly.

- As more special collections are being encouraged to branch out into the outreach areas traditionally colonised by museums it is difficult to understand ourselves and also to get our managers to understand the huge extra commitment in staff time and also the financial resources involved. I wish we could break down some more of the barriers between museums and special collections. The MLA, particularly in its regional office format did this very successfully in several regions but that has all broken down again with the abolition of MLA and the absorption of the museums into ACE. The archivists have now gone back into their cosy bunker in The National Archives and rare books collections have been left stranded as ACE only

seems to deal with public libraries. The whole heritage field has retreated back to silos strategically and all the benefits of cross-domain working will now be lost. I am glad I am near to retirement.

- In 2011 there is greater acknowledgement of the potential of Special Collections in UK HE libraries than at any other time in my 30+ year career at [city] University Library. In an increasingly competitive post-Browne HE environment, distinctive SCs are seen to have the capacity to differentiate libraries and thus their parent institutions in exceptional ways - offering present and potential members of the institution unique opportunities to undertake research and to benefit from learning experiences unavailable in institutions without direct access to such resources, and means of engaging with wider academic and other communities. Simultaneously, the economic envornment is unprecedentedly difficult and uncertain, challenging libraries to secure the resources to enable SCs to deliver their acknowledged promise. And the need for resources is exceptional. SC requirements can be seen to run counter to many library initiatives directed towards achieving greater economies and efficiencies. SCs are highly labour-intensive; unique material requires unique description, and physical collections are hungry for high-quality physical space; users expect close personal attention with little capacity for self-service; expensive digitisation leads to alternatives and additions, rather than substitutes; physical and virtual assets must be nurtured for a long-term future. All such issues make SCs 'different' in uncomfortable ways, but need resolution if high expectations are to be met. The present Survey is therefore timely and very welcome, but now it's what is done with its findings - as soon as possible - that matters. Thank you.

- The boundaries between curators and users have shifted, and in some cases disappeared, in recent years and this seems to be creating both opportunities (digital humanities, crowd sourcing etc.) and dangers (to standards, archival integrity etc,). It is also becoming increasingly clear that students and younger academics lack the skills, knowledge and confidence to handle material archives and are more comfortable in a digital world, and largely ignorant of what a minute percentage of the whole this offers. I believe there is a need to make the user community more aware of the physicality of much of the richest archival heritage and provide training in the skills its use requires. For the UK, the demise of the MLA is also a major concern for the next few years. There is a vaccuum already in national advice and support and for most practising archives the message seems to be to focus on retrenchment rather than development.

- It is great that this survey is being undertaken - very much welcome it.

- It was extremely difficult to answer this last question without recourse to staffing and funding issues and indeed I believe that the 3 issues I have raised have their roots in lack of both.

- This organisation is an independent, membership based charity and its history goes back several centuries. Its collections are of national importance and has always welcomed scholars and researchers interested in its special collections. We have welcomed this opportunity to put our collections on the map. Please get in touch if there are any queries or clarifications needed.

- The HE SC community would benefit greatly from a forum to meet and discuss issues of particular relevance to SC. An RLUK SC group (incl. discussion forum, meetings, conferences etc) would be very welcome indeed.

- Trying to embed our collections into the teaching and research functions of our own organisation.

- The advantages of scale is becoming more obvious, as web and digital media pose challenges to all special collections functions, and economic advantages of scale of large units allows better adaptation to all the coming challenges in the sector (mergers have benefited us certainly).

- Some of the archival questions were too far away from archival convention to be easily interpretable

- It was difficult to gather information for the survey, as there is no standardised way for [institution] to collect management information/analysis on the development of special collections. If the survey was to be repeated, it would be useful to know in advance, the type of information and in what format it would be requested.

- The [city] Collection project provided [city] Library service with a wonderful opportunity to conserve primary source material , digitise and build a dynamic website and showcase special collection material in BS 5454 compliant enviromental conditions. These developments also presented challenges. These include; a desire to maintain the momentum regarding the conservation of special collection material an increase in public interest that highlighted the need to improve security guidelines expectations from users regarding staff knowledge of special collection material We are working to address these issues- overall we have found great benefits in the way we are now able to promote this material and look forward to utilising all our special collections in the future.

- Thanks!

- Comment on your questionnaire - it's not always clear when you expect responses for 2009/10 and when the responses should reflect the current situation. Thanks.

Appendix D: Methodology

Survey Design

The survey instrument includes a total of 91 questions of the following five types:

- Respondent identification (7 questions)

- Multiple-choice (44)

- Numeric (24)

- Open-ended (5)

- Optional comments (11)

For numeric questions, we requested data from the 2009-10 year, defined as each institution's own twelve-month "statistical year" that ended in 2010. For all other types of data, respondents were to answer based on current circumstances at the time of their response.

The survey instructions encouraged respondents to supply informed estimates where they lacked formal numeric data; we felt this was preferable to receiving few responses to particular questions, while also recognizing that estimating gives data a lesser guarantee of accuracy. We would have been able to frame some questions more precisely and have a higher level of confidence in the results if meaningful metrics were used across the special collections community.

We formulated questions in accordance with how we believe institutions most commonly record statistics. For example, we felt it more likely that respondents would tally onsite visitors than all users and transactions. We knew, however, that it would not be possible to include the many user categories that are employed in various institutions; we thus added "Other" as a catchall option—and it was the only user category utilized by 50% of respondents.

We included an optional comment box at the end of every page to facilitate comments. These were used extensively and, in some cases, led to correction of respondents' initial data based on comments that clarified intent.

We departed from the instrument used for the OCLC Research survey of the US and Canada (Dooley and Luce 2010). Our objective was to change it only as necessary for the UK/Ireland context in order to facilitate direct comparisons with the US/Canada data. The committee of six members named in the Acknowledgements section of this report reviewed the original instrument and drafted changes to make each question as clear and unambiguous as possible. We also improved clarity for the UK/Ireland survey context by making changes from US to UK usage, orthography, and operational practices. We added some new questions to address issues important to the UK/Ireland special collections community, principally in the section on collection care. After the committee had made its preliminary revisions, we tested the draft with the other individuals named in the Acknowledgments section and made additional changes based on their feedback.

We guaranteed to respondents that their data would be kept confidential.

Survey Dissemination

We used a Web-based survey tool (SurveyMonkey 2012) to send invitations and gather responses. The official invitation to participate was sent by e-mail in August 2011 to the director (or designate) of each of the 122 libraries represented in the survey population, and that person named the person to whom the instrument itself should be sent. The initial closing date of 26 September was extended to 10 October to accommodate requests for more time from numerous respondents.

A single request was sent to each institution, including those known to have multiple special collections units. The purpose was to avoid potential overrepresentation of very large institutions based on the nature of their organizational structures. All special collections and archives units were eligible for inclusion, whether or not they report to a broader library system or another organizational entity. Other types of collecting units such as museum curatorial units or research institutes were excluded.

Data Analysis

After the data collection period closed, we exported all data to Microsoft Excel for computation and analysis and normalized it in several ways:

- Corrected clear errors of fact, such as inaccurate organizational memberships or type of institution

- Entered the appropriate response when it was revealed by an open-ended comment

- Discarded data that were clearly in error, such as numeric data reported for questions 54-61 that added up to less than 90% or more than 110%

- For respondents from Ireland, we converted Euros to pounds sterling

We selectively contacted respondents individually, as necessary, to give them an opportunity to correct data that revealed a misunderstanding of the instructions, as well as to clarify inconsistent or unclear responses. We did not, however, seek completion of data for questions that were skipped under the assumption that respondents were aware of their omissions and had decided for some reason not to answer those questions.

The British Library's statistics for special collections size (question 16), acquisitions funding (question 22), onsite visits (question 36), and staff (question 81) were larger by far than those reported by another other respondent. For this reason, we excluded their data for these four questions from our data analysis in order to avoid inappropriate skew of mean values.

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