
**Analysis and assessment of the “Get it Now” service, five years
after implementation
Is it fulfilling its purpose sustainably?**

— Kristen Adams & Kevin Messner —
Miami University Libraries

Miami University

- Public institution in Oxford, OH
 - ~17,000 undergraduates
 - ~2,500 graduate students
- Two regional campuses
 - ~3,000 students in Hamilton
 - ~2,000 students in Middletown
- 120+ undergraduate degree options
- 70+ masters and doctoral degree programs; Carnegie R2/High Research Activity
- undergraduate research an attractor



Get it Now service

- Copyright Clearance Center's service for rapid document delivery
- Full text articles from journals the library does not subscribe to
- Mediated and unmediated options
 - Mediated means delay in processing, especially nights and weekends
- Miami implemented in fall 2014
 - Available to all Miami students, faculty and staff
 - Limited to 3 article orders in 24 hour time frame
 - Unmediated model
 - No limits on publishers or price per article
 - Works through the link resolver system
 - Articles delivered via email; some automatically, others manual scans from print
 - Very low turnaway rate, get notification of these, a couple times a year

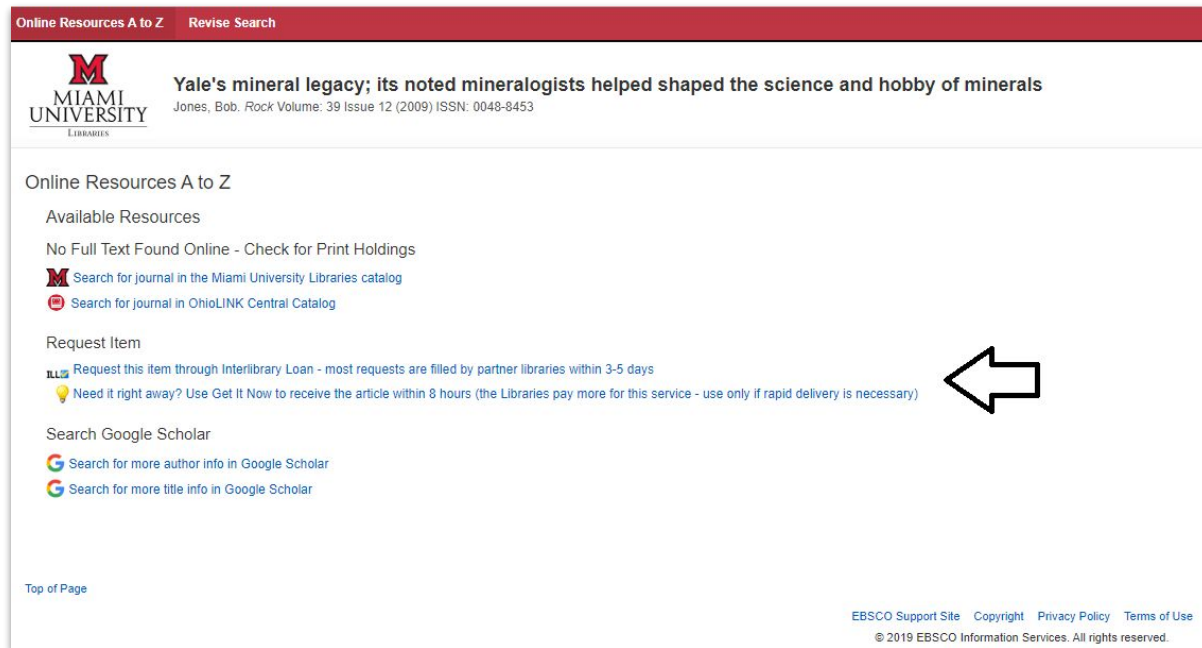
Get in Now - in our catalog

Screenshot after using the Find It button to locate the full text, in cases we don't have the full text available


Request Item options

- ILL
- Get it Now

“Need it right away? Use Get it Now to receive the article within 8 hours (the libraries pay more for this service - use only if rapid delivery is necessary.”




Online Resources A to Z [Revise Search](#)


 **Yale's mineral legacy; its noted mineralogists helped shaped the science and hobby of minerals**
Jones, Bob. Rock Volume: 39 Issue 12 (2009) ISSN: 0048-8453

Online Resources A to Z


Available Resources


No Full Text Found Online - Check for Print Holdings

 [Search for journal in the Miami University Libraries catalog](#)


 [Search for journal in OhioLINK Central Catalog](#)


Request Item

 [Request this item through Interlibrary Loan - most requests are filled by partner libraries within 3-5 days](#)

 [Need it right away? Use Get It Now to receive the article within 8 hours \(the Libraries pay more for this service - use only if rapid delivery is necessary\)](#)

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As we are 5 years in to
the service, how is it
going?

Is it fulfilling its
purpose sustainably?

Questions to consider

- What is the average cost per request?
- What is the average cost per month or year?
- How quickly is getting it now?
- Is usage increasing, decreasing or stable?
- Do people usually use the service just once or twice?
- What subjects are most requested?

Have any of these answers changed over time?

Techniques

- Reports gathered from the service
 - Includes: order date/time, fulfillment date/time, price, user email, publication, ISSN, publisher, article title, author and publication date
- Exported to MS Excel
- De-identified the user emails, assigned a random number to each
- Moved data to GoogleSheets
 - Ease of collaborating, and calculating delivery times
- Analyses
 - Cost and use
 - Delivery times
 - Users
 - Subjects

Findings...

Mean price of a request

Annual mean looked to be increasing but has leveled out

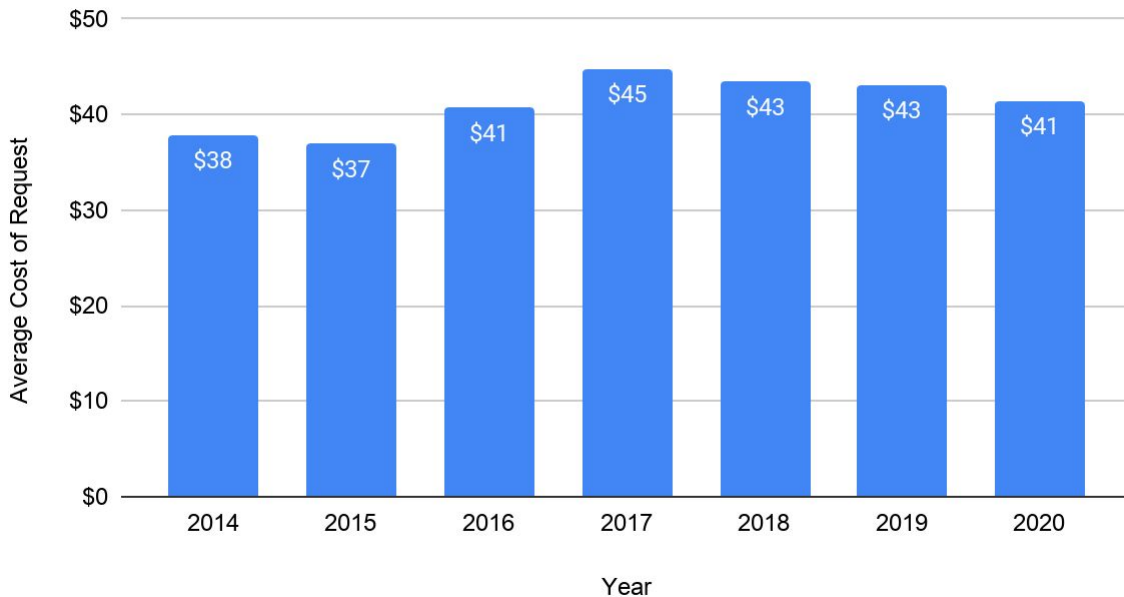
Of all requests, for all years

Mean \$42

Max \$98

Min \$18

Mean Cost of Request by Year



Average cost per month by year

Tricky to do average per year with our data, as there was a time in 2019 when the service was mistakenly turned off

April and November highest use

2017 and 2018 highest use, but hard to conclude much as 2019 was not a full year, and 2020 is not over

Chart of this data later to look at 2020

	2014	2015	2016	2017	2018	2019	2020	Monthly Averages	
Jan.		\$182	\$125	\$650	\$600	\$576	\$133	\$378	Jan.
Feb.		\$557	\$785	\$1,049	\$1,189	\$1,064	\$969	\$935	Feb.
Mar.		\$799	\$922	\$1,413	\$1,021	\$1,056	\$838	\$1,008	Mar.
Apr.		\$1,107	\$1,578	\$1,513	\$1,353	\$1,301	\$1,111	\$1,327	Apr.
May		\$551	\$1,119	\$539	\$1,361		\$448	\$804	May
Jun.		\$121	\$202	\$762	\$923		\$394	\$480	Jun.
Jul.		\$49	\$158	\$481	\$613			\$325	Jul.
Aug.		\$339	\$443	\$394	\$474	\$122		\$354	Aug.
Sep.	\$40	\$501	\$873	\$1,628	\$1,144	\$1,379		\$928	Sep.
Oct.	\$604	\$931	\$708	\$1,151	\$1,570	\$1,468		\$1,072	Oct.
Nov.	\$520	\$732	\$1,443	\$1,538	\$1,144	\$1,447		\$1,137	Nov.
Dec.	\$86	\$446	\$607	\$569	\$470	\$480		\$443	Dec.

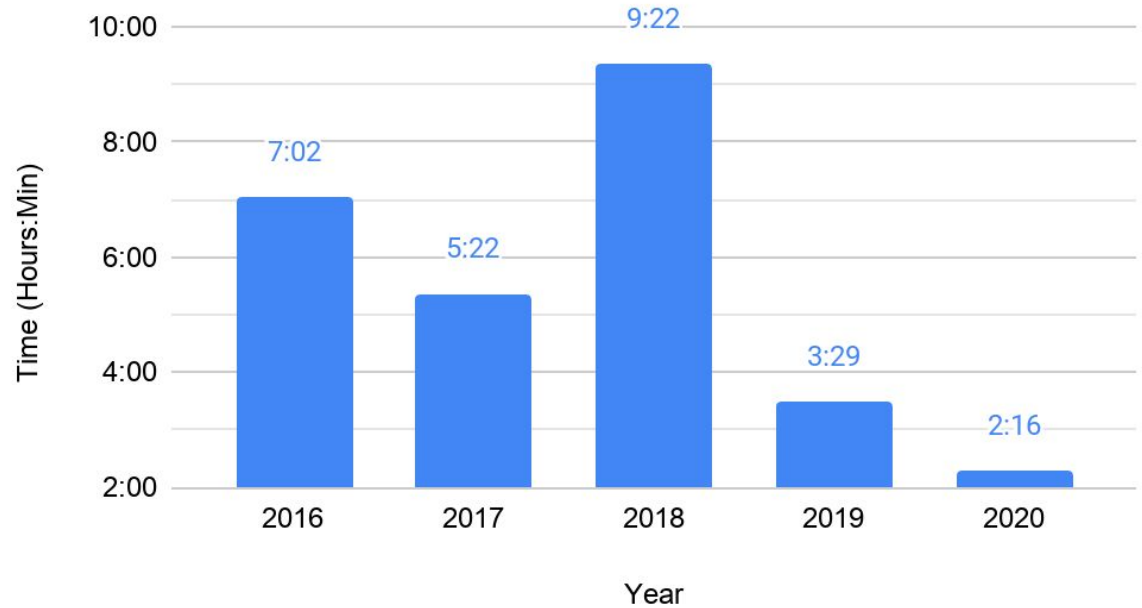
Average delivery period

It was not until 2016 that the fulfillment information was available, so the delivery time could be calculated

This time is not provided in the report, is much easier to figure in GoogleSheets than Excel

What happened in 2018?

Average Delivery Time



Average delivery time, adjusted

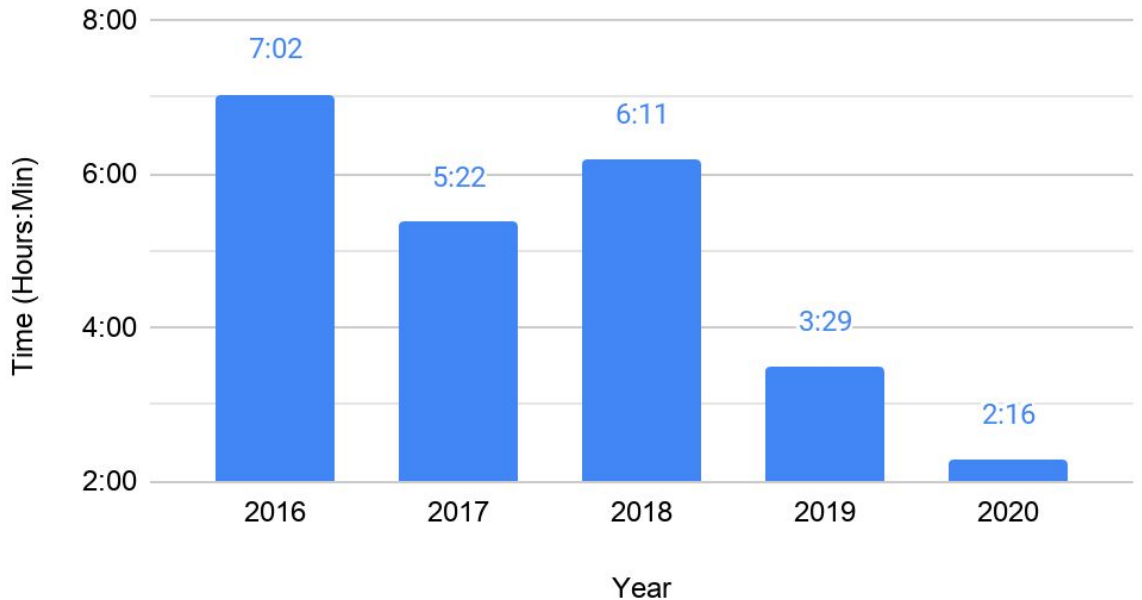
Before the average time in 2018 had been 9 hours, 22 minutes

There were several requests (3) that took a long time, more than a week

If we remove these, the new average for 2018 is 6 hours, 11 minutes

This stays under the 8 hour quoted delivery time

Average Delivery Time



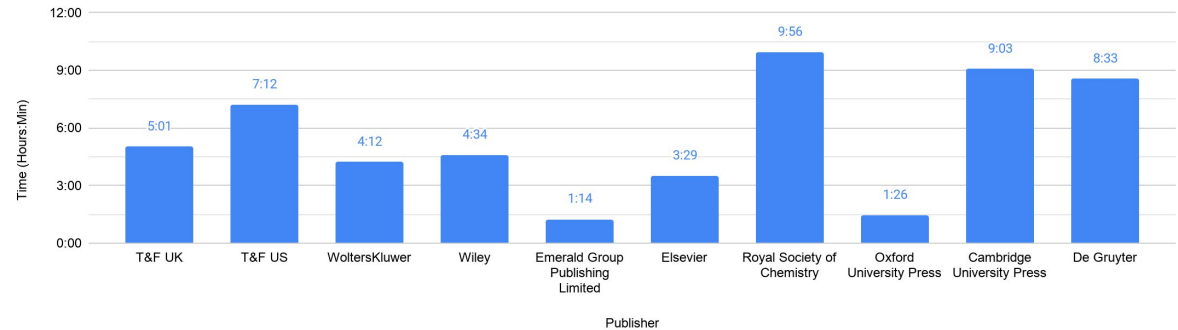
Average delivery time by publisher

Took the top 10 publishers we received requests for (2016-2020) and compared them, in order on chart

- T&F UK - 28% of requests
- T&F US - 17% of requests
- Others under 10%

Quite a range of delivery times, roughly 8 hours difference

Average Delivery Time by Publisher (2016-2020)



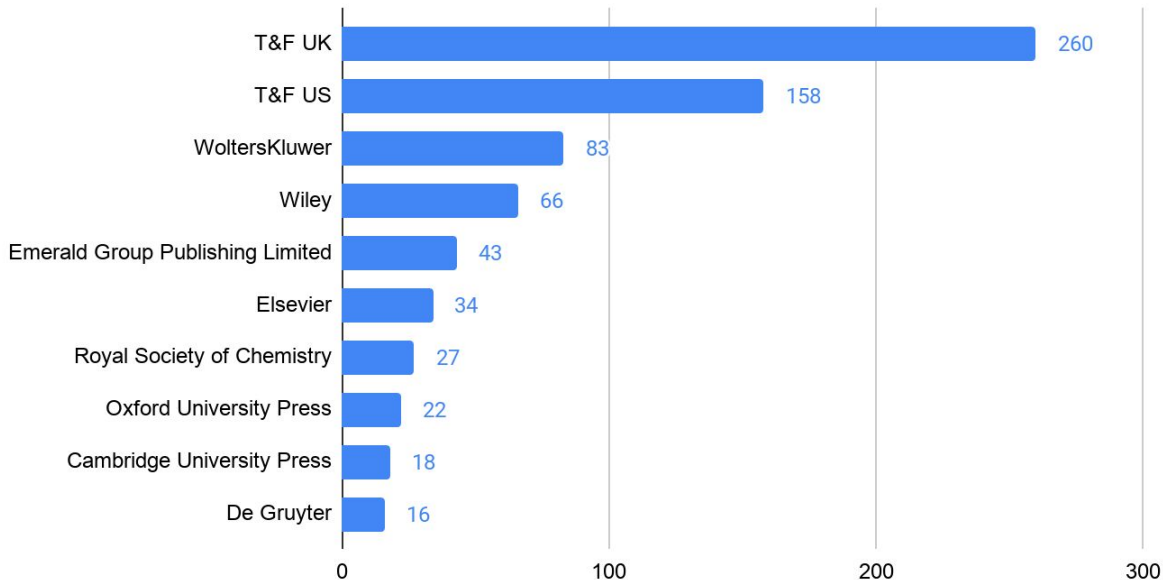
Top 10 publishers requested

Taylor and Francis UK and US by far the most requested

Quickly tails off

Note only includes requests that had fulfillment times, from Oct 2016 to June 2020

Number of Requests per Publisher (2016-2020)



Top publishers requested

Covers all requests, 2014-2020

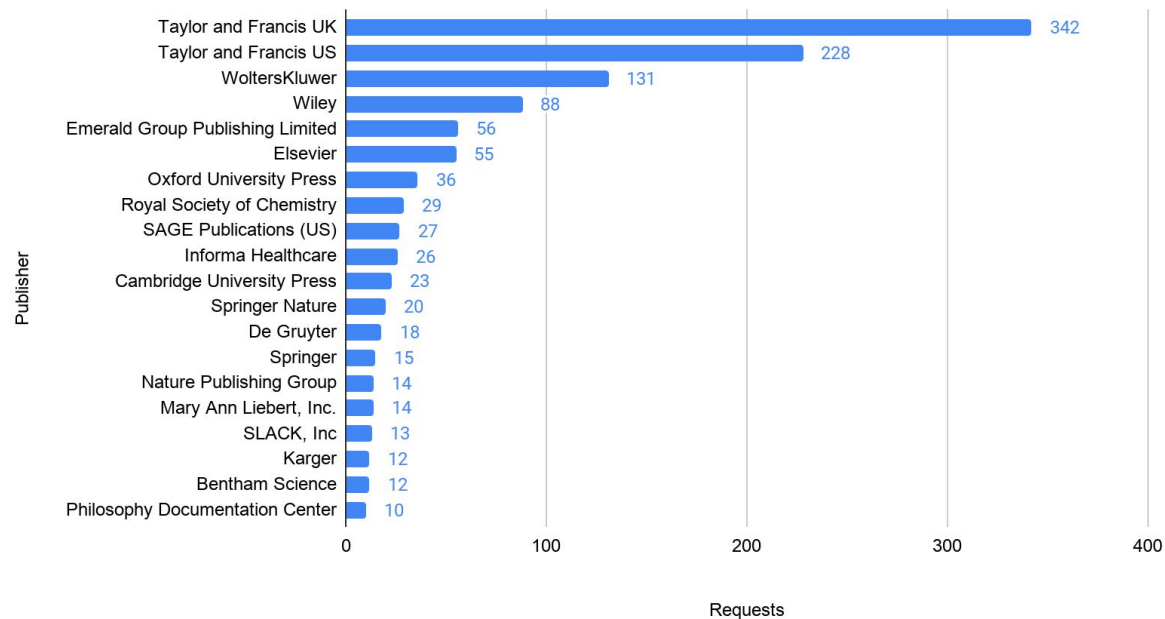
Displayed are those with at least 10 requests

Very similar list to previous, covering only 2016-2020

Taylor and Francis UK and US, still by far most requested

Tails off rapidly

Top requested publishers - All time



Number of requests

Similar trends as seen in cost per month

April, October and November busiest

Seeing more monthly trends than yearly trends

	2014	2015	2016	2017	2018	2019	2020	Monthly Averages	
Jan.		4	3	16	14	12	5	9	Jan.
Feb.		17	22	25	26	25	22	23	Feb.
Mar.		25	23	33	24	26	20	25	Mar.
Apr.		32	38	35	35	32	26	33	Apr.
May		13	25	14	28		11	18	May
Jun.		3	4	15	20		10	10	Jun.
Jul.		2	4	12	13			8	Jul.
Aug.		8	10	9	11	2		8	Aug.
Sep.	1	16	21	35	27	30		22	Sep.
Oct.	17	24	17	24	37	34		26	Oct.
Nov.	13	18	36	31	27	34		27	Nov.
Dec.	2	9	17	12	11	11		10	Dec.

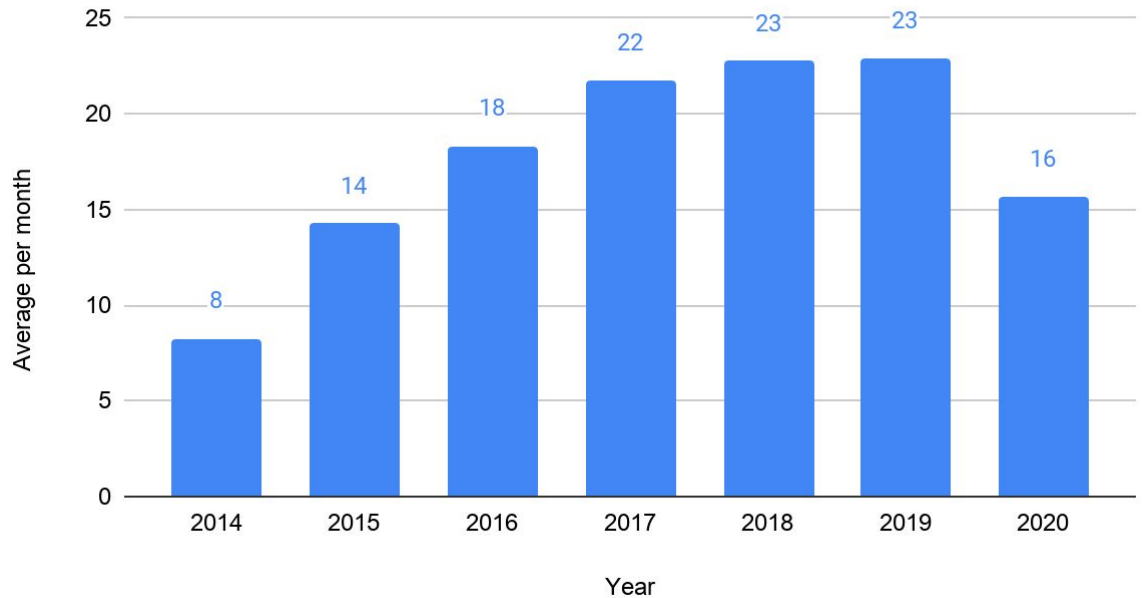
Usage over time

As we had gaps in data, 2014, 2019 and 2020, used average per month rather than yearly totals

Did increase then stabilize

2020 seems low but does not include Oct and Nov, which previously were busy months

Average requests per month by year

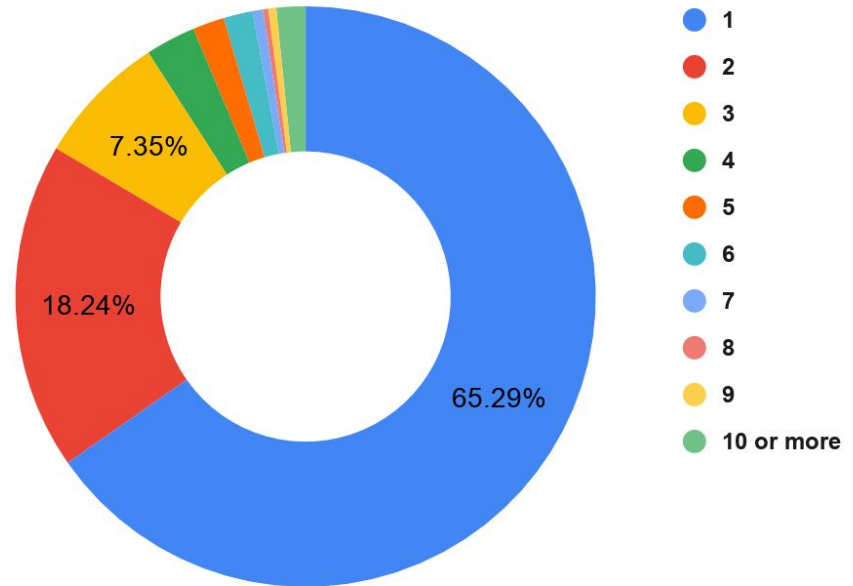


Frequency of repeat users

83.53% of users only request 1 or 2 articles

The number of users decreases as the number of requests increase, until the 10 or more requests category

Number of Articles Requested per User



Frequent users

A look at the 11 people who have requested 10 or more articles

Gently creeps up, the jumps into the 30s

Most users in this group took 3-4 years to make this many requests

Data doesn't give the whole story, we have no way to know under what circumstances these were requested

RNG User ID	Number of Requests	Cost of Requests	User category (as of Aug 2020)	Duration of Use (Years:Months)
4587	37	\$1,258.50	Grad student	03:07
1279	35	\$1,680.00	Faculty	04:11
4362	22	\$847.00	Faculty	03:01
9650	16	\$999.60	Grad student	03:06
9220	14	\$425.00	Grad student	03:03
8511	13	\$696.60	Grad student	03:03
9483	13	\$441.00	Faculty	04:02
1536	11	\$386.00	Grad student	04:02
4258	11	\$310.00	Undergrad student	00:11
1789	10	\$525.90	Grad student	02:10
1822	10	\$471.00	Grad student	01:07

Most requested subjects

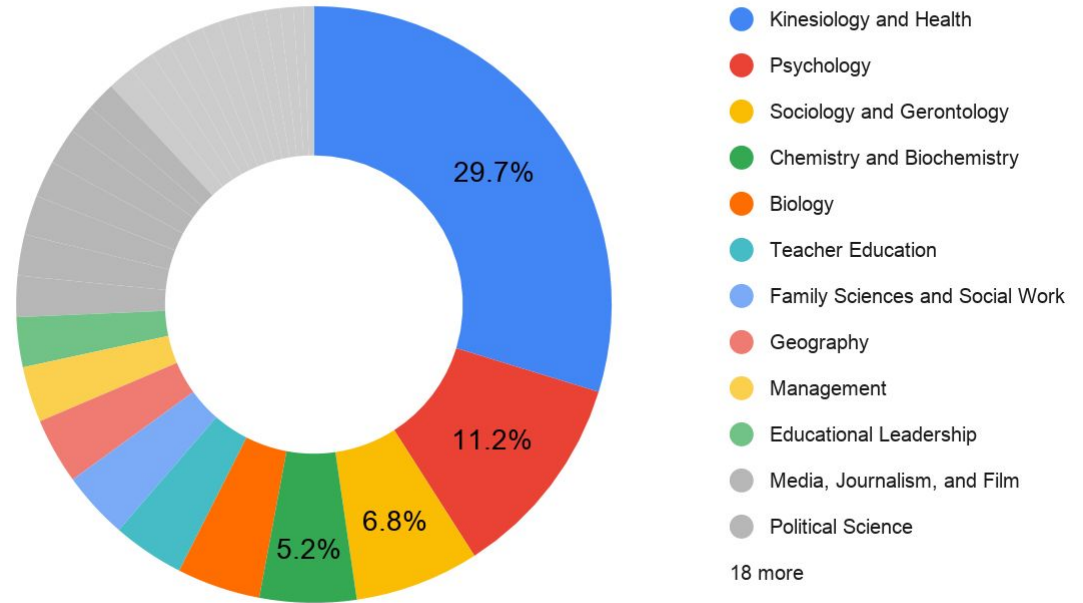
Determined by analyzing the journal title and grouping them into disciplines

Disciplines are Oxford campus departments (47)

All requests 2014-2020 included

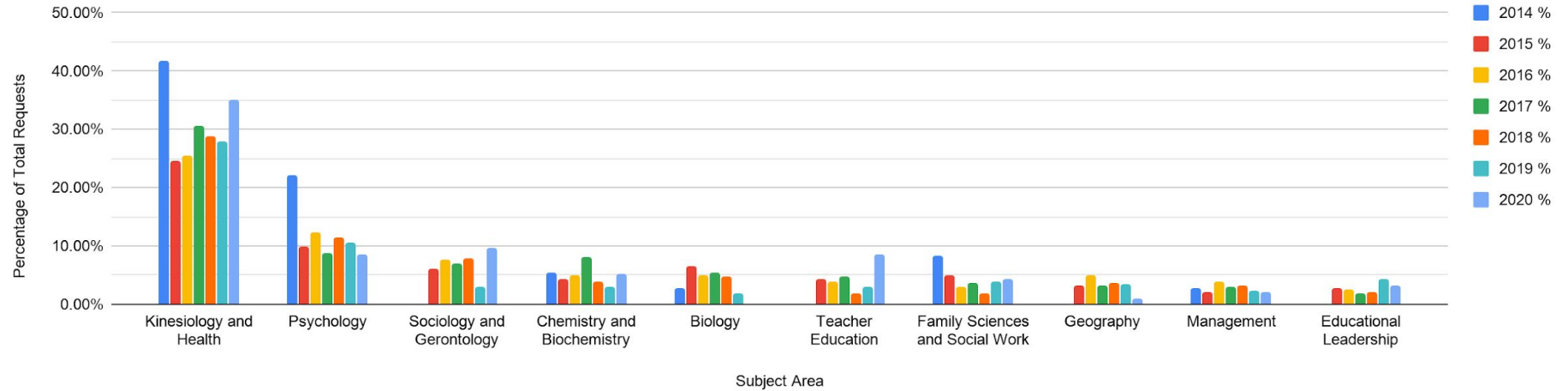
Chart shows disciplines which had at least 1% (rounded) of total requests

Total % of Requests by Department



Most requested subjects over time

Top 10 Subject Areas Requested



Most requested subjects over time

Each department was totaled for each year

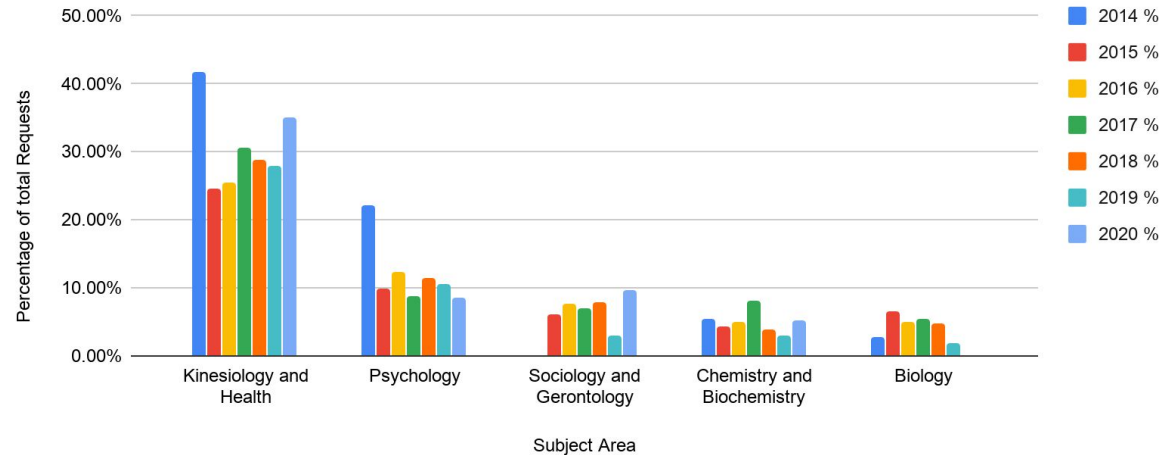
The percent for requests per department was calculated and compared by year

Can see some change over time

Kinesiology and Health, clearly the biggest, followed by psychology

Collections gap, research interest, area for development

Top 5 Subject Areas Requested



Top journal titles requested

Shown is any journal with more than 5 requests

There were 792 individual journals, of the 1,307 individual requests

Again, psychology, health sciences, biology and some education titles

Might ask if any of these were for the same article...

Most Requested Journal Titles



Top articles requested

Biology and psychology subject,
again

No journal in the table, was in the
top requested journal chart (with
more than 5 requests)

Knoll article was requested each
time by same user, same year

Not shown in table, 31 articles
requested twice

Article	Times requested
Rosendale, A. J., Lee, R. E., & Costanzo, J. P. (2014). Effect of Physiological Stress on Expression of Glucose Transporter 2 in Liver of the Wood Frog, <i>Rana sylvatica</i> . <i>Journal of Experimental Zoology Part A-Ecological Genetics and Physiology</i> , 321(10), 566–576.	4
Walker, C.-D., Bath, K. G., Joels, M., Korosi, A., Larauche, M., Lucassen, P. J., Morris, M. J., Rainecki, C., Roth, T. L., Sullivan, R. M., Taché, Y., & Baram, T. Z. (2017). Chronic early life stress induced by limited bedding and nesting (LBN) material in rodents: critical considerations of methodology, outcomes and translational potential. <i>Stress: The International Journal on the Biology of Stress</i> , 20(5), 421–448.	3
Knoll, J.L. (2012). Mass Murder: Causes, Classification, and Prevention. <i>Psychiatric Clinics of North America</i> , 35(4), 757-780.	3
Xu, H., Wu, X. R., Wewer, U. M., & Engvall, E. (1994). Murine muscular dystrophy caused by a mutation in the laminin alpha 2 (Lama2) gene. <i>Nature Genetics</i> , 8(3), 297–302.	3

Is the Get it Now
service fulfilling its
purpose sustainably, 5
years on?

Answers to our questions

- What is the average cost per request?
 - \$42, overall
- What is the average cost per month or year?
 - Varies month to month, ranges \$325 (Jul) to \$1,300 (Apr); total <\$10,000 per year
- How quickly is getting it now?
 - About 6 hours, overall
- Is usage increasing, decreasing or stable?
 - Stabilizing
- Do people usually use the service just once or twice?
 - Yes, over 80% of users
- What subjects are most requested?
 - Kinesiology and Health, and Psychology

Service's original mission

- Provide expedient access to particular articles for faculty and graduate students
 - Early data indicated an even mix of undergraduate, graduate, and faculty use
 - In this analysis though, almost all of the top users were faculty and grad students, with one research-active undergrad
- Does academic year use indicate movement away from this purpose?
 - Pattern of use over academic calendar suggests course-based use is a major driver, maybe more so than research-based use thought to peak in summer
 - Oversimplistic? Research surely happens during academic year
 - Summer 2019 lapse went unquestioned -- suggests GIN is “mission-suitable” but perhaps not “mission-critical” for Miami

Changes in 2020

- Recent public health crisis; remote instruction and research period
 - March-June, no access to print materials, even electronic materials/services in some cases, including ILL
 - Collections access and ILL gradually opened up in spring and summer
 - ILL seeing longer than usual processing times
- Seems plausible the Get it Now service, which remained operational throughout, would see increased traffic
 - However we did not see this
 - Compared month to month, demand level on par with previous years
 - Research efforts themselves were stymied, labs closed until summer, to date no undergraduate participation in labs

Should It Stay or Should It Go?

- We will retain the service for now
 - \$10K seen as good annual investment
 - Enough evidence that it is meeting its intended target audience, if not exclusively
 - 2021 brings substantial journal cancellations, including many moderately used titles, possible increased need for service
- In an “Everything on the table” fiscal environment...?

Gauging suitability of cost-per-use programs

- If doing an analysis of your service
 - Suggest tracking use and user data, due to many variables
 - Watch for outliers e.g. “superusers”
 - Unmediated access is an open \$ faucet
 - Recognize you might have missing data, make some analyses trickier
- If considering implementing the service
 - Consider pros and cons of mediated and unmediated, constraints on available titles
 - Staff time investment approving requests, speed of service
 - vs monitoring for potential “waste” (multiple requests for same article, request of already-owned material), abuse of service

Thanks for watching

2020 Update Usage

Number of request by month

New data added for July, August, and September 2020

Seeing average or lower than average use still for this year

	2014	2015	2016	2017	2018	2019	2020	Monthly Averages	
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Jun.		3	4	15	20		10	10	Jun.
Jul.		2	4	12	13		5	7	Jul.
Aug.		8	10	9	11	2	11	9	Aug.
Sep.	1	16	21	35	27	30	17	21	Sep.
Oct.	17	24	17	24	37	34		26	Oct.
Nov.	13	18	36	31	27	34		27	Nov.
Dec.	2	9	17	12	11	11		10	Dec.
Average per month	8	14	18	22	23	23	14		

2020 Update Cost

Number of request by month

New data added for July, August, and September 2020

Seeing average or lower than average use still for this year

Aug. a bit more expensive

	2014	2015	2016	2017	2018	2019	2020	Monthly Averages	
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