



## Information is our forté Success Stories

Cadence Group draws on more than 15 years of experience in library science, information architecture, and technology solutions to help clients get information to people who need it the most.



**GSA** Contract Holder

### Virtual and Physical Library Support

- ▶ Library assessment and benchmarking
- ▶ Collection development and management
- ▶ Library planning and implementation
- ▶ Virtual library development and management
- ▶ Research and reference services
- ▶ Staffing for day-to-day operations
- ▶ Complete library management

## Virtual/Physical Libraries

### Managing Physical and Virtual Libraries

#### Telecommunications Leader

At this major telecommunications company, Cadence Group® manages the day-to-day operations of both the legal library and a virtual, enterprise-wide library of knowledge resources. This virtual library aggregates content from multiple vendors into one centralized repository and is delivered via an intranet application and supporting database, both of which Cadence Group manages and maintains. Specific tasks include:

- ▶ Managing library journal subscriptions (paper and electronic) and vendor invoices
- ▶ Coordinating changes to electronic resources
- ▶ Preparing standard and ad-hoc electronic resource reports
- ▶ Setting up automatic literature searches
- ▶ Providing web-based tutorials and customer support
- ▶ Facilitating special events and exhibits to promote the library

### Global Health Information Maintenance and Support

#### Public Health Agency

This public health agency serves as the national focus for developing and applying disease prevention and control, environmental health, and promotion and education activities to improve the health of the people of the United States. It is comprised of nine national centers and three program offices, with each center having its own library requirements for classifying, filing, and retrieving global health information.

Cadence Group has helped make voluminous amounts of information readily available worldwide via nine libraries by providing library maintenance and support activities each year, including:

- ▶ Maintenance for a manuscript collection of over 32,000 items

- ▶ Cataloging almost 4,000 items
- ▶ Processing well over 6,000 information requests
- ▶ Handling over 45,000 document delivery requests
- ▶ Handling approximately 700 library check-out requests for circulation services
- ▶ Receiving and processing over 4,000 new library resources
- ▶ Fulfilling nearly 35,000 inter-library loan requests

During this time, Cadence Group also provided web site design, maintenance and content management for 13 intranet and Internet web sites.

### Enhancing and Marketing Corporate Libraries

#### Beverage Industry Giant

This beverage industry giant counts on Cadence Group to provide a wide-range of library services to clientele from marketing, legal, and technical departments with varied interests and needs. These services include:

- ▶ Evaluating and reviewing library resources such as subscriptions and electronic resources
- ▶ Handling subscription renewals, vendor claims, and invoices
- ▶ Helping the library market its services internally
- ▶ Performing industry and other research
- ▶ Executing a variety of library services (professional and paraprofessional) such as cataloging, reference, and library maintenance

### Best Practices for Medical Information Center

#### Hospital Medical Library

The goal of this project was to provide the administrators of a major hospital's medical library with the information needed to build an information center based on best practices in the field of library management.

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# Virtual/Physical Libraries Success Stories

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To learn how you can improve library operating efficiencies and provide better service to patrons, please contact Cadence Group at 404-874-0544 ext.113 or by e-mail at info@cadence-group.com.



To begin the project, Cadence Group first considered the library's mission, which is to augment the teaching, research, and service activities of the hospital and to support research activities at its affiliate hospital by providing access to core content via online and print sources. Cadence Group provided these services:

- ▶ Evaluated the current library operation to ensure that it met the needs of patrons in a cost-effective manner
- ▶ Conducted extensive interviews with the library staff regarding current processes, procedures, and documentation
- ▶ Conducted a benchmarking study of other medical libraries in comparable situations

Cadence Group then compiled its findings and best practices-based recommendations for library administrators regarding budgets, staffing, services, training, computer capabilities, and other operational issues.

## Cataloging and Shelf-Ready Services

### Public Library System

This Central Library resides in a Georgia public library system that has more than 362,542 registered library cardholders and a collection of over 2,177,267 items for adults and children. When the library needed professional assistance with cataloging and shelf-ready services for an existing inventory of book and multi-media materials, it called upon Cadence Group for professional assistance.

In addition to creating standardized cataloging records, Cadence Group provided shelf-ready services such as stamping, labeling, and the application of Mylar jackets, as well as inserting theft-prevention devices and book pockets. Cadence Group also provided services for exporting bibliographic records and the processing, shipping, and invoicing of materials.

## Developing and Maintaining Library Collections

### Law Libraries

Some of the country's most prestigious law firms rely on Cadence Group to set up and maintain their physical and virtual law libraries. For example:

- ▶ The Atlanta location and six branch libraries of a large law firm use Cadence Group professionals for cataloging and database development. Cadence Group also developed interfaces for a web-based product that was used to launch the library catalog on the firm's intranet.
- ▶ A newly formed law firm used Cadence Group to develop a collection for the law library. This project included reviewing CD-ROM editions of applicable titles and recommending the best options for the collection. In addition, Cadence Group provided training on the CD-ROM products, managed the acquisition of all new materials and developed a streamlined system for organizing the physical library.
- ▶ When a federal law enforcement office relocated its library, it asked Cadence Group to extend its library services and facilitate organization of the new library. This project involved evaluating library resources, developing reference collections, and handling library vendors and publishers.

## Preserving a Legacy

### The Tuskegee Airmen Oral History Project

To preserve the legacy of the Tuskegee Airmen, America's first military pilots of color, Cadence Group preserved and organized more than 750 oral history interviews for the Tuskegee Airmen National Historic Site at Historic Moton Field in Tuskegee, Alabama. This project included processing an estimated 2,760 folders and their contents consisting of correspondence, still photos, and printed transcripts as well as historic photographs, videotape copies of interviews, self-published books or pamphlets, and other memorabilia.

Tasks included performing preservation maintenance, and arranging, describing, and cataloging organizational records and multiple formats/media into a database with a finding aid for locating archived items.

## For More Information

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