



ON-SITE SERVICES



PROVO, UTAH & BETHLEHEM, PENNSYLVANIA
1.800.288.1265 • WWW.BSLW.COM



NEED A HAND?
ON-SITE SERVICES FROM BACKSTAGE CAN BRING
PROJECT-SPECIFIC EXPERTISE DIRECTLY TO YOUR LIBRARY.

So you don't want to ship your collection off in crates. Or maybe your project just doesn't lend itself to the *out* part of outsourcing.

Whether your project is large or small, short-lived or long-term, if the work absolutely has to be done on-site, Backstage Library Works will be there to help.

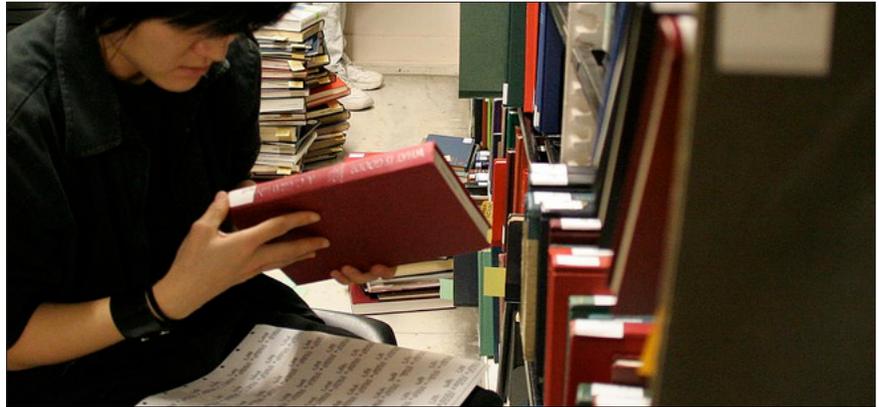
We've reclassified collections, labeling and shifting books to fit the new classification order.

We've worked our way through multi-branch library systems, placing RFID tags inside every book cover and media case.

We've sent equipment and people out to scan catalog cards for retrospective conversion projects.

And we've set up shop to digitize or microfilm rare and fragile collections that couldn't be moved elsewhere.

Invite a Backstage crew on-site, and your project will be finished faster and done right. After all, the first few million cards, labels, or images are always the hardest.



ON-SITE PROFILING

Every on-site endeavor starts with a clear plan.

Whatever your task, our expert project managers will work with you to establish expectations, define the scope of your project, and discuss the details that make your scenario unique. Working together on-location, we can create a comprehensive profile of your requirements.

Then we take the profile and turn it into a plan of action.

We'll help you nail down costs and timelines, arming you with the numbers you need to make an informed decision. We'll also provide you with a list of references from clients with similar projects.

Our goal is to make sure your project is completed the way you want it, on time and on budget.

We work hard to minimize the disruption to your operations. In most cases, you won't need to close the library or reassign staff.

And because we're paid for work accomplished and not by the hour, it's to our advantage as well as yours that the plan allow us to work as efficiently as possible, moving quickly through the project while adhering to our rigorous quality control standards.

RECLASSIFICATION

Reclassifying your holdings can be a huge task. Or a simple phone call.

First, there's the data processing. Making sure that every record has a proper call number in the new system. Checking for duplicate call numbers. Double checking your cuttering before you print thousands upon thousands of new spine labels.

And then you have to chart out which book will end up on what shelf.

Next, you face the daunting matter of shuffling an entire collection into a new shelf order when you don't have another library's worth of open stacks waiting to hold the books during the transition.

What goes where? And how do I free up that space over there? How many times will I move that book before it settles into its new home? It quickly becomes a puzzle worthy of Ernő Rubik.

Proper planning is crucial. And you won't find a partner with more experience than Backstage. We've reclassified millions of books and shifted collections occupying miles and miles of shelving.

Our project managers know their way around evaluating your space and resources. We'll map out your library's capacity, analyze your collection, plan proper sequencing, and then make it happen.

WHILE WE'RE HERE

Most libraries have plans to take inventory, weed their collections, and clean dusty books, but few have staff time available to take these tasks on.

Reclassification and RFID tagging require our crews to systematically handle almost every book in your library. Services like inventory, weeding, and cleaning can be added in for very little cost.

RFID TAGGING

An RFID system can save your library time and money, but the new technology doesn't start paying off until you have a tag on every item in your collection.

And that takes time. Lots of it. How many weeks? Months? Perhaps years? What's your plan?

From applying and scanning 100,000 RFID labels for one library to tagging 1.6 million items across 35 branches for another, our Backstage crews have seen it all.

We can handle tags and hardware from any RFID supplier. We're probably already working with the same vendors that you are.

Consider including an option for tagging services when you outline RFP specifications for your new RFID implementation.

RETROSPECTIVE CONVERSION

From an efficiency standpoint, the retrospective conversion process works better when our technicians can reference digital images rather than physical cards. Even if you shipped the cards to us, we'd scan them.

So if distance, security, or convenience leaves you more comfortable welcoming a Backstage crew on-site to scan your card catalog (or some other source of records), let us know.

The cards never have to leave your library. And if the catalog is still in use, library staff and patrons will continue to have access while the conversion proceeds at our shop, as we turn the digital images into up-to-date MARC records.

DIGITIZATION

When your digital operations are short on equipment, expertise, or manpower, but your collections can't travel, we're prepared to bring digital imaging to your doorstep.

Here at Backstage, we don't believe in a one-size-fits-all approach to anything.

When we start talking about digitization, we recognize that means dealing with your special collections. And we know they're called special for a reason.

So we'll collaborate with you, crafting an on-site project plan to meet the requirements of your materials, your institutional policies, your timeframes, and your budget.

Sometimes we've brought in equipment and personnel for short-term engagements to process a specific lot of materials.

At other times, we've set up semi-permanent digitization facilities to manage ongoing workflows.

Regardless of the scale and scope your plans require, we're committed to providing the same archival image quality in our on-site digitization operations that we produce in our studios.

MICROFILMING

Preservation microfilm is by far the best medium available today for securing the content of your collections far into the future.

When your materials have to stay where they are, we can bring a Backstage filming station to you.

With the same Herrmann and Kraemer optics, ExpoSure™ control system, and custom media cradles that we maintain in our preservation studios, you'll see Backstage quality in every frame.

PICK-UP AND DELIVERY

Special collections don't always come with a prohibition on temporary relocation.

You might have a project that doesn't require on-site digitization or microfilming, but you just don't want to entrust it to the sprawling, impersonal network of UPS or FedEx.

The Backstage preservation center in Bethlehem, Pennsylvania, sends out regular shuttle runs to and from clients along the Eastern Seaboard. And we've had occasion to send someone farther afield to pick up important materials.

Let us know what your project needs, and we'll give you the best options we have available.

LIFETIME GUARANTEE

At Backstage, we stand behind our work with a guarantee that has no expiration date. Quality is the foundation of our success, and we're confident enough in our ability to do things right the first time that we're willing to stand behind our work forever. Our promise here is very simple:

We guarantee that our services will live up to your standards. So we will continue to work with you until you are satisfied that we have fulfilled our obligations or exceeded your expectations. If you discover a problem in the work we've performed for you, let us know. We'll make it right. No matter when the problem turns up.