

Tivoli Theatre

Client Script & Media Requirements

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Tivoli Theatre
Downers Grove, Illinois

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Purpose

Many, if not most, groups using the Tivoli Theatre bring in music and/or sound effects on Compact Disks, often made on personal computers. Unfortunately, the quality of such CDs is not always conducive to a professional performance. This document will outline the requirements of CD music that will give a reliable performance, compatibility with our professional CD players, and good sound quality. In addition, this document specifies the format for scripts and cues sheets that need to be used by the stage crew on lighting and sound.

Types of Media:

The Tivoli equipment can handle standard CDs, USB Memory drives with WAV or MP3 files, and CDs with MP3 files. The Tivoli sound system can accommodate client supplied equipment such as laptops or iPads, iPods, or MP3 Players, but it is at the discretion of the Technical Director and Sound Engineer if the client will be required to operate such equipment or the crew will operate it. The equipment must have a line out or headphone jack in one of the following styles:

- 1/4" mono or stereo headphone jack
- XLR female mono or stereo pair
- RCA mono or stereo pair
- 1/8" stereo headphone

Any other configuration must have a client-supplied adapter cable to one of the above styles.

Some devices are equipped with a USB jack and may be used as a USB Memory Drive. It may be possible to play such devices through the Tivoli's CD decks which accept some forms of USB media. Compatibility of such equipment needs to be tested at least 3 days before the performance or first rehearsal.

Music Listing:

A typed listing of the contents of each CD or USB drive, by song or track title, and in show order, is required.

Compact Disks:

Compact disks may be either commercially recorded material or CDs produced by the client. If the latter they must be:

- Standard Audio CD ("Redbook"), or....
- Standard Data CD with MP3 files or WAV files. No other types of file may be on the disk.
- CD blanks should be CD-R, not CD-RW. CD-RW disks sometimes have issues playing on pro equipment depending upon the quality of the drive that recorded them.

- CDs must be clean and free from scratches, fingerprints, and other contamination, and should also be free from those problems at the time it is burned.
- DVD blanks may not be used, even if programmed with CD type information. They will not be recognized by the theatre's equipment.
- Client CDs ***must be submitted to the Technical Director at least 3 days*** before the first rehearsal or performance so they may be tested for quality and reliability. Tivoli cannot guarantee the quality or usability of media that has not been tested by us.
- Music tracks on the CD must be in the order in which they will be used for the performance. No exceptions! Our decks use an "auto-cue" system that requires music to be in the proper order.
- Each CD must be labeled in some fashion that identifies its use within the show; e.g., "Act I", "Pre-Show Music", etc. Writing on the CD with marker is acceptable.
- It is highly recommend to bring two copies of each CD so a backup is available if one of them fails.

Most PCs and Apple computers can create audio CDs using a variety of programs such as "Nero" or "Roxio CD Creator". Programs to "rip" tracks of music onto a computer from commercial CDs include WinAmp, Windows Media Player, and others. If using WinAmp be sure to create MP3 files or WAV files, not M4A files.

USB Drives:

Music may be submitted on standard USB drives of 8GB capacity or less. The files must be either WAV files or MP3 files. *No other files of any type may be present on the USB drive.* It is preferred that files not be in folders. It is desirable to have the files named according to the actual name of the music or with some other name that will be relevant to the performance.

WAV files will give the best quality sound, but also take up the most space. MP3 files are a good alternative, taking up less space on the USB drive. However, MP3 files may be created in a variety of formats which affect the sound quality. The highest quality MP3 settings (Bit Rate) should be used. In the Tivoli, there is a lot of space to fill and the amplification is far higher than normal home stereo systems. A small degradation of sound may not be noticeable in a home environment but will stand out in a theatrical setting.

Files on a USB drive must be named in a manner that indicates the order in which they will be used in a program. This is done most easily by simply renaming the files with a two digit number prefix indicating the order in the show:

- "SomeSong.mp3" would become "01-SomeSong.mp3"
- "TheNextSong.mp3" would become "02-TheNextSong.mp3" and so forth...

Any other scheme that achieves the same result is acceptable. Note that this naming necessity does NOT apply to creating CDs. The order of tracks is specified when the CD is being burned.

Tivoli crew personnel reserve the right to alter the contents of the USB drive as needed in order to make it usable, which would include erasing folders or files on the drive that would interfere with playback on our professional decks or renaming files so that they play in show order. The Tivoli Stage Crew is not responsible for any lost data. Backup copies of all files on a USB drive should be kept by the client for safekeeping.

As with CDs, USB drives ***must be submitted to the Technical Director 3 days in advance to insure compatibility and error-free operation.*** The Tivoli Stage Crew cannot be responsible for client-supplied media that is not functional.

Creating Recordings from Other Sources:

The end product quality can seldom be better than the original sound source. Often, any re-recording will cause at least some degradation, especially with non-professional equipment, so the necessity of an excellent original source is important.

If obtaining music as an Internet download, insure the quality of the recorded material is of a high nature. For an MP3 file this means 128kbps BitRate or better. Most Internet files should be this level but many are not. Listen to the music -- if it doesn't sound like a good quality CD then it probably is a file that has been compressed too much and has lost too much quality.

Never make a recording by placing a microphone in front of another player and recording in that manner. The quality will not be acceptable. It would be better to find different music than to record in this manner. Always use a direct connection between a player and a recorder if that is how the music needs to be transferred.

If the player and recorder have volume controls and (hopefully) a level meter, strive to keep the level at 50-70% of the meter on average, but don't continuously vary the volume to achieve that. Test the recording first, find the setting that satisfies that range from end to end and then leave it there. However, under no conditions should a recording be made with any level indicators "max'ed out". This will result in a distorted recording and be unacceptable.

If transferring computer files directly to a CD, level controls won't be available and the level of the sound in the file will be the level that will be recorded to the CD.

If the recording has a highly noticeable amount of hissing and clicks, as from an old vinyl record, please seek the assistance of an expert in sound editing, with the proper software and computer to "restore" the recording as much as possible to a cleaner version. Remember, any blemishes on the recording will be hugely magnified in the Tivoli. (There are services that may be able to assist in such restorations. Contact the Technical Director ***at least 4 weeks in advance of the event*** if such service is desired.)

Music Submission via Internet

The client ***must*** submit MP3 or WAV files for their show to the Technical Director via email, ***at least 4 days before the music is needed*** at the theatre for performance or rehearsal. A listing must be included indicating the order of the music in the show. The listing may simply be included in the email text or attached as a Microsoft Word document. Each email may not have more than 10MB of attached files. Multiple

emails may be used to submit larger amounts of material. Files must be submitted as attachments rather than embedded into the email itself. Generally, WAV files will be too large for email, but will be accepted if they fall under the 10MB limit.

Unacceptable File Formats

The following music files are not acceptable. They will require conversion to standard WAV or MP3 formats which will be an additional charge by an outside service.

.m4a	.voc	.pcm
.aiff	.vox	.raw
.snd	.au	.wav (DVI format)

any other format that is not Windows PCM (.wav) or standard MP3 (.mp3)

Royalties & Clearances:

Commercial music is almost always protected by copyright and restrictions on use for public performances. For a public performance any music used must be licensed for such use and any and all royalties or license fees paid to the legal entity responsible for each musical number by the client or performer. Tivoli Enterprises, Inc., and the Tivoli Stage Crew do not, under any circumstances, assume responsibility for obtaining such clearances nor accept any liability for unlicensed use. Music used for private parties (such as a wedding) may or may not be subject to license restrictions. It is the client's responsibility to determine what restrictions apply and to comply with those restrictions or accept the legal liability for non-compliance.

Sound Preparation Services:

The Tivoli Stage Crew can sometimes provide references for sound editing and CD creation services including pre-recorded announcements by a qualified speaker. The fees for these services would not be a part of the rental contract for the theatre with Tivoli Enterprises, Inc., but would be negotiated with the actual sound service or individual provider. Please contact the Technical Director ***at least 4 weeks in advance of the event*** if you wish to obtain such services.

Sound services generally include conversion of file formats or burning of CDs. If advanced editing is required, such as combining multiple sound tracks or cuts into one track, noise reduction, or edits to the material itself, that will be done by outside services as indicated above and billed to the client.

Scripts or Cue Sheets:

The Tivoli Stage Crew must often create custom cue sheets for a performance based upon scripts or cue sheets submitted by the clients. ***It is necessary, therefore, to have such materials submitted to the Technical Director in advance of the show by at least 4 days, and in a format that can be easily imported into Microsoft™ Word for editing.*** The materials should:

- Be in Microsoft™ Word format, any version, or be in a plain text (.txt) file
- Use standard fonts (Arial, Times New Roman, Lucida Console, etc.)
- Not have any protected or locked areas
- Be in black & white only
- Not be password protected for viewing or editing
- Not include photos or other images
- Not include Asian or Eastern European characters

File formats not acceptable include:

- PDF
- Microsoft Excel
- Google Sheets
- Google Docs
- WordPerfect format
- Hard copy

If submitted documents need to be manually re-typed because they are not usable as submitted, there will be an extra charge made for such services.

Staff:

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