

## Library Hub Cataloguing User Survey: Spring 2020

The Library Hub Cataloguing User survey aimed to gain feedback on the current cataloguing service and information to support service development. The survey was released on the 9<sup>th</sup> March 2020 and ran until 20<sup>th</sup> May. The timing was unfortunate, coinciding with the lead up to the Covid-19 lockdown, home working and many other pressures on library staff, alongside the furloughing of some staff. So we were not overly surprised by the limited number responses we received and we are very appreciative of those who were able to give us feedback.

There were ten responses from eight different institutions. These represented a mix of libraries, large and small, with six responses representing the collective view from an institution. The detail of the responses is given below. Where we asked open questions we have categorised the comments as seemed most appropriate, so we could include an overview of the feedback.

### Summary

The main benefit of the service was obviously copy cataloguing. Access to free records was mentioned, as well as the benefit of the shared expertise embodied in the records. Two libraries commented that they were not finding the service useful as a result of data concerns relating to the deduplication. Respondents were generally happy with the available interfaces. The Z39.50 interface was most used as it integrates with many library systems and thus cataloguing workflows. In terms of change requests, not all respondents made suggestions, but some of those who had been users of the RLUK database wanted previously available search options reinstating. For the web interface the issue of duplicate keywords in the records was mentioned, as well as interest in other options for managing search results.

In terms of record quality the views expressed varied. The sharing of data was seen as positive and some respondents were happy with the records. However others felt the data was mixed in quality or they had significant concerns arising from the record deduplication process. We have been passing feedback to OCLC regarding the Cataloguing service since it was made live in 2019 and as a result of this OCLC have now implemented a number of changes to the way the data is deduplicated. These changes were released after the survey was carried out and should have alleviated some of the concerns expressed by survey respondents.

We were interested in how people felt about the inclusion of data sources outwith the NBK contributors, in the form of BNB, the ISSN database and the Library of Congress catalogue, and whether such data sources should be deduplicated with the library supplied records. Also whether the national library catalogues should be included in the Library Hub Cataloguing service without being deduplicated, something we've previously had suggested. In relation to these questions, there was one respondent that felt all data sources should be deduplicated, but in general the preference was for the national libraries and other data sources to be included without deduplication to offer cataloguers a choice of records.

In terms of overall satisfaction, again results were mixed with 5 respondents being fairly or very satisfied, whilst 6 respondents indicated a high likelihood of recommending the service. We hope that the recent OCLC improvements to the data processing will have increased the service satisfaction overall. Even where there was dissatisfaction with the records at the time, we appreciated receiving comments that indicated there was a positive view of the potential value of the service.

# Survey results

## About you

### 1. Which institution are you from?

10 responses from 8 institutions.

### 2. Are you responding as an individual or on behalf of your institution?

Option	Response
An individual response reflecting personal use	4
A collective institutional response	6

### 3. What is your role?

Option	Response
Material & Subject specialist	1
Acquisitions	2
Cataloguing/Metadata	7

### 4. In the last 3 months how often have you used Library Hub Cataloguing?

Option	Response
6 or more times a week	6
1 to 5 times a week	1
Less than once a week	2
I haven't used Library Hub Cataloguing	1

### 5. What are the main benefits to you of the Library Hub Cataloguing service?

Comments interpreted as falling into the following categories

Category	Response
Copy cataloguing	6
Cataloguer support	1
None currently	3

## The Library Hub Cataloguing interface

### 6. Which interface do you use?

Option	Response
Web interface	2
Z39.50 interface	7
Both Web and Z39.50	1

### 6.a. What do you most like about your chosen interface(s)?

Comments interpreted as falling into the following categories

Category	Response
Features	1
Easy to use	2
Z39.50 integrates with LMS	3
N/A or no response	4

### 6.b. What would you most like to change about your chosen interface(s)?

Comments have been interpreted as falling into the following categories. An individual respondent may have made multiple comments that fall into different categories:

Category	Response
Changes to Z39.50 search options	4
Resolve duplicate content in display	1
Refine search option	1
N/A / no response / 'Nothing'	7

## The Records

In Library Hub Cataloguing there is an automated process that checks for apparently duplicate records from different libraries and merges them to create a new single record that will often include fields from multiple original records. We are interested in your views of the quality of the data in Cataloguing and how we can best support different cataloguing approaches.

### 7. In general, how would you rate the records in Library Hub Cataloguing?

#### 7.1. Poor (1) vs Excellent (5)

Scale	Response
Poor 1	2
2	1
3	2
4	4
Excellent 5	1

## 7.a. Please tell us the reason for your choice

Comments have been interpreted as falling into the following categories. An individual respondent may have made multiple comments that fall into different categories:

Category	Response
Support for shared database	1
Data concerns	6
Happy with data	3
Search UI problem	1

## 8. Have you noticed any problems with the data in Library Hub Cataloguing?

Option	Response
No	4
Yes	6

### 8.a. If you answered Yes, please provide summary details of any problems you have encountered.

Comments have been interpreted as falling into the following categories. An individual respondent may have made multiple comments that fall into different categories:

Category	Response
Examples relating to data deduplication issues	4
Notes relating to local copies in records	1
Export problem	1

## Other data sources.

Unfortunately there was a problem with the layout of an initial version of the questionnaire which meant it was difficult to answer questions 9 and 10, so we have excluded one library from most sections where the response was unclear.

## 9. Would you prefer the records from BNB, the Library of Congress catalogue and the ISSN database to be added as separate records to offer a choice of records from a single known source vs a record created by deduplicating and merging data from multiple libraries?

Option	BNB	Library of Congress	ISSN
Retain as single records	7	8	7
Deduplicate and merge	1	1	1
I have no preference	0	0	1
Do NOT include in the NBK	1	0	0

**9.a. If we load some catalogues without deduplication, would you ideally like your search results to be ranked in order of record 'quality'?**

Option	Response
Yes	9
No	0
No preference	0

## National Library data

**10. Would you prefer the records from the British Library, Llyfrgell Genedlaethol Cymru / National Library of Wales, and National Library of Scotland added as separate records, to offer a choice of records from a single known source versus a record created by deduplicating and merging data from multiple libraries?**

Option	British Library	Llyfrgell Genedlaethol Cymru / National Library of Wales	National Library of Scotland
Retain as single records	8	7	8
Deduplicate and merge	2	1	1
I have no preference	0	1	0

**11. We would be interested in the reasons for your answers to questions 9 and 10**

Comments have been interpreted as falling into the following categories. An individual respondent may have made multiple comments that fall into different categories:

Category	Response
Preference for integrated records	2
Preference for records from particular sources and/or encoding level	4
Data merge issues	3
Desire to compare/select records	3

## General

**12. Overall, how satisfied are you with the Library Hub Cataloguing service?**

Scale	Response
Very dissatisfied	2
Fairly dissatisfied	2
Neither satisfied nor dissatisfied	0
Fairly satisfied	3
Very satisfied	2
[No answer]	1

### 13. How likely would you be to recommend Library Hub Cataloguing to a colleague?

Scale: Not at all likely (0) vs Extremely likely (10)

Scale	Response
Not at all likely 0	1
1	1
2	1
3	0
4	0
5	0
6	1
7	0
8	2
9	3
Extremely likely 10	1