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Technology Left Behind — Social Cataloging and the Library OPAC

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In a recent American Libraries article, Dinah Sanders discusses “the disconnect between some of the terminology used to describe library materials and the terms used by the community attempting to access them.” She points out that subject headings used in library catalogs are often criticized for their rigidity and single-minded point of view.

An emergent solution to this problem is social cataloging. A combination of social networking and cataloging, the term social cataloging commonly refers to the process by which items are cataloged, bookmarked, or tagged by a group of users in a collaborative process.

Social cataloging in the library world goes by many names; user tagging, social tagging, and social bookmarking are a few. The idea is to involve patrons in the cataloging process to some degree by permitting them to create personal collections of resources and to tag these resources with their own terms. Users have the freedom to assign terms and phrases of their own choosing, rather than relying on a controlled vocabulary. By allowing patrons to assign their own tags to a library resource, we are ensuring that the terms a patron would use to search for that resource are part of an item’s record. In theory, library resources are made more findable by the addition of user tags.

An added benefit of social cataloging is that users have the ability to share both their items and their tags with each other. One user may draw on another user’s bookmarks and tags to expand his or her own library of resources, thus finding resources of which he or she may not have previously been aware.

Social Cataloging Services for Libraries

In her article, Sanders goes on to say that “one of the greatest innovations changing the library discovery experience is the addition of user participation in findability through the use of user-contributed keywords or ‘tags’ associated with particular materials.”

As Sanders indicates, the use of social cataloging features and services is a growing trend in libraries. There are a number of options and applications available to libraries interested in incorporating social cataloging into their collections, catalogs, and services. Some options are freely available on the Web, while others involve installing software and are fee-based. Below are some examples of social cataloging applications that libraries are using.

PennTags

A couple of years ago, the University of Pennsylvania Libraries (Penn) created PennTags, a social bookmarking tool designed specifically for use by members of the Penn community. While PennTags was built by Penn librarians specifically for Penn patrons, it serves as a good example of the ways in which libraries are incorporating social cataloging into their own catalogs and customizing their efforts to work specifically for their patrons.

Penn patrons must first log into the system using their university ID. Once they are logged in, adding links to their PennTags library is simple. An “Add to PennTags” icon appears in the online catalog, the online video catalog, and as part of the menu of the Penn Libraries’ OpenURL link resolver. The incorporation of PennTags into these various discovery tools allows patrons to easily bookmark books, multimedia resources, and journal articles. These bookmarks can also be tagged by the patron with their own terms. In addition to the “Add to PennTags” icon, Penn created a bookmarklet that integrates with a Web browser, allowing patrons to save the URLs of Web resources in their personal PennTags libraries.

By saving all of the links and resources that Penn patrons use in their research, PennTags “acts as a repository of the varied interests and academic pursuits of the Penn community.” (http://tags.library.upenn.edu/help)

Delicious

Delicious, often written as Del.icio.us (a previous incarnation of the Website’s name), is a social bookmarking service, designed to let users bookmark and tag their favorite Web resources. Web-based social bookmarking services, like Delicious, have the advantage of being accessible from any computer. The site is free to use, but users are required to login with a username and password to use the site. Delicious offers bookmarklet applications for several browsers that enable users to save a Website directly from their browser to their Delicious library.

While Delicious is designed for individual users, libraries are also taking advantage of the service’s capabilities. For example, the MIT Libraries Virtual Reference has created a list of Delicious bookmarks geared specifically towards MIT patrons (http://delicious.com/virtualref). Recent additions include the Urban Dictionary (http://www.urbandictionary.com/) and National Public Radio (http://www.npr.org/). On their Virtual Reference Webpage MIT displays a list of commonly used Delicious tags on in the form of a tag cloud (http://libraries.mit.edu/help/virtualref/cloud.html). If you click on a tag in the tag cloud, you are taken to a list of the MIT Delicious bookmarks that have been tagged with that term.

LibraryThing

LibraryThing is a social cataloging Website specifically geared towards book lovers. The site enables individual users to catalog a personal collection of books and to connect with other users with similar tastes in reading material. When a user adds a book to his or her library, he or she can immediately see how many other LibraryThing users have that book, view the tags that are commonly used, and read reviews of the book. In addition, LibraryThing will recommend books to read based upon the books in your library and the tags you have used. There are currently over 500,000 users and more than 35 million books in the LibraryThing database.

LibraryThing is free for the first 200 books added to your library, but beyond that a paid account is required. Organizational accounts are available for both non-profit and for-profit organizations. The cost of these organizational accounts is quite reasonable, starting at only $15/year for up to 5,000 books. Some libraries are taking advantage of these organizational accounts. For example, Cherokee County Public Library in Gaffney, South Carolina has a library of 950 books on LibraryThing, consisting primarily of the adult books that are new to their collection.

LibraryThing for Libraries

In 2007, LibraryThing released LibraryThing for Libraries (LTFL) an application...
tion that incorporates the capabilities and functionality of LibraryThing directly into the library OPAC interface. LTFL is available for an annual subscription fee; pricing starts at $1000 and is based upon annual circulation.

LTFL has two primary components: the Catalog Enhancements package and the Reviews Enhancements package. The Catalog Enhancements package includes recommendations, tagging capabilities and tag clouds, and information on alternative editions and translations, while the Reviews Enhancements package is an additional add-on that lets patrons read and write reviews of the items in the catalog.

LTFL is currently being used by both public and academic libraries. Richland County Public Library (RCPL) in Columbia, South Carolina implemented the Catalog Enhancements package in its library catalog in August 2007. According to Amy Grossberg, the Integrated Library System Administrator at RCPL, the installation was quite easy, involving only the addition of a few lines of code to the catalog files. Grossberg says that LTFL has certainly been worth the cost and that the patron reaction has been positive.

Bowdoin College in Brunswick, Maine has been using LTFL since the Spring of 2007. Karl Fattig, Systems & Digital Initiatives Librarian at Bowdoin, indicated that Bowdoin’s primary reason for implementing LTFL was to present users with alternate pathways to information discovery. Fattig echoes Grossberg’s sentiments, saying, “LibraryThing for Libraries has been a big hit. We know students are using it, because we get feedback on it. It has absolutely been worth it.”

BiblioCommons

BiblioCommons is billed as a social online catalog. According to the company Website, the BiblioCommons services are “transforming online library catalogues from searchable inventory systems into engaging social discovery environments.” Essentially, the BiblioCommons interface layers overtop the library OPAC, providing a more interactive and community-oriented interface.

Recently BiblioCommons launched its first live implementation at the Oakville Public Library (OPL) in Ontario, Canada. Patrons that are logged into their account on the OPL system may tag library items with their own terms and save items to a personal collection. It is worth poking around the OPL catalog to look at the way BiblioCommons provides additional user functionality on top of the traditional library catalog capabilities.

Just the Tip of the Iceberg

The options listed above are just the tip of the iceberg in terms of the social cataloging options that are currently available. Several ILS vendors offer systems that incorporate some degree of social cataloging. Innovative Interfaces offers Encore, a discovery tool which incorporates federated and faceted searching, as well as tag clouds, into the online catalog. OCLC recently released a tagging component for WorldCat.org, incorporating some social cataloging features into the interface. Also available is Aquabrowser, an independent search and discovery platform that can lay overtop an ILS catalog.

In addition, there are Web-based social cataloging services for more than just books and Web resources. Examples include Bibster for scholarly references, Flixster for movies, and Discogs for music.

Conclusion

Library patrons are accustomed to interactivity, and there is a growing user demand for input into how items are tagged and made searchable. “LCSH and controlled vocabulary phrase indexing are powerful tools, but they are not the only tools. And, more importantly, they are not the tools to which our new generations of users are accustomed. They know tags, keyword searching, lists of ‘If you liked this, you might also like...’ — and they are comfortable with the fuzziness of this way of discovering resources,” explains Fattig. It isn’t just that users want these types of features; they expect them.

It is important to remember that social cataloging is a thing that people do, not a tool that people use. There are applications that facilitate social cataloging, but anytime a user tags a resource with their own term that user is participating in social cataloging. As is evident continued on page 91
What follows is a wholly subjective assessment of how fully the institutional repository has lived up to these six initial promises. As a concrete response to the scholarly communication crisis (Promise #1), IRs have had some tangible influence. They have put the university in a proactive stance as it explores ways to lower the costs associated with information dissemination. The IR has pushed publishers to change their policies in relation to the free dissemination of at least some version of a published article (typically a postprint). The institutional repository has also proven to be a viable home for the monograph, the edited volume, and other niche publications. While the IR has not conclusively ended the scholarly communication crisis, it certainly has helped to mitigate some of the more troublesome aspects of it.

In terms of expanded access to scholarly information (Promise #2), institutional repositories have had mixed success. On the plus side, IRs have delivered eyeballs to the literature. Bepress’s ResearchNow database, a sort of meta-repository site that allows searching across the 70 or so Digital Repositories installations, has logged 10 million full-text downloads in the last 365 days. The vast majority of these are for working papers and other non-journal content. IRs have simply made this type of content more easily discoverable. Also on the plus side, these materials are substantially more likely to be locatable and accessible in five or ten years’ time when compared to the old tangle of personal and departmental Web pages. Librarians care a lot more about curating and archiving than any other stakeholder, and their oversight of the repository provides a healthy guarantee that IR deposits will not be 404’d someday soon.

Now the negative. One of the big hopes of the IR — that it could be a mechanism to categorically collect, organize, and disseminate the down side, I am not aware of many, if any, industrial & Labor Relations Collection

Examples include collecting disparate materials that emphasize proven to be a good central depository for academically possible, but has thus far failed to make anything is being done systematically leverage this golden asset. The IR has potential as a marketing tool, but I don’t believe that potential has been anywhere close to fully realized as yet.

One of the undeniable successes of the institutional repository has been in furthering the “information wants to be free” agenda (Promise #4). There is simply a lot more content that is more readily available than there was in 2002. The OAIster database contains nearly 20 million records at this point. Not all of them are IR materials, but a lot of them are. Institutional repositories have helped create an expectation among researchers, particularly younger ones, that some form of the materials they seek may be freely accessible to them with a modest amount of Web exploration. I suspect this will be one of the more lasting impacts of IR on the scholarly communication realm.

The IR has in many cases lowered the barriers to the launch of new e-journals (Promise #5). Digital Commons, for example, has been used to produce close to 150 open access e-journals. That is an impressive number, roughly on par with the number of titles Hitdawi publishes. However, the reduction in cost and effort it takes to start a journal is not all to the good. It encourages vanity publications, half-hearted endeavors, and other projects that are likely to add clutter rather than clarity to the scholarly communication picture. In addition, many IR-driven journal launches seem to have taken place in a vacuum. There has been little coordination with other campus units, including but not limited to the university press. The result is that we see random buds sprouting across the scholarly terrain as opposed to a well-tended and planned garden.

The institutional repository has been a disappointment in terms of the adoption costs for authors (Promise #6). The software has indeed proven relatively simple to use. Posting does only take a few minutes, as the advocates had promised. However, scholars have by and large been unconvinced that the effort of posting is outweighed by the benefits of wider dissemination, long-term accessibility, and so forth. Content acquisition has been a slog. This has forced the library to be more creative and aggressive in its marketing efforts, a task for which the library is not ideally suited.

So this is how I see the IR world reflected in the rear view mirror. We have done some things well and missed the mark in other areas. In next issue’s column, I will address the key benefits institutions can recognize via a successful repository, as well as the possible impediments to a successful IR that institutions must face. I’ll also look at the future of institutional repositories within the larger context of a rapidly changing scholarly communication landscape. Stay tuned.

Web Resources
Aquabrowser — http://www.aquabrowser.com/

References and Further Reading