EBSCO's Commitment to Quality - Subject Indexing

EBSCO Information Services (EIS) continually evaluates and updates the data in our subject indexes. In response to internal quality control initiatives and feedback from customers, subject headings are reviewed for correct usage and clarity. Headings that have not been correctly used may be rephrased or glossed for clarity, and scope notes are added to direct both indexers and end users to the correct usage of the heading and to other appropriate headings for related concepts. Hierarchies may also be adjusted to counter ambiguity and improve the findability of the concepts.

Headings that represent media titles, personal names, and company names are created by indexers as they work to fully represent the articles added to our databases. In a typical week, between 11,000 and 15,000 new entries are added to our list of headings. These newly created headings are reviewed weekly to remove duplicate entries, correct spelling and typographical errors, and ensure accuracy. In the course of these reviews, EBSCO staff review articles associated with the headings and investigate the title or name in other sources to determine the most accurate version. Headings may be given qualifiers or subtitles to clarify the exact name of the entity in question. Where possible, authoritative records are created and linked to alternate or erroneous names to prevent the creation of further duplicates and aid searchers in locating the correct name.

EBSCO is committed to maintaining the high quality of our subject indexing. As part of our continuous quality process, we always review all newly created topical subject headings for accuracy and appropriateness. And we continuously evaluate all our indexing procedures and processes to avoid duplication or misspellings in subject headings.