



“To Mediate, or Not Mediate, That is the Question...”

Setting Up ‘Get It Now’ at Furman University Libraries



Janet Nazar

*Coordinator for Content Management
Collection Services
J.B. Duke Library
Furman University*



Tim Bowen

*Director, Academic Products and Services
Copyright Clearance Center*

Session Agenda

- Overview of Get It Now
- Furman University Libraries
- Implementing Get It Now at Furman
- “To Mediate or Not to Mediate”
- Results-To-Date
- Questions

“Get It Now”

- Provides just-in-time fulfillment of journal content
- Augments an ILL operation
- Developed in cooperation with CSU, SUNY IDS and Elsevier
- Over 9,000 scholarly journals and growing
- Mediated, unmediated, and hybrid workflow options



Get It Now Workflow - Unmediated

User
identifies
content

Get It Now
option
presented

User enters data;
reviews/accepts
publisher terms &
conditions

CCC emails
content to
requester

- OpenURL link resolver based
- Monthly billing and reporting
- Highly flexible, fastest turnaround

User Visits Library Site

The screenshot shows the Henry Madden Library website. At the top, a red banner contains "CALIFORNIA STATE UNIVERSITY, FRESNO" on the left and "Henry Madden Library" on the right. Below this is a blue navigation bar with links: "Library Home | Campus Home | Campus Directory | Campus Search". The main header area features the university seal on the left, "CALIFORNIA STATE UNIVERSITY, FRESNO" and "HENRY MADDEN LIBRARY" in the center, and "Today's Hours: 8:00 A.M. - 5:00 P.M." on the right. A dark navigation bar below the header contains links: "Research Tools", "Services", "How Can I...?", "Giving", "About Us", and "My Accounts". The main content area has a background image of a building. On the left, there are tabs for "Catalogs", "Journal Articles & Databases", "Journals by Title", and "Books & Articles (NEW)". A search bar contains the text "Shoulder pain the senior athlete" and a "Search" button. Below the search bar is a "Keyword" dropdown menu and a link for "OR Search by Subject". On the right side of the search area, there are links: "All Databases A-Z", "Databases by Subject", "Find Your Citation", "About Multi-Search", "Interlibrary Loan/Link+", and "Research Guides & Tutorials". There are also two buttons: "not sure where to start" and "need help? ask". Below the search area is a row of five promotional tiles: "Events & Exhibitions in the Library" (with a calendar image), "Summer 2012 Hours" (with a sun image), "Printing Assistance Desk" (with an image of two people at a desk), "Facts and Figures about the Library Available" (with an image of the library building), and "Woodward Local History eCollection" (with an image of a book and a red paw print icon). The footer is a red bar containing the address "5200 N. Barton Ave. M/S ML34, Fresno, CA 93740-8014", links for "Disclaimer | Contact Web Master | Sitemap", and contact information: "Circulation: 559-278-2551" and "Reference: 559-278-2174". A logo is on the right side of the footer.

User Searches and Identifies Content

FRESNO STATE
Henry Madden Library

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Library Home > Find Books & Articles > Search results

Search for

Keep search refinements New search

Articles (3,319) Books & Media (0)

Refine your search Results 1-10 of 3,319 sort by: **relevance** | newest first | oldest first

All results
 Scholarly only
 Full-text only

Format

Any
 Government Document (1,997)
 Journal Article (1,168)
 Dissertation (59)
 Book Chapter (50)
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 Book Review (13)
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[More Options]

Subject Area

Any
 medicine (488)
 education (118)
 physical therapy (106)
 recreation & sports (94)
 psychology (41)
 business (38)
 law (33)

We found a specialized database that might help you.

- CINAHL

Treatment of Shoulder Pain in Theseniior Athlete

Journal Article **Peer Reviewed**

...TREATMENT OF SHOULDER PAIN IN THE SENIOR ATHLETE ABBOTT KAGAN, II, MD, and JIM MARSHALL, ATC/L As our population ages, seniors participating in sports...

By: Kagan, Abbott
Year: 2002
Published in: Operative Techniques in Orthopaedics


Shoulder Injury in Athletes

Journal Article **Peer Reviewed**

... with disabling shoulder pains. FUNCTIONAL ANATOMY The bony anatomy of the glenohumeral (GH) joint comprises the large head of the humerus and small glenoid with the muscles...

By: Bedi, Gurinder
Year: 2011
Published in: Journal of Clinical Orthopaedics and Trauma


















Get It Now Option Presented




Title: Treatment of shoulder pain the senior athlete
Source: Operative techniques in orthopaedics [1048-6666] Kagan A, II yr:2002 vol:12 iss:2 pg:113

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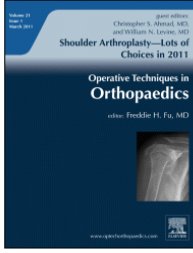
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<input type="checkbox"/>	8. Jutai, R. "The necessity and limitations of evidence-based practice in stroke rehabilitation." Topics in stroke rehabilitation 10.1 (2003): 71-8.		
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<input type="checkbox"/>	10. Broeks, J. " The long-term outcome of arm function after stroke: results of a follow-up study. " Disability and rehabilitation 21.8 (1999): 357-64.		

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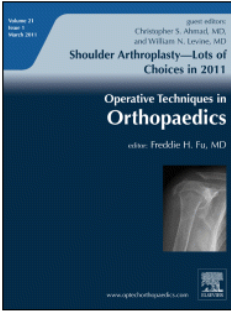

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TREATMENT OF SHOULDER PAIN IN THE SENIOR ATHLETE

ABBOTT KAGAN, II, MD, and JIM MARSHALL, ATC/L

As our population ages, seniors participating in sports or fitness programs are being seen more frequently in orthopedic practices for the complaint of shoulder pain. While evaluation and treatment of the senior athlete is similar to evaluation and treatment of the younger athlete, the senior cohort presents some specific challenges. Diagnosis is more difficult; underlying disease processes including cervical spondylosis, cardiac and neoplastic diseases are more common. Physical examination is important, because magnetic resonance scans may present many abnormalities not all of which are symptomatic. We reserve magnetic resonance scanning for patients in whom the diagnosis is in question, or for those who fail conservative measures. Surgical treatment is complicated by the quality of tissue to repair. Proper rehabilitation, for both nonsurgical and operative treatment is essential and should be physician directed. Finally, many senior athletes have unrealistic expectations of treatment underscoring the need for good patient-physician communication.

KEY WORDS: shoulder pain, impingement, rotator cuff tear, senior athlete, aged, elderly, sports
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America's population of seniors is growing. By 2020, the number of people 65 years of age and older will double, and the greatest growth will be seen in the over 80 and over 90 age groups. In search of richer, more fulfilling lives, seniors are adopting sports and fitness programs at a rapid pace. Although the benefits of fitness include prevention and treatment of disease, weight control, and an overall feeling of well-being, participants can be at risk for injury.^{1,2} Treating acute or repetitive trauma to aged joints is a challenge for anyone caring for the musculoskeletal health of senior athletes. Little information is available for guidance in the medical literature. Though experience gained from treating younger athletes is helpful, the senior athlete presents certain unique problems that need to be considered. We will discuss some issues involved in diagnosing and treating painful shoulder conditions in senior athletes, and review our preferred method of management.

From January 2001 to January 2002, 389 new patients with a chief complaint of shoulder pain were seen in our community-based practice of orthopedic surgery. Of these, 181 patients with a primary diagnosis of shoulder pain were older than the age of 55. Working diagnoses included impingement syndrome (80), rotator cuff tear (41), adhesive capsulitis (20), osteoarthritis of the glenohumeral joint (17), calcific tendinitis (4), shoulder dislocation (3), bursitis (2), and unspecified shoulder pain (14). When

a sporting activity was identified it was most frequently golf. Softball, bowling, swimming, tennis, track, and fishing were also identified as related to symptoms.

OBTAINING A HISTORY

It is important to attempt to identify any preexisting shoulder problems. Failure to recall a past history of shoulder trouble is common in this age group. On prompting, we often find patients who "remember" that they had an episode of "bursitis" 30 years ago that improved after a cortisone injection. Such history is compatible with a partial or even full thickness rotator cuff tear, which was managed conservatively and did well but which now may be a contributing factor to symptoms. Treatment of patients who have had prior shoulder surgery (acromioplasty, acromionectomy, rotator cuff repair, or arthroscopic procedures) can be more difficult and much less satisfying to the patient as well as to the physician. A discussion of these difficulties leads to more realistic patient expectations and a better patient-physician relationship.

In the senior athlete, diagnosis of shoulder pain is more complex because other anatomical areas can contribute to symptoms. For example, pain that radiates distal to the elbow or into the scapular area is likely to be associated with cervical spondylosis. Pain in the right shoulder can be referred from the lung, gallbladder, liver, or diaphragm. Pain in the left shoulder can be related to pulmonary or cardiac etiologies. Additionally, it is important in all elderly patients to take a thorough past medical history to determine any history of malignancy. Even a remote history can be related. Pain in the shoulder can be caused by neoplastic disease both on a local or referred basis and from primary or metastatic tumors. The Pancoast tumor is a well-known example of a pulmonary neoplasm that can lead to shoulder and arm pain. The nature of pain may

suggest a diagnosis. Patients with rotator cuff tears frequently describe their pain as worse at night. Pain of a mechanical origin awakens the patient if (s)he rolls over onto the shoulder. Pain of neoplastic origin characteristically awakens the patient from a sound sleep.

PHYSICAL EXAMINATION

Have the elderly athlete disrobe so that both shoulder girdles can be examined. Inspect the patient for asymmetry and muscle atrophy. Senior athletes may be hard of hearing or have difficulty understanding the examiner's request, so range of motion of the shoulder is best tested in a confrontational fashion. See Fig 1. Instruct the patients to "do what I do" as you face them. Watch their motions; look for symmetry of motion as well as scapulothoracic rhythm. Look for facial expression to reflect a painful arc of motion. Examine forward flexion, abduction, and internal and external rotation with the arm at the side and at 90° of abduction. Test infraspinatus strength with the patient's arm at the side (Fig 2), supraspinatus strength in the position of scaption, and the lift-off test from behind the patient. While observing from behind, have the patient again put the arm through a range of motion to determine scapular winging. Examine the cervical spine looking specifically for restriction of motion or duplication of symptoms with the Spurling test.³ Perform a neurological examination including sensation, motor strength testing, and

reflexes. Note the presence of rupture of the long head of the biceps tendon. Assess the circulation of the extremities. Clinical tests for "impingement" are not helpful in the differential diagnosis of shoulder pain in senior athletes because most experience pain in positions of full-forward flexion or cross-body adduction regardless of diagnosis.⁴

RADIOGRAPHS

Standard radiographs of the shoulder are obtained routinely. The axillary lateral projection is helpful to evaluate the glenohumeral joint, presence of an os acromioclavicular, or evidence of previous shoulder instability. Radiographs of the cervical spine may be required depending on findings.

MAGNETIC RESONANCE (MR) SCANS

MR scans are indicated in the senior athlete when surgery is a consideration or when the diagnosis is in question. In addition to demonstrating rotator cuff and bony abnormalities, an MR scan can be helpful in the evaluation of muscle atrophy. Though intra-articular contrast MR scanning is beneficial in diagnosing labral tears in the young thrower, its role is still being defined in the senior athlete. Some physicians obtain MR scans on all patients with shoulder pain. They obtain many MR scans and find many abnormalities that may or may not be responsible for symptoms.⁵

TREATMENT CONSIDERATIONS

Capsular contracture is treated first, regardless of the presence of rotator cuff tear. For patients with normal radiographs and restriction of motion, we usually recommend

Fig 1. Examination of the shoulder is performed in a face to face fashion.

Fig 2. Test infraspinatus strength with the arm at the side.

From A Kagan Orthopedic and Sports Medicine, Fort Myers, FL 33919.
Address reprint requests to Abbott Kagan, A Kagan Orthopedic and Sports Medicine, 8710 College Parkway, Fort Myers, FL 33919. Tel: +1-239-482-8788; fax: +1-239-482-8019; E-mail: bokagan@aol.com.
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113

114

KAGAN AND MARSHALL

Get It Now Workflow - Mediated

User
identifies
content

User
Submits ILL
request

ILL librarian
processes ILL
request in
ILLiad

ILL Librarian
places article
request via
Get It Now

- Content can be delivered to ILL librarian or directly to patron via email or Odyssey
- Monthly reporting; payment via invoice or OCLC IFM
- Librarian has more oversight of article purchases, but less flexibility

Get It Now Integration With ILLiad

The screenshot displays the 'Get It Now' interface within the ILLiad system. The browser window title is '910922 - Borrowing Request'. The interface includes navigation buttons (Back, Forward, Stop, Refresh) and a breadcrumb trail: Detail > History > OCLC > Z39.50 > PubMed/Docline > Serials Solutions Search > Get It Now Search.

Article Details:

- Title:** The EU Security Strategy Revised: Europe Hedging Its Bets
- Author:** Toje, Asle
- Publication:** European Foreign Affairs Review
- Publisher:** WoltersKluwer
- Date:** 2010

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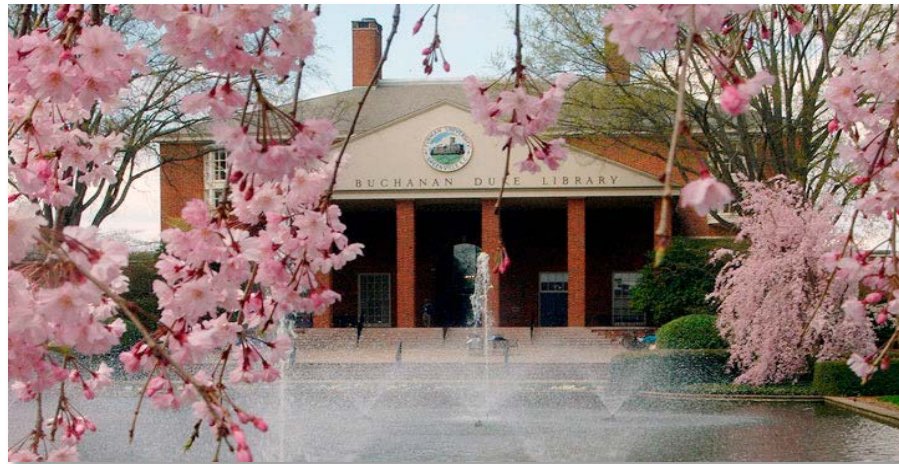
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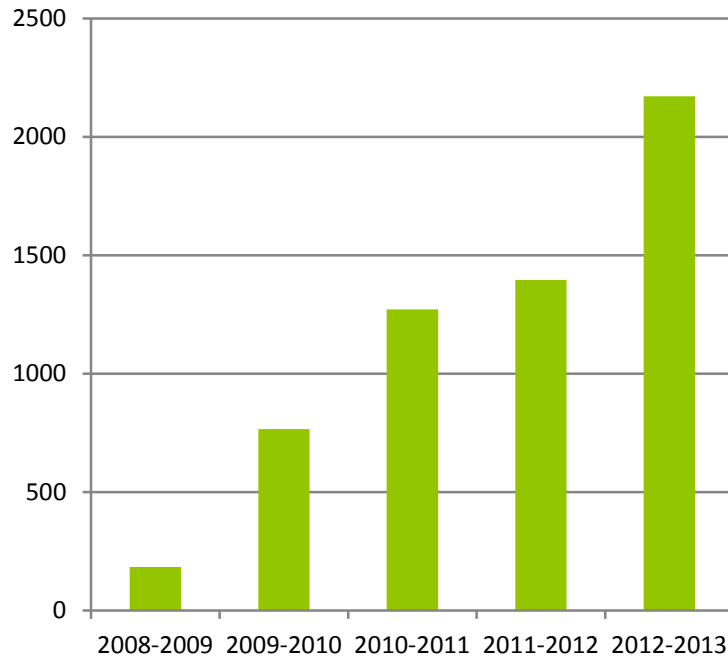
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Pay-Per-View Journal Use at Furman

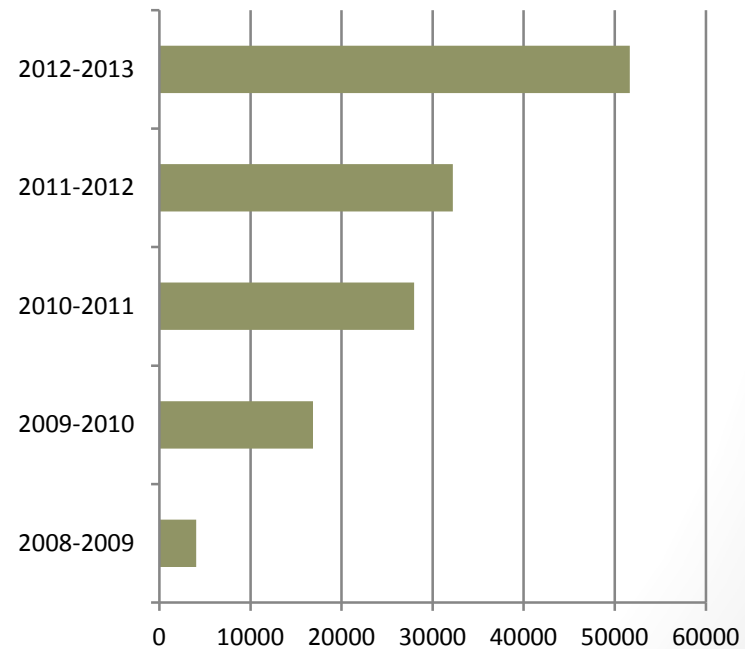
Number of Downloads

Number of Pay-Per-View Downloads



Pay-Per-View Costs

Spending for Pay-Per-View Journals





REORGANIZATION!!

- We went through a reorganization and started working in our new structure in January 2012.
- New responsibilities were added to our Outreach librarians.
- ILL, Circulation, Acquisitions and Serials were all combined into the Collection Services division with one Librarian providing oversight, instead of three.
- Pay-per-view usage by students was climbing.

Get It Now!!!

We called up our Copyright Clearance Center representatives and asked a lot of questions...

- How can we limit Get It Now users to Furman students, faculty and staff?
- Can we set a limit on the number of downloads per day?
- How will we pay?
- Is this even possible?



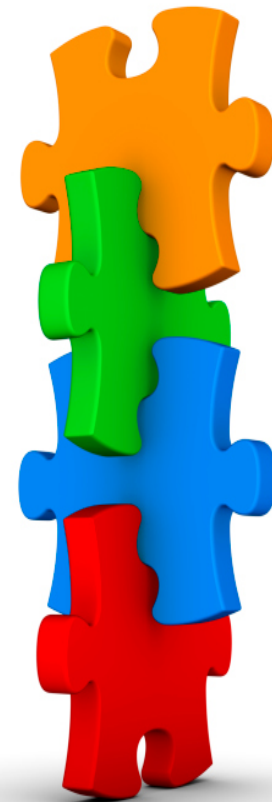


We can do that....

- Users are limited to those with a e-mail address with our domain name – John Doe@[furman.edu](mailto:John.Doe@furman.edu).
- Users are limited to 5 downloads per day. We have notifications set up if someone is downloading more than the limit.
- We set up a deposit account for article purchase.
- Our Inter-Library Loan department receives invoices for Get It Now purchases and automatically sends them into an e-mail file. They are kept until the end of the semester.
- Our users request articles on their own and receive the articles directly to their e-mail boxes.

Making it work!!

- We worked with Copyright Clearance Center to set up the rules for our program and our deposit account.
- Copyright Clearance Center worked with us on technical information needed to set up our unmediated access.
- Our Inter-Library Loan department set-up their mailbox to handle invoices without tons of new work.
- We worked with EBSCO to make a custom link for our pay-per-view journals that takes users to Get It Now!!



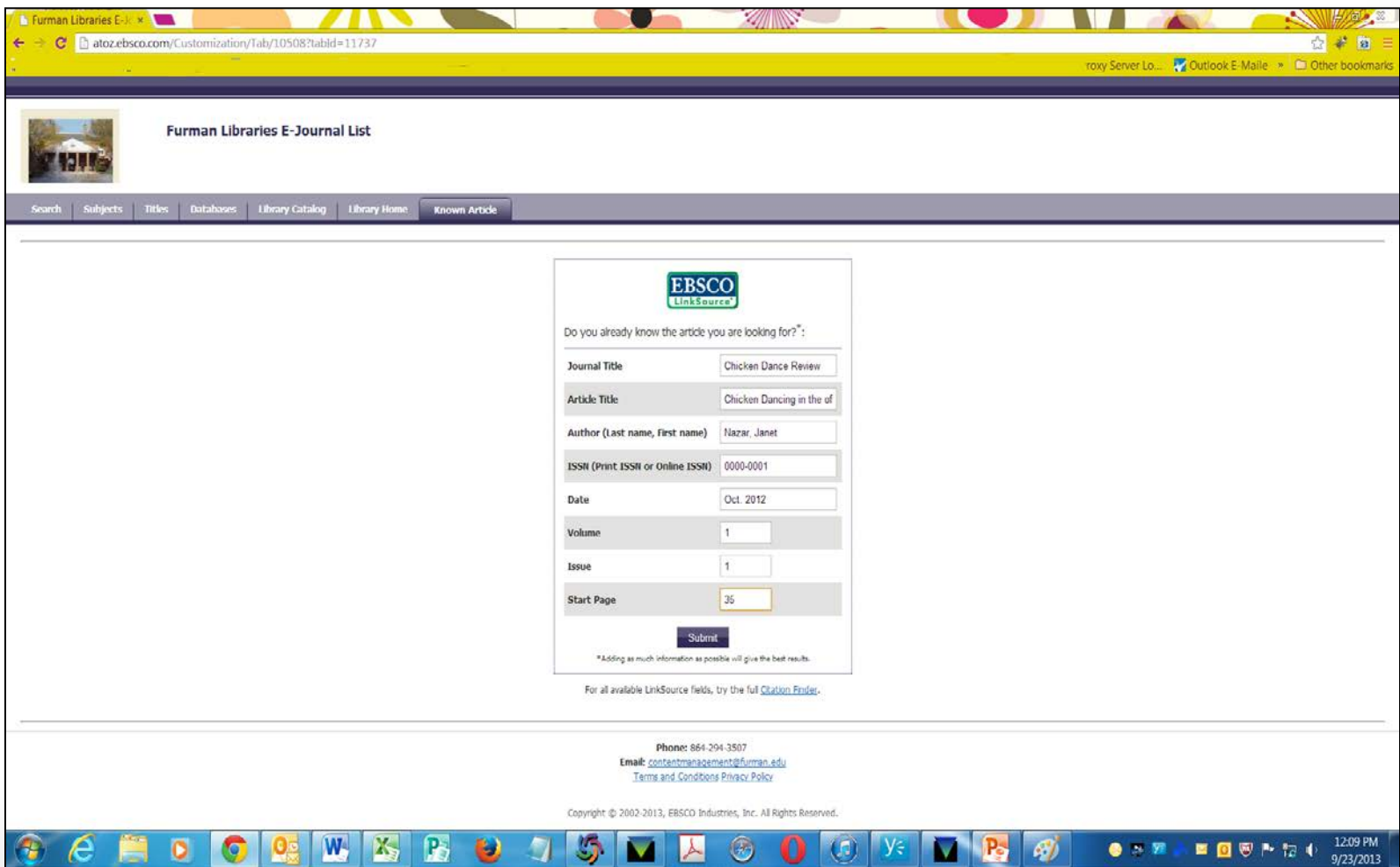
What did we need for our custom link?

- Base URL
- Query String
- Institute={Institute ID}
- OrderSource={SourceID/Name}
- ILLEmail={Email address}
- UserBilled={UserBilled Email address}
- Fingers Crossed!!



How does it work?

- Students enter citation information in our “Known Article” tab search box on our A-Z e-journal list

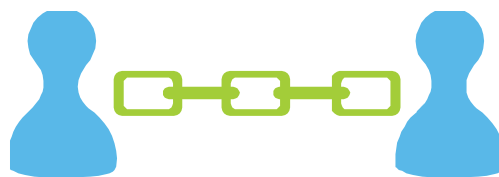


The screenshot displays a web browser window with the address bar showing atoz.ebsco.com/Customization/Tab/10508?tabId=11737. The page title is "Furman Libraries E-Journal List". A navigation menu includes "Search", "Subjects", "Titles", "Databases", "Library Catalog", "Library Home", and "Known Article". The "Known Article" tab is active, showing a search form with the EBSCO LinkSource logo. The form asks, "Do you already know the article you are looking for?:" and contains the following fields:

Journal Title	Chicken Dance Review
Article Title	Chicken Dancing in the of
Author (Last name, First name)	Nazar, Janet
ISSN (Print ISSN or Online ISSN)	0000-0001
Date	Oct. 2012
Volume	1
Issue	1
Start Page	36

A "Submit" button is located below the form. A note states: "*Adding as much information as possible will give the best results." Below the form, it says "For all available LinkSource fields, try the full [Citation Finder](#)." At the bottom of the page, contact information is provided: Phone: 864-294-3507, Email: contactmanagement@furman.edu, and [Terms and Conditions Privacy Policy](#). The footer includes "Copyright © 2002-2013, EBSCO Industries, Inc. All Rights Reserved." The Windows taskbar at the bottom shows the system clock as 12:09 PM on 9/23/2013.

Link Source



- The populated search tab goes to our EBSCO Link Source link resolver.
- We made a custom link for pay-per-view journals that gives several options .
- The first option is a custom link for students which links to Get It Now!! This link allows students to order articles without going through a librarian, or ILL.
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Full Text @ Furman Libraries



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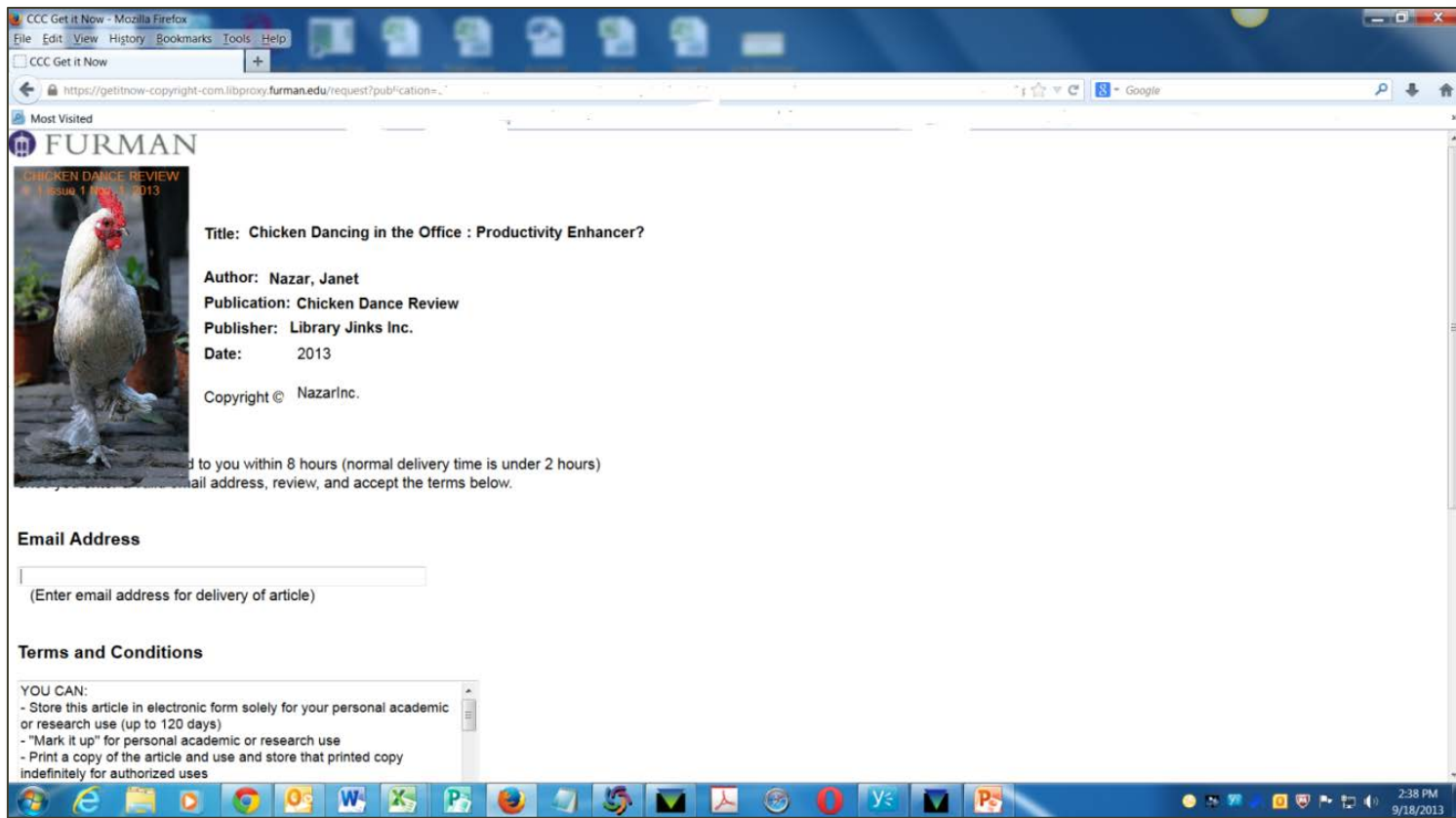
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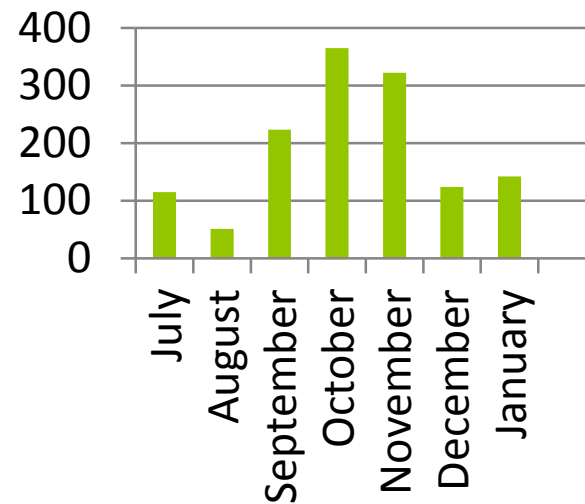


No Librarian or ILL personnel needed!!

What happened next...

- We turned on our Get It Now service unmediated on May 21, 2013
- Get It Now! Delivered 20 articles between May 21 and June 30
- Since the beginning of the fiscal year (July 1), Get It Now has delivered 1342 articles without requiring library staff or faculty time.

Get It Now Orders





What next?

- Year long evaluation of usage statistics for higher cost lower usage journals to see if we can use Get It Now to maintain access
- Why?
 - Areas of study (concentrations, minors) continue to increase – therefore more resources are needed with stagnant budgets
 - Our enrollment numbers for foreign students continue to increase, leading to more resources going to their special needs.
 - Budget issues that will have unknown consequences to library spending in the future.



Win-Win!

1) The library continues to have access to journals that are low-usage or too expensive for a subscription.

2) The library has access to a variety of resources that are used for limited numbers of students, but needed.

3) Publishers still get some money rather than none when low usage journals are cancelled.

4) As concentrations, majors and dynamics at Universities change, publishers can be flexible to meet current Academic customer needs.

Results???

- *“I got my nights and weekends back!”*
- Andrea Wright, Science Librarian,
Sanders Science Library, Furman
University
- We will continue this trial until the end of the academic year. If we decide to continue, we make adjustments at that time.
- Professors are pleased that assignments are completed faster.
- The interface is easy for students use.



Questions?



Janet Nazar

Coordinator for Content Management

Collection Services

J.B. Duke Library

Furman University

Tim Bowen

Director, Academic Products and Services

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