

Resource Sharing: New and Improved and the Old Reliable

by Jean Sayre, Associate Director

This issue of *3 Sources* focuses on resource sharing, a program essential to the goals of the National Network of Libraries of Medicine (NN/LM)TM Greater Midwest Region (GMR). Several of this issue's articles examine the not so distant future: Cassandra Allen of the National Library of Medicine (NLM) reports on NLM's reinvention of interlibrary loan, and what it will mean to NLM and network members; Chris Shaffer demystifies DocView, a software program being developed by NLM that can display and print documents received by email, Web, or Ariel transmission. You'll also find an

article reminding DOCLINE[®] users that eventually they will need to switch to accessing DOCLINE through the Internet, and explaining how to make the switch as easily and painlessly as possible.

Other articles focus on the present: the annual interlibrary loan pullout in the center updates the policies and charges of each GMR Resource Library, and Leonard Mier of Botsford Hospital Library reports on the advantages of using QuickDoc, a software program designed specifically for use with DOCLINE. You'll also find information on the GMR membership drive, the network member-

ship database, and an explanation of why some network members may be receiving some bad DOCLINE requests.

The GMR office is committed to helping you deal with change or questions you may have by offering classes and advice: we can tell your consortium or association how the OCLC GAC works, or explain the intricacies of DOCLINE routing tables. Notify your state contact librarian if you need help.

Finally, the GMR office is also pleased to announce a new fellowship for primary access librarian called the GMR fellow. See the article below for more details! ♦

The GMR Fellow Award

The GMR is pleased to announce the GMR Fellow Award, the first of its kind in the nation. Two fellowships of up to \$2500 will be awarded to primary access librarians to study an aspect of technology for 1-3 weeks at a GMR resource library. The length of the curriculum will depend on the needs of the applicant and

the time the applicant has available. Several resource libraries have agreed to host a GMR Fellow, offering a rich variety of technological experiences, including telemedicine, web page design, web-based reference service, user education programs, and selecting electronic resources. Contact the GMR office for a com-

plete list of topics and host institutions.

To apply for the GMR Fellow program, respond to the Request for Quotation (available from the GMR office or at <http://www.nlm.nlm.nih.gov/gmr/sub/fellowrfq.html>) with a proposal by August 1, 1997. Awards will be announced by August 20, 1997. ♦

... 2 ...

GMR Membership Drive

Membership Database on the Web

Goodbye and Good Luck to Lisa

... 3 ...

Using QuickDoc

OCLC Tape Upload and Online SERHOLD

... 4-5 ...

The Reinvention of Interlibrary Loan @ The National Library of Medicine

... 6 ...

Using Telnet to Connect to Docline

Natural Disasters Don't Stop Document Delivery in N.D.

... 7 ...

DocView: Internet Document Delivery for Everyone (is almost here)

Are Level X Holdings Making You a Bad Lender?

hii wire now available!

... ..

Newsletter Staff

Managing Editor:
Jean Sayre

Editor:
Cara Wilhelm

GMR Staff

Director: Elaine R. Martin
ermartin@uic.edu

Associate Director:
Jean Sayre
jwsayre@uic.edu

Administrative Secretary:
Deborah Howell
howell@uic.edu

Communications Coordinator:
Cara Wilhelm
caralw@uic.edu

Internet Coordinator:
Chris Shaffer
shaffer@uic.edu

3 Sources

NN/LM Greater Midwest Region
The University of Illinois
at Chicago
Library of the Health Sciences
(M/C 763)
1750 West Polk Street
Chicago, IL 60612-7223

312/996-2464
800/338-RMLS (7657)
312/996-2226 FAX
gmr-info@uic.edu
<http://www.nlm.nih.gov/gmr>

3 Sources is produced under
National Library of Medicine
Contract
NO1-LM-1-3523

GMR Membership Drive

The GMR is conducting a membership drive to update its membership database. You should have received a questionnaire regarding your library's demographics and services, along with a self-addressed stamped envelope. If you haven't already done so, please complete the forms and return them to the GMR office.

It is important that the GMR office has correct information on its members. The GMR

uses the membership database to print the membership directory and also to make referrals. We identify libraries willing to serve the general public or unaffiliated health professionals, provide Loansome Doc™ service, or provide training in areas such as Grateful Med® or the Internet.

The GMR plans to put the directory on the Web, which will allow network members to search it for items such as telephone numbers, contact names, and LIBIDs. The

membership database is the basis for DOCUSER®, the database NLM uses for mailings, DOCLINE delivery information, regional statistics, surveys, and much more.

Please take the time to fill out the questionnaire to ensure that your information is current and return it to the GMR in the envelope we have provided. If for some reason you did not receive your questionnaire, notify your state contact librarian at 800/338-7657 or gmr-info@uic.edu. ♦

Membership Database on the Web

Want to find a LIBID? Can't remember the name of the ILL contact at XYZ hospital? Need to know whether or not a library will loan audiovisuals? All this and more will be on the

GMR Web site soon. The GMR membership database will include all the data collected during the membership drive. Libraries and healthcare professionals will be able to search the database for information about library collections and ser-

vices (and find out who can use them). If you have a web site, there will be a link to that too. Look for an announcement on GMRLIST and at <http://www.nlm.nih.gov/gmr>. ♦

Goodbye and Good Luck to Lisa

Lisa Jacob, GMR network coordinator, left the GMR Office at the end of March. She accepted a part-time position as technical processing librarian with Advocate Health Sciences Library-North Region at Lutheran General Hospital in Park Ridge, Illinois.

Lisa says she is looking forward to being on the member end of the GMR 800 number for a change! Join us in wishing Lisa well in her new position, and in thanking her for her commitment and service to the Region.

The GMR is currently recruiting for the position of network coordinator. For more information about this position, visit our web site at <http://www.nlm.nih.gov/gmr/hiwire/coordinator.html> or call the GMR office at 800/338-7647. ♦

Using QuickDoc

Leonard Mier, Botsford Hospital Library and Media Center, Farmington Hills, MI

Because document delivery is one of the most labor intensive library services, Jay Daly created QuickDoc, a software program designed specifically for use with DOCLINE. Jay is library network manager at Agoos Medical Library, Beth Israel Deaconess Medical Center in Boston. His program can reduce the time spent ordering articles, tracking requests, billing, keeping statistics, producing collection development reports, and more.

The Botsford Health Care Continuum Hospital Library and Media Center serves a 336-bed community hospital, with a large medical education program, a nursing home facility, an emergency medicine service, a number of clinics, and an outpatient facility. In the early 1990s, the library began using QuickDoc to input DOCLINE requests offline and automate record keeping. Installation and configuration were very simple, thanks to the easy-to-follow instructions in the program documentation. In

1996, one employee used QuickDoc to lend 2,215 items and requested more than 2,000 articles and books.

QuickDoc allows users to input requests and receipt loans offline without tying up telephone lines or increasing traffic on Internet connections. In our library, one person inputs requests and updates loans during the day. Every morning, we connect to DOCLINE with QuickDoc, which receipts and prints all requests from other libraries, enters all requests, updates our responses to receipts, downloads all messages to our library, and checks the status on all outstanding requests. In fact, we rarely need to interact directly with DOCLINE at all.

Because it is so easy to use, QuickDoc also allows us the flexibility to job share, improving productivity. In the spring of 1996, the library upgraded its Novell network and we decided to install QuickDoc on the network. Although only one person can use the program at a time, staff can answer

patron questions about requests or input new requests from any workstation on the network.

QuickDoc has extensive reporting capabilities. Borrowing and lending statistics are easily generated from the data in the QuickDoc files. Non-DOCLINE requests can also be entered directly into the ledger, eliminating the need for two sets of interlibrary loan records. The copyright compliance report includes the number of articles borrowed by journal title and year, and these statistics aid the director in decisions regarding collection development. Library statistics are also available, indicating turnaround time and fill rates of individual libraries or groups of libraries. Interlibrary loan usage can be sorted by patron name and department. We do not charge for loans or requests, but a billing module is also available.

From the viewpoint of an ILL technician, the added features of the SERLINE module are very useful. If

you have the unique identifier from MEDLINE, then requesting articles is easy. But there are times when you must search for the SERLINE number. From within the borrow function in QuickDoc, the SERLINE module can be used to find the SERLINE number for a journal using three easy steps. This feature saves a lot of time compared to manual verification.

One drawback of QuickDoc is that it is still DOS based. In addition, some of the configuration elements can be confusing for the new user. These problems are compensated for by good documentation and product support from Jay Daly. There is a QuickDoc listserv to which you can subscribe by sending the message **sub quickdoc-1 your name to listserv@library.ummed.edu**. For a list of frequently asked questions and other support materials, visit <http://www.nlm.nih.gov/~quickdoc>. For more information, contact Jay Daly at jay@bih.harvard.edu or 617/734-0918. ♦

OCLC Tape Upload and Online SERHOLD®

The fall 1996 OCLC tape upload to SERHOLD was processed in March of 1997. This upload covers data input into OCLC from October 1, 1995 to September 30, 1996. Please let the GMR office know if you notice any DOCLINE problems related to your library's holdings.

The GMR is happy to announce that there is now an alternative to the OCLC tape upload for SERHOLD input. Online SERHOLD might be for you. Like OCLC, libraries that use Online SERHOLD contract with an official Online SERHOLD Inputter and send all their serials holdings updates to their inputter. However, unlike the OCLC method (see the lag

time in the dates above), the changes take place immediately!

Although there are currently only two official Online SERHOLD inputters in the GMR, we are recruiting more. Notify your state contact librarian if you are interested in using Online SERHOLD, or if your institution or consortium would like to become an inputter. ♦

The Reinvention of Interlibrary Loan @ The National Library of Medicine

Cassandra R. Allen, Head, Collection Access Section, NLM

Providing expedient interlibrary loan service to members of the National Network of Libraries of Medicine (NN/LM) has always been a priority at NLM. In an effort to keep ahead of the increasing demands for faster and higher quality document delivery, NLM will take another step towards improved service in Spring/Summer 1997 with the implementation of a new software product called Relais®, a commercially available system produced by Network Support Inc. (NSI) in Ottawa, Canada. Relais is a document delivery processing system that will automate many aspects of NLM's interlibrary loan (ILL) service and associated record keeping.

NLM responds to a very large number of ILL requests each year; up to 1,600 a day during the spring peak season. NLM received nearly 350,000 requests last year. Approximately 91% of these were received via DOCLINE, NLM's automated ILL request and referral system. The remainder were received as non-DOCLINE ILL requests (fax requests, and ALA and IFLA forms received by mail or email). To respond to this large number of requests, NLM uses independent contractors to retrieve items from the shelves and to copy and package photocopied material for mailing. The current procedures for processing ILL requests involves a labor intensive series of tasks to sort, count, and track delivery to and from the contractor and ultimately to NLM's requestors. The Relais system will handle many of these tasks.

Relais

The Relais system will allow NLM to reduce manual counting and tracking which will result in reduced processing time to get requested documents to patrons. DOCLINE requests will be uploaded to Relais every fifteen minutes where a set of pre-determined rules for sorting and distribution will be applied. The rules will automatically sort requests between the Collection Access Section and the History of Medicine Division based on the year of the material requested.

Requests with "FREE", "0", or a dollar amount lower than the NLM charge will be automatically updated as non-available with the appropriate reason code. By placing these rules in Relais, NLM will be able to receive requests throughout the day instead of holding them for overnight processing.

Scanners to Replace Photocopy Machines

The feature of the Relais system that will result in the most dramatic change to ILL service is the replacement of photocopiers with scanning technology. Articles and book chapters for ILL will no longer be photocopied. All printed materials will be scanned using Fujitsu 3096EX scanners that have been fitted into a specially designed workstation. The scan-

ning workstation will house the scanner, the system CPU, a keyboard, a 20" touch screen monitor, a foot pedal, a barcode reader and will provide work space for the operator. The NLM has special handling concerns for the older part of its journal collection. NSI has responded to this concern by working with Minolta to acquire its Epic 3000 cradle scanner which will be used to scan fragile volumes.

Tracking

The Relais system allows for complete request tracking. At each step in the process, the system will know which individual is working with a batch of requests and where each request is in the process. NLM will also be able to monitor the printing and electronic delivery of Ariel and fax requests to determine if an item has been printed or sent.

Delivery

Relais will read the delivery method that the library indicated in the DOCLINE borrow record. If electronic delivery is requested, Relais will send these items from the scanner to an internal server. From there the material will be sent to the library without intervention by NLM staff. NLM expects to continue to respond to the bulk of its requests with printed documents using the U.S. mail. Articles and chapters that must be printed will be sent to high speed printers and mailed.

During the last fiscal year, NLM responded to 88% of the requests that it filled in one day. NLM expects to see this number rise above 95% after Relais is implemented. To assist NLM in providing our ILL patrons with fast and accurate ILL service, libraries will need to submit accurate, fully identified requests. You may view the Interlibrary Loan and DOCLINE Fact Sheets on the NLM Web page for specific policy information, but the following tips will also help you get faster ILL service.

NLM has made many changes to its internal ILL procedures over the years to reduce the time that it takes to get material in the hands of our users and to improve our service to NN/LM libraries. Recent ARL statistics for ILL from 1986-1996 show an increase in interlibrary borrowing of 116% and an increase in interlibrary lending of 61%.¹ NLM has seen its ILL volume increase an average of 7% per year over this same time period. Libraries continue to increase their usage of fax as a standard delivery method and use of Ariel software is also growing. In this climate, NLM believes that implementing Relais will assist us in our continued efforts to improve ILL service. ♦

Footnote ¹: ARL Statistics 1995-1996

Making the Most of the Changes...

The following tips will help network members make the most of the new system:

- Libraries that do not want NLM to fill their requests must use DOCLINE's Start/Stop Routing feature. Since NLM will no longer receive its requests in a batch mode overnight, NLM cannot cancel requests after they have been received.
- DOCLINE borrowers should always use the unique identifier (UI) from the MEDLARS databases to identify a request. Requests entered without the UI will not route according to your ILL routing table, but rather they route according to the Monograph/Audiovisual/Non-SERLINE routing table. If such a request reaches NLM, it is diverted from the main processing stream in Relais in order for staff to search and assign a call number. Journal requests submitted without the UI should be limited to those for which no record exists in SERLINE.
- DOCLINE borrowers should use the UI from CATLINE, AVLINE or Locator when making monograph and audiovisual requests. When requests reach NLM, they will be identified and carry an NLM call number, resulting in faster delivery.
- Requests that reach NLM will be filled **based on the delivery method selected** by the borrowing library. When Ariel or fax delivery is requested, documents will be sent automatically. If the borrower would prefer that the supplied item come from a local lender over its being provided by Ariel, NLM recommends that they select Mail as the delivery method, and continue to use the Comments field to indicate alternative delivery methods. When mail or pick-up delivery is requested, documents will be printed.
- Maintain accurate Ariel and fax address information in your DOCUSER records. DOCLINE retrieves the address from DOCUSER.
- Continue to use the Comments field in DOCLINE for bibliographic and instructional notes or for alternative delivery methods for libraries other than NLM.

Benefits of Relais:

To NLM:

Labor savings

- Automatic Updating: After an article or book chapter is scanned, the Relais system will automatically upload information about the disposition of the request into the DOCLINE System every hour.

Flexible reporting

- NLM will be able to generate reports using off-the-shelf software for statistics and management. The system will be programmed to automatically produce many routine reports, but additional reports will be created as needed, eliminating the need for most manual record keeping.

To Network Member Libraries:

Faster Delivery

- Most requests routed to NLM will be received the same day they are entered in DOCLINE.
- Many documents requested as electronic delivery will be delivered the same day.

More accurate request tracking

- If you call to inquire about a request, an NLM staff member should be able to give you better information about its status.

EMail Options

- Relais is capable of sending MIME encoded messages by email. This spring NLM expects to take advantage of this feature by sending documents to the NIH campus researchers by email.

Possible Reduction in ILL Costs

- As more libraries request electronic delivery, ILL charges may be reduced because of lower materials costs including paper, toner, other printing charges, and elimination of mailing costs.

Using Telnet to Connect to Docline

by Chris Shaffer, Internet Coordinator

All libraries should plan to start using the Internet for access to DOCLINE in 1997 or 1998. It is unlikely that toll-free access to NLM systems will be available after 1998. In order to use these systems over the Internet, you must have a computer with a telnet program and an Internet Service Provider (ISP). Telnet clients are software programs that let you use remote computers as if they were in the same room. Using telnet to access DOCLINE is like plugging your keyboard and monitor into the NLM computer. This article discusses issues involved in using telnet to access DOCLINE.

There are many different telnet clients, and the first step is selecting one. Fortunately, almost every telnet client supports VT100 emulation,

which you need to use DOCLINE via the Internet. However, other "features" (like saving and printing) are not always available. ISPs usually give a telnet client to their subscribers, but this does not prevent you from installing and using a different telnet client. Telnet clients are available as free-ware or shareware on the Internet, or for sale in computer stores. EWAN, NetTerm, ProComm Plus, Trumpet Telnet, and NCSA Telnet are well known telnet clients that libraries have used to access DOCLINE. After your telnet client is installed and configured, connect to DOCLINE at **medlars.nlm.nih.gov**.

Using DOCLINE via the Internet is very similar to using it via the toll-free dialup. The menus are identical, and the screens look the same. The primary dif-

ference is in printing. Many libraries save everything into a text file (often called a capture file or log file), which can be opened and printed with a word processor. It may be necessary to edit the file to ensure that requests are not printed across page breaks. A macro can automate editing (ask your technical support to help you with this). A few telnet clients allow continuous printing, the method usually used with toll-free dialup.

Two common problems that are encountered when using DOCLINE on the Internet are getting the backspace key to work and getting everything to display on the screen. If you are having difficulty with your telnet client, the first place you should turn for support is your ISP. Contact your ISP and report what you need, what you are trying to do,

and what is going wrong. The technicians at your ISP are the most familiar with your communications programs and configuration, and technical assistance is included in the fees you pay for Internet access. If your ISP is not able to help you with this, you should consider using a different ISP. If you purchased your telnet client, you should be able to get support from the manufacturer.

Many will find the transition to accessing DOCLINE via the Internet easy and trouble-free. However, depending on your software and back-up support, you could run into some snags. If you cannot find the answer to your problem at your ISP or your MIS department, notify your GMR state contact librarian. If we can't answer your question, we'll try to find someone who can. ♦

Natural Disasters Don't Stop Document Delivery in N.D.

North Dakota's only Resource Library, the Harley E. French Library of the Health Sciences at the University of North Dakota in Grand Forks, along with the rest of the city, closed due to severe flooding on April 18th. Jean Sayre, GMR associate director, worked with Barb Knight, reference and user education librarian at Harley French, to devise a plan to serve the UND community and the other libraries in N.D. during the crisis. The GMR received an offer of help from Ellen Nagle, the director of the Biomedical Library at the University of Minnesota. Elaine Martin, as director of the NN/LM GMR, volunteered the UIC Library of the Health Sciences to act as a backup.

On Monday, April 21, Barb Knight set up a temporary office at the Fargo V.A. library, also an AHEC site for UND. By April 23, the GMR, the University of Minnesota, and UND had worked out a backup plan. The U of M Biomedical Library would serve as the library for the faculty for UND, offering

document delivery services and reference services. Barb, working at the Fargo V.A. library, would act as intermediary for faculty requests. The other health sciences libraries in N.D. would use the UIC Library of the Health Sciences as their Resource Library after local options for document delivery are exhausted.

Along with setting up library services, Barb spent much of her time the week of April 21 locating all of the library staff, since they were scattered after the evacuation orders were received. The good news is that all are accounted for and well. It is not clear yet how long it will be before people will be allowed to return to their homes and jobs in Grand Forks.

It is good to know that in a time of crisis we can count on our friends for help. Helping out the people of N.D. with health sciences library backup is a small but important service we were able to offer thanks to the National Network of Libraries of Medicine, Greater Midwest Region. ♦

DocView: Internet Document Delivery for Everyone (is almost here)

by Chris Shaffer, Internet Coordinator

DocView is a software program developed by the National Library of Medicine that anyone can use to receive and view documents delivered through the Internet. DocView can display and print documents received by email, Web, or Ariel FTP transmission, and it can be used with direct and modem (SLIP or PPP) Internet connections. Final beta testing of DocView began in the fall of 1996, and the first release version should be available soon.

The software can receive documents sent by Ariel libraries via email (using Ariel 2.0). This means that libraries and library patrons that connect to the Internet via modem can receive Ariel documents. For DocView to receive via email, the user needs to have an email software package capable of Multipurpose Internet Mail Exchange (MIME) on the computer in addition to DocView. A MIME email program comes free with Windows 95 or Windows NT, and many other email programs can send MIME attachments. DocView can also be used in conjunction with a web browser to view documents stored in web archives. In addition, if the user has a direct Internet connection, DocView can receive standard Ariel FTP transmissions.

When DocView receives document images, it notifies the user, who in turn can view or print the document. DocView offers a

number of features for using the document, including electronic bookmarks, zoom and shrink, rotation, and document management. The recipient may also have DocView forward the document to another person over the Internet using MIME email or Ariel FTP.

There are several ways that libraries could use DocView. For example, with DocView running on your computer, you can receive documents sent from another library's Ariel system and forward the document to the intended patron. You could even have the article delivered directly to your patron by the supplying library. Libraries with Ariel could use DocView for in-house document delivery, scanning articles from their collection and distributing them to interested patrons.

DocView currently displays only TIFF documents (the format used by Ariel), but will be adapted to incorporate other document formats as they are adopted by libraries and publishers. DocView is designed for Windows 95 and Windows NT, but can be run on Windows 3.1 computers. NLM has not yet determined how DocView will be distributed, or whether it will be free or sold by NTIS. ♦

Are Level X Holdings Making You a Bad Lender?

by Chris Shaffer, Internet Coordinator

How are you reporting your serials holdings in SERHOLD? Level 3 holdings are correctly formatted for DOCLINE routing, but Level X (incorrectly formatted) holdings can significantly lower your fill rate — increasing the turnaround time for borrowing libraries. If DOCLINE can't figure out which volumes of a journal are held by your library, it routes requests as if you owned

every volume of that title! If you often say NOT when processing unfilled requests, you probably have a lot of Level X holdings. Notify your state contact librarian, and we can tell you how many of your titles are reported at Level X. You can then get your OCLC or Online SERHOLD inputter to fix them. The GMR office encourages everyone to help speed up DOCLINE by reporting their serials holdings at Level 3. ♦

hii wire now available!

In the last issue of *3 Sources*, we announced the GMR was creating a new electronic publication. That publication, *hii wire*, is now available at <http://www.nlm.nih.gov/gmr/hiiwire>. It focuses on the activities of network members, items of note from around the region, and recent announcements from the GMR office and the National Library of Medicine. The GMR encourages network members to make suggestions or submit documents for publication in *hii wire*. If you have any ideas, announcements, or submissions for *hii wire*, notify your state contact librarian.

Please note that *hii wire* will not replace *3 Sources*. Archival copies of *3 Sources* are also available via the GMR web site at <http://www.nlm.nih.gov/gmr/3sources/>.

Important Dates...

<http://www.nlm.nih.gov/gmr/calendar>

May 9, 1997

GMR Subcontract and Awards RFQ deadline

May 11-15, 1997

Aerospace Medical Association meeting
<http://www.ozemail.com.au/~dxw/asma.html>
Chicago, IL

May 23-28, 1997

Medical Library Association meeting
<http://www.kumc.edu/mla/>
Seattle, WA

June 1, 1997

NLM Resource Grant RFP deadline

June 7-12, 1997

Special Library Association meeting
<http://www.sla.org/>
Seattle, WA

June 20, 1997

GMR Subcontract and Awards announcements

August 1, 1997

GMR Fellow proposal deadline

September 27-30, 1997

Midwest Chapter, Medical Library Association (MC/MLA) meeting
<http://www.lib.uiowa.edu/mcmla97>
Des Moines, IA

** To inquire about the Online Training Center classes, call 800/338-7657 and choose 2 from the menu.*

Gearing up for the Medical Library Association's 97th Annual Meeting and Exhibit in May? Don't miss the following opportunities to learn more about the National Library of Medicine and its products, services and programs.

Date/Time	Event
Friday, May 23rd, 8-5pm	"NLM Technical Services Databases" CE Course.
Monday, May 26th, 11-12pm	NLM Update
Monday, May 26th, 4-5:30pm	NN/LM Outreach Forum
Wednesday, May 28th, 1-5pm	"Grateful Med Searching: Grateful Med for Windows and Internet Grateful Med" CE Course.

3 Sources

UIC

The University of Illinois at Chicago

NN/LM GMR
Library of the Health Sciences
(M/C 763)
1750 West Polk Street
Chicago, IL 60612-7223

Non-Profit Org.
U.S. Postage
PAID
Chicago, Illinois
Permit No. 4860

ADDRESS CHANGE REQUESTED