How Are We Doing? Assessing the Relevance of Cataloging Services

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Introduction

Cataloging departments are facing increasing demands to measure their value and justify their activities. Through comparison of survey responses by Public Services (PS) and Cataloging and Metadata Services (CMS) we intended to discern:

* How satisfied are respondents with cataloging services?
* How do respondents rate the importance of cataloging services?
* Is there any agreement between the two groups?

Overall Results

Averages of all scores

<table>
<thead>
<tr>
<th></th>
<th>PS</th>
<th>CMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
<td>3.54</td>
<td>3.67</td>
</tr>
<tr>
<td>Importance</td>
<td>3.42</td>
<td>3.38</td>
</tr>
</tbody>
</table>

Scoring

Survey results revealed:

* Topics to cover in educating both PS and CMS staff about department functions
* Issues for further research
* Microforms records
* Legacy series practices

Selected Questions

Adding birth/death dates to personal name headings in the catalog

<table>
<thead>
<tr>
<th></th>
<th>PS</th>
<th>CMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction</td>
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<td>3.83</td>
</tr>
<tr>
<td>Importance</td>
<td>2.63</td>
<td>3</td>
</tr>
</tbody>
</table>

Strategic Planning

Public Services and Cataloging and Metadata Services staff differ in the importance they assign to certain cataloging services.

PS may not be aware of the value of such services to reference work. This disconnect points to an education need.

PS identified issues that require CMS education and problem resolution.

PS identified issues that require further research and may lead to special projects.

Acknowledgment


Methods

One online survey was administered to Public Services.

A separate copy of the survey was administered to Cataloging and Metadata Services to assess differences.

The questionnaire may be found at: http://tinyurl.com/nbd7jpe

The data were collected in Qualtrics and analyzed in Excel.

Conclusions