

# The Who, What, Where, Why, and How of Get It Now

July 31, 2014



Hosted by:  
College of Environmental  
Science and Forestry  
Syracuse University  
Upstate Medical University

# Presenters

## **Tim Bowen**

Director, Academic Products &  
Services

Copyright Clearance Center



## **Logan Rath**

Resource Sharing Librarian

The College at Brockport



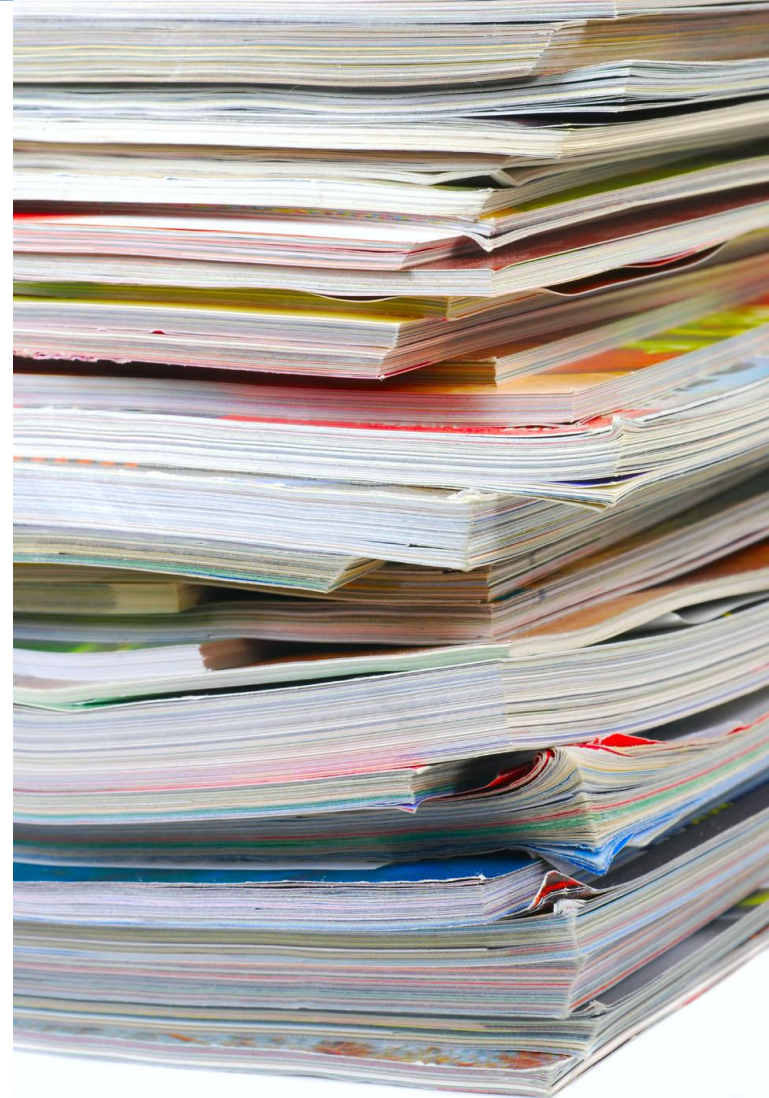
# Today's Agenda

---

- Who, What, Where – Tim
- Why and How – Logan
- Questions – All

# 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/acce  
pts publisher  
terms**


**CCC emails  
content to  
requester**

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

# User Visits Library Site

CALIFORNIA STATE UNIVERSITY, FRESNO Henry Madden Library

[Library Home](#) | [Campus Home](#) | [Campus Directory](#) | [Campus Search](#)



CALIFORNIA STATE UNIVERSITY, FRESNO

## HENRY MADDEN LIBRARY

[Today's Hours: 8:00 A.M. - 5:00 P.M.](#)

[Research Tools](#) | [Services](#) | [How Can I...?](#) | [Giving](#) | [About Us](#) | [My Accounts](#)

[Catalogs](#) | [Journal Articles & Databases](#) | [Journals by Title](#) | [Books & Articles \(NEW\)](#)


not sure where to start

need help? ask!

Search

OR Search by Subject


[All Databases A-Z](#)  
[Databases by Subject](#)  
[Find Your Citation](#)  
[About Multi-Search](#)  
[Interlibrary Loan/Link+](#)  
[Research Guides & Tutorials](#)



[Events & Exhibitions in the Library](#)




[Summer 2012 Hours](#)



[Printing Assistance Desk](#)




[Facts and Figures about the Library Available](#)



[Woodward Local History eCollection](#)

5200 N. Barton Ave. M/S ML34, Fresno, CA 93740-8014

Disclaimer | [Contact Web Master](#) | [Sitemap](#)

Circulation:  559-278-2551 | Reference:  559-278-2174



# User Authentication

## Login for Database Access

Remote access to online resources is available only to currently registered California State University, Fresno students, faculty, and staff. Community borrowers and alumni card holders are not eligible for this service. [Click here to return to the library home page](#)

Please enter your CSU Fresno email username and password, in the fields provided below.  
*Please note: if your email address is bobr@csufresno.edu, your email username is "bobr".*

Enter your email ID:

Enter your password:

Login

Javascript and cookies need to be enabled for remote access to databases.

# User Searches & Identifies Content

**FRESNO STATE**  
Henry Madden Library

QUICK LINKS ▾

RESEARCH SERVICES COLLECTIONS ABOUT ASK US!

Library Home > Find Books & Articles > Search results [Log-in](#) [My Saved Records](#)

Search **all fields** for **Treatment of shoulder pain in the senior athlete** **GO**

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)  
 Report (23)  
 Book Review (13)  
 Trade Publication Article (8)

[ 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 Thesenior 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

[Check for availability](#)  
[Save this record](#)

**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

[Full text available](#)  
[Save this record](#)



# 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

[We will get it for you](#) from another library through Inter-Library Loan

Note: **Please check the shelf first.** You can only request items not in our collections.


















[We will get it for you \(Faculty and Grad Students\)](#) get it @ cal state

[Need help? Ask!](#)

[Report a Problem](#) with Find It @ Fresno State

Users interested in this article also expressed an interest in the following:

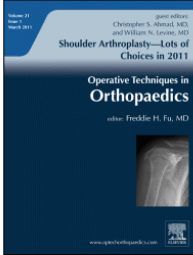
bx

- 1. Kibler WB, W. "[Rehabilitation of the athlete's shoulder.](#)" Clinics in sports medicine 27.4 (2008): 821-831.  
- 2. Yonemoto, S. "Evaluation and treatment of shoulder subluxation in hemiplegia: relationship between subluxation and pain." American journal of physical medicine & rehabilitation 77.5 (1998): 421-6. 
- 3. Hsu, S. "[Long head of biceps tendon pathology: management alternatives.](#)" Clinics in sports medicine 27.4 (2008): 747-62.  
- 4. Uhl, T. "[Shoulder rehabilitation strategies, guidelines, and practice.](#)" The Orthopedic clinics of North America 32.3 (2001): 527-38.  
- 5. Kibler, W Ben D. "[The disabled throwing shoulder: spectrum of pathology Part III: The SICK scapula, scapular dyskinesis, the kinetic chain, and rehabilitation.](#)" Arthroscopy 19.6 (2003): 641-61.  
- 6. Andrews, James R R. "[Current concepts in the rehabilitation of the overhead throwing athlete.](#)" The American journal of sports medicine 30.1 (2002): 136-51.  
- 7. Gorgey, Ashraf S S. "[Effects of neuromuscular electrical stimulation parameters on specific tension.](#)" European journal of applied physiology 97.6 (2006): 737-744.  
- 8. Jutai, R. "The necessity and limitations of evidence-based practice in stroke rehabilitation." Topics in stroke rehabilitation 10.1 (2003): 71-8. 
- 9. Chae, J. "Intramuscular electrical stimulation for hemiplegic shoulder pain: a 12-month follow-up of a multiple-center, randomized clinical trial." American journal of physical medicine & rehabilitation 84.11 (2005): 832-42. 
- 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.  

[Select All](#) [Clear All](#) [Save Citations](#)

# Get It Now Landing Page

## Find It @ FRESNO STATE



**Title:** Treatment of shoulder pain the senior athlete  
**Author:** Kagan A, II  
**Publication:** Operative Techniques in Orthopaedics  
**Publisher:** Elsevier  
**Date:** 2002

Copyright © Elsevier

This article will be emailed to you within 8 hours (normal delivery time is under 1 hour) once you enter a valid email address, review, and accept the terms below.

**Email Address**

(Enter email address for delivery of article)

**Terms and Conditions**

**YOU CAN:**


- store this article for your personal use
- "mark it up" for your personal research use
- print a copy of the article

**YOU CANNOT:**

- remove copyright or trademark notices
- otherwise change the article
- store it in on an electronic server accessible to anyone else
- send it electronically to anyone else

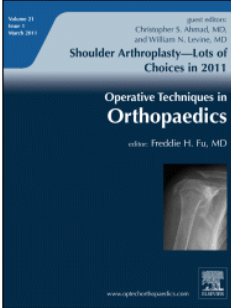
**TERMS OF USE FOR "GET IT NOW" DOCUMENT ORDERS**

I agree to these [terms and conditions](#)

powered by  
 Copyright Clearance Center

# Order Confirmation Page & Email

**Find It @ FRESNO STATE**



**Title:** Treatment of shoulder pain in the senior athlete  
**Author:** Kagan A, II  
**Publication:** Operative Techniques in Orthopaedics  
**Publisher:** Elsevier  
**Date:** 2012

Copyright © Elsevier

**Thank you. Your request has been submitted.**


You will receive an email with an attached PDF of the article.

Please ensure you can accept email's from "copyrightclearancecenter.com".

Order Number	500680638/12
Order Date	Jun 18, 2012
Publisher	Elsevier
Publication	Operative Techniques in Orthopaedics
Article Title	Treatment of shoulder pain in the senior athlete
Content Author	Kagan A, II
Content Date	2012
Email Delivery Address	jsmith@csufresno.edu

Copyright © 2011 Copyright Clearance Center, Inc.

**Get It Now**



**Your Request is Being Processed**

Institution: Fresno State University

Thank you for your article request. Please be patient while we fulfill your request which may take up to 8 hours. Normal delivery time is within 2 hours. You will receive an email with a link to the article below or as an attached PDF.


**Order Details**

Order Number:	500680641
Order Date:	Jun 18, 2012
Publisher:	Elsevier
Publication:	Operative Techniques in Orthopaedics
Article Title:	Treatment of shoulder pain in the senior athlete
Author:	Kagan A, II
Content Date:	Jun 18, 2012
Email Delivery Address:	<a href="mailto:tbowen@copyright.com">tbowen@copyright.com</a>

Please contact [GetItNowSupport@copyright.com](mailto:GetItNowSupport@copyright.com) if you have any questions or concerns.

GN.1a:v1.0

[GetItNow@copyright.com](mailto:GetItNow@copyright.com)  
[www.copyright.com](http://www.copyright.com)



# User Receives Content By Email

500680641.pdf - Adobe Reader

File Edit View Window Help

1 / 6 50% Tools Sign Comment

## 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  
Copyright 2002, Elsevier Science (USA). All rights reserved.

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.<sup>1-7</sup> 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, 183 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, acromiectomy, 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

From A Kagan Orthopedics and Sports Medicine, Fort Myers, FL 33919.  
Address reprint requests to Abbott Kagan, A Kagan Orthopedics and Sports Medicine, 8710 College Parkway, Fort Myers, FL 33919. Tel: +1-239-452-9778; fax: +1-239-452-6019; E-mail: tokagan@aol.com.  
Copyright 2002, Elsevier Science (USA). All rights reserved.  
1048-6668/02/1202-0002\$05.00/0  
doi:10.1053/j.jot.2002.06.172


Operative Techniques in Orthopaedics, Vol 12, No 2, 2002; pp 113-118

113

500680641.pdf - Adobe Reader

File Edit View Window Help

2 / 6 50% Tools Sign Comment



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

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 motion; 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.<sup>8</sup> 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.<sup>4</sup>

### 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 intraarticular 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.<sup>9</sup>

### 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 2.** Test infraspinatus strength with the arm at the side.

KAGAN AND MARSHALL

114

# Get It Now Workflow - Mediated

User  
identifies  
content

User  
Submits ILL  
request

ILL librarian  
processes ILL  
request in  
ILLiad

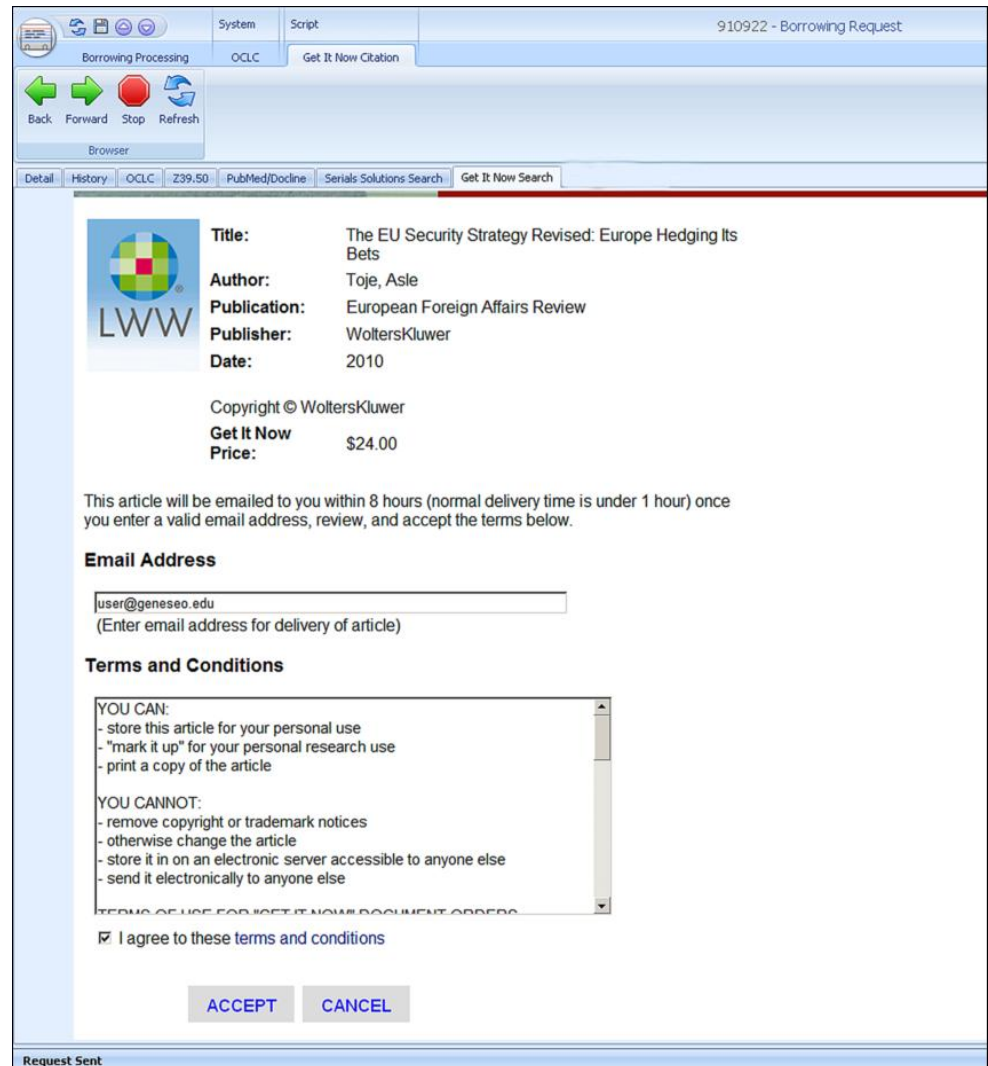
ILL Librarian  
places article  
request via  
Get It Now

- 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

New!

# Get It Now Integration With ILLiad

Get It Now Addon is available for free downloading on the ILLiad website



The screenshot displays the 'Get It Now' interface within the ILLiad system. At the top, the title bar reads '910922 - Borrowing Request'. Below this, there are navigation buttons: 'Back', 'Forward', 'Stop', and 'Refresh'. The main content area is divided into several sections:

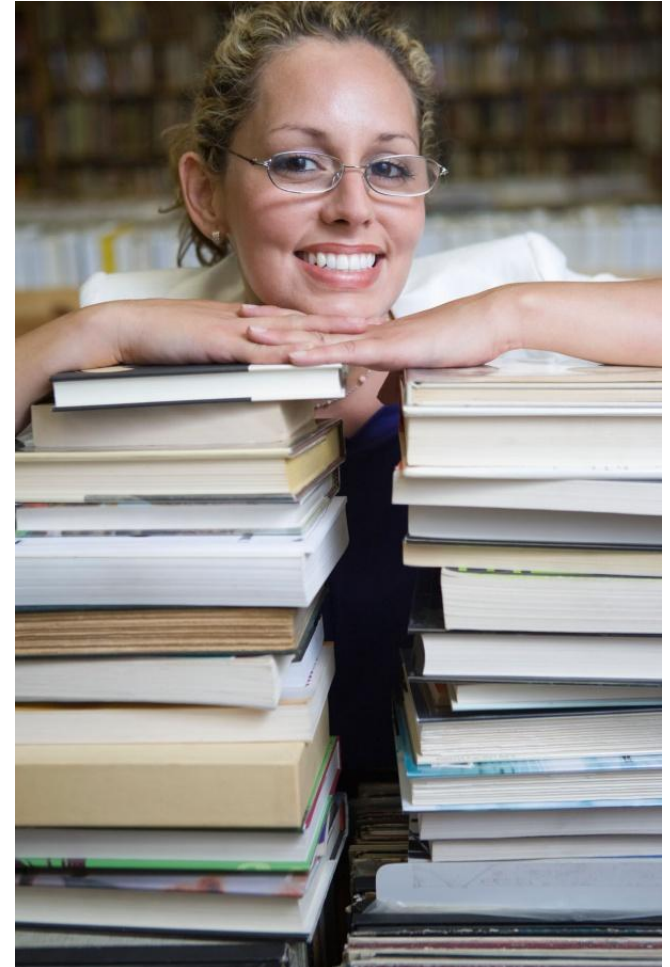
- Article Details:**
  - Title:** The EU Security Strategy Revised: Europe Hedging Its Bets
  - Author:** Toje, Asle
  - Publication:** European Foreign Affairs Review
  - Publisher:** WoltersKluwer
  - Date:** 2010
  - Copyright:** © WoltersKluwer
  - Get It Now Price:** \$24.00
- Delivery Information:** This article will be emailed to you within 8 hours (normal delivery time is under 1 hour) once you enter a valid email address, review, and accept the terms below.
- Email Address:** A text input field contains 'user@geneseo.edu' with a note '(Enter email address for delivery of article)'.
- Terms and Conditions:** A scrollable list of permissions and restrictions:
  - YOU CAN:**
    - store this article for your personal use
    - "mark it up" for your personal research use
    - print a copy of the article
  - YOU CANNOT:**
    - remove copyright or trademark notices
    - otherwise change the article
    - store it in on an electronic server accessible to anyone else
    - send it electronically to anyone else
- Agreement:** A checkbox labeled 'I agree to these terms and conditions' is checked.
- Buttons:** 'ACCEPT' and 'CANCEL' buttons are located at the bottom.

The status bar at the bottom of the window indicates 'Request Sent'.



# Get It Now Features & Benefits

- ❑ 24 x 7 article requests & delivery
- ❑ Quick turnaround time
- ❑ High-quality, full-color PDF articles
- ❑ Detailed usage reporting
- ❑ Atlas Odyssey article delivery service option
- ❑ No upfront cost
- ❑ Your best source for articles once you exceed the “Rule of Five”



# Who's Using Get It Now and Where

- Institutions: 248 Domestic / 2 International
- 80% Mediated / 16% Unmediated / 4% Hybrid
- IDS institutions: 31
- IFM users: 79
- Top usage months: October, November, April
- Top 10 publishers:

Elsevier	Nature Publishing Group
Springer	Cambridge University Press
Informa Healthcare	BMJ Publishing
John Wiley & Sons	Bentham Science
Wolters Kluwer Health	Emerald Publishing



# What's New

- OCLC IFM integration
- Improved link resolver integration
- International availability
- Dashboard
- Publishers

# The Get It Now Dashboard

- A secure online portal for library staff, finance personnel, and administrators to quickly and easily:
  - Manage and track article purchase spending
  - Generate real-time usage reports
  - Adjust the settings of your service
- Supports an individual campus or multiple campuses within a university system
- No cost to implement or use
- Available now!

# The New Get It Now Dashboard!

Copyright Clearance Center **Get It Now Dashboard** State University

Welcome, Timothy [Help](#) [Sign out](#)

Current view: State University

Dashboard Home Reports Settings

### QUICK STATS - 01 Jan 2014 to present [Edit date range](#)

**Top Publications**

	NO. OF REQUESTS
Aftermarket Business	3
The Oncologist	2
Chest	1
Endocrinology	1
LC-GC	1
Isis	1
The Canadian Journal of Urology	1
ITNOW	1
Bionalysis	1
...	1

**Requests**

Total requests:	22
Total cost:	752.00 USD
Average cost:	34.19 USD

Please note that these statistics reflect all requests and do not take into account any unfulfilled or cancelled orders. For more accurate information, simply generate a custom report under the Reports tab.

### CURRENT SPENDING - Days remaining: 27

Spending limit: 1000.00 USD  
Amount spent: 752.00 USD  
Balance: 248.00 USD

### WHAT'S NEW

Welcome to CCC's new Get It Now Dashboard!

With the Dashboard you can quickly and easily manage and track what you spend for article purchases through Get It Now. You can also generate real-time usage reports, as well as configure the service on your own based on your preferences. For example, using the Dashboard, you can set a spending limit for articles purchased via Get It Now, and automatically receive notification when you are nearing your limit.

We hope you find the Dashboard both informative and productive, and welcome your feedback. Please send your comments and suggestions to [getitnowsupport@copyright.com](mailto:getitnowsupport@copyright.com), and be sure to periodically check this section for announcements on new features, enhancements, and publishers.

### ACCOUNT BASICS

Billing Contact: [danielledonahue@stateuniversity.edu](mailto:danielledonahue@stateuniversity.edu)

Registered ILL Librarians: [timbow@stateuniversity.edu](mailto:timbow@stateuniversity.edu)

Registered IP Ranges:  
123.4.567.89  
0.0.0.0/255.255.255.255

Need to update this info? [Contact customer support](#)

# New Publishers Added (Sample)

- American College of Chest Physicians
- American Pharmacists Association
- American Psychiatric Association
- American Society of Agricultural and Biological Engineers
- American Society of Nephrology
- American Thoracic Society
- Annual Reviews
- British Editorial Society of Bone & Joint Surgery
- Canadian Journal of Urology
- Endocrine Society
- Geological Society of America
- Journal of Neurosurgery Publishing Group
- Manchester University Press
- Nova Science Publishers Inc.
- Oncology Nursing Society
- Oxford University Press
- Project Hope/Health Affairs Journal
- Sagamore Publishing
- SAGE
- University of California Press
- Wageningen Academic Publishers
- Weston Medical Publishing

# Why we use CCC Get It Now

- Easy – just use the Addon!
  - ▣ You can even use IFM!
- Quick – 58 minutes median
- Saves money

# When we use CCC Get It Now

The screenshot displays the ILLiad Client interface for processing copyright requests. The window title is "Copyright - ILLiad Client" and the current process is "Process Copyright". The interface includes a navigation menu with "Home", "Borrowing", "Document Delivery", "Lending", "System", and "Copyright". The "Copyright" tab is active, showing a toolbar with "Auto Search" (highlighted), "Select All", "Deselect All", "Doc Provider", "No Problem", "Save CCC Information", and "Cancel Request".

Below the toolbar, there are input fields for "Title", "ISSN", and "Publisher", and a "Search" button. The main area contains a table with columns: TN, Journal, Article, Vol..., Issue, Indu..., Pages, Year, and Username. The table is currently empty. To the right of the table is a "Journal Title" list with the following entries: "Annual review of anthropology.", "Ecopsychology", "Mindfulness", "Research in higher education.", and "Signs.". Below the table is a metadata section with fields for "Title", "Author", "ISSN", "Edition", and "Publisher", and input boxes for "Pages", "Price", and "ISSN".

The bottom status bar shows the user name "Logan".

# The Addon

The screenshot shows a web application interface for document delivery processing. At the top, there are navigation tabs: Document Delivery Processing, Printing, OCLC, and Get It Now Citation. Below these are several action buttons: Back, Forward, Stop, Refresh, Initiate IFM Payment, Approve IFM Payment, and Retry IFM Payment. A 'Manual Action' button is also present. The interface includes a search bar and a 'Get It Now Search' button. The main content area displays the IFM Billing section, showing the IFM Status as 'Waiting for IFM initiation' and IFM Charges as 'Z39.50'. Below this is the Copyright Clearance Center - Get It Now section, featuring the logo of The College at Brockport, State University of New York. The article details are as follows:

**Title:** Ten minutes of dynamic stretching is sufficient to potentiate vertical jump performance characteristics.  
**Author:** Turki, Olfa,  
**Publication:** Journal of Strength and Conditioning Research  
**Publisher:** WoltersKluwer  
**Date:** 2011

Copyright © Wolters Kluwer  
**Get It Now Price:** \$24.00

This article will be emailed to you within 8 hours (normal delivery time is under 2 hours) once you enter a valid email address, review, and accept the terms below.

At the bottom of the interface, there is a status bar that reads 'Request Finished' and a 'Doc Del' button.

# Get It Now + IFM = <3

- Billing included with OCLC Invoice
- Itemized monthly spreadsheet
- New report in OCLC Stats
  - ▣ ILL Fee Management Fulfillment Borrower Report
    - Vendor & TN are included



# Brockport's Experience - the Bad

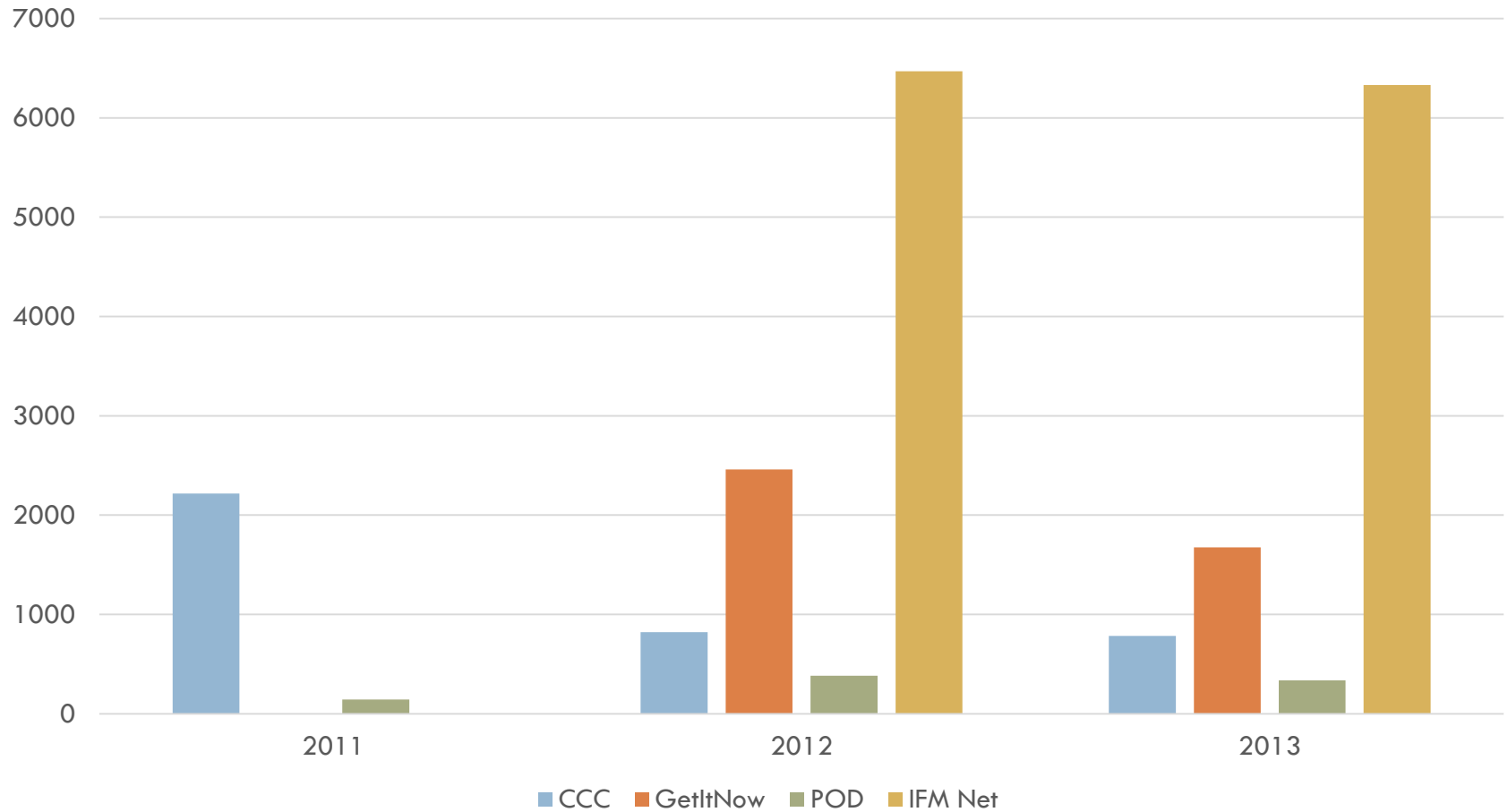
- Prices could be better
- Support is a different email than deliveries
- The accounting folks like their money quickly
  - IFM has fixed this for us

# Brockport's Experience – the Good

---

- Great turn-around time
- Yearly one-shot copyright cost has plummeted
- Billing is streamlined with IFM

# Our Statistics



8/13/2014

# Thank you!

## **Tim Bowen**

Director, Academic Products &  
Services

Copyright Clearance Center



## **Logan Rath**

Resource Sharing Librarian

The College at Brockport

