



# EDD NH/VT Project

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# EDD PROJECT GOALS

- To improve the document delivery capabilities of smaller hospital libraries in New Hampshire and Vermont.
- To enhance member libraries' document delivery capabilities through hardware or software that enables electronic transmission of requested documents.

# EDD PROJECT OBJECTIVES

- To provide health science librarians with firsthand experience with EDD technology.
- To encourage the incorporation of EDD into the resource sharing workflow.
- To increase resource sharing among rural members within the region.

# Project Participants

**Androscoggin Valley Hospital – Berlin, NH**

**Catholic Medical Center – Manchester, NH**

**Copley Hospital – Morrisville, VT**

**Littleton Regional Hospital – Littleton, NH**

**LRG Healthcare/Lakes Region General Hospital - Laconia, NH**

**The Memorial Hospital – North Conway, NH**

**North Country Hospital – Newport, VT**

**Northeastern Vermont Regional Hospital – St. Johnsbury, VT**

**Northwestern Medical Center – St. Albans, VT**

**Rutland Regional Medical Center – Rutland, VT**

**Southern New Hampshire Medical Center – Nashua, NH**

## UVM's role:

- To serve as primary document supplier
- To assist in troubleshooting
- To provide training, where appropriate
- To keep accurate statistics of documents supplied during grant period

# Project Status:

## August/2005-March/2005

- Of the 11 hospital libraries in the project:
  - five are using Ariel to send and receive
  - four are not currently using Ariel
    - One librarian position open
    - One library awaiting 4.0
    - Two libraries in need of assistance
  - two are using only portions of Ariel
  - 162 articles have been sent to participants

# How We Got There:

- ☞ Began with orientation for all participants:
- ☞ Content:
  - installation of Ariel software
  - Hardware requirements
  - Static IP's and Pop 3 Email Accounts
  - Open dedicated ports
  - FIREWALLS! ( options, settings, etc)

## Next Steps:

- Visited three Vermont hospitals to assist in installation
- Created a project BLOG to communicate and discuss issues
- Maintained regular phone and email contact with librarians and systems staff
- Surveyed all participants a little past midpoint



# What We've Learned So Far:

- Firewalls are always a concern
- IT staff don't necessarily understand how ARIEL works
- Confusion about Ariel email accounts, particularly Pop 3, is rampant!
- Getting dedicated IP addresses is problematic for some libraries
- Many libraries have either Ariel email OR Ariel IP accounts, but not both (limits ability to communicate similarly with others)

## Partial Solutions:

- Infotrieve's *Store and Forward* Server was the solution for one hospital library's firewall issues.
- At least one library has decided to wait for Ariel 4.0

# Recommendations for Future Projects:

- More buy-in from hospital IT staff is needed at the start of such a project.
  - Sitting down with the IT person and the librarian after installation is the best method
  - Ariel might be too difficult to install and maintain in single person library that lacks good tech support!
- It would be advantageous if all project libraries used the *same* delivery method..either IP or email (more coordination here)

# Final Thoughts:

- ☞ Librarians are very enterprising, and find ways to make things work!
  - Some are using Ariel scanning software to convert print to PDF's, but are not using the send and receive functions
  - Librarians are using personal email accounts to send PDF attachments

# Questions? Comments?

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