

# CROWLEY CONVERSIONS

SPRING 2009 VOL 1 NO 1

From The President

## SLOW AND STEADY

There's doom. There's gloom. There's bright spots. While times are indeed difficult, The Crowley Company has seen less of the first and more of the second and is enjoying a healthy position for several reasons:

**A loyal customer base.** Pat and I count ourselves fortunate to be working with many of the same agencies, companies and individuals that our father worked with when he first started the business nearly 30 years ago. While there are many more choices in capture equipment and imaging systems than there were three decades ago, one thing hasn't changed: an appreciation – and desire – for high quality hardware and services.

**A top-notch staff.** With nearly 100 employees personally invested in our need to succeed located throughout the U.S., we are all dedicated to providing customer satisfaction, the only true measurement of success. Low turnover and key new hires mean continuing improvements in all service areas.

**Expanded partnerships.** In response to growing client needs and requirements, we've added several new equipment lines to our hardware offerings (see page 2). We've also entered into a national technical service agreement with Kodak, allowing us to provide quicker turnaround on Crowley service contracts when geography commands.

**Market changes.** Unlike so many other industries, the digital age is still in growth mode and is expanding out of the traditional archive markets to the more mainstream corporate markets. This offers opportunity for expansion and innovation.

**Continuing R&D.** Working closely with our customers, our various partners and within our own manufacturing facilities (Mekel Technology, Extek Microsystems and HF Processor brands), we are continuing to invest in R&D to ensure that the equipment we offer sets the productivity standard for the industry. Our engineers are not only refining existing software and equipment, they're at the drawing board, creating the next generation of imaging applications, many of which are first tested in our own service bureau.

In closing and on behalf of our entire staff, I'd like to thank you for the support you've shown The Crowley Company over the years. In such a specialized and super-niche industry, you've ensured that we're here for the long haul – a rare place to be these days. Please let us know how we can continue to serve you –



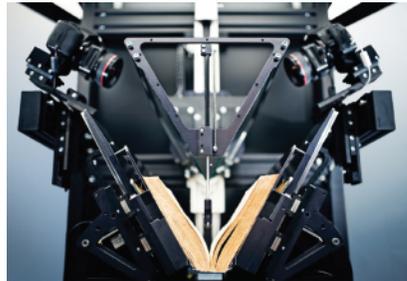
Christopher Crowley

## Qidenus International Product Launch

### LOOK MA, NO HANDS!



QIDENUS TECHNOLOGIES



Direct from Austria and faster than a kid riding a bike with no hands – not to mention far more reliable – the first fully-automatic book scanner to reach the Americas will be found at The Crowley Company this Spring. The North American distributor for

**Qidenus Technologies**, we expect to begin hands-on marketing efforts mid-May.

Founded in 2005 as a spin-off of the Vienna University of Economics and Business Administration, award-winning **Qidenus Technologies** has a registered patent for its “bionic finger” page-turning technology. Touted as “gentler than the human hand,” the technology is relevant for libraries, archives, handicapped persons and musicians.

As a stand-alone product (**RBSpro**) or accessory to an existing **Zeutschel** scanner (**RBSmodule**), **QiScan** technology permanently stores old scripts and books, making them both accessible and searchable. The **QiScan** is able to scan books according to their physical condition at aperture angles of 60°, 90° and 120°. Working with and without a glass plate as desired, special attention was paid to developing a gentle page-turning technology while creating a workflow with the greatest possible efficiency and the lowest labor input.

### RBSpro: 7 Books Per Hour. Fully Automatic.

With **QiScan RBSpro**, the company's flagship product, an operator can automatically digitize a book in less than 15 minutes. It is capable of scanning up to 2500 pages per hour with reduced error rates. Designed specifically for high industrial throughput, the scanner offers high-quality images, low maintenance and efficiency: one operator can control up to five **RBSpro** systems simultaneously.

### RBSmodule: Creating True Added Value

The **Qidenus RBSmodule** is the result of successful cooperation with **Zeutschel**, the leading scanner manufacturer. An inexpensive alternative for upgrading an existing manual book scanner, the **RBSmodule** has adjusted the automatic page-turning technology for use with an overhead scanner.

For more information or a first-look at this state-of-the-art imaging system, contact Matt McCabe at [mattm@thecrowleycompany.com](mailto:mattm@thecrowleycompany.com)

CROWLEY

5111 Pegasus Court, Suite M, Frederick, Maryland 21704 USA  
240.215.0224 [info@thecrowleycompany.com](mailto:info@thecrowleycompany.com)  
[www.thecrowleycompany.com](http://www.thecrowleycompany.com)



## NEW PRODUCT LINES OFFERED

In addition to **Qidenus**, The Crowley Company is pleased to introduce two new product lines and an industry-leading software.

### InoTec Scamax® Document Scanners

Recognized as the leader in high-volume document scanning, the addition of **InoTec's** paper document scanners is a direct correlation to the expanding needs of the industry and today's changing technology. Where once a client may have only needed a high-end book scanner for archival imaging, they may now also need the diversity of a document scanner for their own records. The **InoTec** scanners have been dubbed "The German Tank" because of their workflow productivity and ability to automatically feed and process a widely varying range of document sizes. These scanners can be upgraded at any time to meet changing production requirements, an unusual option that maximizes initial investment.



### S-T Imaging ST200X

The addition of the **S-T Imaging ST200X** to the Crowley product line is a response to client demands for a smaller-volume, multi-function scanner. The **ST200X**, a participant in the "Going Green" Library Journal Design Institute with a unique energy savings analysis tool, is a small-volume reader/printer for users such as research libraries, courthouses and universities. With 96x zoom range, 30 frame/second viewing, one-second scanning, digital media storage and print-while-viewing capabilities, this table-top microfilm/microfiche/microcard reader takes up little space while offering big imaging options.



### Quantum Technology Software

Recently out of the beta testing stage, Crowley introduced its first true version of **Quantum** software at the AIIM info 360 show in Philadelphia on March 30th. The software, known as **QuantumScan** and **QuantumProcess**, is custom-designed for the **Mekel Technology MACH V** roll-film strip scanner. Offering an industry-leading **100% image capture**, the software eliminates the need to reload and re-scan microfilm, giving the operator an array of manual and automatic features for the highest image quality possible. Other highlights include:

- ▶ Automatic image exposure, density and contrast controls
- ▶ Wide variety of image output options, including: TIFF, JPEG, PDF, BMP and more
- ▶ Grayscale and/or B&W scanning without impacting speed
- ▶ Unique Mekel flag-image feature for suspect images
- ▶ "Go to" frame function for specialized quality control
- ▶ Dual-view capability to view bi-tonal and grayscale images simultaneously without impacting speed
- ▶ Flexible and user-friendly Mekel film-naming and indexing capabilities



These product additions continue to allow The Crowley Company to be the most versatile multi-vendor source in the digitizing industry and enhance our ability to build relationships that result in continuing innovation.





## MARQUETTE UNIVERSITY DIGITIZATION

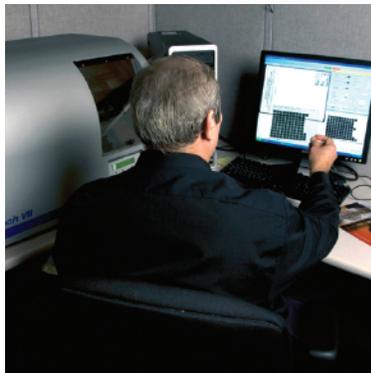
### Nearly 6M Files and Images to be Converted



This Spring marks the beginning of a relationship between Marquette University and The Crowley Company as Crowley's **conversion bureau** works both on-site and in-house to digitize nearly 6,000,000 files and images dating to the University's inception in 1881.

The high-volume of 16mm microfilm (3.5M+ images) and paper documents (2M+ pages) are a strong fit with Crowley's digitization capabilities, as is the project's high-security indexing challenge. Due to the sensitive and personal nature of the information to be scanned from the registrar and financial aid offices, Crowley's programming specialists created an intelligent barcode indexing program allowing for specific fields to index the digitized files while still protecting the privacy of the document/record and those associated with it. Additionally, Crowley worked with the University during the planning stages to ensure that the digitized images fit into Marquette's existing EDMS architecture – ImageNow.

Ultimately, Marquette University will have a complete legacy backfile of student records, transcripts, financial aid information, professional credentials and more.



Additional key projects taking place in Crowley's 20,000 SF **conversion bureau** include:

- ▶ **Children of the American Revolution (California) Chapter Archives**
- ▶ **Library of Virginia Chancery Cases**
- ▶ **Time Inc. LIFE's Photo Archive**
- ▶ **U.S. Holocaust Memorial Museum Unitarian Universalist Service Committee (USSC) Records Legacy Film Digitization Project**
- ▶ **Wilton House Museum Virginia Colonial Dames Membership Records**

## OFF-SITE DIGITIZING AN OPTION

For a variety of reasons including type of service required, on-site training, security and the fragility of books, film or documents, The Crowley Company often provides conversion services off-site. With staff currently spanning the nation from Wisconsin to the District of Columbia, Crowley technicians and specialists are scanning at the following locations:

### Cesar Chavez Collection

**Wayne State University\***, Detroit, Michigan

### Presidential Papers

**The Gerald Ford Library\***, Ann Arbor, Michigan

### National Archives & Records Administration\*

College Park, Maryland

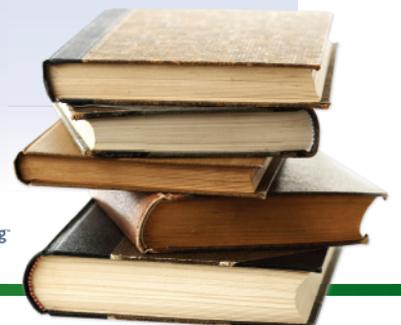
### Rare Books

**Library of Congress\***, Washington, D.C.

### Student Records

**Marquette University**  
Milwaukee, Wisconsin

\*Contracted by  GALE  
CENGAGE Learning





## EQUIPMENT UPGRADES INCREASE BUREAU CAPABILITIES

Clients of Crowley's **conversion bureau** benefit greatly from the company's position as a distributor of high-end capture equipment and software. As our service bureau equipment ages, we're in a unique position to be a testing agent for scanning equipment not yet on the market and also the first to put this equipment into full-time use.



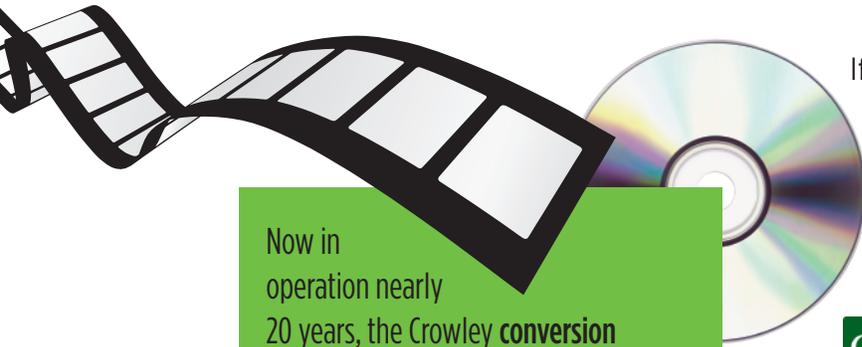
Most recently, the bureau has upgraded its **Mekel Technology** microfilm scanners to the MACH V full-roll strip scanners. Benefits, which are recognized in both quality and efficiency, include:

- ▶ **Increased throughput**
- ▶ **100% image capture guaranteed**
- ▶ **Improved image quality**

Also on the floor are several **Zeutschel 12000** bookscanners, which offer high-speed scanning with outstanding image quality and an excellent cost-performance ratio.



## CONVERSION CAPACITY



Now in operation nearly 20 years, the Crowley **conversion bureau** has the following **daily** capacity:

- ▶ **Up to 250,000 microfiche images**
- ▶ **Up to 250,000 microfilm images**
- ▶ **Up to 75,000 book pages**

Additionally, the bureau has noticed increased activity from clients for 35mm **archive writer** services.

If you have questions regarding any of the equipment, services or projects mentioned in this issue of Crowley Conversions, please contact us at [info@thecrowleycompany.com](mailto:info@thecrowleycompany.com) or 240-215-0224.

**CROWLEY**