

<b>Day2 - Providing seamless access to the most extensive digital library collections in the UK</b>		
	<b>Question</b>	<b>Answer(s)</b>
1	How many developers do you have in your team? are they working for the library only or part of the university developers team?	There are 6 software developers and 1 team manager who work only for the Library.
2	Can you tell us how many staff you have on the dedicated helpdesk for the "report a problem" queries?	There are 2.5 FTE staff working on the E-resources Helpdesk.
3	Does the BrowserStack notify you of any issues or you need to check every environment and analyze the problems?	We use it to check a given environment so haven't looked to see whether notification functionality is available.
4	What is the URL for the infographic?	The University of Manchester Digital Library Dashboard is available here: <a href="https://dashboards.library.manchester.ac.uk/dashboards/digital">https://dashboards.library.manchester.ac.uk/dashboards/digital</a>
5	What were the costs of the various extensions?	Third Iron - there are various price points depending on whether you want one or all of LibKey Discovery, LibKey Link and LibKey Nomad and also depending on how long you want them for (1 year or 2 years). We purchase a licence through JISC Collections. Contact Third Iron for a quote. Lean Library - again, it depends on whether you want one or all of the
6	Do you believe that the Third Iron integration in the results list works better than your Unpaywall customization?	As they are both drawing upon data from Unpaywall, we expect both integrations to work the same. The benefit of using the Third Iron integration and stopping using our local integration will result in one less integration to maintain, and Third Iron will take care of any updates that are required as part of our licence.
7	Really interested in your analysis of how many hours you saved from saving clicks! Just wondering: did you compare that figure against the costs of implementation in any way?	No - we haven't compared the time saved with the costs of implementation. Third Iron provide comprehensive documentation on how to set up the integration with Primo, so the cost (in staff time) to implement it is minimal and, judging by the hours saved by students accessing journal articles, worth the investment.
8	I heard that Ex Libris is going to provide direct link to PDFs in the a future release of Primo. Are you aware of that?	No I am not aware of this development. If direct linking to PDF functionality is introduced by Ex Libris then we will evaluate it in our sandbox environment and compare it to the Third Iron integration we've