Assessment of Cataloging Services in an Academic Library

Catherine Sassen
Principal Catalog Librarian

Kathryn Loafman
Head, Cataloging and Metadata Services

Rebecca Welch
Catalog Management Librarian

*Texas Library Association Annual Conference
April 15, 2015*

Outline

Background

Literature Review

Methodology

Results

Implications for Strategic Planning

Tips for Survey Administration

Why did we want to do this study?

www.morguefile.com

Background

- Cataloging and Metadata Services and Collection Development Departments located off campus
- Public Services and Special Libraries Divisions housed in four other buildings

Change in record source

Up to 2008

2008 to Present

Research questions

- Importance
- Satisfaction
- Are we on the same page?

www.morguefile.com

Literature review

"Dog-Book" by Kinjeng Submitter, Flickr Creative Commons, licensed under CC BY 2.0

Literature review

Herrera, G., Cheng, D. T., Leslie, J., & Harry, T. (2006). Technical services cataloging and database maintenance assessment. *Technical Services Quarterly* 23(3), 51–72.

Literature review – cont.

- Findings:
 - High importance and satisfaction levels
 - Opinions differed on top priorities
 - The survey brought issues to the surface
 - Staff education opportunities
 - Increased awareness of services

Methodology

www.morguefile.com

Methodology

www.morguefile.com

- One online survey for Public Services Division and Special Libraries Division
- A separate copy of the survey for Cataloging and Metadata Services to assess discrepancies
- Administered for three weeks in fall 2014

Response rate

- Public Services, Special Libraries [PS]
 - 36 of 74 responded (48%)
- Cataloging and Metadata Services [CMS]
 - 7 out of 8 responded (87%)

Scale: Importance

Q2. How important are the following cataloging services provided by the Cataloging and Metadata Services Department?

	No importance	Low importance	Moderate importance	High importance
Cataloging purchased print books	☐	☐	☐	☐
Cataloging gift books	☐	☐	☐	☐
Cataloging e-books	☐	☐	☐	☐

Scale: Satisfaction

Q3. How satisfied are you with the following cataloging services provided by the Cataloging and Metadata Services Department?

	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
Cataloging purchased print books	☐	☐	☐	☐
Cataloging gift books	☐	☐	☐	☐
Cataloging e-books	☐	☐	☐	☐

Scoring

Importance scale

1=No importance

2=Low importance

3=Moderate importance

4=High importance

Satisfaction scale

1=Dissatisfied

2=Somewhat dissatisfied

3=Somewhat satisfied

4=Satisfied

Results

Overall results

What were the lowest scores?

"Tuff Canyon, Big Bend National Park" by National Park Service

Cataloging foreign language gift books

Subject headings are consistently used and cross references are provided

Updating older minimal level periodical records

What were the highest scores?

"Lawn Lake Area, Ypsilon Mountain, Rocky Mountain National Park" by National Park Service

Cataloging purchased print books

Cataloging rush items

What were the areas of greatest disagreement?

"Mountain goats" by Becks, Flickr Creative Commons, licensed under CC BY 2.0

Differences in scores overall

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

All works by the same author are grouped together in the catalog

Cataloging gift books

Creating records for distinctive titles in monographic series

Resolving problems with call numbers

What were the areas of greatest agreement?

"Portland: Luna & Simba at The Jerkstore" by Eli Duke, Flickr Creative Commons, licensed under CC BY-SA 2.0

Editing records in our online catalog for lost or missing materials

Open-ended question

Open-ended question

Please add any comments that you would like to make about the services of the Cataloging and Metadata Services Department.

Responses to open-ended question

- Broken links
- Quality of microform records
- Display of volumes held

Responses to open-ended question

“You guys rock!”

“Thanks for being so responsive when we email you guys with questions.”

“Thank you for all that you do and keep up the good work!”

Strategic planning

Strategic planning

- Address Public Services staff concerns
- Enhance Cataloging services
- Share results with Collection Development
- Further research

Public Services – Concerns

- Broken links
- OCLC # missing from records
- Records for print and electronic journals

Error in public display

Journal of international relations

Journal

Library Has: v.10-v.12

Request this item for pickup.

Location	Call Number	Status
Remote Storage (click to request)	Periodical JX V. 11 JL 1920-AP 1921	AVAILABLE
Remote Storage (click to request)	Periodical JX V. 10 JL 1919-AP 1920	AVAILABLE
Remote Storage (click to request)	Periodical JX V. 12 JL 1921-AP 1922	AVAILABLE

Edit in staff mode

b14217363
TITLE Journal of international relations.
CALL NUMBER Periodical JX
LOCATIONS w
LIB. HAS v.10-v.12

Summary

Record i14857376

Item-Level Holds 0

Bib-Level Holds 0

View **i ITEM**

Attach New Item **Delete** **Move** **Select**

#	Record Number	COPY #	LOCATION	BARCODE	VOLUME
1	i14857388	1	x	1001574848	V. 11 JL 1920-...
✓ 2	i14857376	1	x	1001574847	V. 10 JL 1919-...
3	i1485739x	1	x	1001574849	V. 12 JL 1921-...

Enter target row (1-3)
Move record(s) to
OK **Cancel**

Public display corrected

Journal of international relations

Journal

Library Has: v.10-v.12

Request this item for pickup.

Location	Call Number	Status
Remote Storage (click to request)	Periodical JX V. 10 JL 1919-AP 1920	AVAILABLE
Remote Storage (click to request)	Periodical JX V. 11 JL 1920-AP 1921	AVAILABLE
Remote Storage (click to request)	Periodical JX V. 12 JL 1921-AP 1922	AVAILABLE

Future Research

Next: focus groups?

Tips for survey administration

- Purpose
- Management support
- Feedback
- Timing
- Institutional Review Board (IRB) requirements
- Incentives

Further Information

Literature Review

<http://tinyurl.com/nn6mdrs>

Survey Instrument

<http://tinyurl.com/nbdtjpe>

Presentation

Will be available in UNT Digital Library

Questions?

Catherine Sassen

Catherine.Sassen@unt.edu

Kathryn Loafman

Kathryn.Loafman@unt.edu

Rebecca Welch

Rebecca.Welch@unt.edu