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# IN Harmony Email Content Analysis Study: Final Report

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**Table of Contents**

I. Executive Summary ..... 3

II. Introduction ..... 4

III. Background & Purpose of Study..... 4

IV. Methodology..... 5-6

V. Findings ..... 6-8

VI. Recommendations ..... 9

Appendix A: Email Content Analysis – Breakdown of Messages ..... 10-17

## I. Executive Summary

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The IN Harmony Email Content Analysis study was primarily designed to understand the sheet music needs of the population-at-large. Specifically, the study addressed the following questions:

- Are the requesters interested in musical content or cover art?
- What are the requester's search parameters and strategies?
- What is the nature of the sheet music request – academic, personal interest, etc.?
- Who are the requesters in terms of profession or other affiliations?

Content analysis was the method used to categorize and analyze the 49 sheet music-related email inquiries provided by the Lilly Library. The method calls for a systematic deconstruction of content, in this case, text, based on a predefined set of objectives:

- *Content:* What type of information is the user requesting?
- *Search & Retrieval Strategy:* What is the discovery approach taken by the user? How does the user expect to gain access to the content?
- *Profile:* Who are the users in terms of profession and why are they looking for sheet music?

Specific coding categories, twelve in total, were pre-defined for each of the above-stated objectives, and assigned, when appropriate, to each of the email inquiries based on a set of coding guidelines.

People primarily requested copies of sheet music for musical content, especially lyrics. Most people (76%) previously consulted an electronic resource before contacting the Lilly Library for more information, and an almost equal number of people specifically consulted the Indiana University Sheet Music Collection (27%) and the Sheet Music Consortium (39%), a cross-collection, cross-institution service for sheet music discovery. Of those who did not consult an electronic resource, the three main access points to their desired sheet music were based on known titles (21 requests), composer names (7 requests) and lyrics (3 requests).

Only 9 of the 49 requesters stated their profession or affiliations, however 17 requesters stated their interest or need for the sheet music desired. Librarians, including one School Media Specialist, comprised 4 out of the 9 stated professions and/or affiliations. The others ranged from community radio DJ to teacher to ukulele enthusiast. Many of the sheet music requests (6 out of 17) were personal in nature usually involving some connection to family history. The next most common type of request related to performing music; 5 out of 17 stated they were looking for a piece to play.

Only a few recommendations emerged, most of which correspond to the website delivery function. Below is an abridged version of the complete yet short recommendations list (see section 6 of this report for the complete list):

### Cataloging Tool

- Consider cataloging first line and/or chorus of sheet music with lyrics

### Website Delivery Functionality

- Provide downloadable versions of sheet music such as PDF version
- Investigate value of an "Email Records" function with a persistent link to a downloadable version of selected sheet music
- Provide clear copyright statement in the website as well as a brief version of copyright status in the full record view

## II. Introduction

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Indiana University (IU), the Indiana State Library (ISL), the Indiana State Museum (ISM), and the Indiana Historical Society (IHS) received a grant, effective October 1, 2004, from the Institute of Museum and Library Services (IMLS) to provide electronic access to Indiana-related sheet music from each of the institutions' collections. A cataloging tool especially designed to catalog sheet music will also be created for the project partners as well as for possible distribution to other interested institutions. The end result will be the IN Harmony: Sheet Music from Indiana website, which will contain approximately 10,000 digitized pieces of sheet music.

## III. Background & Purpose of Study

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Indiana University's Lilly Library<sup>1</sup>, one of the contributors to the IN Harmony project, is home to several sheet music collections including the Starr Sheet Music Collection<sup>2</sup> and the Sam DeVincent Collection of American Sheet Music<sup>3</sup>. The Lilly receives a significant number of email inquiries a year regarding sheet music either via their "Ask A Question" form<sup>4</sup> or their general email address ([liblilly@indiana.edu](mailto:liblilly@indiana.edu)) mostly from people not affiliated with IU. Content analysis of those email inquiries will help us understand the sheet music needs of the population-at-large, especially since the audience for the IN Harmony sheet music collection will extend beyond the academic realm.

The Email Content Analysis Study was designed to answer the following general questions:

- What is the nature of the sheet music request – academic, personal interest, etc.?
- What are the requester's search parameters?
- Are the requesters looking for known or unknown items?
- Are the requesters interested in musical content or cover art?
  - Are their approaches or query descriptors different depending on whether they are looking for musical content or cover art?
- Who are the requesters in terms of profession/affiliation?

The findings from this study are intended to support the evolving cataloging guidelines and cataloging tool requirements for describing sheet music for the IN Harmony project, but it has also revealed interesting aspects about sheet music users, their needs and their concerns that do not necessarily impact the cataloging phase of this project.

This study is preceded by two usability studies, one of which involved in-depth analysis of query logs generated from the IU Sheet Music and UCLA Sheet Music Consortium websites<sup>5</sup> and another which utilized two techniques, card sorting and task scenarios, to further identify how representative users distinguish between subject-related searches<sup>6</sup>.

The Email Content Analysis Study was approved by Indiana University's Human Subjects Committee on June 1, 2005 with Exempt Review status (study number 05-10134).

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<sup>1</sup> See: <http://www.indiana.edu/~liblilly/>

<sup>2</sup> See: <http://www.indiana.edu/~liblilly/starr.shtml>

<sup>3</sup> See: <http://www.indiana.edu/~liblilly/devincent.shtml>

<sup>4</sup> <http://www.indiana.edu/~liblilly/ask.shtml>; the form sends a structured message to the "liblilly" email account.

<sup>5</sup> For final report of the logs study, see:

<http://www.dlib.indiana.edu/projects/inharmony/projectDoc/usability/logs/index.shtml>

<sup>6</sup> For final report of the card sort/task scenario study, see:

<http://www.dlib.indiana.edu/projects/inharmony/projectDoc/usability/cardSortTasks/index.shtml>

#### IV. Methodology

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The email messages utilized for this study were provided by the Lilly Library. Only sheet music-related requests sent to liblilly@indiana.edu, either by form submit or by direct emailing, were analyzed. Rebecca Cape, Head of Reference and Public Services, collected nearly a year's worth, from August 2004 to mid-May 2005, of sheet music emails for analysis. All emails were stripped of personal identification information such as name, email or physical addresses, etc. Only reference questions and other contextual information such as need, intended use, etc. was assessed by the researcher.

Content analysis<sup>7</sup> was the method used to categorize and analyze the 49 email inquiries collected. The method calls for a systematic deconstruction of content, in this case, text, based on a predefined set of objectives:

**Content: What type of information is the user requesting?**

- Information need (lyrics, music to perform, etc.)
- Type of inquiry (based on lyrics, title, etc.)
- Known v. unknown item request
- Nature of inquiry (academic, personal interest, etc.)
- Interest in musical content or cover art
- Copyright questions

**Search & Retrieval Strategy: What is the discovery approach taken by the user? How does the user expect to gain access to the content?**

- Resources consulted (e.g. sheet music website, OAI records, OPAC, film, etc.)
- Query term used (if posed to an electronic system)
- Copy request (print, digital, etc.) and how (mail, fax, download, email, etc.)

**Profile: Who are the users in terms of profession/affiliation and why are they looking for sheet music?**

- Academic, research or scholarly use
- Personal use (event such as wedding, birthday, etc.)
- Professional affiliation (teacher)

The method calls for manifest (stated) and/or latent analysis (intent) of content. Manifest analysis was chosen since the objectives established for this study were rather straightforward. At times, latent analysis was used to infer certain aspects of the email messages that were not explicit.

A preliminary analytic coding scheme was developed and refined as data was coded. This scheme includes three dimensions: content (e.g. nature of inquiry), search and retrieval strategy (e.g. what/where/how of search and retrieval) and profile (e.g. teacher). Each dimension contains a set of categories for coding:

**Content**

- Content type (sheet music, cover art, lyrics, recordings, etc.)

**Search and Retrieval Strategy**

- Electronic discovery
- Electronic resource utilized to assist discovery
- Human-assisted discovery
- Metadata
- Delivery of content (mail, email, downloading, etc.)
- Relevance (if electronic discovery)
- Copyright concerns

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<sup>7</sup> For an overview of Content Analysis, see: [http://www.hostserver150.com/usabilit/tools/r\\_content.htm](http://www.hostserver150.com/usabilit/tools/r_content.htm)

- Payment for service inquiries

### Profile

- User Profession or Affiliations
- Reason for need or use

Coding rules were developed to guide the analysis:

- Each email message is given a unique identification number.
- Each email message is broken apart into distinct phrases that reflect any one of the coding objectives: content, search & retrieval strategy and profile.
- Each distinct phrase is assigned a category label.
- Categories can be derived inductively if there's a need to clarify; inductions are indicated in brackets.
- If category is unknown, label as "unknown" until further inspection.

Originally, two passes of coding was to take place, first by the researcher and second by a domain expert, but the email inquiries were short and straightforward. Only a single iteration by the researcher was necessary.

## V. Findings

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All of the 49 email messages analyzed (see Appendix A) contained specific requests for sheet music content, but 3 of the 49 also contained inquiries questioning certainty of requested items. Most of the emails (45) contained only 1 item request, three contained 2 or more item requests, and one email request is unclear.

### Content: What type of information is the user requesting?

People primarily wanted copies of sheet music (65%). However, 22% wanted copies of sheet music only for the lyrics, and 6% of the requests wanted only lyrics (transcribed). Two email messages contained requests for the sound recording as well. Cover art or information relating to cover art was not requested in this corpus of messages analyzed. See chart 1 for a complete breakdown of the content requests.

Sheet music for lyrics	11	22%
Sheet music	32	65%
Lyrics	3	6%
Sheet music & recordings	2	4%
[unclear request]	1	2%
<b>Total Unique Email Messages:</b>	<b>49</b>	<b>100%</b>

Chart 1: Content Requests

### Search & Retrieval Strategy: What is the discovery approach taken by the user? How does the user expect to gain access to the content?

Most people (76%) previously consulted an electronic resource before contacting the Lilly Library for more information while only 14% sought help from another individual, usually a librarian, though sometimes friends and family.

Electronic Discovery	37	76%
Human-Assisted Discovery	7	14%
[Unknown]	5	10%
<b>Total Unique Email Messages :</b>	<b>49</b>	<b>100%</b>

Chart 2: Discovery type

Electronic resources consulted by the requesters were usually easy to identify since the messages often contained references to the bibliographic record for the sheet music desired. Based on certain bibliographic elements, I was able to especially distinguish if the requesters used the Indiana University Sheet Music Collection<sup>8</sup> (27%) or the Sheet Music Consortium<sup>9</sup> (39%).

IU Sheet Music	13	27%
Sheet Music Consortium	19	39%
World Wide Web (resource unknown)	3	6%
Unknown or Human Assisted	14	29%
<b>Total Unique Email Messages:</b>	<b>49</b>	<b>100%</b>

Chart 3: Electronic resources consulted

Since people would include parts of the bibliographic record, it was important to distinguish between known metadata before (BED) and after electronic discovery (AED). This assessment sometimes required latent content analysis. The metadata fields stated after electronic discovery are insignificant, but they had to be coded as such in order to highlight relevant aspects regarding access points before electronic discovery. Chart 4 below contains all the metadata fields referenced across all 49 email messages.

Metadata fields stated/referenced	BED	AED
Known ID (i.e. call number)	<b>0</b>	10
Known composer, unknown title(s)	<b>2</b>	0
Known composer	<b>7</b>	7
Known performer	<b>1</b>	1
Known lyricist	<b>1</b>	1
Known title	<b>21</b>	15
Known publisher	<b>1</b>	1
Known date	<b>1</b>	2
Known instrumentation	<b>0</b>	1
Known chorus	<b>1</b>	0
Known verse	<b>1</b>	0
Known lyrics (not sure whether chorus or verse)	<b>1</b>	0
Topical	<b>1</b>	0
Unknown date (decade)	<b>1</b>	0
Entire bibliographic record	<b>0</b>	15

Chart 4: Metadata fields referenced in the emails. Before electronic discovery (BED) field is bolded for emphasis.

People often new the title of the song (21 instances of known title, BED) or the name of the composer (7 instances of known composer, BED) of interest. Three different people requested sheet music based only on some part of the lyrics (chorus or verse). The only topical reference was to “World War II era” sheet music.

A few other discovery- and retrieval-related issues arose, some of which were not part of the earlier established categories such as determining item relevance basic on lyrics, deadline requests, and context for desired songs (heard song in a film). But these issues were only raised by a handful of requesters. Other issues were more frequent or more significant such as copyright concerns (2 out of the 49 messages) and payment inquiries, which were the most common, for accessing a copy of the sheet music.

Willing to Pay	7
Not Willing to Pay	1
General payment inquiries	8

Chart 5: Payment inquiries

<sup>8</sup> See: <http://www.dlib.indiana.edu/collections/sheetmusic>

<sup>9</sup> See: <http://digital.library.ucla.edu/sheetmusic/>

A total of 16 unique payment inquires were made regarding fees for copying and sending sheet music. Seven requesters explicitly stated their willingness to pay for the copy service while one preferred “free” access to the sheet music.

Many people (35%) expected some sort of electronic delivery of the sheet music, usually by email or downloading. Fourteen percent expected mail delivery, and the rest were unspecified to some degree (see Chart 6 below for a breakdown of the requested content delivery).

Electronic delivery (unspecified)	1	2%
Electronic delivery (download)	6	12%
Electronic delivery (email)	7	14%
Electronic delivery (website)	1	2%
Electronic delivery (fax)	2	4%
Print delivery (unspecified)	5	10%
Print delivery (mail)	7	14%
Delivery preference unspecified	20	41%
<b>Total Unique Email Messages:</b>	<b>49</b>	<b>100%</b>

Chart 6: Types of Content Delivery Requests

### **Profile: Who are the users in terms of profession/affiliation and why are they looking for sheet music?**

Only 9 of the 49 requesters stated their profession/affiliations; however 17 requesters stated their interest or need for the sheet music item desired (see Chart 7 below for the breakdown). Librarians, including one School Media Specialist, comprised 4 out of the 9 stated professions/affiliations. The others ranged from community radio DJ to teacher to ukulele enthusiast. Many of the sheet music requests (6 out of 17) were personal in nature usually involving some connection to family history (mother played this tune on the piano, grandmother sang this song, etc.). The next most common type of request related to performing music; 5 out of 17 stated they were looking for a piece to play. Sometimes the instrument was stated (piano and accordion).

<b>Profession/Affiliations</b>	<b>#</b>	<b>Need for sheet music?</b>	<b>#</b>
Community Radio DJ	1	Play music (instrument unknown)	3
Ukulele enthusiast	1	Play music (piano)	1
Librarian	2	Play music (accordion)	1
Librarian (request for musician patron)	1	Genealogy (relation to artist)	1
Musician (amateur)	1	Personal/family history	6
Non-profit professional (?)	1	Persona/research	3
School Media Specialist (MN Tribal School)	1	Personal/music collection	1
Teacher	1	Personal/friend	1

Chart 7: Stated professions/affiliations and need/interest for sheet music

## VI. Recommendations

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<b>CATALOGING TOOL</b>	
<b>Findings</b>	<b>Recommendations</b>
Three of 49 people searched by lyrics (verse or chorus)	<ul style="list-style-type: none"> <li>• Consider cataloging first line of song and/or chorus</li> </ul>

<b>WEBSITE DELIVERY FUNCTIONALITY</b>	
<b>Findings</b>	<b>Recommendations</b>
Many people requested electronic delivery of sheet music. Most of these found bibliographic records for the desired sheet music, but no way to access the sheet music online.	<ul style="list-style-type: none"> <li>• Digital surrogates of the sheet music should accompany every bibliographic record in the system</li> </ul>
People expected to receive sheet music in a digital format, mostly by email or downloading, though some did request mail delivery.	<ul style="list-style-type: none"> <li>• Provide downloadable versions of sheet music such as PDF version</li> <li>• Investigate whether providing an “Email record” function that includes a persistent link to a downloadable version of the sheet music will be useful for info sharing with family and friends</li> <li>• Investigate whether paper copy delivery service of sheet music makes sense</li> </ul>
Two people were concerned with copyright status	<ul style="list-style-type: none"> <li>• Provide a thorough copyright statement as part of the website as well as a brief, generic copyright statement during full record display</li> </ul>
Although only one person stated they determined record relevance by reviewing the first line of the lyrics provided in a record, it may be worth investigating how people determine relevance of records	<ul style="list-style-type: none"> <li>• Investigate ways that results display can easily and reliably reveal relevance to the user (e.g. “Matches” string of text?)</li> </ul>

**Appendix A: Email Content Analysis – Breakdown of Messages**

Email ID	# Items	Raw Breakdown of Requests	Type	Standardized Requests
1	1	sheet music	content	copy of sheet music
1		song Memories of You by E. Blake	metadata	known title
1		song Memories of You by E. Blake	metadata	known composer
1		personal study use	use	personal/research
1		email (transmission request)	delivery form	electronic delivery (email)
2	1	lyrics	content	lyrics
2		subject song, "My Sweet Katinka"	metadata	known title
2		78-rpm record of which was once in our family	use	personal/family history
2		verse begins "Out in Russia there are lots of Russians"	metadata	known verse
2		chorus begins "My sweet Katinka, oh, where can she be"	metadata	known chorus
2		I found your site on the Internet	discovery form	electronic discovery
2		Internet [Search engine?]	discovery source	Internet [discovery]
2		and understand that you have a copy of the sheet music in your library. Please let me know how I can obtain a copy.	content	copy of sheet music
3	1	copy of	content	copy of sheet music
3		Ain't Nobody Home But Us Chickens	metadata	known title*
3		Call number: M1 .D48 Box: 086 Item: 001	metadata	[bibliographic record]
3		Call number: M1 .D48 Box: 086 Item: 001	discovery form	electronic discovery
3		Call number: M1 .D48 Box: 086 Item: 001	discovery source	IU Sheet Music Collection [discovery]
4	1	looking for the lyrics(sheet music would be wasted on me)	content	lyrics (not music necessarily)
4		[copy and pasted online record]	discovery form	electronic discovery
4		[copy and pasted online record]	discovery source	Sheet Music Consortium [discovery]
4		[copy and pasted online record]	metadata	[bibliographic record]
4		rights stmt states to contact the Lilly for photocopy	content	copy of sheet music
5	1	wants to perform the piece	use	performance
5		didn't know title, would play by ear and ask	discovery form	human-assisted discovery
5		knows title now, Rustic Dance	metadata	known title (not instantly)
5		wants copy	content	copy of sheet music
6	1	"Silhouetted in the Moonlight" by Johnny Mercer	metadata	known title
6		"Silhouetted in the Moonlight" by Johnny Mercer	metadata	known composer
6		interested in	content	copy of sheet music
7	1	song by Ruth Rutherford and music by Haydn Wood: "Love's garden of roses".	metadata	known title
7		song by Ruth Rutherford and music by Haydn Wood: "Love's garden of roses".	metadata	known composer
7		song by Ruth Rutherford and music by Haydn Wood: "Love's garden of roses".	metadata	known performer
7		photocopy of	content	copy of sheet music
7		what is the cost?	payment for service	willing to pay
8	1+	music scores of Cole Porter's song	metadata	known composer
8		score [interpreting as sheet music]	content	copy of sheet music
8		Is possible to get free music	payment for service	not willing to pay (?)
9	1	download the sheet music	delivery form	electronic delivery (download)
9		download the sheet music	delivery form	electronic delivery (download)
9		for "All is Love"?	metadata	known title
9		LL-SDV-032061	discovery form	electronic discovery
9		LL-SDV-032061	discovery source	IU Sheet Music Collection
9		like to know the lyrics for this song	content	lyrics
9		sung by Deanna Durbin. "Pinky" Tomlin-Composser	metadata	known performer*
9		sung by Deanna Durbin. "Pinky" Tomlin-Composser	metadata	known composer*
10	1	sent by either e-mail	delivery form	electronic delivery (email)

10		or by regular U.S. mail	delivery form	paper delivery (mail)
10		Copy of the sheet music	content	copy of sheet music
10		"Welcome Sweet Springtime! We greet thee in song,"	metadata	known title
10		CALL # IS 241079.(Sam DeVincent Collection)	metadata	known id*
10		Foundation for which I work	user/profession	non-profit professional?
10		[Foundation ] will be happy to make a modest grant/donation for your trouble.	payment for service	willing to pay
10		CALL # IS 241079.(Sam DeVincent Collection)	discovery form	electronic discovery
10		CALL # IS 241079.(Sam DeVincent Collection)	discovery source	Sheet Music Consortium
11		sheet music from the University	content	copy of sheet music
11		sheet music from the University	delivery form	electronic delivery
11		be downloaded	delivery form	electronic delivery (download)
11		I have searched the site	discovery form	electronic discovery
11		I have searched the site	discovery source	IU Sheet Music Collection
11		located a piano piece by Ted Shapiro titled "If I had you "	metadata	known title*
11	1	located a piano piece by Ted Shapiro titled "If I had you "	metadata	known composer*
11		located a piano piece by Ted Shapiro titled "If I had you "	metadata	known instrumentation*
11		Is there a fee	payment for service	payment inquiry
11		now taking piano lessons and my lofty goal is to play this piece	use	performance (piano)
11		now taking piano lessons and my lofty goal is to play this piece	user/profession	musician (amateur)
12		looking to purchase	payment for service	willing to pay
12	1	copy of the song	content	copy of sheet music
12		copy of the song (not sure if you have the actual recording, or just the sheet music.)	content	recording
12		"Santa Bring My Mommy Back To Me"	metadata	known title
12		I was told that you have this	discovery form	human-assisted discovery
13	?	have the sheet music of music box dancer	[unknown]	?
14		I have a patron who is looking for	user/profession	librarian
14		the sheet music	content	copy of sheet music
14		To the song "Jeannine I Dream of Lilac Time"	metadata	known title
14	1	noticed that you have the music in your collection.	discovery form	electronic discovery
14		you would be able to either fax or email this information to me	delivery form	electronic delivery (email)
14		you would be able to either fax or email this information to me	delivery form	electronic delivery (fax)
14		patron needs it by this Sunday	deadline	deadline
15	1	While surfing the web	discovery form	electronic discovery
15		I came across the music for Two Little Girls In Blue	metadata	known title*
15		My grandmother used to sing it	use	personal/family history
15		What do I need to do to obtain a copy	content	copy of sheet music
16		obtain either a scan	delivery form	electronic delivery (email   download)
16		Or a photocopy	delivery form	paper delivery
16		Of "Minnie the Mermaid" by Bud De Sylva	metadata	known title*
16	1	Of "Minnie the Mermaid" by Bud De Sylva	metadata	known composer*
16		which is in your Sam DeVincent Collection of American Sheet Music, call number 069007	metadata	known id*
16		how much I owe you	payment for service	willing to pay
16		call number 069007	discovery form	electronic discovery
16		call number 069007	discovery source	Sheet Music Consortium
17	1	In obtaining the words	content	lyrics
17		and music for	content	copy of sheet music
17		"Bum Song No. 2"	metadata	known title*
17		call number 195007	metadata	known id*
17		cost to send	payment for service	payment inquiry

17		the information to Canada.	delivery (foreign)	canadian
17		the information to Canada.	delivery form	paper delivery (mail)
17		call number 195007	discovery form	electronic discovery
17		call number 195007	discovery source	Sheet Music Consortium
18	1	I have been told	discovery form	human-assisted discovery
18		I may purchase	payment for service	willing to pay
18		for a WWII era piece	metadata	topical
18		"Nursie, Nursie"	metadata	known title
19	1	looking for a song by Henry Santrey that he did in 1923	metadata	unknown title
19		looking for a song by Henry Santrey that he did in 1923	metadata	known composer
19		looking for a song by Henry Santrey that he did in 1923	metadata	known date
19		internet search Lilly Library came up	discovery form	electronic discovery
19		internet search Lilly Library came up	discovery source	Internet [discovery]
19		I need lyrics	content	lyrics
19		and if possible a copy of the recording	content	recording
19		for the "Ellis Island Blues"	metadata	known title
19		for a project we are coordinating in a local high school	user/profession	teacher
19		Is this something you have at Indiana University	discovery form	human-assisted discovery
19		been having a great deal of difficulty tracking it down	[search difficulty]	(not in Harvester or IU Sheet Music)
19		Let me know what type of compensation is required	payment for service	payment inquiry
20		1	Can you tell me how I can get this sheet music	content
20	and what the cost would be		payment for service	payment inquiry
20	[bibliographic record]		metadata	[bibliographic record]
20	""		discovery form	electronic discovery
20	""		discovery source	Sheet Music Consortium
21	1	you could forward the complete lyrics	content	lyrics
21		written by Dave Dreyer and Ballard MacDonald	metadata	known lyricists
21		featured in a film called 'It's a wonderful life' in 1930	context for song	Song in film
21		heard it in the closing credits of 'Christabel' 1988	context for song	Song in film
21		featured in a film called 'It's a wonderful life' in 1930 and heard it in the closing credits of 'Christabel' 1988	discovery form	human-assisted discovery
21		""	metadata	unknown title
22	1	download a copy of	delivery form	electronic delivery (download)
22		download a copy of	delivery form	electronic delivery (download)
22		Nursie, Nursie (come over here and hold my hand)	metadata	known title
22		Nursie, Nursie (come over here and hold my hand)	metadata	known lyrics
22		I don't need the music - just the words of the VERSE	content	lyrics
22		for my Community Radio show	user/profession	Community Radio DJ
23		given your address by Indiana University	discovery form	human-assisted discovery
23	1	Title: Steamboat rag Composer: Burnett, Ernie Publication: New York: Leads Music Corporation, 1951	metadata	known title*
23		""	metadata	known composer*
23		""	discovery form	electronic discovery
23		""	discovery source	IU Sheet Music Collection
23		possible to purchase	payment for service	payment inquiry
23	an authorised music publisher photocop	copyright concerns	authorised	
24	2	would there be any chance of receiving this composition through mail (scanning )	content	copy of sheet music
24		would there be any chance of receiving this composition through mail (scanning )	delivery form	paper delivery (mail)
24		[bibliographic record]	discovery form	electronic discovery
24		""	discovery source	IU Sheet Music Collection
24		""	metadata	[bibliographic record]
24		[bibliographic record, 2]	metadata	[bibliographic record]

		""	discovery form	electronic discovery
		""	discovery source	IU Sheet Music Collection
25	1	I would like to order a copy	content	copy of sheet music
25		I would like to order a copy [delivery preference not states]	delivery form	[unknown]
25		Call number 120028	metadata	known id*
25		Call number 120028	discovery form	electronic discovery
25		""	discovery source	Sheet Music Consortium
25		We've got love and a dime. Sheet music, Santly Bros. New York 1935.	metadata	known title*
25		""	metadata	known publisher*
26		interested in obtaining a photocopy	content	copy of sheet music
26		interested in obtaining a photocopy	delivery form	paper delivery
26		of "Pale Moon"	metadata	known title*
26	call number 083034.	metadata	known id*	
26	call number 083034.	discovery form	electronic discovery	
26	""	discovery source	Sheet Music Consortium	
26	1	My mother and my late uncle sang it as a part of a school chorus performance when they were children. She has been trying to remember the lyrics but is uncertain about some of them.	use	personal/family history
26		if so, how I can pay for the copies	payment for service	willing to pay
26		if the sheet music is not in a good enough condition to enable copying, would it be possible to obtain a transcription of the lyrics	content	lyrics
26		if the sheet music is not in a good enough condition to enable copying, would it be possible to obtain a transcription of the lyrics	content	transcription of lyrics
26		description mentions a performer... did 1920s sheet music mention the performer's name, even though a recording was not included	inquiry	further question about performer
26		description mentions a performer... did 1920s sheet music mention the performer's name, even though a recording was not included	discovery form	human-assisted discovery
27		1	I have been unable to make a copy	content
27	"Stay In Your Own Backyard" from 1899; music by Lyn Udall; Words by Karl Kennett. Call number M1 .D48 Box 098 Item: 031		discovery form	electronic discovery
27	""		discovery source	IU Sheet Music Collection
28	6	I wish to obtain copies	content	copy of sheet music
28		of Marschal Loepke's and Gloria Gene Loepke's works	metadata	known composers
28		this is the same person using two different names; she was my great aunt,	use	genealogy/relation to artist
28		and I would like to include collection of family memorabilia	use	personal/family history
28		[bibliographic record]	metadata	[bibliographic record]
28		""	discovery form	electronic discovery
28		""	discovery source	Sheet Music Consortium
28		[bibliographic record, 2]	metadata	[bibliographic record]
28		""	discovery form	electronic discovery
28		""	discovery source	IU Sheet Music Collection
28		I am also searching for:	inquiry	human-assisted discovery

28		4 Songs with Pianoforte accompaniment. No. 1. My Scotch Lassic ... No. 2. April Weather ... No. 3. O Heart, my Heart ... No. 4. & yet, etc. By G Marschal-Loepke A. P. Schmidt / January 1913 / B0000CZH1J  Woo thy lass while May is here. Song. [Words by Lord de Tabley.] By G Marschal-Loepke T. Presser Co / 16 / B0000CZH1Y	metadata	[bibliographic record] (unknown source)
28		Here's To Lindberg	metadata	known title
28		Butterfly Boat	metadata	known title
29		I am interested in viewing the entire lyrics	content	lyrics
29		for the song "Buckwheat Cakes" by Taylor and Sloop,&nbsp;published by Jerry Vogel	metadata	known publisher
29		for the song "Buckwheat Cakes" by Taylor and Sloop,&nbsp;published by Jerry Vogel	metadata	known composer
29	1	for the song "Buckwheat Cakes" by Taylor and Sloop,&nbsp;published by Jerry Vogel	metadata	known title
29		I have been researching the origins of this song for my Grandfather whose father sang this to him as a child.	use	personal/family history
29		I know from the first line of the lyrics that I have the correct song, but I would really like to know the complete lyrics	relevance	relevance based on lyrics
29		Is it possible for me to view this over the internet	delivery form	electronic delivery (website)
30		I found the sheet music for "It's Dawn Again"	metadata	known title
30	1	In your simple search	discovery form	electronic discovery
30		In your simple search	discovery source	IU Sheet Music Collection
30		How could I obtain a copy of the sheet music	content	copy of sheet music
31		I would like to request a copy of this sheet music.	content	copy of sheet music
31		Is there a fee required	payment for service	payment inquiry
31		The mailing address is:....	delivery form	paper delivery (mail)
31	1	M1 .D48 Complete call number: Lilly M1 .D48 Box: 215 Item: 032 Title: Bye bye blackbirdComposer: Henderson, RayLyricist: Dixon, MortPerformer: Wilton SistersPublisher: Jerome H. Remick & Co.Place of publication: New YorkDate of publication: 1926	metadata	[bibliographic record]
32		Interested in obtaining a copy	content	copy of sheet music
32		"My Bambazoo"	metadata	known title
32	1	Please tell me if this is possible and the costs	payment for service	payment inquiry
32		[bibliographic record]	metadata	[bibliographic record]
32		""	discovery form	electronic discovery
32		""	discovery source	Sheet Music Consortium
33		I am requesting an email copy	delivery form	electronic delivery (email)
33		I am requesting an email copy	delivery form	electronic delivery (email)
33	1	DeVincent-1044+%22shadows+are+creeping+the+whole+world+is+sleeping%22&hl=en.htm	metadata	known title*
33		copy of the lyrics to this song	content	lyrics
34		I searched the web	discovery form	electronic discovery
34	1	I searched the web	discovery source	Internet [discovery]
34		for "It's Dawn Again" sheet music	metadata	known title
34		I would like to order one	content	copy of sheet music
35	1	for obtaining a photocopy of some sheet music	content	copy of sheet music
35		for obtaining a photocopy of some sheet music	delivery form	paper delivery

35		This would be for my own personal use; I am an amateur ukulele enthusiast	use	personal/music collection
35		This would be for my own personal use; I am an amateur ukulele enthusiast	user/profession	ukelele enthusiast
35		[bibliographic record]	metadata	[bibliographic record]
		""	discovery form	electronic discovery
		""	discovery source	Sheet Music Consortium
36		a request for a copy of the sheet music	content	copy of sheet music
36		for the 1935 song "Whoa Josephine!"	metadata	known title*
36		for the 1935 song "Whoa Josephine!"	metadata	known date*
36	1	It is in the Sam DeVincent Collection of American Sheet Music call number 148032	discovery form	electronic discovery
36		It is in the Sam DeVincent Collection of American Sheet Music call number 148032	discovery source	Sheet Music Consortium
36		If it is unavailable even the lyrics would be appreciated	content	lyrics
36		This is for personal research only	use	personal/research
37		I am a K-12 media specialist	user/profession	school media specialist
37		At a tribal school in Northern Minnesota	profession location	Minnesota
37		At a tribal school in Northern Minnesota	school	from tribal school!
37	1	My paraprofessional aide is a Native American whose grandmother went to a Catholic-run Indian Boarding School in Southern WI in the early 1900's. The nuns taught the children the song	use	personal/co-worker friend
37		"Is it very far to heaven?"	metadata	known title
37		Could you please photocopy that sheet music, and mail the copies to me	content	copy of sheet music
37		Could you please photocopy that sheet music, and mail the copies to me	delivery form	paper delivery (mail)
37		The call number is MI .D48 093 068	discovery form	electronic discovery
37		The call number is MI .D48 093 068	discovery source	IU Sheet Music Collection
38	1	Question: M1 .D48 Box: 044 Item 037	metadata	[bibliographic record]
38		""	discovery form	electronic discovery
38		""	discovery source	IU Sheet Music Collection
39		If possible and legal	copyright concerns	legality
39		please send me a photocopy of the sheetmusic	content	copy of sheet music
39		please send me a photocopy of the sheetmusic	delivery form	paper delivery
39	1	Title: Hold thou my hand Composer: Briggs, C. S. Lyricist: Briggs, C. S. Publication: Boston: B.F. Wood Music Co., 1904 Call Number: M1 .D48 Box: 211 Item: 028	metadata	[bibliographic record]
39		""	discovery form	electronic discovery
39		""	discovery source	IU Sheet Music Collection
40	1	It is my understanding that Indiana University provides reproductions of sheet music	content	copy of sheet music
40		Record: 1 Collection: DeVincent Sheet Music (Lilly Library) Text ID: LL-SDV-218059 Title: Star Author: Rogers, James H. Name: Lummis, Charles F. Role: L Publisher: G. Schirmer Place: New York Date: 1912 ID: 218059 Note: Piano and Voice (with lyrics) Note: Star of me, star of me, watching the mother skies, watching the Subject term: Popular song Subject term: Stars/Moon/Planets/Comets	metadata	[bibliographic record]
40		""	discovery form	electronic discovery
40		""	discovery source	Sheet Music Consortium

40		get a copy of this work for my private collection. It is one of my favorite piano pieces.	use	performance
41	1	I am trying to get hold of the lyrics	content	lyrics
41		to an old (40's, 50's,??) song which I remember	metadata	unknown date
41		which I remember as "Do the huckle buck".	metadata	known title
41		I found your e-mail address in the web page http://216.239.41.104/search?q=cache:1ePexCmHuIMJ:arc.cs.edu.edu:8080/dp9/ge trecord/oai_dc/oai.dlib.indiana.edu/oai:oai.dlib.indiana.edu:DeVincent-7805+ %22do+the+huckle+buck%22&hl=en&start=2	discovery form	electronic discovery
41		""	discovery source	Sheet Music Consortium
41		[seems unsure of the title]	inquiry	human-assisted discovery
42		1	where I can get the sheet from the song	content
42	song titled The Maiden's Prayer		metadata	known title
43	1	Call # from web search: 017010	metadata	known id*
43		""	discovery form	electronic discovery
43		""	discovery source	Sheet Music Consortium
43		title of the composition is "Honey Dripper" and the words and music are by Joe Liggins (1945).	metadata	known title*
43		title of the composition is "Honey Dripper" and the words and music are by Joe Liggins (1945).	metadata	known lyricist*
44	1	Would you please photocopy this song for me	content	copy of sheet music
44		Would you please photocopy this song for me	delivery form	paper delivery
44		My grandmother sang it to my cousin and me when she was about 90, in 1960. We transcribed it, but this is the first time I have run across it anywhere else, so I would like to see the music.	use	personal/family history
44		Please let me know the cost and I will send you an order	payment for service	willing to pay
44		[bibliographic record]	metadata	[bibliographic record]
44		""	discovery form	electronic discovery
44		""	discovery source	Sheet Music Consortium
45		1	Question: call # 181015 that moaning saxophone rag	metadata
45	""		discovery form	electronic discovery
45	""		discovery source	Sheet Music Consortium
45	Question: call # 181015 that moaning saxophone rag		metadata	known title*
45	could you send it to me		content	copy of sheet music
45	could you send it to me		delivery form	[unknown]
46	1	Is there a way to obtain a copy	content	copy of sheet music
46		by either email attachment	delivery form	electronic delivery (email)
46		Or mailing of a photocopy	delivery form	paper delivery (mail)
46		call Number: 085002	discovery form	electronic discovery
46		call Number: 085002	discovery source	Sheet Music Consortium
46		how is the cost covered	payment for service	payment inquiry
47	1	To fill a patron request	user/profession	librarian
47		may I get a photocopy of the sheet music	content	copy of sheet music
47		for "A Man and His Dream" by Johnny Burke and James V. Monaco from 1939	metadata	known title*
47		for "A Man and His Dream" by Johnny Burke and James V. Monaco from 1939	metadata	known composer*
47		for "A Man and His Dream" by Johnny Burke and James V. Monaco from 1939	metadata	known date*
47		Its call number is 024005	metadata	known id*
47		Its call number is 024005	discovery form	electronic discovery
47		Its call number is 024005	discovery source	Sheet Music Consortium
47		My fax number is	delivery form	electronic delivery (fax)
48	1	I would like to get the words to	content	lyrics
48		"Take an Old Cold Tater", E. M. Bartlett (composer)	metadata	known title*

48		"Take an Old Cold Tater", E. M. Bartlett (composer)	metadata	known composer*
48		Complete call # is Lilly M1 .D48 Box 121 no. 010	metadata	known id*
48		""	discovery form	electronic discovery
48		""	discovery source	IU Sheet Music Collection
49	1	I have a patron looking for the words to a song she has been playing on her accordion for years	user/profession	librarian (making inquiry)
49		[patron is accordion player]	user/profession	musician (amateur)
49		I have a patron looking for the words to a song she has been playing on her accordion for years	use	performance (accordion)
49		The arrangement she purchased omitted the lyrics.	content	lyrics [owns sheet music (minus lyrics)]
49		She is not an entertainer and does not perform the piece publicly; this is just personal research	use	performance
49		She is not an entertainer and does not perform the piece publicly; this is just personal research	use	personal/research
49		The song is Yesterday by Monte Wilhite and Charlie Harrison.	metadata	known title*
49		The song is Yesterday by Monte Wilhite and Charlie Harrison.	metadata	known composer*
49		The call number is 119024.	metadata	known id*
49		""	discovery form	electronic discovery
49		""	discovery source	Sheet Music Consortium
49		If the sheet music is not too fragile to be copied, and you can mail the copy to the address below	delivery form	paper delivery (mail)
49		If it cannot be copied, perhaps you have a suggestion as to where I might obtain a copy of the lyrics?	inquiry	human-assisted discovery