Today’s college students are digital natives, accustomed to instant access to whatever they need at the click of a mouse. So it’s no surprise that it’s frustrating for them when they have to wait up to a week for a journal article, required for their studies, to arrive through interlibrary loan (ILL). This is the dilemma that Brittany Johnson, Murray State University’s coordinator of access services, and many other ILL librarians just like her face every day.

In 2011, Johnson attended the ILLiad Conference specifically to hear more about an innovative article delivery service called Get It Now from Copyright Clearance Center (CCC). The service, which is tightly integrated into an institution’s search and ILL workflow, complements ILL services by providing library patrons with the immediate fulfillment of full-text articles from unsubscribed journals 24 hours a day, seven days a week.

A U.S. News Best Regional University for 23 consecutive years, Murray State was moving toward a patron-driven acquisition model under the leadership of its library dean, and after learning more about Get It Now at the conference, Johnson was certain that it was a perfect fit. Get It Now’s ease-of-use and ability to be integrated into ILLiad, Murray State’s ILL platform, were key to Johnson. Placing an article request through Get It Now is just like placing a request with any other ILL supplier, and using the service keeps the order in the same workflow. The service can be configured in two ways: while Murray State opted to deploy the librarian-mediated version, the service is also offered as an unmediated OpenURL Link resolver-based version.

According to Johnson, Get It Now is automatically used to fulfill article requests for patrons who are registered with one of Murray State’s extended campuses or who request an article be rushed since Get It Now articles are delivered in minutes or hours compared to days for ILL. Additionally, if a patron requests a color PDF, Johnson opts to use Get It Now. Get It Now delivers high-quality, full-color PDF articles straight from the publisher as originally produced—a critical benefit because in certain disciplines, such as the hard sciences, the coloring and clarity of images and graphs within research articles are essential.

In 2013, Murray State volunteered to participate in a pilot program to integrate Get It Now with OCLC’s ILL Fee Management Service (IFM). The OCLC IFM service helps libraries reduce administrative costs by allowing users to pay—and be paid for—ILL lending charges through their OCLC invoices. The service reduces the workload and time spent generating invoices and writing checks. Get It Now users asked for the ability to pay for Get It Now articles through their IFM accounts, and CCC teamed up with OCLC and Atlas Systems to make the integration a reality. Now, Johnson receives monthly invoices from CCC listing Get It Now transactions so she can check her records, but Murray State’s accounting
How Get It Now Works

The mediated version, used by Murray State, allows a librarian to review article requests and decide to obtain the content through ILL, Get It Now, or another source.

First, a patron searches the library’s various databases. If the full-text of the desired article is not available, the patron clicks on the ‘Find it at MSU’ button, which sends him or her to the ILLiad log in. ILLiad automatically shows the patron the information about the article such as article title, publisher, and date.

When the patron clicks “submit,” Johnson receives the request and reviews it, checking first to see if the library has the article. If the library does not, ILLiad automatically checks to see if it is available through Get It Now and ILL. If the article is not available through ILL or has a rush request, Johnson simply selects Get It Now as the provider, and the Get It Now service immediately emails a full-text PDF of the article to the patron’s ILLiad account.

About Murray State University

Murray State University, located in the city of Murray, Kentucky, is a nationally recognized four-year public university with a strong extended campus and online presence. With more than 10,000 students, Murray State offers high-quality associate, baccalaureate, masters, specialist and doctorate degrees. Academic programs are offered in the core areas of arts and sciences, agriculture, business, health and human services, teacher education, communications, engineering and applied technologies, and nursing.

About Copyright Clearance Center

Copyright Clearance Center (CCC) is a global leader in content management, licensing, discovery and delivery solutions. Through its relationships with those who use and create content, CCC drives market-based solutions that fuel research, power publishing and respect copyright. With its subsidiaries RightsDirect and Ixxus, CCC provides solutions for millions of people from the world’s largest companies and academic institutions.