Utah's Online School Library FAQ

1. **Are you UEN or UETN?**
   UETN is the full name assigned in statute. When referring to education-specific services "UEN" is used to help with brand recognition and to distinguish education from other service areas like telehealth. The rest of this FAQ uses "UEN."

2. **What is UEN's role with Utah's Online Library?**
   UEN provides licensed software, media, programs, and other resources in accordance with state law and its public service mission. This is guided by the content selection policy adopted by the UETN Board and other applicable law (e.g., procurement law).

3. **What is the Utah's Online School Library?**
   Utah's Online School Library (UOSL) is a virtual library designed for Utah K-12 students and teachers. It is one component of the statewide Utah's Online Library project. Access to resources vary by library and include Utah's Online Public Library serving patrons of public libraries, Utah's Academic Online Library, for university and college students, Utah's Online School Library, designed for primary and secondary school students and teachers and Preschool Path, for early learners and their caregivers.

4. **What's in Utah's Online School Library?**
   The reference materials on Utah's Online School Library are designed to support the "lifelong skills of selecting information from a wide variety of sources, assessing its worth, and applying newfound knowledge to problems, preparing them for learning, doing, and problem solving in college, career, and throughout life." (Utah Core Information Literacy Standards.) The resources include:
   a. CultureGrams containing reports on over 200 countries and world cultures
   b. EBSCO a leading provider of research databases, e-journals, and search tools
   c. Gale Reference, cross-curricular content aligned to education standards and topics
   d. Scrible online research and writing management platform
   e. World Book Online encyclopedia for grades Pre-K through high school, also in Spanish
   f. Soundzabound royalty-free music library for students and school media productions
   g. Utah Resources: newspapers, encyclopedias, Utah photo archives and state collections
   h. eMedia multimedia resources for educators to explore, create, and collaborate
   i. Preschool Path resources for early learners, parents, caregivers, and childhood professionals

5. **Who can access Utah's Online School Library?**
    Utah K-12 educators, students, and their families can use Utah's Online School Library. Users can connect through school networks on campus (wired and wireless), by connecting to a school network while off campus, or through other networks using a login and password. The public library and academic library versions have separate logins and different resources for their patrons.

6. **How is Utah's Online School Library used in schools?**
    UEN houses a learning hub of more than 60 lesson plans linking Utah curriculum standards and resources from Utah's Online School Library. Other examples include:
    a. Central Utah Education Services 2020 Regional Conference, "Better than Google – Utah's Online School Library"
    b. UEN Video Utah's Online School Library playlist.

7. **Do you restrict use by grade level?**
    Utah's Online School Library is organized (though not restricted) by grade band for elementary, middle, and high school researchers along with the following notice: "Research databases and materials may not be suitable for all ages. Users are advised to follow information literacy standards and practices."

8. **How do educators learn about Utah's Online School Library?**
    UEN provides professional development workshops and materials to help educators teach research skills to their students. Workshops are also provided by school districts, individual schools, USBE staff, and through the four Utah Regional Education Service Centers.

9. **Are schools required to use Utah's Online School Library?**
    The decision to use or not use instructional resources, including Utah's Online School Library, continue to ultimately lie with parents and local educators or boards.

10. **Does UEN follow Utah's 2022 Sensitive Materials law?**
    Laws enacted by Utah HB374 apply to LEAs (Local Education Entities). UEN is not an LEA. In 2021 the Utah legislature enacted digital materials law specific to UETN (Digital Resource Standards UCA 53B-17-109).

11. **Is it safe to use Utah's Online School Library?**
    Utah's Online School Library is designed to support schools across the state and is geared

toward a K-12 audience. The resources are grouped by elementary, middle, and high school grade bands. As recent events have illustrated, however, opinions vary on what is "safe" or "appropriate" from district to district and even within schools and families. As UEN's content policy states, "we strive to judiciously balance the concerns of parents or guardians as they guide their children's use of our content, while also preserving that right for other parents/guardians."

12. **What about filtering?**
    Applicable law including the Children's Internet Protection Act and USBE rules require schools that receive federal E-Rate funding to certify they maintain internet safety policies that include technology protection measures. UETN supports schools by making filtering software and technical support for filtering available to districts and schools. When the internet is accessed through the school's wired or wireless network then it is filtered.

13. **Is the software also filtered?**
    Utah has keyword filtering with the K-12 version of the library research software called EBSCO. The software scans and blocks material with certain terms when searches are conducted through the K-12 login. Unrestricted access to information is an important principle at the core of library and internet services, so the unrestricted software is available through Utah's public and academic libraries.

14. **What's the deal with EBSCO?**
    EBSCO is the largest and most-used research tool on Utah's Online School Library, averaging 380,000 searches per month. Members of the public raised concerns about EBSCO articles in 2018 that continue to be taken very seriously. Although unable to replicate the issue, UEN continues to actively monitor and report on the use of the K-12 EBSCO online library database. EBSCO filters the Utah K-12 product based on over 1,500 terms that are updated regularly. Reports about this are posted for public view on the UEN.org website and include a list of the top 100 search terms for the previous quarter and any active or open service tickets. Reports show usage consistent with school research activities.

15. **What if I have a complaint about something on Utah's Online School Library?**
    When a member of the public has a programming or content concern, we encourage them to discuss it with programming staff or UETN management. If their concern is not satisfied, we invite them to request a review of content following the process established by the UETN Governing Board.

16. **What if I need more information?**

    Local school district and charter school administrators and their boards are best able to assist members of their school community. USBE staff can help with questions regarding LEA requirements. School library staff, UEN staff, and professionals associated with the Utah Educational Library Media Association teach research skills using Utah's Online School Library. Utah residents can learn more about public library services from the Utah State Library Division and their local public libraries.