

**TECHNOLOGY IMPROVEMENT AWARDS
FINAL REPORT OUTLINE**

COVER SHEET

1.	Title of the Project	Transmitting Documents Electronically Using a Networked Copier
2.	Period of Performance (project start and end dates)	May 1, 2010 to April 30, 2011
3.	Library Name (if applicable)	Library
4.	Name of Organization	Willamette Falls Medical Center
5.	Organization Address	1500 Division St. Oregon City, OR 97045
6.	Name, Mailing and E-Mail Addresses, Voice and Fax Numbers, of Person Submitting Report	Heather Martin Providence Willamette Falls Medical Center 1500 Division St. Oregon City, OR 97045
7.	Date Submitted	7/21/2011

NARRATIVE DESCRIPTION

1. Executive Summary (200-500 words):

Provide a summary about how funding from this award was used. Include an overview of the new or improved health information service or program that was implemented. Identify the hardware and/or software purchased to support this project.

The National Network of Libraries of Medicine, Pacific NW Region Technology Improvement Award was used to improve an existing electronic article delivery service for physicians, nursing staff, and administrators at Providence Willamette Falls Medical Center. The purchase of a Ricoh networked all-in-one photocopier/fax/scanner allowed the library to increase the speed and efficiency of electronic article delivery and improve user satisfaction and demand for this service. The networked copier greatly reduced the amount of time for library staff to copy and send articles to physicians, staff, and other libraries via interlibrary loan. This means that not only do patrons receive their requested information sooner, but also allows for the library staff to dedicate saved time to additional tasks and services.

2. Information needs:

Identify the main audience(s) that were intended to benefit from the proposed technology improvements. Did this project help to meet their information needs?

The audiences that are benefitting from this technology improvement are not only the library staff that are saving time scanning and copying, which can now be used for other tasks, but also the hospital physicians, nurses, and other medical center staff. The library is now able to meet their information needs more quickly, and provide them with evidence to support and improve patient care. As more and more journals are accessible electronically

3. Training: N/A

4. Training sites: N/A

5. Exhibits: N/A

6. Evaluation :

Describe whether and how the new or enhanced service accomplished the desired outcomes originally proposed. Or, if the originally proposed outcomes were not observed, what happened, instead? Include specific data that supports the evaluation results described, and how the data was collected.

A time-study showed that library staff time filling electronic article delivery requests was cut by almost half after the introduction of the networked copier into the ILL procedures. In addition, the new copier allowed for a huge increase in paper savings due to the option to make 2-sided copies – which is not only a cost saving, but also helps support our institutional mission of environmental stewardship. While we have gotten plenty of anecdotal evidence, the library is still exploring concrete ways to measure user satisfaction with the electronic document delivery, and

increased demand.

7. Problems or barriers encountered:
Provide details on problems encountered. If you were to start all over again, what, if anything, would you change about the project?

The library considers the project a big success, and we were fortunate not to encounter any significant barriers or problems.

8. Impact:
Include information on the perceived and actual impact of the project on the library or organization. This can include the effect of the project on the library's image, increased utilization of the library, etc.

This project had a big impact on the efficiency with which the library is able to carry out our electronic document delivery service and interlibrary loaning. It has allowed us to meet our patrons' information needs more quickly, and has saved significant staff time resulting in additional staff member hours to serve our patrons in other ways. We believe that the project has also had a positive impact on the library's image, bringing us more fully into the "21st century", and as we have allowed other departments to make use of the scanner, we have brought more visibility to the library and created a sense of good will.