

**Evaluation of SCP Decision-Making Process for Cataloging Priorities  
Final Report  
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POT5 Members:  
Armanda Barone  
Adolfo Tarango  
Julia Kochi, SOPAG liaison  
Lucia Orlando, Project Manager

## **Evaluation of SCP Decision-Making Process for Cataloging Priorities Final Report**

### **EXECUTIVE SUMMARY**

NGTS' POT 5 was charged with reviewing and evaluating how the Shared Cataloging Program priorities are set, making recommendations for improving the process if necessary, and determining how well current communication methods met UC librarians' needs for information about the work of the program.

POT 5 surveyed a representative sample of bibliographer groups as well as CDC, JSC, HOPS, HOTS, and SCP-AC. Based on the survey findings, POT 5 concluded that overall the method of setting SCP cataloging priorities worked except that bibliographer groups should be included in the process to a greater extent.

The survey did find that communication about SCP priorities and work was either lacking or existed but was not well publicized. In particular, respondents were interested in knowing what packages are being cataloged and when a package is scheduled to be cataloged. The challenge was determining how to provide as much useful information as possible to UC librarians without overtaxing SCP and having them spend unreasonable amounts of time generating reports. Numerous recommendations are included in the report to increase communication between SCP and the UC library community.

POT 5 further recommends that a similar survey be run 6-12 months after the recommendations have been implemented to determine if the changes have improved bibliographers' role in setting SCP priorities as well as improved communication about the priorities as well as the cataloging status of resources.

### **INTRODUCTION and BACKGROUND**

NGTS' POT 5 was charged with reviewing and evaluating how SCP cataloging priorities are set as well as looking at how information about the priorities and work accomplished are communicated to the larger UC community. The POT 5, LT 3 charge can be found at:

<https://wiki.library.ucsf.edu/display/NextGenTechServ/POT5+Deliverable+3+Charge>

Feedback from bibliographers and resource liaisons about this process was critical. Because of a short timeframe, we could not reach out to all bibliographers. Rather, we identified 3 active bibliographer groups in each of the 3 large subject areas (PSE for sciences, GILS for social sciences, and British/U.S. History and Women's Studies for arts and humanities) to act as a sample of bibliographers. In addition, HOPS, HOTS, SCP-AC, CDC and JSC also received the survey. A survey of 16 questions was distributed to the chairs of these groups via email on Thursday, August 23<sup>rd</sup> with a request to distribute the survey to their group. The deadline for replying to the survey was Friday, August 31<sup>st</sup>. The survey may be found at: [https://www.surveymonkey.com/s/SCP\\_Priorities](https://www.surveymonkey.com/s/SCP_Priorities) Before taking the survey, respondents were asked to read an overview document ([http://bit.ly/SCP\\_Overview](http://bit.ly/SCP_Overview)), which detailed how the priorities are currently set.

## **SURVEY SUMMARY**

The survey received an approximately 46% return rate with 43 out of a potential 93 people completing the survey. Responses were received from members of each of the groups we targeted, all campus and CDL representation, and bibliographers from all broad subject areas. Based on the demographics of the respondents, POT 5 feels that the responses are representative of UC community.

Overall, the survey demonstrated that the basic processes are working but communication (what information is transmitted and how) with the wider UC community needs to be refined. In general, the results of the survey validated concerns POT 5 and SCP already were aware of but provided some more nuanced information, especially in relation to what types of information staff wanted communicated. Results clustered in terms of which groups should be involved in setting priorities (e.g. bibliographer/liaison groups), the type of information respondents wish to know about SCP processes and priorities, and a general idea of how they wish to be alerted.

Portions of the survey have been shared with Ivy Anderson and JSC, and JSC has reviewed and commented on the report.

### **Survey Highlights**

Some of the highlights of the survey are below.

#### **Priority Setting:**

- 57% of respondents are aware of how SCP establishes its cataloging priorities, though awareness is much greater among technical services staff (92%) than public services staff (50%).
- 86% satisfied or very satisfied with the current process used to set priorities
- 93% believe JSC and SCP should continue playing lead roles in setting cataloging priorities
- 60% think bibliographers should be involved in setting priorities
- 77% want to know when a package is scheduled to be cataloged

#### **Communication:**

- 94% are interested in how SCP sets cataloging priorities
- 95% are interested in what packages SCP is cataloging
- 91% are interested in the SCP cataloging priorities
- 84% want to know when cataloging of a package is complete
- Email was the preferred communication mechanism; a posted document was the second choice

## **PRIORITIES SETTING**

Survey responses showed that most people were satisfied or very satisfied (86%) with the current process of setting SCP priorities. However, a majority (60%) also felt that bibliographer groups should be more involved in the process.

*Recommendation:*

JSC should remain the committee responsible for making the final decision on SCP catalog priorities setting and should continue to rely on SCP for the initial quarterly priorities setting. However, SCP will send their recommendations to JSC 2-3 weeks before the first JSC meeting of the quarter. JSC members will distribute the SCP recommendations to all bibliographer groups and ask for feedback. JSC will take the bibliographer groups' feedback into consideration when making the final decision.

Once JSC has determined the priorities, this information will be communicated widely (see item #2 under Communications).

## **COMMUNICATIONS**

POT5 reviewed the survey results in consultation with SCP staff and determined that in general much of the information respondents want is either already being provided or can be made available. Overall the survey results demonstrate that reports and data are not being distributed widely enough, or that UC staff are unaware that the information exists, a point made explicitly by one respondent who stated "I was not aware of any of the SCP reports!"

Below is each of the categories of information identified in the survey. SCP staff supplied feedback as to whether the information is already being provided, along with an accompanying explanation where needed. Recommendations for helping SCP staff meet the stated information needs are also included.

*Recommendation:*

- SCP should develop a Frequently Asked Questions document to help educate UC staff about questions SCP repeatedly receives and address many of the issues raised by the survey.

The survey confirmed UC staff are interested in the following information (listed in ranked order of interest):

1. What packages SCP is cataloging (95%)
2. The SCP cataloging priorities (91%)
3. When cataloging of a package is completed (84%)
4. When a package is scheduled to be cataloged (77%)
5. How many titles in a package have been cataloged (56%)
6. When cataloging of a specific title is completed (30%)
7. Other (12%)
  - a. When catalog records for a package are distributed
  - b. What is NOT going to be cataloged
  - c. How many titles in a package remain to be cataloged
  - d. What packages will be cataloged next

## **1. What packages SCP is cataloging (95% of respondents want to know this)**

Currently a complete list of the packages SCP is cataloging is provided via the E-Resources Tracking Page at: <http://www.cdlib.org/services/collections/scp/tracking/eresourcestracking.html>.

SCP believes the list on this page satisfies this information need. However they agree that awareness of this resource is limited.

### *Recommendation:*

- Generate more awareness of the E-Resources Tracking Page, including:
  - Request SCP write regular informative articles for CDL Info newsletter
  - Rename the page to better reflect its content and make it more prominent on the SCP home page
  - Request a more prominent link to SCP be placed on JSC and ACG webpages
  - Reach out to the Resource Liaisons/Bib groups (note: SCP is aware that the CDL Licensed Content Group is considering writing a handbook for the Resource Liaisons, and information about the E-resources tracking page could be included in that document).
  - Solicit more ideas from SCP staff to further communicate the work of SCP

## **2. The SCP cataloging priorities (91% of respondents wanted to know this)**

SCP makes recommendations for cataloging priorities that are submitted, reviewed, and approved by the JSC. These are then communicated back to the SCP, but currently the priorities are not distributed further. A more complete discussion of setting SCP priorities is available in the Priorities section of this report.

### *Recommendations:*

- SCP should create a cataloging priorities webpage that includes information about how priorities are set, when they are reviewed, the current quarter's priorities, and other supporting links.
- JSC should communicate with the bibliography groups to get feedback on setting the quarterly priorities as well as communicating the final priorities back out.
- The bibliography groups should distribute the information to other interested parties.

## **3. When cataloging of a package is completed (84% of respondents wanted to know this)**

Packages basically fall into two categories: 1) finite, which are packages where a set number of titles are purchased and there is no expectation of additional titles being added, and 2) ongoing, packages where there is an initial purchase of a set of titles but additional content is added over time.

### *Recommendations:*

- Finite: SCP should annotate the E-Resource Tracking Page to indicate which of the finite packages have been completed and when.
- Ongoing: SCP should annotate each package on the E-Resource Tracking Page indicating that it is an ongoing package, how often the package is checked for added content, and the last time it was checked and cataloging brought current.

- Request SCP provide additional information to give context regarding the cataloging of specific packages, for example, to indicate that cataloging is dependent on receiving OCLC records.
- The question of how frequently packages are updated should be referred to the JSC. JSC should help determine a sufficient frequency of updating and, once annotated, whether the information is conveyed clearly.
- SCP should address this issue in the FAQ.

*Further Considerations:*

SCP is concerned about maintaining this level of data. Editing the page is not difficult, but it is a cumbersome process. If the recommendation to annotate the page is accepted SCP prefers to start adding this information on a quarterly basis and evaluate at a later date whether updating at that frequency addresses the information need. It should be noted that relying on quarterly updates may mislead users into thinking the status is not being updated. For example, SCP could list that a package is updated monthly, but it is conceivable that no new content may be added for half a year. A user looking at when the package was last updated would think it had not been updated for several months when in fact the cataloging is current.

**4. When a package is scheduled to be cataloged (77% of respondents wanted to know this)**

Providing the annotation noted in item 3 above partially addresses this need as it makes it possible to see how often a package is checked for added content. The project-specific cataloging priorities indicate which packages are designated for focused cataloging during a specified quarter. Newly licensed packages are cataloged as soon as possible and the entry on the E-resource page contains information on SCP plans for cataloging the package over the long run.

The vagaries of cataloging make it difficult for SCP staff to determine precisely when a specific package will be cataloged. It is difficult for SCP to continually update a schedule of packages because the cataloging details governing each package constantly changes.

*Recommendation:*

- Continue to allow SCP latitude in managing its workload in order to accommodate different situations and changing circumstances regarding cataloging of packages. This will help SCP better manage their workload as they will not have to repeatedly send updates each time the cataloging status of a specific package changes.

**5. How many titles in a package have been cataloged (56% of respondents wanted to know this)**

This information is currently posted on a quarterly basis on the SCP website. Furthermore, SCP submits a monthly report (the SCP Monthly Update) of what has been cataloged the previous month. SCP also provides an annual report of SCP packages and other output. While this level of information meets the stated need, it is evident this information needs to be more widely publicized and distributed.

*Recommendation:*

The suggestions for improving awareness of this level of information is similar to item 1 above:

- Generate more awareness of the SCP Quarterly and Monthly reports, including:

- Note in the monthly reports how many items have been cataloged along with the proportion it represents. For example, 200 out of 10,000 items in a package were cataloged that quarter.
- Request SCP write regular informative articles for the CDL Info newsletter.
- Reach out to the Resource Liaisons/Bib groups to educate them on this source.
- Widen the distribution of SCP Monthly Updates, Quarterly and Annual reports.
- Solicit more ideas from SCP staff to further communicate the work of SCP

## **6. When cataloging of a specific title is completed (30% of respondents wanted to know this)**

SCP staff indicated tracking and reporting data at this level of detail would significantly impact their workload. There are a variety of self-service options available for determining this information and which do not add to SCP's workload. SCP acknowledges tracking the status of individual titles is as labor intensive for regular users as it is for SCP staff.

1. Individual requests received via the Open Access Cataloging Request Form:
  - Requesters that use the [Open Access Cataloging Request Form](#) can select to be alerted when the resource has been cataloged. SCP staff consistently follow-up on these requests.
2. Other requests:
  - Users should search their OPAC to see if the title is cataloged.
  - If it does not appear in the campus OPAC, search Roger, UCSD's catalog.
  - If the title is not in Rodger, send an inquiry through the CDL Help Desk. SCP will receive the inquiry and investigate.

At any point, if there is a title that is in the "pipeline" and there is an urgent need for it to be cataloged, library staff can send a request to the CDL Help Desk and cataloging of the title will be expedited.

### *Recommendation:*

- SCP should include information about self-service options in the FAQ.

## **7. Other (12% of respondents wanted information about these areas)**

- a. When catalog records for a package are distributed

Information on what has been cataloged is provided through the SCP Monthly Updates and through posted quarterly statistics.

### *Recommendation:*

- SCP should make stakeholders more aware of the available information.

- b. What is NOT going to be cataloged

Every resource is cataloged at some level, but not every resource is cataloged at the title level. The E-Resources Tracking Page lists all the packages that are cataloged at the title level. If a package is not listed on the E-Resource Tracking Page, the interested party should contact JSC about the status of that package.

- c. How many titles in a package remain to be cataloged

**Ongoing Packages:**

It is not possible to report the number of titles that remain to be cataloged in ongoing packages because SCP cannot predict the number of titles a provider will make available in the future. The SCP annual report provides data on how many titles were added to packages during the previous year and those numbers can be used as a best guess estimate for how many titles will be added during the coming year

SCP posts quarterly statistics on the number of titles cataloged for each package as of the end of that quarter with the net change from the previous quarter. This net change can be also be used as an estimate for the number of titles expected to be cataloged the next quarter. SCP also provides an estimate of the number of titles in the backlog that remain to be cataloged in the cataloging priorities report to the JSC.

*Recommendation:*

- SCP should address this issue in the FAQ.

d. What packages will be cataloged next

This need can be addressed by distributing the SCP cataloging priorities document and annotating the E-Resources Tracking Page as noted above.