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Introduction

The ongoing transformation of libraries in the digital age is marked by the adoption of new technologies and innovative services to cater to the evolving needs of users. One such example is the integration of streaming platforms like Kanopy into library systems, offering a convenient and user-friendly experience to patrons. The Toronto Public Library (TPL) has adopted Kanopy to provide its users with access to a diverse range of films and documentaries, effectively bridging the gap between traditional library classification and subject access tools, and modern streaming services (Digital Library Services, n.d.).

This study aims to analyze the effectiveness of TPL's Kanopy service in addressing user needs and expectations and to explore how the service compares to other popular streaming platforms. The paper will examine the user experience of Kanopy, including its interface design, search features, and user satisfaction. Furthermore, the study will investigate the challenges faced in incorporating non-library features into library services and the implications for library interface design (Mundt & Medaille, 2011). By conducting this analysis, the paper seeks to contribute to a better understanding of how libraries can adapt and innovate to meet the changing demands of users in the digital age.

Literature Review

Kanopy, a streaming platform widely adopted by libraries, offers a vast collection of films, including documentaries, classic movies, world cinema, and popular films (Patton, 2018). This platform provides an intuitive user interface, easy search options, and a vast library of movies to library patrons. By integrating features from popular streaming services outside the library domain, Kanopy aims to provide a seamless user experience (Digital Library Services, n.d.).

Urban (2022) conducted a study evaluating the access models of Kanopy in academic libraries, focusing on the balance between user demand and budget constraints. The study highlighted the growing preference for streaming media among users, as it provides easy accessibility and preservation compared to traditional resources. Libraries incorporating Kanopy face challenges in financial management and acquisition strategies, as the costs associated with maintaining and updating the platform are substantial. Urban's study offers valuable insights for libraries considering the adoption of Kanopy, addressing the practical implications of implementing such a system.

Mundt and Medaille (2011) discussed the role of new media and multimedia literacy in higher education, emphasizing the need for libraries to stay updated with the latest technologies and services. These technologies, including video, posters, digital maps, data visualization, and social networks, increase user engagement and facilitate knowledge acquisition. Incorporating these technologies in academic libraries enhances the user experience, aligning libraries with the contemporary digital landscape.

Traditional library classification and subject access tools, such as the Dewey Decimal System and Library of Congress Classification, have been the standard for organizing library resources. These systems provide a systematic structure for organizing information, facilitating resource discovery, and access for users (Chan, 2007). However, with the growing popularity of

digital resources and streaming services, libraries need to adapt and innovate their classification and access tools to stay relevant and cater to the changing user expectations.

The literature reviewed in this section provides an overview of the Kanopy service, its features, and its integration into academic libraries. The studies on new media and multimedia literacy in higher education highlight the importance of embracing digital resources and technologies to enhance the user experience. Furthermore, the discussion on traditional library classification and subject access tools underscores the need for libraries to innovate and adapt to the evolving digital landscape.

In summary, the literature review highlights the background and features of the Kanopy service, its implementation in academic libraries, the role of new media and multimedia literacy in higher education, and the need for libraries to adapt their traditional classification and subject access tools to stay relevant in the digital age. As the demand for digital resources and user-friendly interfaces continues to grow, libraries need to develop innovative strategies to bridge the gap between traditional library systems and contemporary user expectations.

User Experience

The user interface and search features of the Kanopy service play a crucial role in shaping the overall user experience. As noted by Connaway, Lanclos, and Hood (2013), the design of a library's digital services should be user-centered, focusing on the ease of navigation, discoverability, and accessibility. The Kanopy platform has adopted a visually appealing interface that resembles popular streaming services such as Netflix and Hulu, which allows users to quickly browse and discover content (Urban, 2022). The search functionality includes filters

and sorting options, enabling users to refine their search results based on criteria such as genre, language, and release year.

User satisfaction and feedback are important indicators of the success of the Kanopy service in meeting the needs of Toronto Public Library patrons. According to a study by Chawner and Oliver (2021), user satisfaction with library services is influenced by factors such as resource availability, service quality, and perceived usefulness. The Kanopy service has received positive feedback from users for its extensive collection of documentaries and films, user-friendly interface, and seamless integration with existing library services (Patton, 2018). However, it is essential to continuously gather user feedback and monitor usage statistics to identify areas of improvement and enhance the overall user experience.

Technical issues and metadata quality can significantly impact the user experience when interacting with the Kanopy service. As suggested by Park and Tosaka (2010), the quality of metadata in digital library collections is essential for effective resource discovery, retrieval, and management. The Kanopy platform relies on accurate metadata to ensure that users can easily find and access relevant content. However, as with any digital library service, there may be occasional technical issues such as slow loading times, broken links, or metadata inaccuracies that need to be addressed promptly to maintain a high-quality user experience.

In conclusion, the user experience of the Kanopy service at the Toronto Public Library is shaped by various factors, including the user interface and search features, user satisfaction and feedback, and the quality of technical aspects and metadata. By addressing these elements and continuously improving the service based on user feedback, the Toronto Public Library can ensure that the Kanopy service effectively bridges the gap between traditional classification and subject access tools and contemporary user expectations.

Bridging the Gap between Traditional Library Tools and Non-Library Features

The integration of personalized recommendations and a visually appealing interface in the Kanopy service significantly contributes to bridging the gap between traditional library tools and non-library features. As Pilerot and Lindberg (2011) suggest, users expect library services to resemble their experiences with popular digital platforms. Kanopy's personalized recommendations are based on users' viewing history and preferences, providing a more tailored and engaging experience that reflects users' expectations from popular streaming services like Netflix. The visually appealing interface of Kanopy, which adopts a familiar design, further enhances the user experience by providing an intuitive and seamless browsing experience (Urban, 2022).

Despite the innovative features of the Kanopy service, metadata inconsistencies and cataloging practices can pose challenges in bridging the gap between traditional library tools and non-library features. As discussed by Park and Tosaka (2010), the quality of metadata is crucial for effective resource discovery, retrieval, and management. While Kanopy incorporates contemporary features, it is still essential to ensure accurate metadata and cataloging practices to guarantee seamless integration with existing library systems. Addressing these inconsistencies and ensuring the application of standardized cataloging practices can further bridge the gap and provide users with a cohesive and efficient experience.

One of the critical aspects of bridging the gap between traditional library tools and non-library features is facilitating user adaptation to the library environment. As noted by Mundt and Medaille (2011), libraries need to evolve and adopt new media and digital resources to meet users' changing expectations and preferences. By offering the Kanopy service, the Toronto Public Library is addressing users' needs and expectations by providing a familiar and engaging

platform. However, it is also essential to educate and guide users on how to effectively use the Kanopy service and integrate it with other library resources. Providing support and training on navigating the digital library environment can help users adapt and benefit from both traditional library tools and innovative services like Kanopy.

In summary, the Kanopy service has made significant strides in bridging the gap between traditional library tools and non-library features by integrating personalized recommendations, adopting a visually appealing interface, and addressing metadata inconsistencies and cataloging practices. By focusing on user adaptation and providing support for navigating the library environment, the Toronto Public Library can further enhance the user experience and ensure the seamless integration of the Kanopy service with traditional library systems.

Comparing Kanopy with Competing Streaming Services

When comparing the Kanopy service to competing streaming services, it is essential to consider the differences in content offerings. Unlike popular streaming services such as Netflix and Hulu, which focus primarily on entertainment, Kanopy provides a diverse range of documentaries, classic films, world cinema, and educational content (Patton, 2018). As noted by Gatten and Sipe (2018), such a diverse collection can help libraries fulfill their mission to support lifelong learning, cater to diverse user needs, and provide access to unique materials that may not be available on other platforms.

The accessibility and cost of the Kanopy service also set it apart from other streaming services. As a library-based streaming service, the Toronto Public Library offers free access to Kanopy for cardholders, allowing users to stream up to 10 movies per month without additional costs (Patton, 2018). This contrasts with other streaming services that typically require a monthly

subscription fee. Such a pricing model can be a significant advantage for library patrons, particularly those who cannot afford the costs associated with popular streaming platforms.

Despite the unique advantages of the Kanopy service, it faces challenges and competition from other streaming services. One of the significant challenges is maintaining a diverse and up-to-date content offering to attract and retain users (Gatten & Sipe, 2018). Furthermore, as competing streaming services continue to expand their content offerings and invest in original productions, libraries offering services like Kanopy may need to explore partnerships and collaborations to maintain a competitive edge in the market.

In conclusion, the Kanopy service distinguishes itself from competing streaming services through its unique content offerings, accessibility, and cost structure. However, it faces challenges in maintaining its competitive advantage, particularly in the face of rapidly evolving streaming platforms. By addressing these challenges and leveraging its unique strengths, the Kanopy service can continue to provide a valuable alternative to traditional library classification and subject access tools.

Implications for Library Interface Design

The success of the Kanopy service in bridging the gap between traditional library tools and non-library features highlights the importance of incorporating user-centered design approaches in library interface design. According to Friis and Boudreau (2016), understanding users' needs and preferences can result in a more intuitive and engaging experience, making it easier for patrons to navigate and access library resources.

Effective library interface design also requires collaboration with various stakeholders, including librarians, content providers, and users. As noted by Medaille and Mundt (2011), by

engaging with these stakeholders, libraries can identify areas for improvement, incorporate diverse perspectives, and ensure that the interface design aligns with the library's mission and objectives.

Lastly, addressing metadata inconsistencies and refining cataloging practices are crucial for improving library interface design. Park (2009) emphasizes the importance of consistent metadata standards and practices to ensure accurate and efficient retrieval of resources, which is particularly relevant when incorporating non-library features in library systems. In conclusion, the Kanopy service offers valuable insights into the implications of library interface design, emphasizing the importance of user-centered design approaches, collaboration with stakeholders, and refining metadata and cataloging practices.

Conclusion

In this essay, we thoroughly investigated the Kanopy service offered by the Toronto Public Library, assessing its effectiveness in bridging the gap between traditional library classification and subject access tools, and non-library features. The analysis provided insight into the user experience, user interface, search features, and overall satisfaction with the Kanopy service. We also examined the integration of personalized recommendations and visually appealing interfaces while addressing metadata inconsistencies and cataloging practices.

Our comparison with competing streaming services revealed the unique value proposition that the Kanopy service brings to the table in terms of content offerings, accessibility, and cost-effectiveness. The analysis emphasized the importance of user-centered design approaches and collaboration with stakeholders to ensure a seamless experience for users. Key findings from this study include the significance of refining metadata and cataloging practices to improve resource

discovery and the potential benefits of incorporating non-library features in library systems. These findings can inform future directions for research and practice in library interface design, user experience, and resource management. In conclusion, the Kanopy service effectively bridges the gap between traditional library tools and non-library features, offering a valuable resource to the Toronto Public Library users. Further research could explore the long-term impacts of these innovative approaches and identify new ways to enhance user experience and resource discovery within libraries.

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