June 2019 Report regarding EBSCO for K-12 for Utah

Number of complaints – 0 Number of outstanding service tickets with EBSCO - 0

Staff members reviewed the attached report with EBSCO personnel on June 7, 2019. As of that time, there were no outstanding service tickets with EBSCO and UETN has received no further requests from patrons to review content.

This is the last monthly update for the school year. For the coming fiscal year we will move to quarterly reports.

Filtering:

- Implemented and on every K-12 school profile in Utah
- Up to over 1,500 terms (excluded)
- Terms continue to be monitored in the media and other publications
- Includes wildcards such as (*) to include alternative endings of words, plurals, etc.

(We see the addition of terms slowing down as this was a new filter (in October 2018), but will continue to monitor media, social media, customer cases, emails as new terms are learned, they will be added.)

Monitoring Searches: Looking at use (searches) within UEN, UETN accounts to monitor what can and should be 'normal use'. By comparison and looking for 'normal use' we've also included the Search Cloud (via EBSCO Admin) for UEN, Granite School District and Salt Lake City School District.

Word Cloud on UEN Account (rolling searches 3 months) - Run 11/21/2018

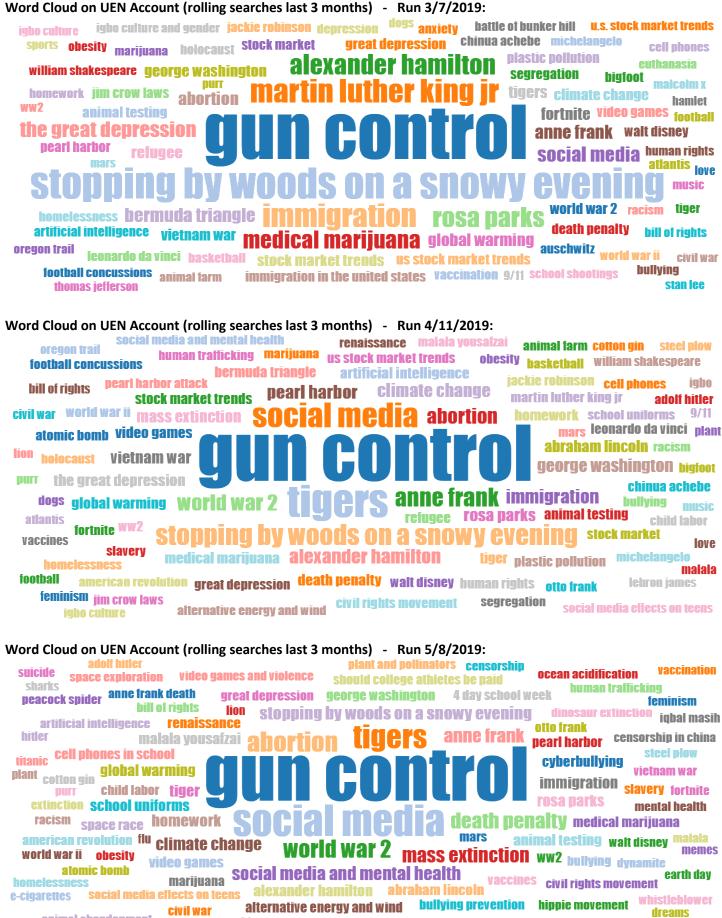


Word Cloud on UEN Account (rolling searches 3 months) - Run 12/10/2018:

social media dogs and toys not cats utah during world war ii pizza and history of "goal setting" wilma rudolph "goal setting" wilma rudolph history of book burning death penalty abortion immigration cars lunar phases great depression jackie robinson hernan cortes ancient egypt anxiety Stopping by Woods on a Snowy evening juittee er
judaism john cabot beowulf book burning video games racism redbull fortnite rosa parks sloth LIGGERS dogs tiger iroquois the red scare voting rights animal rights voting rights
soccer barack obama Sex Sex Subort of the control global warming teen suicide suicid
Word Cloud on UEN Account (rolling searches 3 months) - Run 1/10/2019: immigration in the united states sleep "chocolate chips" and cookies political parties in the united states alienation boston tea party battle of long island school shootings grace abbott political parties battle of cowpens stress murder of emmett till frederick douglass pyramids censorship in schools christopher columbus malcolm x vaccines under a party battle of company tiger medical marijugana
indical marijuana tigers ku klux klan hamlet sex toys battle of trenton sloth global warming Censorship salem witch trials abortion atomic bomb addition groverty suicide stem cells death penalty immigration gun control depression walt disney animal testing bistory of book burning the red scare bistory of book burning the red scare animat the red scare bistory of book burning the red scare animat testing bistory of book burning the red scare bistory of book burning the red scare animat testing bistory of book burning the red scare animat testing bistory of book burning the red scare bistory of book burning the red scare animat testing bistory of technology bistory bistory of technology bistory bistory of technology bistory bistor
ailurophobia george washington anxiety prehistoric life teen suicide artists jack the ripper dogs stopping by woods on a snowy evening american revolution animal rights freedom vietnam war the great depression alienation in school physician assisted suicide holocaust prescription drug abuse in america

Word Cloud on UEN Account (rolling searches last 3 months) - Run 2/7/2019:

cloning human rights and civil rights jackie robinson freedom igbo culture and gender censorship in schoo stock market oregon trail salem witch trials immigration in the united states hamlet homelessness school shootings bermuda triangle climate change the great depression chinua achebe	
leonardo da vinci world war 2 the red scare global warming history of book burning cell phones king tut tiger fortnite vietnam war immigration martin luther king jr bigfoot stem ce	
animal testing music artists pearl harbor book burning rosa parks CUUA CONTRO C	Ogy Cer
sloth basketball abortion sports racism dogs censorship medical marijuana depression refugee stan walt disney holocaust in	bo
love plastic pollution death penalty prescription drug abuse george washington anne frank animal f	arm
christopher columbus ku klux klan history of technology alexander hamilton homework battle of bunker hill ailurophobia us stock market trends prescription drug abuse in teens ferdinand magellan ww2 igbo cult	ure



animal abandonment cold war censorship in north korea the great depression dolphin george orwell

Word Cloud on UEN Account (rolling searches last 3 months) - Run 6/7/2019:



Looking at the eight word clouds above over the past 8 months, you will notice that the recent cloud from 6/7/19, there appears to be no "inappropriate terms" which is as we suspected what would happen months ago. With time moving on from September to October and late 2018, to these past several months in 2019, there are no longer searches being terms conducted by users, and the term filter is working as it's supposed to. Terms have fallen off the word cloud completely. The search filter is working and searches done by users seem to be for legitimate research purposes.

Total Searches represented and conducted 3/1/2019 to 5/31/2019 was 154,967

The 154,967 represents 3 months of access and the word clouds above represent the most frequently searched terms during those 3 rolling months across UEN accounts. Use declined in May as we see typical at the very end of the school year as most research is completed and students are focused on finals or year-end activities.

To show what 'normal use' might look like, below are search clouds from two different school districts...

Word Cloud on Granite School District (rolling searches last 3 months) - Run 6/7/2019:

ecosystem Sun brightest in sky krakatoa depression technology kangaroo rat snitch nike an 531048 tornado pyramids an 531048 nike inc nature vs nurture panda armenia lisa see

Word Cloud on Salt Lake City School District (rolling searches last 3 months) - Run 6/7/2019: diane duane beach rea **le develo**n IS SUS ah fort sumter **Izar** nnr 9 ncean rher actio OC onteverdi, claudio nistorv

Monitoring Searches Summary update:

We know UEN account was shut down for weeks to the public and the searches conducted would have been testing the results, then testing the filter. As suspected, the largest term in the UEN Search Cloud of "Sex Toys" from November's report has decreased in size significantly and we believe will eventually go away over time as other "bad terms" have, once we rolled though the full 3-month period when the account was shut down. There are a few other "bad terms" which are in the UEN Word Cloud that are being filtered out now as well and we are seeing what looks like 'normal use' with terms like "gun control", "social media", "world war 2" and "tigers" as some of the top searched terms which seems as very typical research topics.

To compare use or what might be 'normal use', in looking at the Granite School District and Salt Lake City School District Word Clouds, the most search terms seem to be for legitimate research or interest.

Filter monitoring

EBSCO will continue to monitor the filter and make adjustments as needed including adding new terms on an ongoing basis (daily monitoring terms.) New terms added to the filter can take up to 24 hours to be filtered through the content within EBSCO databases. We continue to monitor and tweak our curation methodologies, so that valuable research content is available to users and developmentally inappropriate content is suppressed. At any time, we welcome any suggestions that might further advance this effort.