

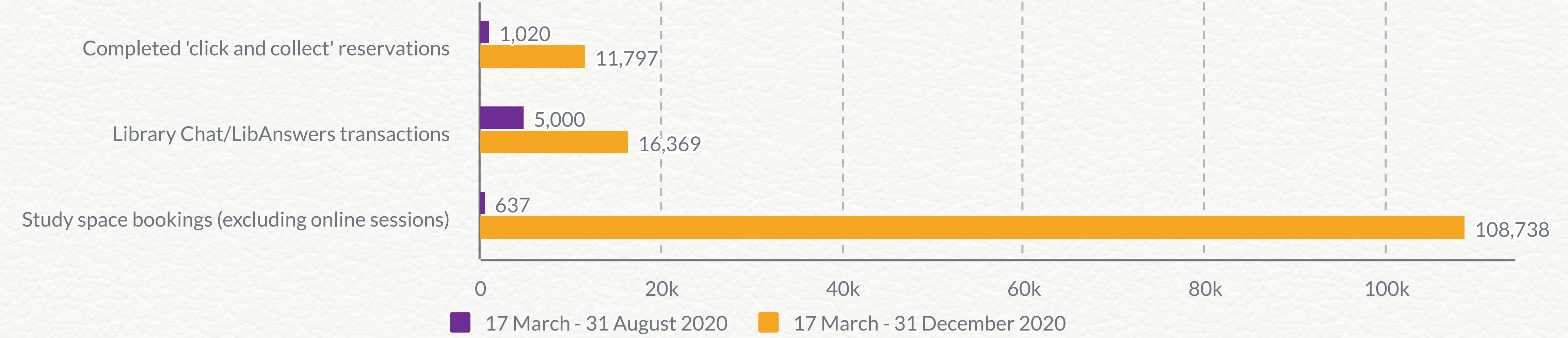
"If the pandemic has shown us anything, it is that libraries and library staff are still at the heart of a university community, at least as far as Manchester is concerned. I cannot speak highly enough of the extraordinary efforts of our Library teams in throwing themselves behind digitisation and online provision, but also getting the physical doors open again as early as humanly possible to accommodate our students who need study and exam space. The virtual Zoom library is a work of genius while the team’s willing participation in HelpMeGetOnline supported countless students who needed reassurance, kit and support to access their online learning and teaching. We could not have managed the massive demand for on-campus study space without our Library staff. These colleagues (and their fabulous student staff too) have dealt with enormous challenges with collegiality, innovation and enormous care for our students."

Professor April McMahon

Vice-President Teaching, Learning and Students, The University of Manchester

Access to collections, staff and study space

We transformed our offer overnight in mid-March 2020 to enable seamless access to collections and support. In late July we were one of the first libraries to welcome students back to campus. The date ranges below have been selected to fit the submission criteria time period and also demonstrate the continued importance of library services to our students and our commitment to exceeding their needs.



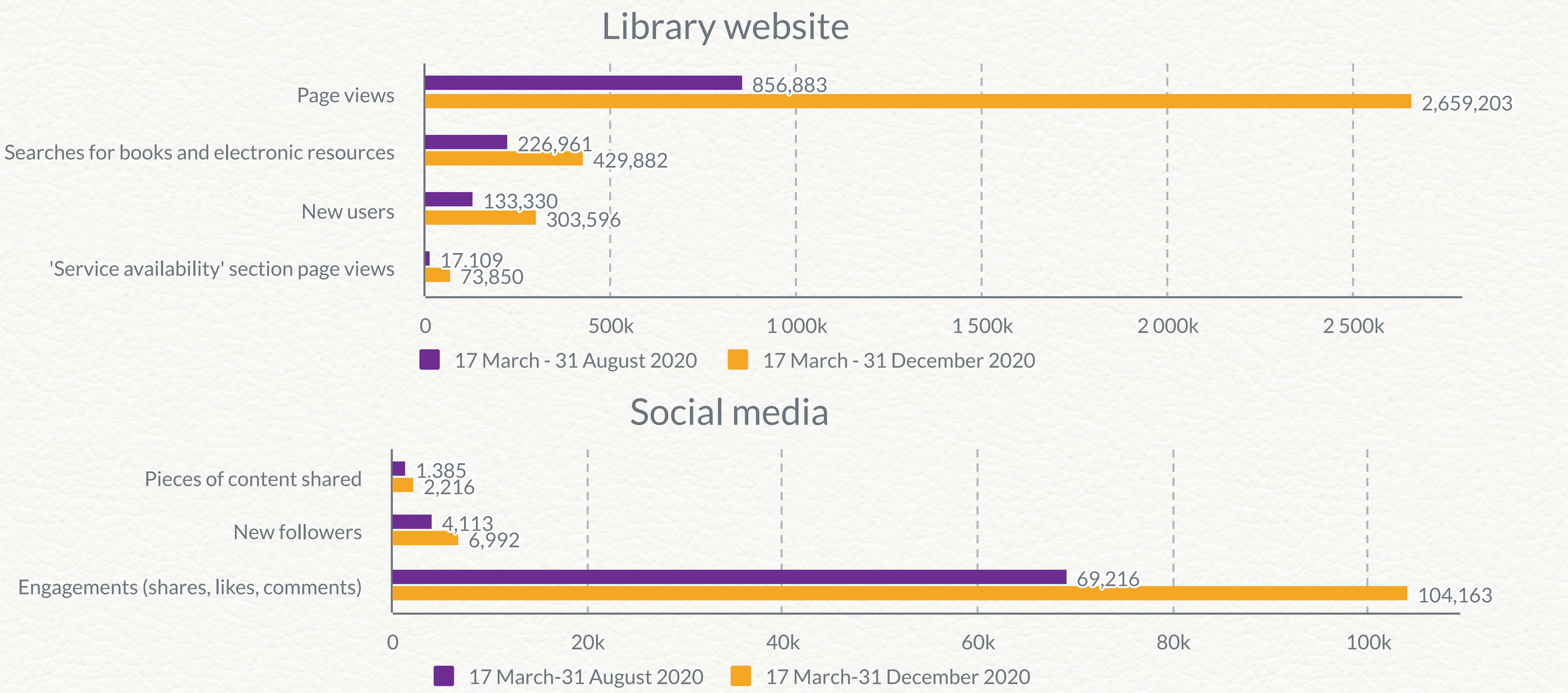
Reading Lists Online

The Library’s [Reading Lists service](#) provides students with easy access to their reading lists and seamless access to electronic content through Reading Lists Online. With the switch to online learning in March 2020 it was imperative that we make as many teaching resources available electronically as possible. Between 17/03/2020 and 31/12/2020 the team reviewed 863 lists for core electronic provision and purchased 1,019 new standard eBooks, 70 % of which offer unlimited user access.

As we approach the end of 2020-2021, our eTextbook Programme now provides 65,688 eTextbooks to 24,500 unique students. We provide the most extensive programme in the sector and, once downloaded, students have lifelong access.

Library website and social media

We refocussed our digital communications and launched a ‘Service availability’ section on the Library website in order to keep our University community up to date about the latest changes to Library services and support. Following an initial period of crisis communications our messaging evolved to focus on our expanding online provision and wellbeing guidance for which we created video tours and hosted live Q&A’s.



Library ‘takeover’ of The University of Manchester Instagram account in October 2020 showcased Library services for new students and provided an opportunity to ask questions.

- Takeover reached 105,179 accounts resulting in 124,642 impressions.
- 1,363 interactions with content (click throughs to website, shares, saves, replies).
- 85 questions asked via Q&A feature.