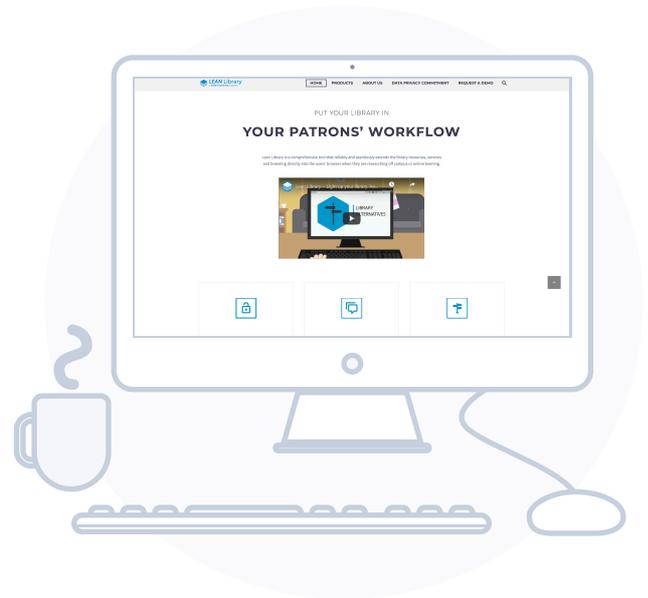


## The Challenge

The library puts in a considerable amount of time and effort developing its collections and providing support for users. But do patrons always come to the library when doing research? “Students and researchers often bypass library systems and either go straight to publisher websites or find content in Google and other search engines. When they are off-campus, they will not be authenticated on the basis of their IP address or provided with an immediate authentication route. The only way to access library licensed content they need is to follow publishers’ often cumbersome login procedure:

- Certain e-resource vendors have special browser or software requirements which they may not display on their web pages
- Some e-resources have license restrictions (e.g. a limit to the number of concurrent users) which may not be visible on vendor web pages
- Sometimes e-resource vendors have downtime where licensed content is unavailable for a certain time period; this isn't always made visible on vendor web pages”



“Students and researchers often bypass library systems and either go straight to publisher websites or find content in Google and other search engines.”

## The Solution

Lean Library, a powerful browser plug-in, solves access issues and provides patrons with content as and when they need it, all while protecting their privacy and promoting your library's brand. "The extension detects when a user opens a website with material licensed by the Library (such as a publisher's website) and automatically notifies them of this, providing a link that will bypass the need to login to the website. It integrates with EZproxy authentication. The extension allow the library to provide a specific message when visiting a website (for example, that a service is temporarily unavailable or that the Library recommends an alternative site)."



### Easy

to download and install

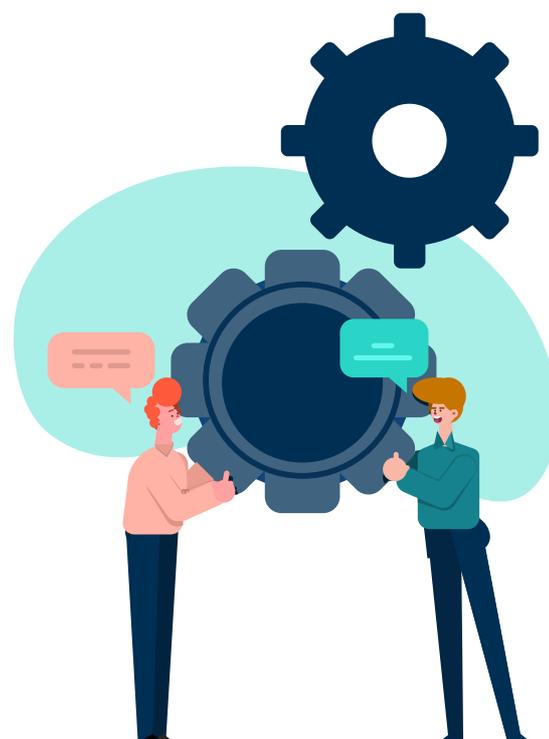


### Access

to library resources from anywhere

## Matching Expectations

Lean Library strives to deliver a product that continues to bring value to the library. "The take-up of the product has exceeded our expectations – as of 17th January 2019 we have exceeded 2500 active users for the first time. Usage has been growing month-by-month. I am also impressed by the developments that have been made to the product (e.g. the e-books alternatives function) and I am looking forward to further developments in 2019."





*The take-up of the product has exceeded our expectations – as of 17th January 2019 we have exceeded 2500 active users for the first time*

## Promoting Lean Library

Lean Library requires users to download the plug-in. So, how do you get patrons to download it? “The library promoted Lean Library’s Library Access browser extension through a number of different channels:

- Face-to-face by our Academic Engagement Librarians at school committee meetings
- Social media; a co-ordinated Twitter campaign led by the Electronic Resources Co-ordinator which involved staff in the library’s Academic Engagement team
- A news item on the library’s website
- Recommended by the library’s Electronic Resources Helpdesk to students and researchers who have problems accessing library licensed e-resources
- The University’s IT Service Desk recommend Library Access as one of the go-to methods to use to access library content”



### Easy

to download  
and install



### Access

to library resources  
from anywhere



### Promoting

the library’s  
brand

## User Feedback

At the end of the day, users need to see the value, and their feedback is important. “We have received anecdotal feedback from academics and students who say how useful it is: “Thank you for sharing the link to the browser extension. I just tested it and now I get proper access to APS journals. I will keep this extension active from now on.” – Lecturer, Faculty of Science and Engineering “This add-on is useful and does the job. I will recommend it to colleagues.” – Professor, Faculty of Humanities “The chrome extension works a treat! Perhaps it needs more advertising to staff.” – Professor, Faculty of Biology, Medicine and Health “I downloaded the extension you suggested and everything works fine.”

– Research Associate, Manchester Business School”



### Support

for patrons via  
additional features

“Thank you for sharing the link to the browser extension. I just tested it and now I get proper access to APS journals. I will keep this extension active from now on.”

## The University of Manchester

Public Research University

Total Enrollment: About 40,500

The University of Manchester is a truly global institution, with a reputation for education and innovation that resonates across the world.

