Scan and Deliver:
Creative User-Initiated Digitization in Special Collections and Archives

Anne Bahde
Anne Blecksmith
Julia Gardner

with Francine Snyder, Shannon Supple, and members of the OCLC Research Library Partnership’s Working Group on Streamlining Photography and Scanning

OCLC Research Webinar
22 September 2011
OCLC Research Library Partnership (formerly RLG)
Working Group on Streamlining Photography and Scanning

Anne Blecksmith
Getty Research Institute

Eleanor Brown
Cornell University

Paul Constantine
University of Washington

Gordon Daines
Brigham Young University

Tiah Edmunson-Morton
Oregon State University

Cristina Favretto
University of Miami

Steven K. Galbraith
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Susan Hamson
Columbia University

Rebekah Irwin
Beinecke Library, Yale University

Sue Kunda
Oregon State University

Jennie Levine Knies
University of Maryland

Suzannah Massen
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Dennis Meissner
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Francine Snyder
Solomon R. Guggenheim Museum

Shannon Supple
University of California at Berkeley

Mattie Taormina
Stanford University

Cherry Williams
Lilly Library, Indiana University

“Capture and Release”: Digital Cameras in the Reading Room
Lisa Miller, Steven K. Galbraith, and the RLG Partnership
Working Group on Streamlining Photography and Scanning

Scan and Deliver:
Managing User-Initiated Digitization in Special Collections and Archives

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OCLC Research

Francine Snyder
Solomon R. Guggenheim Museum

Shannon Supple
University of California at Berkeley

OCLC

Scan and Deliver webinar
22 September 2011
Introduction

Shannon K. Supple
Librarian
University of California, Berkeley

Francine Snyder
Director of Library and Archives
Solomon R. Guggenheim Museum
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Solomon R. Guggenheim Museum

Shannon Supple
University of California at Berkeley

## Tiered Workflow

### Tracks:

A. **Inside Track**

B. **Middle Track**

C. **Outside Track**

### Steps:

A. **Review**

B. **Decide**

C. **Scan**

D. **Deliver**

<table>
<thead>
<tr>
<th>REQUEST</th>
<th>INSIDE TRACK</th>
<th>MIDDLE TRACK</th>
<th>OUTSIDE TRACK</th>
</tr>
</thead>
<tbody>
<tr>
<td>REVIEW</td>
<td>Verbal request</td>
<td>Simple form</td>
<td>Detailed forms</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>APPROVE</th>
<th>INSIDE TRACK</th>
<th>MIDDLE TRACK</th>
<th>OUTSIDE TRACK</th>
</tr>
</thead>
<tbody>
<tr>
<td>APPROVE</td>
<td>One staff member</td>
<td>Two staff</td>
<td>Three or more staff</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SEARCH FOR EXISTING SURROGATE</th>
<th>INSIDE TRACK</th>
<th>MIDDLE TRACK</th>
<th>OUTSIDE TRACK</th>
</tr>
</thead>
</table>
| INSIDE TRACK | Don’t take the time | Quick check (local files or online) | Search:  
  - Google Books  
  - EEBD & ECCO  
  - HathiTrust  
  - Etc... |

<table>
<thead>
<tr>
<th>RIGHTS</th>
<th>INSIDE TRACK</th>
<th>MIDDLE TRACK</th>
<th>OUTSIDE TRACK</th>
</tr>
</thead>
<tbody>
<tr>
<td>RIGHTS</td>
<td>User’s responsibility</td>
<td>User’s responsibility</td>
<td>Search, control, &amp; monitor thoroughly</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>STAFF</th>
<th>INSIDE TRACK</th>
<th>MIDDLE TRACK</th>
<th>OUTSIDE TRACK</th>
</tr>
</thead>
</table>
| STAFF | One staff member | Two staff | Multiple specialists:  
  - Curator  
  - Conservator  
  - Metadata creator  
  - Image professional  
  - Etc... |

<table>
<thead>
<tr>
<th>RESOLUTION</th>
<th>INSIDE TRACK</th>
<th>MIDDLE TRACK</th>
<th>OUTSIDE TRACK</th>
</tr>
</thead>
<tbody>
<tr>
<td>RESOLUTION</td>
<td>Easiest option</td>
<td>Middling to high quality</td>
<td>High quality</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>METADATA</th>
<th>INSIDE TRACK</th>
<th>MIDDLE TRACK</th>
<th>OUTSIDE TRACK</th>
</tr>
</thead>
<tbody>
<tr>
<td>METADATA</td>
<td>None</td>
<td>Filename and keyword or two</td>
<td>Metadata &amp; citation (choose standards)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>WHOLE / PART / ITEM</th>
<th>INSIDE TRACK</th>
<th>MIDDLE TRACK</th>
<th>OUTSIDE TRACK</th>
</tr>
</thead>
<tbody>
<tr>
<td>WHOLE / PART / ITEM</td>
<td>Will scan whole unit if it takes up to &quot;x&quot; minutes</td>
<td>Entire chapter or series</td>
<td>Entire volume or collection (large-scale digitization)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SCAN</th>
<th>INSIDE TRACK</th>
<th>MIDDLE TRACK</th>
<th>OUTSIDE TRACK</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCAN</td>
<td>One staff member</td>
<td>Two staff</td>
<td>Multiple staff</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>QUALITY CONTROL</th>
<th>INSIDE TRACK</th>
<th>MIDDLE TRACK</th>
<th>OUTSIDE TRACK</th>
</tr>
</thead>
<tbody>
<tr>
<td>QUALITY CONTROL</td>
<td>Trust your staff!</td>
<td>Quick review</td>
<td>Thorough review by multiple specialists (color-correction, etc.)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DELIVER</th>
<th>INSIDE TRACK</th>
<th>MIDDLE TRACK</th>
<th>OUTSIDE TRACK</th>
</tr>
</thead>
</table>
| DELIVER METHOD | Deliver forthwith to user | Keep in local files and Web site | Digital library  
  - Digital repository  
  - DAMS  
  - Consortia  
  - Aggregations |
Recommendations

• Let your context be your guide.

• Do the minimum necessary for delivery.

• Be flexible, jump tracks.
Example: “Jump Tracks”

<table>
<thead>
<tr>
<th>REQUEST</th>
<th>INSIDE TRACK</th>
<th>MIDDLE TRACK</th>
<th>OUTSIDE TRACK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verbal request</td>
<td>Simple form</td>
<td>Detailed forms</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>APPROVE</th>
<th>INSIDE TRACK</th>
<th>MIDDLE TRACK</th>
<th>OUTSIDE TRACK</th>
</tr>
</thead>
<tbody>
<tr>
<td>One staff member</td>
<td>Two staff</td>
<td>Three or more staff</td>
<td></td>
</tr>
</tbody>
</table>
Speakers:

<table>
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<tr>
<th>INSIDE TRACK</th>
<th>MIDDLE TRACK</th>
<th>OUTSIDE TRACK</th>
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</thead>
</table>

Anne Bahde  
San Diego State

Julia Gardner  
University of Chicago

Anne Blecksmith  
Getty Research Institute
1st Speaker:

Anne Bahde

Assistant Head
Special Collections and University Archives
San Diego State University
Library and Information Access
YOU’RE PUTTING WHAT IN MY READING ROOM?!!?

OR, HOW I LEARNED TO STOP WORRYING AND LOVE THE BOOKEYE
By taking controlled risks . . .

• We can earn respect
• We can dispel ‘archival anxiety’
• We can become empowered
• We can protect the materials
Scanning Workflow, B.B. (Before Bookeye)

1. Patron flags items to be scanned
2. Patron fills out order form
3. Patron submits form with item
4. Librarian reviews order, approves/disapproves
   - Usually same day
   - Up to three days
5. Staff makes scans
6. Staff burns scans to CD
7. Staff notifies patron, notifies desk staff
8. Patron picks up and pays ($5 per scan)
How to streamline?
Enter the Bookeye
Enter the Bookeye
Enter the Bookeye
Enter the Bookeye
Enter the Bookeye
But what about?!?! How will we know what they scan?

They’ll want to scan whole books!

Whole folders!

WHOLE BOXES!!

WHAT ABOUT COPYRIGHT??!!

How will we save the scans?

We’ll have a line a mile long!

WHAT ABOUT HANDLING??!!

How will we train people to use it and still run the reference desk?

What do you mean it is free?!
Scanning Workflow, B.B. (Before Bookeye)

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   - Usually same day
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5. Staff makes scans
6. Staff burns scans to CD
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8. Patron picks up and pays ($5 per scan)
9. Staff notifies patron, notifies desk staff
Scanning Workflow, B.B. (Before Bookeye)

- Patron flags items to be scanned
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- Patron submits form with item
- Librarian reviews order, approves/disapproves
- Staff makes scans
- Staff burns scans to CD
- Patron picks up and pays

FEAR:
- Copyright violation
- Improper attribution
- Careless record keeping

Usually same day, up to three days.
Scanning Workflow, B.B. (Before Bookeye)

- Patron flags items to be scanned
- Patron picks up and pays ($5 per scan)
- Staff notifies patron, notifies desk staff
- Staff submits form with item
- Staff burns scans to CD
- Staff makes scans
- Patron reviews order, approves/disapproves
- Staff makes scans
- Usually same day
- FEAR: Staff review may lead to mistakes, improper approvals
- FEAR: Copyright violation; improper attribution; careless record keeping
- Patron picks up and pays ($5 per scan)

FEAR: Copyright violation; improper attribution; careless record keeping

FEAR: Staff review may lead to mistakes, improper approvals

Usually same day
Up to three days
Scanning Workflow, B.B. (Before Bookeye)

1. Patron flags items to be scanned.
2. Patron fills out order form.
3. Librarian reviews order, approves/disapproves.
4. Staff makes scans.
5. Patron flags items to be scanned.
6. Patron submits form with item.
7. Staff burns scans to CD.
8. Staff notifies patron, notifies desk staff.
9. Patron picks up and pays ($5 per scan).

FEARs:
- Copyright violation; improper attribution; careless record keeping.
- Staff review may lead to mistakes, improper approvals.
- Patrons cannot properly handle the materials.

Usually same day.
Up to three days.
Scanning Workflow, B.B. (Before Bookeye)

- Patron flags items to be scanned
- Patron picks up and pays ($5 per scan)
- Staff notifies patron, notifies desk staff
- FEär: Patron submits form with item
- Patron submits form with item
- FEär: Staff review may lead to mistakes, improper approvals
  - Usually same day
- FEär: Staff review may lead to mistakes, improper approvals
- FEär: Patron flags items to be scanned
- FEär: Staff may need scans again
- FEär: Patron may need scans again
- FEär: Patrons cannot properly handle the materials
- FEär: Patrons cannot properly handle the materials
- FEär: Copyright violation; improper attribution; careless record keeping
- FEär: Copyright violation; improper attribution; careless record keeping
- FEär: Copyright violation; improper attribution; careless record keeping
- FEär: Copyright violation; improper attribution; careless record keeping
- FEA: Usually the same day
- FEär: Up to three days
- FEär: Up to three days
- FEär: Up to three days
Scanning Workflow, B.B. (Before Bookeye)

patron flags items to be scanned

FEAR: copyright violation; improper attribution; careless record keeping

staff notifies patron, notifies desk staff

FEAR: may need scans again

FEAR: patrons cannot properly handle the materials

FEAR: staff review may lead to mistakes, improper approvals

patron submits form with item

usually same day

patron picks up and pays ($5 per scan)

FEAR: we won’t be properly compensated; overuse or abuse of the system

FEAR: copyright violation; improper attribution; careless record keeping

FEAR: patrons cannot properly handle the materials

FEAR: we won’t be properly compensated; overuse or abuse of the system

FEAR: may need scans again
Scanning Workflow, A.B.  (After Bookeye)

- Patron flags items to be scanned
- Staff reviews order, approves/disapproves
- Staff trains patron on Bookeye
- Patron makes scans
- Patron logs scans
Scanning Workflow, A.B.  (After Bookeye)

1. Patron flags items to be scanned
2. Staff reviews order, approves/disapproves
3. Staff trains patron on Bookeye
4. Patron makes scans
5. Patron logs scans

Trust the staff
Trust the patron
Trust the patron
Trust the patron

Scan and Deliver webinar
22 September 2011
Challenges of the Bookeye

Regulation
• Busy times
• Box limits
• Transparency marking strip

Training
• Learning curve for patrons
• Busy times
• Training staff to evaluate materials

Updates and Crashes
• Maintenance and its inconveniences
Wonders of the Bookeye

Happy Patrons
- Turnaround time
- Visiting researchers
- Continuing appeal to students

Assessment
- New statistics-gathering tool
- Deeper understanding of use

Extension to other services
- Remote reference
- Digitization
- Exhibits and outreach
- Professional development
Beyond the Bookeye
2nd Speaker:

Julia Gardner

Head of Reader Services
Special Collections Research Center
University of Chicago Library
License to ILL:
Partnering with InterLibrary Loan to Fulfill Special Collections Requests

Julia Gardner
Special Collections Research Center, University of Chicago Library
# ILL By the Numbers

## ILL Requests, 2009-2010

<table>
<thead>
<tr>
<th>Library’s ILL Requests</th>
<th>SCRC ILL Requests</th>
<th>Pages copied (&lt; 50 pp/vol)</th>
<th>Pages copied (&gt;50 pp)</th>
<th>Titles loaned</th>
<th>Full Text Scans</th>
</tr>
</thead>
<tbody>
<tr>
<td>549</td>
<td>39</td>
<td>13</td>
<td>2</td>
<td>0</td>
<td>10</td>
</tr>
</tbody>
</table>

## ILL Requests, 2008-2009

<table>
<thead>
<tr>
<th>Library’s ILL Requests</th>
<th>SCRC ILL Requests</th>
<th>Pages copied (&lt; 50 pp/vol)</th>
<th>Pages copied (&gt; 50 pp)</th>
<th>Titles loaned</th>
<th>Full Text Scans</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,365</td>
<td>81</td>
<td>38</td>
<td>5</td>
<td>0</td>
<td>7</td>
</tr>
</tbody>
</table>
ILL By the Numbers

2009-2010

- 60% decrease from 2008-2009
- Only 7% followed up their initial request by contacting the Special Collections Research Center directly

2008-09

- 23.5% decrease from 2007-2008
- Only 6% followed up their initial request by contacting the Special Collections Research Center directly
Identified Inefficiencies

- Huge drop-off between initial contact with ILL and follow-up directly with SCRC
- Decrease in requests each year
- Duplication of efforts by ILL and SCRC
Motivations to Partner with ILL

• Demonstrably not meeting our mission of best serving user needs.
• Existing system involved large amounts of staff time in three different departments:
  • ILL received request, cancelled request, told requesting library to contact Special Collections directly.
  • Special Collections then received new request, repeated searching already done by ILL.
  • Preservation department staff provided high-resolution scans for us, created metadata.
Developing a New Workflow: Bumps Along the Way

- Moving from “Why scan?” to “Why not?” mentality
- Concerns about material leaving the department
- Do we save scans? (No)
- Do we create metadata? (No)
- Training ILL staff in handling, overcoming their anxieties about handling rare materials
- Decisions informed by the Draft ACRL/RBMS Guidelines for Borrowing and Lending Special Collections Materials
New Workflows and Procedures

• ILL receives request.
• ILL searches holding libraries. If <15, refers to us.
• We pull item and evaluate condition.
• If approved, ILL staff pick up from Special Collections, scan, and return to us.
• Copies delivered to user as PDF.
Efficiencies Realized

- We are able to benefit from ILL’s existing workflow and expertise in fulfilling ILL requests
- ILL no longer has to cancel requests and respond with separate directions for contacting us
- Scans performed in ILL as part of their standard workflow
  - Eliminates need schedule time on Preservation’s equipment and to schedule time for their staff to perform the scanning
  - More “quick and dirty” approach—no metadata or saving scans
## Improved Service to Users

<table>
<thead>
<tr>
<th>Requests Received 2010-11 (as of 6/3/2011)</th>
<th>Requests Approved 2010-11</th>
<th>Requests Approved 2009-10</th>
<th>% change in requests fulfilled</th>
</tr>
</thead>
<tbody>
<tr>
<td>184</td>
<td>68</td>
<td>23</td>
<td>195% increase</td>
</tr>
</tbody>
</table>
Why do We Decline a Request?

- **Condition**
  - Most common reason: 65 requests turned down due to condition issues, nearly as many as we approved.

- **Number of Holding Libraries**
  - Initially all Special Collections ILL requests were sent to us, even if high number of holding libraries. We refined procedure so we receive only requests with 15 or fewer holding libraries

- **Miscellaneous**
  - We don’t actually own the item
  - Requesting library cancels
Where We Are Now

- Reviewing numbers for complete fiscal year and assessing

- Questions of particular interest:
  - How many requests came from local or area libraries?
  - Would additional training with ILL increase confidence in handling our items, and enable us to approve more requests?
  - Total requests still much lower than seen in past few years: will return to direct requests through ILL department lead to increase?
Where We Are Now

• 34 requests received, July–Sept.
  • 19 approved, or 55%
  • 15 declined, or 44%

• Last year this time
  • 51 requests received
  • 16 approved, or 31%
  • 29 denied, or 56%
3rd Speaker:

Anne Blecksmith

Head, Digital Services
Research Library
Getty Research Institute
Digitization Impossible?
On-demand services at the
Getty Research Institute

Anne Blecksmith
Head, Digital Services
The Getty Research Institute
Mr. Hunt, this isn’t mission difficult, it’s mission impossible. “Difficult” should be a walk in the park for you . . .

Mission Commander Swanbeck, *Mission Impossible*
Digitization-on-Demand
(beyond the one-sies and two-sies)

- User-initiated, comprehensive imaging of small-scale special collections, archives, and objects
- Exceptions could be made for a discrete “unit” or body of materials within a larger collection (e.g. series)
- Digitool (digital library) main delivery resource
- Aspire to average turn-around time of 5 weeks from intake to access online
We just rolled up a snowball and tossed it into hell. Now let’s see what chance it has . . .

Ethan Hunt, *Mission Impossible*
Fast-tracked digitization workflow

- Intake
- Assessment
- Preparation
- Digitization
- Creation of submission information package for ingest into the digital library
- User/requester notification
- Preservation of the ingest package and master files
You really think we can do this?

Luther Stickell, *Mission Impossible*
We are going to do it.

Ethan Hunt, *Mission Impossible*
Collaboration

- A highly collaborative process, the success of Digitization-on-Demand hinges on the collaboration and expertise of the following departments: Reference, Rights and Reproductions, Special Collections Cataloging, General Collections Cataloging, Special Collections Circulation, Digital Services, and Information Systems.
If I had some duct tape, I could fix that . . .

*MacGyver*
## Digitization-on-Demand

**To be completed by requester (please complete one form for each box/volume number)**

### A. Requester Information

- Last name: ___________________________  First name: ___________________________
- Affiliation: ___________________________  E-mail: ___________________________  Telephone: ___________________________
- GRI staff contact name: ___________________________  GRI staff contact e-mail: ___________________________

**Date needed by (MM/DD/YYYY): ___________________________

*(Please allow 6 weeks. Actual delivery dates will be determined by scope of project and/or any conservation assessments.)*

### B. Reason for request (please check/all fields that apply)

- [ ] GRI Exhibition  Name of exhibition: ___________________________
- [ ] GRI Research Project  Name of research project: ___________________________
- [ ] JPDM  [ ] GCI  [ ] Getty Scholar  Describe project: ___________________________

**Reference/Outside patron**  **Date request received by REFERENCE (MM/DD/YYYY): ___________________________

**Reference contact:** ___________________________  **ILL item**

### C. Request information

- **Book or Collection title:** ___________________________
- **Object title (e.g., album or video title):** ___________________________
- **Persistent link:** ___________________________

**ID #: ___________________________  Accession #: ___________________________  Volume #: ___________________________  Copy #: ___________________________**

**Box numbers (if applicable): ___________________________  Folder numbers (if applicable): ___________________________**

**Copyright information:** ___________________________

**Rights holder (if known):** ___________________________
GroupWise account
Responses file created in Adobe Acrobat Pro 9

Welcome to your form response file

Update: Check for new responses
Filter: Show only those responses that match your criteria
Export: Create a spreadsheet file that you can open in another application
Archive: Move responses into a new archive response file
Add: Add new responses to the response file

GET STARTED
Digital project workflow tracked on library’s wiki

The chart below gives a quick view of the progress status of the current digital projects. For an in-depth view of a project, click on the project name. See the key below the chart for an explanation of the status categories.

<table>
<thead>
<tr>
<th>Date</th>
<th>Project Description</th>
<th>Status</th>
<th>MI</th>
<th>MA</th>
<th>SL</th>
<th>PC</th>
<th>CC</th>
<th>DSP</th>
<th>OCR</th>
<th>MC</th>
<th>IP</th>
<th>IC</th>
<th>HC</th>
<th>Voy</th>
<th>Web</th>
<th>BS</th>
<th>FA</th>
<th>CS</th>
<th>LS</th>
<th>RST</th>
<th>DTL2</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/1/2011</td>
<td>Siège de Paris en 1870, cinq eaux-fortes, par Bracquemond - 2010.PR.65</td>
<td>PD</td>
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<tr>
<td>12/8/2010</td>
<td>2004.M.18 -- Augustus and Alice Dixon Le Plongeon papers (Boxes 11,12,13)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>NA</td>
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<tr>
<td></td>
<td>DTL link: [<a href="http://hdl.handle.net/10020/2004m18">http://hdl.handle.net/10020/2004m18</a>]</td>
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<td>California Video Interview videotapes (Institutional Archives)</td>
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<td></td>
<td>Drawings for Studio di architettura civile (Fuggier) - 950060</td>
<td>PD</td>
<td>tla</td>
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Scan and Deliver webinar
22 September 2011
Preparation for digitization

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Scan and Deliver webinar
22 September 2011
Digitization

• Capture
• Quality control
• Completed project staged on production server for “pick-up”
• Project folder contains image files and spreadsheet
Rethinking workflow and staffing

- Analyzing approaches to digitization
- Taking a look at resources and possible tracks
- Rethinking staff assignments
Photography “teams”

- Rights and reproduction requests
- Exhibition and loan objects
- Exhibition graphics
- Getty Publications
- Facsimile loans and exhibitions
- Digitization-on-Demand
- Live still imaging

Digital Projects team

- Mass-digitization projects
- Collaborative digitization projects
- Digitization-on-Demand
Mission accomplished?

- Breaks monotony of mass-digitization
- Sense of achievement
- Promotes understanding across sections
- Fills library’s mission
- Builds goodwill with researchers
Hi, this is MacGyver. We all know how these things work, so when you hear the beep, go for it.

MacGyver’s answering machine message
Scan and Deliver!

- Jennifer Schaffner
  schaffnj@oclc.org
- Francine Snyder
  francine.snyder@guggenheim.org
- Shannon Supple
  sksupple@law.berkeley.edu
- Anne Bahde
  abahde@rohan.sdsu.edu
- Julia Gardner
  juliag@uchicago.edu
- Anne Blecksmith
  ablecksmith@getty.edu

and Streamlining Photography and Scanning Working Group Members