



## Merrimack County Consolidates Two Tasks Into One Easy Pass

### SITUATION

Busy county records office struggles to keep up with growing volumes of paperwork. Document handling procedures are time-consuming, inefficient, and labor-intensive. Sending film out for processing requires the Registry of Deeds to hold on to original documents for long periods of time.

### OBJECTIVE

Eliminate redundant efforts. Remove the need for a dedicated microfilm technician. Create a system that allows both scanning and microfilming to take place in one pass. Develop a solution to process film in-house, quality-check it immediately, and return original documents in a shorter amount of time.

### SOLUTION

**Kodak** i9620 Archive Writer, **Kodak Prostar** Archive Processor, and **Kodak** i7300 Film Scanner.

### COMMENT

"I'm so very pleased. It's been a huge time- and money-saver and an employee saver too."

~ Kathi Guay,  
Registrar, Merrimack County  
Registry of Deeds

Kathi Guay, Registrar of the Merrimack County Registry of Deeds in the capital of New Hampshire, lived in fear of the day her microfilm technician might decide to move or retire. "I don't think I would have been able to find someone willing to do her job with the old equipment and setup," she says. "It was a nightmare when she was on vacation or out sick. Where would I find someone willing to sit in the darkroom and flip pages and press buttons all day? But now, with our **Kodak** i9620 Archive Writer, **Kodak Prostar** Archive Processor, and **Kodak** i7300 Film Scanner, we don't need a person sitting in a darkroom flipping pages. **Kodak** equipment also lets us scan and microfilm a document in just one pass, instead of scanning it and then repeating a similar process when we put the document through microfilming. So we've finally eliminated that duplication of effort."

### Handling the real estate boom

The Merrimack County Registry of Deeds handles a variety of land records. The department currently processes between 130-280 documents—which equals 1,000 to 3,500 pages—each day.

Prior to installing the **Kodak** solution, the Registry of Deeds employed a worker who sat in a darkroom with the original documents and a small camera. She would place a page on the deck, press a button, take the page off, put another page on, etc., ad nauseum.

"At the time, we thought it was state-of-the-art...but we could never stay ahead of the documents," comments Guay. "We had to use the original for filming, which meant no one else could access those originals while they were being filmed. We also couldn't send the originals back until we finished a roll of film, had it

processed, and quality-checked it...and only then could we release the originals back to the customer. Often a week or two later!"

And that was before the recent real estate boom. As properties moved faster, the Merrimack County Registry of Deeds just couldn't keep up with the documents.

Guay says, "We were inundated with paperwork and couldn't pump it out fast enough or get the processed film back quick enough. And when we did get the film back, if a page was missing or illegible, we had to do it all over again. So the documents languished in our office for another week or more while we made another film. We didn't like—and our customers didn't appreciate—our hanging on to their papers for that long."

### Returning originals back in a flash

The County Registry asked BizTech Solutions, Inc. to create a hybrid imaging solution to eliminate the duplication of effort and speed up the entire records retention process.

"We were scanning the originals into our imaging system and then repeating a similar process when we put them through microfilming. We knew there had to be a better way that wasn't so time-consuming," remembers Guay.

BizTech developed a Reference Archive approach for Merrimack County that included a **Kodak** i9620 Archive Writer, **Kodak Prostar** Archive Processor, and **Kodak** i7300 Film Scanner.

The **Kodak** i9620 Archive Writer takes scanned images and puts them onto microfilm for long-term record retention. The **Kodak Prostar** Archive Processor processes and develops the microfilm. Having an internal lab saves time and is especially efficient for immediate quality checks



*Merrimack County's archiving solution in action*

and re-dos. The **Kodak i7300** Film Scanner pulls older images from microfilm and "image-enables" them—basically puts them into a digital format—so they can be printed or moved on to a network for easy electronic access.

**"We selected the Kodak i9620 Archive Writer because it's fast and has great features like being able to convert older volumes and odd size pages. Being able to write two original films at once is also helpful,"** notes Guay.

"Then we decided to go ahead and purchase the **Kodak Prostar** Archive Processor. Its replenisher is much more convenient than always having to check the chemicals. And now we can process our own film and quality-check it right away—instead of mailing the undeveloped film out to be processed, so we don't have to hold the original documents in-house as long."

*With the Kodak i7300 Scanner you can bridge microfilm's proven stability with the efficiency of digital technology.*

## Brightening a worker's life

"The **Kodak i9620** Archive Writer and **Kodak Prostar** Archive Processor have eliminated the need for an employee to sit in a darkroom and flip pages," says Guay. "It frees her up to help with other functions in the office, so we are more productive, too. The savings in personnel time that can be spent on other projects and positions alone is impressive."

## Ramping up productivity

In the Merrimack County Registry of Deeds, **Kodak** equipment has eliminated the redundancy that had been a way of life prior to installing the reference archive solution by Kodak.

Guay claims, "The **Kodak** solution has improved our workflow significantly by allowing us to film, develop, quality-check, and send originals back in a day versus the previous two-week (or more) lag time. What a relief."

"We've gone back and rescanned a number of our older volumes of records and have written film for those records. We typically have the **Kodak i9620** Archive Writer and **Kodak Prostar** Archive Processor running at least six to ten rolls of film a day," guesses Guay.

"Some of the older records are handwritten and we thought we'd have issues filming, but the image quality came out quite good on the **Kodak i9620** Archive Writer."

She continues,

**"Our productivity has improved all around. We're doing a much higher volume of work with a much improved process that requires very little operator intervention. We've even been able to do some filming work for other counties, which gives them a backup of their records on film. We also provide the service for private entities who want to buy our records on film."**

## Making life easier

Guay is especially happy with how easy it is to use her new solution. "The equipment is easy to learn and easy to use. There's very little need for operator intervention. You just start it up and walk away. We've also been very pleased with the quality of the equipment: we've had very little downtime with these machines, which translates into greater productivity. And now that we don't have to hold on to originals for long, we're saving space in our offices, too."

