

DOCLINE Reports, Routing Tables, and More

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- DOCLINE requests for journals use the serials routing table, and requests are routed based on each library's journal holdings information in DOCLINE
- The serials routing table includes 9 cells, each of which can include up to 20 libraries or 1 library group
- Requests route from cell 1 through cell 9 until the request is filled

Routing Tables

- Routing takes into account the supplying library's holdings, delivery method(s), service level, EFTS, and color copy, etc.
- All libraries within a cell are evaluated for routing a request before the routing algorithm moves up to the next higher cell
- Routing within a cell is random to provide a degree of load balancing
- Since routing within a cell is random, institutions are displayed in alphabetical order within a cell—there is no "position" within a cell that determines routing order

Routing Tables

- **Cells 1-3:** Best borrowing partners first, followed by reciprocal partners
 - Include individual libraries from library groups if they are valued lenders
- **Cells 4-6:** Larger libraries and libraries that charge
 - Freeshare, BHSL, and other larger groups
 - Designate a specific cell for libraries with significant collections in specific subject areas (dentistry, psychology, etc.) important for your institution
 - Include alternate time zone libraries for rush or urgent requests
- **Cells 7-9:** Resource Libraries and the Regional Medical Library

Constructing a Routing Table

- Follow these principles when developing your routing table:
 - Include only open libraries that report serials holdings into your routing table
 - Put your most active DOCLINE partners into the lowest cells
 - Put libraries that do not charge before libraries that charge
 - Put libraries with lower charges before libraries with higher charges
 - Put libraries with comparable collections to yours in your lower cells; libraries with larger collections should be placed higher

Constructing a Routing Table

- **Continued**

- If you are a FreeShare library, place other FreeShare libraries before libraries that will charge you for service.
- If you are an EFTS participant, place other EFTS libraries before libraries that do not participate in EFTS.
- The Route To feature of DOCLINE's routing instructions page allows libraries to select cells for each specific request. You may wish to construct your routing table so that you can easily specify cells for any given request.
- ALWAYS consider the quality of service provided by a library; do not make routing table decisions on cost factors alone.

Constructing a Routing Table

- Your library must be a member of a library group in order to add the library group to your routing table.
- Put one library group, and one library group only, into a specific cell in your routing table. Do not include other library groups or individual LIBIDs into the same cell as a library group.
- In general, put library groups that provide reciprocal, free, or low cost service before library groups or libraries that charge higher rates.
- Put your most active DOCLINE partners into the lowest cells, before other libraries or library groups.
- Removing a library group from your routing table does not exclude you from receiving requests (and being held accountable to the standards of the group). If you no longer wish to participate in a group, contact the RML

Library Groups

Library Groups in the MAR

Air force Medical Library Consortium (AFMLC)
Army Medical Department—Medical Library and information Network (AMEDD)
Association of Mental Health Librarians (AMHL)
Ascension Health (ASCENSION)
Association of Vision Science Librarians (AVSL)
Basic Health Sciences Library Network (BHSL)
Bergen-Passaic Health Sciences Library Consortium (BPHSLC)
Brooklyn, Queens, Staten Island, Manhattan, & Bronx Health Sciences Libraries (BQSIMB)
Bon Secours Health System Libraries
Cosmopolitan Biomedical Library Consortium (CBLC)
Centers for Disease Control and Prevention (CDC)
Capital District Library Council for Reference and Research (CDLC)
Consortium for Health Information and Library Services (CHI)
Cooperating Hospital Libraries of the Lehigh Valley Area (CHL)
Chiropractic Libraries Consortium (CLIBCON)
Central New York Library Resources Council (CLRC)
Central Pennsylvania Health Sciences Library Association (CPHSLA)
Delaware Valley Information Consortium (DEVIC)
Department of Defense Medical Libraries Consortium (DOD)
Erie Area Health Information Library Cooperative (EAHILC)
Federal Library and Information Network (FEDLINK)
Free Reciprocal Interlibrary Loan Group (FreeShare)
HCA Health Information Centers (HCALIB)
Health and Human Services Libraries Consortium (HHSLC)
Health Information Library Network of Northeastern Pennsylvania (HILNNEP)
Health Information Libraries of Westchester & Surrounding Co (HILOWPlus)
Health Sciences Libraries Consortium (HSLC)
Health Departments (HealthDept)
Library Consortium of Health Institutions in Buffalo (LCHIB)
Long Island Library Resource Council (LILRC)
Medical and Scientific Libraries of Long Island (MEDLI)
Metropolitan New York Library Council (METRO)
Consortium of Naval Libraries (NAVY)
New Jersey Health Sciences Network (NJHSN)
North Shore Long Island Jewish Health System (NSLIJS)
Pittsburgh Basic Health Sciences Library Network (PBHSL)
Pediatrics (PED)
Rochester Regional Library Council (RRLC)
South Central (New York) Research Library Council (SCRLC)
Southeastern New York Library Resources Council (SENYLRC)
South Jersey Regional Library Cooperative (SJRLC)
Southern New Jersey Consortium for Health Information (SNJCHI)
Department of Veterans Affairs Library Network (VALNET)
Western New York Library Resources Council (WNYLRC)

Library Groups

- Utilize the “More Search Options” in the Institutions Search feature of DOCLINE
- Narrow your search with filters, especially
 - Open Library
 - Not My Routing Table
 - Delivery Options
 - EFTS Participant
- Specify a Copy Base Fee less than or equal to a target amount
- Add selected libraries directly to your workspace by using the “Add to Routing Table” button at the bottom of each page of results.

Searching for Libraries

- To make changes to the Routing Table, click on the “Institutions” tab and select “Update LIBID”
- “Edit Routing Table” appears in the “DOCLINE Options” section
- Any libraries that have been added to the routing table from a search, appear in the Workspace
 - A maximum of 180 libraries may be placed in the workspace
- Libraries may also be added directly to the Workspace by entering their LIBID into the “Add to Workspace” box below the actual Workspace
- To add libraries to the Routing Table, simply select the libraries from the Workspace and then use the drop down “Move to Cell..” to move the libraries into the cell
 - Alternately, select the cell to which you wish to add libraries, then select Libraries from the Workspace and use the arrows

Making Changes

- To remove libraries from the routing table, simply check the box next to the library in any given cell and then use the arrows to move into the Workspace
 - To delete libraries completely (from the routing table and the workspace use the "Delete" button
 - To change the position of a library from one cell to another, check the box and using the drop-down menu at the top of the routing table
- To save any changes and continue working, click the yellow "Save" button. You MUST SAVE any changes before leaving the page or they will be lost
- To complete the changes to your routing table, click the yellow "Request Approval" button
- Changes do NOT take effect until the RML has approved the changes

Making Changes (Continued)

- Update reciprocal agreements in “Services and Fees” section of institution record
 - Most Library Groups will appear with specific fee instructions
 - Update Reciprocal Agreements section with specific Library Group names, agreements, and fees

Copy Services and Fees

Copy Base Fees

Borrower Group	Base Fee	Comments
METRO	\$	fees vary
Reciprocal Partner	\$ <input type="text"/>	<input type="text"/>
Other ILL	\$ 11.00	50 pages; 8-1/2x11 only

Chars: 0 of 300

Chars: 23 of 300

Routing Tables

- There are over 3,206 libraries participating in DOCLINE
- These participants issued over 2.31 million ILL requests in 2006
- ILL requests were filled by over 1.47 million serial holdings records nationally
- The average time to fill a request was only 0.89 days for a normal request; 0.31 days for a rush request; and 0.15 days for an urgent patient care request

The Numbers

- A complete list and definitions of available reports can be accessed from the Help Menu in DOCLINE
 - Select the Help link from the top of the DOCLINE menu
 - In the table of contents, select "Request Reports"
 - Select "ILL Statistics and Reports"

Learning About Reports

New York Univ
Medicine, New
NYUNUM

Problem with DOCLINE
If you are experiencing a problem with DOCLINE, please contact your librarian or the DOCLINE browser support team.
If settings are not working, please use the "Reset" link at the top of the page.
If reporting a problem, please use the "Desk" link at the top of the page. Their information will be helpful in investigating the problem.



- Welcome to DOCLINE Help
- Getting Started
- Getting and Using Help
- Borrowing
- Routing Requests
- Receiving Requests
- Lending
- EFTS
- Managing Requests
- Request Reports
- Maintaining Serial Holdings
- Generating Serial Holdings Reports
- Institution Search
- Updating your Institution
- Managing Loansome Doc Patrons

Welcome

- Contents
- Index
- Search
- Glossary
- DOCLINE®
- Welcome to DOCLINE Help
- Getting Started
- Getting and Using Help
- Borrowing
- Routing Requests
- Receiving Requests
- Lending
- EFTS
- Managing Requests
- Request Reports
 - Downloading reports
 - Viewing and printing reports
 - ILL statistics and reports
- Maintaining Serial Holdings
- Generating Serial Holdings Reports
- Institution Search
- Updating your Institution
- Managing Loansome Doc Patrons

ILL statistics and reports

DOCLINE participants can access quarterly and annual reports produced by NLM.

Quarterly reports include summary and detailed information about each participant's activity as a borrower and a lender. The reports on ILL and Loansome Doc order activity include such information as the total number of requests borrowed and received, the number filled and not filled, and throughput time.

Quarterly reports with annual summaries:
[Report 1-1A: Summary DOCLINE Borrower Statistics](#)
[Report 1-1B: Summary DOCLINE Lender Statistics](#)
[Report 1-2A: Detailed DOCLINE Borrower Statistics](#)
[Report 1-2B: Detailed DOCLINE Lender Statistics](#)

Quarterly reports:
[Report 5-1A: Loansome Doc Detailed Lender Statistics](#)
[Report 5-1B: Loansome Doc Throughput Report](#)

Available on demand:
[Report 1-7: Library Routing Table and M/A/N Map cells containing my LIBID](#)

Semiannual reports:
[Report 1-8A and 1-8B: Ranked List of Serial Titles Requested - Borrower](#)
[Report 1-8C and 1-8D: Ranked List of Serial Titles Requested - Lender](#)

Learning About Reports

- Select the grey “Requests” tab
- Select the “Reports” button from the beige bar



Accessing Reports

[Reports](#)

Routing Tables

1-7 [Library Routing Table and M/A/N Map cells containing my LIBID](#)

April - June 2006 Quarterly Reports

1-1A [Summary DOCLINE Borrower Statistics](#)

1-1B [Summary DOCLINE Lender Statistics](#)

1-2A [Detailed DOCLINE Borrower Statistics](#)

1-2B [Detailed DOCLINE Lender Statistics](#)

2-14 [Resource Library Quarterly Report - Fill Rate](#)

5-1A [Loansome Doc Detailed Lender Statistics](#)

5-1B [Loansome Doc Throughput Report](#)

July - September 2006 Quarterly Reports

1-1A [Summary DOCLINE Borrower Statistics](#)

1-1B [Summary DOCLINE Lender Statistics](#)

1-2A [Detailed DOCLINE Borrower Statistics](#)

1-2B [Detailed DOCLINE Lender Statistics](#)

2-14 [Resource Library Quarterly Report - Fill Rate](#)

5-1A [Loansome Doc Detailed Lender Statistics](#)

5-1B [Loansome Doc Throughput Report](#)

October - December 2006 Quarterly Reports

1-1A [Summary DOCLINE Borrower Statistics](#)

1-1B [Summary DOCLINE Lender Statistics](#)

1-2A [Detailed DOCLINE Borrower Statistics](#)

1-2B [Detailed DOCLINE Lender Statistics](#)

2-14 [Resource Library Quarterly Report - Fill Rate](#)

5-1A [Loansome Doc Detailed Lender Statistics](#)

5-1B [Loansome Doc Throughput Report](#)

January - March 2007 Quarterly Reports

1-1A [Summary DOCLINE Borrower Statistics](#)

1-1B [Summary DOCLINE Lender Statistics](#)

1-2A [Detailed DOCLINE Borrower Statistics](#)

1-2B [Detailed DOCLINE Lender Statistics](#)

2-14 [Resource Library Quarterly Report - Fill Rate](#)

5-1A [Loansome Doc Detailed Lender Statistics](#)

5-1B [Loansome Doc Throughput Report](#)

April - June 2007 Quarterly Reports

1-1A [Summary DOCLINE Borrower Statistics](#)

1-1B [Summary DOCLINE Lender Statistics](#)

1-2A [Detailed DOCLINE Borrower Statistics](#)

1-2B [Detailed DOCLINE Lender Statistics](#)

2-14 [Resource Library Quarterly Report - Fill Rate](#)

Displaying Reports

- DOCLINE provides a selection of both annual and quarterly reports.

Quarterly	Annual
<u>Report 1-1A: Summary DOCLINE Borrower Statistics</u>	<u>Report 1-8A and 1-8B: Ranked List of Serial Titles Requested - Borrower</u>
<u>Report 1-1B: Summary DOCLINE Lender Statistics</u>	<u>Report 1-8C and 1-8D: Ranked List of Serial Titles Requested - Lender</u>
<u>Report 1-2A: Detailed DOCLINE Borrower Statistics</u>	
<u>Report 1-2B: Detailed DOCLINE Lender Statistics</u>	

The Reports

- Approximate release dates for quarterly reports are listed below

Report	Release Date
January-March	April 21
April-June	July 18
July-September	October 19
October-December	January 18

Quarterly Reports Release Dates

	Journals	Monographs	Total
Requested	2110	4	2114
Filled	2066	4	2070
Not Filled	44	0	44
Throughput Filled (Days)	1	1	1
Throughput Not Filled (Days)	1	N/A	1

- Lists total number of requests entered by the library, number filled, and unfilled
- Breaks out requests by type of material requested—journal or monograph
- Indicates the throughput—or average difference, in days, between the dates of requests' creation and dates of completion—for both filled and not filled requests
- The Value: Strong indicator of the value of ILL—and the library—to share with administrators or library managers

Quarterly Report 1-1A: Summary DOCLINE Borrower Statistics

	Journals	Monographs	Total
Received	1368	30	1398
Filled	1047	16	1063
Not Filled	305	14	319
Removed for Non-Receipt	28	0	28
Removed for Non-Action	16	0	16
Throughput Filled (Days)	0	1	0
Throughput Not Filled (Days)	0	0	0

- Lists total number of requests received, filled, and not filled
- Lists number of requests removed for “Non-Receipt” and “Non-Action”
- Breaks out requests by type of
- Indicates the throughput for both filled and not filled requests
- The Value: Evidence of library’s ability to fill requests for other libraries

Quarterly Report 1-1B: Summary DOCLINE Lender Statistics

- **Warning Signs:**

- Unfilled journal requests—ensure that unfilled requests are being rejected for appropriate reasons (Bindery, Cost, etc.). If the library is consistently rejecting requests for which they do not own the title or volume, it is time to review SERHOLD records.
- Requests removed for non-receipt—libraries have at least 24 hours to receipt a request. A large number of non-receipted requests indicates that either the library is not checking DOCLINE regularly, or that the library may be leaving DOCLINE active during scheduled absences. Take advantage of the DOCLINE Hold Request Form provided by the RMLs.
- Requests removed for non-action—Libraries have at least 72 hours for Normal requests.

Quarterly Report 1-1B: Summary DOCLINE Lender Statistics (Continued)

State Lender/ Potential Lender

	Tot. Loans	Tot. Filled	Percent	Tot. Not Filled	Percent	Filled		Not Filled		Thruput Filled	Thruput Not Filled
						Journals	Mono.	Journals	Mono.		
US-ALABAMA TOTAL	1	1	100%	0	0%	1	0	0	0	0	N/A
ALUALA	1	1	100%	0	0%	1	0	0	0	0	N/A
US-ALASKA TOTAL	1	1	100%	0	0%	1	0	0	0	0	N/A
AKUALK	1	1	100%	0	0%	1	0	0	0	0	N/A

- Breaks out requests entered by a library by those states and libraries which filled the requests
- Breaks down state-by-state information
- Requests may be represented more than once (i.e. a request is represented each time it is updated as not filled and filled)
- Includes data for number of requests and percent and number of filled and not filled requests
- Includes numbers for both filled and not filled journals and monographs
- Throughput—for both filled and not filled—for each institution by state

Quarterly Report 1-2A: Detailed DOCLINE Borrower Statistics

- Value: May be a strong indicator of libraries likely to fill requests for your institution. Libraries that consistently fill requests should be examined for placement in the routing table (those that consistently fill monograph requests may be considered for inclusion in the M/A/N MAP).

Quarterly Report 1-2A: Detailed DOCLINE Borrower Statistics (Continued)

State Borrower

	Tot. Loans	Tot. Filled	Percent	Tot. Not Filled	Percent	Filled		Not Filled		Thruput Filled	Thruput Not Filled
						Journals	Mono	Journals	Mono.		
US-ALABAMA TOTAL	1	1	100%	0	0%	1	0	0	0	0	N/A
ALUALA	1	1	100%	0	0%	1	0	0	0	0	N/A
US-ARIZONA TOTAL	24	19	79%	5	21%	19	0	5	0	0	0
AZUARI	2	1	50%	1	50%	1	0	1	0	0	0
AZUAYA	4	4	100%	0	0%	4	0	0	0	0	N/A
AZUDEW	1	1	100%	0	0%	1	0	0	0	0	N/A

- Includes all requests received by your library
- Breaks down state-by-state information
- Includes data for number of requests and percent and number of filled and not filled requests
- Includes numbers for both filled and not filled journals and monographs
- Throughput—for both filled and not filled—for each institution by state
- Value: Indicates where library's resources are being spent (in the state, region, or nationally)
- Warning Signs: Again, unfilled requests

Quarterly Report 1-2B: Detailed DOCLINE Lender Statistics

- Information from reports 1-1A, 1-1B, 1-2A, 1-2B is also compiled into annual reports
- Annual reports are provided for the previous four years
- Once an older report is replaced by a new report, it cannot be recovered

Annual Reports

- Each library is provided with three reports detailing activity from July-June for the previous three years (i.e. you will see three 1-8A reports, but each covers a different year of activity)
- Provides snapshot of the number of requests for a given title and detailed info on the number of requests for each year (or volume) of a title
- Includes only those requests borrowed by a library; excludes all cancelled requests
- Includes only requests associated with an NLM Unique Identifier in LocatorPlus (i.e. will not include MAN Requests)
- Number in parentheses after the year indicates the number of requests for articles from that year of publication
- Titles arranged by most requested to least requested

Annual Report 1-8A: Ranked List of Serial Titles Borrower

Number of times Requested	Number Filled	Year (Number per Year)	Title (NLM UID)(ISSN)
51	51	2004 (40) 2003 (8) 2002 (1) 2000 (1) 1995 (1)	Free radical research. (9423872)
36	36	2003 (17) 2002 (19)	The international journal of lower extremity wounds. (101128359)

- Warning Signs

- CONTU guidelines state that during one calendar year, no more than five copies may be received from any one work whose publication date is within five years of the date of the patron's request (e.g. in 2007, a library may request up to five articles from a given publication's volumes back to 2002)
- Libraries should begin making arrangements with copyright holders.

Annual Report 1-8A: Ranked List of Serial Titles Borrower (Continued)

- Each library is provided with two reports detailing activity from January-December for the previous two years (i.e. you will see two 1-8B reports, but each covers a different year of activity)
- Same information as 1-8A, only arranged by calendar year
- Value: Collection development tool to help measure the needs of users

Annual Report 1-8B: Ranked List of Serial Titles Borrower

- Each library is provided with two reports detailing activity from July-June for the previous two years (i.e. you will see two 1-8C reports, but each covers a different year of activity)
- Provides data on the number of times a title has been requested by borrowing libraries during
- Include only those requests received by a library; exclude all requests removed by Time-Triggered Actions for non-receipt
- Number of requests filled is broken down by publication year
- Number in parentheses after the publication year indicates the number of requests filled for articles from that year of publication
- If a value (0) appears after a year, then at least one request was made for the publication year, but no requests were filled.
- Titles arranged by most requested to least requested

Annual Report 1-8C: Ranked List of Serial Titles Lender

Total Requested	Total Filled	Pub Year (#Filled Per Year)	Title (NLM UID) (ISSN) (PUBLICATION DATE)
172	123	2006 (20) 2005 (42) 2004 (53) 2003 (8)	Journal of drugs in dermatology : JDD. (101160020) (1545-9616) (2002-)
144	125	2006 (2) 2005 (25) 2004 (27) 2003 (19) 2002 (13) 2001 (25) 2000 (14)	Current rheumatology reports. (100888970) (1523-3774) (1999-)

- Value: Indicates which parts of the collection are being heavily borrowed
- Warning Signs:
 - Excessive (0)s warrant questioning—are requests being rejected for cost, incorrect SERHOLD reporting, etc.

Annual Report 1-8C: Ranked List of Serial Titles Lender (Continued)

- Same information as 1-8D, only arranged by calendar year
- Each library is provided with only the most recent year's data

Annual Report 1-8D: Ranked List of Serial Titles Lender

Cell	Code	Name
1	NYULHH	Lenox Hill Hospital (*7)/ New York
1	NYUNYS	New York State Library/ Albany
1	NYUSVH	Saint Vincent's Hospital - Manhattan/ New York
1	WAUMAD	Madigan Army Medical Center/ Tacoma
2	MAUHMS	Harvard Medical School/ Boston
2	MNUMIN	University of Minnesota/ Minneapolis
2	NYUEZQ	Estee Lauder Companies, Inc./ Melville
2	NYUHHQ	Cold Spring Harbor Laboratory/ Cold Spring Harbor
2	NYUHIG	Highland Hospital of Rochester/ Rochester
2	NYUJDN	North General Hospital/ New York

- An on-demand report which is constantly updated
- Report is broken down by cell and lists every library that holds your particular institution in that cell
- LIBIDs are direct links to view the institution record and contact information
- Libraries may be listed for having included a group to which your library belongs

Report 1-7: Library Routing Tables and M/A/N Map Cells Containing My LIBID