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**DIGITIZATION IN THE NORTHERN NEW YORK LIBRARY
NETWORK: A PRELIMINARY ASSESSMENT REPORT**

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Table of Contents

<u>Section</u>	<u>Page #</u>
Introduction	3
Summary of Results.....	5
Appendix: Detailed Results.....	9
Telephone Interview Results.....	10
NNYLN Digitization Telephone Interview Guide.....	12
NNYLN Member Survey Results	13
NNYLN Member Survey.....	22
Digitization Vendors.....	27
Vendors Based in New York State.....	29
Vendors Based Outside of New York State	36
Additional Vendor Lists	40

Introduction

The Northern New York Library Network (NNYLN) in 2002 received a grant through the Federal Library Services and Technology Act (LSTA) funds, awarded to the New York State Library by the Federal Institute of Museum and Library Services. This grant was given to NNYLN to assist the region in digitization. The funds were used for workshops for its members and this preliminary assessment report of digitization in the Northern New York Library Network region. This assessment report is a first step in developing a regional digitization plan.

NNYLN has 66 members in seven counties of New York State. Member institutions include academic, hospital, correctional facility, Supreme Court and other special libraries as well as public libraries, public library systems and school library systems. The mission of the Northern New York Library Network is to facilitate:¹

- Access to regional resources for researchers, students, teachers and the general
- Resource sharing both formally and informally among information repositories
- Cooperative activities among NNYLN members
- Management of historical records
- Continuing education and professional development
- Public relation activities by member libraries

In the Network's 2003 *Plan of Development*, digitization falls under two specific areas:

- I. Network Goal For Electronic And Bibliographic Access And Control: Researchers, students, teachers and the general public will have enhanced access to electronic, bibliographic and other informational resources both within and outside the Northern New York as the result of Network activities.
 1. Citizens will have prompt access to regional resources.
 - g. Continue to convert unique collections of significance such as historical records and audio-visual materials.
 - h. Assist members to develop conversion plans as needed.
 2. Citizens will have prompt access to non-regional resources
 - d. Initiate selected digitization projects and determine need for a regional digitization plan.
- V. Network Goal For Continuing Education And Professional Development: Library personnel will improve their professional skills and effectiveness through an ongoing program of continuing education provided by the Network.

In the Network's 2003 – 2004 *Documentary Heritage Program Annual Plan*, digitization falls into under Goal 1, which is to:

Foster the widest use of and most equitable access to New York's historical records by all communities.

¹ Paraphrased from NNYLN's 2003 *Plan of Development*.

Objective 3: Encourage wide distribution and use of historical records through the new technologies, such as digitization of collections.

- a. Investigate the creation of a regional digitization plan, and provide at least one digitization workshop.

In addition, several of the objectives include the words “technology assimilation,” which can include the assimilation of digitization by archival and historical document collections.

In keeping with these plans, NNYLN has been involved in training its members in skills that can be applied to digitization projects. The Network has also purchased equipment in order to create a digitization lab and to work on a demonstration project using a microfilm scanner.

With all of this as background, the logical next step for NNYLN was to assess the current situation in the region before creating a regional digitization plan. NNYLN contracted with Hurst Associates, Ltd. to survey and talk to members, gather information from NNYLN staff and gather information on digitization vendors. This document, *Digitization In The Northern New York Library Network: A Preliminary Assessment Report*, is the result of that effort.

Summary of Results

Information was gathered using three methods: interviews with NNYLN staff members, NNYLN member surveys and telephone interviews with selected NNYLN members. Information from those activities is summarized below.

NNYLN Staff Interviews

On May 29, 2003 John Hammond, Bridget Doyle and Tom Blauvelt were interviewed concerning digitization.

- From the NNYLN staff's point of view, member institutions are interested in digitization, but view it as a low priority. Not surprisingly, funding is viewed as an issue.
- The Network has had a good response to workshops on topics related to digitization. These workshops has been marketed individually and not as a digitization series. Topics covered have included:
 - Planning digitization projects
 - Imaging – scanning, digital cameras, image editing
 - Digital copyright
 - FrontPage workshop
 - Basic HTML
 - Introduction to XML
- The Network purchased a Canon 800 microfilm scanner with the intention of digitizing newspapers and creating a demonstration project. NNYLN will digitize the *Canton Commercial Advertiser*, which was suggested by the New York State Library.
- The Network plans on digitizing microfilm for other organized on a fee basis, thus becoming a digitization vendor.
- Two member organizations have digitization equipment that others can use. St. Lawrence University has a large format scanner in its science area. Paul Smith College has a digitization room, which contains both microfilm and flatbed scanners, for community use.
- The staff envisions a wide variety of possible roles for NNYLN in regards to digitization:
 - Coordinate or facilitate digitization
 - Offer workshops and training classes
 - Have a digitization lab for member use (self-serve with some assistance available)
 - Offer external consultants to assist members (not NNYLN staff)
 - Create a catalogue of digitization materials
 - Be a clearinghouse for digitization vendors

- Host digital collections
- Lend digitization equipment to members

Telephone Survey (Interviews)

A telephone survey was administered to five NNYLN members during the summer. The institutions were selected by NNYLN as representative of the types of libraries the Network serves. Only five institutions were interviewed in order to stay within the bounds of the project scope. The telephone interviews were meant to gather different information from the surveys that were sent to all NNYLN members.

The five institutions interviewed had varied interests in digitization from “not on the front burner” to actually being involved in digitization projects. Both the Saranac Free Public Library and the Adirondack Museum are doing digitization, with the Museum digitizing a broader range of materials.

All of the institutions had suggestions on the roles they wanted NNYLN to assume in regards to digitization:

- Raise the level of awareness in the region.
- Provide more workshops/training.
- Become a vendor to whom institutions could outsource their projects.
- Make newspapers searchable (i.e., scanning and OCRing microfilmed newspapers as a service).
- Create a sample project that libraries could look at on the NNYLN web site and thus see the value of digitization.
- Oversee digitization in the region to ensure that institutions are not duplicating what has already been done.
- Advise institutions on copyright concerns.
- Give advice to institutions on file formats.
- Aid institutions in obtaining grants for digitization.
- Write grants for funding.
- Help smaller libraries make materials available online.
- Work with institutions to mount collections on the Internet.
- Assist institutions in locating collaborators.
- Review collections to determine their appropriateness for digitization.
- Work with institutions to plan digitization projects.
- Be available to consult with institutions on digitization/project options.

One need that stands out, in the list of above, is the desire for guidance. Guidance would help institutions ensure that they digitize the right materials using the right techniques. Having NNYLN as a guide would also help institutions feel as if they are not doing this alone. This could be critically important for smaller institutions that may not have the time to worry over all of the details involved in completing a digitization project.

See the appendix for more complete results and the survey instrument.

Member (Hardcopy) Survey

27% of the NNYLN members returned the survey forms that were sent to them during the summer. The surveys were designed to gather in-depth information on their views on digitization as well as information on their collections. The appendix contains detailed results from the survey as well as a copy of the survey instrument. Highlights include:

- 50% of the respondents have considered digitizing items from the collections.
- 33% have attended some digitization training.
- 61% are interested in attending digitization training.
- Two of the institutions that responded to the hardcopy survey have digitized materials (Plattsburgh State University and SUNY Oswego).
- The reasons why institutions are not digitizing vary, but in general are due to not enough time, money or staff. Some institutions do not have materials that they believe would be worth digitizing. The library systems noted that they themselves do not have materials to digitize, but that their individual members would.
- There is a wealth of material in the region that would be worth reviewing for digitization. Much of the United States' early history and its conflicts with Canada impacted this region, yet this rich local history is unknown in other parts of the U.S. These collections could be fodder for cooperative projects within the region. Information on the topics and themes documented by local collections can be found in the appendix under "Member Survey Results."
- The survey respondents noted the digitization services that they would like NNYLN to provide. They are:

<u>Service</u>	<u># of Responses</u>
Training	13
Provide information on hardware and software for use in digitization	11
Consulting on digitization options for your collection	11
Review of your collection for potential digitization	10
Assist in identifying funding sources	8
Assist your institution in writing a grant for a digitization project	8
Provide information on suitable digitization vendors	8
Locate potential collaborators	7
Establish a regional digitization center for your use	6
Digitize collections on your behalf	5
Assist with project management	3

Digitization Vendors

Information was also gathered on digitization vendors. The goal was to locate digitization vendors in NNYLN's region or close to the region for its members use. Using lists compiled by the Central NY Library Resources Council and South Central NY Regional Library Council as a

start, an expanded list was compiled, but vendors convenient to most of NNYLN members were not located. If NNYLN members decide to outsource digitization projects, that may need to work with vendors outside of the region in order to obtain the services and quality that they require.

Interestingly, the publishers of *The Journal of Imaging Services* note that there are approximately 1,980 commercial imaging services bureaus in the U.S. as of August 2003 (http://www.imagepub.net/sb_list.html). It is likely that some digitization vendors are not included in that list, while others on the list provide services that would not be appropriate for historic documents. Since vendors may not advertise their services to libraries and historical societies, finding them is a challenge. Word of mouth and vendor listings compiled by various institutions continue to be important in locating quality vendors with which to work.

Next Steps

Gathering information from NNYLN staff and members is an important step on the path to:

- Understanding what people think of digitization
- Discerning if there are collections in the region that should be digitized
- Suggesting collaborations
- Targeting training based on member needs
- Increasing the communication on digitization projects and topics
- Deciding what services NNYLN should provide
- Creating a digitization plan for the region

As NNYLN moves forward, the following next steps are suggested:

- Continue to dialogue with member libraries with emphasis on sharing information and promoting cooperative projects.
- Continue to raise awareness in the region in regards to digitization issues and opportunities.

Appendix: Detailed Results

Telephone Interview Results

During the summer, five (5) NNYLN members were interviewed regarding their thoughts on digitization. The institutions were selected by NNYLN as representative of the types of libraries the Network serves. Only five institutions were interviewed in order to stay within the bounds of the project scope. The guide used for those interviews can be found on the following this summary of results. The members surveyed (by institution) were:

- Adirondack Museum
- Akwesasne Cultural Center
- North Country Library System
- St. Lawrence University
- Saranac Lake Free Library

Their interest in digitization varied greatly from “not on the front burner,” to trying to come up with a solution, to being already involved in digitizing materials (e.g., glass plate negatives, sound recordings, maps, etc.).

The Adirondack Museum and the Saranac Lake Free Library are already digitizing items. The types of materials being digitized include:

Saranac Lake Free Library

- Glass plate negative
- Photographs
- Tuberculosis patient records

The Adirondack Museum

- Maps
- Ephemera
- Diaries
- Oral histories (tapes)

The other institutions – North Country Library System, Akwesasne Cultural Center and St. Lawrence University – are interested in digitization, but are not doing any at the moment. Not having enough time, money or staff for a project tend to be the inhibitors, as well as not having a project or digitization solution in mind. Materials that they would be interested in digitizing include:

- Microfilm (newspapers)
- Genealogical materials
- Photographs
- Maps
- Manuscripts
- Rare books

What role do they think the Network should have in digitization?

- Raise the level of awareness in the region.
- Provide more workshops/training.
- Become a vendor to whom institutions could outsource their projects.
- Make newspapers searchable (i.e., scanning and OCRing microfilmed newspapers as a service).
- Create a sample project that libraries could look at on the NNYLN web site and thus see the value of digitization.
- Oversee digitization in the region to ensure that institutions are not duplicating what has already been done.
- Advise institutions on copyright concerns.
- Give advice to institutions on file formats.
- Aid institutions in obtaining grants for digitization.
- Write grants for funding.
- Help smaller libraries make materials available online.
- Work with institutions to mount collections on the Internet.
- Assist institutions in locating collaborators.
- Review collections to determine their appropriateness for digitization.
- Work with institutions to plan digitization projects.
- Be available to consult with institutions on digitization/project options.

One respondent noted that she wanted everything that is listed on the paper-based survey, which all NNYLN members were sent during the summer.

The list above is comprehensive and demonstrates both the need for time, money and labor in order to become involved in digitization. One need that stands out is the desire for guidance. Guidance would help institutions ensure that they digitize the right materials using the right techniques. Having NNYLN as a guide would also help institutions feel as if they are not doing this alone. This could be critically important for smaller institutions that may not have the time to worry over all of the details involved in completing a digitization project.

NNYLN Digitization Telephone Interview Guide

Institution Name: _____

Contact Person: _____ Title: _____

Telephone: _____

Hello. My name is Jill Ann Hurst and I have been hired by the Northern NY Library Network to talk to Network members about digitization. You should have received a letter and survey in the mail from the Network on digitization. I'm calling to gather some additional information from you.

1. Before I begin, let me ask if you understand what is meant by digitization? Can you explain it to me? (Tell me)

Explanation: Digitization is creating electronic copies of hardcopy items. For example, when an item such as a book or photograph is digitized, an electronic copy is created that can be stored and viewed on a computer.

2. What are your thoughts on digitization?
3. What value do digital images have in your work? (Or might have in your work?)
4. Are you currently using digitized materials in your library? Y N
If yes, in general, what type?
5. How important is the creation of digital images to your institution?
6. As you think about digitization, what do you think the Network's role should be? What do you expect from them?

NNYLN Member Survey Results

Surveys (hardcopy) were sent to all members of the NNYLN as a way of understanding their interest in digitization, their collections and their needs. 18 out of 66 (27%) surveys were completed and returned from:

- A.L. Lee Hospital Library
- Akwesasne Cultural Center, Inc.
- Canton Free Library
- Clarkson University
- Fort Ticonderoga Museum
- Franklin Correctional Facility
- Gouverneur Correctional Facility
- Jefferson Community College
- Miner Institute
- North Country Library System
- Ogdensburg Public Library
- Plattsburgh Public Library
- Plattsburgh State University
- R.P. Flower Memorial Library
- St. Lawrence – Lewis SLS
- SUNY Oswego
- Sunmount Historical Library
- Wead Library

A compilation of the survey results follows.

Has your institution considered digitizing any of the materials that it holds?

Yes	--	9
No	--	9

Has anyone in your institution attended training sessions on digitization?

Yes	--	6
No	--	11
Don't know	--	1

Training already attended:

- Scanning standards, copyright, XML, TGI, metadata harvesting
- Equipment, cameras, scanners
- Mainly planning a digitization project
- Scanning, organizing

If no one has already attended training sessions, would you be interested in attending training sessions on digitization?

Yes	--	10
No	--	2
Did not answer	--	5
Depends on the time	--	1

Topics suggested:

- Technical aspects
- Materials, methods, time frame and costs
- Storage mediums
- Software/hardware requirements
- Storage requirements for finished product
- Making items available on the web
- I'm not knowledgeable enough to suggest topics
- Materials, costs, labor involved, etc.
- The usual – process, options, cost
- Scanning for use on the web
- Types of material appropriate for digitization
- How digitization works
- Grant funds available for digitization projects
- Information on local institutions that have already done digitization

Has your institution digitized any of the materials held by the library?

Yes	--	2
No	--	16

Why isn't your institution digitizing?

- We're in the initial discussion stages. The SLS does not have any information/materials to be digitized, but our SLS members have many such items in their 'local history' collections: yearbooks, diaries, journals, maps, etc.
- Not a priority.
- Lack of staff time, lack of funding, higher priorities
- No materials to digitize at system service center. We would only act as facilitators for the member libraries.
- [Not enough] Time, money, know-how
- [Not enough] Money, staff, equipment, knowledge

The two institutions that noted in the hardcopy survey that they are digitizing were Plattsburgh State University and SUNY Oswego. (The Adirondack Museum and Saranac Lake Free Library did not complete hardcopy surveys, but did note during telephone interviews that they are also digitizing.)

Plattsburgh State University has digitized books, newspaper articles, photos, maps, manuscripts, archival collection guides and periodical indexes. The materials cover regional themes. These materials are being made available digitally on a long-term basis for teaching and research, as well as public access via the Internet. Materials were selected based on usefulness and demand by the college and wider communities.

Plattsburgh State received a Title III grant for an archival digital scanner. The grant – approx. \$25,000 – including coverage of equipment upgrades and maintenance contracts over three years. The library used campus mini grants to fund digitizing the first book. The library has applied, but not received, several other grants from LC/Ameritech, Lake Placid Education Foundation, and National Endowment for the Humanities.

SUNY Oswego has only digitized materials for e-reserves, including journal articles, class notes, exams, etc. These materials are made available generally on a short-term basis, but receive heavy use (26,000+ hits during the academic year). The library had paid careful adherence to copyright considerations and used copyright as a selection criteria. The materials are made available via the Docutek e-reserves system. Start-up cost, for doing e-reserves, were provided by NNYLN.

What historic events or themes, that run through this region, are present in your institution's collection?

Historic or Modern Themes in the region	Comments
War	
Revolutionary War	Wead Library Canton Free Library – old books Fort Ticonderoga Museum Plattsburgh St. Univ.
Civil War	Wead Library Ogdensburg Public Library – General N.M. Curtis – Photos and manuscripts Canton Free Library – old books Akwesasne Cultural Ctr. Plattsburgh St. Univ.
Wars with Canada	Wead Library Ogdensburg Public Library – Some letters Canton Free Library – old books Plattsburgh St. Univ.
World War I/World War II	Wead Library Akwesasne Cultural Ctr. – Record of those who served in war Plattsburgh St. Univ.
Prisoner of war/Refugee camps	Wead Library SUNY Oswego – Safe Haven Materials
War protests	Plattsburgh St. Univ.

Other (Explain)	<p>Plattsburgh Public Library – War of 1812</p> <p>Wead Library – War of 1812, Underground Railroad</p> <p>Fort Ticonderoga Museum – Seven Years War</p> <p>Plattsburgh St. Univ. – War of 1812; Cold War</p>
Important Individuals	
Frederic Remington	<p>Canton Free Library – books, prints, an original</p> <p>Akwesasne Cultural Ctr. – bronze statues</p> <p>Plattsburgh St. Univ.</p>
Edward Livingston Trudeau	Plattsburgh St. Univ.
Bertrand Snell	Clarkson University
Other (Explain)	<p>Wead Library – William A. Wheeler (U.S. Vice President, 1876 – 1881)</p> <p>R.P. Flower Memorial – Marietta Holley (19th century humorist), Roswell P. Flower (NY governor)</p> <p>Fort Ticonderoga Museum – Ethan Allen, Benedict Arnold, Philip Schuyler, Jeffrey Amherst, James Ambercromby and others</p> <p>Akwesasne Cultural Ctr. – Princess White Deer</p> <p>Miner Institute – William H. Miner, Alice T. Miner</p> <p>SUNY Oswego – Millard Fillmore papers, Edward Austin Sheldon papers</p> <p>Plattsburgh St. Univ. – William Beaumont, Smith Weed, J.J. Rogers, Admiral Macdonough, General Macomb, Benjamin Mooers, Eleazar Williams (the lost dauphin), Benjamin Feinberg, Pliny Moore</p>

Transportation	Plattsburgh St. Univ.
Ships / barges	Ogdensburg Public Library – photos Fort Ticonderoga Museum Plattsburgh St. Univ.
St. Lawrence Seaway	Clarkson University – some theses, government documents, and reports. Canton Free Library – two scrapbooks of news clippings Akwesasne Cultural Ctr.
Lake Ontario/Lake Champlain	Fort Ticonderoga Museum Plattsburgh St. Univ.
Other (Explain)	Wead Library – Railroad in the area Fort Ticonderoga Museum – Lake George Plattsburgh – Railroads, early roads, Air Force base
Agriculture/Extraction	Plattsburgh St. Univ. Miner Institute
Maple syrup industry	Akwesasne Cultural Ctr. Plattsburgh St. Univ.
Dairying	Akwesasne Cultural Ctr. – photos of farms Plattsburgh St. Univ. Miner Institute
Forestry	Akwesasne Cultural Ctr. – logging Plattsburgh St. Univ.
Mining	Plattsburgh St. Univ.

Other	
Early settlers	Clarkson University – Clarkson family Wead Library R.P. Flower Memorial Plattsburgh St. Univ.
Native peoples	Ogdensburg Public Library – old Indian artifact collection Fort Ticonderoga Museum Plattsburgh St. Univ. SUNY Oswego – Native American folklore
Environmental issues	Plattsburgh St. Univ.
Human/civil rights	Akwesasne Cultural Ctr. Plattsburgh St. Univ.
International Olympics	Plattsburgh St. Univ.
Tourism	Fort Ticonderoga Museum – 19 th Century Plattsburgh St. Univ.
Great Camps	Canton Free Library –books in Menard Collection Plattsburgh St. Univ.
Other (Explain)	Jefferson Community College – Italian immigrants (MSS Collection including interviews), Fort Drum (MSS Collection Fort Drum Steering Council), Economic Aspects of NNY, Watertown (MSS Collection Fort Drum Steering Council) Akwesasne Cultural Ctr. – sports photos Sunmount Historical – Veteran hospital history SUNY Oswego – History of SUNY Oswego Plattsburgh St. Univ.– medicine, college archives, early business, Quakers, French communities, smuggling, church and synagogue histories, early schools, survey maps and more.

Canton Free Library noted that, “in general, we have materials on all those subjects. We also have scrapbooks of local area newspaper clippings that are indexed and ‘burning up.’ Want to preserve them.”

Does your institution own any other materials that are significant on a national or international level?

- Information on the restoration of Fort Ticonderoga beginning in 1908 are important because this restoration is one of the earliest of its kind in the U.S. (Fort Ticonderoga Museum)
- Artifacts and basketry (Akwasasne Cultural Center)
- Battle of Plattsburgh materials (Plattsburgh St. Univ.)
- Revolutionary War/Canadian & Nova Scotia Refugees (Plattsburgh St. Univ.)

Do local schools use materials from your institution? If yes, what types of materials do they use?

- Letters, diaries, newspaper clippings (Ogdensburg Public Library)
- Used by students (research papers) and teachers (to construct Document Based Questions) (Fort Ticonderoga Museum)
- Artifacts for displays such as baskets and artwork (Akwasasne Cultural Center)
- Maps, photos manuscripts, books (Plattsburgh St. Univ.)
- Materials for history projects (Clarkson Univ.)
- Newspaper microfilm (Wead Library)
- Historical information

Does your collection contain materials that you believe relate to topics covered in K-12 education? If yes, what are those materials?

- History and materials related to current events (Clarkson Univ.)
- Seven Years War (Fort Ticonderoga Museum)
- American Revolution (Fort Ticonderoga Museum)
- Historical Native American articles and photos (Akwasasne Cultural Center)
- Local history – Chazy – Heart's Delight Farm (Miner Institute)
- Have participated in several projects to develop Document Based Questions using collection's primary source materials (Plattsburgh St. Univ.)
- New York State history

In your institution, what are the ways your collections can be accessed?

As expected, answers to this question varied from institution to institution. As institutions consider digitizing, having collections that are already indexed, thus creating useful access methods, is extremely helpful. If the collection must be indexed (catalogued) as part of the digitization project, it will add both time and expense to the project.

What digitization related services would you like NNYLN provide to you?

<u>Service</u>	<u># of Responses</u>
Training	13
Provide information on hardware and software for use in digitization	11
Consulting on digitization options for your collection	11
Review of your collection for potential digitization	10
Assist in identifying funding sources	8
Assist your institution in writing a grant for a digitization project	8
Provide information on suitable digitization vendors	8
Locate potential collaborators	7
Establish a regional digitization center for your use	6
Digitize collections on your behalf	5
Assist with project management	3

Comments:

Jefferson Community College: “We are working with a faculty member in the computer science program (and her students) this fall to identify and begin some small-scale digitization of special collections. The goal is to identify collections of value and post them to the Internet.”

“In the long run, I would like to see a project initiated with our Frank Augustine Papers, which include tapes and transcripts of interviews with 30 or so individual who immigrated to Jefferson County from Italy in the early to mid 1900s. There are also photographs of the individuals and I could envision a multimedia site with transcripts, voice and photos.”

NNYLN Member Survey

July 14, 2003

Dear NNYLN member:

This summer, the Northern New York Library Network is assessing the state of digitization¹ in the region. As part of this assessment, we would like to gather information in several areas, including:

- Member needs and requirements in regards to mounting digitization projects.
- Current and planned digitization projects within the region.
- The type of digitization support member libraries would like NNYLN to provide.

In the near term, this information will help us as we review and modify the Network's *Plan of Development*. Longer term, the information may be used in developing a digitization plan for the region. A digitization plan could be used to discuss, select and fund future projects within the region where electronic copies would be created of items such as books, photographs, prints, memorabilia, and manuscripts.

The Network has contracted with Jill Ann Hurst to gather information in several areas, including the three areas above, under the project title "Digitization in the Northern New York Library Network: A Preliminary Assessment Report." In order for the assessment to be complete and relevant, we need information from you about your institution and its collections. Please complete the enclosed survey by July 31, 2003 and return it in the enclosed envelope.

We look forward to your input on the state of digitization in our region. The assessment will be completed by autumn, and we will make copies of the report available to members at that time. Please feel free to email (john @nnyln.org) or call me if you have questions about the survey.

Best wishes,

John Hammond
Executive Director

¹ Digitization is creating electronic copies of hardcopy items. For example, when an item such as a book, photograph or an object is digitized, an electronic copy is created that can be stored and viewed on a computer.

Northern New York Library Network
Survey of Member/Regional Collections
Summer 2003

Please complete this survey by July 31, 2003. Thank you.

Institution Name: _____

Contact Person: _____ Title: _____

Address: _____

City: _____ County: _____ Zip: _____

Mailing Address (if different from above location)

Telephone: _____ Fax: _____ E-mail: _____

-
1. Has your institution considered digitizing any of the materials held by the institution? Yes No
 2. Has anyone in your institution attended training session on digitization? Yes No
If yes, what topics were covered in the training?

If no, would you be interested in attending training sessions on digitization? Yes No
What topics would you like to see covered?

3. Has your institution digitized any of the materials held by the library? Yes No

If yes:

What types of materials were digitized? (e.g., postcards)

What subject areas or themes are covered by the digitized materials?

Are the materials items that will be kept long-term or working documents for short-term use only?

How are the materials currently being used?

What standards or criteria were used in selecting and digitizing the materials?

Are the materials available on the Internet?

Did your institution receive outside (e.g., grant) funding for the project? (Approximately how much and from whom?)

If no, why not?

4. NNYLN is trying to compile a list of historic events or themes that run through this region. Please review the list below and add other events or themes that you know are present in this region. Please use the Comments column to give us additional information.

Historic or Modern Themes in the region	My institution has items that support this event		Comments (who, what)
War			
Revolutionary War	Yes	No	
Civil War	Yes	No	
Wars with Canada	Yes	No	
World War I/World War II	Yes	No	
Prisoner of war/Refugee camps	Yes	No	
War protests	Yes	No	
Other (Explain)	Yes	No	
Important Individuals	Yes	No	
Frederic Remington	Yes	No	
Edward Livingston Trudeau	Yes	No	
Melvil Dewey	Yes	No	
A. Barton Hepburn	Yes	No	
Bertrand Snell	Yes	No	
Silas Wright	Yes	No	
Preston King	Yes	No	
Other (Explain)	Yes	No	
Other (Explain)	Yes	No	
Transportation	Yes	No	
Ships / barges	Yes	No	
St. Lawrence Seaway	Yes	No	
Lake Ontario/Lake Champlain	Yes	No	
Other (Explain)	Yes	No	
Agriculture/Extraction	Yes	No	
Maple syrup industry	Yes	No	
Dairying	Yes	No	
Forestry	Yes	No	
Mining	Yes	No	
Other (Explain)	Yes	No	
Other	Yes	No	
Early settlers	Yes	No	
Native peoples	Yes	No	
Environmental issues	Yes	No	
Human/civil rights	Yes	No	
International Olympics	Yes	No	
Tourism	Yes	No	
Great Camps	Yes	No	
Other (Explain)	Yes	No	
Other (Explain)	Yes	No	

5. Does your institution own any other materials that are significant on a national or international level? Yes No

If yes, please describe.

6. Do local schools use materials from your institution? Yes No

If yes, what types of materials do they use?

7. Does your collection contain materials that you believe relate to topics covered in K-12 education? Yes No

If yes, what are those materials?

8. In your institution, what are the ways your collections can be accessed? Please check all that apply.

Collection description Printed guide Card catalog
 Container and/or folder list Inventory list Automated database (e.g., OPAC)
 Other (Please describe): _____

9. What digitization related services would you like NNYLN provide to you? Check all that apply.

- Training
 Consulting on digitization options for your collection
 Review of your collection for potential digitization
 Locate potential collaborators
 Assist your institution in writing a grant for a digitization project
 Provide information on suitable digitization vendors
 Provide information on hardware and software for use in digitization
 Assist with project management
 Assist in identifying funding sources
 Establish a regional digitization center for your use
 Digitize collections on your behalf
 Other; please specify _____

THANK YOU! Please return this survey to: Digitization Survey, Northern New York Library Network
6721 U.S. Highway 11, Potsdam, NY 13676

Digitization Vendors

As Cornell University Library's Department of Preservation and Conservation states:

There are pros and cons to outsourcing or creating in-house capabilities for digital imaging efforts. Even when the decision is made to outsource certain functions, the institution must support many aspects of the digitization chain as defined in the technical overview. For instance, if digitization is outsourced, an institution still needs to establish an in-house inspection program.

<http://www.library.cornell.edu/preservation/tutorial/management/management-03.html>

The Cornell site goes on to document the pros and cons of outsourcing vs. producing a digitization project in-house.

If outsourcing is considered, it is important to understand that there are many companies that provide digitization services (scanning, document conversion and metadata), but only a few that are qualified through training or experience to work with historic and fragile items, or any items that require special handling. In addition, there are a limited number of companies that provide assistance with metadata and other aspects of digitization projects. Therefore, it is important to identify qualified vendors upfront and ensure that they will treat the project and materials respectfully.

The Northeast Document Conservation Center provides a guide for working with digitization vendors as part of its *Handbook for Digital Projects: A Management Tool for Preservation and Access* (Section VIII, "Vendor Relations," <http://www.nedcc.org/digital/dman.pdf>). The section covers many of the basic areas that must be addressed including Request for Information, Request for Proposal, and contracts.

Following is information on vendors who are believed to handle various aspects of digitization projects. *No recommendation or endorsement of any vendor is implied.* Their contact information is given as well as a brief description of their services. The list should not be considered comprehensive, since new vendors may appear at any time. Since the best vendor for a given project may be not be close by, vendors from other areas are included. Please contact the vendors directly for additional information and to discuss specific project requirements. In addition, talk to organizations that have completed digitization projects for suggestions and recommendations.

This vendor information was originally collected between October 2001 and July 2002, and updated during the summer of 2003.

In addition to these vendors, there are many others who can assist with digitization hardware and software requirements. In *Digital Projects Guidelines*, the Arizona State Library Digital Imaging Task Force writes:

The goals of your digitization project will determine what hardware and software are needed to successfully complete the project. Scanning, image manipulation, attaching text information, indexing, image display and long-term storage can require different equipment and user expertise. What materials are to be scanned and how those images are to be used will impact equipment choices. (http://www.lib.az.us/digital/dg_a3.html)

In this area, remember that quality is more important than price and that cutting corners could ruin a project's viability.

In order to locate hardware and software that meets a project's requirements, consider the following:

- Ask other digitization project managers about the hardware and software they selected. Also ask what hardware and software they wish they had selected.
- Ask professional digitization providers about the hardware and software that they use.
- Talk to stores that supply office equipment (e.g., copies). Many may also have access to hardware and software used for digitization (scanning).
- Check on the Internet for information. One place to start is [image-acquire.com](http://www.image-acquire.com) (<http://www.image-acquire.com>) which bills itself as "an independent resource for news and reviews of scanners, digital cameras, and the software that drives them."

Vendors Based in New York State

Applied Graphics Technologies

Corporate Headquarters
450 West 33rd Street
New York, NY 1001
Tel: (212) 716-6600
<http://www.agt.com/>

Has offices in the region. Worked on the Rochester Images Project, but may be currently disposed to working only on large projects.

Biel's Information Technology Systems

302 Upton Street
East Syracuse, NY 13057
Tel: (315) 432-0099 (Tedd Kehoe)
E-mail: dkempner@biels.com (Dennis Kempner)

Computer output microfilm; electronic & CD imaging systems; equipment & supplies; outsourcing, microfilming & digitization at the Buffalo facility. All work is done in-house.

Camelot Legal Copy Service

100 Fuller Road
Albany, NY 12205
Tel: (518) 435-9696
Fax: (518) 435-9688
<http://www.teamcamelot.com>

Provides document imaging services.

Computer Source Microfilming (CSM)

145 Midler Drive
Syracuse, NY 13206-1817
Tel: (315) 437-0542

Worked on the Regional Bibliographic Data Base (RBDB) project: Street & Smith dime novel covers at Syracuse University.

Cornell University

Digital Consulting and Production Services (DCAPS)

106G Olin Library

Ithaca NY 14853

Tel: (607) 254 5160

E-mail: dcaps@cornell.edu

<http://www.library.cornell.edu/dcaps/>

“Cornell University Library...has assembled a team of experts to plan, create, organize, and archive images and information for Cornell's faculty, staff and community partners.” Services include digitization, image conversion, copyright clearance, devising metadata solutions, and much more.

Digital Storage Solutions, Inc.

1675 Roosevelt Avenue

Bohemia, NY 11716

Tel: (631) 563-9100

Fax: (631) 563-9110

<http://www.digitalstorageinc.com>

Provide document conversion services including converting paper, microfilm and microfiche, as well as converting electronic documents to other formats.

Document Scanning Service, Inc.

Business: Imaging/Scanning

3687 Fordsbrook Road

Wellsville, NY 14895

Telephone: (585) 593-0776

Fax: (585) 593-1897

E-mail: quinner@eznet.net

<http://www.documentscan.com>

Provides photo/slide scanning, CD duplication and documentation scanning.

Hudson Microimaging

P.O. Box 640, Route 9W

Port Ewen, NY 12466

Tel: (845) 338-5785

Fax: (845) 338-2556

E-mail: hudimaging@aol.com

<http://www.hudsonmicroimaging.com>

Provides preservation microfilming, records management services, high-resolution scanning/electronic document imaging, and digital conversion of microfilm.

Hurst Associates, Ltd.

207 Hawley Ave. #C
Syracuse, NY 13203
Tel: (315) 475-7195 (Jill Ann Hurst)
E-mail: hurst@HurstAssociates.com
<http://www.HurstAssociates.com>

Available to work with organizations on various aspects of a digitization project including: project planning, project management, vendor selection, material selection and web site specifications. Has previously worked on the Women's Suffrage Digitization Project (RRLC) and several private (in-house) projects.

Image Data Inc

18 Petra Lane #3B
Albany, NY 12205-6900
Tel: (518) 862-2740
Fax: (518) 458-1422
<http://www.imgdata.com>

Provide imaging, digital archiving, and conversion services.

ImageMax

7010 Fly Road
East Syracuse, NY 13057
Tel: (315) 432-0591
Fax: (315) 432-0593

801 West Avenue
Rochester, NY 14611
Tel: 585-235-6080
Fax: 585-235-6081

503 Grasslands Rd.
Valhalla, NY 10595
Tel: 800-245-0322
Tel: 914-592-4900
Fax: 914-592-8944
http://www.imagemax.com/content/services/digital_services.htm

Provides imaging and indexing services.

Impact Technologies

6100 Mautz Road
Syracuse, New York 13206
Tel: (315) 463-2434
Fax: (315) 463-2435
<http://www.impact-technologies.com/>

Provides document and content management services as well as conversion of paper-based content to electronic images.

Industrial Color Labs

700 Burnet Ave.
Syracuse, NY 13203
Tel: (315) 471-1155
<http://www.mrphoto.com/imaging/imaging.html>

Has four offices in the Syracuse region. Work includes flatbed scanning (prints or slides) and film scanning (35 mm format, negatives & transparencies).

Judy Emerson

Rochester, NY
Tel: (585) 461-5378

A former curator, archivist and Document Heritage Program (DHP) Regional Archivist. She has worked on digitization projects to select and describe materials, as well as work with institutions on housing and transporting items during the digitization process.

Kinko's Inc.

Tel: (888) 546-5671
<http://www.kinkos.com/products/business/index.php?sol=cs&sec=docscan>

Kinko's provides Document Scanning Services to convert any type of document – forms, receipts, photos or anything – into electronic files with a format of the client's choosing.

Medi-File, Inc.

136-140 Horton Avenue
Port Chester, NY 10573
Tel: 914-934-1720
Tel: (800) 935-3453
Fax: 914-934-1728
<http://www.medi-file.com>

Services include microfilm & microfiche processing & duplicating services, microfilm to optical disk conversion, microfilm supplies & equipment, file management services, and optical scanning. Medi-File works primarily in the medical area.

Museum Photographics

11 Centre Park
Rochester, NY 14614
Tel: (585) 232-3980 (Michael Hager)
E-mail: mhager2@frontiernet.net

Worked on digitization projects for Rochester Museum & Science Center, Rochester Public Library, Rochester Regional Library Council and many others. Understands how to handle and digitize historic and fragile items.

New York Web Works

P.O. Box 93092
Rochester, NY 14692
Tel: (585) 594-8855 or (866) 94-NYWEB
fax: (585) 594-0966
E-mail: info@nywebworks.com
www.nywebworks.com

This company primarily digitizes materials for use in building web sites; however, they would digitize materials for other uses. They can digitize paper and other items, video and sound recording.

Northern New York Library Network

6721 U.S. Highway 11
Potsdam, NY 13676
Tel: (315) 265-1119
Fax: (315) 265-1881
E-mail: john@nnyln.org (John Hammond)
<http://www.nnyln.org>

The Northern NY Library Network will digitize microfilm on a fee basis for any person or organization.

Philobiblon

231 Strong Ave.
Syracuse, NY 13210
Tel (315) 559-0214 (Peter D. Verheyen)
E-mail: verheyen@philobiblon.com
<http://www.philobiblon.com/philobiblon>

Will provide consultation on digitization projects to historical agencies and libraries desiring to provide access to primary source materials via the Internet or in-house system. Services include: development of digital projects, including working with other

vendors; Reformatting of machine-readable collection inventories for the Web; OCR and markup of printed texts; and digitization of photographs and other images.

Photo Micrographics Inc.

150 Ackley Ave.

Johnson City, NY 13790

Tel: (607) 798-7115

Fax: (607) 797-4840

<http://www.photomicrographics.com/>

709 Erie Blvd West

Syracuse, NY 13204

Tel: (315) 471-0667

Fax: (315) 471-4033

Cross Town Plaza

2330 Watt St. Suite 18

Schenectady, NY 12304

Tel: (518) 688-1155

Fax: (518) 688-1156

This company also has a facility in Vermont. Provides services to convert paper to Microfilm or CD-ROM. Also install and integrate in-house systems to provide full-featured microfilm, electronic document imaging or workflow solutions.

- Microfilm and Computer Aided Microfilm
- Hybrid Microfilm and Electronic Document Imaging
- Electronic Document Storage & Retrieval
- Workflow Automation
- Computer Output to Laser Disk (COLD)
- Forms Processing (OCR/ICR)

Rochester Institute of Technology, Educational Technology Center

Wallace Library

90 Lomb Memorial Drive

Rochester, NY 14623

Tel: (585) 475-6696 (Shannon Taggart)

<http://www.rit.edu/~613www/ETC/ethtml/photo.htm>

Rochester Public Library

South Ave.
Rochester, NY
Tel: (585) 428-8064 (Rod Perry)

Has a large format digital camera that was purchased for use on its own project (Rochester Images). Camera can be made available for others to use.

ScanDirect-EDI Inc.

2075 Central Ave
Schenectady, NY 12304
Tel: (800) 753-4458 or (518) 456-0538
<http://www.scandirect.com/>

Provided digitization services for the Mohawk Valley Library Association Documentarian Project.

Seaway Industries

Confidential Services (division of Seaway Ind.)
101 Main St.
Canton, NY 13617
Tel: (315) 386-1206

DATA-4-U (division of Seaway Ind.)
24 Market St.
Potsdam, NY 13676
Tel: (315) 268-0594
<http://www.slnysarc.org/contract.htm>

Both divisions of Seaway Industries are sheltered workshops that provide preservation microfilming as well as digitizing from originals. They currently holds contracts with a number of NYS agencies.

Syracuse Blue Print Co. Inc.

825 East Genesee Street
Syracuse, NY 13210
Tel: (315) 476-4084 or (800) 962-1458
<http://www.syracuseblueprint.com/>

Provides scanning services.

Vendors Based Outside of New York State

Access Imagery

1180 South 800 East

Orem, UT 84097

Tel: (800) 687-1265

Fax: (801) 356-8220

<http://www.access-imagery.com>

Provides on-site and off-site digitizing and cataloguing services for libraries.

BMI Imaging Systems

749 W. Stadium Lane

Sacramento, CA 95834-110

Tel: (916) 924-6666

<http://www.bmiimaging.com>

A document management company that provides scanning and other services.

Cold North Wind

205 Catherine Street

Ottawa, Ontario

Canada, K2P 1C3

Tel: (613) 722-9886

Fax: (613) 722-9236

1970 Barber Road

Sarasota, FL 34240

Tel: (941) 371-2252

Fax: (941) 342-0999

<http://www.coldnorthwind.com>

“Cold North Wind works with newspapers and media companies to build and e-publish newspaper archives that are currently stored on microfilm. We take care of the whole process, from cataloging the microfilm in the archive, through scanning, image enhancement and OCR, to publication on the Internet and finally marketing and sales to consumers and library customers.”

Electronic Scriptorium, Ltd.

26 Fairfax Street, SE, Suite K
Leesburg, VA 20175
Tel: (703) 779-0376; Fax: (703) 779-0378
<http://www.electroniccriptorium.com>

According to its web site, the “Electronic Scriptorium, Ltd, solves complex information management and data conversion problems for corporations, government agencies, libraries, museums and other institutions.” The company provides a wide range of services including:

- Archives conversion and finding aids automation
- Bibliographic services including US MARC cataloging
- Image cataloging for online applications
- Document conversion and XML/HTML encoding
- Offshore data conversion
- Content creation for online product catalogs
- Digital imaging and photography

JJT Inc.

5555 North Lamar Blvd.
Austin, TX 78751
Tel: (512) 474-6743; Fax: (512) 474-6745
<http://www.jjt.com>

JJT Inc. specializes in providing digital reproductions of large collections of pictorial works, including line and photographic images and manuscripts. JJT has digitized large collections of images for the Library of Congress and New York Public Library.

Luna Imaging, Inc.

3542 Hayden Ave., Bldg. One
Culver City, CA 90232
Tel: (800) 452-LUNA
Tel: (310) 452-8370
Fax: (310) 452-8389
E-mail: contact@luna-img.com
<http://www.lunaimaging.com>

“Formed with support from the J. Paul Getty Trust and Eastman Kodak Company, Luna Imaging Inc. is a respected leader in the digital imaging field. Luna provides both the highest quality services to convert collections into digital form, and its Insight® software, which provides a complete visual environment for working online with high-resolution images and data from anywhere at anytime.”

Northern Micrographics

2004 Kramer Street
P.O. Box 2287
La Crosse, WI 54602-2287
Tel: (800) 236-0850, ext. 222
Fax: (608) 781-3883
E-mail: sales@nmt.com
<http://www.normicro.com>

Specializing in scanning of hardcopy and microfilm, printing and binding services, as well as microfilm and microfiche production.

OCLC Online Computer Library Center, Inc.

6565 Frantz Road
Dublin, OH 43017-3395
Tel: (614) 764-6000 or (800) 848-5878 (ext. 6165, Ron Gardner)
Tel: (212) 828-6722 (Robert Smith, robert_smith@oclc.org)
<http://www.oclc.org/digitalpreservation/>

OCLC is assisting institutions in managing their digital collections life cycles through its Digital & Preservation Resource Centers, Digital Archives and a newly organized Digital & Preservation Co-op. According to OCLC, "These new services allow you to create, access and preserve collections; to collaborate to build new collections and a clearinghouse of information about projects, funding, and best practices; and to learn about digitization and preservation issues." (Product brochure, Product Code PRM1169)

Photo Micrographics Inc.

1233 Shelburne Rd. Suite 400
S. Burlington, VT 05403
Tel: (802) 862-4998
Fax: (802) 860-1625
<http://www.photomicrographics.com/>

This company also has facilities in NYS. Provides services to convert paper to Microfilm or CD-ROM. Also install and integrate in-house systems to provide full-featured microfilm, electronic document imaging or workflow solutions.

- Microfilm and Computer Aided Microfilm
- Hybrid Microfilm and Electronic Document Imaging
- Electronic Document Storage & Retrieval
- Workflow Automation
- Computer Output to Laser Disk (COLD)
- Forms Processing (OCR/ICR)

Preservation Resources (An OCLC Digital and Preservation Resource Center)

9 South Commerce Way

Bethlehem, PA 18017

Tel: (610) 758-8700

Fax: (610) 758-9700

presres@oclc.org

<http://oclc.org/oclc/presres/>

“Preservation Resources is devoted to providing high-quality Preservation reformatting services to the library, archival, and preservation community. We have years of experience in digitization services, microfilm production, preservation project planning, and other preservation services.”

VTLS Inc.

1701 Kraft Drive

Blacksburg, VA 24060 USA

Fax: 1-540-557-1210

Tel: (800) 468-8857

<http://www.vtls.com>

VTLS provides solutions for library automation, resource-sharing networks and digital libraries. VTLS providing a wide range of digitization and imaging services including: photograph scanning, microfilm scanning, map scanning, cards imaging, data entry, graphic design, and hosting. In 2002, VTLS completed a digital imaging project with the New York Public Library (NYPL).

If a project is large enough to be sent offshore, there are companies that may provide good service at a lower price. One such company is:

Digital Publishing Solutions Pvt. Ltd

E Building, Liberty Complex

North Main Rd.

Koregaon Park

Pune 411 001

India

<http://www.dpsl.net>

Tel: (646) 205-8200 (U.S. representative, Shimon Rosenberg)

Additional Vendor Lists

Lists of other vendors can be found online at:

http://www.cdpheritage.org/resource/scanning/rsrc_vendors.html

Extensive list of national vendors developed for the Colorado Digitization Project

http://www.imagepub.net/sb_list.html

Extensive list of imaging services vendors provided by Imaging Publishing. Many specialize in digital imaging required for records management by businesses and healthcare institutions but some also do the kind of work required for digitization projects by cultural heritage organizations.

<http://www.nedcc.org/suppliers/supdig.htm>

A technical leaflet provided by the Northeast Document Conservation Center (NEDCC) provides contact information for eleven vendors. There is some overlap with the Colorado Digitization Project list cited above.

<http://www.metro.org/modic/vendors.htm>

A list of vendors, who participated in a Digitization Vendor Showcase on August 6, 2002 for METRO, is available online.

<http://www.techinfocenter.com>

AIIM International sponsors a technology information center (techinfocenter) that includes information on digitization vendors. (AIIM stands for "Association for Information and Image Management"; however, the association refers to itself as "The Enterprise Content Management Association.")

<http://www.anywho.com>

Since a company may not list itself as providing digitization services in the telephone directory, using such a directory may not be useful in locating those companies. However, it is still a place to check. When using AnyWho, by AT&T, search using the following categories:

- Computers Document Imaging & Management
- Computers Scanning (Digitizing) Equipment & Services
- Digital Imaging Service
- Scanning Service

http://www.imagepub.net/sb_list.html

Document Imaging Service Bureau listings. Not a comprehensive list, but contains those that register for inclusion.