



Information is our forté

Practice Area Profile

Cadence Group® has more than 20 years of experience crafting information management solutions for clients that maximize their content and technology investments that deliver critical information to the people who need it the most.



Key Benefits

- ▶ Focus your efforts on your mission and core services
- ▶ Gain ready access to qualified library staff
- ▶ Cost-effectively leverage expertise not in-house
- ▶ Improve operating efficiencies
- ▶ Increase special project skills and capacity
- ▶ Reduce content procurement costs
- ▶ Improve access to quality information
- ▶ Gain greater research productivity
- ▶ Improve customer services
- ▶ Grow technical skill sets

Libraries & Information Centers



Information Sharing Challenge

All areas in an organization become swamped with excess work sometimes. Your library/information center is no different.

There may also be times when you do not have enough work to justify hiring another permanent employee. So how can you complete the necessary work without adding long-term personnel or overhead costs?

Many organizations have launched virtual operations as overhead and content budgets are reduced, recognizing that they must still manage the explosion of online content and user expectations concerning its availability. So what is the most cost effective way for you to run your library-related organization?



Cadence Group Solutions

Cadence Group® is an information management (IM) company that has extensive experience helping all types of virtual and physical library operations run more cost-effectively, while improving customer service.

Our solutions to your challenges are many and adaptable to your needs. They range from the placement of specialized staff under your supervision, to project consulting, to the complete administration of your library-related operation.

Staffing

Cadence Group recruiters maintain a current bank of resumes and a network of contacts

covering all aspects of library-related work. We can quickly find credentialed librarians, paraprofessionals, web content managers and other IT specialists for the role you need.

Using thorough interviews, testing and background checks, we ensure candidates match your desired skills and experience.

Administrative Services

We understand that many different roles are needed to run an excellent operation. You may require administrators and professionals to manage critical tasks like planning, budgeting, negotiating, supervising, and customer satisfaction. Similarly, you may need quality paraprofessionals to support the routine work that impacts your customers' experience.

Technical Services

You may also need skills devoted to cataloging, preservation, or systems like library, knowledge, or document management software. As for other IT tasks, we can find professionals with the skills you need. For example, perhaps you require a social media expert for a web redesign project.

Customer Services

Since administrative and technical tasks are time consuming, even the best-run operations can run out of staff resources for critical customer support activities like reference, research and troubleshooting. And often more proactive work like training, marketing, and customer surveying takes a backseat to everything else. Here again, we can identify, place or manage the talent/projects you need.



Consulting

Whether you need help managing a specific project or determining the effectiveness of some or all the functions of your larger library-related operation, Cadence Group's Consulting

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

Our Differentiators

- ▶ More than 20 years experience in many information management disciplines
- ▶ A successful small, woman-owned business
- ▶ Flexible service agreements and solution models
- ▶ Committed to working with your technology preferences
- ▶ Government agreements that allow us to operate efficiently at the federal, state and local level

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services can help you by addressing factors like requirements definition, implementation planning and policy development.

Our assessments start by interviewing staff about current processes and procedures and by reviewing any related products and documentation. Then we consider best practices and recommend improvements in a report.



Managed Services

For virtual libraries and information centers, Cadence Group provides an enterprise solution that completely administers your operation under your management's supervision. This program can save you as much as 30% by eliminating:

- ▶ Redundancies in content purchases
- ▶ Duplication of vendor contracts
- ▶ Excess physical space
- ▶ Administrative overlap

Success Stories

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. We have helped make voluminous amounts of information readily available worldwide by providing library maintenance and support activities via its nine libraries.

Beverage Industry Giant

This long-time client counts on us to provide critical research and reference services to various functional groups with different interests and needs. Historically, our efforts have been particularly beneficial to their work related to product innovation, market reach, and competitive intelligence. We disseminate our findings globally with MS SharePoint.

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. After considering their mission to provide access to critical content for research and teaching purposes, we compiled findings and best practices-based recommendations for library administrators. Major factors addressed were budget, staffing, services, training and computer capabilities.

Public Library System

This Central Library resides in a Georgia public library system and has millions of cardholders and cataloged items. When they needed professional assistance with cataloging and shelf-ready services for a backlog of material they called us. Besides creating cataloging records, we provided all the shelf-ready services (stamping, labeling, inserting theft-prevention devices, etc.). We also exported bibliographic records and handled the processing, shipping and invoicing of materials.

Law Libraries

Some of the country's most prestigious law firms rely on us to set-up and maintain their physical and virtual law libraries. Three such clients include: 1) a multi-branch Atlanta-based firm that uses us for professional cataloging, as well as database and Intranet development; 2) a newly-formed law firm who used our product selection and training expertise to develop their legal collection; and 3) a federal law enforcement office who relocated its library and asked us organize their new library, which included content evaluation, collection development and vendor management.

The Tuskegee Airmen Oral History Project

To preserve the legacy of the Tuskegee Airmen, America's first military pilots of color, we preserved and organized more than 750 oral history interviews. This project included processing the contents of about 2,760 folders that contained correspondence, still photos and printed transcripts, as well as videotaped interviews, self-published works and other memorabilia.

Primary tasks included preservation, arrangement, description and cataloging work for the records followed by the creation of a finding-aid for locating archived items.