"Our magnificent Library team plays a key role in the delivery of our ambitious research and education goals. Throughout the operating challenges of the pandemic the team has continued to innovate, raise standards and provide superb support to our students, researchers and academics. I have every confidence they will continue to do so, including as we work together to drive forward a transformative Open Research agenda."

Professor Colette Fagan, Vice-President for Research, The University of Manchester

The Library's Research Services team seamlessly transitioned to a fully digital support provision in 2019/20. As demand increased across all of our service areas, we maintained our extremely high-quality service while continuing to push the boundaries of innovative library research support provision.

What's new?

Open Access+ service
We created personalised Twitter threads promoting 412 of the University's Open Access articles utilising the latest machine learning technologies to produce summaries of the University's research articles for use on social media. Researchers and their Institutes or Schools retweet posts from the Open Access+ Twitter account as a simple way of ensuring all relevant links and tags are shared for maximum publication impact and analytics.

Metrics reports
We created twice-yearly customised metrics reports for our 31 Schools and Departments. We consulted widely across our academic community to ensure the reports provide the appropriate overview of all of the University's research activities and, as one of the largest research-intensive universities in the country, used the latest automation techniques to ensure production is scalable.

Research beacons
We continued to work with University colleagues to develop our pioneering use of Altmetrics data to help identify relevant audiences for Research beacons communications campaigns. This resulted in a significant increase in reported engagements.

Data Stewardship
We investigated formal approaches to the concept of Data Stewardship in partnership with the University's Research Lifecycle Programme. We worked with the international data management community to focus on professionalisation of the data steward role, and engaging with researchers to identify people interested in becoming data stewards. We also procured Figshare as the University's new institutional repository, offering private and collaborative storage and flexible data publishing options for researchers.

Open Research Programme
In addition to launching our *Opening Remarks* podcast and developing a new Open Research Position statement and Strategic Action Plan for the University, we also hosted a virtual forum for researchers to share their experiences of incorporating open research practices into their work.

- 2,988 Data Management Plan outline forms and we received full review requests for 448.

- 68 sessions of our sector leading My Research Essentials workshops with 779 total attendances.