

# Ensuring Discovery beyond the Catalogue: A Use Case from University of Leeds Libraries

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# University of Leeds

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- Eleventh largest university in the UK
- Part of the Russell Group of research-intensive UK universities
- Over 39,000 students from 170 different countries (and over 9,000 staff of 100 different nationalities)
- Five library sites with 2.7 million items across main and Cultural collections; receive 2.5 million visits annually
- Migrated to Alma in 2019; Primo VE and Premium Sandbox



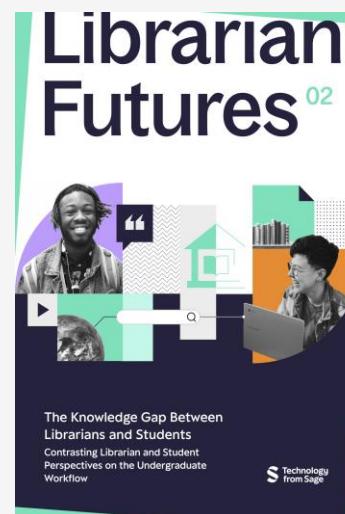
# Lean Library findings on how students find resources

Our mission is to help redefine and amplify the power of the academic library to advance teaching, learning and research.

In our Librarian Futures series, we explore modern day librarian-patron relationships. We share this research openly to inform and empower librarians, who are at the heart of every university.



2021



2022



2021



2025

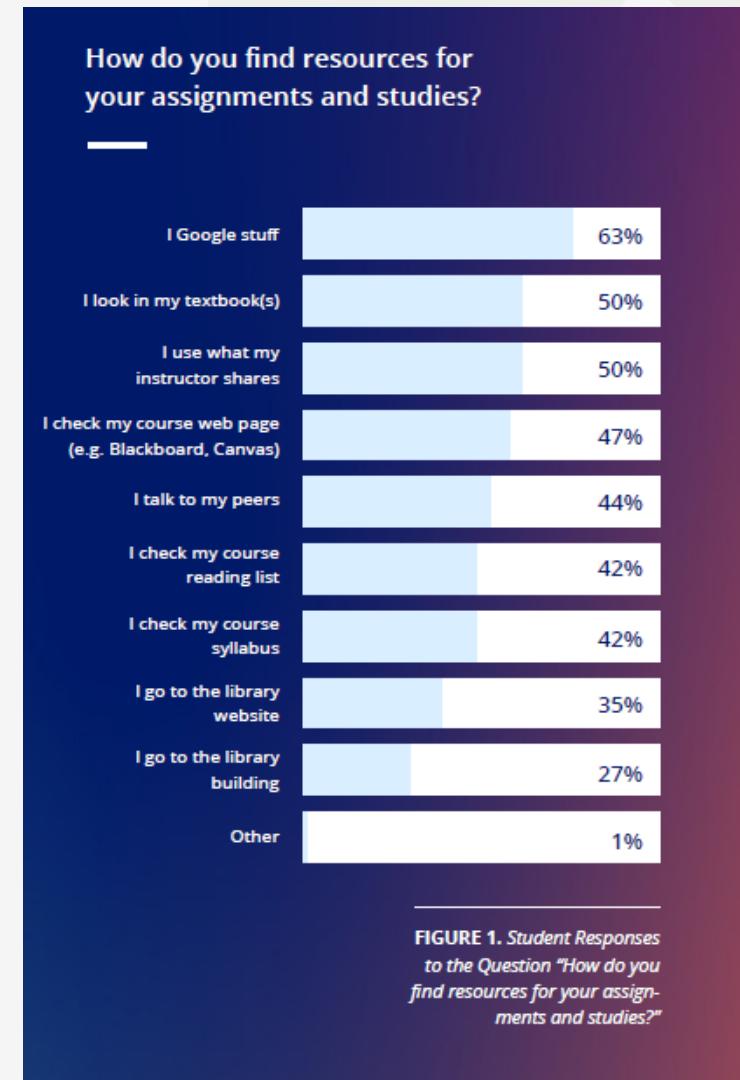
All reports can be downloaded here: [www.technologyfromsage.com/whitepapers](http://www.technologyfromsage.com/whitepapers)

# Lean Library findings on how students find resources

## Librarian Futures Part II:

### The Knowledge Gap Between Librarians and Students

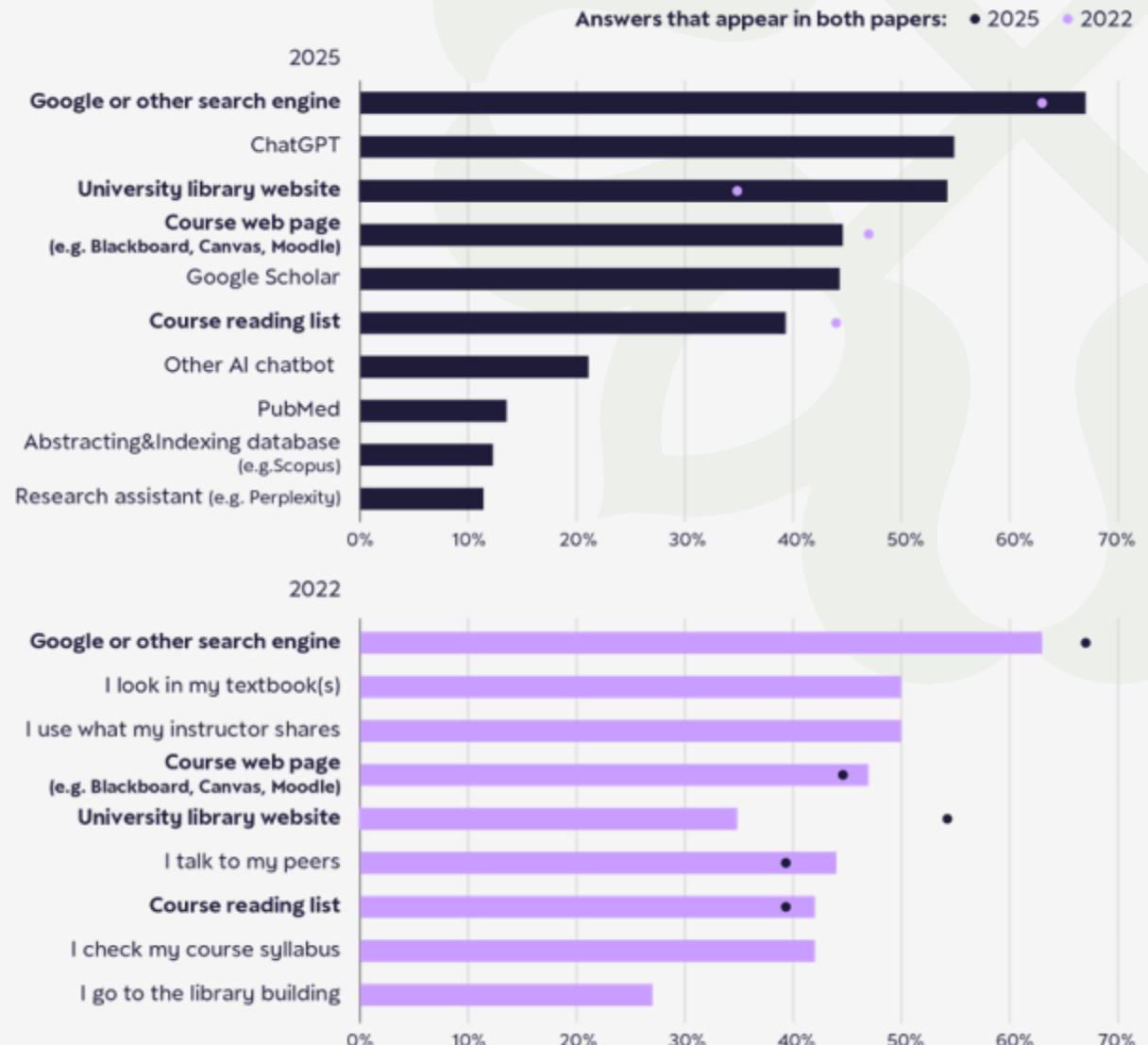
- Contrasting librarian and student perspectives on the undergraduate workflow
- Survey of 600 students, seeking to better understand student perspectives on the university experience



# Lean Library findings on how students find resources

## Librarian Futures Part IV: Librarian Leadership on the AI Frontier

- 1,000 students and 300 librarians surveyed
- In-depth insight into AI use, perceptions of AI in higher education, and the impacts that AI has had on student productivity.



# Library Pulse survey 2023-2024

- Large-scale annual quantitative survey
- 52% undergraduates, 39% postgraduates, 9% staff
- 41% under 21; 97% of student respondents are on-campus learners

I use the Library website as the starting point  
for finding resources



Base: (1684)

Year on year % agree



**79% of respondents agree or strongly agree that they use the catalogue as the starting point for finding resources and that number is growing!**



HOME SEARCH HELP LOCATIONS AND HOURS

LIBRARY SERVICES

STUDY AND RESEARCH SUPPORT

SPECIAL COLLECTIONS

GALLERIES

CONTACT US

★ Chat now

Keywords

Search print and online resources

All

SEARCH

ADVANCED SEARCH | SEARCH HELP | CHECK MY LIBRARY ACCOUNT | FEATURED COLLECTIONS

SCROLL

## Student essentials

[Referencing >](#)[Subject databases >](#)[Academic skills >](#)[Book a study space >](#)[Reading lists >](#)[Dissertation examples >](#)

# Lean Library at UoL

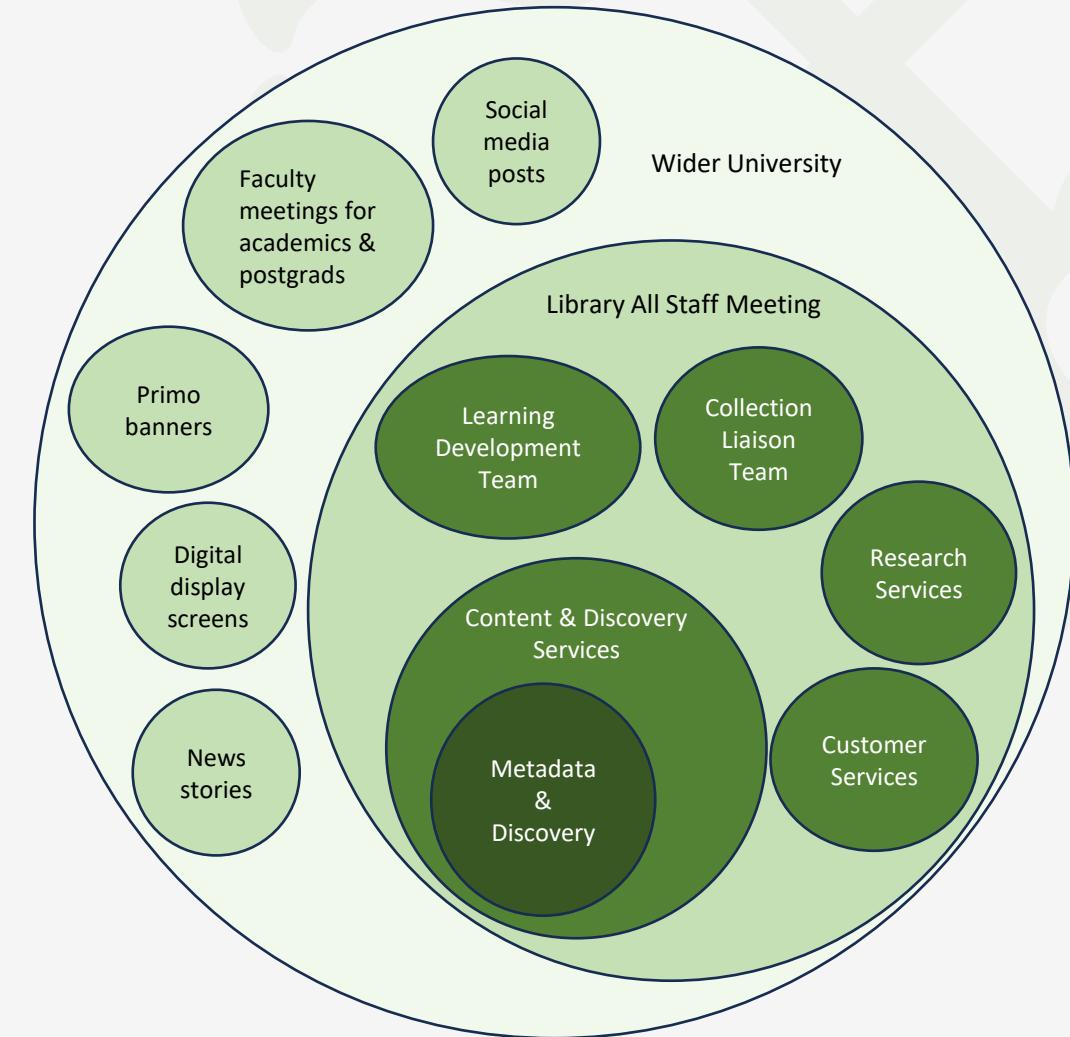
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- Excellent engagement with the catalogue! But always room for improvement
- Ebook accessibility report in 2022/2023 showed lower engagement with the catalogue so results vary
- Expanding Digital Education Service means increase in distance learners
- Print Alternatives feature imminent
- Implementation began July 2024 with a Metadata & Discovery project group



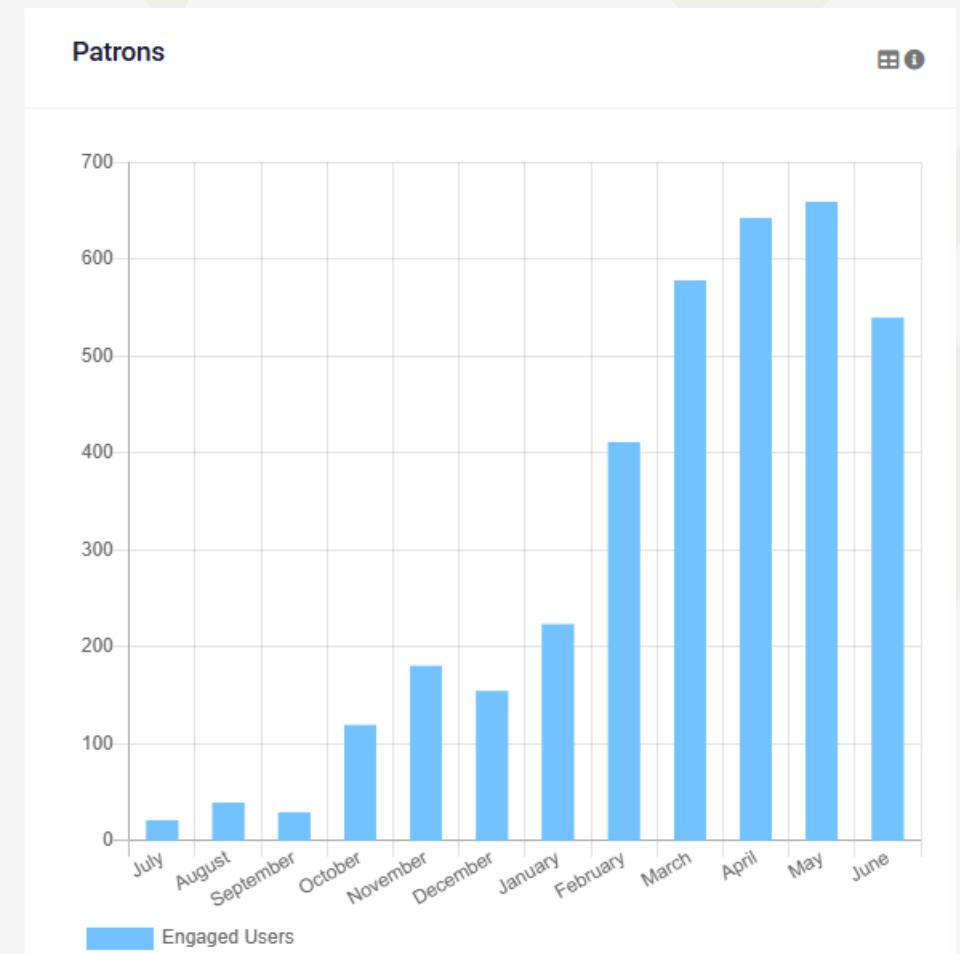
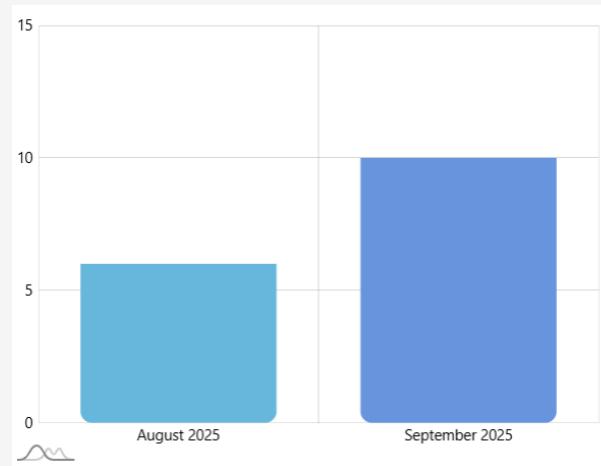
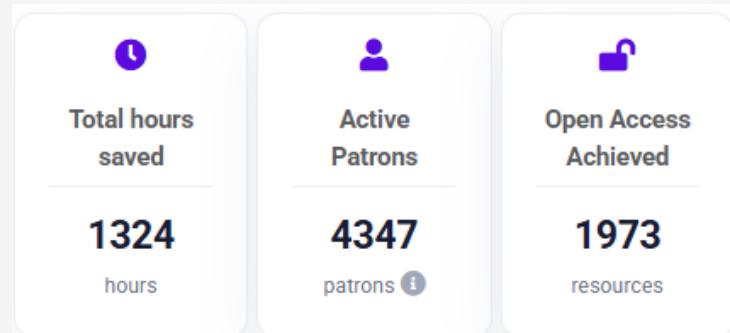
# Communications strategy

- In-person and online presentations to widening groups of colleagues starting in October 2024
- Dedicated Library webpage January 2025
- Library Communications team incorporated LL into Fresh Start campaign in January 2025 then ran a promotion throughout February 2025
- Big Five and other negotiations ongoing; incorporated LL into faculty outreach meetings in April 2025
- Future planning: Workspace and Print Alternatives outreach—and PC installation...?



# Year 1 statistics

- As of July 2025, **3,200** active users
- **1000 hours** and **£49,000** saved
- Connected users to **1,665 Open Access resources**
- Lean Library popup displayed library branding in our patrons' workflows **64,541 times**



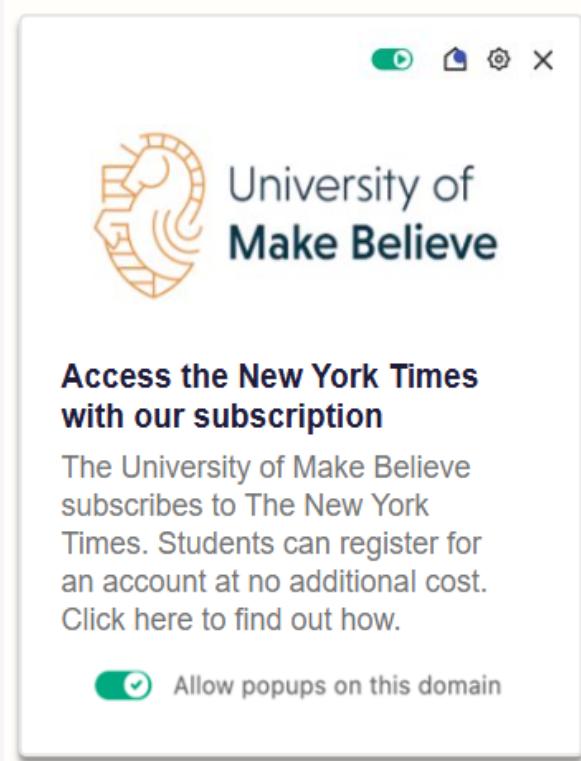
# Assist message templates

“By using the assist messages within Lean Library, we are able to inform users of known issues with suppliers or websites, saving the user and library team time in answering questions before they are raised.”

Andrew Cheney, NHS Mersey Care

“It is a great way for us to support our users at point of need by also being able to provide pop-up messages with extra help and training when they are using particular resources or databases.”

Ali Carroll, University of East Anglia



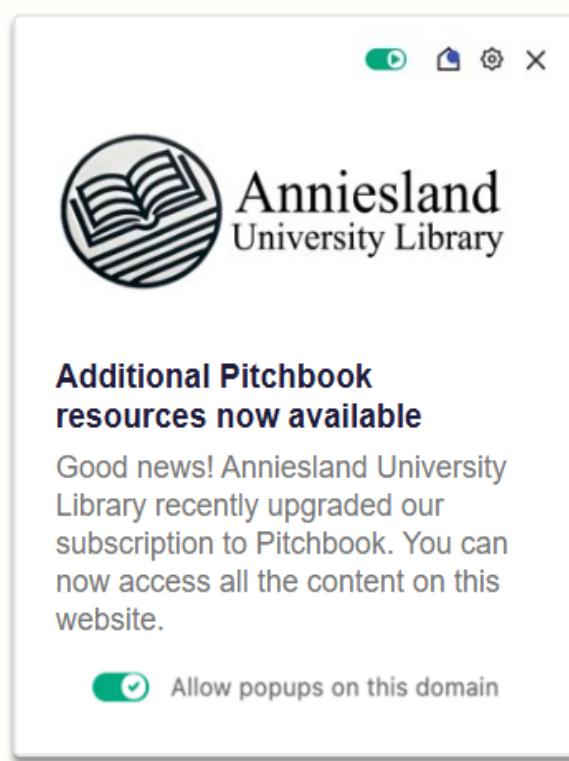
University of Make Believe

Access the New York Times with our subscription

The University of Make Believe subscribes to The New York Times. Students can register for an account at no additional cost. Click here to find out how.

Allow popups on this domain

This pop-up message is for the University of Make Believe. It features a stylized orange and yellow logo of a head profile. The message informs users that they have a subscription to The New York Times and provides a link to register for an account.



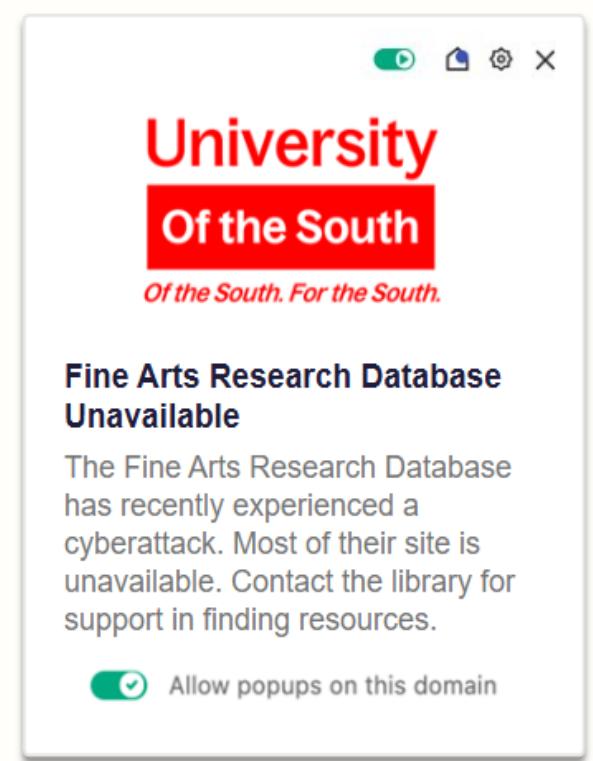
Anniesland University Library

Additional Pitchbook resources now available

Good news! Anniesland University Library recently upgraded our subscription to Pitchbook. You can now access all the content on this website.

Allow popups on this domain

This pop-up message is for Anniesland University Library. It features a black and white icon of an open book. The message announces an upgrade to the Pitchbook subscription, stating that users can now access all content on the website.



University Of the South

*Of the South. For the South.*

Fine Arts Research Database Unavailable

The Fine Arts Research Database has recently experienced a cyberattack. Most of their site is unavailable. Contact the library for support in finding resources.

Allow popups on this domain

This pop-up message is for the University of the South. It features the university's red and white logo with the tagline "Of the South. For the South.". The message informs users that the Fine Arts Research Database is unavailable due to a cyberattack and provides contact information for support.

# Assist message language (and towels)

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*You can show your respect for nature and help save the environment by reusing your towels during your stay.*

## Control group

*Almost 75% of guests who are asked to participate in our new resource savings program do help by using their towels more than once. You can join your fellow guests to help save the environment by reusing your towels during your stay.*

**Social norms – 26% more likely to reuse towels**

*Almost 75% of guests who have used this room participated in our new resource savings program do help by using their towels more than once. You can join your fellow guests to help save the environment by reusing your towels during your stay.*

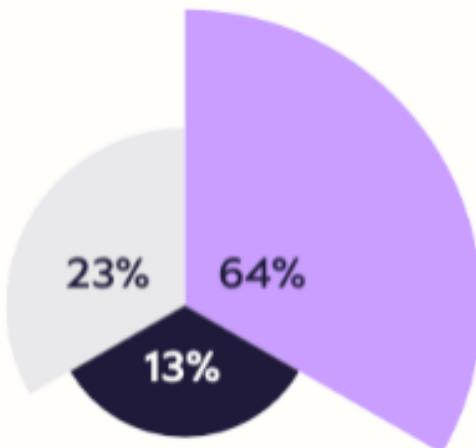
**Specific social norms – 33% more likely to reuse towels**

Goldstein, N. J., Cialdini, R. B., & Griskevicius, V. (2008). A Room with a Viewpoint: Using Social Norms to Motivate Environmental Conservation in Hotels. *Journal of Consumer Research*, 35(3), 472-482. <https://doi.org/10.1086/586910>

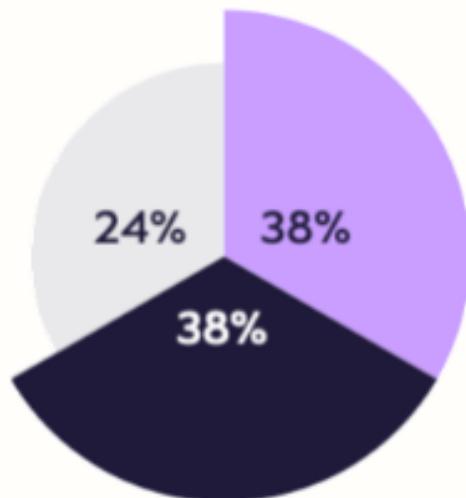
# Librarian Futures IV: Further Findings

## We asked students...

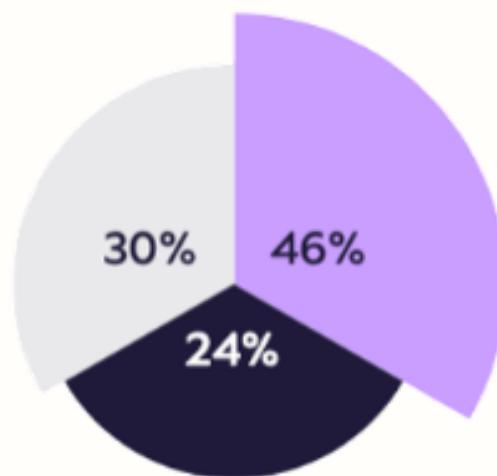
Does your institution have an AI policy?



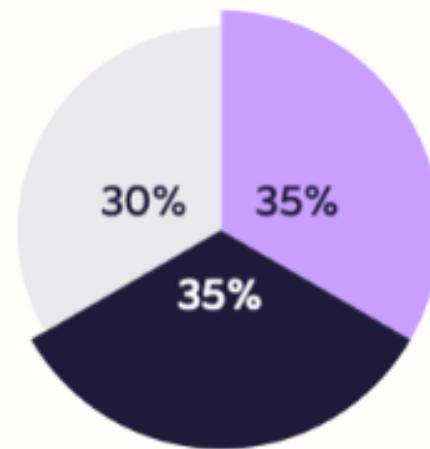
Are students permitted to use AI in academic work?



Are students required to cite AI if they use it in academic work?



Has your institution pre-approved specific AI tools for students to use in their academic work?



- Yes
- No
- Not sure

# Librarian Futures IV: Further Findings

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One fifth of students **begin** research with AI

- 18% begin with ChatGPT
- 3% begin with some other AI tool

But...the use of Google as a starting point has **not** declined

- Chosen by 38% students in 2022...
- ... and 37% of students in 2025

# Assist messages and AI



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**Using ChatGPT for University work?**

Check [the University's guidance](#) around generative AI, how to use it and what else you need to know.

Allow popups on this domain

This extension is brought to you by your library. [Contact your library](#) if you need any help.

[Leave feedback](#)

TITLE	URL	SHOW ON ALL
+ Using ChatGPT f...	<a href="https://chatgpt.com">https://chatgpt.com</a>	No
+ Using Perplexity ...	<a href="https://www.perplexity.ai/">https://www.perplexity.ai/</a>	Yes
+ You have access...	<a href="https://www.linkedin.com/le...">https://www.linkedin.com/le...</a>	Yes
+ Using Claude for ...	<a href="https://claude.ai">https://claude.ai</a>	Yes
+ Using Copilot for...	<a href="https://copilot.microsoft.com/">https://copilot.microsoft.com/</a>	Yes
+ Read the THE? G...	<a href="https://www.timeshigheredu...">https://www.timeshigheredu...</a>	Yes

- Started using Assist messaging for Gen AI sites in November  
had high views
- Experimented with LibGuides integration with input from  
team but ultimately decided on subtler messaging



UNIVERSITY OF LEEDS

## Using ChatGPT for University work?

The University of Leeds allows generative AI use to support work and learning, and aims to create an environment where all students, staff, and partners can benefit from AI technologies.

For more information, including a [checklist of considerations](#) and [guidance on acknowledging use of AI](#), please see the University's [Generative AI pages](#).

Allow popups on this domain

This extension is brought to you by your library. [Contact your library](#) if you need any help.

[Leave feedback](#)

**Thank you for your time – we  
welcome any questions...**

- **Ceilan Hunter-Green, Metadata & Discovery Manager –**  
University of Leeds ([c.hunter-green@leeds.ac.uk](mailto:c.hunter-green@leeds.ac.uk))
- **Rob Moore, Development Manager –** Technology from  
Sage ([rob.moore@technologyfromsage.com](mailto:rob.moore@technologyfromsage.com))



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