

## General

**Q: How does IMAGEhost work?**

**A:** Upon purchase of IMAGEhost software, clients will be guided through its installation to their IT infrastructure (must be a LAMP or WAMP configuration with enough disk storage to manage the archive).

In the most common application, Crowley Imaging specialists then scan client microfilm collection(s) using high-quality Mekel Technology or Wicks and Wilson microfilm or microfiche scanners without performing the post-processing functions typically associated with archival preservation (ie: image clean-up, output to TIFF images, etc.). This allows for reduced-cost digitization.

The digitized images are then uploaded to the IMAGEhost software platform, which allows for password-protected or public access to the collection(s). Viewers have access to the collection(s) from any device that is connected to the internet (desktop, laptop, tablet or phone). Once online, they may search, copy, edit, save, print and send images without affecting the original scan.

In a secondary application, owners of Mekel Technology, Wicks and Wilson or the Crowley MACH Mini scanners can digitize their own film for import into the IMAGEhost platform.

**Q: What will the screen look like?**

**A:** When a microfilm collection is viewed online, it will look and operate similar to using a microfilm reader without the hassle of having to find the roll, thread it onto the machine and then return it. Viewers simply locate the roll in the index and then either search by keyword or image number for quick results or scroll through each image at varying speed options.

**Q: How many users can we have?**

**A:** IMAGEhost packages are licensed for unlimited users. Collection(s) can be access simultaneously from any location and is ideal for corporations with shared records and multiple offices or regularly accessed research records such as newspapers and genealogy records.

**Q: How long is the start to finish process?**

**A:** The answer depends on how quickly the client can implement the IMAGEhost software into their existing IT infrastructure and the collection volume – typically 4-6 weeks from the point of purchase if Crowley's Digitization Services division is doing the scanning. The Crowley Company will always do its best to help customers achieve a specific deadline and your representative will work with you to ensure a smooth process.

**Q: If I decide later that I want archive quality images for digital preservation, do I need to have my microfilm re-scanned?**

A: No. Assuming that you have original archival quality raw files (an IMAGEhost option), The Crowley Company can then use those files to help you achieve formal digital preservation, thereby saving costs.

## Operation

**Q: Can we define the folder structure for our film collections?**

A: Yes. IMAGEhost allows the administrator to create a folder structure that can mimic how the collection is searched in its physical state. This gives the ability to logically arrange the collections in a way the best suits the access requirements for each organization or collection.

**Q: Can we change the scrolling view to a vertical stream to help with collections filmed in cine mode, such as duplex film or newspaper collections?**

A: Yes. IMAGEhost allows the user the ability to scroll through the images in either a horizontal (traditional) or vertical mode.

**Q: Can we make adjustments to image quality after the film has been scanned?**

A: Yes. IMAGEhost provides a variety of tools that allows the end-user to adjust the image quality to suit their needs. IMAGEhost also provides for the ability to download images as either bitonal or grayscale files, providing even greater flexibility when working with poorly-filmed or decaying microform collections.

**Q: Can the end-user crop, deskew or otherwise manipulate the images after they have been saved?**

A: IMAGEhost has a variety of image editing tools that include: deskew; crop; redact; select and clip; rotate; and others. These tools allow the end-user all the flexibility they need to create and save images that best suit their needs while maintaining the original scan.

**Q: Do any of the edits or adjustments made to saved images affect the original scan?**

A: No. To protect the integrity of the archive, IMAGEhost prevents users from making any changes to the original scans. Edits and image adjustments (contrast, brightness, color) only affect a newly saved image.

**Q: Is the image database searchable by keyword?**

A: Keyword searching is available with purchase of an OCR (optical character recognition) option at the time of the initial scan. The data is stored as part of the image database so that individual images, rolls or entire collections can be searched by keyword.

## Security

**Q: Can we set up different access rights to our collections?**

A: Yes. The IMAGEhost account manager feature allows you to customize the access to each collection per user or user group. An LDAP interface can also be added for public-facing collections requiring a general (single-user) log-in .

**Q: Does the system provide or allow for IP authentication?**

A: Yes; IMAGEhost can be restricted to a specific IP address or host name.

**Q: How secure is the IMAGEhost platform?**

A: IMAGEhost can be secured using best practices when installed in your local environment.

## Cost

**Q: How much does IMAGEhost cost?**

A: The exact cost depends on the number of rolls to be hosted, but purchase includes a **one-year software license** that comprises of the software package, telephone support, unlimited users and an implementation guide and a **one-time installation and configuration assistance fee**. Thereafter, there is an annual license renewal fee which includes telephone support. There are additional options for extended support and custom software engineering.

**Q: Does IMAGEhost software include scanning?**

A: No. As there are two options for scanning – Crowley's Digitization Services division or self-scanning – microfilm digitization is not included in the base price of the software. Your representative will always include a line item for the scanning in your quote.

*For additional information, visit [hostedarchives.info](http://hostedarchives.info) or call your representative at (240) 215-0224*