

## OCLC Research Scan and Deliver Webinar Chat Transcript

22 September 2011

This is an edited version of the chat room discussion during the Scan and Deliver webinar. A copy of this transcript is available at <http://www.oclc.org/research/events/20110922chat.pdf>.

September 22, 2011 1:35:01 PM from OCLC Research  
to Everyone: Welcome and thank you for joining us! We'll get started in shortly. Please note your microphones have been mute and we do not have background music so you'll hear only silence until the presentation begins or one of the speakers talks.

September 22, 2011 1:38:49 PM from OCLC Research  
to Everyone: Welcome and thank you for joining us! We'll get started in shortly If you have a question for one of the presenters during the webinar, please send it to Everyone by selecting "Everyone" from the "Send to" drop down menu above the chat box. That way everyone will be able to see it.

September 22, 2011 1:40:21 PM from Jennifer Schaffner  
to Everyone: A warm welcome to the early birds.

September 22, 2011 2:19:29 PM from OCLC Research  
to Everyone: For all of you tweeters out there, the hashtag for this webinar is #orscan

September 22, 2011 2:27:59 PM from Jennifer Schaffner  
to Everyone: I want a Bookeye, too.

September 22, 2011 2:28:40 PM from Merrilee Proffitt  
to Everyone: As long as it stays on your side of the cube, I am okay with that ;-)

September 22, 2011 2:29:04 PM from Kathleen Cameron  
to Everyone: Is there a way to associate the scans with the finding aid to get some metadata?

September 22, 2011 2:29:43 PM from Jennifer Schaffner  
to Everyone: Francine, do you drop some images directly into your finding aids?

September 22, 2011 2:30:48 PM from Francine Snyder  
to Everyone: We do. The Guggenheim has a inhouse web interface that allows for this. So the short answer is yes. The long answer is that it depends on your technology and resources.

September 22, 2011 2:31:23 PM from Laura Verlaque  
to Everyone: How much does a Bookeye cost?

September 22, 2011 2:32:26 PM from Anne Bahde  
to Everyone: Ours was about \$20,000 three years ago; I believe the cost has now gone down, and there are some other lower-end models than the one we have.

September 22, 2011 2:33:22 PM from Roy Tennan  
to Everyone: See <http://www.imageaccess.com/> for more info on the Bookeye scanner family

September 22, 2011 2:33:48 PM from Laura Verlaque  
to Everyone: Thanks!

September 22, 2011 2:33:52 PM from OCLC Research  
to Everyone: Please send your questions and comments to "Everyone." Thank you.

September 22, 2011 2:33:54 PM from Henry Raine  
to Everyone: Re: dropping images directly into finding aids, anyone using AT doing this?

September 22, 2011 2:34:51 PM from Ann Case  
to Everyone: Do other owners of Bookeyes have problem with "overcorrection" of the curvature correction when in V-Mode? Ours curves every righthand page (i.e. puts a curvature in the text where none exists) and we haven't been able to get them to fix it properly. Just curious.

September 22, 2011 2:34:54 PM from Val Harris  
to Everyone:  
We don't use the Book Eye. Nevertheless at UIC, we have a file naming structure we use that includes a collection acronym, and at least a box, folder, and item number. This is so we can at least find the original based on the digital file name. We're in the experimental phase for linking the digital files to the finding aid in two ways: 1) embedding digital files in the finding aid, and 2) creating core metadata based on the finding aid description to enable mass digitization

September 22, 2011 2:35:39 PM from OCLC Research  
to Everyone: from Burt Altman:  
Julia, how far away is your ILL office from Special Collections and how are materials transported?

September 22, 2011 2:36:30 PM from OCLC Research  
to Everyone: from Ibrahim Issa:  
why we don't have to create metadata? which is better bookeye or RBS TT A2 Semiautomatic High Speed Bookscanner?

September 22, 2011 2:36:39 PM from Anne Bahde  
to Everyone: Neat, Val! We embed in the finding aid via Archon, and are doing it more now for images captured for remote reference

September 22, 2011 2:37:07 PM from Jennifer Schaffner  
to Everyone: I want an ILL Department now.

September 22, 2011 2:37:31 PM from Melissa Nasea  
to Everyone: If every library uses the 15 holding libraries, do these things ever get scanned?

September 22, 2011 2:37:38 PM from Val Harris  
to Everyone: Hi Anne! I'm impressed and jealous of what you've set up. How did you get the library to buy you that machine?

September 22, 2011 2:38:22 PM from Saskia van Bergen  
to Everyone: Julia, do you think using another scanner could improve approval rates too? (or an extra scanner)

September 22, 2011 2:38:49 PM from Anne Bahde  
to Everyone: We were very lucky--the students at SDSU passed a referendum a few years ago to increase the library fees they pay, and this was purchased with that income, I believe

September 22, 2011 2:39:02 PM from Jennifer Schaffner  
to Everyone: How many people was that? 20? That's collaboration.

September 22, 2011 2:39:40 PM from OCLC Research  
to Everyone: If you have a question for any of the presenters, please send it to "Everyone."  
Thank you!

September 22, 2011 2:39:58 PM from Val Harris  
to Everyone: Oh, we have one of the new library and technology student fee things now, too. I'll have to put that in as a request for next year's allocations.

September 22, 2011 2:40:23 PM from Gerard Rogers  
to Everyone: Will a recording of this webinar be available afterwards?

September 22, 2011 2:41:13 PM from Jennifer Schaffner  
to Everyone: Gerald. Yes, there will be a recording.

September 22, 2011 2:41:33 PM from Diane Schug-O'Neill  
to Everyone: How do you populate data tracking in the wiki?

September 22, 2011 2:41:33 PM from OCLC Research  
to Everyone: Yes, we'll post the recording on our website and in iTunes. We'll announce its availability on our website here <http://www.oclc.org/research/news/> and via our RSS feed here: <http://www.oclc.org/research/news/feed.xml>

September 22, 2011 2:42:35 PM from Cristina Favretto  
to Everyone: I'd love to be able to have some sort of transcript or recording available for our ILL folks...they're in another meeting right now, but I know they'd all find this interesting--as would the folks in metadata and preservation.

September 22, 2011 2:43:15 PM from Dave Roepke  
to Everyone: For published materials is the user requested to check the internet archives first before requesting a digital copy.

September 22, 2011 2:43:22 PM from Shannon Supple  
to Everyone: For those interested, you can find PDFs of the Scan & Deliver report here:

<http://www.oclc.org/research/publications/library/2011/2011-05.pdf> and the Capture & Release report here: <http://www.oclc.org/research/publications/library/2010/2010-05.pdf>.

September 22, 2011 2:43:28 PM from OCLC Research  
to Everyone: That's great, Cristina! Thank you! We will also post a transcript of the chat on our website.

September 22, 2011 2:43:32 PM from Saskia van Bergen  
to Everyone: Anne, are the scanners available for everyone? So not just for the patron? Do they understand they pay for the service, not for the scans?

September 22, 2011 2:43:57 PM from David Pavelich  
to Everyone: Julia - are all ILL materials leaving the department and going to ILL, or are some done by SCRC folks?

September 22, 2011 2:45:08 PM from Julia Gardner  
to Everyone: David, bound items are done in ILL, but when we do get requests for unbound materials, such as letters from a folder in an archival collection, we can do those within Special Collections, and also deliver as PDF.

September 22, 2011 2:46:52 PM from Saskia van Bergen  
to Everyone: Anne, or do you scan for free?

September 22, 2011 2:47:01 PM from David Pavelich  
to Everyone: Julia - I wonder if more modest MSS requests ought to be routed more often through the ILL system, reducing our need to do billing, credit card processing, etc.?

September 22, 2011 2:47:11 PM from OCLC Research  
to Everyone: Please submit any questions that you have for any of the presenters or attendees via chat and send it to "Everyone." Thank you!

September 22, 2011 2:47:47 PM from Anne Blecksmith  
to Everyone: The Getty does not charge for Digitization on Demand at this time.

September 22, 2011 2:48:27 PM from Jennifer Randles  
to Everyone: will the slides of this webinar be available for download?

September 22, 2011 2:48:27 PM from Saskia van Bergen  
to Everyone: @Anne, wow!

September 22, 2011 2:49:59 PM from Benjamin Saracco  
to Everyone: Hi I have a question for Ms. Blecksmith. How do you decide which of your digitization staff work on digitize on demand request vs on going scanning projects. Do you have different staff for both?

September 22, 2011 2:50:29 PM from Val Harris  
to Everyone: I like David's idea (hi David!) of offloading lots more scanning/photocopying requests to ILL! Here in special collections, we can only take checks or cash, which really

throws people off. I've taken to providing free PDFs to remote patrons to avoid the whole payment hoo-ha.

September 22, 2011 2:50:41 PM from OCLC Research  
to Everyone: Hi Jennifer. Yes, we will post the slides on our website, too. Thanks for asking!

September 22, 2011 2:51:54 PM from David Pavelich  
to Everyone: We can work in ILLiad directly, so if we could upload reproductions ourselves, we could feasibly reduce billing, etc.?

September 22, 2011 2:52:13 PM from Anne Blecksmith  
to Everyone: Everyone has worked on digitization on demand; however, each staff member has different experiences and skill sets, so their talents & interests were also taken into account as well.

September 22, 2011 2:52:41 PM from Michael Nagy  
to Everyone: What about media, A/V, audio? Treating the same or different?

September 22, 2011 2:52:46 PM from David  
to Everyone: I was wondering how this research is being incorporated into the Rapid Capture report OCLC published earlier this year?

September 22, 2011 2:52:48 PM from Benjamin Saracco  
to Everyone: @Anne B. thanks!

September 22, 2011 2:54:14 PM from Jennifer Randles  
to Everyone: I'd love to hear about media requests as well, especially for analog materials.

September 22, 2011 2:55:52 PM from Anne Blecksmith  
to Everyone: We have rolled out DoD to AV & audio, and so far it is working well; however, due to copyright concerns online access has been a challenge. Reformats are usually delivered via ILL or other means...

September 22, 2011 2:56:24 PM from Cristina Favretto  
to Everyone: I have to go to another meeting, but thanks to everyone...this was a very inspiring and informative session!

September 22, 2011 2:56:49 PM from Katherine Cowan  
to Everyone: How much does the BookEye cost?

September 22, 2011 2:57:22 PM from Tim Babcock  
to Everyone: 20K three years ago

September 22, 2011 2:57:46 PM from Anne Bahde  
to Everyone: I believe there are other lower-end models--ours had a few bells and whistles

September 22, 2011 2:57:51 PM from Nicole Thomas  
to Everyone: Is the staff/training staff paid, volunteers, interns or otherwise compensated support? Do the scans provide automatic citation entry?

September 22, 2011 2:58:04 PM from Neil E. Millican  
to Everyone: Can you talk about quality control with scanning by patrons in the reading room of photography what complications have you had

September 22, 2011 2:58:24 PM from Saskia van Bergen  
to Everyone: I would like to hear more about QM as well

September 22, 2011 2:59:01 PM from Todd Whiting  
to Everyone: I2S e-scan is less than 10K

September 22, 2011 2:59:12 PM from Nicole Thomas  
to Everyone: Thank you.

September 22, 2011 2:59:15 PM from Lesliediana  
(privately): The Bookeye we use was purchased last year with cost over 40k. Not the kind used by patrons.

September 22, 2011 2:59:20 PM from Benjamin Saracco  
to Everyone: We have a bookeye and have good experiences with it ,but we plan on purchasing one or two of the ion booksaver consumer level book scanners for our reading room. They may turn out to be a great solution for smaller institutions with limited budgets: <http://www.engadget.com/2011/01/08/ion-book-saver-hands-on/>

September 22, 2011 2:59:24 PM from OCLC Research  
to Everyone: from Rebecca Johnson Melvin:  
Regarding not saving scans - do you find that you are scanning things multiple times?

September 22, 2011 2:59:40 PM from Neil E. Millican  
to Everyone: Thank you

September 22, 2011 2:59:45 PM from Lee Hibberd  
(privately): What are your charging models?

September 22, 2011 3:00:20 PM from OCLC Research  
to Everyone: from Lee Hibberd:  
What are your charging models?

September 22, 2011 3:00:21 PM from Merrilee Proffitt  
to Everyone: "traditional" ILL stats show that requests are not repeats. Will be interesting to see how this plays out in special collections

September 22, 2011 3:00:22 PM from Todd Whiting  
to Everyone: @Benjamin...Booksaver isn't even in production.

September 22, 2011 3:00:56 PM from Benjamin Saracco  
to Everyone: @ Todd it is coming out in october

September 22, 2011 3:01:08 PM from Saskia van Bergen  
to Everyone: We would prefer to scan Special Collections just once, and scan them well, to avoid damage

September 22, 2011 3:01:51 PM from aikensb  
(privately): Thanks to the speakers for all of this great inspiration !!

September 22, 2011 3:02:03 PM from Michael Nagy  
to Everyone: @ Saskia - scan once if you can - here here

September 22, 2011 3:02:21 PM from OCLC Research  
to Everyone: from aikensb:  
Thanks to the speakers for all of this great inspiration !!

September 22, 2011 3:02:33 PM from Jennifer Randles  
to Everyone: just make sure you have enough space on your servers for digital files, that is another increase in cost

September 22, 2011 3:02:38 PM from OCLC Research  
to Everyone: from Rebecca Johnson Melvin:  
Anne, please talk about labor involved in logging what is scanned and how that data is used to make other decisions. thanks everybody. Greetings from Delaware group.

September 22, 2011 3:02:55 PM from Sara Stambaugh  
to Everyone: When providing online access what format are you usually providing the scans in? JPG? PDF? TIFF?

September 22, 2011 3:04:54 PM from Anne Blecksmith  
to Everyone: True server space has become an issue for us - fortunately we have been able to negotiate more space so far. We do make scans that we don't save though as well.

September 22, 2011 3:05:00 PM from OCLC Research  
to Everyone: Thank you for joining us today! We really appreciate your attendance and participation. We'll e-mail the slides, chat transcript and link to a streaming recording of the webinar to all of you later today. We will also post them on our website and post the recording in iTunes. We'll announce its availability on our website here:  
<http://www.oclc.org/research/news/> and via our RSS feed here:  
<http://www.oclc.org/research/news/feed.xml>. Thank you again! This concludes today's webinar.

September 22, 2011 3:05:16 PM from Tim Babcock  
to Everyone: Thanks!

September 22, 2011 3:05:17 PM from margo szabunia  
(privately): thanks from the group in Philly!

September 22, 2011 3:05:18 PM from Val Harris  
to Everyone: Thanks!

September 22, 2011 3:05:21 PM from Lee Hibberd  
to Everyone: Great stuff thanks

September 22, 2011 3:05:22 PM from Sara Stambaugh  
to Everyone: Thank you!

September 22, 2011 3:05:25 PM from Jennifer Randles  
to Everyone: thank you! this was great.

September 22, 2011 3:05:25 PM from Saskia van Bergen  
to Everyone: Thanks!

September 22, 2011 3:05:27 PM from Diane Schug-O'Neill  
to Everyone: Thanks! Great webinar!

September 22, 2011 3:05:28 PM from Nicole Thomas  
to Everyone: Thank you for the presentation.

September 22, 2011 3:05:32 PM from Val Harris  
to Everyone: So many good ideas!

September 22, 2011 3:05:42 PM from Alice Staples  
(privately): Thank you!

September 22, 2011 3:05:42 PM from Ibrahim Issa  
(privately): thank you

September 22, 2011 3:05:42 PM from Neil E. Millican  
to Everyone: Thank you very much!

September 22, 2011 3:05:42 PM from Robert Cagna  
to Everyone: Thank you!

September 22, 2011 3:05:43 PM from Deborah Kempe  
(privately): Thank you, this was very helpful!

September 22, 2011 3:05:53 PM from Laura Pontillo  
(privately): Thanks.

September 22, 2011 3:05:57 PM from Randy Smith  
(privately): thank you