

THE CROWLEY CONNECTION

MESSAGE FROM THE PRESIDENT

Crowley Team:

We have reached the halfway point of 2021 but more importantly, it appears we have also reached the final stages of the Covid-19 pandemic as we know it. While the virus is still with us, the past 4-6 weeks have shown that life is returning to a semblance of normal. I want to take this time to thank everyone for all you have done to help the company weather this storm. We have fared better than many and that is due in large part to the sacrifices everyone has made. For that, I am forever grateful.

While 2021 has gotten off to a slower start than we would like, there are many signs that the balance of the year will be much busier. Many of our clients are finally returning to work and projects that had been put on hold will soon be active again. We have started to host visitors in the office and our technicians continue to travel the country to support our loyal customers. There certainly seems to be a renewed sense of energy both inside and outside the building and I am optimistic that 2021 will be another successful year for the company.

As you will learn in this newsletter, we have welcomed some new faces and are excited for the contributions these folks have made and will continue to make. In the next few weeks, there will be additional new faces to announce that will allow us to expand our sales force as well as our technical support team. We are beginning new development projects that will breathe life into our manufactured product range and have added other products to our portfolio that will allow us to better serve our customers. Even with our slower than usual start, we are committed to making the necessary investments to ensure that we continue to grow as a company. The entire management team is both excited and optimistic about the future and want to extend that enthusiasm to you as well.

Thanks,

Pat



INTRODUCING...

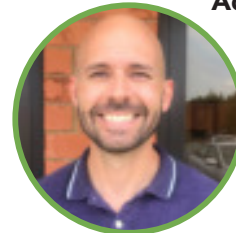
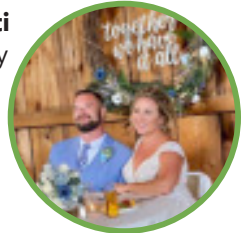
This past quarter brought some great new additions to the Crowley team both in the office and at home.

Service Bureau imaging specialist **Lakishia Barnett** gave birth to a daughter, Kiari Emani Mason, on April 26th. Kiari weighed 6 lbs., 15 oz. and was 19" long.



The Crowley family gained a son-in-law when Pat and Molly's eldest daughter, Kelly, married Jimmy Miller on June 12th.

Ditto the **Patti Matthews** family as her daughter, Beth, married Chris Alt in a July 3rd ceremony at the Homestead (which is also a Crowley services client!).



Adam Moxley joined Technical Services this past month as a traveling field technician. Adam has a wealth of technical and sales experience and will put both to good use as he represents Crowley on the road.

Scott Pechacek has joined the Services sales team as a Senior Digitization Business Development Manager. Scott spent the last 17 years at Northern Micrographics as a Vice President of Sales and Marketing and will be working from his Minnesota office representing Crowley in the middle-America region.



A warm welcome to **Eva Jasinska** who joins the Basingstoke (UK) administrative team, supporting several operations including purchasing and logistics.

DIVISION UPDATES



SALES

On May 18th, Crowley was selected as one of only three qualified firms to participate in the second phase of the **U.S. Treasury** microfilm digitization project. After successfully completing a small Proof of Concept phase in 2020, Crowley and teaming partners Datasavers (Jacksonville, FL) and Titan Technologies (Gaithersburg, MD) will digitize 5,000 reels of microfilm containing unredeemed bond images and extract the bond owner data from the images using OCR, artificial intelligence (AI) and machine learning (ML) software technologies. Once the 5,000 roll scanning and data extraction processes are completed later this year, Crowley anticipates moving to the second stage to participate in the scanning of an additional 175,000 rolls of microfilm. The purpose of this major project by the Treasury is to identify the owners of over 71 million unredeemed savings bonds so the Treasury can help owners cash their matured savings bonds.

Second Quarter wins and production completions include 

PRODUCTION

SOFTWARE

- Wytheville Community College is our first **IMAGEhost** hosted customer (prior IMAGEhost clients have been self-hosted/software only) and the IMAGEhost pipeline is beginning to fill.
- The bureau management is continuing to test and model workflow using **Iguana IDM software**. The license was upgraded to full status to take advantage of the software's more robust capabilities

ON THE FLOOR

- The team has been busy scanning oversized drawings of North Carolina's famous Biltmore property and should have the project complete in July
- We are finishing up our scanning services at the U.S. Mint in Philadelphia. Mike Musser started the project onsite last summer with inventory and Kitty Lamberger will wrap up scanning in July. This project was truly difficult and a remarkable achievement.

ABC Imaging (DC)	Fragile maps
Chicago History Museum	35mm negatives
Clearwater Public Library System (FL)	35mm negatives
David Adler (DC)	35mm negatives
Diocese of Fargo (ND)	16mm microfilm
DSI (DC)	Plans/papers
Georgetown Peabody Library (DC)	Newspapers/COM creation
Harley Davidson Archives (WI)	Magazines
History IT (ME)	Scrapbooks
Hunterdon County Historical Society (NJ)	Fragile documents
ImageX (VA)	Microfilm
Jewish Historical Society (TN)	Microfilm
Johns Hopkins University Library (MD)	Catalog cards
Ladorn Systems Corporation (MD)	16mm microfilm
Leadership Connect (DC)	Congressional books
Loudoun County Circuit Court Archives (VA)	Slave Papers
Marty Castilla Photography (CA)	Microfiche
Maryland Law Library	Bound publications
MidAmerica (MN)	Jacketed microfiche
Patty Sacks (NY)	Photographs
Park School of Baltimore	Publications
PTFS pilot (MD)	Color illustrations
Rochester Museum & Science Center (NY)	Newspapers
Sandy Spring Museum (MD)	Photographs
Sisters of Charity of Cincinnati (OH)	Books
Smithsonian African American Museum (DC)	Photographic negatives
Tennessee Tech University	35mm negatives; 120s
United States Treasury pilot (FL)	Microfilm
University of Dayton (OH)	Bound volumes
University of Minnesota	Microfilm
University of North Dakota	Microfilm
University of North Texas	COM microfiche
Volvo (NJ)	Photographs
Weymouth Public Libraries (MA)	Microfilm
Wytheville Community College (VA)	35mm microfilm/IMAGEhost



DIVISION UPDATES



PERSONNEL

- **Kris Sheckels** is taking on the newly-formed role of Equipment Manager
- **Kristina Bane**, **Mike Musser** and **Eric Watters** are forming a project management partnership to better manage all projects performed on overhead, rotary, microfilm, microfiche and aperture card scanners
- **Patrick Hill** was selected as a new member of the National Digital Stewardship Alliance where he will be working with industry members on infrastructure and software improvement initiatives and standards
- Braving sultry Florida summer temperatures, **Kitty Lamberger** and **Chris O'Brien** have accepted onsite positions in Jacksonville, FL where they will execute the first phase of the U.S. Treasury pilot project (the processing of 5,000 microfilm rolls).
- Braving the back-to-pre-pandemic Washington traffic, **Chrisi Atha** and **Bezawit Folla** are working onsite at the Library of Congress for the next three months prepping, scanning and indexing top secret rotary documents.
- **Tina Lamb's** daughter, **Cynthia**, graduated from Frederick High School
- **Johnny Faircloth's** family made the permanent move from Texas to Maryland
- **Patrick Hill's** daughter, **Taylor**, completed her grad school program certifying as a paralegal
- Our heartfelt condolences to **Vicki Sample** and her family on the recent loss of Vicki's father, **Richard "Dick" Brown**, and to **Elias Flores** and his family on the unexpected loss of his brother-in-law.

DIVISION UPDATES



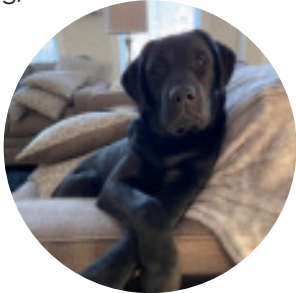
SALES

- The hardware, marketing and support teams paired efforts to host a pair of successful hybrid webinars for the **Zeutschel OS Q** and **ScanStudio** scanners this past month. While they actually took place in the third quarter, the preparation covered much of the second quarter. With 120+ high-level archivists and digitization specialists in attendance, these webinars not only introduced top-of-the-line scanners to folks who have not been able to see them due to both COVID travel restrictions and the scanner sizes, they set Crowley apart as educatory and well-versed in all things digital. The webinars were bolstered by live appearances from **Adam Fisher**, **Maine State Library**, who touted the technology of OS Q, and **Travis Taylor** of **Baylor University**, who extolled the virtues of the ScanStudio and its superior image quality. Many thanks to all of those who worked together to provide quality programming: **Corin Van de Griek**, **Hannah Clawson**, several interns and **the Service Bureau staff**, who allowed us to bump production schedules for both filming and the live demonstration. With a little luck, the sales will soon come rolling in!
- The hardware sales staff is expanding as part of a larger effort to reorganize territories to allow the team to delve deeper into their specific geographic areas, resulting in more quality relationships, more opportunity and higher sales volume. As part of this effort, we have hired a new field sales rep for our western region whom we will introduce to all in the next newsletter.
- The sales team has attended five consecutive **weekly reseller web training sessions** hosted by Zeutschel. The sessions consisted of product review, functionality and market positioning strategy against competitive products. These training sessions helped to again affirm that Crowley provides the best offerings for cultural heritage, patron and large format capture available on the market today.
- Congratulations to **Sean McCabe**, who closed a **ScanStudio A1** opportunity with **Texas A&M International University**.
- In another big sale, **Duncan Moule** closed a **MACH5**, **MACH7** and **(7) UScan+HD** universal microfilm systems with Zeutschel, making for a great day for our reseller Zeutschel. As a reminder, Zeutschel OEM's Crowley-manufactured products under their own brand names, offering them through a large international reseller network.
- **In-person trade shows** are coming back! **Robie Harris** and **Tim Ginster** attended our first trade show since the beginning of the pandemic – the National Association of Counties (NACo) show at the Gaylord in Alexandria, VA. It was a good opportunity to revisit friends, prospects and customers in the County vertical face-to-face.

DIVISION UPDATES



• **Matt McCabe's** black lab pup, Boomer, (who recently featured unintentionally in a case study recording) will be celebrating his first birthday in the Starbucks drive-thru where he'll be enjoying a Puppuccino.



Avision 8120

- Clemson University (SC)

Contex Scanner

- Midwich* (UK)

Crowley C400/C-Drive X

- Accurate Digital Documents (NY)
- Anniston Army Depot* (AL)
- CAD, Inc. (CA)
- CA Dept. of Water Resources
- Cirrus Systems (PA)
- Digital Scanning & Microfilm Equipment* (Australia)
- EPSA Marketplace (Sweden)
- First Coast Technologies* (South Africa)
- Genus* (UK)
- OSG Connect (MN)
- Reaxon Oy* (Finland)
- Spigraph* (4; France)
- US Army Training Center (VA)
- Visual Imaging* (Italy)
- Zeutschel* (4; Germany)

Crowley ODS

- Glen Oaks Community College (MI)
- The University of the West Indies

Crowley UScan+ HD

- Access Corporation (FL)
- American University (DC)
- Arcadia Unified School District (CA)
- Arkansas Tech University*
- Blytheville Public Library* (AR)
- City of Milwaukee (WI)
- Commonwealth of Pennsylvania
- County of Lancashire (8; UK)
- DC Public Library (5)
- e-Disti d.o.o.* (Slovenia)
- ELAR Company (Russia)
- Escambia County Clerk of Court (FL)
- Framatome (WA)
- Genus* (3)

- Heroux Devtek (UK)
- Hill Air Force Base (UT)
- Hitachi Rail STS USA Inc. (PA)
- HITS Scanning Solutions (MO)
- iGuaia nv* (Belgium)
- Illinois Dept. of Transportation
- IMI Critical Engineering (UK)
- Kings College London (2)
- Leominster Public Library (MA)
- LivaNova (TX)
- Lloyds of London (UK)
- Logan-Hocking County District Library (OH)
- Louisiana Dept. of Transportation and Development*
- Louisiana Secretary of State* (2)
- Magnox (UK)
- Pacific Air Industries (CA)
- Public Service Commission of West Virginia
- Sandol BMT* (South Korea)
- St. Charles Borromeo Seminary (PA)
- Tascosa Office Machines, Inc.* (TX)
- Zeutschel GmbH* (10)

Extex 3441

- Sandol BMT*

InoTec 600-Series

- Electronic Concepts, Inc. (NJ)

Mekel Technology MACH-Series

- Zeutschel* (MACH 10)
- Orleans Parish District Attorney's Office (MACH 5; LA)
- Palm Beach County (MACH 7; FL)
- University of Illinois at Urbana-Champaign (MACH Mini)
- University of Pennsylvania (MACH 10)

Wicks and Wilson 7700-Series

- Accurate Digital Documents
- BMI Imaging Systems (CA)
- Genus*

Wicks and Wilson 8800-Series

- Accurate Digital Documents
- Digital Scanning & Microfilm Equipment*

Zeutschel zeta-Series

- Abraham Lincoln Library (IL)
- Campbell University (NC)
- College of DuPage (IL)
- Hillwood Estate, Museum and Gardens (DC)

Zeutschel Chrome

- South Dakota Historical Society

Zeutschel OS 15000-Series

- Cal Poly Pomona (CA)

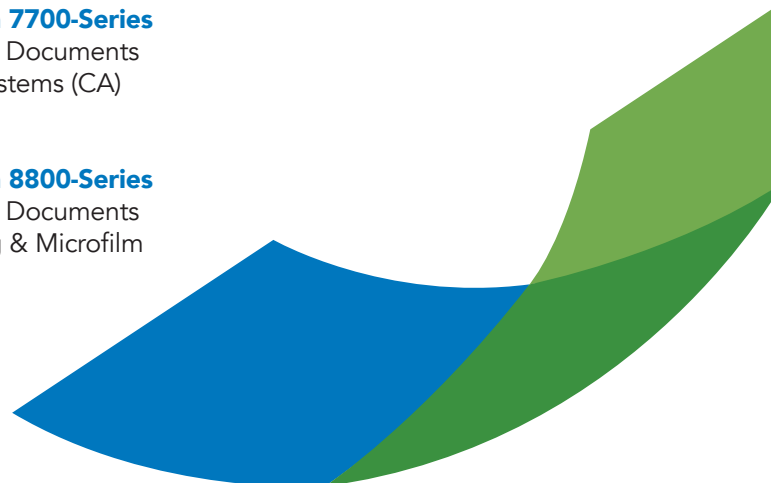
Zeutschel OS 12002-Series

- Christian Methodist Episcopal Church (AL)
- Milton Public Library (Ontario)
- Stony Brook University (NY)
- The Catholic University of America (DC)
- Towson University (MD)

Zeutschel OS 12000-Series

- Kofile (TX)
- Redwood Library and Athenaeum (RI)
- South Dakota Historical Society

**denotes a Crowley distributor/reseller or an indirect sale*



DIVISION UPDATES



MANUFACTURING

SAN DIMAS, CA

Wondering about the status of **Jeff Helm**'s motor bike racing career? He placed 4th in the Expert Class in the last race before summer break and will finish out the season with two final races in September. Stay tuned!



Ivan Romero has re-joined the Crowley team and is updating the Mekel custom control pad (CCP) board which resides in all Mekel-manufactured scanners before taking on the updating of the analog printed circuit boards (PCB) and new tasks. He has most recently designed and built a DC-to-DC

voltage booster so that we can run different LED main light sources for the scanners. This replaces the obsolete booster that had previously been in use.

Although the current Mekel Technology inventory is strong, the San Dimas team is experiencing the same parts shortage as the rest of the world, potentially affecting new builds as the current inventory is sold. Ivan has also been instrumental in sourcing possible replacement parts as well.

We extend our deepest sympathies to **Steve Bogut** on the June 3rd passing of his mother.

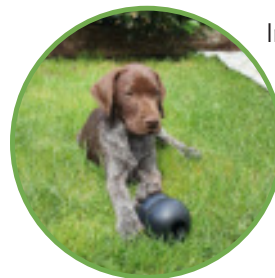
BASINGSTOKE, UK

Given the intense restrictions in the UK, we especially appreciate the efforts of the **Basingstoke team**, which has met a variety of production challenges and even increased sales despite a smaller workforce.

Additionally, **John Wilson** has identified a possible camera solution to help mitigate current shortages and which might be adaptable for a variety of our UK-manufactured scanners.

Hello again/goodbye again to **Nick Edwards**, who came onsite to perform one last aperture card creation project (via a freelance contract with Crowley distributor, Genus).

Chris Richards and **Dave Turnbull** have both announced new additions to their families...the four-legged kind.



In January, Chris and his wife, Sue, welcomed Harper, a chocolate-brown Working Cocker Spaniel. To quote Chris, "She's full on, crazy, loving and such great fun... and pulls like a train when on a lead. She's a great addition to our household."

Dave and family welcomed Buddy, a German Shorthaired Pointer (GSP), whom he describes after less than a full week as "Trouble with a capital T!!!" No worries, though, Dave knows just what to do as the Turnbulls have had GSP's for the last 20 years. "We lost our last girl at Easter and the house hasn't been the same since. We decided to take the plunge and get a puppy; all of our previous dogs were either from rescue or had been returned to the breeder, so we have never had one right from the start." Sounds like there might be a small learning curve, Dave!



DIVISION UPDATES



SUPPORT SERVICES

The waiving of many prior COVID restrictions has businesses picking up again and along with that comes a busy support team.

Although we were sad to say goodbye to **Brendan Crowley**, who has taken an extended leave of absence, we are pleased to say hello to **Adam Moxley**.

DIVISION UPDATES



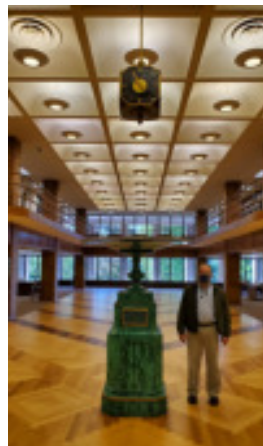
Francis Wangenye has joined Technical Services as a permanent member of the team. Having started as temporary staff in February, Francis quickly proved a valuable asset and is now Crowley's full-time Contract Sales and Renewals Specialist.

Below are a few highlights of the team's second quarter field efforts spearheaded by **Steve Sheckels**, **Steve Gress**, **Joe Preston** and **John Truver**:

Hillwood Estates Museum and Gardens (DC)	Zeutschel zeta install
US Census Bureau (DC)	Mach 10 install; 15 units
Global Archives (MO)	Zeutschel 12000 A1 install
Douglas County Library (CO)	Zeutschel 12002 install
Linda Hall Library (MO)	Zeutschel 16000 HQ install
University of Pennsylvania	Mach 10 install
Wood County Records Center (OH)	Zeutschel OP 800 install
Maine State Library	Equipment move
Tiffany and Company (NY)	Zeutschel OS 14000 service call
Baylor University (TX)	Zeutschel ScanStudio installation



The Wood County Records Center and its' new OP 800 archive writer, used to write digital images to microfilm.



Joe Preston strikes a pose at the Linda Hall Library.



Steve Gress and Brendan Crowley step up to the installation task at the Newberry Library in Chicago.

The above opportunities do not begin to address the overwhelming daily triage, training, contract administration and remote support offered by our crack in-house team of **Karen Allanach**, **Cassie Hahn**, **Dave Stockman**, **Corin Van de Griek** (who still has a foot in the services door) and **Francis Wangenye**.

The quarter has also brought some excellent customer reviews, which always helps to shed a positive light on all things Crowley.

Looks like your suggestions did the trick at Ameriprise. Everything looks like it's running normally. I appreciate your first-rate level of support.

Your support team worked with us to get those issues resolved as soon as possible. Overall, I have been very impressed with the quality of support provided by your team. Thank you for checking in with us.

The experience and service was great. So far, the system is operating smoothly.

Very satisfied with the way things went. Mr. Preston was very patient and a great listener [as he let] our users explain the problems they were having. Highly recommend your service!

Your entire team that I have worked with has always provided the best service. All have been professional yet approachable and easy to work with.

HERE AND THERE



Corporate welcomes back **Austin Manwiller** as a second-term IT Intern. Austin is helping with day-to-day operations and support of the company's IT infrastructure and will be with us until his Fall term at Salisbury University (MD) begins.



Laserfiche®

The Crowley Company has added **Laserfiche**, an Enterprise Content Management (ECM) software package, to our offerings. Compatible with all media and file types, LaserFiche users can easily centralize digital collections and records into one user-friendly platform to improve data management, efficiency and accelerate workflow processes.

Our **YouTube** channel grew significantly this past quarter as the marketing team produced and posted a five-part Digitization Services series, 15 unlisted OS Q and ScanStudio demo modules and two live case studies.

MILESTONE ANNIVERSARIES

Congratulations to the following staff member who is celebrating a milestone (every fifth year) anniversary this quarter:



Sara Bunce
5 Years
QC Manager
(Digitization Services)

HAVE NEWS TO SHARE?

Send news, photos and more to cherib@thecrowleycompany.com and we'll share in our next issue.

