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## Rethinking Cataloguing in the Fourth Industrial Revolution

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# Rethinking Cataloguing in the Fourth Industrial Revolution

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## Abstract

The study upon which this article is based was to explore the Cataloguing Practices in the City of Cape Town Metropolitan Libraries (CCTML). Cataloguing is a structured arrangement of the bibliographic details of all the information sources available in a library. It produces an inventory that serves as access points to the library resources. Focus group discussion and document analysis were used to collect data. The findings revealed some missing data on the catalogue records. Quality control mechanism used was peer review. The study recommended introduction of artificial intelligence in cataloguing to minimize human error and enhance production and the quality of the catalogue.

**Keywords:** Artificial Intelligence, Cataloguing; Cataloguing robots; Fourth industrial revolution.

## Introduction

The process of cataloguing requires the use of standardized tools such as Resource Description and Access (RDA)/ Anglo American Cataloguing Rules (AACR); Library of Congress Subject Heading(LCSH) or any other subject analysis standard, Dewey Decimal Classification Scheme (DDC) or any other classification scheme to achieve the bibliographic description, authority control, subject analysis and assignment of classification notation to generate a library catalogue

and to ensure that resources will survive and continue to be accessible in future, helping the end user to do accurate searching and retrieval and will also help to evaluate a resource. (Bair, 2005). The library catalogue should contain information such as author, title, standard number, subjects, etc. to facilitate retrieval of information sources (Smith, Groenewald and Breytenbach, 2007). Cataloguers comprise a small but valuable subset of the library professionals that provides critical but hidden services to libraries and the users (Bothmann, 2007). Today's cataloguers are faced with the changes of cataloguing standards and the overabundance of information produced in variety of formats that call for cataloguing. Furthermore, Nwosu (2014) asserts that, the intrusion of ICT into the library and information business with its burgeoning new technologies, especially Web 2.0, has opened a new vista of challenges for cataloguers. Trends in cataloguing includes BIBFRAME, RDA, MARC editor, Metadata Authority Description Standards (MADS) Metadata Object Description Standard, (MODS), Web Dewey, WEBPAC. To ensure the full use of the cataloguing standards, to increase production and to be in par and share resources with other libraries, the cataloguing agencies should reshape the organizational behavior and culture; redesign business models; restructure business process workflow; re-make job descriptions and roles by adopting fourth industrial revolution technologies, artificial intelligence in cataloguing. Fourth industrial revolution (4IR) involves "the increase in productivity due to artificial intelligence and hyper connectivity. Diverse new technologies are being proposed that integrate the physical, biological and digital worlds. It creates a world in which virtual and physical systems cooperate with each other in a flexible way" (Schwab, 2017: 3). Schwab (2017) further described 4IR as the digital revolution and is characterized by a fusion of technologies that is blurring the lines between the physical, digital, and biological sphere. These could be interconnections of sensors, cameras and software's, programmed to perform particular tasks. Hussain (2020) opined that 4IR could

pave the way for libraries and librarians if adopted as a tool for service. Tella (2020) observed that libraries and other information organizations were always in the forefront in the adoption and usage of new technologies. Technologies such as Internet of Things (IoT), cloud computing and others has been adopted in libraries to enable objects to collect data and transfer the data over the networks without human intervention by using internet, sensor and radio frequency identification (RFID). Cataloguing should not lack behind but adopt 4IR technologies for their advantage.

### **Statement of the problem**

Preliminary examination revealed some cataloguing backlog in the City of Cape Town Metropolitan Libraries (CCTML) during 2016 and 2017. There were also some discrepancies on the catalogue records. As a result, collaboration with other libraries in such areas as cooperative cataloguing and interlibrary loans were not effective. That defect the purpose of automated cataloguing.

### **Research questions**

The study answered the following research questions:

- What metadata are available on the catalogue records?
- What quality control measures are used to ascertain catalogue quality in CCTML?

### **Literature review**

The literature review includes catalogue metadata and catalogue quality.

### **Metadata**

Metadata is the principle building block in facilitating effective resource description, access and sharing (Park, Tosaka, Maszaros and Lu,2010:158). El-Sherbini (2001) opine that metadata

describes an information resource. It is data about data. Metadata is the Internet-age term for information that librarians traditionally have put into catalogs and it most commonly refers to descriptive information about Web resources. For example, a Web page has an author, a title, a date of creation, and a unique Internet address, these elements constitute metadata about this page. Similarly, the catalogue record has the title, contributor, creator, publisher, subject, relation, description, type, identifier, date, language format, notes etcetera to facilitate retrieval of information sources. According to Stubbs (2018) metadata allows a producer to describe a dataset fully so that users can understand the assumptions and limitations and evaluate the dataset's applicability for their intended use. Stubbs (2018) carried out a study of Set of Data Elements for Nautical Charts Cataloging: Analysis Between the RDA Scheme and the IDERA Metadata Profile and found the following metadata to identify the Nautical charts for information retrieval: Title; Statement of responsibility; Scale statement; Cartographic projection; Cartographic coordinates; Edition Statements; Production, publication, distribution, manufacture and copyright date; Physical description; Format and coding of information; Subjects; Abstract; Keywords; Language; content.

### **Catalogue quality**

Catalogue quality could be defined as accurate bibliographic information that meets patrons' needs and provides appropriate access to information sources in a timely fashion (Cataloguing quality, 1995). For cataloguing librarians quality is defined by excellent original cataloguing based on Anglo American Cataloguing Rules 2<sup>nd</sup> Edition (AACR2) full-level standards/ Resource Description and Access (RDA); name authority records created to standards set by the National Authority Cooperative Program (NACO); effectively supervise support staff, including timeously resolve questions and problems; keep to a reasonable turnaround time for materials so that a

backlog is not created or growing; is responsive to needs of internal and external patrons; completely and effectively respond to queries and complaints (Snow, 2011). Hill (2008) examined quality cataloguing from a managerial point of view at the United States libraries and found several factors, such as the shift from local control of the library catalogue to cataloguing in a cooperative environment; the decrease in the professional review of cataloguing at the local level; and the change in catalogue technology from cards to computers that have forced a rethinking of what quality cataloguing means in the modern online era. Hill (2008) suggests that examining quality cataloguing from the point of view of the accuracy of the individual record is not enough. Instead, cataloguers need to re-examine the cataloguing process and focus on the bigger picture: “extent and content of individual records; extent and content of the database as a whole; the effectiveness and accuracy of mechanisms to expose those records; and that database to the World Wide Web have become the real measures of database quality” (Hill, 2008:23). Monyela (2019) found that users wanted accurate, usable and complete metadata on the catalogue records. The Collections Services Unit at the Library of Congress launched the Cataloguing Forum; a group opened to all Library of Congress staff and designed to be an independent body dedicated to the open discussion of cataloguing policy and practices at the Library of Congress (Mann, 1991).

The Cataloguing Forum published a series of six opinion papers starting in 1991. Four of those six publications focused specifically on cataloguing quality. The respondents were of the view that quality cataloguing should consist of consistent application of cataloguing rules and principles of subject analysis, as well as accurate content designation (Cataloguing Quality, 1995:28). In addition, records should be as complete and accurate as possible when first created, saving the time of institutions who will reuse the record later. The respondents also felt that quality cataloguing is the reflection of the integrity of the institution. All the Cataloguing Forum opinion

papers demonstrated the view that there was increasing loss in cataloguing quality. Yusuf (2009) found the following methods that were adopted to ensure quality control over non-professionals' involvement in cataloguing: close supervision by librarians; training; designation of a librarian to constantly edit the catalogue for possible re-cataloguing; and the use of prepared worksheets by librarians to be keyed in by non-professionals. Calhoun et al. (2009) in their study found that there was discord between user and librarian perceptions of quality and that these perceptions were driven by different outlooks and goals. The user identifies more with the information environment on the World Wide Web and seeks more direct access to online content. Users also wanted more of what the OCLC calls "enrichment data", such as tables of contents and summaries in catalogue records (Calhoun et al., 2009). Calhoun et al. further found that the librarians, on the other hand, were more focused on the most efficient means of fulfilling work assignments. Therefore, librarians' ideas of quality cataloguing were biased toward attributes like the elimination of duplicate records and fixing MARC coding errors, which may or may not affect information retrieval on the user's end. Chapman and Massey (2002) carried out a pilot study at the University of Bath libraries in 2000 using the assessment tool created by the United Kingdom Office for Library and Information Networking (UKOLN) and Essex, to measure the quality of the catalogue records.

Their study sampled 288 records and concentrated on the accuracy of bibliographic records and the presence of unwanted data in the catalogue records. The study used two categories to identify errors in fields containing incorrect information and then checked the omitted fields on the records. The areas of the records checked were: title, material description, statement of responsibility, authority headings, edition, physical description, imprint, series, classmark/ shelf mark, subject headings, genre/ category and location or branch. The study recommended that the libraries that

applied MARC coding should use the additional checks of tags, indicators and subfields. Chapman and Massey's (2002) study found that the majority of sampled records (221) were without pagination and other areas. They noted that the audit tool was successful in evaluating the accuracy of the records. Martin and Mundle (2010) carried out a case study of the management and improvement of the quality of bibliographic records for a large e-book collection in a consortial setting in Illinois. They created a discussion list for the consortium and shared the improvement of the quality of records. The consortium agreed on collaboration with the vendors to improve records before receiving them as the most productive route to quality data in the catalogue. In South Africa, Retief and Terblanche (2006) carried out the inventory control project at the University of South Africa (UNISA) academic library. Their study examined the possible impact of inventory control on the service quality of the library and identified the library catalogue as a service quality component, considering that the library catalogue is a finding aid to provide relevant and accurate information to assist a patron in discovering information sources located in the library and that the quality of the metadata will affect the ability of the library to deliver quality services (Retief & Terblanche, 2006). Coetzee and Skelly (2008) opined that a good quality catalogue should be created in accordance with accepted standards.

## **Methodology**

The study used MMR approach to collect qualitative and quantitative data. The population of the study was made up of 6 cataloguers and the sample of 384 was drawn from 500 000 OPAC records. Census surveys was applied for cataloguers and a sample of 384 OPAC records were randomly selected from the City of Cape Town's Online Library Service via the portal [coct.slims.gov.za](http://coct.slims.gov.za) and were retrieved using the author access point. Simple Random Sampling (SRS) was applied. Krejcie and Morgan's (1970) table of determining sample size was used to determine the sample



size for OPAC records. Qualitative data from cataloguers was collected through the use of focus group discussions and analyzed using thematic categorization whereas quantitative data from OPAC records was collected through document analysis and analyzed using Statistical Package for Social Sciences (SPSS). Table 1 indicates the instruments used to collect data from each category.

**Table 1: Instruments used to collect data from different participants**

<b>Instruments</b>	<b>Participants</b>	<b>Number of participants</b>	<b>Data analysis</b>
Focus group interviews	Cataloguers	6	Thematic categorization
Document analysis	OPAC records	384	SPSS

## **Findings and Interpretations**

**Research question 1:** What metadata are available on the catalogue records? The question responds to document analysis data sets because the researcher could access and analyze the OPAC records. The findings revealed some missing data on the catalogue records. For instance, of 384 records 95 records were missing subject headings. Table 2 below, presents the findings

**Table 2: Subjects metadata check list (n=384)**

<b>Meta data</b>	<b>Number of records</b>	<b>Percentage %</b>
------------------	--------------------------	---------------------

Subjects missing	95	25
Subjects recorded	289	75
<b>Total</b>	<b>384</b>	<b>100</b>

Taylor and Miller (2006) stated that patrons may use subject access as much as 59% of the time. IFLA study group (2010) emphasizes that the ability to search for domains and subjects depends on the input of subject-oriented data in bibliographic records. The absence of the subject headings on a catalogue record may prohibit access to information sources pertaining that subject. Some catalogue records were missing the summary / abstract /synopsis/ review of the information source. Of the 384 records, only 49 (13 %) contained the summaries, whereas 335 (87 %) did not have the summaries of the information sources. The findings are illustrated in Table 3 below.

**Table 3: Summary/ Abstract /Synopsis / Review metadata check list (n=384)**

<b>Meta data</b>	<b>Number of records</b>	<b>Percentage %</b>
Summary recorded	49	13
Summary missing	335	87
<b>Total</b>	<b>384</b>	<b>100</b>

The summary/ abstract/ review of any information source describes an overview of the content of the work. It tells the reader what the work is all about by producing the synopsis of the work. It is very important to transcribe the summary, abstract and review of the source on the catalogue records to assist the patrons in selecting or rejecting the information source. From the catalogue, the user should know what the information source contains before browsing the shelves or the

database (in case of the electronic resources). The summary/ abstract/ synopsis/ review also helps the cataloguer in subject analysis of the work. RDA ref 7.10.1.3 also affirm that the cataloguer should provide a brief objective summary of the content of the expression if the information is considered important for identification or selection and sufficient information is not recorded in another part of the description. AACR 1.7B17 advice the cataloguer to give a brief objective summary of the item's content unless another part of the description provides enough information. Furthermore, some catalogue records were missing dimensions; some were missing contents. Appendices A to F are the sample of OPAC records with missing meta data.

**Research question 2:** What quality control measures are used to ascertain catalogue quality in CCTML? The question responds to focus group data set. The participants were asked to indicate the quality control mechanisms they used to ensure the quality of the catalogue records. Findings revealed that peer reviews or peer checking by randomly asking a colleague to re-check the records was used as the main tool. In addition, queries from the librarians also helped to correct the faulty records especially the call numbers of the information sources that were already on the shelves in the different libraries. In Nigeria, Yusuf (2009) revealed that in Covenant University and University of Lagos, a librarian was designated to constantly edit the catalogue for possible re-cataloguing as one of their quality control measures. Darries (2017) indicates that at the University of South Africa (UNISA) library, quality assurance of the catalogue was done at different stages, self-quality assurance was used for copy cataloguing and peer quality assurance was used for original cataloguing. Majola (2018) also indicates that catalogue quality assurance at UNISA was given priority and it also formed part of the key performance areas for cataloguers. The following areas were considered when checking the quality of the catalogue records: accuracy, completeness and compliance with the cataloguing standards

## **Recommendations**

Based on the findings of the study, the interpretation thereof and conclusion presented below, the author recommends for the introduction of robots to carryout cataloguing so that cataloguers could have more time to ensure quality assurance. The cataloguers should also contribute to the Robotic Programme Automation process to ensure that systems and software programs are compliance with the cataloguing standards. Brisson (1995) opined that cataloguers have to operate and evaluate continually-changing hardware and software systems and work with systems personnel and computer vendors to either select new or enhance existing systems. City University of London use Autonomous Robotic Shelf Scanning System (AuROSS) (Philips, 2017). State University of New York uses robots at the reference desk (Smith 1986). University of Pretoria in South Africa use Libby a robotic librarian to perform general everyday repetitive tasks that staff perform around the library, thereby releasing them to perform more advanced and specialized services (Nkhwashu, 2019). CCTML should also consider re-cataloguing of skeletal inaccurate records and also establish policies on catalogue quality assurance.

## **Conclusion**

In view of the findings and literature cited that revealed errors in the catalogue records, lack of quality control mechanisms, the author is of the opinion that cataloguing departments should consider artificial intelligence systems and robotic science to eliminate human errors and to increase production in cataloguing.

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## Appendix A

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### Publication

Title **Chinese civilization from the Ming revival to Chairman Mao**

Author Yong, Yap

Arthur Cotterell, 1942-

Number ISBN13 978-0-297-77304-7

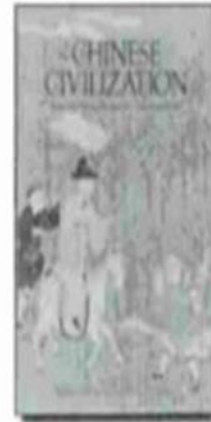
ISBN 0-297-77304-6

Spine Mark : 951 YON

Publication London : Weidenfeld & Nicolson, 1977

Physical description 256 p., ill. *No dimensions*

Note Statement of responsibility: Yap Yong ; Arthur Cotterell



### Subject Headings

DDC 951

### Available in the following libraries

CTL3-Moses-Mabhida

Book - English adult non fiction - 951 YON

Volume/Part	Copy	Lending status	Date until	Reservations
-	38321000003778	Weeding	11.07.2012	-

CTL2-Mulzenberg

Book - English adult non fiction - 951 YON

Volume/Part	Copy	Lending status	Date until	Reservations
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## Appendix B

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### Publication

**Title** Basic physics questions for GCSE : National Curriculum edition

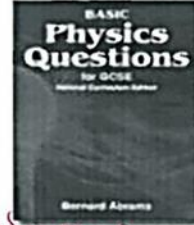
**Author** Abrams, Bernard

**Number** ISBN13 978-0-7487-1724-8 [pbk]  
ISBN 0-7487-1724-2 [pbk]  
Spine Mark : 530 ABR

**Publication** Cheltenham : Stanley Thornes LTD, 1994

**Physical description** iv, 199p., ill. No dimensions

**Note** Statement of responsibility: Bernard Abrams  
Target Audience: Study collection



### Available in the following libraries

CTL2-Ocean-View

Book - English adult non fiction - 530 ABR

Volume/Part	Copy	Lending status	Date until	Reservations
-	36031000020894	Available	-	-

Identification c:ct:694542

<http://coct.slims.gov.za/submit.phtml?UDses=6681316%3A760504&UDstate=1&UD...> 2017-08-12

## Appendix C

Title **Ezawokhokho**

Author Xulu, Cedric

Number ISBN13 978-0-636-03012-1  
ISBN 0-636-03012-1  
Spine Mark : 398.2 XUL

Edition 2nd, paperback

Publication Cape Town : Maskew Miller Longman, 1997

Physical description 93p., ill.

Note Statement of responsibility: C.L. Xulu & M.R. Ntuli  
Target Audience: Carnegie grant

**Subject Headings** *No contents*

Subject Heading Zulu (African people) ; Folklore



### Available in the following libraries

CTL1-Central-Library

Book - English adult non fiction - 398.2 XUL

Volume/Part	Copy	Lending status	Date until	Reservations
-	36001009040649	Catalogue Clean-	11.11.2017	-
		up		

CTL4-Crossroads

Book - Xhosa adult non fiction - 398.2 XUL

Volume/Part	Copy	Lending status	Date until	Reservations
-	C50645452	Available	-	-

Identification c:ct:718858

# Appendix D

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## Publication

**Title** **Katrin Thomas : exits : living fashion**  
 246-0 Portion of title: **Exits**  
 246-0 Portion of title: **Living fashion**

**Author** Thomas, Katrin  
 Nicol, Michelle  
 Ude, Ike

**Number** ISBN13 978-3-908161-76-9  
 ISBN 3-908161-76-2  
 Spine Mark : Q 779 THO

**Publication** Zurich : Stemmler, 1999

**Physical description** 126 p., ill. (chiefly col.)

**Note** Statement of responsibility: texts by Ike Ude and Michelle Nicol  
 Target Audience: Carnegie Grant  
 Target Audience: ART - PHOTOGRAPHY



## Subject Headings

**DDC** 779

**Personal Names** Thomas, Katrin

**Subject Heading** Fashion photography  
 Photography of women  
 Photography, Artistic

*No formatted*  
*Content notes*

## Available in the following libraries

CTL1-Central-Library				
Book - English adult non fiction - Q 779 THO				
Volume/Part	Copy	Lending status	Date until	Reservations
-	36001000855060	Available	-	-

Identification c:ct:477908

# Appendix E

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## Publication

**Title** Christopher Columbus  
**Author** John Stewart Collis, 1900-1984  
**Number** ISBN13 978-0-356-08441-1  
ISBN 0-356-08441-8  
Spine Mark : B COLUMBUS  
**Publication** London : Macdonald & Jane's, 1976  
**Physical description** 208p., maps

*No summary*

## Subject Headings

**Personal Names** Christopher Columbus, 1451-1506

## Available in the following libraries

CTL1-Central-Library				
Book - English adult non fiction - B COLUMBUS				
Volume/Part	Copy	Lending status	Date until	Reservations
-	36001008517779	Available	-	-

**Identification** c:ct:706760

## Appendix F

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### Publication

Title **Enhance your psychic powers**  
246-0 Portion of title: **Psychic power**

Author Soraya, 1947-

Number ISBN13 978-1-84205-105-4 [pbk.]  
ISBN 1-84205-105-9 [pbk.]  
Spine Mark : 133.8 SOR

Publication New Lanark, [Lanarkshire] : Geddes & Grosset, 2005

Physical description 222 p., ill.

Note Statement of responsibility: Soraya

**Subject Headings** *No Summary*

DDC 133.8

Subject Heading Psychic phenomena  
Psychic ability



### Available in the following libraries

CTL5-Bothasig				
Book - English adult non fiction - 133.8 SOR				
Volume/Part	Copy	Lending status	Date until	Reservations