

Streaming audio services in Canadian academic libraries

Jared Wiercinski

Concordia University

Digital Services and Outreach Librarian

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Outline



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- Rationale for the pilot project
- Description, scope, and demonstration
- Student response
- Issues
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Introduction

- Broader project on streaming audio in Canadian academic libraries
- Today, focus on Concordia's pilot project
- Trends in the music industry
 - ▣ Shift from ownership towards access (e.g., Nokia's 'Comes with Music' service)
 - ▣ Mobile (e.g. iPhone applications: [Ocarina](#), Presidents of the United States, etc.)
 - ▣ Social networking (YouTube, Last.fm, imeem, Deezer, etc.)

Rationale for the pilot project

- Improve access to sound recordings
 - ▣ Limitations of physical format (i.e. compact discs)
 - ▣ Benefits of online
- Keep the library relevant to students
- Help students listen to the right music
- Chance to learn about some of the issues involved:
 - ▣ technology requirements (i.e. hardware and software)
 - ▣ staffing and training requirements
 - ▣ copyright
 - ▣ demand for the service

Description, scope, and demo

- Collaborative effort:
 - Dubravka Kapa
 - Tomasz Neugebauer
 - Olivier Charbonneau
 - Christopher James
- Two courses (Winter 2009 semester):
 - MUSI 265 – Rock and Roll and it's Roots
 - FFAR 398m – Understanding Music

Description, scope, and demo

□ Scope

- ▣ Sound recordings not available in Naxos or CML
- ▣ Sound recordings required for a particular course (not whole collection)
- ▣ Streaming audio would be limited to students taking the course

□ Overlap

- ▣ MUSI 265 – 0/148 tracks (i.e. no overlap: rock, blues, etc. not available in Naxos or CML)
- ▣ FFAR 398m - 22/307 tracks or 7% overlap

Description, scope, and demo

□ Short story:

- Students go the Libraries' web site
- Login
- Access the music player through their web browser
- [Demo](#)

Description, scope, and demo

- Behind the scenes:
 - ▣ Created the mp3s with iTunes
 - ▣ Imported the metadata from Gracenote, verified with listening lists provided by the professor
 - ▣ Created a web page:
 - Javascript
 - JW Flash Player (supports progressive downloading, streaming)
 - XML playlists created using a Visual Basic script
 - Moved all of these files behind our Web Access Management (WAM) software
 - See poster for more details

Student response: Concordia

- Overall how would you rate Concordia Libraries' online music service?
 - Excellent: 26.7%
 - Above average: 53.3%
 - Average: 13.3%
 - Below average: 0%
 - Poor: 6.7%

- Would you be interested in a similar service that made course-related music available to your phone or mobile device?
 - Yes: 46.7%
 - Maybe: 20%
 - No: 33.3%

- Do you have any comments or suggestions? (For example, what did you like or dislike about the service?)
 - Appreciate the service (6)
 - Would prefer to download to my iPod (5)
 - Technical problems or other suggestion (see poster for a complete list of comments)

Student response: other institutions

- 90% of students preferred online listening - University of North Carolina (Phinney p. 25)
- 10% at UNC preferred traditional reserves because of (Phinney p. 22):
 - ▣ better sound quality
 - ▣ access to scores
 - ▣ help from librarian
 - ▣ online reserves too difficult
- At Indiana, they found students who used online reserves were doing more listening (Griscom p. 528)

Issues

□ Technical

- Safari
- Maintaining compatibility (newest versions of browsers, Flash, etc.)

□ Copyright

- Outdated law
- To some extent, ambiguous until a ruling has been made
- Section 29: “Fair dealing for the purpose of research or private study does not infringe copyright.”
- “The absence of a clear resolution of this difficulty means that libraries must create reserve policies based more on acceptable risk than established precedent” (Durham p. 109)

□ Resources

- Staff time (ex. checking in Naxos / CML)
- Server space

Future directions

- Full fledged service
- Moodle
- Mobile

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