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* **Access.** When a scan request is received, staff members must look through our extensive catalog to find the correct collection, as well as track the material through the whole process on various databases. Collections that are not digitized require staff members to pull the material and then scan each individual page. The images then often need to be edited, and physical materials reshelved.

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* **Digitization.** The Leo Baeck Institute has an expansive digitization program with manifold components. Our goal is to provide our users with our complete archival collection online, in low resolution, for research use. This digitization project also scans and makes accessible some of the rare library material, as well as the periodical collection. Costs for our digitization program include paying outside vendors who scan the material following professional standards, the transportation of material to and from digital vendors, and the cost for them to store the material in a preservation-secure environment during the digitization process. Finally, LBI staff accession the digital images into our electronic system and catalog, a process that further involves some necessary editing and reformatting.

* **Reference, Scan Orders, and Permissions.** Answering questions, scanning material, and providing publishing permissions to researchers are all regular tasks of the archival and library departments. Staff respond to reference questions by identifying material that might be helpful, and then accessing the material either online or physically. Often numerous collections, periodicals, and books need to be accessed and studied to provide answers to patron questions. Often, staff scan materials the researchers are interested in.

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