Assessment of Cataloging Services in an Academic Library

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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?
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

Vendor 13%
OCLC 87%

2008 to Present

OCLC 31%
Vendor 69%
Research questions

• Importance

• Satisfaction

• Are we on the same page?
Literature review
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
Methodology

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

<table>
<thead>
<tr>
<th>Service</th>
<th>No importance</th>
<th>Low importance</th>
<th>Moderate importance</th>
<th>High importance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cataloging purchased print books</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Cataloging gift books</td>
<td>0</td>
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<td>0</td>
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</tr>
<tr>
<td>Cataloging e-books</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
## Scale: Satisfaction

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

<table>
<thead>
<tr>
<th>Service</th>
<th>Dissatisfied</th>
<th>Somewhat dissatisfied</th>
<th>Somewhat satisfied</th>
<th>Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cataloging purchased print books</td>
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</tbody>
</table>
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

![Bar chart showing satisfaction and importance results.](chart.png)

- **Satisfaction**
  - PS: 3.54
  - CMS: 3.67

- **Importance**
  - PS: 3.42
  - CMS: 3.38
What were the lowest scores?

"Tuff Canyon, Big Bend National Park" by National Park Service
Cataloging foreign language gift books

Satisfaction

Importance

PS
CMS
Subject headings are consistently used and cross references are provided.

- **Satisfaction**
  - PS: 3.15
  - CMS: 3.17

- **Importance**
  - PS: 3.85
  - CMS: 3.71
Updating older minimal level periodical records

- **Satisfaction**: PS = 3.42, CMS = 3.29
- **Importance**: PS = 3.29, CMS = 3.29
What were the highest scores?
Cataloging purchased print books

- **Satisfaction**: PS = 3.74, CMS = 4
- **Importance**: PS = 3.94, CMS = 4
Cataloging rush items

- **Satisfaction**: 3.79
  - PS: 4
  - CMS: 4

- **Importance**: 3.92
  - PS: 4
  - CMS: 4
What were the areas of greatest disagreement?
Differences in scores overall

- **Satisfaction**
  - PS: 3.54
  - CMS: 3.67

- **Importance**
  - PS: 3.42
  - CMS: 3.38
Adding birth/death dates to personal name headings in the online catalog

- **Satisfaction**
  - PS: 3.7
  - CMS: 3.83

- **Importance**
  - PS: 2.63
  - CMS: 3.0
All works by the same author are grouped together in the catalog

- **Satisfaction**
  - PS: 3.32
  - CMS: 3.67

- **Importance**
  - PS: 3.79
  - CMS: 3.86
Cataloging gift books

- **Satisfaction**
  - PS: 3.65
  - CMS: 3.71

- **Importance**
  - PS: 3.22
  - CMS: 2.86
Creating records for distinctive titles in monographic series

- **Satisfaction**
  - PS: 3.39
  - CMS: 3.67

- **Importance**
  - PS: 3.47
  - CMS: 3.14
Resolving problems with call numbers

Satisfaction

Importance
What were the areas of greatest agreement?
Editing records in our online catalog for lost or missing materials

Satisfaction
- PS: 3.31
- CMS: 3.29

Importance
- PS: 3.88
- CMS: 3.71
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

Library Has: v.10-v.12

<table>
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<tr>
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<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remote Storage (click to request)</td>
<td>Periodical JX V. 11 JL 1920-AP 1921</td>
<td>AVAILABLE</td>
</tr>
<tr>
<td>Remote Storage (click to request)</td>
<td>Periodical JX V. 10 JL 1919-AP 1920</td>
<td>AVAILABLE</td>
</tr>
<tr>
<td>Remote Storage (click to request)</td>
<td>Periodical JX V. 12 JL 1921-AP 1922</td>
<td>AVAILABLE</td>
</tr>
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</table>
Edit in staff mode
Public display corrected

**Journal of international relations**

Library Has:  v.10-v.12

Request this item for pickup.

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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?

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