

# East Tennessee State University Goes from Saying “No” to ILL Requests to Saying “Yes” with Get It Now

As an interlibrary loan (ILL) librarian at East Tennessee State University (ETSU), Alison DePollo takes great pride in helping faculty and students obtain the journal articles they need, but don't have subscriptions to. But, like many ILL librarians facing constraints, she has often had to cancel requests for articles when the cost, time or effort to obtain them was too great. As a result, she was intrigued when she heard about an innovative article delivery service while attending an academic conference. Copyright Clearance Center's Get It Now service, which is tightly integrated into an institution's search and ILL workflows, 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.

On returning from the conference, DePollo researched Get It Now and was impressed with what she learned about the cost-effective, easy-to-use application that could quickly be integrated into ETSU's ILL platform. DePollo also found it appealing that there is no implementation fee for the service. Academic institutions incur a charge only if they use the service to make a transaction.

"I discussed Get It Now with our electronic resources librarian, and at first he was concerned because we have a limited budget," recalled DePollo. "His decision to sign up for the service was a 'no-brainer' once I told him there was no up-front cost for the service."

DePollo describes the implementation process as "really easy" and says that its tight integration with ILLiad, ETSU's ILL platform, is "fantastic." Placing an order for an article through Get It Now is just like placing an order with any other supplier, and using it keeps the order in the same workflow. The service can be configured in two ways: while ETSU

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**Alison DePollo**

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ETSU SHERROD LIBRARY

opted to deploy the librarian-mediated version, the service is also offered as an unmediated OpenURL Link resolver-based version.

Since adopting Get It Now in July 2012, DePollo has been impressed with the cost savings the service delivers. Without Get It Now, DePollo determined that 67% of patron requests would have been cancelled between July 2012 and March 2013. ETSU subsidizes up to \$50 per article for faculty and up to \$35 for graduate students; orders for articles that exceed those thresholds are cancelled. Article fees through Get It Now are often below those thresholds.

DePollo also saves time and effort with Get It Now. Patrons receive their articles immediately, and DePollo no longer has to do any copyright fee processing because, with the service, copies of articles are purchased and not borrowed. Furthermore, Get It Now delivers high-quality, full-text color PDFs directly to patrons via ETSU's electronic article delivery service, Odyssey.

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"I highly recommend Get It Now to other academic institutions," concluded DePollo. "There's no fee to sign up for the service, it saves you time and reduces cost, and you have total control over how you use it."

### About East Tennessee State University

East Tennessee State University (ETSU) is a public, coeducational member of the Tennessee Board of Regents' network of 45 postsecondary educational institutions. The university has 11 colleges and schools representing arts and sciences, business and technology, clinical and rehabilitative health sciences, education, medicine, nursing, pharmacy, public health, honors, as well as continuing and graduate studies. It offers approximately 125 undergraduate programs, 95 master's programs, and a dozen doctoral programs, as well as graduate certificates, teacher licensure, and specialist programs. Founded as East Tennessee State Normal School in 1911, ETSU has an enrollment of more than 15,000 students.

### About Copyright Clearance Center

Copyright Clearance Center (CCC), the rights licensing expert, is a global rights broker for the world's most sought-after materials, including in- and out-of-print books, journals, newspapers, magazines, movies, television shows, images, blogs and ebooks. Founded in 1978 as a not-for-profit organization, CCC provides smart solutions that simplify the access and licensing of content and let businesses and academic institutions get permission to use copyright-protected materials quickly, while compensating publishers and content creators for using their works. We make copyright work. For more information, visit [www.copyright.com](http://www.copyright.com).

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