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To Scan or Not to Scan

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INTRODUCTION

Librarians and archivists have made great strides in making collections discoverable and accessible to a wide audience by creating electronic finding aids, digitizing materials and using social media, but modern researchers want more. Their research needs, practices and expectations are rapidly changing both in academia and in many other areas. Researchers are looking for quick, painless access to primary resource materials and the ability to use new communication technology mechanisms to gain this access. The authors of this study were interested in the policies and practices of academic special libraries in the United States and Canada. Did they permit scanning/capture access through these new technologies? If they do not, why? If they do, why and how? What are the challenges of allowing personal scanning devices in a special collections library or archive? The authors wish to look at this timely topic of allowing personal scanning devices in special collections libraries and initiate further discussion on the issue.

WKU Kentucky Museum and Library Special Collections

LITERATURE REVIEW

The authors examined the archive, museum and library science literature to ascertain current practices and trends in the use of personal scanning devices in special collections libraries and archives. The transition by patrons to using digital formats for access is a dominant focus in the literature. The archival and special collections library communities have adopted, in some instances, a very halting approach to using and/or allowing personal scanning devices as they grapple with the above issues of access and preservation, copyright and the fear of a loss of revenue from reproduction services. For over a decade, the use of personal scanning devices has been the topic of many blog discussion boards generating active debate, such as that on the H-Habsburg listserv.

The literature also reveals that many local, historical and special collections holdings are being converted, digitized, and made available globally through in-house digitization and content management systems. This is showcasing the once "hidden" holdings, and as patrons and scholars find them, they want digital access. Current study on the habits of researchers "reveals critical ways that the scholars [are] incorporat[ing] digital materials into their research and the potential research impacts of enhancing functionalities of digital collections" (Green & Courtney, 2015).

Polices are changing and are quite varied. Some libraries, such as the California State Library, are allowing the use of digital cameras but not personal scanners. The editors of a recent themed issue of *New Review of Academic Librarianship* devoted to Special Collection libraries note that "the primacy of print may not yet be challenged, but e-collections—both born-digital and digitized after the fact—have become an essential part of the focus of any special collections department that wants to keep pace with user needs and the types of documentary records that social and cultural institutions are producing" (Haines & Jones, 2015).

Steve Rose, Head of Oxford University Reader Services and Gillian Evison discussed the demand and allowance for library users to use personal scanning devices in the Oxford library, and the results. The authors noted continuing acceptance of the practice, IT advances, support for the research process, conservation of the materials, and the success of allowing these at the library. "Apart from the occasional transgressor …. readers have abided by the regulations and there is no evidence that any material has been adversely affected. Nor is there evidence to suggest any significant impact on lost revenue from photocopying and imaging services" (Rose & Evison, 2006).

Laura N. Gasaway, Director of the Law Library & Professor of Law, University of North Carolina, showcased the issue of patrons using digital cameras in libraries and equates digital capture to photocopying and thus explains that the copyright issue is not the technology but reproduction in any form (Gasaway, 2005). In his article on copyright and special collections, Dwayne Buttler (2012)

deems that special libraries often worry too much about copyright issues for clearly historic materials since these often no longer offer economic benefit to their creators. These concerns can cause archivists and librarians to impose unreasonable barriers to, and limit access to extensive and rare historical collections. The popularity among scholars using digital cameras as note-taking tools is discussed in the *Chronicle of Higher Education,* focusing on the varying rules of national and international archives (Carlson, 2004).

The ARL (Association of Research Libraries) has continued to delve into this topic in such articles as *Transforming Special collections in the Digital Age Working Group 2010* and OCLC's input at *Taking Our Pulse: The OCLC Research Survey of Special Collections and Archives.* An excellent student research paper*, Machines in the Archives: Technology and the Coming Transformation of Archival Reference* offers a broad overview of many of these issues.

METHODOLOGY

In order to better understand how academic libraries' special collections departments are integrating new technology into practice, the aim of this project was to survey academic libraries to find out whether or not special collections (many of which have traditionally been reluctant to let patrons handle fragile materials without assistance) are embracing new technology or continuing the traditional practice of restricted access. The authors also wanted to find out if academic special collections have written policies governing the use of technology in their libraries.

Due to its specialized and precise content, the authors used the *Special Collections in College and University Libraries* (Modoc Press, 1989) comprehensive directory as a starting point for selecting survey recipients in the United States, even though the directory is almost thirty years old. Libraries in the directory are organized by state. We randomly chose three libraries from each state's listings. If a state had fewer than three libraries listed, all of the listings were selected and additional survey recipients were obtained by searching the internet using the keywords special collections and archives.

After obtaining a list of potential survey recipients from the print directory and the internet, the authors visited the websites of each library chosen to make sure that they were still in existence and to find contact information for the director or manager of the library. We also used the internet to select Canadian survey recipients and chose from major Canadian universities with special collections.

The authors all completed the Collaborative Institution Review Board Training Initiative (CITI) course and created and administered the survey using Qualtrics online survey management software. We sent the survey link to the directors of the special collections when possible (otherwise a different staff member was selected from the library's website). We also distributed the link to select library listservs including the American Institute for Conservation Book and Paper Group Library Collections Conservation Committee, the Ohio Valley Group of Technical Services Librarians, the New Librarians Listserv, the American Indian Library Association, the Kentucky Library Association, the American Library Association's New Members Round Table, and Genealib. The survey was open for 4 weeks.

RESULTS

Of the 86 survey respondents, 58 (or 68%) actually completed the whole survey by answering all of the questions. Since not every respondent answered every question, the percentages have been calculated based on how many people answered that question (e.g. 26% of the 45 responses).

Scanning or Not?

The responses to the question of whether or not special collections allow patrons to scan materials using personal capture devices indicated that in fact, the majority (81%) of the special collections surveyed *do* allow patrons to scan or take photographs of library materials. However, comments by many of these respondents indicated that their library/archive has stipulations as to what can be photographed and which methods are used. Many do not allow flash photography and many limit the amount of information that can be captured. Several respondents commented that only devices that do not touch the materials are permitted.

Allow Scanning
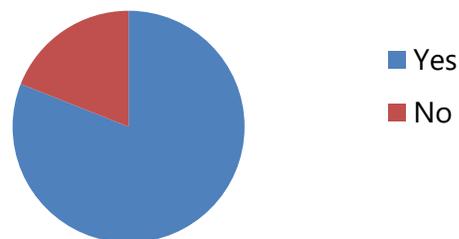
When asked why, those that do *not* allow scanning or photographing listed reasons such as a loss of revenue from photocopying or digital scans, loss of control/rights of the materials, preservation concerns, not enough staff to supervise to make sure that it is done correctly, and donor stipulations on access to materials.

Restrictions

Most of the libraries that allow scanning or photographing indicated that there are limitations to what users can scan. Some examples of restrictions are that patrons must first ask for permission to capture an image, no flash photography can be used, the staff must supervise scanning

and/or picture taking, the patron must acknowledge where the photo/material came from and understand copyright issues, and finally, many libraries have restrictions on how much of the material can be captured.

The survey results show that 90% of libraries that allow picture taking permit users to scan manuscripts. Some additional trends are that 63% of these libraries do not have a self-scanner and 64% do not require patrons to sign a copyright disclaimer. 98% do not charge a fee.

When asked if allowing personal capture devices has created any problems for the libraries, 84% of respondents indicated that there have been no problems. Those libraries that have had problems indicated that their concerns are that patrons post photos online without permission, patrons do not know how to use their own devices so they request technical assistance from staff, patrons mishandle materials and take more photos than permitted, and they demand digital access to everything.

Those libraries that do not allow scanning provide access in the following ways:

Twenty-five percent provide low-resolution scans, 58% provide pdfs, 75% provide paper copies, 50% allow materials to be used only at the library, and 33% allow patrons access to the materials by other means including purchase of scans and photocopies or online access.

Access Alternatives to Scanning

Low-resolution scans	25%
PDFs	58%
Paper copies	75%
Library use only	50%
Purchase content	33%

Policies

Sixty-six percent of survey respondents indicated that they do not have a written policy concerning the use of personal capture devices. Some indicated that they do not have a policy due to limited personnel and time. Others indicated that the issue is too new and a written policy hasn't been necessary; they have a verbal discussion with patrons instead. Finally, one respondent indicated that there was intentionally no policy in order to allow for flexibility.

Many of the libraries that do have a policy stated that their policy is found online and/or posted around the library and that the staff are responsible for enforcing it. Many print out the policy for the patron to sign.

Access

When asked if their special collections grant different levels of access to different kinds of users, 26% of respondents said that they have different policies for access to their collections. A frequent comment was that those who are affiliated with the home institution receive greater access and/or reduced cost services. Another comment was that many donors place restrictions on the materials that they donate and request that only those affiliated with the institution view the materials.

Most of the respondents (82%) indicated that their staff is consistent about providing access. The others indicated that employees are supposed to be consistent, but certain individuals use their own discretion. This does create problems when one staff member lets a patron do something and the next staff member does not; the patron gets upset.

Resources

When asked whether or not having additional employees and money would change their policies, only 39% of respondents indicated yes. Comments included the desire for hiring staff to digitize materials, thereby providing greater online access, more staff to capture the images instead of the patron, and increased access by hiring staff to provide longer hours of operation.

Of the 61% who indicated they would keep everything the same, several commented that they are comfortable with the amount of access allowed because they want to keep tighter restrictions on the usage of materials.

When asked if they provide patrons with technical support when they are using their own mobile capture devices, 72% of respondents that allow mobile capture devices indicated that they do not provide technical support. One respondent, whose library does provide assistance, commented that providing assistance helps to protect the materials and enables patrons to learn proper handling techniques.

Demographics

The authors collected the following demographic information about the survey respondents. The authors did not find there to be a relationship between institution size and the allowance of mobile capture devices. However, we did find there to be a relationship between the number of library employees and whether or not mobile capture devices are permitted. The libraries having between 1 and 5 employees were the most likely to allow the devices.

Employee Status

Staff	25%
Faculty	52%
Director	16%
Other	5%
Prefer not to answer	2%

Size of Institution

Under 5,000 students	21%
5,000-10,000 students	19%
10,000-15,000 students	11%
15,000-20,000 students	11%
More than 20,000 students	26%
Prefer not to answer	11%

Number of Employees

1-5	57%
5-10	21%
10-15	13%
More than 15	9%

Library has Special Focus?

Yes	55%
No	45%

CONCLUSIONS

As technology becomes more portable and more affordable, many people in society own a mobile capture device like a Smartphone or a digital camera. The survey results have clearly shown that the majority of special collections libraries are willing to allow library patrons more access to their materials through the use of photography and scanning and they have a more user-centered focus. Although there are still concerns about proper care of materials and respecting the wishes of donors, research shows that access levels are evolving.

With that evolution comes the need to examine issues surrounding increased access. Further research on this topic could focus on copyright infringement issues and polices. All libraries strive for a proper balance when allowing patrons to capture images. We seek to uphold intellectual freedom, form best practices, and strategies to make both patrons and collection managers happy. After all, the goal of libraries is to provide information, not to restrict it.

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Appendix I – Sample Policies

The authors selected these policies as good examples because they are simple and easy for patrons to understand:

- The W.S. Hoole Special Collections Library at the University of Alabama has a very brief, easy-to-understand policy regarding digital photography. Patrons must sign a copy of the policy. https://www.lib.ua.edu/about/libraries-policies/photography-hoole
- Another straightforward policy can be found on Florida State University's Special Collections and Archives website. Patrons are also required to sign a copy of the policy. https://www.lib.fsu.edu/special-collections/policies-and-forms
- The University of Tennessee Knoxville has a policy on reproduction in general. http://www.lib.utk.edu/special/rightsreproductions

Appendix II – Survey Instrument

1. Does your special collections library allow patrons to use personal mobile capture devices (e.g. cell phone, personal scanner, iPad) to scan or photograph your collection's materials?

IF YES:
- Which types? Are there devices your library does not allow?
- What are your library's policies and procedures for self-scanning or picture taking?
- Does your library allow patrons to scan or photograph *manuscript* materials with their own mobile capture devices?
- Since your library allows patrons to use their own mobile capture devices to scan or photograph your materials, do you ask your patrons to sign a copyright disclaimer?
- Since your library allows patrons to use their own mobile capture devices to scan or photograph your materials, do you charge a fee for any digital copies they make?
- Since your library allows patrons to use mobile capture devices, have you encountered any problems?
  - · Yes. Please give examples.
  - · No, haven't encountered any problems
- Does your library staff provide technical assistance to patrons using their own mobile capture devices?

IF NO:
- Please tell us why your library does not allow mobile capture devices. What have been your patrons' reactions?
- Since your library does not allow your patrons to use mobile capture devices, how do you provide access to your collections (please select all that apply)?
  - · Low resolution scans
  - · PDF documents
  - · Paper copies
  - · Patrons can only use materials in-house
  - · Other

2. Does your library have a *written* policy about using mobile capture devices to capture information?

IF YES:
- How do patrons access the policy? How does the library enforce it?

IF NO:
- Please tell us why your library doesn't have a written policy.

3. Does your library have a self-service scanner station for patron use?

4. Does your library have different access policies for patrons affiliated with your institution vs. the public?

IF YES:
- Please explain

5. Is your special collections library consistent with allowing access to materials (e.g. do all staff follow the same rules or are they allowed to use their own discretion)?

6. If your library had more staff and/or money, would you allow greater / less access to your collection or would you have different rules? Please explain.

7. If you have any other thoughts, problems, concerns, issues, suggestions for other libraries, please discuss below.

Thank you for answering our questions. Please answer just a few more anonymous
demographic questions to help us to analyze our responses.

What is your employee status?
- Staff
- Faculty / Librarian
- Director
- Other
- Prefer not to answer

What size is your institution?
- Under 5,000 students
- 5,000-10,000 students
- 10,000-15,000 students
- 15,000-20,000 students
- More than 20,000 students
- Prefer not to answer

How many employees work in your special collections library?
- 1-5
- 5-10
- 10-15
- More than 15
- Prefer not to answer

Does your collection have a particular focus (e.g. only paper items pertaining to Abraham Lincoln), or do you collect special materials on various subjects in various formats?

SELA/GENERAL NEWS:

SELA Summer Conference

August 11-12, 2017
Birmingham-Southern College
Birmingham, Alabama
Registration and hotel information coming soon!

West Virginia Library Association/SELA Joint Conference

November 8-10, 2017
White Sulphur Springs, WV at The Greenbriar

NMRT Shirley Olofson Memorial Award

SELA is pleased to announce that Lisa Kulka is the 2017 recipient of the New Members Round Table (NMRT) Shirley Olofson Memorial Award. She works as a Library Specialist at Northside Independent School District in San Antonio, Texas. Lisa has a BS in Education from Southwest Texas State University and earned her MS in Library Science from Wayne State University. She is active in the library profession, including ALA, NMRT, and the Texas Library Association.

LIBRARY NEWS

Alabama

The winner of the Alabama Library Association, College, University & Special Libraries Division Research Committee EBSCO Research Excellence Award is Yingqi Tang for her paper, "Information Competency Self-Evaluation and Library Intervention." Winning papers are published in future issues of *The Southeastern Librarian*.

Arkansas

Delta Serials Conference

Registration is now open for the inaugural Delta Serials Conference! This conference will be held on Thursday, July 27 through Friday, July 28, 2017, on Arkansas State University's Jonesboro campus.

Jeffrey Beall, keynote speaker, will discuss open access journals and predatory publishing. This conference will focus on advances, developments, and continuing issues in the management and use of all serial library products.

Proposal for poster sessions will be accepted through May 31, 2017. For registration and conference information visit http://libguides.astate.edu/DeltaSerialsConference.

If you have any additional questions, e-mail DeltaSerialsConference@astate.edu in order to reach the conference co-chairs.

Continuing Education Proposals

I would love your help in formulating CE topics and sessions that best suit the needs of Arkansas and SELA libraries.

If you could have any session or continuing ed topic related to your administrative position, what would you like to learn?

Does your library need help with new programming ideas or how to get your own ideas started?

Have you updated your policy manual recently? If not, do you need training for that process?

What type of conference session topics would most benefit you in your current position?