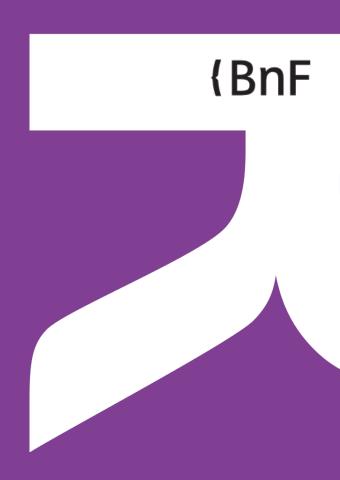# Quality Team: Roles and Capabilities

Andrew MacEwan,
Head of Content and Metadata Processing

The British Library

Iris Berbain
Head of BnF Quality team
Bibliothèque nationale de France

ISNI Summit for Libraries, Paris June 2019

British Library

{BnF

Topics for discussion

- Who are the Quality Team

- What are they responsible for?

- What are they able to do?
  – Who do they do it for?

- What would a broader Quality Team look like?

- Constraints and opportunities

Who are the Quality Team

- **Quality Team = dedicated staff at the British library and the Bibliothèque nationale de France**

- **Established when the database was first established to provide QA support**

- **Eight years collective experience**

Who are the Quality Team

- **From the BL**
  - Erin Burnand
  - Christopher Briggs
  - Michael Docherty
  - Stavroula Angoura

- **From the BnF**
  - Iris Berbain
  - Sylvie Guillataud
  - Nathalie Laquerre
  - Brigitte Moller
  - Valérie Dhiver as administrator of the BnF RAG

Quality Team - responsibilities

- **Regular review of random samples of assigned ISNI**
  - Assurance that database quality remains over 95% (less than 5% duplication or mixed identities)
  - Reports Quarterly to OCLC

- **Review of samples related to on-boarding new data sources**
  - Reports to OCLC

- **Responding to End User queries submitted via the Yellow Box on the public database**
  - Service to ISNI-IA

Quality Team - responsibilities

- **Advice, recommendations on assignment policy and processing issues**
  - Service to ISNI-IA in collaboration with OCLC ISNI Team
  - Support for new dataloads

- **Provision of training**
  - Service to new Members and RAGs as requested

- **Reporting actions taken as appropriate to Data Sources**
  - Notification of data errors found in Data Sources
  - Notification of merges and splits where a Data Source will need to take their own local action

Quality Team capabilities

- **Split records using WinIBW cataloguing client**

- **Merge records using WinIBW cataloguing client**

- **View confidential data on WinIBW**

- **Edit/remove data from any data source on ISNI records**
  - (but must send appropriate communication)

- **Able to upgrade provisional records on WinIBW by altering status**
  - (on Web version must add new data to enrich record so algorithms upgrade)

Quality Team – role and place

- **In short, the purpose of the QT**:
  - Conducting day to day operations
  - Evaluating new data sources
  - Advisory role for the data model, the algorithm function and the criteria definition

- **Reports to the Technical Advisory Committee**

Widening the QT: issues/constraints

- **Confidentiality**

- **Service to ISNI-IA**
    - Working to deadlines -OCLC
    - End User service point
    - Dedicated resource
    - Separate from RAG/Member roles

- **Editing other sources data**

- **Working in WinIBW vs Web interface**

Widening the QT: issues/constraints

- **Linguistical issue**

- **Knowlegde about the data**
  - Overview of all data in the base not only their own
  - Empirical approach in observing the data in the database, which is the starting point for more methodical proposals for changes in allocation criteria or recommendations

Widening the QT: issues/constraints

- **Opportunities**
  - Distributed effort
  - Adding value
  - Library collective role in the standard (this is what we do best)
  - Collaboration
  - Technical governance contribution

Discussion