

THINGS YOU CANNOT DO IN THE MEMORY LAB

- Burn or rip CDs
- While our equipment will technically digitize DVDs, it's not something we're really focusing on at present.

Photograph/Print FAQs

- What photo formats can I digitize?
 - Regular printed photographs, developed photo negatives, 35mm slides
- I have a framed photograph that is too delicate to remove. Can I digitize that?
 - Yes, you can use the CZUR overhead scanner to scan a framed photograph. The DPI will not be very high, and there may be a glare from the glass.
- Can I bring in an undeveloped roll of film?
 - We do not have equipment for developing film.
- How long does it take to digitize negatives?
 - It depends on the size of your negatives and the DPI (resolution) you choose.
 - Example: The provided slide holder can hold twelve 35mm slides at a time, and will scan twelve slides at 600 DPI in about 3-5 minutes.
- How long does it take to digitize regular print photographs?
 - If your photos are in good condition, we recommend using the Epson FastFoto to digitize your photographs. You can digitize 500 4 x 6 print photographs in 2 hours using the FastFoto.
- I have old and fragile photographs, what equipment should I use?
 - We recommend using the Epson Perfection for digitizing delicate photographs. It is slower but safer.
- What file format should I use for my digitized photographs?
 - For general use, a JPG/JPEG will work well. For archival purposes, you can use the TIFF format. TIFF files are larger than JPG/JPEG.
- What DPI should I use for my digitized photographs?
 - 300 DPI is the base resolution. 600 to 720 DPI will offer better quality but larger file formats. We do not recommend scanning over 1200 DPI as the quality difference is not noticeable in most circumstances.
- How should I prepare for scanning my photos?
 - Remove your photos from albums or binders. Removing them in the Lab will use up your scanning time.
 - Organize your photos by subject, date, or location.
 - Group your photos by size in landscape orientation and top edge first.
 - Note: If you have both portrait- and landscape-oriented photos in the same stack, you can rotate the portrait images after scanning.
 - Make sure your photos are not stuck together.
 - Stuck photos can feed through the scanner at the same time or jam in the scanner, potentially damaging your photos or the scanner.
 - Use a soft, dry cloth to wipe the front and back of your photos to remove dust, dirt, or other particles that could potentially scratch your photos.

- Caution: Because of the speed at which photos are scanned, dust particles on your photos can cause white lines to appear in scanned images, and in extreme cases can lightly scratch the protective finish on your photos. For best results, wipe off the front and back of your photos before scanning.
 - Flatten curled photos as best as you can.

Video FAQs

- What video formats can I digitize?
 - VHS, DVD, Mini DV, VHS-C, 8mm or Hi8 Cassettes, 8mm or Super8 reels
- How long does it take to digitize video?
 - The length of your video plus 10-20 minutes for setup. So if you have a VHS that runs for 1 hour 45 minutes, you will need to start your recording as soon as possible upon entering the SDS.
 - It takes much longer to digitize 8mm film reels, as the machine operates by taking a photo of each individual frame. 30 minutes will digitize about 4 minutes of film.
- I have a video that is longer than two hours. Can I still use the SDS?
 - Please contact staff to enquire about additional time in the event of long videos.
- Will the digitization equipment improve the quality of my VHS, etc?
 - No. The digital quality will be identical to the quality of the original film.

Audio FAQs

- What audio formats can I digitize?
 - Audio cassette
- How long does it take to digitize an audio cassette?
 - However long the cassette runs is how long it will take, plus 10-20 minutes for setup and application settings.
- What software do you have for digitizing audio?
 - Audacity, a free software.
- What equipment do you have for digitizing cassettes?
 - The library uses a Reshow USB digitization cassette player.

General FAQs

- How do I book an appointment in the SDS?
 - Waitwhile
- How long can I book the SDS for?
 - The default booking time is for 2 hours.
- How often can I book the SDS?
 - You can book the SDS up to 2 times per week.
- Do I have to book the SDS ahead of time? Can I just walk in?
 - We recommend booking the SDS to ensure availability. However, if you walk in and there is a time slot open, staff will create an impromptu booking for you and you may use the studio.

- Note that this will not circumvent the twice per week or two hour limit.
- There is no one waiting to use the SDS. Can I use it for longer than two hours?
 - You may, with the understanding that if all stations are full and another patron arrives, the longest-present user will have to leave.
- How much does using the SDS cost?
 - Free!
- Will a staff person be there to help me?
 - Staff are available for up to 15 minutes to help you get set up, after which they must return to their other responsibilities. If you anticipate needing more assistance, submit a Book a Genealogist request for staff assistance of up to 1 hour.
- What should I bring with me?
 - The materials you will be digitizing.
 - A flash drive (minimum 16 GB is recommended for digitizing films).
 - If you will be digitizing 8mm film, we suggest bringing a 32 GB SD card. If you do not have one, contact staff before arriving for your appointment so we can ensure availability.