African American Song

Integration FAQ

Who should read the Integration FAQ?

This is intended for the library personnel responsible for the integration of your African American Song service. Technical staff should refer to the integration guide for more technical details.

What do you need to do?

Use the information in this guide to fill out your Integration Form. Return the Integration Form to your Alexander Street Press sales representative.

Where do you call for support?

If you need help filling out the form, please ask your Alexander Street sales representative, or contact our customer support team at the following address:

Alexander Street Press
3212 Duke St.
Alexandria, VA 22314
800-889-5937 ext. 115
support@alexanderstreet.com
FAQ 1: How does your library initiate access?

Integration begins when you return your signed License and your Integration Form to your sales representative. Alexander Street’s technical staff then begins to build your library’s African American Song service at a separate domain name in the form of http://YourLibraryName4.classical.com.

There are two main types of service access:

- **Internal Access:** Patrons accessing African American Song are within the library building, and using library terminals (on-campus).
- **Remote Access:** Patrons are using the library’s remote services from home or some other non-library location (off-campus).

Your African American Song domain (http://YourLibraryName4.classical.com) acts as a routing point, and users accessing the service actually get forwarded to one of two other domains:


This means that each library has two versions of the service, each of which can be configured independently, offering you the ability to give each domain different service options (see FAQ 5 below).

FAQ 2: What are your library’s technical compatibility requirements?

Each computer that will be using African American Song must be compatible with our minimum system specifications, and the network on which the computer resides must be configured to support streaming media.

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

- Internet-connected, audio-enabled computer.
- Firewalls must allow MP3 and Windows Media content and have ports 81 and 1755 open.
- Proxy servers must be able to handle ‘media streams.’

The tables on the next page show the additional basic system requirements for African American Song for both PC and Apple Macintosh platforms.
### African American Song
Integration FAQ – v. 1/5/06

<table>
<thead>
<tr>
<th>PC</th>
<th>Apple Macintosh</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Platform</strong></td>
<td></td>
</tr>
<tr>
<td>Microsoft Windows up to and including XP</td>
<td>Apple up to and including OSX/OSX10</td>
</tr>
<tr>
<td><strong>Browser</strong></td>
<td><strong>Browser</strong></td>
</tr>
<tr>
<td>• Internet Explorer up to and including version 6.x</td>
<td>• Netscape up to and including version 7.2</td>
</tr>
<tr>
<td>• Netscape up to and including version 8.0</td>
<td>• Safari up to and including version 2.0</td>
</tr>
<tr>
<td>• Firefox up to and including version 1.0.6</td>
<td>• Firefox up to and including version 1.0.6</td>
</tr>
<tr>
<td>• Mozilla Suite up to and including version 1.7.11</td>
<td>• Mozilla Suite up to and including version 1.7.11</td>
</tr>
<tr>
<td><strong>Music Playback</strong></td>
<td><strong>Music Playback</strong></td>
</tr>
<tr>
<td>• Macromedia Flash Player up to and including version 7.x</td>
<td>• Macromedia Flash Player up to and including version 7.x</td>
</tr>
<tr>
<td>• Microsoft Windows Media Player up to and including version 10.x</td>
<td><strong>Settings</strong></td>
</tr>
<tr>
<td><strong>Settings</strong></td>
<td><strong>Settings</strong></td>
</tr>
<tr>
<td>• Security settings of MEDIUM and lower</td>
<td>• Security settings of MEDIUM and lower</td>
</tr>
<tr>
<td>• ActiveX controls enabled</td>
<td>• Cookies enabled</td>
</tr>
<tr>
<td>• Cookies enabled</td>
<td></td>
</tr>
</tbody>
</table>
More details can be found on the Help tab of the AFRICAN AMERICAN SONG service, along with a detailed guide for resolving issues with individual computers.

FAQ 3: How long will it take to set up African American Song service?

It will take an average of 5 business days for your African American Song service to be built and made available to your patrons, depending on technical capabilities and speed of response from your library staff. See the following chart:

<table>
<thead>
<tr>
<th>Day 1:</th>
<th>Library returns signed License and completed Integration Form.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Days 2-3:</td>
<td>Technical staff creates your service.</td>
</tr>
<tr>
<td>Day 4 or 5:</td>
<td>Our customer support administrator sends you the URL of your newly built African American Song service. Your service will be live on the specified date, and you may make the URL available to your patrons at that time.</td>
</tr>
</tbody>
</table>

FAQ 4: Do patrons need to create user accounts?

Library patrons do not need special passwords to use the African American Song service. The chosen method of authorization ensures that users are eligible to access the service.

Users do have to register, if they want to save their personal playlists. Through simple online instructions, users can choose a username (their e-mail address) and password, which will allow them to hold an account and create and save playlists.

FAQ 5: What service options are available to your library?

A library has two major choices to make about African American Song. None of the service options adds to the cost of your subscription.

1. Whether or not to offer downloads for sale.

African American Song offers individual users the ability to purchase and download individual tracks. The user purchases tracks with his/her credit card, and is then able to download to his or her computer’s hard drive (or iPod). Alexander Street Press conducts the monetary transaction with the end user, and the library is not charged in any way. Price varies by track length, but averages $1/track.
Your library can enable downloading on either or both of the internal and remote versions of the service. We do not charge to enable downloading.

2. **Whether to offer premium audio quality.**

   We offer our music at two streaming rates:

   - **STANDARD:** Music is streamed at 24 kilobits per second and provides similar sound quality to that of FM radio. It is particularly suitable for users on dial-up connections.
   - **PREMIUM:** Music is streamed at 64 kilobits per second. This produces much higher quality sound quality but requires a broadband connection. Choose to enable 64 kbps quality where your users demand higher quality audio and where you have the necessary bandwidth.

   If you choose to enable premium streaming on a version of your service, a small switch (a radio button that the user clicks) will appear at the bottom of the Music Conductor window, allowing the user to select between standard and premium streaming to suit their requirements.

   Your library can choose different audio quality options for the internal and external version of the service to more effectively manage your bandwidth usage.


**FAQ 6: What authorization standards does African American Song support?**

African American Song supports two standard types of authorization:

1. **IP Authorization:** The IP address of a user accessing your AFRICAN AMERICAN SONG service is checked against a range of IP addresses you supply. If they match, the user is granted access.

2. **Referral URL Authorization:** A user’s referring page is checked against a list of valid referral URLs that you supply. If they match, access is granted.

Each authorization standard is capable of providing both internal and remote access. Your library can request a mixture of IP and referral URL authorization on the same service and can specify as many IP addresses and referring URLs as you wish.