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:

iroquois culture

- 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

model t george washington leadership brown v. board of education salem witch trials time loops and repeat supreme court soccei utah during world war ii ice cream and history of cars phases of the moon physical discipline **censorship** time loons not reneat aenerai aeorae wasnina nature deficit disorder dna north korea grip strength moon phases brain iniury ice cream world war 2 pizza Sex fack gun control football dogs and toys not cats thomas iefferson utah during world war 2 "goal setting" 'global business" challenges george washington general entomopathogenic nematodes navajo football concussions

puma stopping by woods on a snowy evening cars and racing

iroquis

george washington military

nenis

solid state drive

hamburgers and history of

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ice cream and history of
                                                                  pizza and history of
     social media dogs and toys not cats utah during world war ii
                                                                                        "goal setting"
  red scare
                                                                  "stock market" fraud
            miranda v. arizona christopher columbus
                                                      stem cells
                                                                                        history of book burning
 death penalty abortion immigration cars
                                                        great depression
                                                                           iackie robinson
                                                                                                    hernan cortes
ancient egypt anxiety
         iohn cabot beowulf
                                  artists
                                                                            censorship jane eyre climate change
                                                                        dogs tiger
                                                                                       iroquois the red scare
  book burning video games
                                                                              TOVS world war 2 depression utah
  racism redbull formite rosa parks
               voting rights
                                                                                     edgar allan DOC videogames
animal rights
                         sex
         barack obama
                                                                                     utah during world war 2 football
  alienation in school medical marijuana
                                                                global warming teen suicide
 vasco da gama "stem cells" holocaust salem witch trials walt disnev
                                                                             moon phases history of technology
 laptops political parties brain injury general george washington pyramids
                                                                              freedom of the press
                                                                                                   henry hudson
<sub>Sushi</sub> amerigo vespucci <sub>ku klux klan</sub>
                                       prescription drug abuse pizza george washington general
                                       entomopathogenic nematodes pasta and history of phases of the moon trojan war
            brown v. board of education
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
            boston tea party battle of long island school shootings
                                                               grace abbott political parties
   alienation
                                                                                             battle of cowpens
  stress murder of emmett till frederick douglass
                                                            censorship in schools
                                                                                     christopher columbus malcolm x
                     drug abuse in teens
                                               medical marijuana tigers ku klux klan "stem cells" laptops
                                                                           voting rights king tut
 vaccines
                                                                                                           vaccination
          judaism jane eyre fortnite red scare
        battle of trenton sloth qlobal warming
 music
                                                   Censorship salem witch trials abortion atomic bomb
  poverty suicide stem cells racism
                                                                           depression walt disney animal testing
              death penalty immigration 🖳
                                                                            history of technology social media
   vasco da gama
                history of book burning In
                                                              SCARC rosa parks climate change
  world war 2
     ailurophobia george washington anxiety 9/11 book burnit
                                                                    illiteracy martin luther king jr
crazy horse prehistoric life teen suicide artists
                                                                                                         animal abuse
                                                                                  video games sons of liberty
            iack the ripper dogs stopping by woods on a snowy evening
        american revolution animal rights freedom vietnam war
                                                                   battle of bunker hill sleep deprivation
      the great depression alienation in school physician assisted suicide chocolate chips
                                                                                                    wilma rudolph
                                                                                      homelessness
                                                                      pony express
                                                    "chocolate chins"
                                                                                                      american dream
               prescription drug abuse in america
                                                                                          SDORTS
Word Cloud on UEN Account (rolling searches last 3 months) - Run 2/7/2019:
                                                              freedom igho culture and gender
   cloning human rights and civil rights
                                         iackie robinson
                                                                                                  censorship in schools
                                  salem witch trials immigration in the united states hamlet stock market trends
                  oregon trail
  stock market
                                                                        the great depression chinua achebe
      homelessness school shootings bermuda triangle climate change
                                                                 arming history of book burning cell phones
                                                    alo
                      world war 2 the red scare
 king tut
                                                                                         anxiety red scare technology
     pearl harbor book burning
                                                                                       social media <sub>atlantis</sub> soccer
                 rosa parks
    music artists
 sloth basketball abortion
                                                                                        depression refugee stanlee
  suicide
                                                                                                 illiteracy malcolm x
   pyramids
                                                                                                anne frank
                                                                                                           animal farm
     plastic pollution death penalty
                                   prescription drug abuse
                                                                         george washington
                                                                                                    boston tea party
                                                                                             9/11
                             ku klux klan history of technology alexander hamilton homework battle of bunker hill
     christopher columbus
   ailurophobia us stock market trends
                                         prescription drug abuse in teens ferdinand magellan ww?
                                                                                                            igho culture
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Word Cloud on UEN Account (rolling searches last 3 months) - Run 4/11/2019:



Looking at the six word clouds above over the past 6 months, you will notice that the recent cloud from 4/11/19, there appears to be no "inappropriate terms" which is as we suspected what would happen months ago. With time moving on from September and October 2018, these 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 1/1/2019 to 3/31/2019 was 218,278

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.

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 4/11/2019:

an 1746990 martin luther king ui 10690197 nike inc the story of sleep suicide utah wetlands SUICIDE in Utah suicide graceling nike eva peron sleep loyalists technology discipline hurricanes the eruption of mt. vesuvius argentina

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

ottoman empire net neutrality battle of trenton secrets of the seven franklin d. roosevelt depressive cycle ocean acidification nicu franklin duck marie curie nike franklin asia setting asia adolf hitler dragon captives peter skene ogden monteverdi, claudio etienne provost tr "asia" and nd book goshute indians behavioral theory of depression albert bierstadt

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 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", "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.