Academic Library Streaming Video Revisited
Addendum - Comments and Open-ended Responses to Survey

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Survey Instrument: http://tinyurl.com/ALSVRSurvey

Conducted May-June 2015

Introduction

Presented here are the collected responses to open-ended questions and optional comment responses to questions on the survey.

The addendum includes all responses as submitted without editing or correction for spelling, grammar, etc. with the exception of any specific information that would identify the respondent and/or institution.

Listed comments/responses do not break across pages unless there are more responses than can fit on a single page.

For most questions the addendum lists responses in the order submitted.

For several questions the addendum groups together repetitive responses with an indication of the number of times that response occurred.

For Question # 50 the addendum lists responses numerically.
Q 1: What is the name of your institution?

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Marian University, Fond du Lac
Marshall B. Ketchum University
Mary Baldwin College
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Montgomery County Community College
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New Jersey City University
New School of Architecture and Design
New York City College of Technology
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Northern Arizona University
Northern Michigan University
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Ocean County College
Ohio Northern University
Okanagan College
Oregon State University
Otis College of Art and Design
Otterbein University
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Our Lady of the Lake University
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Q4: Is your institution publicly funded or private?

"__________ is a private university and receives public funding for being a land-grant, sea-grant, space-grant and urban-grant state-supported research institution."

Both public and private funds support our institution although we would be classified as a public institution

Partially state funded
We're "state-supported" but most of the budget comes from tuition

County, state and tuition funded

Q7: Is your library planning to provide access to streaming video? If "No" or "Unknown", please comment.

We could be partners in the process of selecting resources for streaming.

We have Media Technology department which is responsible for supporting all videos needs.

Need to generate campus-wide buy in to fund its acquisition and there is a new budget model that the University will implement soon. Not sure how much money will return to the library and how much discretionary money departments will have

No budget for it
We currently don't have the budget set aside to add streaming video.

We have tried to entice our faculty to try the streaming services made free for a limited time through NJEDGE, but have had no response. Many of our titles are independent documentary films that are not offered in most streaming collections. It is hoped that when a new generation of faculty come on board it will be an easier sell.

We entertain the idea every year but have yet to receive IT support or funding for such an initiative.

We have the desire but continue to experience a buffering problem on our campus.

We have infrastructure problems and our budget is tiny. We’d like to do it but just don’t know if it will ever happen.
Q8: Multiple players contribute to, participate in, and/or influence collection development. Who is the primary selector for streaming video in your library? Libraries use various terms to describe similar functional positions. Please select the term that most closely reflects a position in your library.

Librarians
Collection development committee comprised of many of the above
Head of Collection Development
Collection development librarian, selectors and faculty all weigh in
Systems Librarian
Subject librarians in consultation with e-resources librarian/s
Coll Dev librarian, with input from subject librarians
Librarians Committee
Media Specialist, IT Department
Media center manager
Faculty/Faculty reserve request for individual titles or any license term length. Subject librarians and committee select packages.
Media Specialist (retiring in August and will not be replaced)
Not just one, Media Librarian, Subject Librarians, Collection Development Librarian
District Electronic Resources committee with reps from all colleges in the district
Subject librarians, and Acquisitions and Collection Development. Subject librarians select individual titles, but Acq. and CD review streaming packages.
Head of Collection Development after consultation with subject librarians
Patron-driven acquisition
We primarily respond to faculty requests
Collection Development Librarian for licensed resources and PDA via Kanopy
Q9: What is the primary funding source for your library's streaming video? Institutional funding for streaming video is addressed in the next question.

Technology fee AND line-item electronic resources@library

Both from an electronic resources budget (subscription video databases) and a separate video acquisitions budget (individual perpetual copies of streaming videos).

Combination of video acquisitions, streaming video budget lines

Budget line in flux -- we're trying to nail down now.

Our consortium brokered a deal for governing libraries with Alexander Street Press.

From subject budgets, just like monograph purchases

Collections individual from separate streaming video budget and collections from general acquisitions

Included within "database" portion of library materials budget

District electronic resources budget

Subject designated acq. funds

Unknown

Monographs budget

Consortial agreements

A budget that is earmarked for video and music (scores and recordings)
Q10: Does your institution provide funding for streaming video in addition to or instead of library funding? If yes, what unit(s) in your institution, other than the library, fund(s) streaming video?

IT, distance ed, Allied Health
Occasionally on a case-by-case basis from individual department funds
Student and Residential Life
I'm sure you know that all Library funding actually COMES from the college and the university.
In addition, both institutions we serve provide the streaming servers we use.
We share some costs with the Office of Distance Education
The library at this university also is responsible for AV support in all the classrooms
IT Dept & Distance Education unit
Office of Multimodal Learning
Our Library applies for "Campus Quality Fee" funding each year, which may only be used for one-time purchases of collections (no limited-term content).
Each academic department contributes to Films on Demand. The nursing program shares (50-50) the cost of Nursing Education in Video (Alexander Street Press). Copyright (a subset of library budget for permissions, etc.) funds streaming feature films for courses.
Occasional grants to faculty from the Provost for development of online courses
Academic Departments
General Education
Academic departments via program/course grants
Student affairs
Language Resource Center
IT
None
Residence Life provides streaming to dorm residents and some academic departments are buying streaming videos
Distance Education and Academic Departments
Distance ed
Academic Affairs
Distance learning
I am not sure about this question

IT

IDES - it's more for clipping or recording your own video to stream with Panopto Coursecast

Online program and an academic department

**Q18: Which selection and licensing models has your library used for streaming videos in your collection?**

Term license purchased by our consortium

We will adopt a patron driven/demand model that triggers a purchase beginning July 1, 2015

Faculty requests for course reserve and online classes

Patron Driven leads to license purchase, but not automated

In the future we will do subscription, term license, and purchase in perpetuity

Pay a 3rd party to host the perpetual purchased file
Q28: Other collections not listed above. Please specify.

Films on Demand (29 titles, 403 video segments)
Springer Protocols
Videatives
Criterion
Bates' visual guide to physical examination
Discovery Education
Routledge Performance Archive, Digital Theatre Plus, ICE video library,
Medici.tv (music performances); from Kanopy, we have two smaller collections (one on South Africa, one from ArtMattan)
We are currently doing a trial database with FoD Humanities and Social Sciences collection.
National Film Board of Canada
Media Education Foundation collection from Kanopy.
Media Education Foundation collection through Kanopy
Vanderbilt; NBC Learn (hope to drop this one)
3 year license for individual title
Swank Digital Campus
Footage Access
NFB CAMPUS, CURIO.CA
Criterion Pictures. ; Swank Digital Campus
ASHI, MEDCOM
Media Education Foundation through Kanopy
Kanopy (Checkerboard Collection), Kanopy (Michael Blackwood Collection), Kanopy (Media Education Foundation), Ideas Roadshow, Residence Life Cinema (SWANK), Criterion On Demand USA
Media Education Foundation through Kanopy
Media Education Foundation - on Kanopy
Digital Theatre Plus
Criterion on Demand, Digitalia
Leadership Development/50 Lessons Library from Books 24x7
ICE International Clinical Education
Routledge Performance Archive
medici.tv
MEF/California Newsreel/Select titles in Kanopy, individual titles on New Day Digital, Docuseek 2, Films On Demand. APA PsycTherapy, Sage Research Methods, Met Opera, Naxos Video, Visual History Archive
Bates Visual Guide; FITNE - Nurse Theorists
Criterion On Demand
Alexander Street Press: Twentieth century North American drama
Bates videos for clinical medical students
NFB, Curio.ca, Digital Theatre, Lynda.com
Fitne, Cine-Med
We have subscribed to Theatre in Video (ASP) and are considering psychotherapy.net (not full) Psychology Digital Library (Insight Media on Alexander Street Press platform) and just MEF from Kanopy
Digital Theatre Plus
Media Education Foundation California Newsreel

Q32: Other collections not listed above. Please specify.

Bates Examination
Bates' visual guide to physical examination
I would love to own these titles in perpetuity, but such is not the case for any of the above collections.

Subscription amount in Q20 includes $675 annual access fees for purchased collections. $1925.05 for a 15 month prorated subscription to NAXOS, and $25,545 paid in FY 2013 for a three year subscription to all three volumes of Counseling & Therapy in video

Have access to streaming videos purchased through consortia, OhioLINK.

2400 Ambrose and FFH titles via consortium purchase
Q34: Of all the access points you provide, what is the primary access point for streaming videos?

Link from list from tab from library homepage

"Through a special Media search on the library website which links directly to the OPAC. Also, via a database list on the library website."

Web page of electronic resources

Links in Blackboard would be links to titles created by instructor, not a building block. Our catalog is the discovery tool so not sure which one to check

Custom search engine and dedicated streaming pages

Database A-Z list

Web site link on library homepage.

Q35: Of all the access points you provide, what is the primary access point for streaming videos?

Link from list from tab from library homepage

Database list on the library website.

Web page of electronic resources

Direct contact with subject librarian
Q36: Do you catalog your streaming videos? If no, please comment.

The collections are part of the Knowledge Base for our discovery layer so cataloging is not needed.

The content changes too frequently

We track the collection in WorldCat Local.

IT uses Ensemble

UD Library uses WorldCat Local, so KBART files are obtained from the vendors of our subscription / purchased databases where available. These then activate our holdings symbols in WCL. (It's imperfect, to say the least.)

We would prefer not to catalog any but currently the only way to get Kanopy titles into Summon is to catalog them

All but one year licenses, e.g. Swank

Not yet, but we may do so in the near future.

We have vendor-provided records loaded into the catalog, but this is done centrally at our consortium.

We have OCLC WMS so we use the OCLC knowledge base to activate collections which are then made available in worldcat discovery.

We do not have the manpower to do this.

Not yet, but we are working on it and plan to catalog them in the near future.

Titles licensed from Swank are the only ones lacking catalog records since the current model is per class.

We've thought about adding them to the catalog, but at this time, since our streaming video database subscriptions can change from academic year to academic year, we haven't taken the plunge yet in putting them in the OPAC.

Q38: What is the primary source of catalog records for your streaming video titles?

Knowledge base information in the tracked collections

MARC records modified by our consortium, CARLI, which are then bulk loaded

Collections it is Vendor MARC records, individual titles are done in house
Q41: If captions/subtitles are not provided by the vendor, do you generate a caption file for locally hosted streaming videos?

On demand

We plan to do this and are beginning the process.

Our campus ITS hosts some streaming independently of the library. I know they have captioning capability but I don't know if they use it.

Some captioning is done by the library, but at the level of campus-wide IT services, Kaltura is used.

We currently use an outside vendor to create a caption file.

On request from faculty and/or students.

Lack of captions/transcript is one of the reasons we're switching of handful of locally hosted streaming to vendor hosted (Kanopy)

We do it for high use titles and by faculty or student request. Ridiculously expensive. A film that cost $250 can cost $2500 to add closed captioning.

New service to reconcile / upgrade locally hosted files

We do not stream licensed content, but we try to caption local videos published on YouTube and Vimeo. Captioning is super important for all videos.

IT only does local hosting for course required video, so I don't know what IT does with or for captions.

If we can get them off the DVD

We are ramping up to do just this. We want to have CC on any streaming videos for which it is possible.

Just contracted with Kaltura as a local hosting site which could potentially be used to house clips and other content. Kaltura, I believe, has a captioning option, but we're just beginning to explore.

As needed

Our office of disability resources obtains permission for close captioning. I do not have their statistics available.

As you well know, the PBS video collection of Alexander Street Press contains a synchronous transcript text-box. Very useful, but not quite the same as captions or subtitles.

We ask providers to caption if films do not have captioning

If we can find a transcript we will post it as a PDF alongside the video player.

On demand
Q42: How do you generate the captions/subtitles for videos you caption/subtitle locally?

ProQuest and outsourcing to CC maker or on campus captioners

Sent out to a 3rd party

CaptionSync; 3Play Media

System does it

I am not sure. I believe we have some equipment that will be used to at least begin this process. I believe we are getting help from some of the streaming companies.

In-house AV Dept.

Transcription with software assistance

Within the library, we use several different softwares. Camtasia has a built-in automatic option (but I am told that the results often need much editing). We also can upload to YouTube and work with the results from there.

We do not provide this service at this time, however, we have a technical unit within the libraries who will further explore the use of captions in the near future.

n/a

Our on-campus National Center on Deafness captions videos. The CSU also has a vendor in place for captioning.

N/A

Use one company to write the script and another to make the cc file.

Acquire captions or migrate files to newer versions with captions

Transcript and/or transcribe.

If CC is available on the source DVD from which we are ripping, we will rip, convert and add the CC file to our streaming video platform. We do not view the films and create new CC transcription inhouse.

MDRP, Handbrake, Jubler, Subler, Subtitle Edit is what we use in Library to get of DVDs, but if Office of Disability Services has to for an individual title we don't license or doesn't have, they create their own using created transcripts, Camtasia, and Screencast

n/a

through students with disabilities unit on campus

We do not generate these

Upload TTML or SRT files or use a caption-creator widget to create them from scratch within our streaming platform
We don't

See Above

We have an account with CaptionSync and we run our videos through that service to get them captioned. It is linked up to our Kaltura instance as well so that anything we upload can be automatically submitted. It's a pretty slick service. We are currently participating with the state of Utah on an RFP for statewide captioning service, which will become the service we use, most likely, once that is complete.

Our Media Dept. does the captioning work as videos are used in classes.

Using Kaltura, we have a third party captioning provider who charges per entity to be captioned. If a student requires captions for a course, our Office of Disability Concerns will create captions when that is the only option. We try to only provide captioned videos for our local streaming program.

"5 minute or less: in house; 6 minute or more: outsource"

They are captioned by the Instructional Technologist in our IT department.

NA
Q45: Do you intend to replace or convert any of your physical copy video with streaming format within the next three years?

Yes but we are retaining physical copies of everything we stream, even born digital material.

We weed any physical video that is duplicated in a subscription.

Probably for current VHS or high-use DVD's.

As needed.

It depends on whether we get a position to do this funded.

When a physical copy is no longer usable. At present, we have not done any replacement.

One reason for slow / cautious advance in this area, is concern that by moving from DVDs to streaming, we lose our capacity to loan on ILL. Since we are the land-grant university serving our state, this kind of service is a factor.

The one title that has been digitized and streams from the Library website is a local history 'telecourse' produced by the University of __________ in the 1960s.

All high demand titles that we can get rights to stream on our streaming server because the vendor does not provide.

Only where required for a course and available as streaming; this number will be extremely low, if anything.

This would be for videos and films done through Archives or Special Collections as are converted above in our Digital Library.

Whenever a physical video "dies" (cracked disc, faculty member wants to use VHS tape), we investigate streaming options and evaluate whether streaming or DVD is the better choice.

Just beginning this process this summer, especially for VHS no longer available in other formats.

This will only be done for titles that have demonstrated use (instructor will need to place a request).

Upon request, not prospectively.

Depends on funding available

Depends on funding

This is something we are exploring, but obviously a very complex issue.

Only VHS, replacing with DVD and or stream, in most cases, faculty prefer we own the physical DVD, particularly in the cases where perpetual stream ownership is not available.

Very limited though.

We just now acquired Kanopy's DDA service so I expect we will rely less on our existing physical collection and remove some duplicate content.
We have done about 5 titles, so less than one percent but more than zero.
Under consideration; no decisions made yet

Q46: When you replaced or converted physical videos with streaming versions did you. Check all that apply.

The one title that has been digitized and streams from the Library website is a local history 'telecourse' produced by the University of Delaware in the 1960s.
We convert out of print vhs titles on a need-as basis.
Obtained permission to stream the film on our streaming server. Sometimes no money was exchanged as the vendor just wanted a copy of our streaming file.
Experimental stages only - converting VHS tapes that are not available on DVD nor online nor subscription.
__________ produced videos
Special Collections and Archives, or donated with permissions material
Our academic technology services (ITS) unit takes care of all the copyright requirements.
Our streaming videos are locally owned digitized archival videos.
Contacted the license owner/distributor for permission
We participated in the Video at Risk grant. Used their developed criteria.
Receive permission from copyright owner to convert and stream

Q47: What is the primary method used to obtain the streaming file for your converted physical copies? (Converted only, not newly acquired titles)

Generated inhouse from a born digital copy
See #45
Q49: What unit(s) in your institution digitize videos for streaming on request? Check all that apply.

Digitize for closed captions only, output on dvd
Educational Tech dept.
AV
Library --qualify this by adhering closely to copyright guidelines.
Office of Multimodal Learning
Moving Image Archive
IT does the digitization after media librarian review.
Faculty Tech Support
Media center
Instructional Design
Educational Technologist
Office of Disability Services if subtitles needed
Language Resource Center
Media - a part of IT
Office of academic innovation (instructional designers)
Library is tasked with searching for availability in other format or securing permissions if not available for purchase
Entertainment and Technical Services
Center for Faculty Excellence
Media Technology Services
Library Digital Media Center
Q50: IF your library digitizes on request, approximately how many titles did you digitize in the last academic year?

0 = Not applicable, library does not digitize on request.

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</tr>
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<td>just starting this work but have about 100 titles</td>
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<td>unknown - 2 responses</td>
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<td>45</td>
<td>we're just beginning to undertake this process.</td>
</tr>
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<td>62</td>
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Q51: For what uses are videos digitized on request? Check all that apply. Limitations on digitization and streaming are addressed in the next question.

Don't know; campus IT does this
Closed captions needed
High use titles
For distance course only
Online classes. note all individual titles acquired for streaming are acquired for course reserve/online courses
To comply with AODA regulations. to also support programs mirrored over large geographic distances.
Library doesn't digitize but I assume IT does for all of the above scenarios.
ODS Request
Archives
Personal Research

Q52: What limits or legal precautions do you apply when digitizing on request? Check all that apply.

Don't know; campus IT does this
I believe our IT has some restrictions on what they will digitize/stream, requires permissions from rights holder.
These are for out of print titles only. We made a strong effort to replace commercially available vhs titles with DVD replacements.
We only purchase individual titles for streaming for course reserves/ecampus classes
Titles on VHS that need to be shown even though we no longer have VHS players in the classrooms. Always look for existing digital copy first, e.g. prof can rent video from Google Play/Netflix/etc.
IT digitizes and I do not know what limits or precautions they apply.
Fair use evaluation by faculty member.
Digitize personally created videos and DVDs.
Where we believe it complies with Section 108 of copyright law...VHS in poor condition & not available in VHS or dvd in the marketplace.
Q53: Do you have written policy statements on digitization for streaming?

Since we're not doing this, there's no need for a policy statement.

I believe IT has such statements but I'm not entirely certain.

Not exactly policy statements, but explanation of streaming rights, etc.

We are working on a written policy statement this summer.

At present, the digitizing done has not been from purchased videos but rather lecture information.

Faculty must read and sign the policy statement for use in Course Reserves.

We have done digitization on request in the past, but halted it for this past year so we can update our policy and procedures. It's still a work in progress.

Faculty FAQ database. Warning message when you try to upload a file to our streaming server.

Refer faculty to IT for this

We are currently working on this as part of our Copyright Committee

Not yet, in process

See above as another unit is taking care of this. They have a policy.

We're working on developing these with campus legal counsel

Not the library, but IT

The plan is to create one once we get further into the issue

Working on it
Q55: Which unit(s) in your institution provide(s) a technical infrastructure for streaming video? Check all that apply.

IT has limited ability to stream (server size) and discourages faculty from creating videos (i.e., recording their classes).

We host 5-10 titles; waiting for university-wide hosting option

Office of Multimodal Learning

Faculty Tech support

Instructional Design

IT did have a streaming server, but it never worked well. Instead, we use YouTube and Vimeo for locally-created content.

Learning Technology Applications, which is under the Academic VP, not IT.

It has a streaming server but the library does not run anything on it.

If you are talking educational video not classroom capture then just library

Language Resource Center

Media Dept. is part of IT

Very minimal in terms of storage space so we have only done this when absolutely necessary

We have an external hosted option, not local.

Teaching and Learning Center which is a division of the library
Q56: Which unit in your institution has primary responsibility for the technical infrastructure for streaming video?

AV
Office of Multimodal Learning
Instructional Design
If talking educational streaming video, not meetings or classes
Media is part of IT
Currently library but within 2 months transfer full responsibility to IT

Q58: For your in-house library operated streaming, what hosting platform do you use? If using a commercial system, please specify.

Panopto
Ensemble
Video Furnace
Vimeo
Wowza Server and JW Player
Wowza
Kanopy
Avalon
ShareStream
Sorenson Squeeze
Recently purchased, don't know the name, IT decision
ContentPro
Ensemble
V-Brick
OnStream
ShareStream
Q59: For your institutionally operated streaming, what hosting platform does your institution use? If using a commercial system, please specify.

University uses Kaltura.
TBD; they are in-between streaming servers
Panopto
Still waiting after 3 years in discussion
Ensemble
Kaltura
Kaltura
Avalon is more of a consortium entity, not a commercial system
Warpwire
Mediasite for classes
Kaltura
NJVID
Kaltura
See above
Ensemble
V-Brick
MediaAmp
Q60: Who in your library is primarily responsible for negotiating streaming video licenses? Libraries use various terms to describe similar functional positions. Please select the term that most closely reflects a position in your library.

- Systems Librarian
- Electronic Information Librarian
- Associate Director for Collections
- Assist Director of Lib Bus Admin & Univ Purchasing
- Media Specialist
- Electronics Resources Acquisitions Coordinator
- Consortia
- Reserve Services Coordinator
- Media Specialist
- Library is not allowed to negotiate license; it is done by Purchasing Dept.
- Learning Technologies Liaison
- Electronic Services Librarian with significant input from Collection Development Committee and Streaming Media Working Group
- Assistant Head of Collections and Scholarly Communications
- Subject liaison librarian
- Head of Resource Acquisition & Management
- Associate Dean for Tech Services
- Digital Media Specialist
Q61: When you need to generate a digital file from a hard copy video where does the digitization occur (usually)? For Another Unit in the Institution, an Outsourced Service, or Other, please specify.

IT – 7 comments of IT
AV
For the institution-produced content described earlier in the survey, a conversion facility (ColorLab in MD) was used.
AV Production Studio (part of the IT department)
IT sometimes digitizes from hard copies for faculty members, not for library.
Media center
Library IT staff
Digital Media Technologies Librarian (me), not a unit
Faculty Computing Services (IT)
Distance learning
Center for Digital Scholarship

Q62: If digitization from hard copy occurs in the library, which unit usually generates the digital file?

Systems
Preservation
Instructional Design Librarian
IT dept
Digital Media Technologies Librarian but Special Collections has own process for archival materials
Collection Services in consultation with Systems and Emerging Technology Librarian
Technical Services
Archives
Online Learning
Special Collections and Archives
Question 63: When you need to generate a caption file for a streaming video where does the captioning occur (usually)? For Another Unit in the Institution, an Outsourced Service, or Other, please specify.

Outsourced via campus IT
CaptionSync or 3Play Media
Requests go to IT, who sends it out
AV
Disability services
AV Production studio in the IT dept
I'm not sure whether/how that happens.

IT – 3 comments of IT

Sorry can't share this. The firms we use have limited capacity, I don't want their names broadcast in research, it is not in our best interest to share this info.

Find transcript or script online and link to it. Not ideal.

Digital Media Technologies Librarian in Library for licensed materials, Office of Disability Services for others, tutorials in house done by Librarian

Just beginning this process...library may become the defacto agent.

Distance learning
Media Dept, part of IT

Q64: If captioning processes occur in the library, which unit usually generates the digital file?

Systems
Library staff make captions for locally-produced content
For licensed educational videos Digital Media Technologies Librarian (person not unit), for Tutorials created in house, individual librarians on YouTube

Media
It would be Collection Services in consultation with the Systems and Emerging Technology Librarian