DOCLINE Introduction

NLM’s Resource Sharing System: DOCLINE
- Over 2,500 academic medical and hospital libraries across the U.S., Canada, and Mexico participating
- 1.65 million serial holdings statements in SERHOLD from 61,254 serial titles
- DOCLINE participation a required condition for Resource Library status in the NN/LM
- $11 fee for out-of-network documents
- PubMed Single Citation Matcher

Integration Process

Situation
Need for Integration of DOCLINE and ILLiad

Challenge
One ILLiad Instance with Two DOCLINE Accounts

Solution
Route Requests by Users’ Pickup Location

Result
Requests easily routed between RDS / DOCLINE / ILLiad

Pros and Cons of Integration

Pros
- Less paper work, less billing, ease of tracking requests
- Faculty/Staff/Students receive content more quickly
- Easy to check Copyright Clearance Center compliance
- Easy to switch between various ILL services, eg. RDS, DOCLINE, ILLiad
- Easy to create centralized statistical reports

Cons:
- DOCLINE borrowing statistics difficult to retrieve
- Challenges in managing 2 DOCLINE accounts in ILLiad

Analysis of Results

ILL Articles Sent
July 2013 – June 2014

- 23% 4,415
- 77% 14,568

RUL Document Delivery
July 2013 – June 2014

- 32% 6,637
- 68% 14,010

The 2 RUL Health Sciences libraries fill between 23%-32% of system-wide requests (very high fill-rate)
- Significant annual ILL cost savings due to addition of new health sciences resources and low DOCLINE costs
- $11 customary fee per article for out-of-network documents
- Patrons benefit from faster turnaround time
- Increased flexibility in the number of pickup locations for ILL resources