

GUIA DE CATALOGAÇÃO DO SISTEMA DE BIBLIOTECAS DA UNIVERSIDADE FEDERAL DO AMAZONAS: UM RELATO DE EXPERIÊNCIA COM FOCO NA QUALIDADE

CATALOGING GUIDE FOR THE LIBRARY SYSTEM OF THE FEDERAL UNIVERSITY OF AMAZONAS: AN EXPERIENCE REPORT WITH A FOCUS ON QUALITY

GUÍA DE CATALOGACIÓN DEL SISTEMA DE BIBLIOTECAS DE LA UNIVERSIDAD FEDERAL DE AMAZONAS: UN RELATO DE EXPERIENCIA CON ENFOQUE EN LA CALIDAD

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RESUMO: Este artigo objetiva relatar a elaboração do Guia de Catalogação com foco na qualidade, que orientará os catalogadores do Sistema de Bibliotecas da Universidade Federal do Amazonas (SISTEBI), garantindo que os registros sejam consistentes e precisos de forma uniformizada. A utilização de normas como o AACR2 na qual estabelece os pontos de acesso para cada tipo de material, englobando o detalhamento bibliográfico e sua localização, o formato Marc 21 foi de fundamental importância a sua concepção, pois uniformiza cada item em seus campos e subcampos, próprios a cada elemento na descrição bibliográfica. O cumprimento às regras estabelecidas, resultará na qualidade eficaz do Guia de Catalogação. Também foram feitas consultas em outras instituições catalogadoras, para dar maior subsídio a elaboração do Guia de catalogação. O Sistema de Bibliotecas da UFAM (SISTEBIB), terá como produto um guia eficaz que servirá como diretriz para a tomada de decisão aos catalogadores que fazem parte do quadro permanente dessa instituição.

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Palavras-Chave: Avaliação. Catalogação. Qualidade.

ABSTRACT: This article reports on the development of a quality-focused cataloging guide that will guide catalogers at the Federal University of Amazonas' library system (SISTEBIB), ensuring consistent, accurate, and uniform records. The use of standards such as AACR2, which establishes access points for each type of material, including bibliographic details and location, and the Marc 21 format was crucial to its design, as it standardizes each item within its own field and subfields within the bibliographic description. Compliance with the established rules will ensure the cataloging guide's effective quality. Consultations with other cataloging institutions were also conducted to further inform the development of the cataloging guide. The UFAM Library System (SISTEBIB) will produce an effective guide that will serve as a decision-making guide for catalogers who are part of the institution's permanent staff.

Keywords: Evaluation. Cataloging. Quality.

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RESUMEN: Este artículo informa sobre el desarrollo de una guía de catalogación centrada en la calidad que orientará a los catalogadores del sistema de bibliotecas de la Universidad Federal de Amazonas (SISTEBIB), garantizando la consistencia, precisión y uniformidad de los registros. El uso de estándares como las AACR₂, que establecen puntos de acceso para cada tipo de material, incluyendo detalles bibliográficos y ubicación, y el formato Marc 21 fue crucial para su diseño, ya que estandariza cada ítem dentro de su propio campo y subcampos dentro de la descripción bibliográfica. El cumplimiento de los estándares establecidos garantizará la calidad efectiva de la guía de catalogación. También se realizaron consultas con otras instituciones de catalogación para fundamentar el desarrollo de la guía. El Sistema de Bibliotecas de la UFAM (SISTEBIB) desarrollará una guía eficaz que servirá de guía para la toma de decisiones de los catalogadores que forman parte del personal permanente de la institución.

Palabras clave: Evaluación. Catalogación. Calidad.

1 INTRODUCTION

The Cataloguing Guide of the Library System of the Federal University of Amazonas (SISTEBIB/UFAM), which is being prepared and aims to define standards and criteria for an efficient and quality cataloging of all types of informative materials in their different forms of support, considering the academic nature of the institution. This guide, presented as an experience report, is still being prepared by the team of the Technical Information Processing (DPI) Division and is based on the following instruments: AACR₂ and MARC 21 format. It is part of a descriptive cataloging process that uses and applies the norms of the Anglo-American cataloging code in each field and subfield of the mentioned format. Cataloging is part of a set of practices aimed at organizing information, aiming to provide effective tools for data retrieval of materials available in the collections. The research was based on the review of the cataloguing/Marc 21 format manuals of several institutions, such as UFC (Federal University of Ceará), PUC RIO (Pontifical Catholic University of Rio de Janeiro), UFMG (Federal University of Minas Gerais), Federal Senate Library and LC (Library of Congress). Based on this review, we carried out a detailed analysis and found that these manuals meet the central purpose of the SISTEBIB/UFAM Cataloging Guide: to establish clear procedures and guidelines for the cataloging of information resources, ensuring consistency, accuracy and quality in the description and organization of these materials.

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2 METHODOLOGY

As for the procedures, this research is characterized as a bibliographic research, as materials such as books, magazines, publications in *explanatory folders*, *newspapers*, websites of

cataloging agencies, among others, were consulted. According to Santos (2000, p. 29) he conceptualizes bibliographic research as "the set of written/recorded materials, mechanically or electronically, which contains information already prepared and published by other authors".

Data collection and analysis occurred in four distinct phases. In the first phase, a clear strategy was defined for the search and collection of data, which were selected from various research sources, such as the Pergamum Network, LC, the Federal Senate Library, in addition to the libraries of UFC, PUC RIO and UFMG, all using the Anglo-American cataloging code (AACR₂) and the Marc 21 format. which is relevant to the objectives of this study. The research was carried out using three terms "manuals, cataloging guides and "bibliographic description" in the research field of libraries and cataloging agencies. The collection was carried out on 05/05/2024. In the second phase, the results were identified and excluded, which were presented to the team based on the relevance of the theme. The third phase involved reading the manuals to identify and select those that were pertinent to the study. Finally, in the fourth phase, the selected manuals were grouped and the results were presented.

3 RESULTS AND DISCUSSION

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In this research, several libraries of the Pergamum network were identified that had some reports or Cataloguing Guide using the Marc 21 format, based on AACR₂, however, those that had well compacted and relevant subjects were: UFC, PUC RIO, UFMG, library of the Federal Senate and LC, which has the bibliographic and authority manual in constant update.

Table 1 – Libraries that use the Marc 21 and AACR₂ format

Libraries	Reference
Federal University of Ceará – UFC	Manual for cataloguing the Library System of the Federal University of Ceará: editable version.
Pontifical Catholic University of Rio -PUCRIO	Concise manual of data entry in the Marc 21 bibliographic format of the Pergamum system. 2. ed. Rio de Janeiro: [s.n.], 2003.
Federal University of Minas Gerais - UFMG	MESSINA-RAMOS, Maria Angélica Ferraz. Manual for bibliographic data entry in MARC 21 format: emphasis on rare and special works. Belo Horizonte: Ed. UFMG, 2011.
Federal Senate Library	Bibliographic description: guidelines for the virtual library network, Brasília: Senado Federal, 2011.
Library of Congress	https://www.loc.gov/marc/bibliographic/

Source: Prepared by the authors.

Description: the five libraries defined as parameters that use the Marc 21 format and AACR2 for the elaboration of the SISTEBIB/UFAM cataloging guide.

3.1 Cataloguing assignment

The team of catalogers of the Information Processing Division of the Federal University of Amazonas is composed of three and has the following attributions:

Analysis and description of informational resources.

Creation of automated cataloging records.

Indexing and classification.

Verification and updating of records.

Record Keeping.

Cataloging is the "study, preparation and organization of coded messages, based on existing items or items that can be included in one or more collections, in order to allow intersection between the messages contained in the items and the internal messages of the users", acts in the description, as a subsidy for the informational organization (Mey, 1995 p. 5).

Based on the idea mentioned earlier, a cataloging guide should be strictly followed to ensure quality and consistent cataloging. Our team of catalogers always conducts prior research in libraries and cataloging agencies before any stage, aiming to obtain the best results in their creation, which results in consistent and accurate work, aligned with the final services of our system related to research. Thus, I sought in my 2012 master's thesis a concept of quality that fits properly.

The pursuit of satisfaction through quality is not an option: it is a matter of survival for any organization. Customer satisfaction is the result of anticipating and exceeding their implicit and explicit needs and expectations and should be the *raison d'être* of all organizations (Prazeres, 1996, p. 25).

When looking for a Cataloging Guide, we give priority to the quality of the product to ensure an excellent service to our users. Each item is reviewed carefully, always with the aim of constant improvement and customer satisfaction. Thus, this Guide needs constant updating and practice by the catalogers of the Information Processing Division in relation to this service, and it can be stated with complete confidence that the team has this experience. The employees of this institution are considered internal customers, responsible for creating a product that will be delivered to external customers (researchers, professors, students and society in general) with a very high standard of quality. According to Paladini (2004), quality is seen as synonymous with perfection, and should be interpreted as a culture that encompasses a set of values attributed by society to a product or service, which needs to be aligned with standards to be well accepted by the consumer community.

3.2 Cataloging Policy

We looked for references in other institutions about cataloguing guidelines to adjust to our reality. We recognize that this guideline is an institutional decision that guides the choices made in the cataloguing process, including the levels to be implemented and the instruments to be used. In our Guide, we opted for level three cooperative cataloging, which is characterized by being more detailed and is used by large research libraries that share data, using the Marc 21 format and following the AACR2 standards. We strongly believe that cooperative cataloging is the most effective alternative for data sharing, as it provides several advantages by optimizing work in the cataloging process.

A library should never re-catalogue material that has already been catalogued by another library; For each material that reaches the cataloger's table, it is necessary to know beforehand if someone, in another place in the country or of the world, he has already catalogued it; if the material has already been cataloged, every effort must be made to have access to this cataloguing, and to take advantage of it" (Balby, 1995, p. 30).

3.3 Qualified professionals

The team responsible for preparing this guide is composed of librarians and documentalists who have skills, competencies and knowledge in the technical process of information, especially using the Marc 21 and AACR2 formats. The Marc 21 format refers to a metadata system that facilitates the description and retrieval of informational resources, and is widely adopted in libraries. In turn, AACR2 consists of a set of guidelines for cataloging, used to describe and organize these resources. With these skills, the group is prepared to create a high-quality Cataloging Guide that meets the demands of the UFAM library system – SISTEBIB. We observed that all the members involved in this project demonstrate a strong desire for collaboration, promoting the exchange of knowledge and discussions on different aspects of the cataloging process. Each contribution is valuable and aims to prepare a Guide that is consistent and based on the cataloguing standards compatible with the Marc 21 format. Thus, each section of the cataloging will be carefully positioned in its specific fields and subfields, resulting in a robust guide that will meet the needs of catalogers and enable the retrieval of information efficiently and accurately. According to Le Boterf (1995), here are some definitions of what professional competence is:

Table 2 – Professional skills

Knowing how to act	Know what and why you do it. Knowing how to judge, choose, decide.
Knowing how to mobilize Resources	Create synergy and mobilize resources and skills.
Know how to communicate	Understand, work, transmit information, Knowledge.
Knowing how to learn	Work on knowledge and experience, review mental models; know how to develop
Knowing how to engage and comprometer-se	knowing how to undertake, taking risks. Commit.
Knowing how to assume Responsibilities	Be responsible, taking risks and consequences of their actions and being therefore Recognized.
Have a strategic vision	Know and understand the organization's business, the their environment, identifying opportunities and Alternatives.

Cast iron: LE BOTERF, G. Of the competence – essa on um attractorétrange. In: Le 'seditionsd"organisations. Paris: QuatrièmeTirage, 1995.

Description: According to LE BOTERF, professional competencies are grouped into seven categories: knowing how to act, knowing how to mobilize resources, knowing how to learn, knowing how to engage, knowing how to commit, knowing how to assume responsibilities and having a strategic vision.

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3.4 Work processes in the creation of the guide

The conception of this guide was extremely important, with the clear intention of creating quality guidelines for the cataloguing of various types of information materials in all disciplines. The evaluation of the institution's requirements to have this resource for cataloging was well outlined, as well as the delimitation of the scope to cover all types of materials, both digital and physical. Workflow supervision is being carried out by the team, who are hopeful of achieving the goal of completing this task.

3.5 Evaluation of the activities assigned to the group

The team in charge of creating the cataloging guide for the Library system of the Federal University of Amazonas – SISTEBIB/UFAM found that the activities are progressing satisfactorily, with the expectation that the completion goal scheduled for December 2025 will

be achieved. This excitement is due to collaborative management, in which decisions are made through consensus, taking into account the opinions and perspectives of all members of the group.

Organizations need to adopt more flexible postures in relation to the conceptions of power and influence, which implies the adoption of strategies compatible with the involvement and engagement of workers, enabling the valorization of human potential (Kanaane, 1994, p. 21).

This work results from research carried out in several institutions and the division of responsibilities among the members of the group of catalogers, who dedicated themselves to finding models and ensuring quality in the cataloging process in other environments of university libraries. The definition of a strategic plan for cataloging, together with the exchange of internal and external experiences about the cataloging guide and the analysis of the chosen guides, will ensure the elaboration of a high-quality guide. Regarding the evaluation of the tasks assigned to each participant, we found that evaluation is essential, as it allows us to observe the team's performance. We identified both strengths and weaknesses: one of the highlights was the cohesion of everyone in the planned actions, while a difficulty arose with a question from a member about access to an electronic resource. However, the rest of the team, well-informed, managed to resolve the issue by consulting the AACR2, clarifying the question raised.

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Evaluation implies a well-founded knowledge of what we are questioning and attribution of meanings to the facts, data and information we collect. Beyond the facts and from them, the production of value judgments. Evaluating is an action that does not admit neutrality. It goes beyond objective descriptions and analyses of the internal coherence of reality taken as an object. It is a process with a strong ethical content, as it inquires about social values and meanings. To attribute meanings, to make a value judgment, that is, to evaluate, is to recognize the world of human production and the differences, it is to answer the questions we ask about its values or its qualities (Dias Sobrinho, 1997, p. 72).

4 FINAL CONSIDERATIONS

The creation of a cataloguing guide requires the analysis of models used by other institutions, in order to adapt it to the specific guidelines of each one. This investigation will be enriching for the development of the SISTEBIB/UFAM cataloguing guide. The research will contribute to the planning and formulation of decisions by administrators and the team in charge, raising the competence of both catalogers and managers. Group collaboration is crucial to ensure the quality of the guide, meeting the needs of library services in an integrated manner. Thus, a cataloguing guide must follow the previously established principles, not as a final goal, but with the intention of ensuring its compliance with standards and regulations.

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