

Digitization of the Peterborough City Directories In-House vs. Outsourced Digitization

Project Details:

- in 2007, PPL began researching the digitization process; initiated a project to digitize a small portion of the collection with funding support from the Friends of the Library in early 2011; received permission from Vernon Directories Ltd.
- this is a unique, well-used collection that cannot easily be replaced; some volumes are in very delicate condition and all volumes are degrading over time
- by digitizing the collection it will be available to users electronically; presently it is only available within the Library

Rationale:

- Allows PPL to fulfill its public library role as the “entry point to a seamless network of libraries and other organizations that provide access to physical and digital information resources on request” (Newman)
- “Digital files can provide extraordinary access to information. They can make the remote accessible and the hard to see visible.” (Smith)
- “The preservation of embrittled materials poses a significant challenge because paper that breaks when folded cannot withstand the manipulation needed for rebinding or repair. This means that a book whose pages have begun to break cannot be put back together again except by extremely costly page-by-page conservation treatment – and this is not always possible.”
- Like Grey Highlands Public Library, digitizing local, primary material would show PPL’s “involvement in the cultural, political and social development of Ontario and Canada,” contribute to the web of knowledge available through the Internet, and make a proactive measure toward conserving and protecting heritage material in its archival form” (Posgate)
- Industry benchmarks: Grey Highlands Public Library, Toronto Public Library, Oshawa Public Library, Vancouver Public Library, Sault Ste. Marie Museum

Source of Information:

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- Canadian Heritage Information Network. 2000. *Capture Your Collections: A Guide for Managers Planning and Implementing Digitization Projects*. Canada: Minister of Public Works and Government Services Canada. (accessed on 22 November 2012 from http://www.pro.rcip-chin.gc.ca/contenu_numerique-digital_content/numerisez_collections-capture_collections/index-eng.jsp)
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- Cornell University Department of Preservation and Conservation. 1998. *RLG Worksheet for Estimating Digital Reformatting Costs*. Cornell University: Ithaca, N.Y.. (accessed on 22 November 2012 at <http://www.oclc.org/resources/research/activities/digimgtools/rlgworksheet.pdf>)
- Critical Control Solutions Inc.
- Jordan, Mark. 2006. *Putting Content Online: A Practical Guide for Libraries*. Chandos Publishing: Cambridge, UK.
- Kenney, Anne R. et al. 2000-2003. *Moving Theory into Practice: Digital Imaging Tutorial*. Cornell University Library/Research Department: Ithaca, N.Y. (accessed on 22 November 2012 from <http://www.library.cornell.edu/preservation/tutorial/contents.html>)
- Perimeter Digital
- Posgate, Jessica A. 2008. *Digitization Project Tips Manual*. Grey Highlands Public Library (accessed on 17 September 2012 from http://ourdigitalworld.org/wp-content/uploads/2012/04/GHPL_Digitization_Project_Manual.pdf)
- Ristech Company Inc.

Estimating Digitization Project Costs:

Capture Cost Factors	Description	How Calculated
Handling Time	from the shelf to point of capture and return	% of total salary costs on a daily basis
Pre-digitization conservation work	only applied for those items that have required it	per item needed
Capture Time	from set-up to naming and saving	% of total salary costs
Cataloging/Metadata	required for digitization and/or created at capture stage	% of total salary costs
Hardware Cost		per item
Quality Assurance Time		% of salary cost
Software Cost	both hardware and software costs should be on the basis of the depreciation of equipment or projected replacement cost, rather than total cost of hardware and software	per item
Hardware Maintenance		
Technical Support Time		proportion of total salary or contract cost related to capture
Project Management Time		proportion of total salary related to capture
Training	directly related to capture	
Non-Capture Cost Factors		
Additional Project Management Salary		
Cataloging/Metadata	post-capture creation	% of total salary costs
Additional Technical Support Salary		
Additional Hardware and Software Costs		
Consumables	includes any storage media such as CDs, DATs, etc.	
Training	non-capture related	
Storage Costs	based on total maintained cost for the gigabytes required	
Post-Project Cost Factors		
Collection Maintenance		
Promotion		
Collection Preservation		

Comparing In-House vs. Outsourcing a Digitization Project

	IN-HOUSE	OUTSOURCING
ADVANTAGES	<ul style="list-style-type: none"> • Learn by doing and develop in-house expertise • Build production capability • Retain control over all aspects of imaging, as well as handling, security and storage of originals • Some flexibility in defined requirements (i.e. can adjust requirements for image quality, access and scanning as you go) • Security of source material 	<ul style="list-style-type: none"> • Expertise and training of the digital service provider • Set cost per image, prices can be negotiated based on volume which facilitates budget and project planning • Not paying directly for equipment or staffing • Lower labour costs; high production levels • Costs of technological obsolescence are absorbed by the digital service provider • Limited risk • Variety of options and services
DISADVANTAGES	<ul style="list-style-type: none"> • Larger investment (both initially and ongoing) in equipment and staff • No set price per image • Need to set up technical infrastructure: space, digitization equipment, computers • Limits on production capabilities and facilities • Library incurs costs of technological obsolescence • Impact on other activities • Library pays for equipment, maintenance and personnel rather than for product • Need for trained staff, training • Equipment support • Library must accept costs for network downtime, equipment failure, training of staff, etc. • Need to enforce standards and best practices 	<ul style="list-style-type: none"> • Library is removed one step from imaging functions • Possible inexperience with Library needs; digital service provider may presume a level of understanding on part of Library that it may not have • Quality control not on site • Images will still need to be manipulated by library staff; random samples of the images produced should be conducted • Needs must be clearly defined in contract or there will be communication problems • Transporting material; security and handling issues • Vulnerability due to instability of digital service providers (companies in business for over two years are considered viable)