



OCLC Research

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
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OCCL Research Library Partnership (formerly RLG)

Working Group on Streamlining Photography and Scanning

Anne Blecksmith
Getty Research Institute

Dennis Massie
OCCL Research

Eleanor Brown
Cornell University

Dennis Meissner
Minnesota Historical Society

Paul Constantine
University of Washington

Elizabeth McAllister
University of Maryland

Gordon Daines
Brigham Young University

Lisa Miller
Hoover Institution, Stanford University

Tiah Edmunson-Morton
Oregon State University

Timothy Pyatt
Pennsylvania State University

Cristina Favretto
University of Miami

Jennifer Schaffner
OCCL Research

Steven K. Galbraith
Folger Shakespeare Library

Jon Shaw
University of Pennsylvania

Susan Hamson
Columbia University

Francine Snyder
Solomon R. Guggenheim Museum

Rebekah Irwin
Beinecke Library, Yale University

Shannon Supple
University of California at Berkeley

Sue Kunda
Oregon State University

Mattie Taormina
Stanford University

Jennie Levine Knies
University of Maryland

Cherry Williams
Lilly Library, Indiana University

Suzannah Massen
Frick Art Reference Library

“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

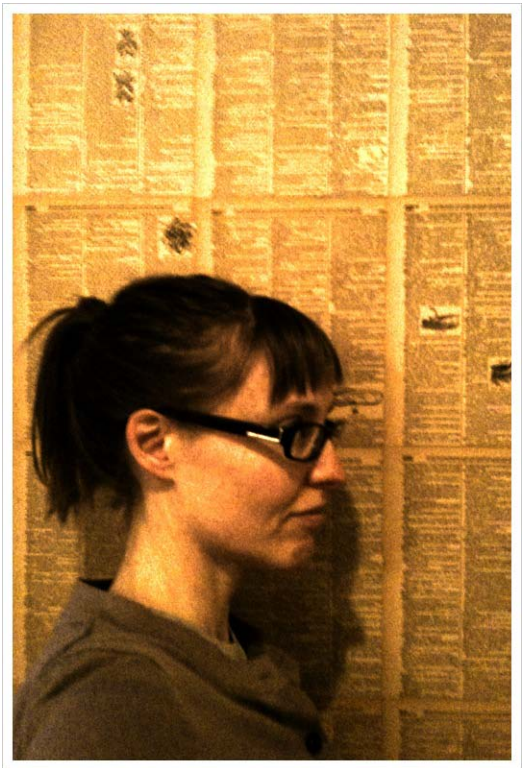
Jennifer Schaffner
OCCL Research

Francine Snyder
Solomon R. Guggenheim Museum

Shannon Supple
University of California at Berkeley

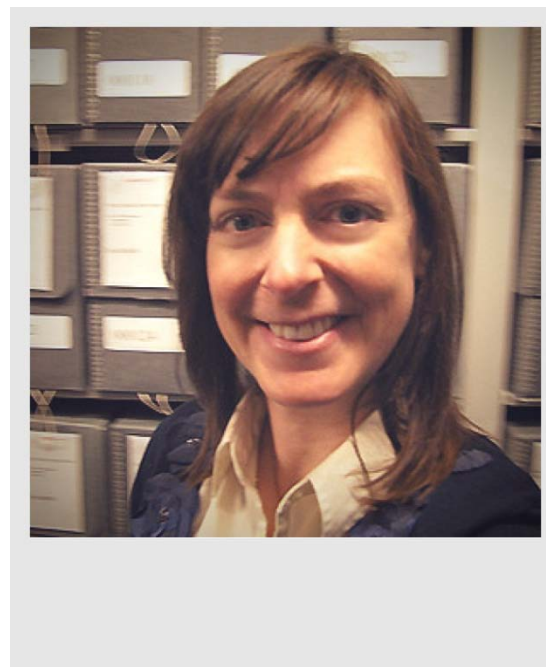


Introduction



Shannon K. Supple

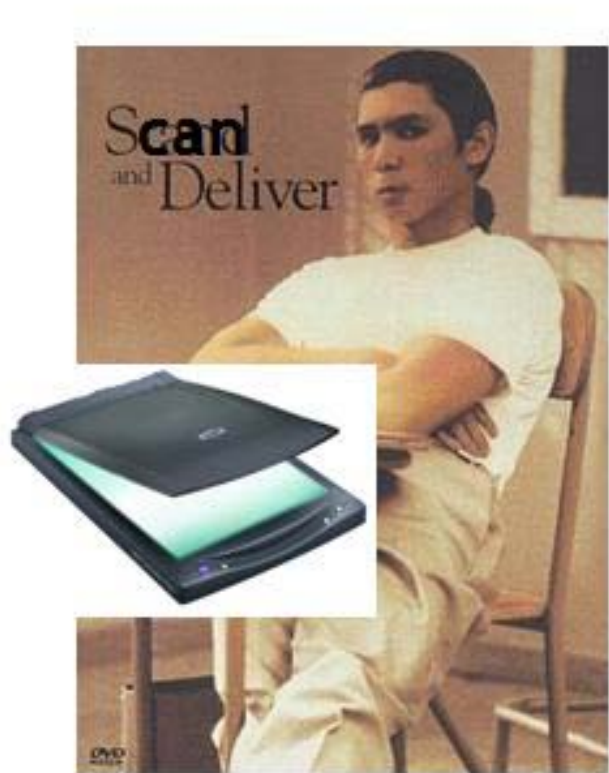
Librarian
University of California, Berkeley



Francine Snyder

Director of Library and Archives
Solomon R. Guggenheim Museum

Scan and Deliver:



Scan and Deliver:

Managing User-initiated Digitization in Special Collections and Archives

Jennifer Schaffner
OCLC Research

Francine Snyder
Solomon R. Guggenheim Museum

Shannon Supple
University of California at Berkeley



<http://www.oclc.org/research/publications/library/2011/2011-05.pdf>

Tiered Workflow

Tracks:

- A. Inside Track
- B. Middle Track
- C. Outside Track

Steps:

- A. Review
- B. Decide
- C. Scan
- D. Deliver

	INSIDE TRACK	MIDDLE TRACK	OUTSIDE TRACK
REVIEW			
REQUEST	Verbal request	Simple form	Detailed forms
APPROVE	One staff member	Two staff	Three or more staff
SEARCH FOR EXISTING SURROGATE	Don't take the time	Quick check (local files or online)	Search: <ul style="list-style-type: none"> Google Books EEBO & ECCO HathiTrust Etc...
RIGHTS	User's responsibility	User's responsibility	Search, control, & monitor thoroughly
DECIDE			
STAFF	One staff member	Two staff	Multiple specialists: <ul style="list-style-type: none"> Curator Conservator Metadata creator Image professional Etc...
RESOLUTION	Easiest option	Middling to high quality	High quality
METADATA	None	Filename and keyword or two	Metadata & citation (choose standards)
WHOLE / PART / ITEM	Will scan whole unit if it takes up to "x" minutes	Entire chapter or series	Entire volume or collection (large-scale digitization)
SCAN			
STAFF	One staff member	Two staff	Multiple staff
QUALITY CONTROL	Trust your staff!	Quick review	Thorough review by multiple specialists (color-correction, etc.)
DELIVER			
DELIVERY METHOD	Deliver forthwith to user	Keep in local files and Web site	<ul style="list-style-type: none"> Digital library Digital repository DAMS Consortia Aggregations

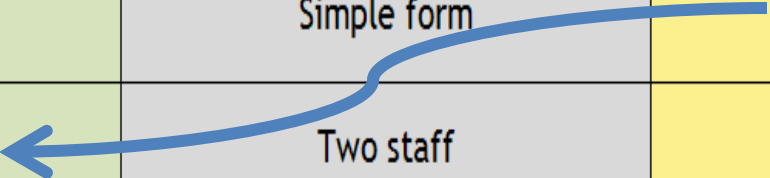
Recommendations

- Let your context be your guide.
- Do the minimum necessary for delivery.
- Be flexible, jump tracks.

Example: “Jump Tracks”

	INSIDE TRACK	MIDDLE TRACK	OUTSIDE TRACK
--	--------------	--------------	---------------

REQUEST	Verbal request	Simple form	Detailed forms
APPROVE	One staff member	Two staff	Three or more staff



Speakers:



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?!!!?**

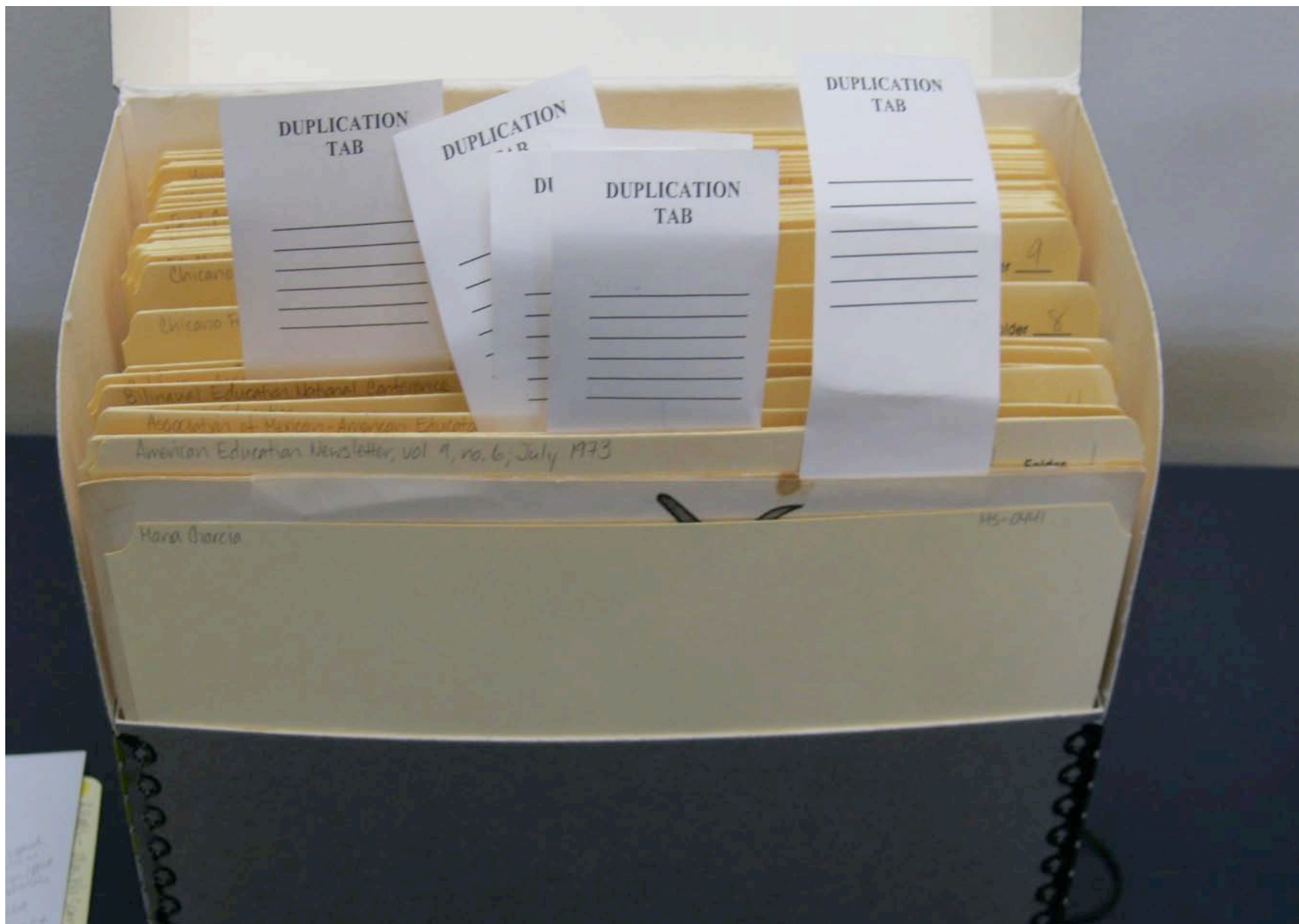


**OR, HOW I
LEARNED TO
STOP
WORRYING
AND LOVE
THE
BOOKEYE**

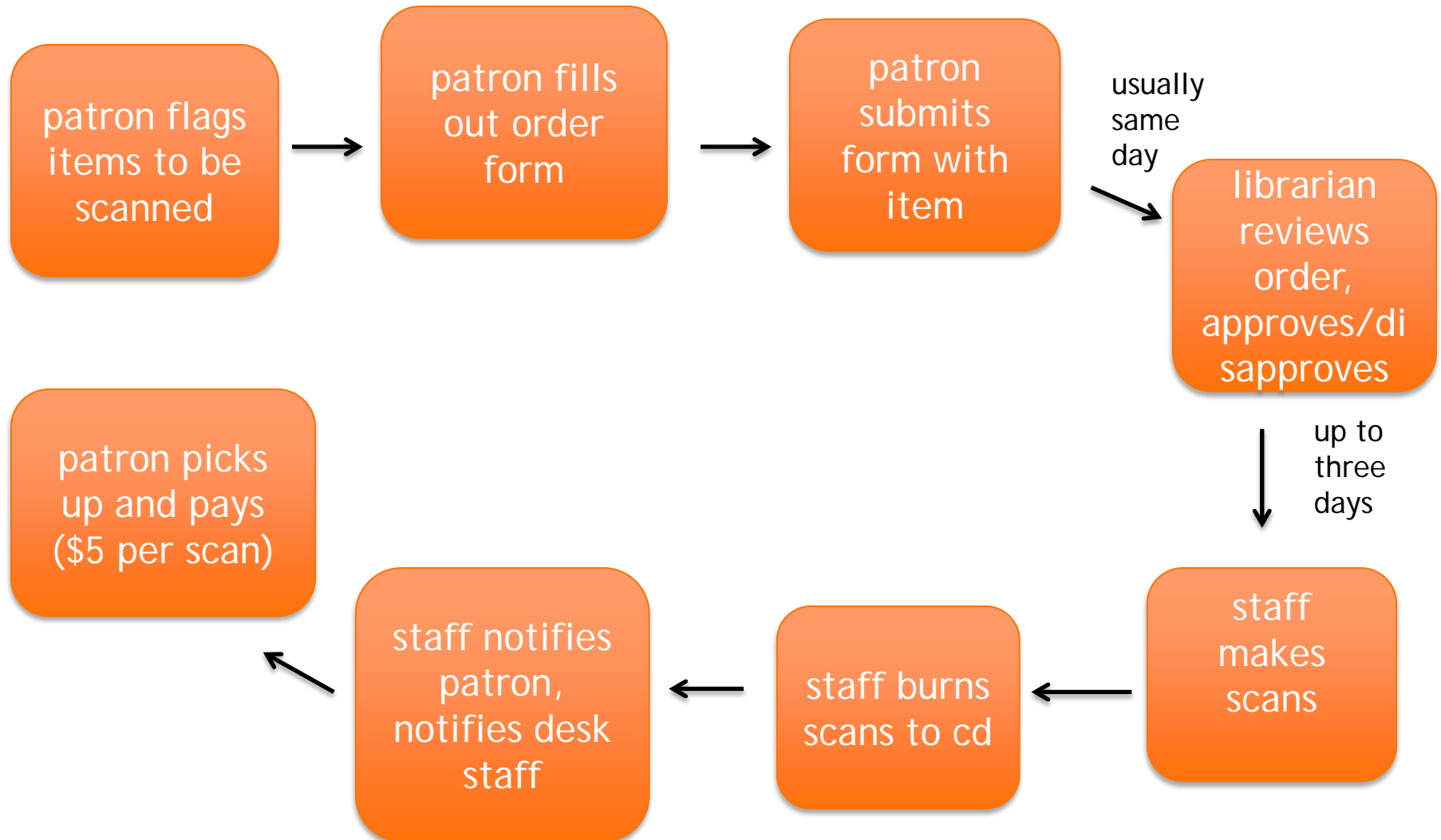
By taking controlled risks . . .

- We can earn respect
- We can dispel 'archival anxiety'
- We can become empowered
- We can protect the materials



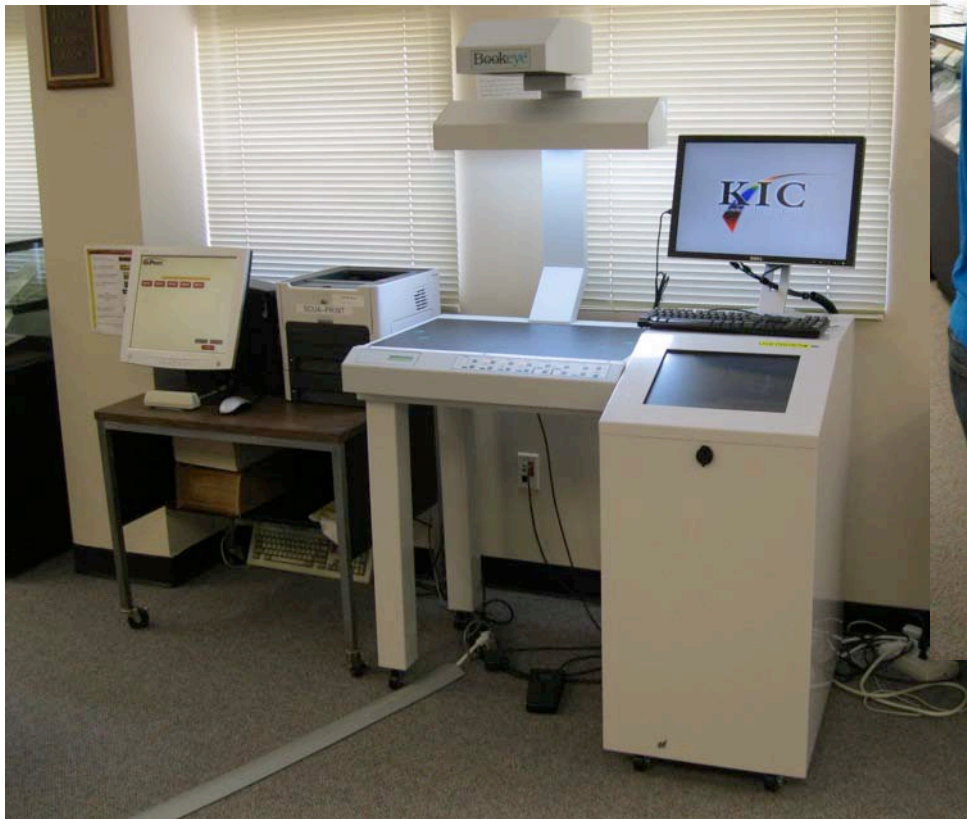


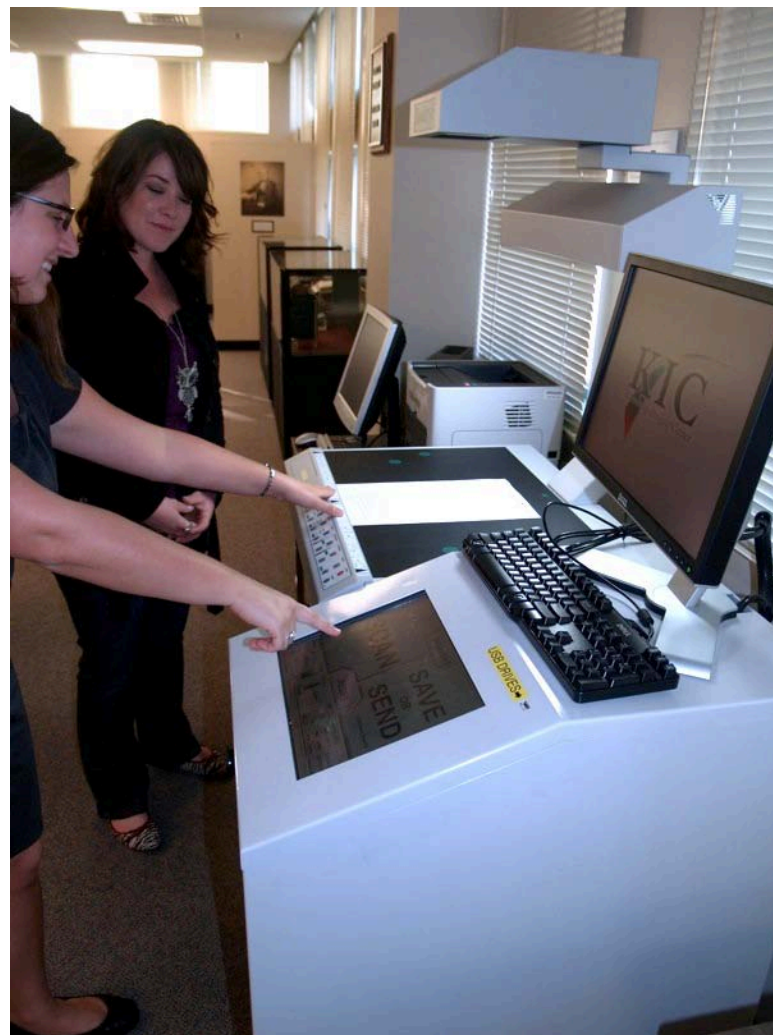
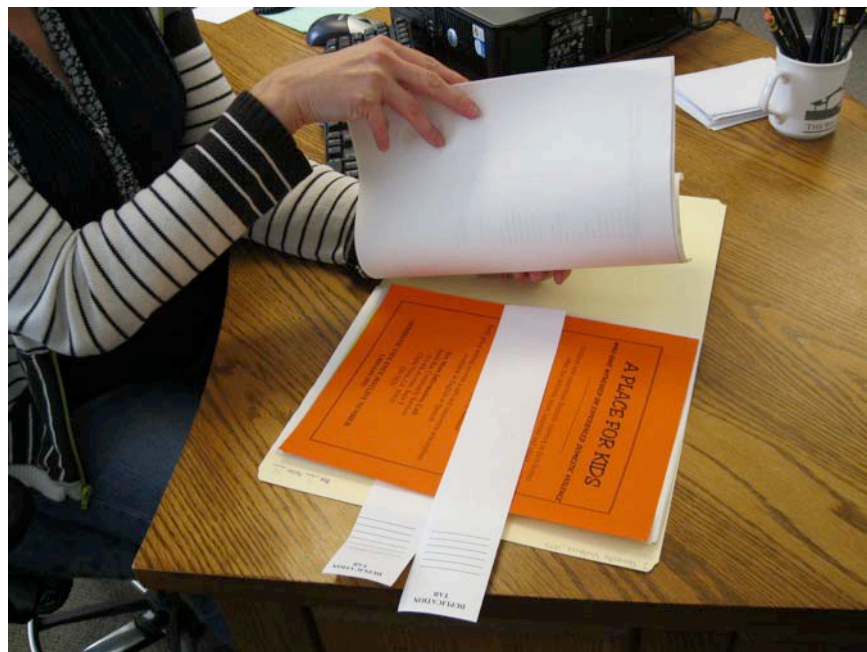
Scanning Workflow, B.B. (Before Bookeye)



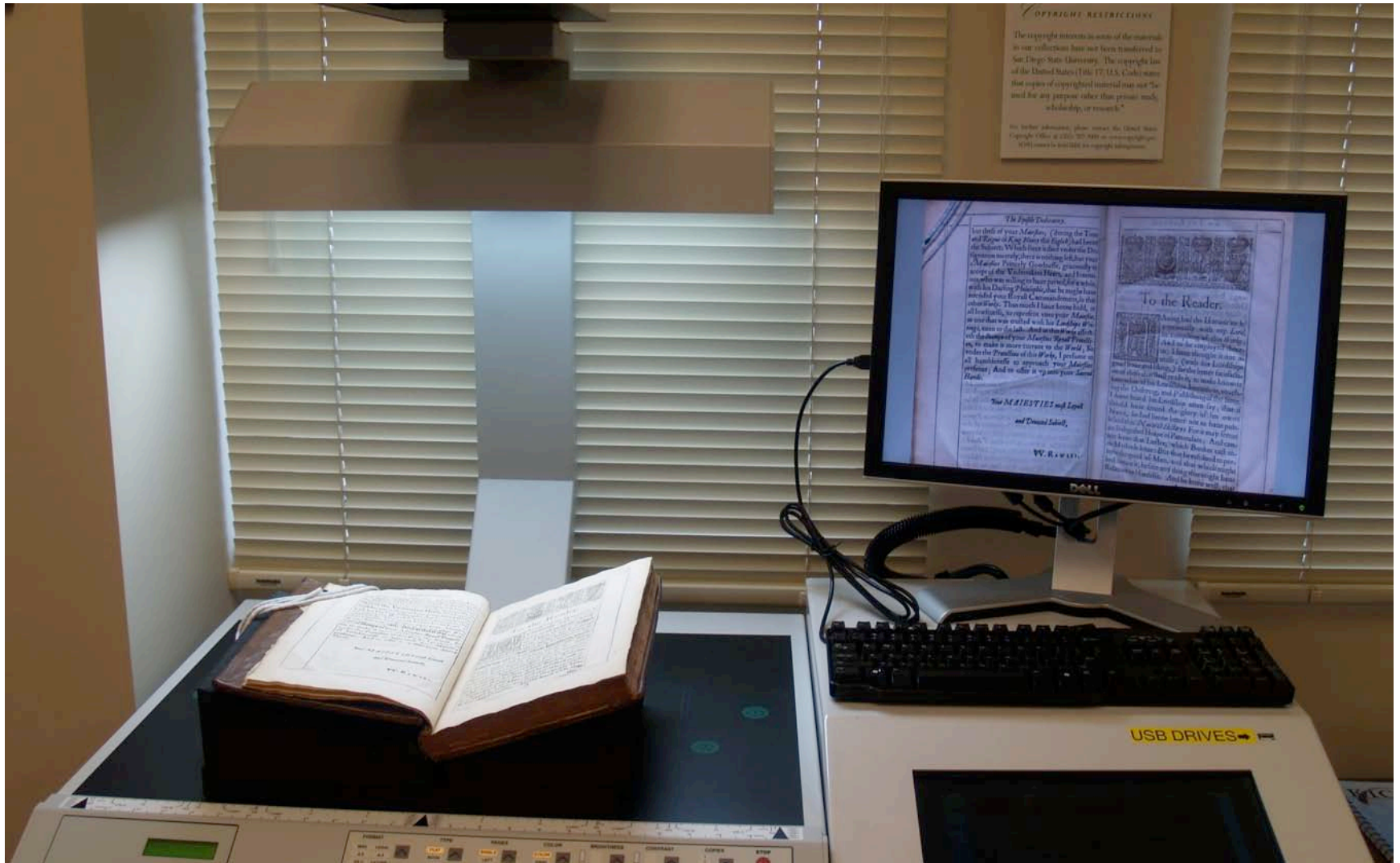
A group of people are working at long wooden tables in a well-lit room with large windows. They are surrounded by boxes, papers, and laptops, suggesting a workspace or archive. A man in a red cap is visible in the background.

Enter the Bookeye

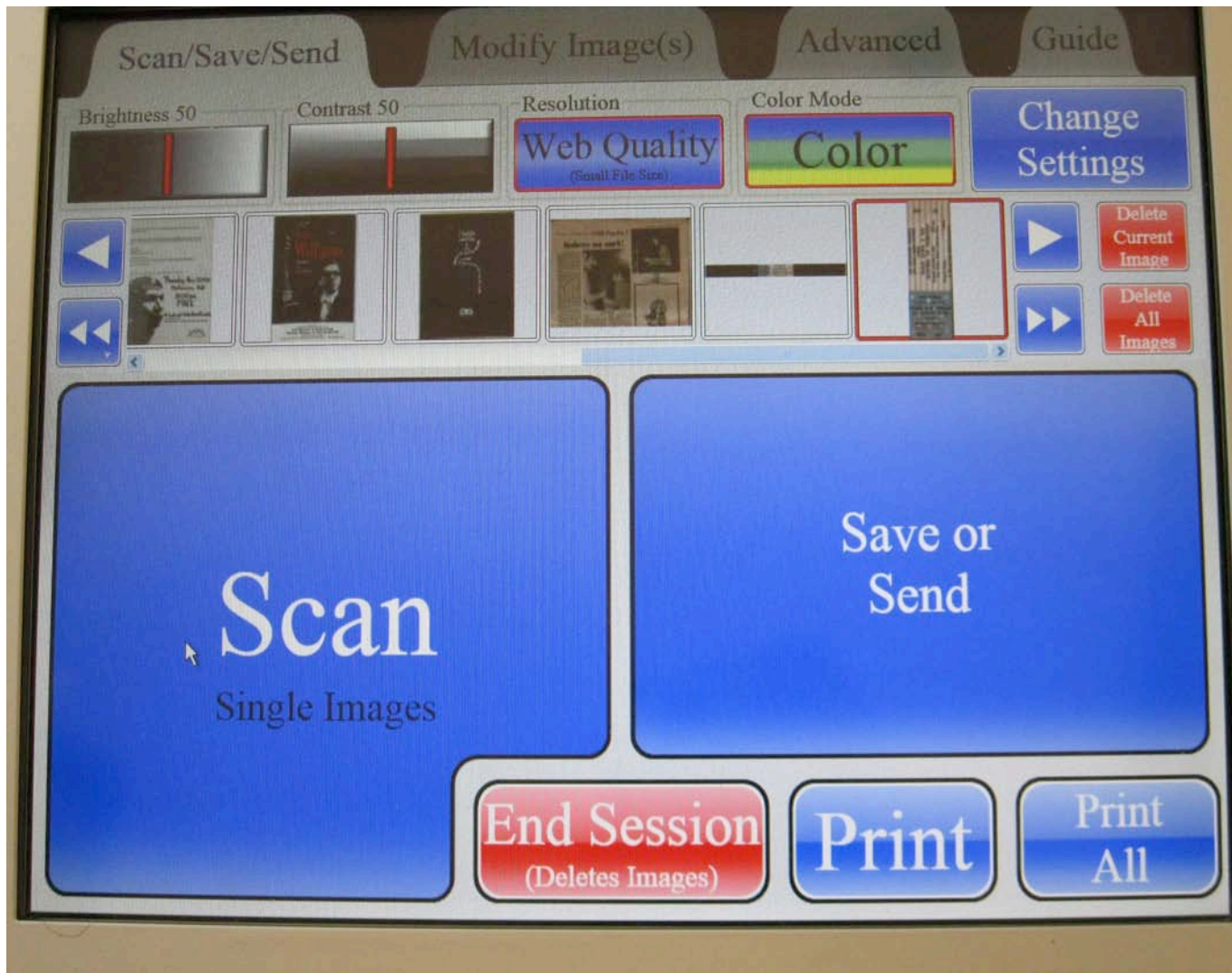




Enter the Bookeye



Enter the Bookeye



Enter the Bookeye

COPYRIGHT NOTICE

"Copying, displaying and distributing copyrighted works, may infringe the owner's copyright. Any use of computer or duplicating facilities by students, faculty or staff for infringing use of copyrighted works is subject to appropriate disciplinary action as well as those civil remedies and criminal penalties provided by federal law."

Title 17, United States Code - COPYRIGHTS

CHAPTER 1--SUBJECT MATTER AND SCOPE OF COPYRIGHT

Sec. 107. Limitations on Exclusive Rights: Fair Use
Notwithstanding the provisions of sections 106 and 106A, the fair use of a copyrighted work, including such use by reproduction in copies or phonorecords or by any other means specified by that

Decline

Accept

Enter the Bookeye



But what about?!?!

How will we know what they scan?

They'll want to scan whole books!

Whole folders!

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

WHOLE
BOXES!!

We'll have a line a mile
long!

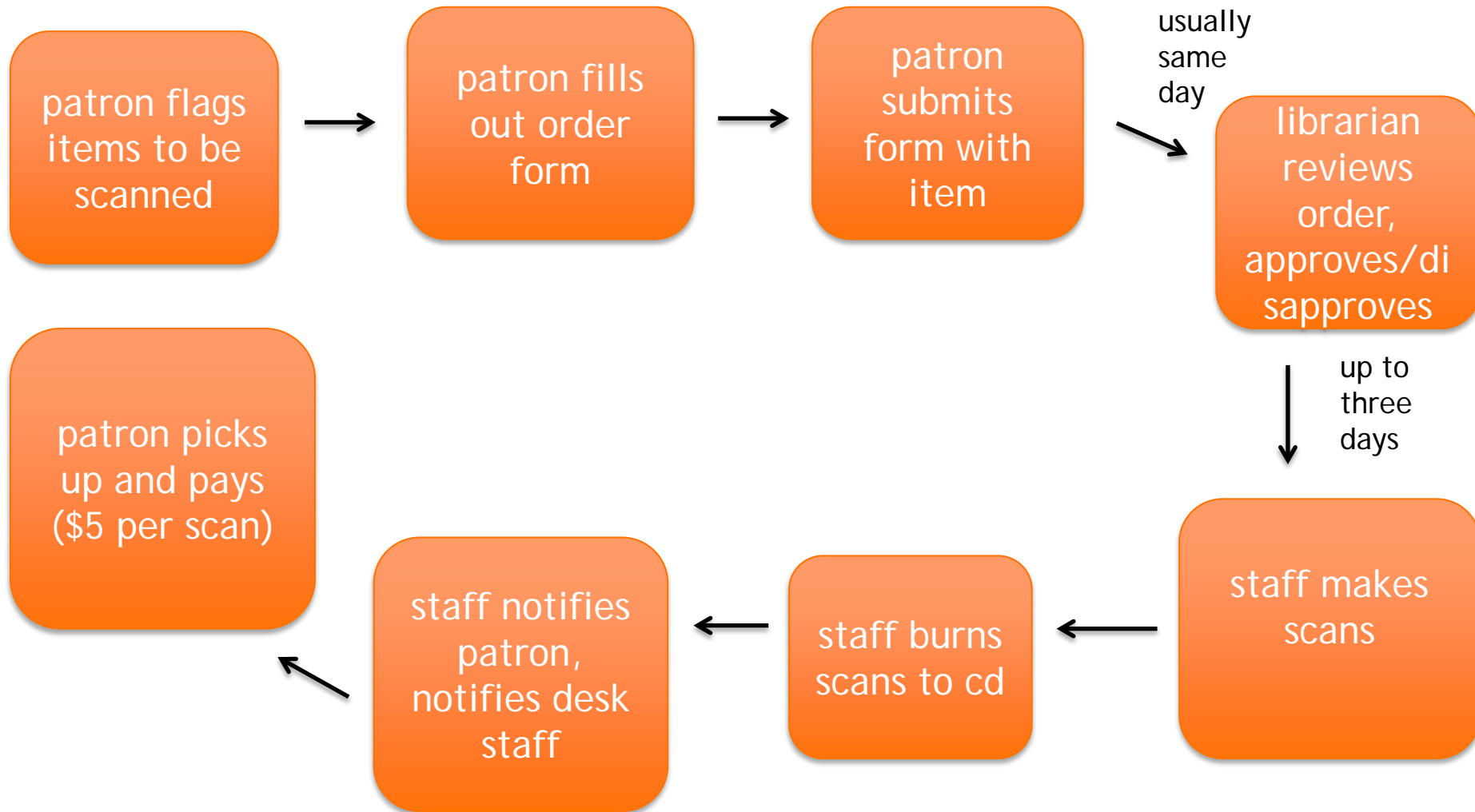
WHAT ABOUT
COPYRIGHT??!!

WHAT ABOUT
HANDLING??!!

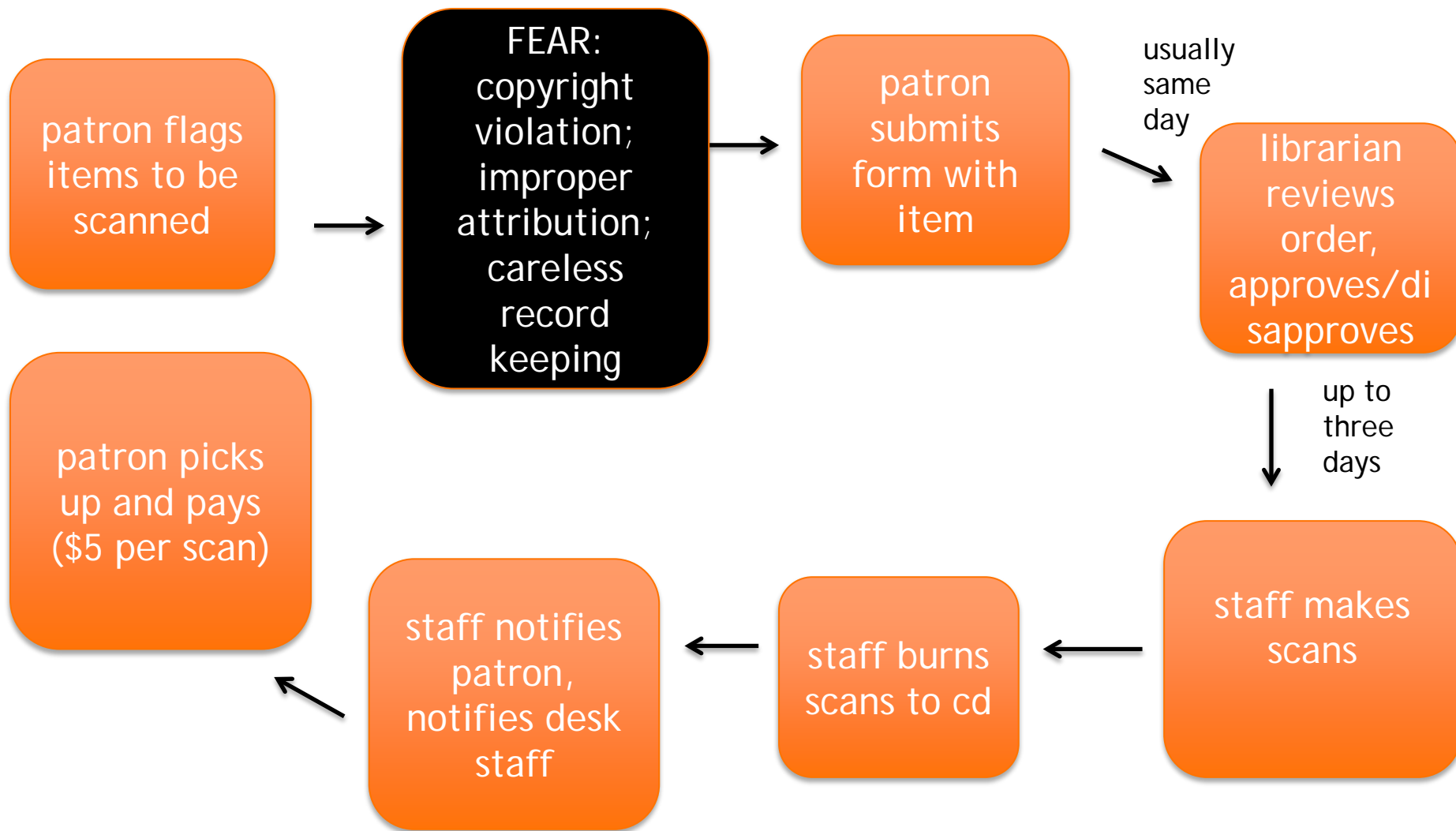
What do you
mean it is free?!

How will we save the scans?

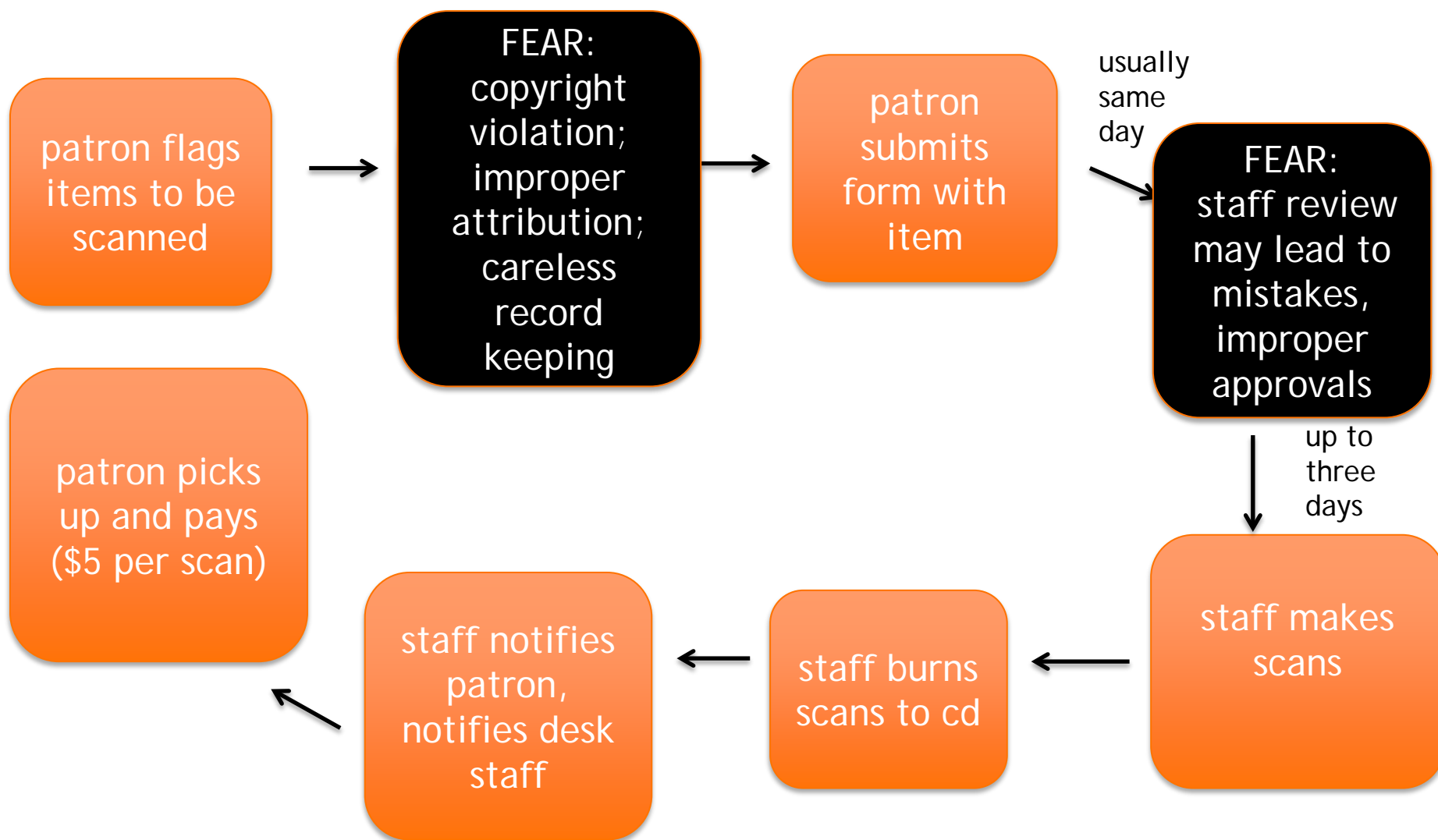
Scanning Workflow, B.B. (Before Bookeye)



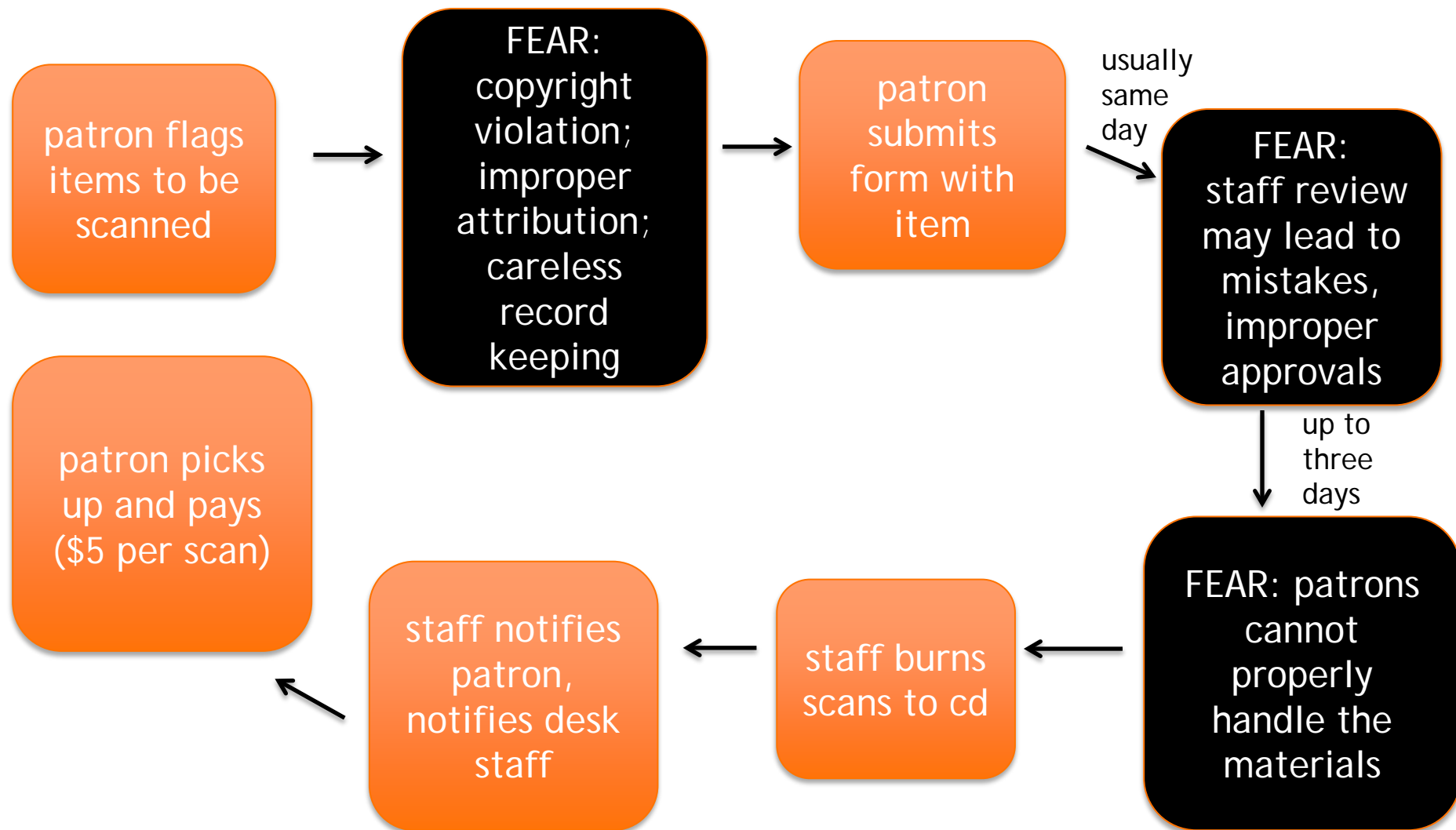
Scanning Workflow, B.B. (Before Bookeye)



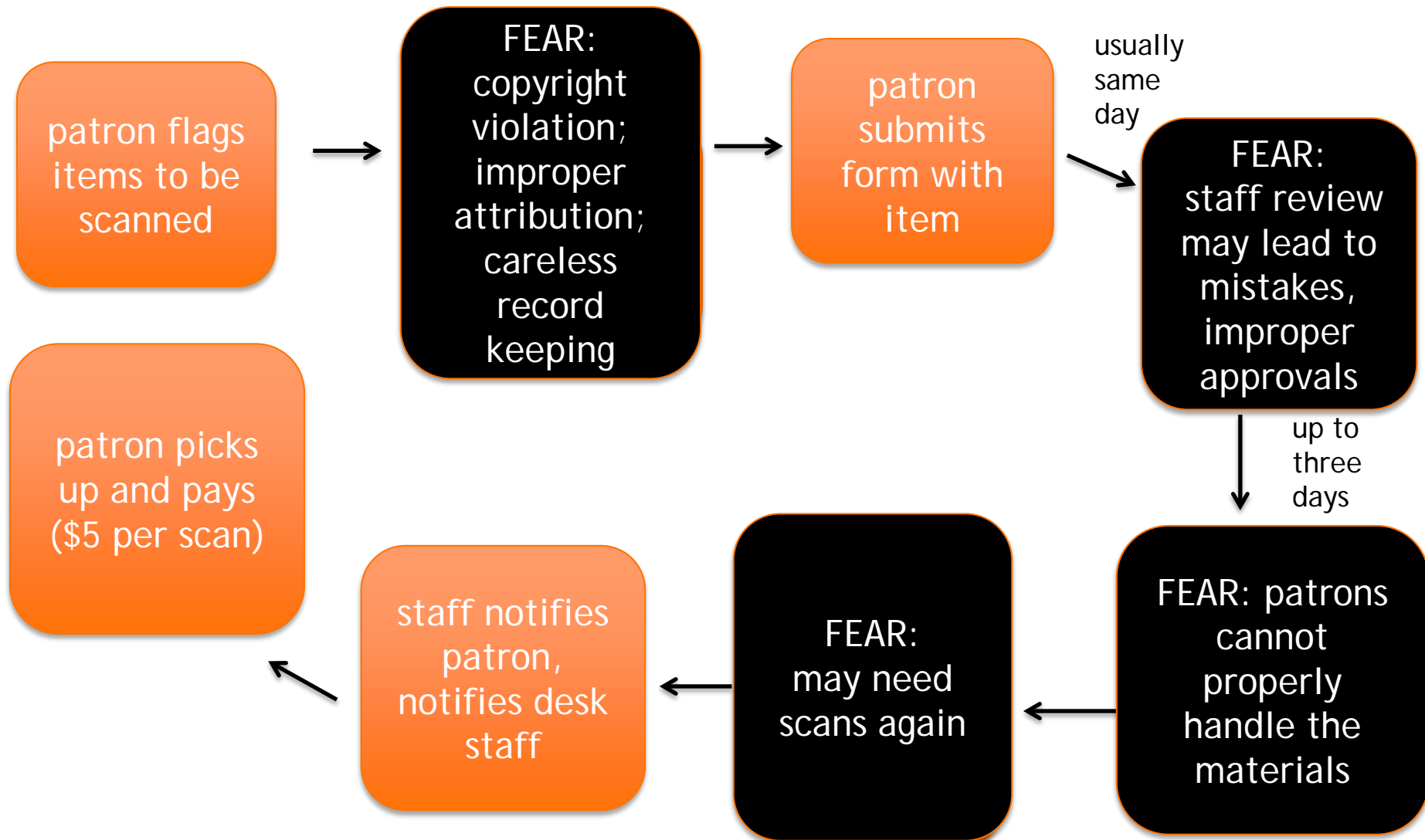
Scanning Workflow, B.B. (Before Bookeye)



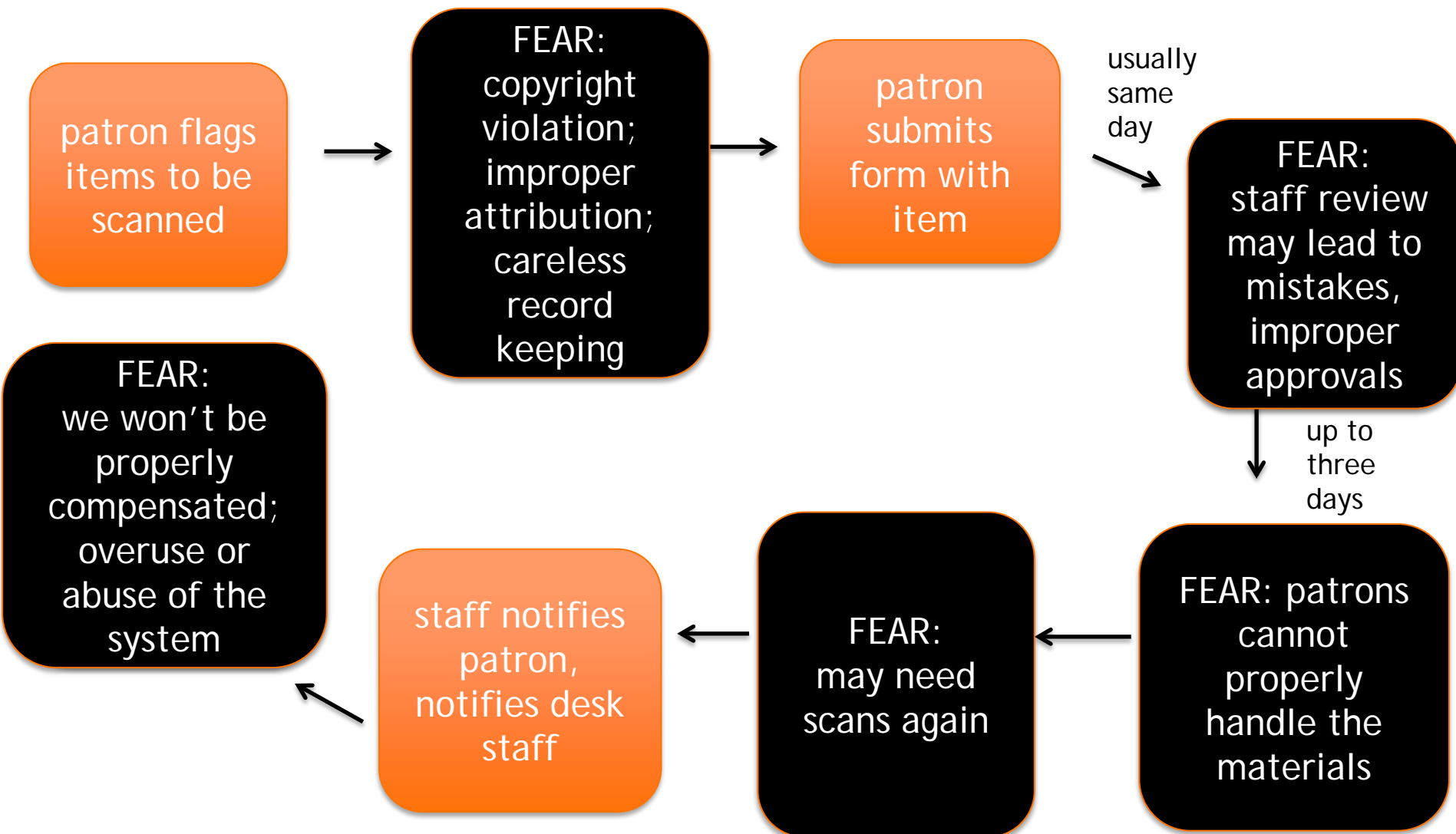
Scanning Workflow, B.B. (Before Bookeye)



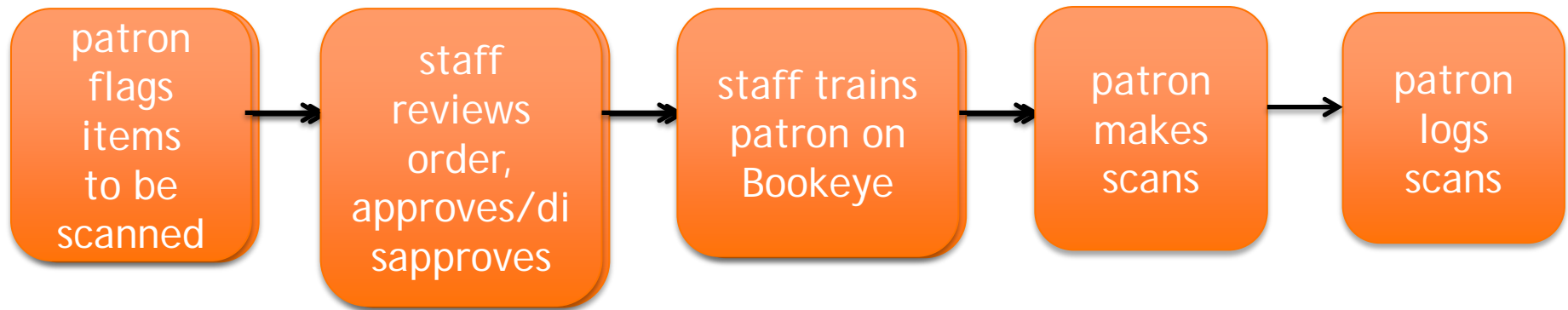
Scanning Workflow, B.B. (Before Bookeye)



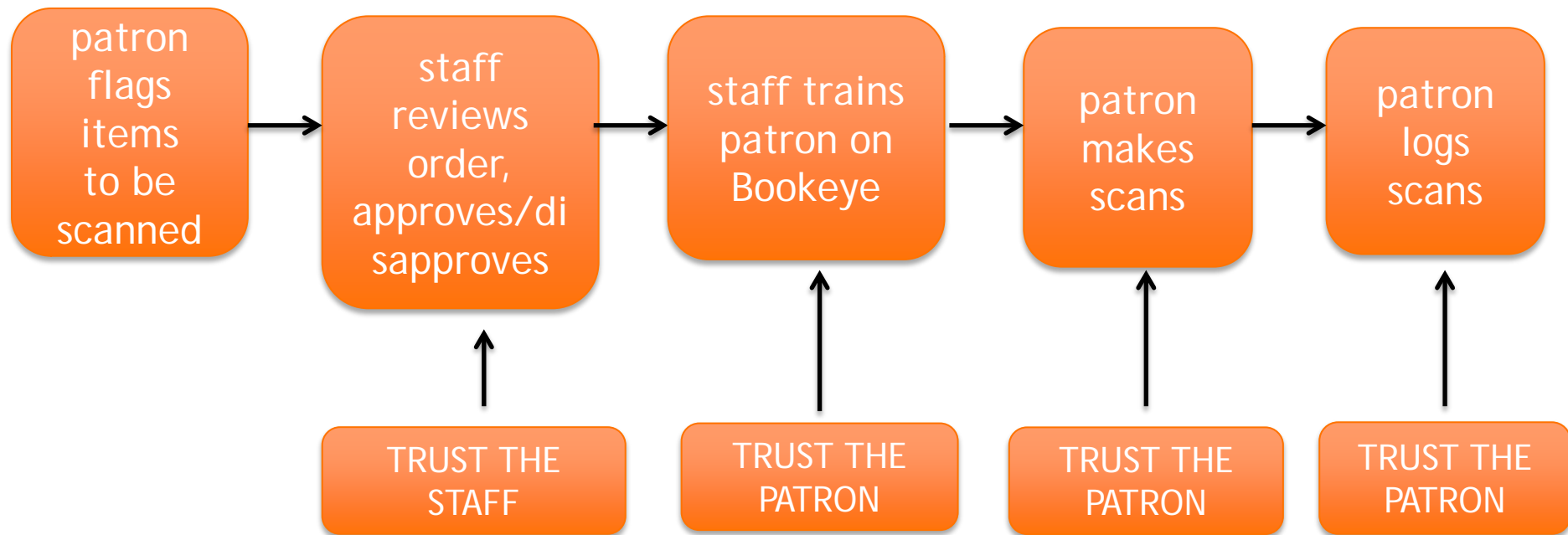
Scanning Workflow, B.B. (Before Bookeye)



Scanning Workflow, A.B. (After Bookeye)



Scanning Workflow, A.B. (After Bookeye)



Challenges of the Bookeye

Regulation

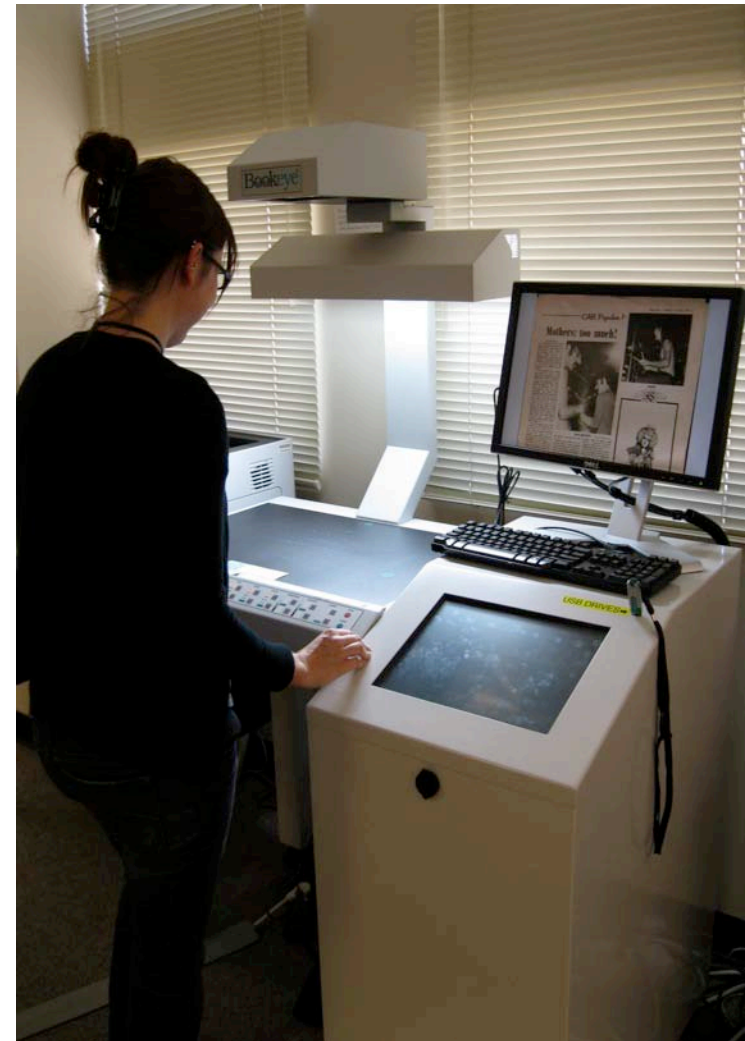
- Busy times
- Box limits
- Transparency marking strip

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 Bookkeye



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					
Library's ILL Requests	SCRC ILL Requests	Pages copied (< 50 pp/vol)	Pages copied (>50 pp)	Titles loaned	Full Text Scans
549	39	13	2	0	10

ILL Requests, 2008-2009					
Library's ILL Requests	SCRC ILL Requests	Pages copied (< 50 pp/vol)	Pages copied (> 50 pp)	Titles loaned	Full Text Scans
1,365	81	38	5	0	7

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

Requests Received 2010-11 (as of 6/3/2011)	Requests Approved 2010-11	Requests Approved 2009-10	% change in requests fulfilled
184	68	23	195% increase

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): _____

(NB: average turnaround is six weeks. Actual delivery dates will be determined by scope of project and/or any conservation assessments.)

B. REASON FOR REQUEST (PLEASE CHECK/FILL OUT ALL FIELDS THAT APPLY)

GRI Exhibition Name of exhibition: _____

GRI Research Project Name of research project: _____

JPGM 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): _____



The Getty Research Institute
Digital Services

1200 Getty Center Drive, Suite 1100
Los Angeles, CA 90049-1688

www.getty.edu

©2010 J. Paul Getty Trust
(updated 10/27/10)

GroupWise account

The screenshot displays the Novell GroupWise Tasklist window. The title bar reads "GRIDigitalOnDemand - Novell GroupWise - Tasklist". The interface includes a top menu bar with "Home", "Mailbox", "Calendar", "Sent Items", and "Contacts". Below this is a toolbar with icons for "Address Book", "New Mail", "New Appt", "New Task", and various action buttons like "Reply", "Reply All", "Forward", and "Reply". A left sidebar shows a folder tree with "GRIDigitalOnDem", "Mailbox [1]", "Sent Items", "Calendar", "Frequent Cont...", "Documents", "Tasklist" (selected), "Work In Progre", "Cabinet", and "Trash [1]". The main area shows a table of tasks with columns: Subject, Due Date, From, To, Date, and Folder. The tasks are listed as "Form Returned:..." with various senders and dates. The bottom status bar indicates "Selected: 1 | Total: 9".

	Subject	Due Date	From	To	Date	Folder
<input type="checkbox"/>	Form Returned:...		Isotta Poggi	GRIDigitalOnDem...	1/10/2011...	Tasklist
<input type="checkbox"/>	Form Returned:...		Sheila Cumm...	GRIDigitalOnDem...	1/19/2011...	Tasklist
<input type="checkbox"/>	Form Returned:...		Jeanette Clou...	GRIDigitalOnDem...	1/27/2011...	Tasklist
<input type="checkbox"/>	Form Returned:...		Sally McKay	GRIDigitalOnDem...	2/1/2011...	Tasklist
<input type="checkbox"/>	Form Returned:...		Sally McKay	GRIDigitalOnDem...	2/1/2011...	Tasklist
<input type="checkbox"/>	Form Returned:...		Sally McKay	GRIDigitalOnDem...	2/1/2011...	Tasklist
<input type="checkbox"/>	Form Returned:...		Sally McKay	GRIDigitalOnDem...	2/1/2011...	Tasklist
<input type="checkbox"/>	Form Returned:...		Sally McKay	GRIDigitalOnDem...	2/1/2011...	Tasklist
<input type="checkbox"/>	Form Returned:...		Tracey Schus...	GRIDigitalOnDem...	2/15/2011...	Tasklist
<input checked="" type="checkbox"/>	Form Returned:...		Isotta Poggi	GRIDigitalOnDem...	12/14/2011...	Tasklist

A screenshot of a Mac desktop environment. The top menu bar shows "Grab File Edit Capture Window Help" and the system clock indicates "Mon 12:24 PM Workstation". A "Mailbox" window titled "GRIDigitalOnDemand - Novell GroupWise - Mailbox" is open, displaying an email from "anonymo" with the subject "Digital on demand AV interactive_dataset_0004.pdf". Overlaid on the mailbox is a dark grey dialog box titled "Welcome to your form response file". This dialog contains five instructions: "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", and "Add: Add new responses to the response file". At the bottom of the dialog are a "GET STARTED" button and a checkbox labeled "Don't show Welcome Page again" which is checked. The background shows a sidebar with various icons like "Pro", "GR", and "Update". The desktop has several icons including "Susan", "Macintosh HD", "ISAnnualrev.ppt", "FileRenamer", "G-RAID 465", and "Dept". The dock at the bottom contains numerous application icons such as Safari, Firefox, iPhoto, iTunes, Photoshop, Illustrator, and others. The status bar at the very bottom right shows "Selected: 1 | Total: 2".

Digital project workflow tracked on library's wiki

Projects - Current - Digital Projects - Confluence

http://griwiki.getty.edu/confluence/display/digproj/Projects+-+Current

The J. Paul Getty Trust WORKFORCE GO Main Home Page Getty411 Self Serve Getty Webmail WebConnect Financials Postini - Spam Filter Latest Headlines

Projects - Current - Digital Projects

Dashboard > Digital Projects > Digital Projects at the GRI > Projects - Current

Browse Anne Blecksmith Search

Projects - Current

Edit Add Tools

Added by Leah Prescott, last edited by Teresa Soleau on Jun 13, 2011 (view change)

Link to Completed or inactive projects	Link to Book Digitization
Link to Current Projects - AV	Link to Completed Projects - AV

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.

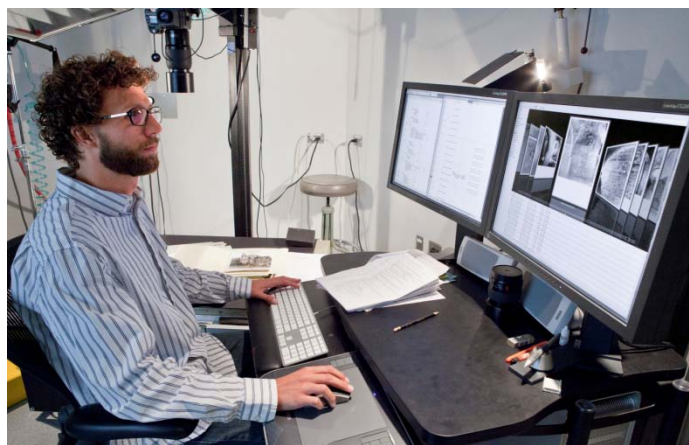
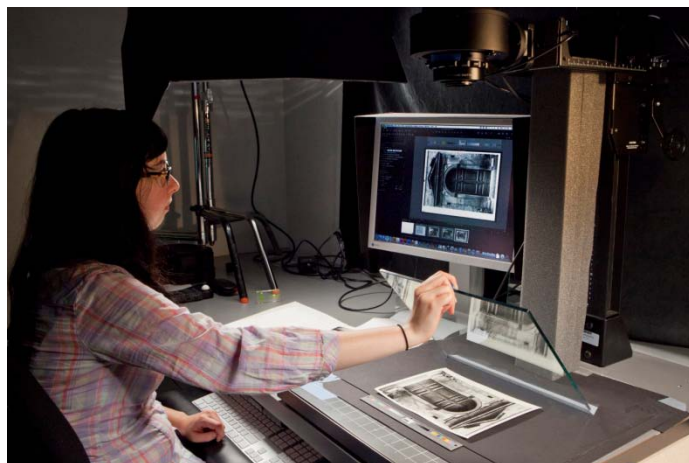
Priority	np	PROJECT	©	MI	MA	SL	PC	CC	DSP	OCR	MC	IP	IC	HC	Voy	Web	BS	FA	CS	RST	DTL2
		ARTstor - New digitization of Shulman and Liberman																			
		ARTstor - Existing images																			
7/1/2011		Siège de Paris en 1870. cinq eaux-fortes. par Bracquemond - 2010.PR.65	PD	ts	ts																
12/8/2010		2004.M.18 -- Augustus and Alice Dixon Le Plongeon papers (Boxes 11,12,13) DTL link: http://hdl.handle.net/10020/2004m18	X		X	X	X	X	X	NA	X	X	X	X	X		X	X	sha1		
		California Video Interview videotapes (Institutional Archives)																			
		Drawings for Studio di architettura civile (Ruggieri) - 950060 DTL link: http://hdl.handle.net/10020/950060	PD tls	ts	kmr	X	X	X	X	NA	ts	ts	ts	lp	ts						ts
		Dve lezioni di M. Benedetto Varchi DTL link: http://hdl.handle.net/10020/85b25938 PID: 5412983	PD tls	ts	ts	X	X	X	X	NA	ts	ts	ts	X	ts						ts
		Clark/Duveen																			
		Antwerpse kunstinventarissen uit de zeventiende eeuw. door Erik Duverger. - 86-B7340	3RD tls	ts	ts																
		David Sketchbook -- 940049*	PD tls																		

Done

Preparation for digitization

gri_880197_delazara-1.xlsx										
	A	B	C	D	E	F	G	H	I	J
1	The Getty Research Institute, Los Angeles									
2	order	hier 1	hier 2	hier 3	hier 4	filename	label			
3		x					Lazara family miscellaneous papers, 1463-1678			
4			x				Letters by Bartolommeo Mugini to Giovanni de Lazara (1676-1678)			
5				x			Letter 1			
6					x	gri_880197_001_r	Recto			
7					x	gri_880197_001_v	Verso			
8				x			Letter 2			
9					x	gri_880197_002_r	Recto			
10					x	gri_880197_002_v	Verso			
11					x	gri_880197_002_x	Envelope			
12				x			Letter 3 (recto only; verso blank)			
13					x	gri_880197_003_r	Recto			
14					x	gri_880197_003_v	Verso			
15				x			Letter 4			
16					x	gri_880197_004_r	Recto			
17					x	gri_880197_004_v	Verso			
18					x	gri_880197_004_x	Envelope			
19				x			Letter 5			
20					x	gri_880197_005_r	Recto			
21					x	gri_880197_005_v	Verso			
22				x			Letter 6			
23					x	gri_880197_006_r	Recto			
24					x	gri_880197_006_v	Verso			
25				x			Letter 7			
26					x	gri_880197_007_r	Recto			
27					x	gri_880197_007_v	Verso			
28				x			Loose envelope 1			
29					x	gri_880197_008_x	Envelope			
30				x			Loose envelope 2			
31					x	gri_880197_009_x	Recto			
32				x			Note			
33					x	gri_880197_010_r	Recto			
34					x	gri_880197_010_v	Verso			
35			x				Letter from Francesco Negri			
36					x	gri_880197_011_r	Recto			
37						gri_880197_011_v	Verso			

Digitization



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

No metadata

View mode: ☐ ☐

Lazara family miscellaneous papers,...

Letters by Bartolommeo Mugini to...

- ☐ Letter 1
- ☐ Letter 2
- ☐ Letter 3
- ☐ Letter 4
- ☐ Letter 5
- ☐ Letter 6
- ☐ Letter 7
- ☐ Loose envelope 1
- ☐ Loose envelope 2
- ☐ Note

Letter from Francesco Negri

- ☐ Recto
- ☐ Verso

Funeral inscriptions

- ☐ Item 1
- ☐ Item 2
- ☐ Item 3

Design for the sepulchre

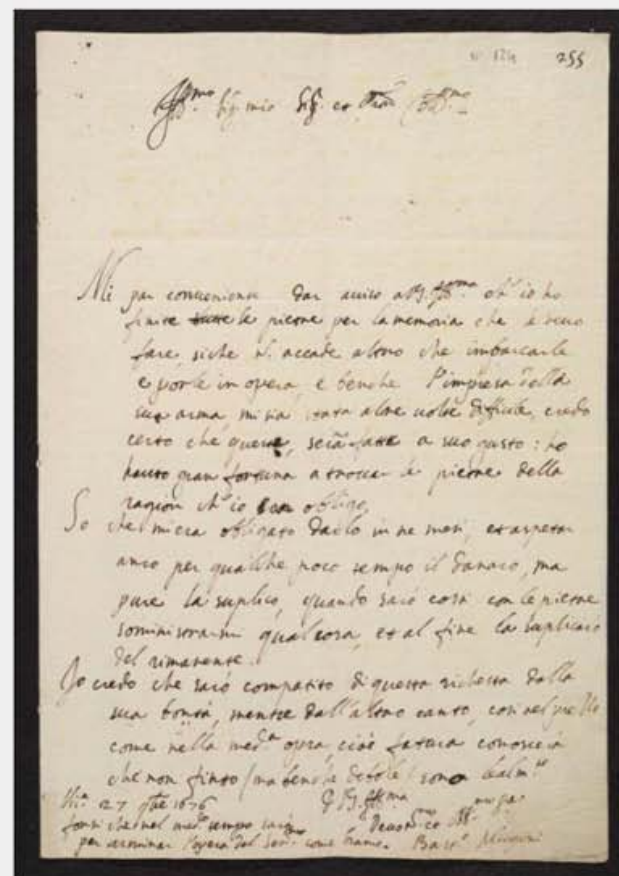
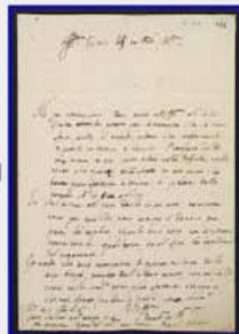
- ☐ Recto
- ☐ Verso

Contract (1463)

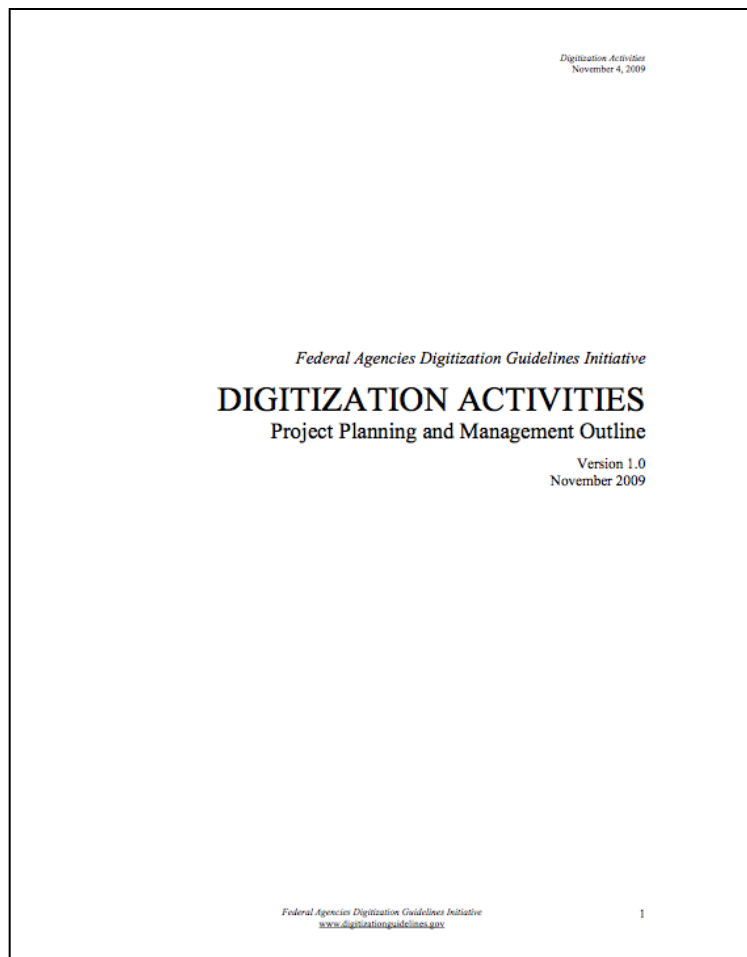
- ☐ Recto
- ☐ Verso

View Options ☐ ☐

Recto



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

COMPLETED

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

	INSIDE TRACK	MIDDLE TRACK	OUTSIDE TRACK
REVIEW			
REQUEST	Verbal request	Simple form	Detailed forms
APPROVE	One staff member	Two staff	Three or more staff
SEARCH FOR EXISTING SURROGATE	Don't take the time	Quick check (local files or online)	Search: <ul style="list-style-type: none"> • Google Books • EEBO & ECCO • HathiTrust • Etc...
RIGHTS	User's responsibility	User's responsibility	Search, control, & monitor thoroughly
DECIDE			
STAFF	One staff member	Two staff	Multiple specialists: <ul style="list-style-type: none"> • Curator • Conservator • Metadata creator • Image professional • Etc...
RESOLUTION	Easiest option	Middling to high quality	High quality
METADATA	None	Filename and keyword or two	Metadata & citation (choose standards)
WHOLE / PART / ITEM	Will scan whole unit if it takes up to "x" minutes	Entire chapter or series	Entire volume or collection (large-scale digitization)
SCAN			
STAFF	One staff member	Two staff	Multiple staff
QUALITY CONTROL	Trust your staff!	Quick review	Thorough review by multiple specialists (color-correction, etc.)
DELIVER			
DELIVERY METHOD	Deliver forthwith to user	Keep in local files and Web site	<ul style="list-style-type: none"> • Digital library • Digital repository • DAWMS • Consortia • Aggregations