

Case Study

Get It Now Provides All Around Value for a Top Ranked Public Research Institution

Location

West Coast U.S.A.

Background

Large public research university

Driving breakthrough research in STEM, social sciences, and other areas of study requires access to a vast amount of journal articles. This university is known for groundbreaking research in medicine, biotech, and more, and has one of the largest library systems in the world. To support students, faculty, and staff when they require an article from a journal to which they are not subscribed, the library's borrowing supervisor and his colleagues frequently turn to Get It Now, CCC's article delivery service.

Get It Now complements academic institution interlibrary loan (ILL) services by providing library patrons with the immediate fulfillment of full-text articles from non-subscribed journals — 24 hours a day, 7 days a week — through a cost-effective and easy-to-use service integrated into their OpenURL link resolver or resource sharing platform.

As part of the library's copyright clearance procedures when a non-subscribed article is requested, the borrowing supervisor or one of their colleagues compares prices between sourcing the article via a document delivery service or ILL and chooses the least expensive option. According to the borrowing supervisor, in many cases, Get It Now has the lowest price. For the 2023-24 academic year, the library chose Get It Now to deliver over 800 articles.

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I would recommend Get It Now to other academic institutions based on the ease of requesting articles, the fast turnaround time, and the financial and time savings it provides. It's a good all-around value.”

Borrowing Supervisor





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Borrowing Supervisor

"Publishers are constantly launching new journal titles, and our collections development staff needs time to properly evaluate the value of these new titles," explained the borrowing supervisor. "Many of these newer titles are widely available through the Get It Now service so we're able to get our researchers the articles they want. As a large research institution, we're not in the business of saying no to our users, so if they want something we try to get it for them."

The Get It Now service integrates directly with ILLiad, the existing resource sharing platform within the library, allowing librarians to order articles without extra steps, saving valuable staff time. Articles are delivered directly to patrons in 15 minutes or less – significantly faster than ILL options, which can take 24 hours or longer. For the library team, this fast turnaround enhances their ability to meet user expectations in a fast-paced research environment.

Get It Now has also proven to be a cost-effective tool for the library for article requests from certain journal subscriptions that have been cancelled due to low use or budgetary constraints.

Additionally, the detailed monthly invoices provided by CCC allow the borrowing supervisor to track spending over the course of the academic year so there are no end-of-the-year surprises. Funds for Get It Now article purchases come from the library's collections budget.

"I would recommend Get It Now to other academic institutions based on the ease of requesting articles, the fast turnaround time, and the financial and time savings it provides," concluded the borrowing supervisor. "It's a good all-around value."

About CCC

A pioneer in voluntary collective licensing, CCC advances copyright, accelerates knowledge, and powers innovation. With expertise in copyright, data quality, data analytics, and FAIR data implementations, CCC and its subsidiary RightsDirect collaborate with stakeholders on innovative solutions to harness the power of data and AI.

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