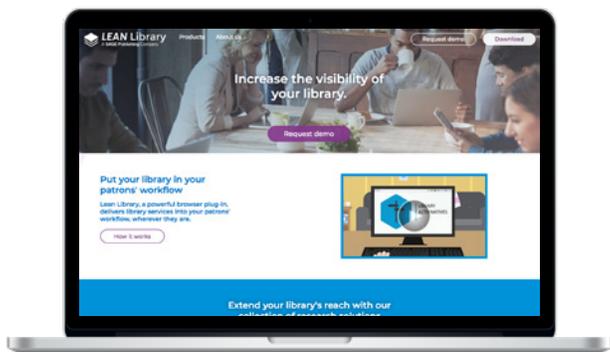Your library puts in a considerable amount of time and effort developing its collections and providing support for users.

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 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?

"Helping users navigate through the login options when off-campus is a challenge. We can go some way to alleviating the confusion from within our own discovery routes (e.g. adding WAYFless URLs, proxying link resolvers, adding notes to catalogue records) but if users prefer to do their searching and research elsewhere, we had little scope for being able to assist them at the point of need."
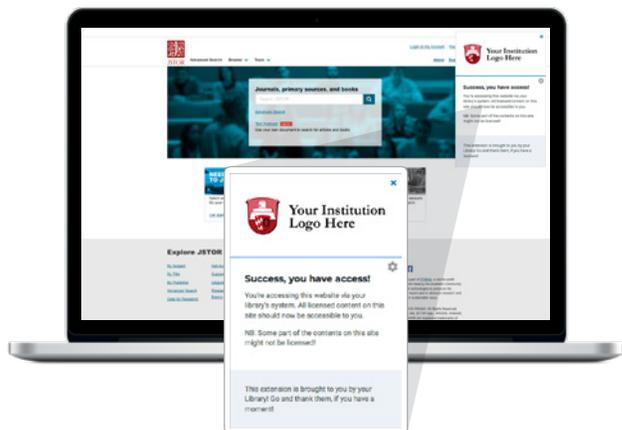
> "Helping users navigate through the login options when off-campus is a challenge

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.

"With the Library Access tool, users don't have to play 'Hunt the login box', our institutional login box just pops-up when they need to login and be authenticated to access a resource. Users are not being constrained by having to just use our discovery tools for online resources. If they prefer to do a browser search, or use Google Scholar, then they can now easily see what access they have as a UEA student or staff member.

Rather than them having to go to the library site, the library site comes to them, wherever they are choosing to start their research."

leanlibrary.com

LEAN Library
A **SAGE Publishing** Company

UEA | **THE LIBRARY**
University of East Anglia

Matching Expectations

Lean Library strives to deliver a product that continually brings value to the library. Does it match your expectations?

"Yes, especially with there being plenty of options to customise the service and with the inclusion of ebooks last year. There is some disappointment with the tool not yet being available for mobile devices but I appreciate that is due to having to liaise with third parties."

Promoting Lean Library

Lean Library requires users to download the plugin. So, how do you get patrons to download it?

"We have a pull-up banner and we created leaflets. At the start of year, we promoted the resource at various locations on campus and we plan to do the same again at the start of each academic year. Most 2nd and 3rd year students will have already found their way around the discovery routes, so we mostly promote to try and help the 1st year undergraduates.

We have seen the number of users greatly increase and think that will continue to do so year after year with each new cohort of undergraduates. We also have a support video on our webpage about off-campus access.

Whenever our academic librarians give their induction training on the library, they always tell them about the Library Access tool and the helpdesk has a pile of leaflets to assist with the queries about off-campus access. At the start of the academic year, we added the **Lean Library** promotional video to our library homepage and have a series of tweets to promote the service."

Easy
to download
and install

Access
to library resources
from anywhere

Promoting
the library's brand

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Support
for patrons via additional features

Overall Feedback

At the end of the day, it's important that both faculty and staff find value in the tool.

University of East Anglia

Public University
Student population: Over 15,000

UEA is an internationally renowned university based in a campus that provides top quality academic, social and cultural facilities to over 15,000 students.

" It is reassuring to see that development continues to continue to make the tool work better. "

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