



## 7 Questions with Get It Now Users

CCC recently spoke with several librarians who use Get It Now about their experience with the article delivery service and their insights into getting the most from it. Those interviewed include:

- Clara Lindström, Librarian, Stockholm School of Economics
- Steven Wease, Library Specialist II, The W. Frank Steely Library, Northern Kentucky University
- Kathy Coleman, Interlibrary Services Coordinator, Kansas State University

Below are seven questions asked during the conversation and their responses.

1

What are some of the trends you are seeing in terms of article requests from patrons and ILL borrowing?

**Lindstrom:** We have seen an increasing amount of interlibrary loan requests from students.

**Coleman:** Our article requests have been gradually decreasing over the past ten years.

2

How have you and your patrons benefited from using Get It Now?

**Lindstrom:** Get It Now has provided us with faster access to articles. In addition to speedier access, we have gained digital access to articles, and we now find it possible to get hold of articles even when the library is unstaffed, such as evenings, weekends, and summer holiday.

**Wease:** Get It Now has ensured that we are able to provide the materials our patrons are requesting, while reducing the workload for staff.

**Coleman:** We've been using Get It Now since 2013 to obtain articles quickly. Ordering them is easy for us with the ILLiad addon.

3

Where does the funding come from for your Get It Now article purchases?

**Lindstrom:** Our Get It Now funding comes from our acquisitions budget.

**Wease:** Our funding for Get It Now article purchases comes out of our materials budget.

**Coleman:** The funding for our Get It Now article purchases is a part of our overall ILL budget.

4

Get It Now is available in a mediated, unmediated or hybrid workflow? Which version did you choose and why?

**Lindstrom:** Stockholm School of Economics chose to use the unmediated version of Get It Now.

**Wease:** We prefer a mediated Get It Now workflow because it provides us with better budget control.

**Coleman:** To help us better control costs, we chose the mediated version of Get It Now.

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When and why do you use Get It Now over borrowing an article via interlibrary loan?

**Lindstrom:** We have the service open for faculty, staff, and PhD students. We use it to offer an easy and fast way to access articles from journals we do not subscribe to. Most researchers prefer digital articles, and when using interlibrary loan services, that is not an option. For BSc and MSc students we still use our regular interlibrary loan service.

**Wease:** We use Get It Now if an interlibrary loan request has been denied by five partner libraries.

**Coleman:** We use Get It Now to obtain articles which are in excess of CONTU guidelines, as well as when articles are not available from other libraries or not available in a timely manner.

6

What features of the Get It Now Dashboard do you use and why?

**Lindstrom:** We use the Dashboard tab to check our spending balance and get quick stats on request activity, most popular journals, etc. We also use the Settings tab to adjust spending limits and other rules as needed, and the Reports tab is useful for getting more detailed reports on specific article requests as needed.



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Get It Now article purchases can be paid for via check, credit card, OCLC IFM, or buy-down account with CCC. Which method do you prefer and why?

**Wease:** We prefer the OCLC IFM payment method due to its simplicity.

**Coleman:** We prefer to pay with a credit card, which works well for us since we can pay online.

## Experience the Many Benefits of Get It Now

Get It Now from CCC allows you to provide library patrons with immediate, 24/7 fulfillment of full-text articles from unsubscribed journals, giving them the content they need to effectively learn, instruct, and conduct research.

Over 550 colleges and universities around the world use Get It Now, expanding their virtual collections with more than 19,000 journals and tens of millions of articles.

To learn more about how Get It Now can help you, please visit [www.copyright.com/academia/get-it-now/](http://www.copyright.com/academia/get-it-now/)



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### Learn more

Learn how Get It Now can help you deliver journal articles to your patrons 24 hours a day, 7 days a week.

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