

April 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 April 12, 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.

There was one ticket requesting password support from Davis High School and one ticket requesting usage report data from UETN that were fulfilled and closed during the month.

We will continue to provide monthly updates through the remainder of the school year.

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.)

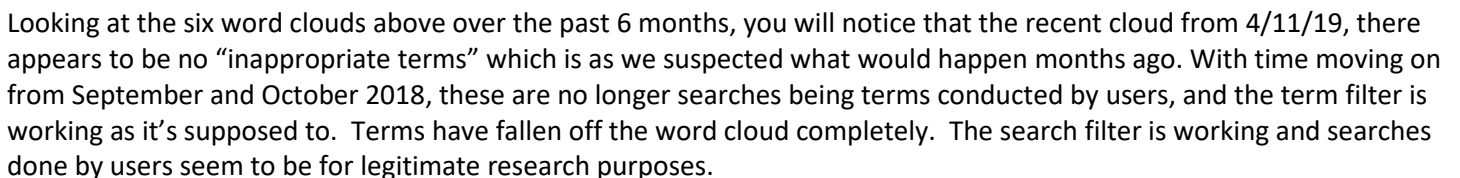
Monitoring Searches: Looking at use (searches) within UEN, UETN accounts to monitor what can and should be ‘normal use’. By comparison and looking for ‘normal use’ we’ve also included the Search Cloud (via EBSCO Admin) for UEN, Granite School District and Salt Lake City School District.

- To be updated monthly in this report and included below.

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

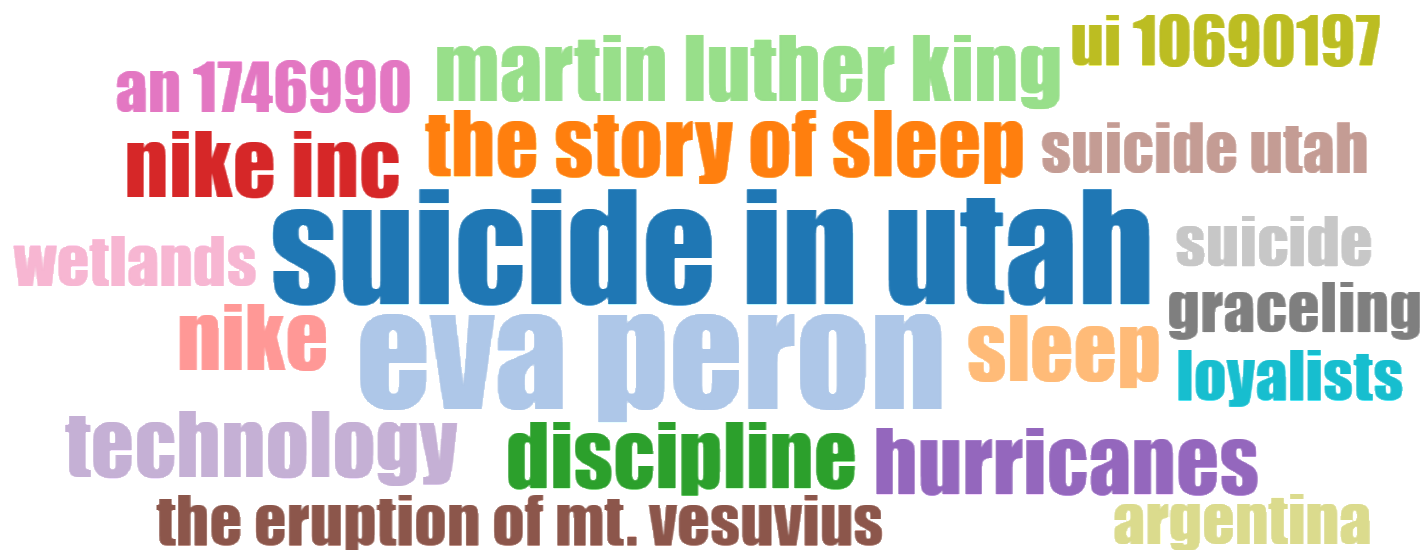


Word Cloud on UEN Account (rolling searches 3 months) - Run 12/10/2018:



The 218,278 represents 3 months of access and the word clouds above represent the most frequently searched terms during those 3 rolling months across UEN accounts.

Word Cloud on Granite School District (rolling searches last 3 months) - Run 4/11/2019:



Word Cloud on Salt Lake City School District (rolling searches last 3 months) - Run 4/11/2019:



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 roll through 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", "red scare", "immigration" and "history of technology" 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.