

Quality assurance of the newly acquired information resources : a UNISA library perspective

By

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UNISA MISSION STATEMENT

Unisa is a comprehensive, open distance learning institution that produces excellent scholarship and research, provides **quality** tuition and fosters active community engagement.



LIBRARY MISSION STATEMENT

To provide access to global information through services appropriate to Open and Distance Learning, guided by the following values:

- Customer satisfaction
- **Quality service**
- Innovation
- Diversity

INTRODUCTION

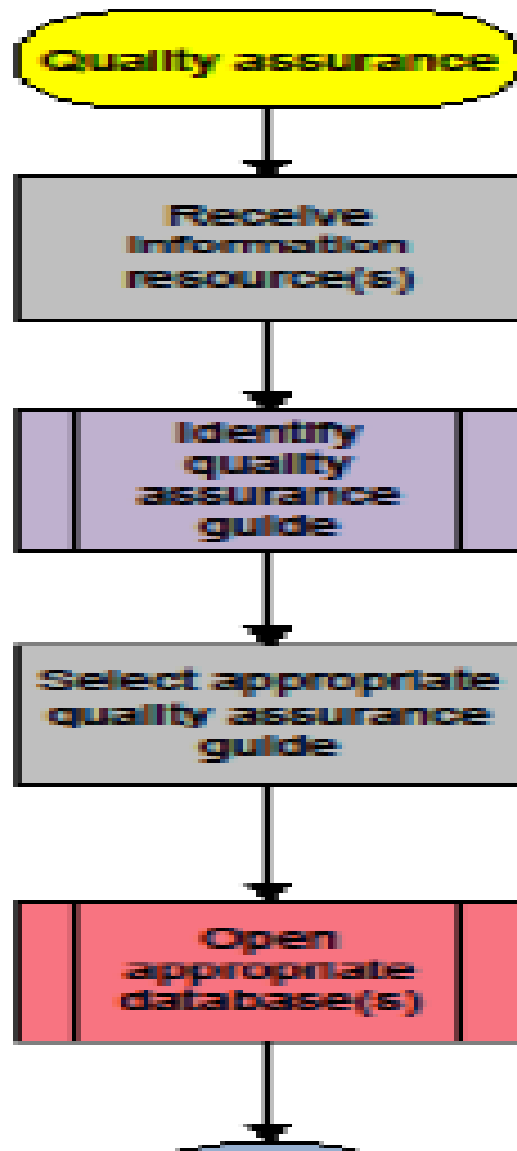
- Quality service provision is one of the mission of every organization.
- A good quality record is a record that complies with the guidelines and cataloguing standards.

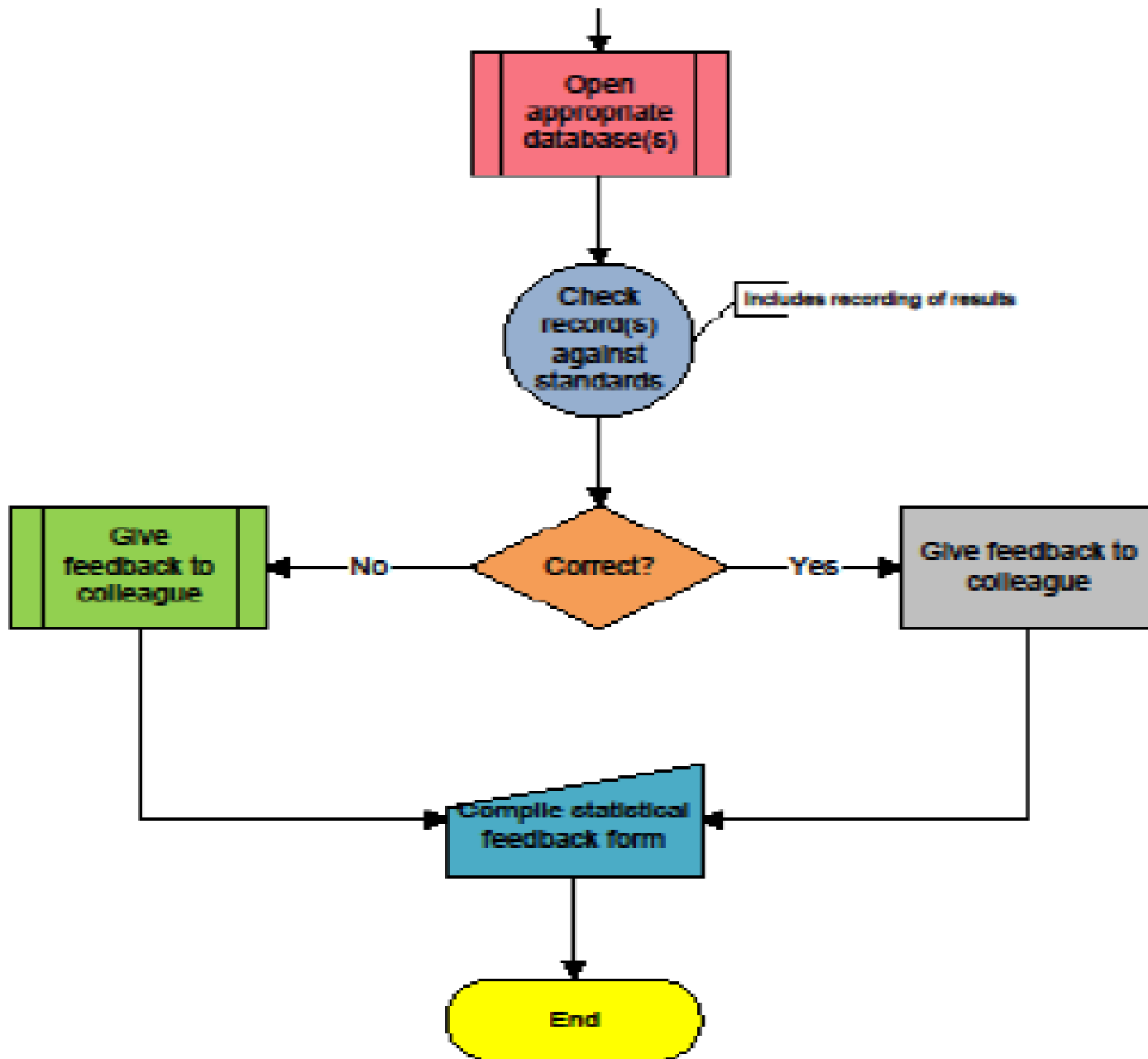
QUALITY ASSURANCE - DEFINITION

“It is a planned and systematic process for evaluating structures, systems, services, processes and people to ensure that best practices are encouraged through continuous improvement”. (Dube 2011: 26)

QUALITY ASSURANCE AT UNISA

- Self quality assurance
- Peer quality assurance
- Vendor quality assurance
- Manager Sectional Quality Analysis and Assessment
- Quality assurance workflow





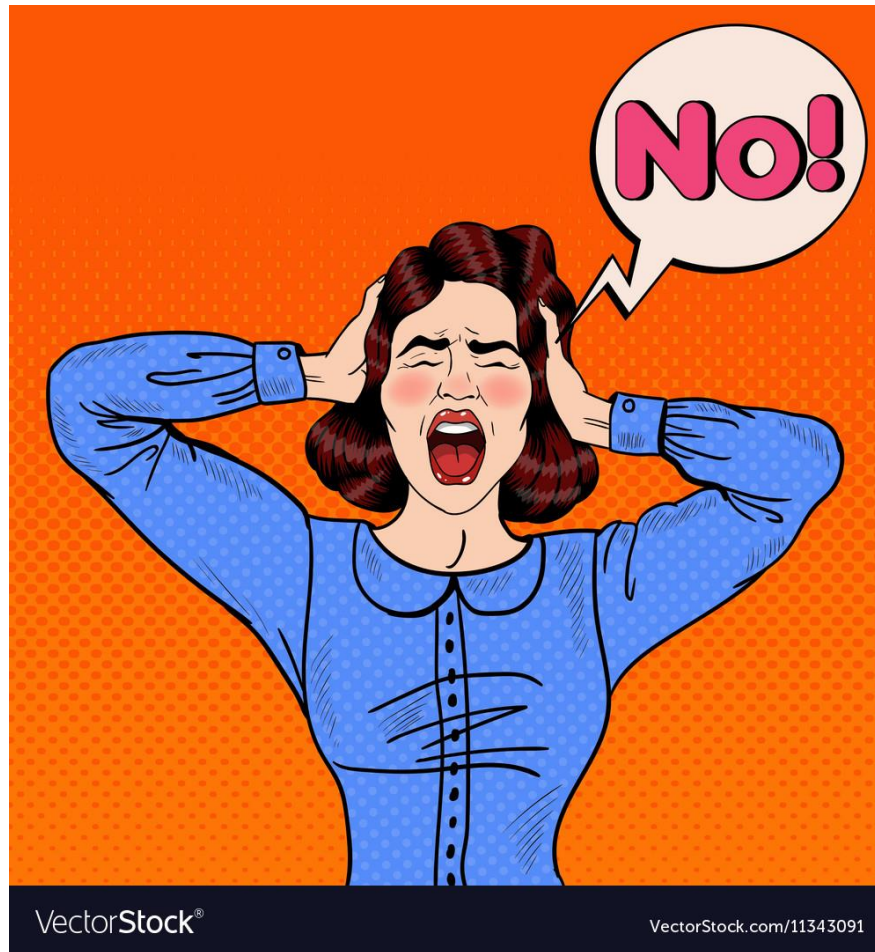
		MARC21 FBD FIELDS	ADD X where appropriate	Weights (100%)	Record	Rec no	%
	1	Fixed field material type				1	
ACCURACY		<i>Inaccuracies that are counted</i>		2	2	2	
	2	Publishers number (028)				3	
		<i>Inaccuracies that are counted</i>		2	2	4	
COMPLETENESS		<i>Incompleteness that is counted</i>		2	2	5	
COMPLIANCE		<i>Non-compliance that is counted</i>		2	2	6	
	3	Call number (092)				7	
ACCURACY		<i>Inaccuracies that are counted</i>		2	2	8	
COMPLETENESS		<i>Incompleteness that is counted</i>		2	2	9	
COMPLIANCE		<i>Non-compliance that is counted</i>		2	2	10	
	4	Dewey number (082)				11	
ACCURACY		<i>Inaccuracies that are counted</i>		2	2	12	
COMPLETENESS		<i>Incompleteness that is counted</i>		2	2	13	
COMPLIANCE		<i>Non-compliance that is counted</i>		2	2	14	
	5	ISBN (020)				15	
ACCURACY		<i>Inaccuracies that are counted</i>		2	2	16	
COMPLETENESS		<i>Incompleteness that is counted</i>		2	2	17	
COMPLIANCE		<i>Non-compliance that is counted</i>		2	2	18	
	6	Author (1XX)				19	
ACCURACY		<i>Inaccuracies that are counted</i>		2	2	20	
COMPLETENESS		<i>Incompleteness that is counted</i>		2	2	Av %	#DIV/0!
COMPLIANCE		<i>Non-compliance that is counted</i>		2	2		

	7	Title (245)			
ACCURACY		<i>Inaccuracies that are counted</i>		2	2
COMPLETENESS		<i>Incompleteness that is counted</i>		2	2
COMPLIANCE		<i>Non-compliance that is counted</i>		2	2
	8	Other title (246)			
ACCURACY		<i>Inaccuracies that are counted</i>		2	2
COMPLETENESS		<i>Incompleteness that is counted</i>		2	2
COMPLIANCE		<i>Non-compliance that is counted</i>		2	2
	9	Edition (250)			
ACCURACY		<i>Inaccuracies that are counted</i>		2	2
COMPLETENESS		<i>Incompleteness that is counted</i>		2	2
COMPLIANCE		<i>Non-compliance that is counted</i>		2	2
	10	Publication (264)			
ACCURACY		<i>Inaccuracies that are counted</i>		2	2
COMPLETENESS		<i>Incompleteness that is counted</i>		2	2
COMPLIANCE		<i>Non-compliance that is counted</i>		2	2
	11	[GMD] (336-347)			
ACCURACY		<i>Inaccuracies that are counted</i>		2	2
COMPLETENESS		<i>Incompleteness that is counted</i>		2	2
COMPLIANCE		<i>Non-compliance that is counted</i>		2	2
	12	Subject headings (6xx)			
ACCURACY		<i>Inaccuracies that are counted</i>		2	2
COMPLETENESS		<i>Incompleteness that is counted</i>		2	2
COMPLIANCE		<i>Non-compliance that is counted</i>		2	2

	13	Added responsibility (7XX)		
ACCURACY		<i>Inaccuracies that are counted</i>		2 2
COMPLETENESS		<i>Incompleteness that is counted</i>		2 2
COMPLIANCE		<i>Non-compliance that is counted</i>		2 2
	14	Series (8XX)		
ACCURACY		<i>Inaccuracies that are counted</i>		2 2
COMPLETENESS		<i>Incompleteness that is counted</i>		2 2
COMPLIANCE		<i>Non-compliance that is counted</i>		2 2
	15	URL (856)		
ACCURACY		<i>Inaccuracies that are counted</i>		2 2
COMPLETENESS		<i>Incompleteness that is counted</i>		2 2
COMPLIANCE		<i>Non-compliance that is counted</i>		2 2
	16	All authority downloaded or reported		
COMPLETENESS		<i>Incompleteness that is counted</i>		2 2
	17	Correction of duplicate headings		
COMPLETENESS		<i>Incompleteness that is counted</i>		2 2
	18	WorldCat field (653)		
COMPLETENESS				1 1
ITEM				
ACCURACY	19	ltype		1 1
ACCURACY	20	Location		2 2
ACCURACY	21	l-Message		1 1
ACCURACY	22	Message		1 1
ACCURACY	23	Label location		2 2
ACCURACY	24	Barcode		2 2
	%			100 100



QUALITY ASSURANCE : KPA



CONCLUSION

- **QUANTITY vs QUALITY**
- A lack of quality bibliographic records could negatively impact the discovery of resources for use by students, educators and the public, degrading even perhaps even further the perception of catalogue relevance. (Schultz-Jones, Snow, Miksa & Hasenyager 2012: 51)

REREFENCES

- Dube, L. 2011. Quality assurance practices in university libraries in South Africa. *South African Journal of Library and Information Science*. 77 (1), 26-36.
- Schults-Jones...[et al]. 2012. Historical and current implications of cataloguing quality for next-generation catalogues. *Library Trends*. 61 (1), 50-82.

THANK YOU !

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