

InterMountain Record Center, Inc.

FREQUENTLY ASKED QUESTIONS

Reformatting

What is Image reformatting?

Digital reformatting is the process of converting analogue materials into a digital format as a surrogate of the original. The digital surrogates perform a preservation function by reducing or eliminating the use of the original. Digital reformatting is guided by established best practices to ensure that materials are being converted at the highest quality.

Analogue reformatting is just the opposite converting digital images into analogue format, in our case, microfilm. This process allows permanent records as designated by Archives to be converted from digital images to microfilm rolls to meet state mandates for permanency.

How do you charge for reformatting services?

Our reformatting service charges include a set up for the archive writer, per image fees for the conversion and postage to deliver the film or disks back to your organization. The set-up fee also provides the assignment of your dedicated, secure, password protected FTP site to upload your images or for delivery of your images from microfilm.

Can you perform your reformatting services at my office?

No, It is not necessary in that all work is done remotely via digital copies of your records.

Do I have to sign a contract for your imaging services?

No, but we do require a purchase order or signed estimate for the services requested. We provide free estimates and samples for our imaging projects.

What kind of records do you accept for reformatting?

IRC can convert microfilm in any format from 16mm or 35mm rolls, to aperture cards, jackets and microfiche to digital images. These images can be delivered as raw scans via the FTP site or disks. The images can be delivered on a searchable disk with our non-proprietary disk-based system.

We can also convert any digital images in PDF or TIF format, as well as print-to-file outputs, to either 16mm or 35mm microfilm.

What is your non-proprietary disk-based system?

IRC commissioned a specialty program, IDEX, that takes the Tagged Index File (TIF) images and creates a Microsoft Access database (MDB) program to allow simple query searches for the indexed images from a disk. The program does not require annual maintenance fees and all formats are non-proprietary which allows them to be read on any computer operating system. You simply click on the launchable image bar once the required image is located in the query and it will automatically open in the program designated for TIF images.

Do you keep copies of all my documents?

No, we do not maintain microfilm copies of client information. We do maintain a copy of the data used to create your imaging disk for a period of time to assure your disk is working correctly and your indexing is accurate. The secure FTP site will maintain images for a period of time for the same reasons. This allows us to support our 100% guarantee of satisfaction with our services.

Is there a minimum charge for imaging service?

Yes, we have a nominal minimum for all our services. Please request our rate brochure for the specific rates associated with the services you require!

Can I retrieve records from your facility while they are being reformatted?

Yes, a simple phone call or fax to our office will allow us to retrieve your requested information. The records will be delivered digitally via your secure FTP site.