Building and maintaining effective rapport with the user at Poznań University Library

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PU Library provides its users with OA resources via Adam Mickiewicz University Repository (AMUR) - over 6 million downloads since 2010.

Library Educational Centre trains on information literacy and offers a number of appropriate training sessions.

Virtual reference service Ask a Librarian enables users to communicate with the Library.

Team of subject specialists supports academics and students - 8807 web page views of subject portals in 2016.

Libsmart Copy service is integrated with the library catalogue, which allows users to order electronic copies of journals and books remotely - 6149 orders since 2012.

Pu Library - types of documents
- Articles: 1219
- PhD theses: 432
- Others: 493
- Book chapters: 1463
- Reviews: 432
- Books: 11064

Library Educational Centre 2016
- Students: 225
- PhD students: 90
- Academics: 2689

Ask a Librarian 2010-2016
- Chat: 7122
- E-mail: 4335
- Telephone: 6390
- Skype: 109

PRESSTo platform publishes 50 Open Access journals - over 710 thousand downloads since 2014.