

## Spring 2004 Database Trials

### Vendor Questions:

1. Describe the database product(s). If you want us to link to more than one product, provide a unique description for each product. If there are special hardware or software needs, please make sure you include them in the description.

The first such product of its kind, Classical Music Library offers a continually growing collection of 20,000-plus classical music tracks for listening and browsing on library and home computers, as well as extensive reference materials and a suite of tools designed for librarians and educators.

CML is designed for librarians, and our recordings and service features are chosen to meet their needs. Our Library Advisory Board of eminent music librarians is an important part of our product development process. For example, we are working with them to investigate ways to integrate our service with library catalogues to make it easier for patrons to find our music. CML is designed for educational users and we are committed to providing the tools for librarians, instructors and students need for effective teaching of music. This commitment can be seen in the range of tools currently available and under development:

- CML already offers static URLs for each recording, and we are working on static URLs for individual movements.
- Users will soon be able to browse all the works of a composer (as well as individual recordings), choosing to sort alphabetically, by genre or year of composition.
- We are developing a 'Course Folders' feature to allow specified users to create playlists in folders that can then be shared publicly, but will be 'read-only' so that the instructor can maintain full editorial control.

We are developing a range of more advanced sort options when browsing results e.g. by 0-9a-zA-Z alphabetic, 0-9a-zA-Z alphabetic with leading articles removed (for instance numbers, 'the', 'a' and 'an'), by composition date, and by opus/work number.

The following lists the requirements that are common to all platforms and browsers:

- Audio enabled: computers require soundcard and speakers/headphones
- Internet connection, with at least 56kbps bandwidth
- Firewall rules should allow MP3 and Windows Media content
- Firewalls are required to have ports 81 and 1755 open
- Proxy servers must be able to handle Media Streams

The tables below show the additional basic system requirements for compatibility with Classical Music Library for both PCs and Apple Macintosh platforms.

The symbol '+' denotes "or more recent", meaning that this is the minimum level of compatibility required and all more recent versions of that software are compatible.

	PC		
<b>Platform</b>	<ul style="list-style-type: none"> <li>• Microsoft Windows 98 Service Pack 2+</li> </ul>		
<b>Browser</b>	OR	<ul style="list-style-type: none"> <li>• Internet Explorer version 5.5 Service Pack 2 +</li> </ul>	
<b>Music Playback</b>		<ul style="list-style-type: none"> <li>• Netscape version 6+</li> </ul>	
		<ul style="list-style-type: none"> <li>• Macromedia Flash Player version 6+</li> <li>• Microsoft Windows Media Player version 7+</li> </ul>	

<b>Settings</b>	<ul style="list-style-type: none"> <li>• Security settings of MEDIUM and lower</li> <li>• ActiveX controls enabled</li> <li>• Cookies enabled</li> </ul>	<ul style="list-style-type: none"> <li>• Cookies enabled</li> </ul>
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	<b>Apple Macintosh</b>		
<b>Platform</b>	<ul style="list-style-type: none"> <li>• Apple OS9+</li> </ul>		
<b>Browser</b>	<ul style="list-style-type: none"> <li>• Internet Explorer version 5.2+</li> </ul>	OR	<ul style="list-style-type: none"> <li>• Netscape version 6+</li> </ul>
<b>Music Playback</b>	<ul style="list-style-type: none"> <li>• Macromedia Flash Player version 6+</li> </ul>		<ul style="list-style-type: none"> <li>• Macromedia Flash Player version 6+</li> </ul>

2. Is remote access included in the subscription price? If there are additional charges or requirements in order to offer remote access, please describe. What methods of remote access are supported? If applicable, please discuss any methods or assistance you offer regarding remote access patron verification and authentication.

Remote access is provided for all subscriptions for free.

This is the IP address or ranges of addresses for patrons accessing the library remotely (external / off-campus). This is usually the IP address for library proxy servers, which the patrons are forced to use by the library.

3. What customer training is provided, and at what cost? Please include "freebies" such as Web-based tutorials, end-user documentation tents, cheat-sheets, etc.

We are currently working on a web based tutorial, however we do provide starter kits which will contain Poster (2 for small account, 3 or 4 for larger schools)

Librarian User Guide (a 17 page guide with screenshots for librarians to advise patrons with)

User Guide (a half-sheet stand-up laminated card that will be at each computer in the library with basic directions)

FAQ (for librarians or users)

4. What customer and technical support is provided, including hours of operation? In your reply, please include contact names (if applicable) or name of department, the phone numbers and e-mail addresses for your support services. If you have toll-free access to these support centers, please make sure they are available here.

Technical Support

Level 1 (minor and not urgent): use online help at <http://yourlibraryname.classical.com/help>

Level 2 (simple question but time critical) 9 – 5 Eastern

Contact Lisa De Rosa, Customer Sales & Support Administrator

Tel: 212-689-0536, extension 1 Fax: 212-689-0579

E-mail: [lisa@classical.com](mailto:lisa@classical.com)

Level 3 (severe or time critical technical issue) 10:00 – 5:00 GMT  
Technical Support  
[support@classical.com](mailto:support@classical.com)  
or Phone:  
Tel: 44-20-7689-1080  
Fax: 44-20-7689-1180

5. Please describe the statistics you provide, and discuss whether your statistical reporting complies in part or in whole with the guidelines developed by the International Coalition of Library Consortia found at <http://www.library.yale.edu/consortia/webstats.html> or the COUNTER Code of Practice found at [http://www.projectcounter.org/code\\_practice.html](http://www.projectcounter.org/code_practice.html)

We benchmark our choice of music against the US Music Library Association's listing of essential sound recordings ("A Basic Music Library"). We provide user statistics via a web page, which provides stats on logins, searches, and song downloads, etc.

6. Describe your pricing structure or formula for the product. (Note: This question means - we want to know what your prices are and how they are calculated: Based on FTEs? On buildings? On a combination, or on something else?)

Our pricing is based on simultaneous users. The following is a price breakdown:

Purchased SUs	List Price
3	\$995
5	\$1,661
10	\$3,330
15	\$4,995

Subscriptions are available at the listed levels only; minimum purchase: 3 SU's

**The following prices and free SU's or 3 free months are good for orders placed by June 20th 2004**

Purchased SUs	List Price
3	\$995
5 + 2 SU's free or 3 months free	\$1,661
10 + 3 SU's free or 3 free months	\$3,330
15 + 4 SU's free or 3 free months	\$4,995

If you cannot provide a standard price that would enable each library to understand their cost to subscribe, then for each product you must tell us the price that you would charge these hypothetical libraries if they subscribe to your product as a result of these trials.

- Library A: A high school library with 750 students in grades 9-12
- Library B: A public library that serves a population of 100,000 and has two branches
- Library C: A public library that serves a population of 20,000 and has only one building, no branches

- d. Library D: A community college library serving 5,000 full-time equivalent students
  - e. Library E: A four-year academic library serving 5,000 full-time equivalent students
  - f. Library F: A hospital library serving a hospital that employees 1,000 staff plus has 200 doctors attached to the hospital
7. If a library subscribes to any of your products as a result of this trial, will their future subscription rates continue to reflect any savings or discount they may receive today?

All future subscriptions will be based on pricing at the time of renewal.

8. What is the minimum participation level (however you care to define it) that would be needed to allow participating libraries to receive a group discount? How will you treat existing library customers with regard to a group buy?
- Group pricing is based on a minimum of 30 SU's, Suitable for groups of libraries that are interested in aggregating their purchases of Classical Music Library in order to qualify for the FREE reserve of 20% SUs. Please note the following conditions:
    - There must be a single billing point for the group purchase
    - Each group member is guaranteed access to the SUs that they have purchased
    - All group members can access the FREE reserve of 20% SUs (when available)
  - Prices start at \$9,986 for 30 SUs plus \$333 for each incremental SU
9. Please provide the name and contact information (toll-free telephone number, e-mail address, hours, etc.) for libraries to make further inquires. (Sales representatives for our area preferred.)

Anyone with additional questions should contact: Steven Martin- 800 859 9306 ext 2# or email [steven@classical.com](mailto:steven@classical.com)