

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



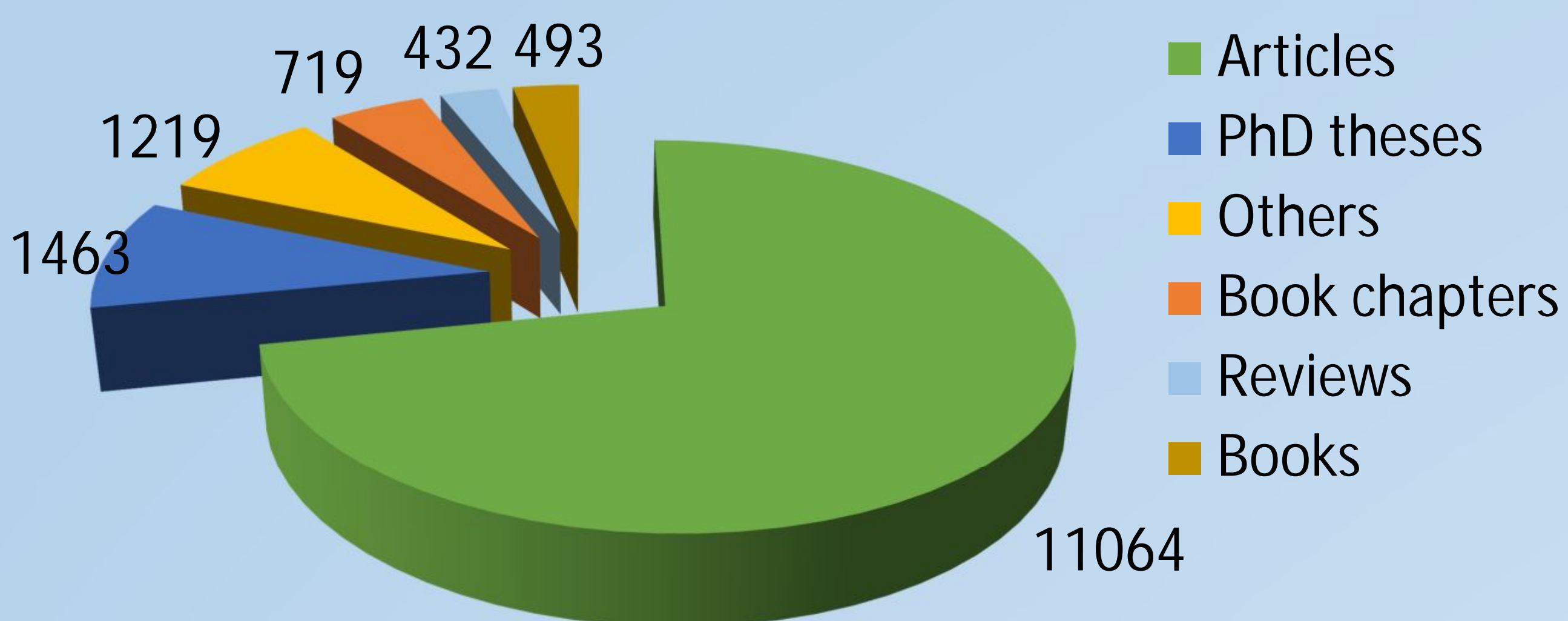
**Małgorzata Rychlik**  
Poznań University Library



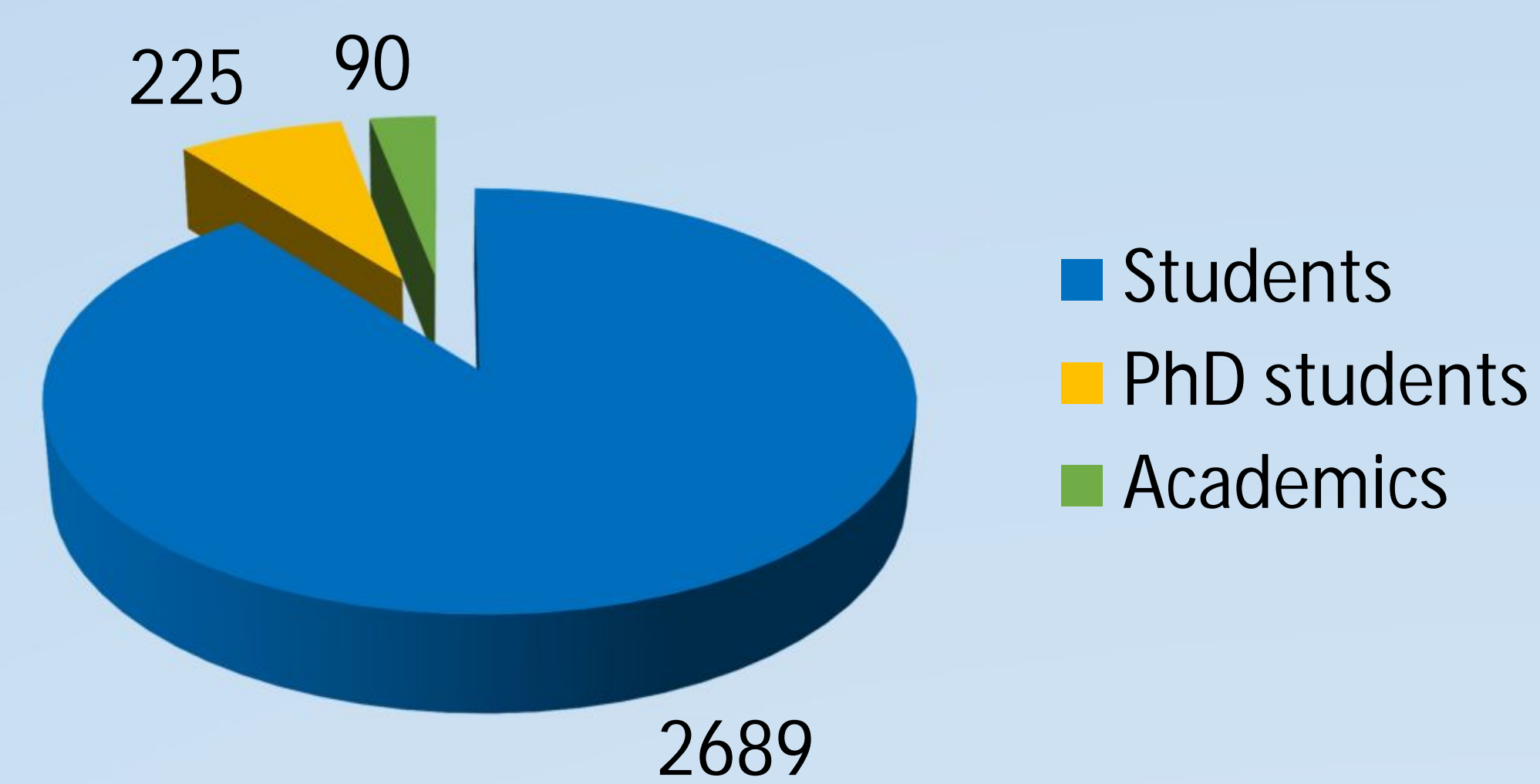
PU Library provides its users with OA resources via **Adam Mickiewicz University Repository (AMUR)** - over 6 million downloads since 2010.

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

AMUR - types of documents



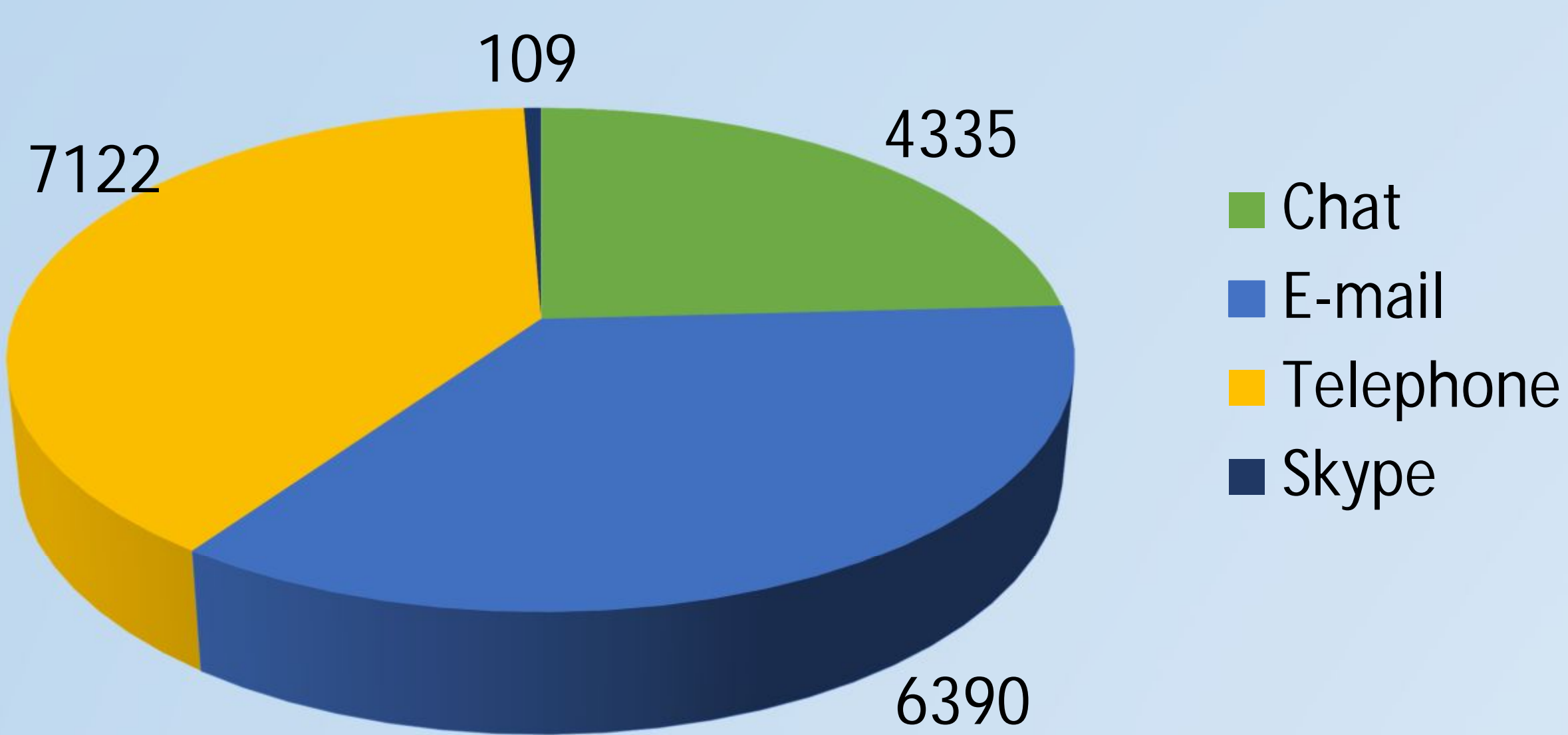
Library Educational Centre 2016



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.

Ask a Librarian 2010-2016



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

**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.