

Assessment of Cataloging Services in an Academic Library

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Outline

Background

Literature Review

Methodology

Results

Implications for Strategic Planning

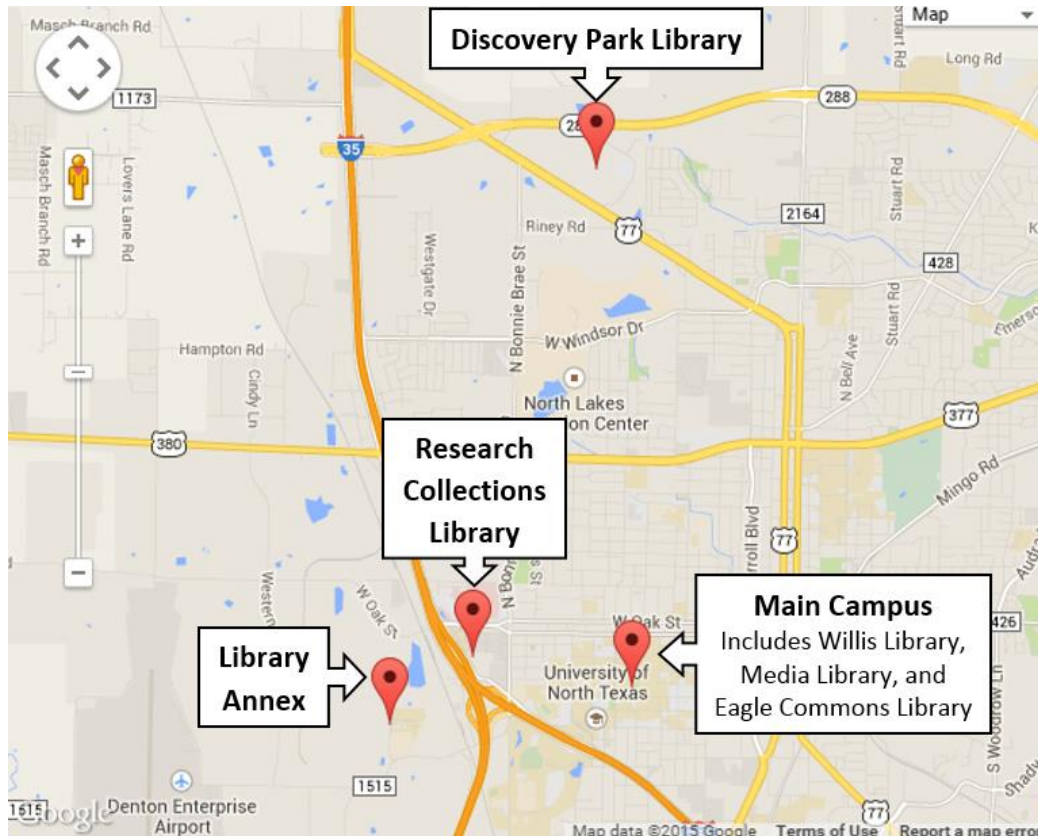
Tips for Survey Administration

Why did we want to do this study?



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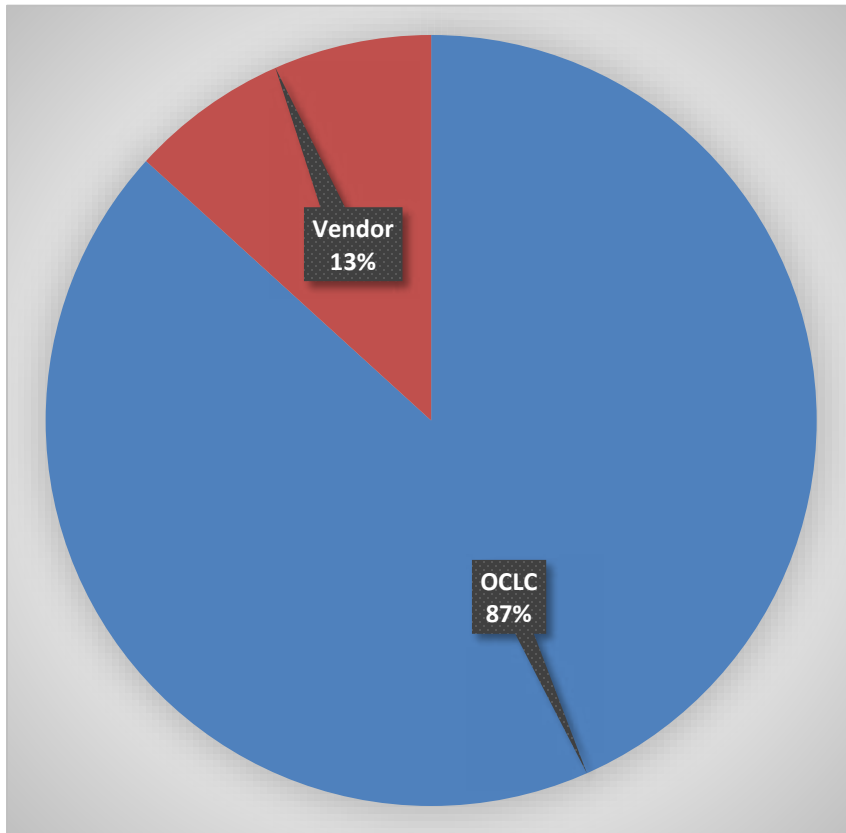
Background



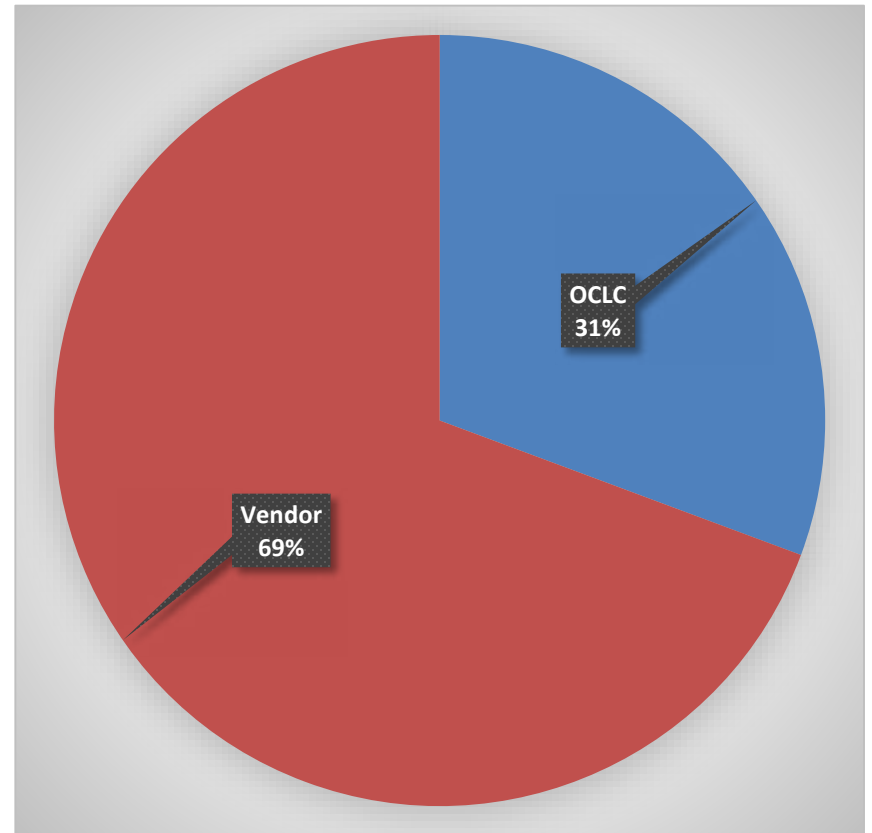
- Cataloging and Metadata Services and Collection Development Departments located off campus
- Public Services and Special Libraries Divisions housed in four other buildings

Change in record source

Up to 2008



2008 to Present



Research questions

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



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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



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Methodology



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- 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cataloging gift books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cataloging e-books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cataloging gift books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cataloging e-books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Scoring

Importance scale

1=No importance

2=Low importance

3=Moderate importance

4=High importance

Satisfaction scale

1=Dissatisfied

2=Somewhat dissatisfied

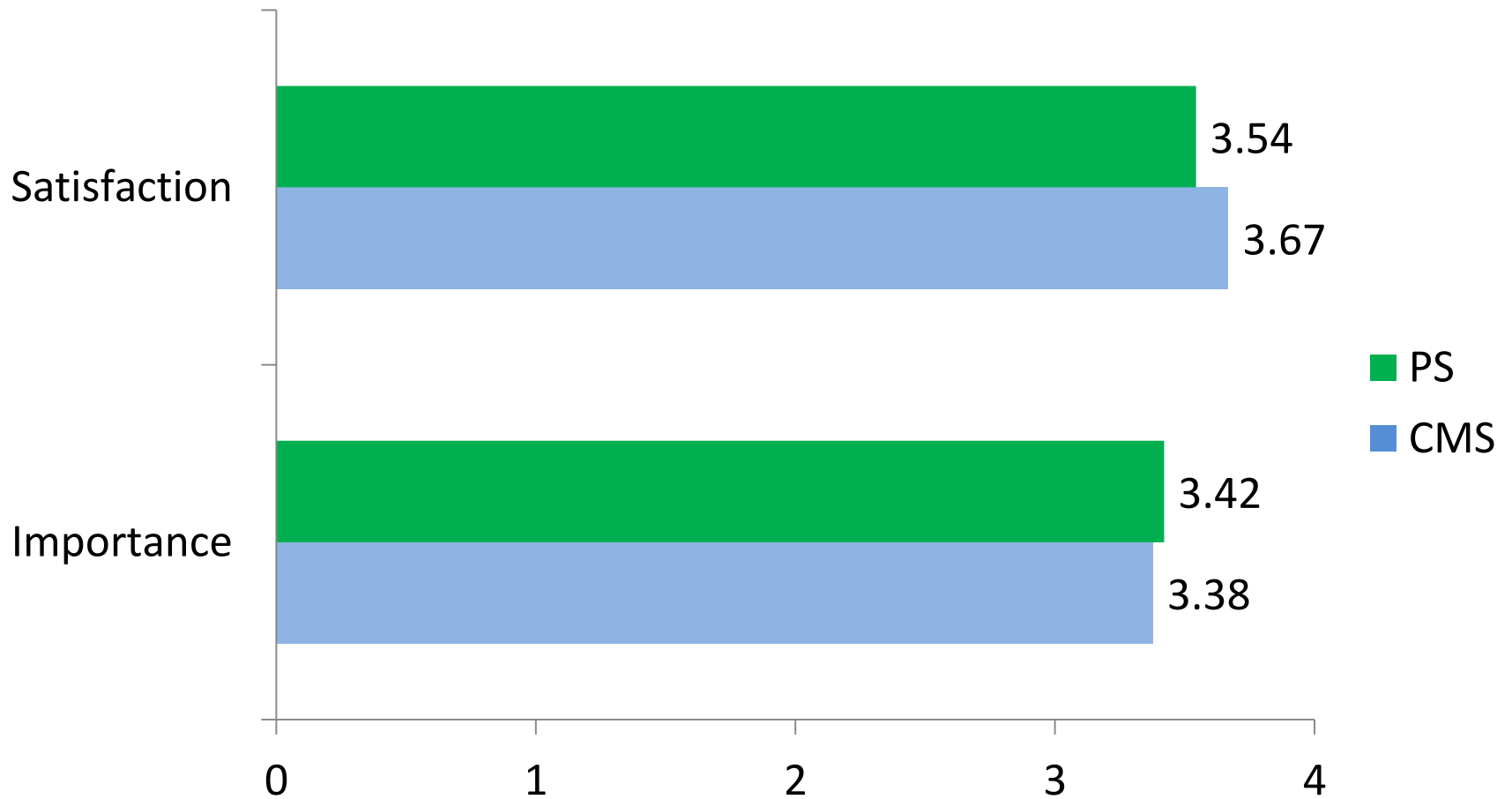
3=Somewhat satisfied

4=Satisfied

Results



Overall results

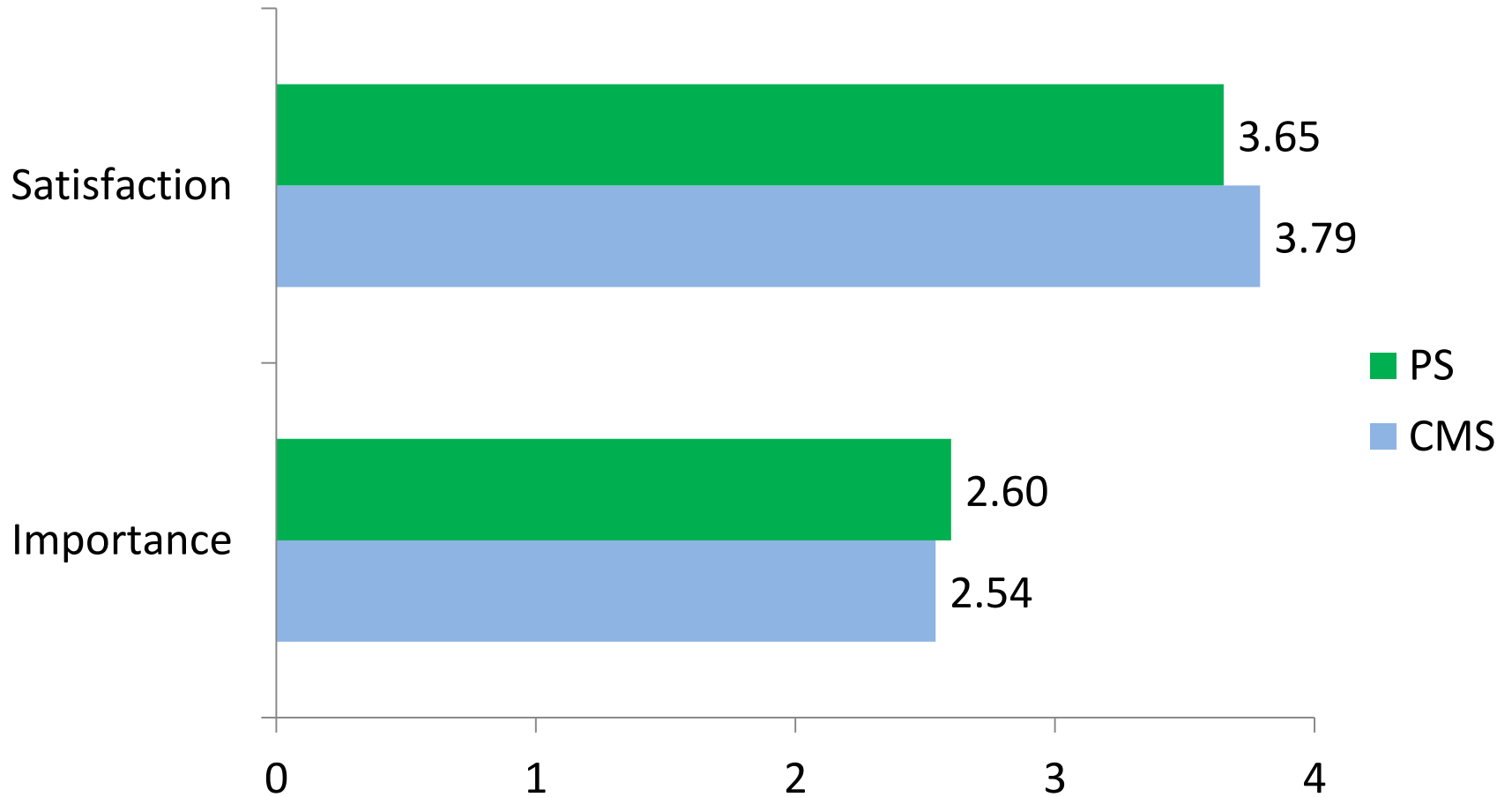


What were the lowest scores?

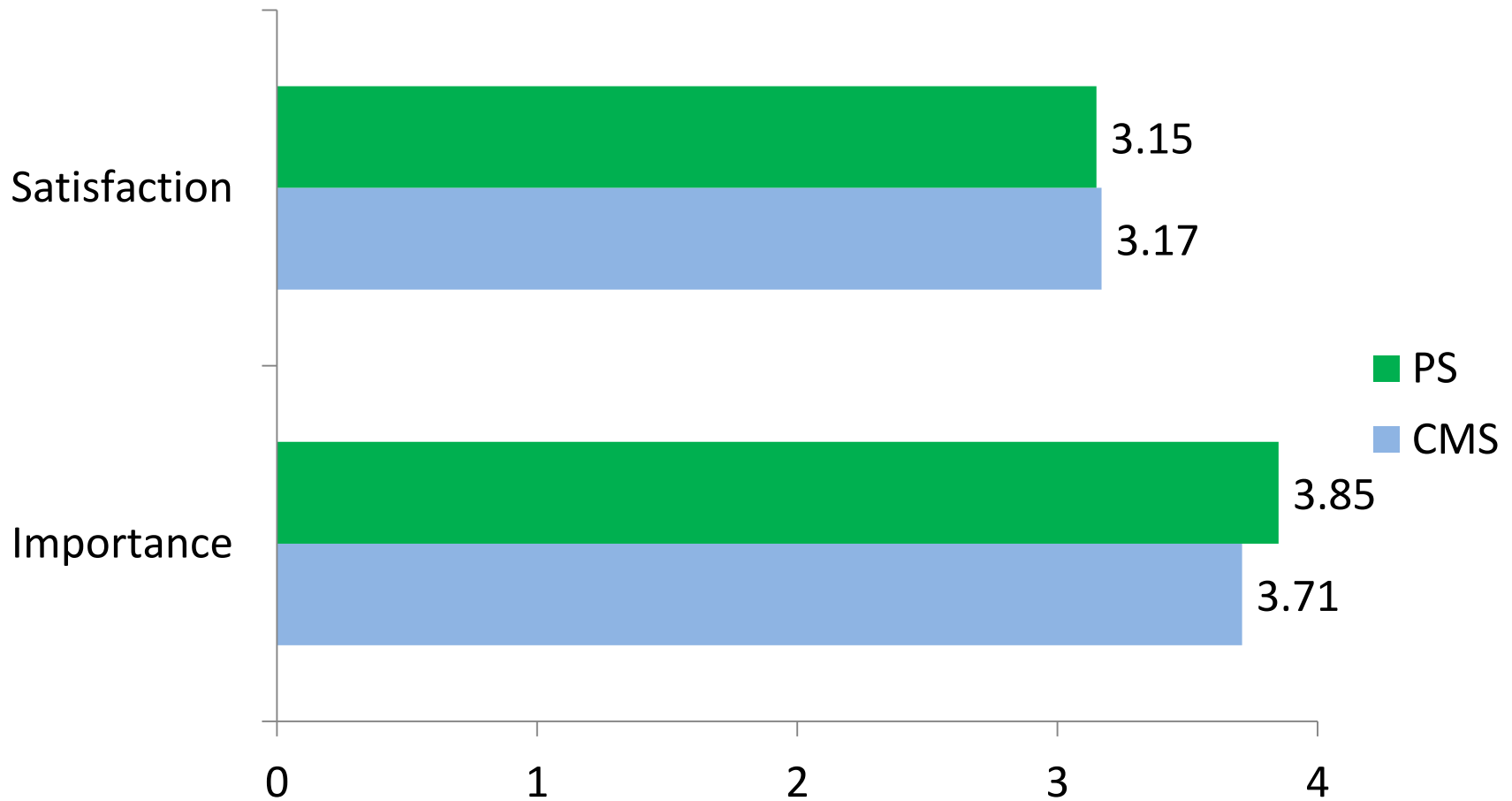


"Tuff Canyon, Big Bend National Park" by National Park Service

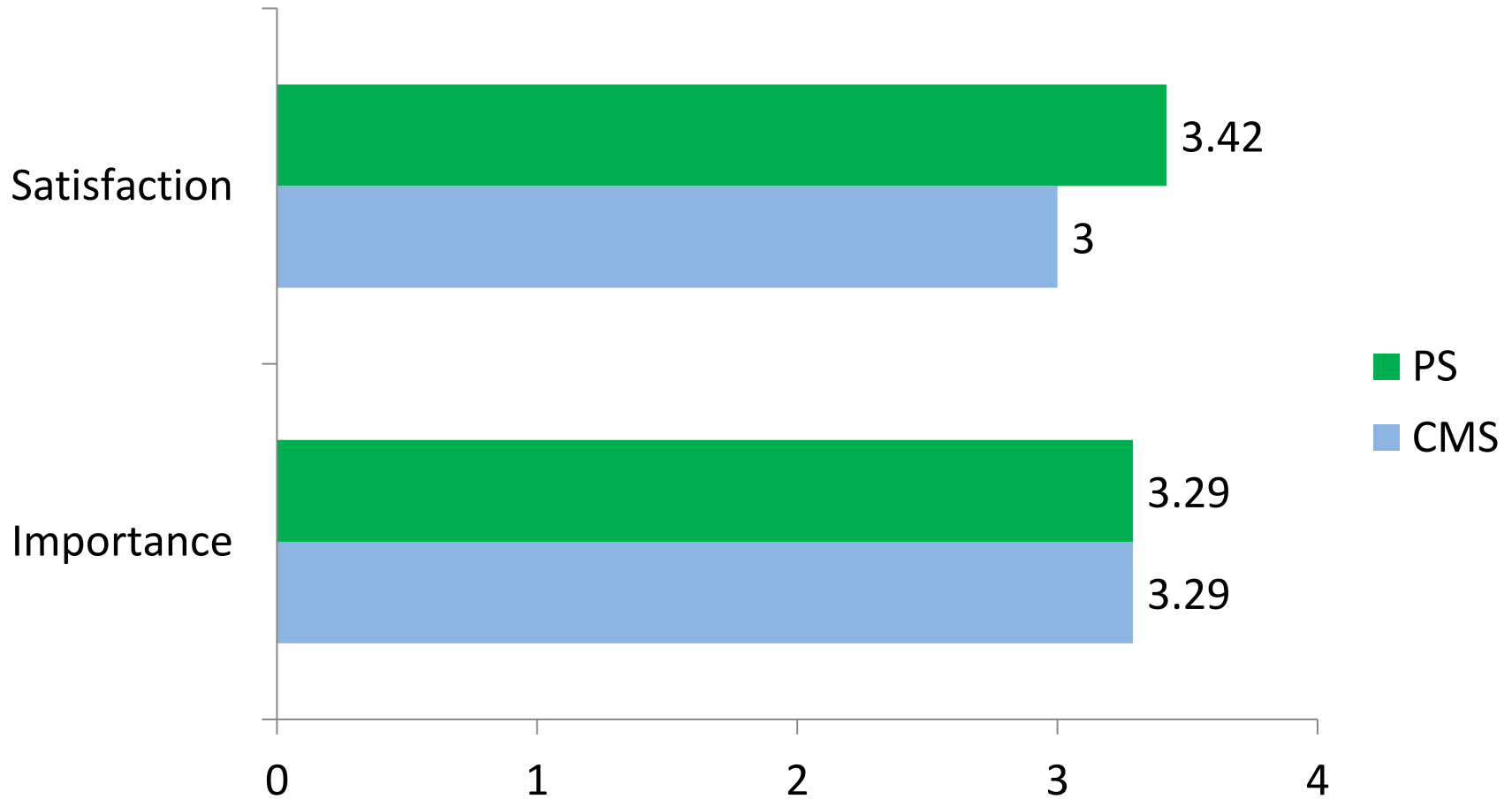
Cataloging foreign language gift books



Subject headings are consistently used and cross references are provided



Updating older minimal level periodical records

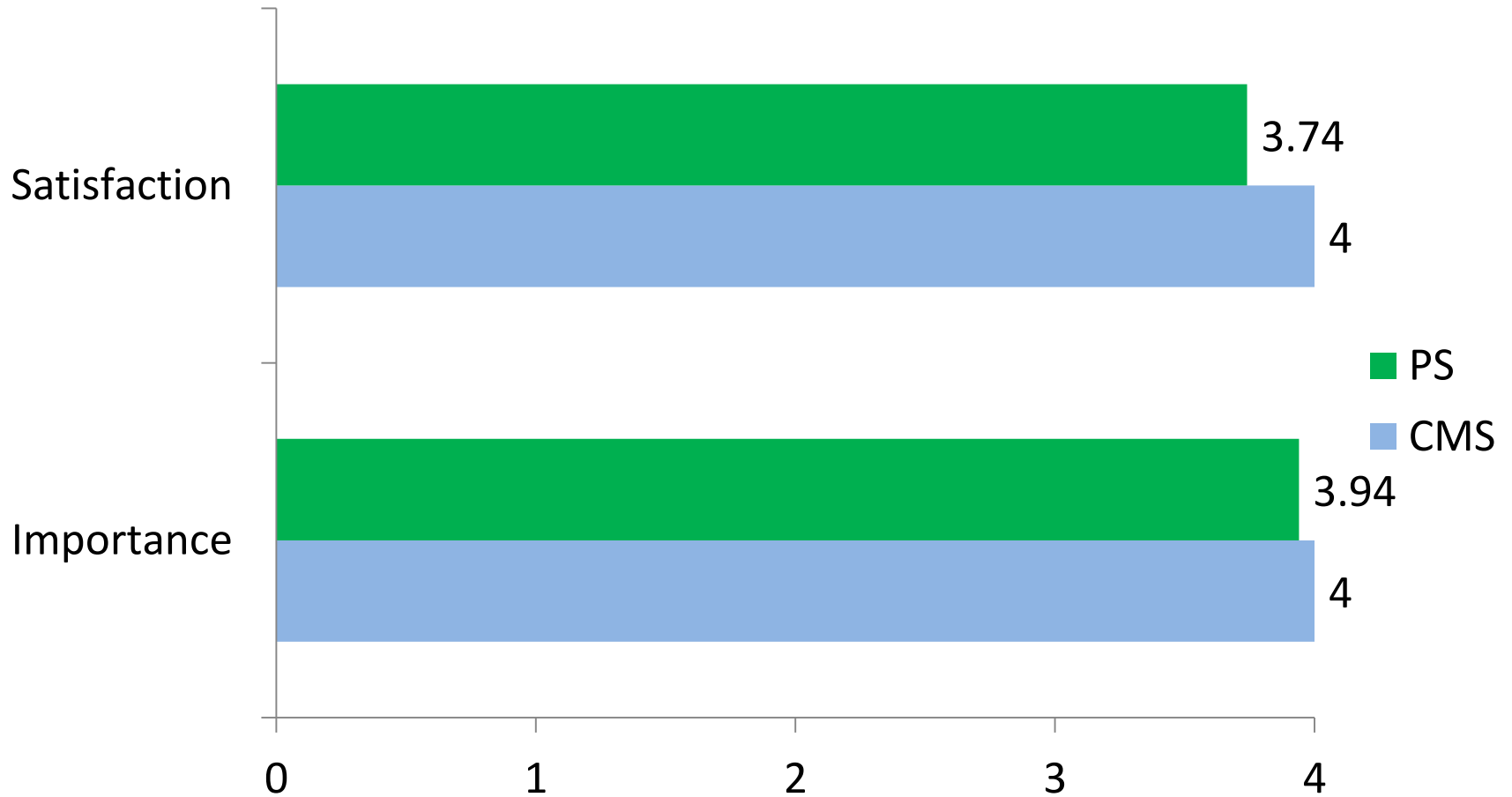


What were the highest scores?

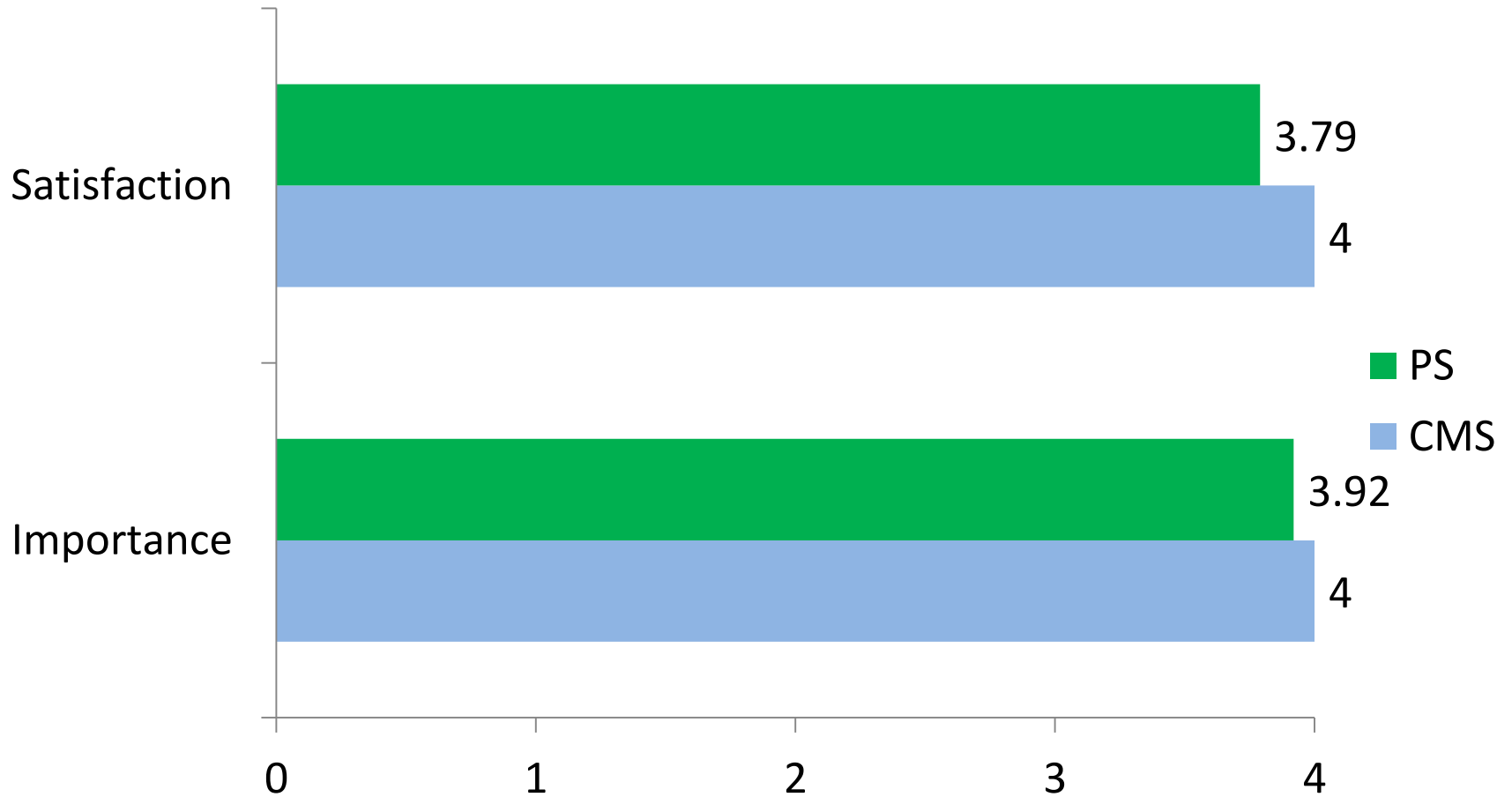


"Lawn Lake Area, Ypsilon Mountain, Rocky Mountain National Park" by National Park Service

Cataloging purchased print books



Cataloging rush items

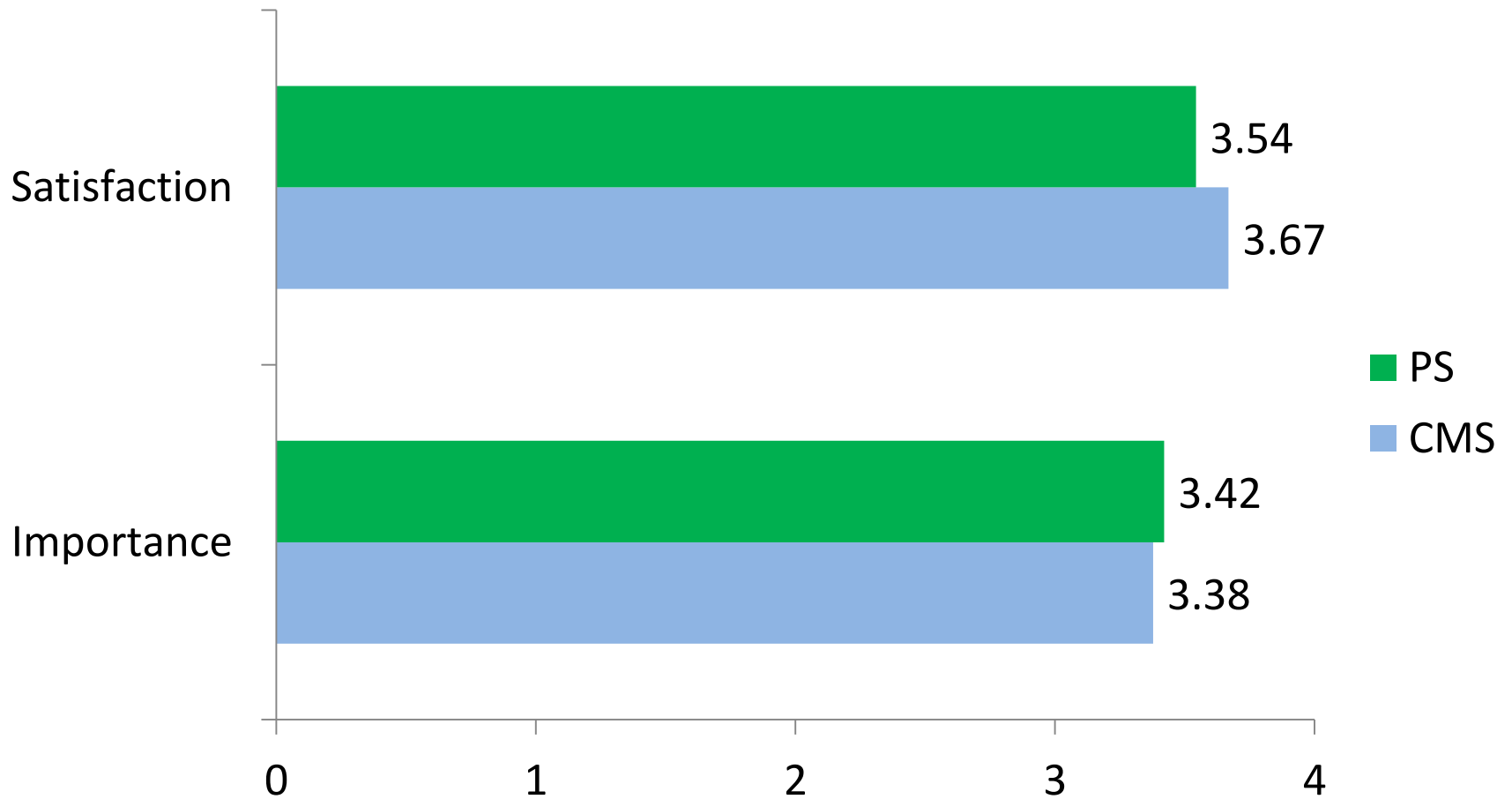


What were the areas of greatest disagreement?

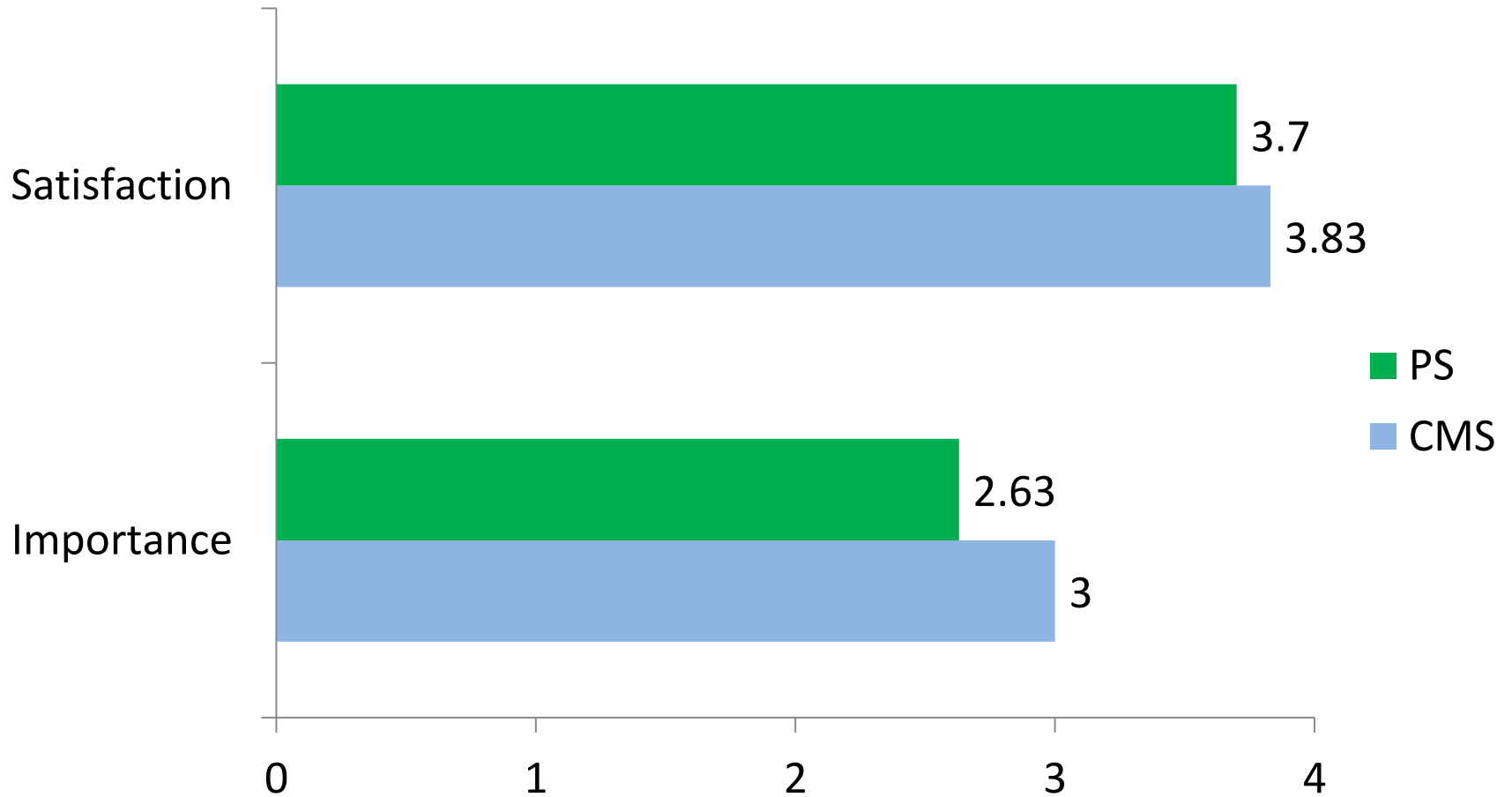


"Mountain goats" by Becks, Flickr Creative Commons, licensed under CC BY 2.0

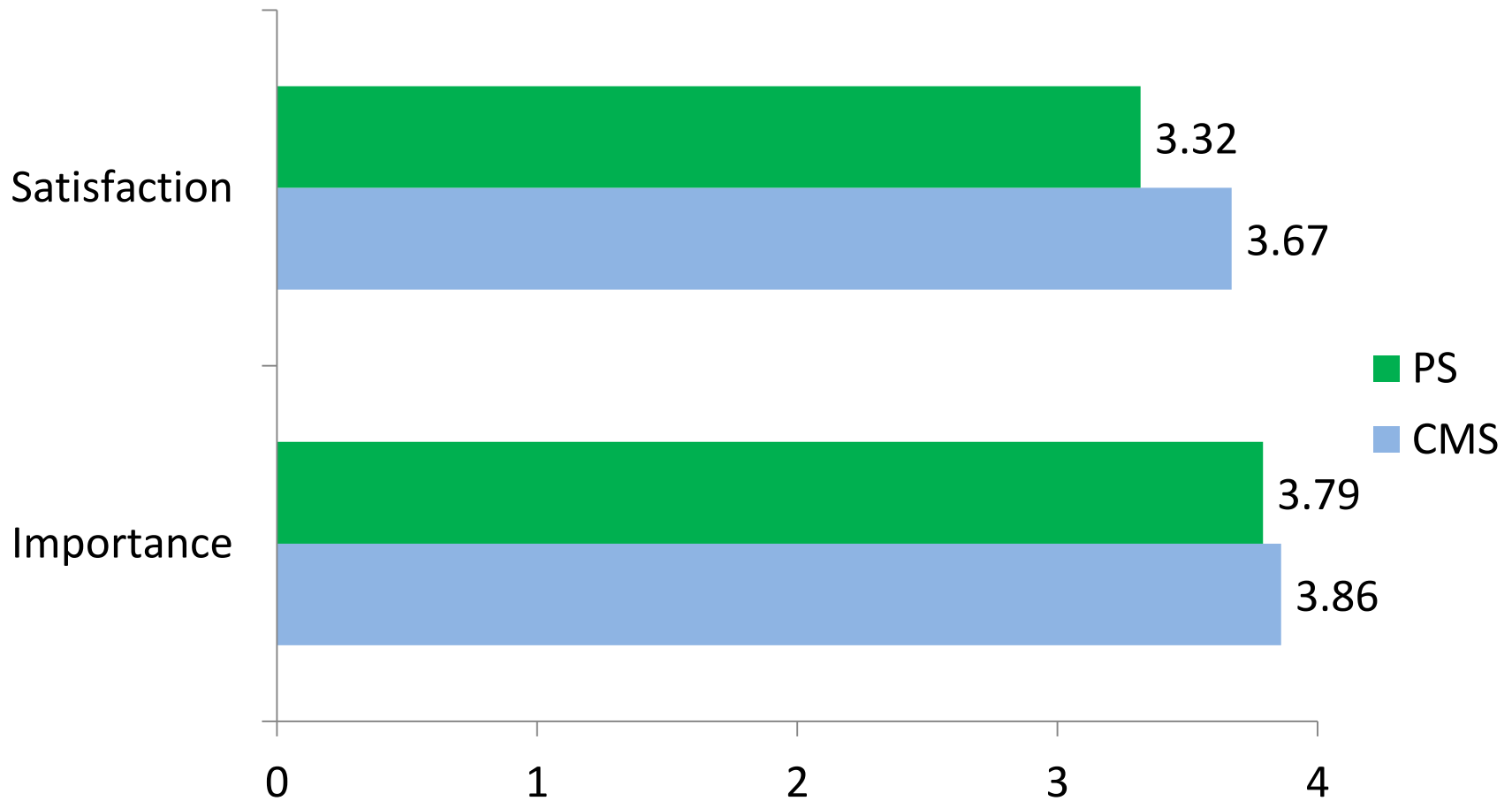
Differences in scores overall



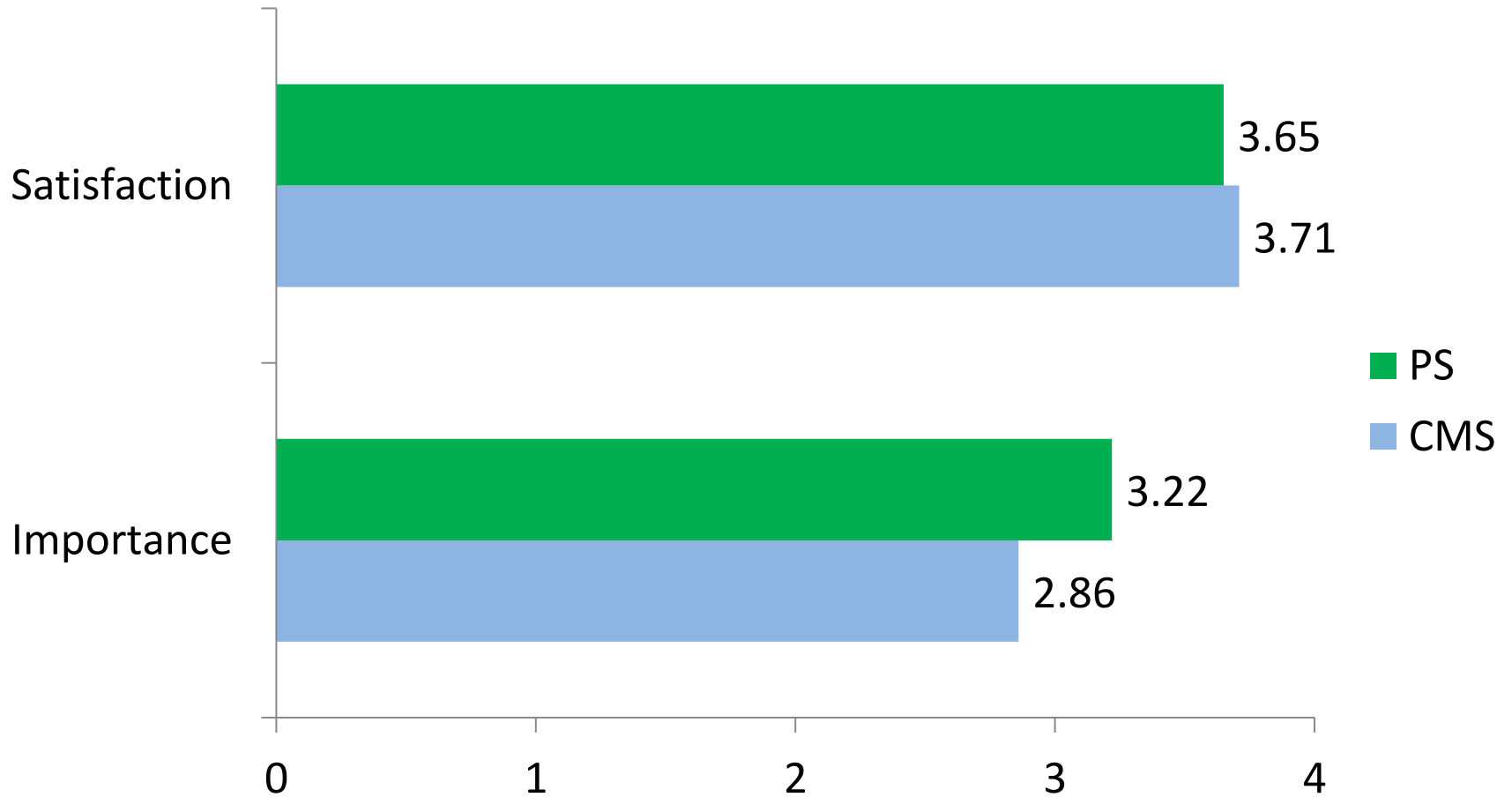
Adding birth/death dates to personal name headings in the online catalog



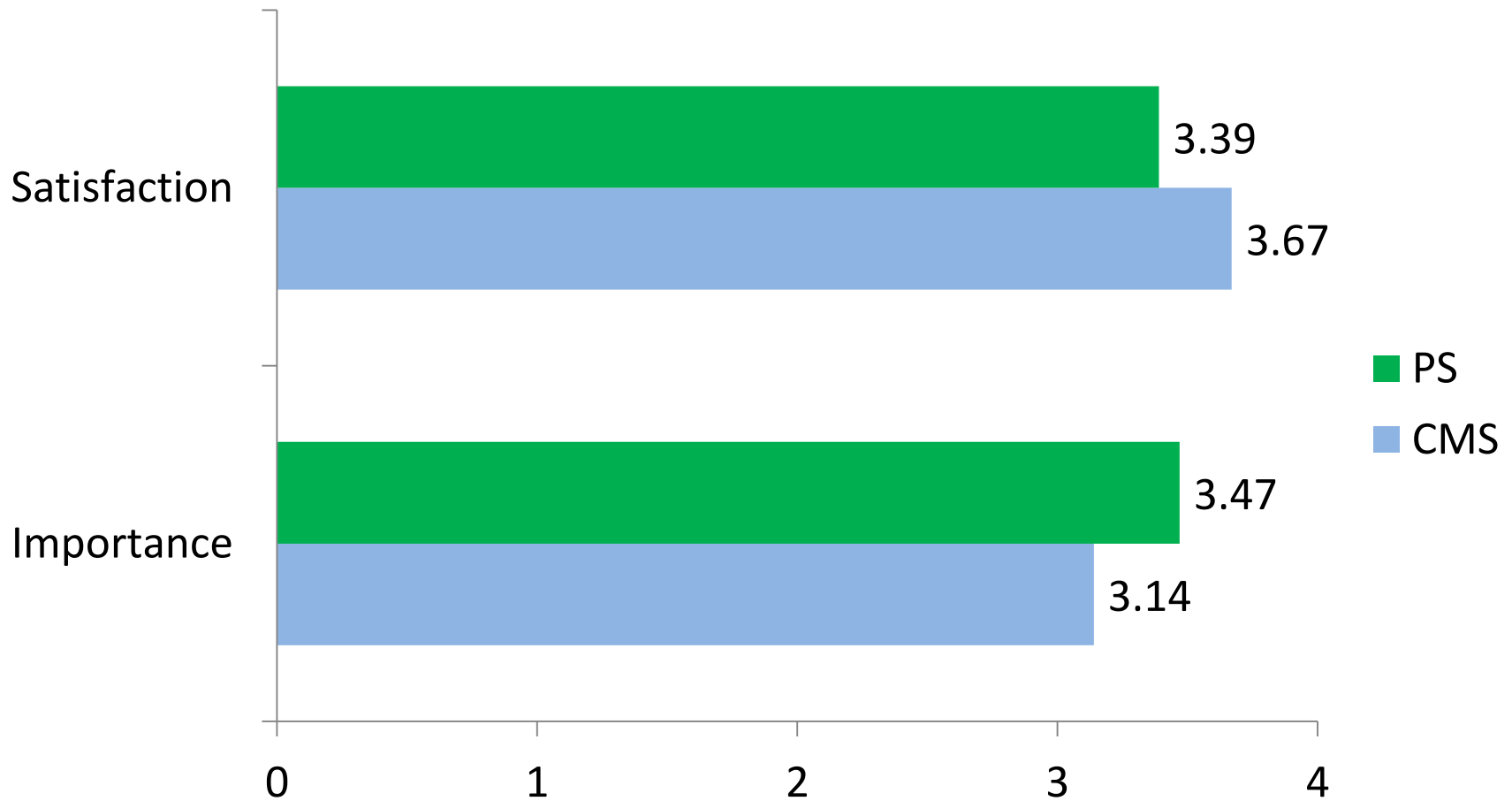
All works by the same author are grouped together in the catalog



Cataloging gift books



Creating records for distinctive titles in monographic series



Resolving problems with call numbers

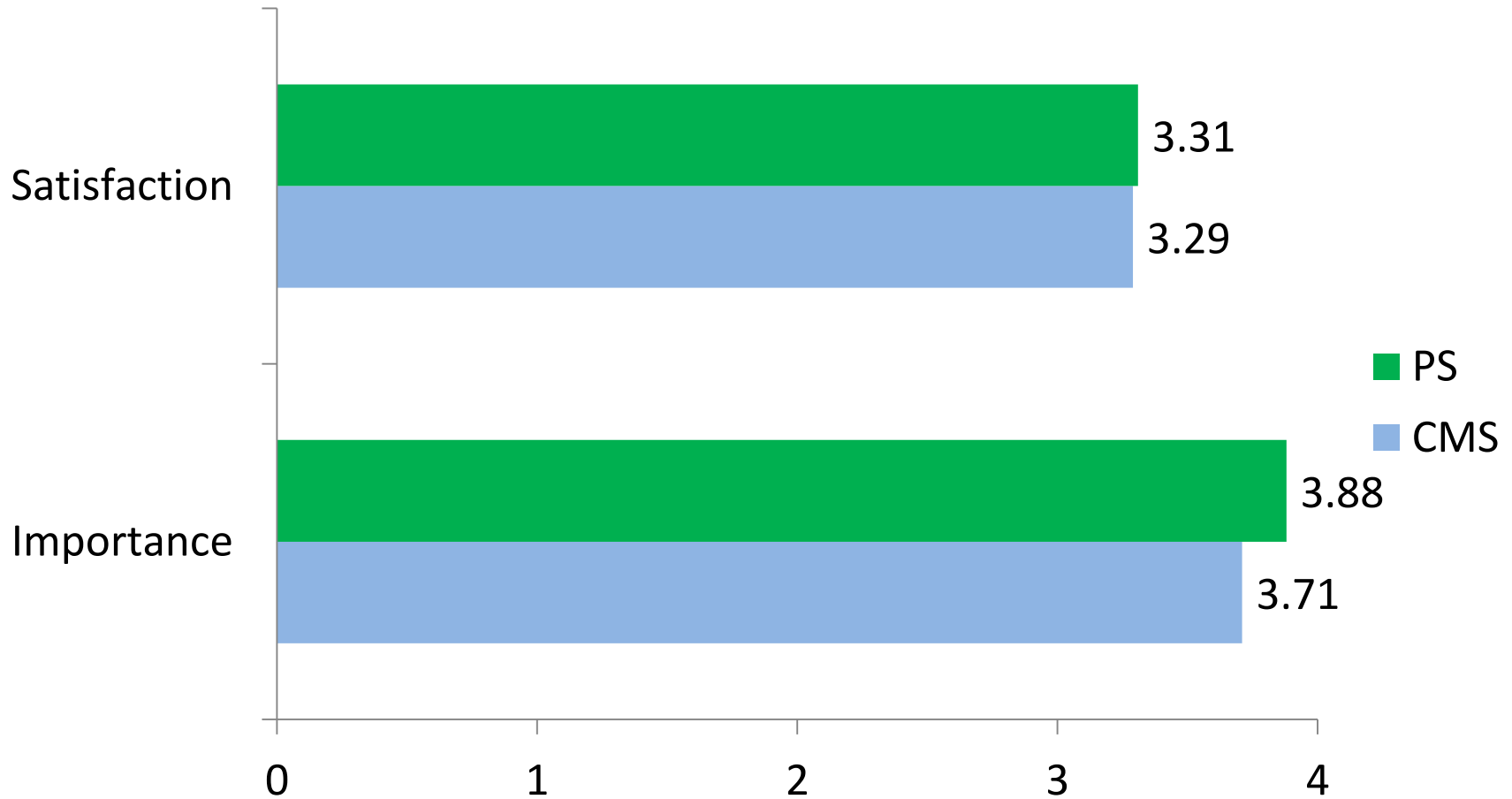


What were the areas of greatest agreement?



"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

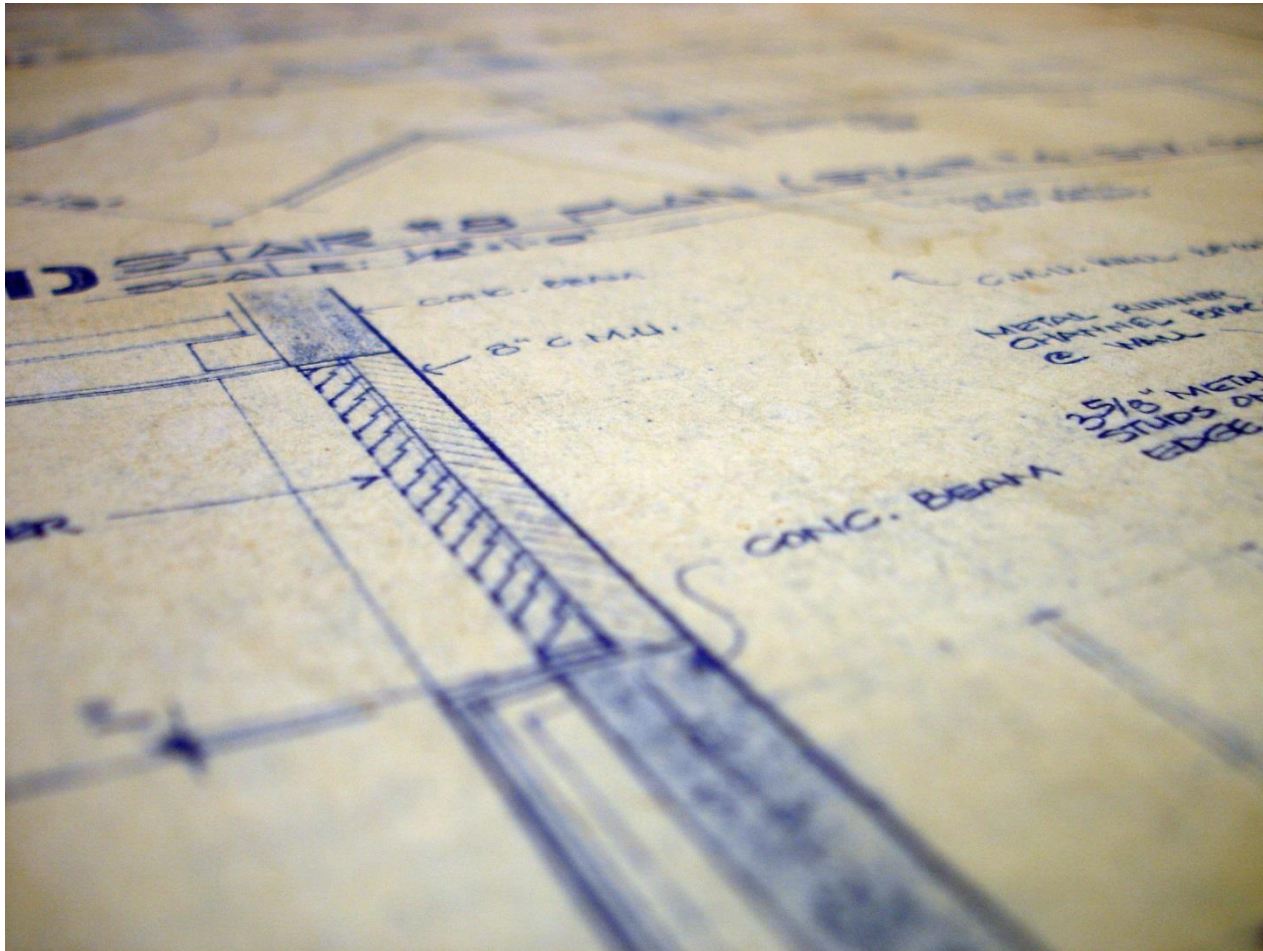
Responses to open-ended question

“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**

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

#	Record Number	COPY #	LOCATION	BARCODE	VOLUME
<input type="radio"/> 1	i14857388	1	x	1001574848	V. 11 JL 1920-...
<input checked="" type="radio"/> 2	i14857376	1	x	1001574847	V. 10 JL 1919-...
<input type="radio"/> 3	i1485739x	1	x	1001574849	V. 12 JL 1921-...

Public display corrected

Journal of international relations

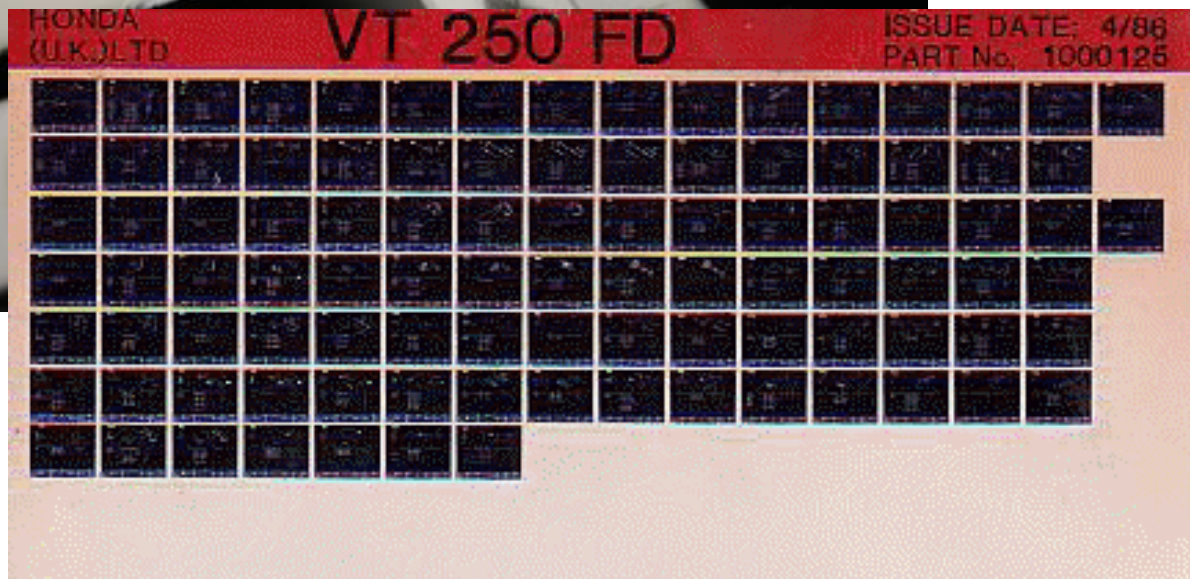
 Journal

Library Has: v.10-v.12

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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?

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