

Digital Music Resources and the User Perspective

Mark Herrick, Senior Vice President EBSCO Information Services



EBSCO & Music Studies

- EBSCO's Digital Resources for Music Studies
- Library databases versus Google: Subject indexing and Name Authority counts!
- Contextual Inquiry Research



EBSCO Provides the most comprehensive Information for Music Research



EBSCO Resources for Music Studies

- Subject Indexes & Full-Text Databases for Music Studies
- E-Journals & E-Packages for Music Studies
- EBSCO eBooks for Music Studies
- EBSCO Discovery Service for Music Studies





Indexes & Full-Text Databases

For Music Studies







Subject Indexes Cover the Full Spectrum



Across Genres & Time Periods











RIPM Online Archive of Music Periodicals (FullTEXT) (1766-1962)

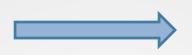
Covers the Early Romantic to the Modern period with 118 rarely-available journals, including the full-text version of journals indexed in the RIPM Retrospective Index to Music Periodicals

RIPM Retrospective Index to Printed Music (1766-1962)

Detailed analyses of writings on musical history and culture, access to 200 music periodicals, and a cumulative index to more than 250 printed volumes

RIPM e-Library of Music Periodicals (FullTEXT) 25 Full-Text Music Journals, including over 150,000 pages of searchable primary source material not covered in the RIPM Retrospective Index or the RIPM Online Archive

RILM Abstracts of Music Literature (1967– present)



800,000 records covering ethnomusicology, music therapy, music education and more, and includes music-related articles from non-music journals

RILM Retrospective Abstracts of Music Literature

(1835 - 1966)

Bibliography of music articles, collections and books published before 1967, which offers over **29,000 records** from a critical period in music research

Music Index

(1970 – present)



Indexing and abstracts of articles, book reviews, obituaries, and news about music, plus selective coverage of music-related articles from non-music journals

Index to Printed Music (IPM)

(ancient Greek times - present)

Presents the only electronic resource of detailed indexing for individual pieces of music published in scholarly editions from this time period

RISM Series A/II: Music Manuscripts after 1600

(1600 - 1800)

Documents musical sources of manuscripts of printed music from 22,500 composers in 32 countries

International Bibliography of Theatre & Dance with Full text

Since 1984, the Theatre
Research Data Center (*TRDC*) at
Brooklyn College has published
14 volumes of the IBTD





E-Journals & E-Packages

For Music Studies



EBSCO SmartLinks+:

Automated instant access to full text to complement your link resolver

Cambridge University Press	12 Full-Text Journals
Oxford University Press	5 Full-Text Journals
Sage Publications	8 Full-Text Journals
Taylor & Francis	20 Full-Text Journals
Wiley-Blackwell	4 Full-Text Journals

Total: 49







EBSCO eBooks

For Music Studies



EBSCO eBook Library

Music content in the EBSCO collection covers all different types of music, as well as instruction, music technology, production, history and other related subject areas



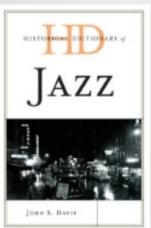
EBSCO eBooks Includes Many Titles from Top Music Publishers

- Taylor & Francis
- Scarecrow Press
- Course Technology PTR
- Cambridge University Press
- University of Rochester Press



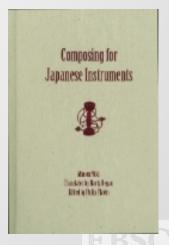
Notable Music Titles Available from EBSCO





- Gender, Branding, and the Modern Music Industry
- Web Marketing for the Music Business
- Historical Dictionary of Jazz
- The Musical Instrument Desk Reference
- Playing Cello
- The Guitarist's Guide to Sonar
- Mozart's Requiem
- A History of Singing
- Music Theory and Mathematics
- Composing for Japanese Instruments









EBSCO Discovery Service

For Music Studies



EDS is the only Discovery Service to incorporate results from the top subject indexes

- Index to Printed Music (IPM)
- RILM Abstracts of Music Literature
- RISM Series A/II: Music Manuscripts after 1600
- Music Index

- RIPM Online Archive of Music Periodicals (FullTEXT)
- RIPM Retrospective Index to Printed Music
- International Bibliography of Theatre & Dance with Full text



In Addition to Other EBSCO Resources, EDS Includes Many Other Important Music Resources

- Arts & Humanities
 Citation Index
- Journal and eBook
 Publishers (full-text searching)
- JSTOR Music

- Music CatalogLibrary of Congress
- Naxos Music Library
- Oxford Music Online (including Grove Music)



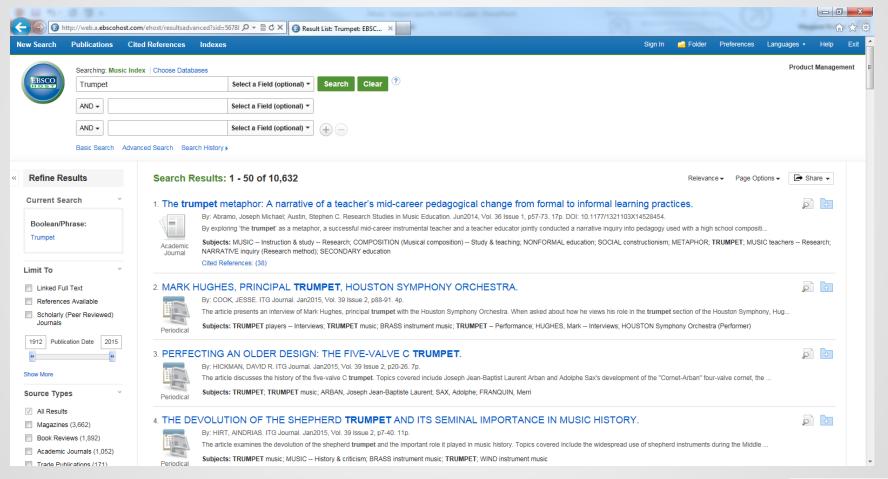
And Numerous Music Collections:

- African American Music Reference
- Classical Music in Video
- Classical Music Library
- Classical Music Reference Library
- Contemporary World Music
- Garland Encyclopedia of World Music Online

- Jazz Music Library
- Music Online: Listening
- Music Online: Reference
- Naxos Music Library
- Naxos Music Library Jazz
- Opera in Video

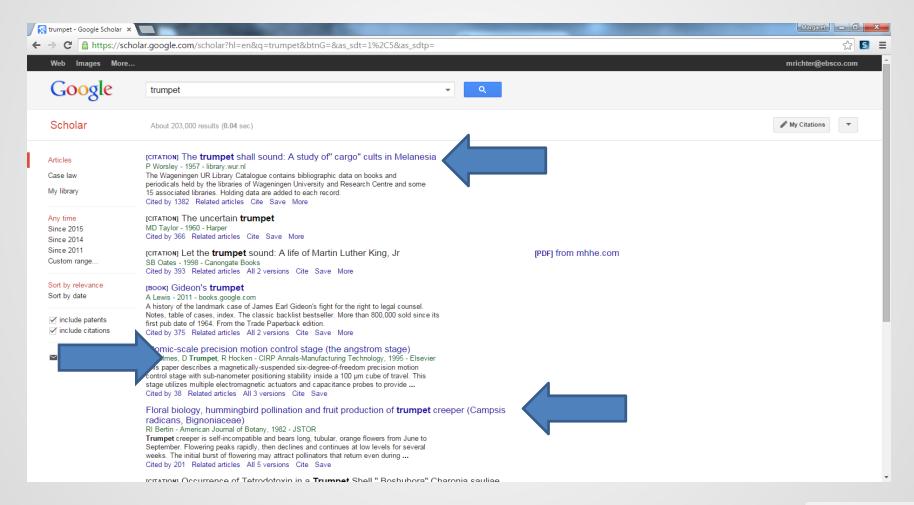


The power of subject specific indexing: "Trumpet" searched in Music Index: Find only Trumpet used as a musical term



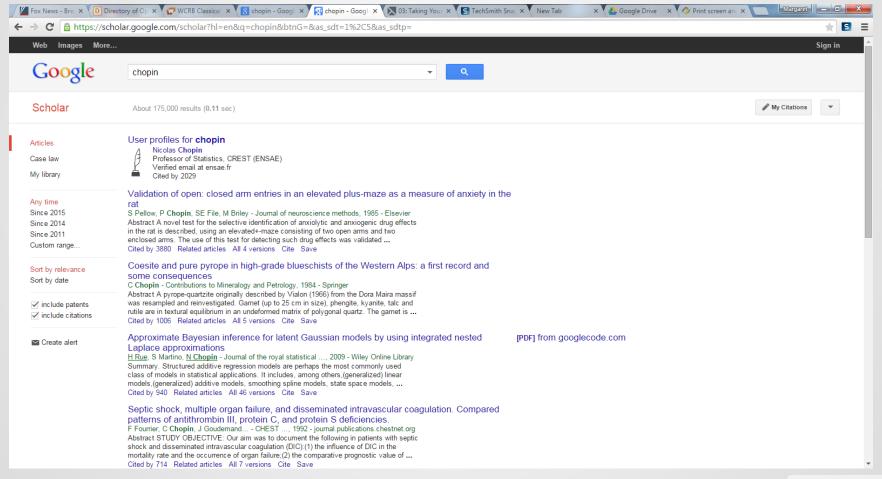


"Trumpet" searched in Google Scholar: Retrieve non-music related results



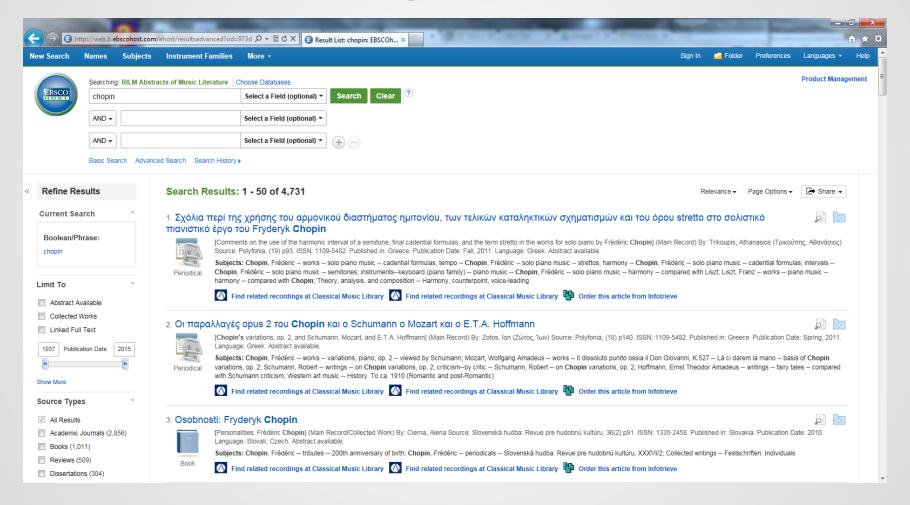


Searching for "Chopin" in Google Scholar: the composer does not appear on first page of results



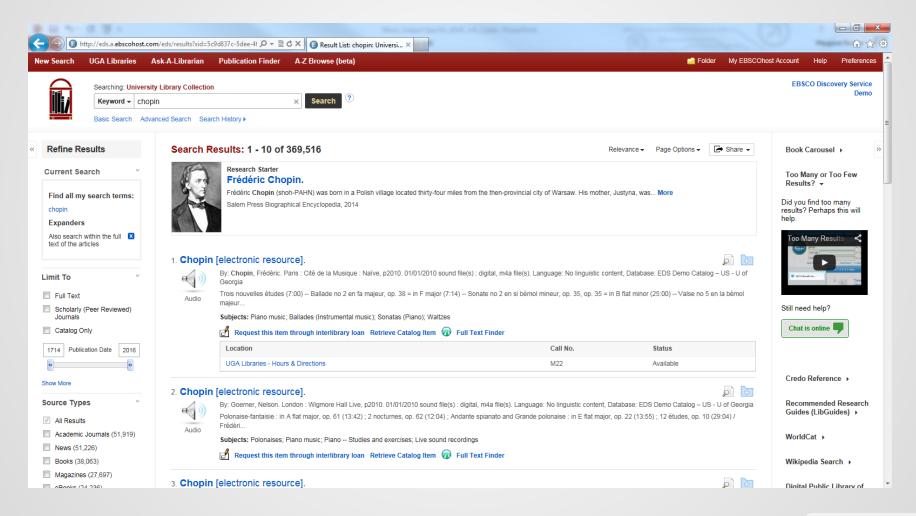


... And *Finding* Chopin in RILM Abstracts: Retrieve only records on the composer with variant spellings reconciled



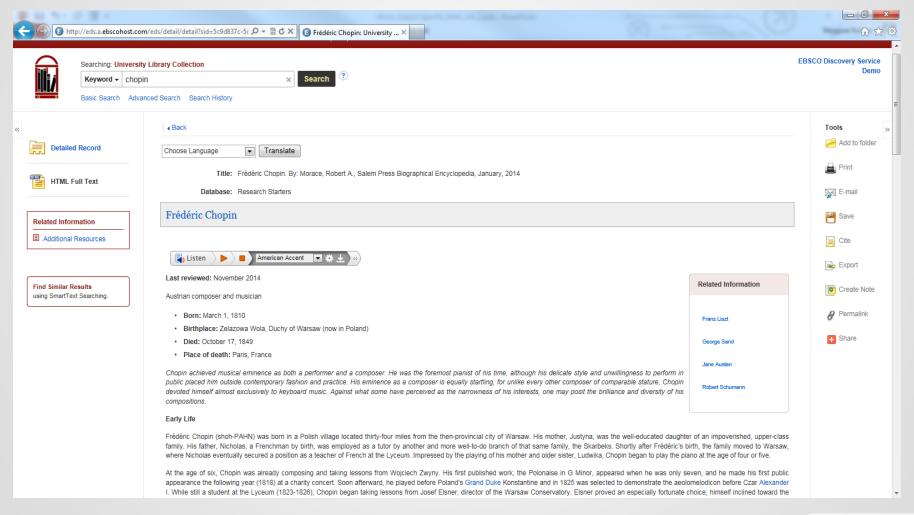


Searching for Chopin in EDS





Frédéric Chopin Research Starter: current and up-to-date





Today's Student Reseachers:

Skimming, Scanning and Efficiency-Seeking

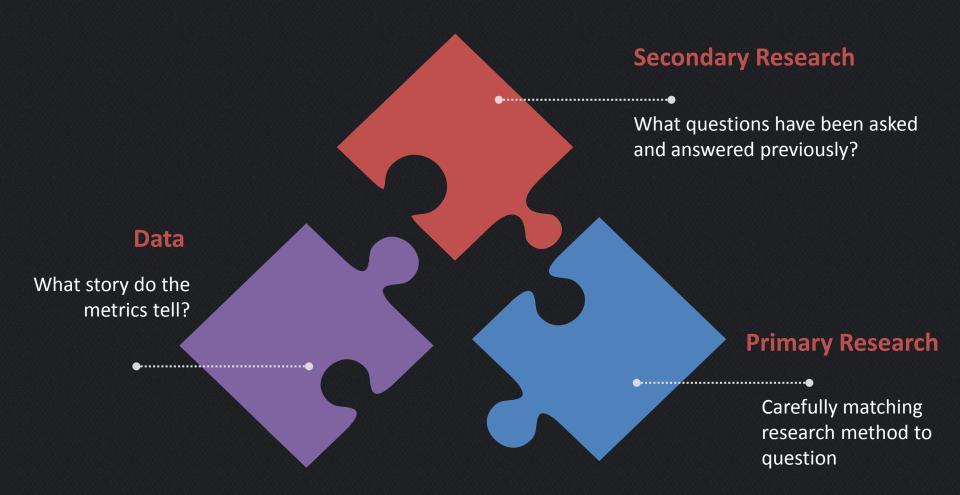
User Research Results

EBSCO Information Services

February 2015

More than just usability testing

User Research at EBSCO



Looking across three dimensions gives us a complete picture

An Array of Research Methods:

Card Sorting to Contextual Inquiry

Usability Testing

Classic research method to identify obstacles in a UI. Now – usertesting.com

Video Diary Studies

Perfect for teenagers, international users, allows freedom, flexibility within a task framework

Card Sorting

Suitable for navigation analysis

Contextual Inquiry

Ethnographic, user-driven research method

Surveys

Powerful tools such as Qualtrics let us create heat maps and other visuals to process feedback

Key User Interviews

Speaking with our customers and probing beyond what a survey can reveal

The Magic 6 2 Themes



Googlepedia

Understand the powerful influence of Google and Wikipedia



Information Literacy

Where and when are students learning these important skills?



Zoom Out

Why and how to study users' full digital landscape



Understanding Motivation

Why do students "make the turn" towards informayore?



Results are the New Black

How the search results page became the key destination



The Intuitive Library Website

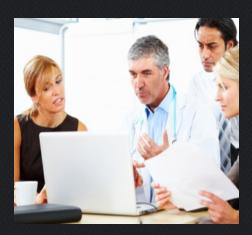
It's possible. And it's critical.

About Contextual Inquiry

User-Driven Sessions, Mapping Insights

Affinity Mapping

User sessions

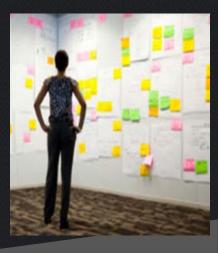


Debriefing





Visioning



The EBSCO Student Contextual Inquiry

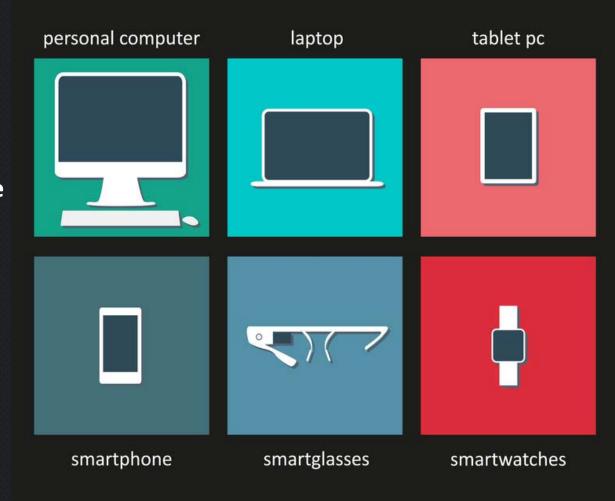
22 Students:

4 15 3

High College School

Schools included MIT, UNLV, Rice, Georgetown, UMass Amherst, GWU, UCSF, and more

DIGITAL LIFESTYLE





Googlepedia

Understand and "yield to" the powerful influence of Google and Wikipedia.



Google + Wikipedia = Googlepedia



The Google-Wikipedia cycle becomes deeply ingrained because it provides a reward.



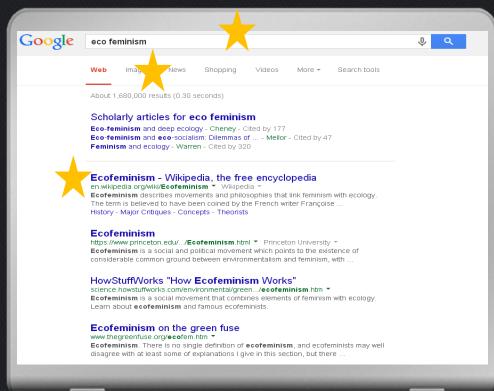
Yes, but don't those sites undermine scholarly research?

Google

"It's their oxygen"

Go to Images, News etc from this page.

Wikipedia is often the first result.



Users are more likely to search again than to look at page 2+ of results.



I trust it

"If it doesn't exist on Google, does it exist?"

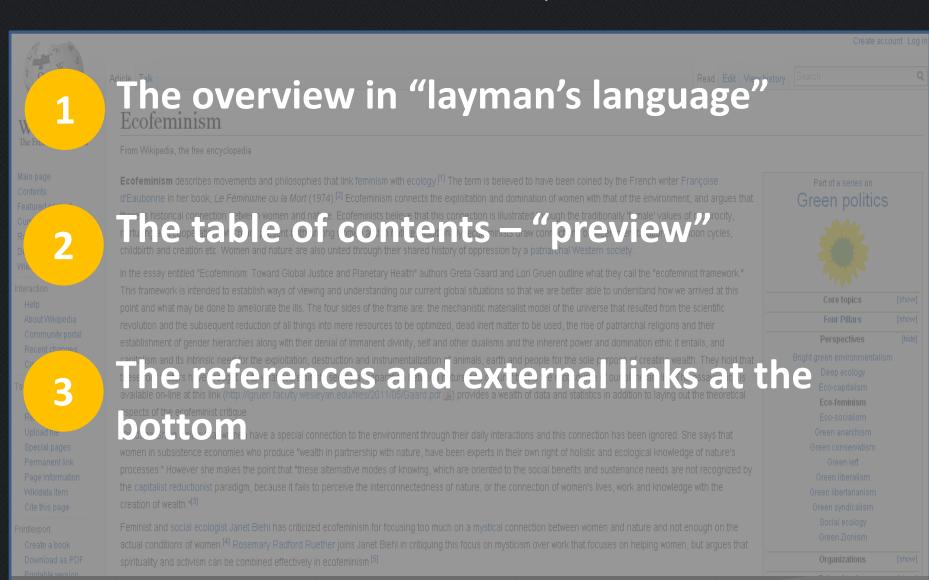


Page 1 matters most

The first half of the first page of results is critical.

Wikipedia

Because users like an overview they can understand



What Research Insights Mean for Search

Observation	Implication
Exploratory queries most common query type	Discovery service must leverage subject headings and subject indexing to connect users to high quality resources relevant to search need.
Search queries usually short (1-2 words)	Discovery service needs to work harder to anticipate user intent. Search features needed to help users clarity their search intent.
Search queries often broad and imprecise	Discovery service needs to help users narrow their search based on limited input. Many users looking for a topical overview on a subject.
Misspellings common	Discovery service needs to work around misspellings, typographical errors.
User focus on top results	Relevance ranking crucial for delivering a quality search experience. Need to optimize search to display most relevant results on first page.



Where and when are students learning these important skills?



Students learn information in high school or college, and occasionally not at all.



Active partnerships between teachers, professors and librarians appears to have greater impact.



Are there any safe assumptions one can make about college student information literacy?

How I Learned

From Multiple Sources



Library Tour

Part of freshman orientation. Gives a general sense that the library exists.

Major-Specific Training

Some schools are pairing research training with students' majors, which takes advantage of their interest in the subject.



Freshman Writing

A required course that includes a unit on research, when a librarian comes in to teach students about library resources. This training teaches that there's a "right way" to do research.



How I Learned

Freshman Year Literacy Training is Key



Freshman Year of High School: Information Literacy Instruction "It was research boot camp!"

- Librarian partner with teacher
- Librarian mobile walk to students
- **Drills, exercises** don't teach skills then jump directly into a graded project. Start with practice drills, warm-ups, information 'scavenger hunts'.

The Magic 6 2 Themes



Googlepedia

Understand the powerful influence of Google and Wikipedia



Information Literacy

Where and when are students learning these important skills?



Zoom Out

Why and how to study users' full digital landscape



Understanding Motivation

Why do students "make the turn" towards informavore?



Results are the New Black

How the search results page became the key destination



The Intuitive Library Website

It's possible. And it's critical.

To be in touch



klawrence@ebsco.com



@bykatelawrence

Thank You