

## Case Study

# Stockholm University Library Saves Time and Money While Enhancing Patron Satisfaction Using *Get It Now*



Stockholm University

### Location

Stockholm, Sweden

### Number of Students

31,000

### About Stockholm University

Founded as a college in 1878, Stockholm University is a public research university in Stockholm, Sweden. Ranked one of Europe's top 50 universities, it is one of the largest universities in Scandinavia and one of Europe's leading centers for higher education and research.

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Through its membership in the Bibsam Consortium operated by the National Library of Sweden, Stockholm University Library has a number of "big deal" agreements with scholarly journal publishers for much of the content resources required by faculty, researchers, and students. Though the Library had a process in place to cover journal titles not included in these agreements, in 2015 it decided to seek a more cost-effective and efficient way to obtain some of its single-title journal content not covered by existing subscriptions. This led to the Library adopting an innovative article delivery service from Copyright Clearance Center (CCC) called Get It Now.

Get It Now complements academic institutions' interlibrary loan (ILL) services by providing library patrons with the immediate fulfillment of full-text articles from unsubscribed journals — 24 hours a day, 7 days a week — through a cost-effective and easy-to-use service integrated into their ILL platform or OpenURL link resolver, which is the case for the Stockholm University Library.



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

- A Stockholm University Library patron searches the Library holdings for a journal article.
- If the desired article is not available through the Library's existing subscriptions, Get It Now surfaces through the Library's OpenURL link resolver, ExLibris SFX, so the patron may request the article.
- Patron reviews, confirms and places order.
- Patron receives an email with a link to the full-text PDF of the article.
- CCC invoices the Library on a monthly basis.

According to Anders Höijer, Stockholm University Library's Licensing Coordinator, as soon as the Library staff learned of Get It Now they knew it was something they wanted to try due to the efficiencies it offers. Get It Now was also appealing because it supports the Library's long-standing patron-driven acquisition policy. By opting to utilize the patron-driven unmediated version of Get It Now, if a desired journal article is not available through the Library's existing subscriptions, Get It Now surfaces through the Library's link resolver so the patron can request the article. The patron simply reviews, confirms and places the order and receives an email with a link to the full-text PDF of the article in minutes. Library staff receive a notification each time an article order is placed; CCC invoices the Library on a monthly basis and costs are split by the different faculties according to their usage. For the academic school year of 2021-2022 Get It Now delivered approximately 900 article PDFs to Stockholm University Library patrons and most articles were delivered in 15 minutes or less.

Get It Now's built-in safeguards, which are customizable for each institution, ensure article requests adhere to Stockholm University Library policies while staying within its content budget. For example, a Library patron cannot place more than five orders through Get It Now within an eight-hour period, nor can a Library patron place an order for the same article twice within eight hours. In addition, patrons are required to use a Stockholm University email address for article delivery.

Get It Now provides high-quality, full-color PDF articles straight from the publisher. Because certain subject areas depend on images, the coloring and clarity of charts and photographs are crucial. For this reason, having the ability to get unsubscribed articles through Get It Now is important for some of the University's researchers.

In addition to enhancing patron satisfaction by providing quick and easy self-service access to needed articles around the clock, Get It Now delivers important time and money saving benefits for the Library.

"Because patrons can usually get an article from an unsubscribed journal through Get It Now, we save administrative time that would otherwise be spent handling staff-consuming ILL requests," concluded Höijer. "We also look at usage data for some of our single title subscriptions and if we see that less than 20 articles are downloaded from a title in a year we then determine whether to obtain that journal content via Get It Now."

### About CCC

A pioneer in voluntary collective licensing, CCC (Copyright Clearance Center) helps organizations integrate, access, and share information through licensing, content, software, and professional services. With expertise in copyright and information management, CCC and its subsidiary RightsDirect collaborate with stakeholders to design and deliver innovative information solutions that power decision-making by helping people integrate and navigate data sources and content assets.



Copyright Clearance Center

### Learn more

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