


## Digitisation services Customer questionnaire

### Capture

What is the required output for the digital images? Tiff, Jpeg, JP2, PDF?	
What is the preferred resolution? 300ppi, 400ppi etc.	
Are bound volumes to be imaged as single or double pages?	
Should the front and back of each document be captured? In the case of bound volumes, should the spine be captured?	
Are blanks, unmarked pages to be captured?	
Are the document pages foliated/paginated and if so should blank foliated/paginated pages be captured?	
Should larger documents be captured as one image?	
Should images be rotated to be made readable or should they be presented as they appear in the original document?	
Are there specific file naming conventions for the images and a preferred folder structure?	
Are there any requirements to capture descriptive metadata on top of the basic technical metadata? If so please give details	
What level of QA is required?	
Is there any requirement for transcription or OCR?	
Are there any additional requirements when it comes to the capture of the documents?	
The images will be delivered on external hard drives. After delivery of the images, we will keep a copy for 3 months before deleting them. Do you need the images to be stored for a longer period?	

## Logistics

Will you deliver and collect the documents yourselves? Would you like us to organise the collection and return of the documents?	
Are the documents insured? If so, to what value (for transport purposes)?	
Would you pack materials for shipping to us or would you require us to do it? If us, do you want it to be done by our employed qualified conservators or the specialist shipping company to complete this?	
Upon return delivery, is there a requirement to unpack and return to storage?	
Is there a timescale attached to the project? Do the documents have to be completed and returned to you by a specific date?	
Who would be the contact person during process for specific questions?	

## Conservation

Our qualified paper and book conservators specialise in conservation for digitisation. This is a minimal approach to stabilise documents (to ensure any existing damage does not become worse through handling) and make sure any damage does not affect legibility. Additional or more in-depth conservation treatments and services are available if required. All documents must be inspected before transfer to The National Archives to ensure the safety of our own collections.

What is the date range of your collection?	
What format is your collection (e.g. bound volumes, loose papers, tagged files, scrolls or rolls etc.)?	
What is the material and media of your collection, if known (paper, parchment, photographic, seals, pigments, pencil, ink etc.)?	
Do you have any oversize items (i.e. above A3)? If so, please specify	
Please give some insight into current and previous storage and housing conditions, if known.	
What specific concerns do you have about your collections? This may include damage, housing, storage, pest or mould issues etc.	