February 2019 Report regarding EBSCO 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 February 8, 2019. As of that time, there were no outstanding service tickets with EBSCO and UETN has received no further requests to review content that the patron deemed inappropriate. Other updates:

- On February 2, 2019, the original complainant on this issue contacted UETN with a written update, writing that while she "continued to find inappropriate content on EBSCO, she would no longer be sending us images and links to these resources." She offered thanks to for "UETN's dedication to solving this problem."

- On February 7, 2019, EBSCO noticed an outlier for institutions having the filter applied and proactively added the Weber Basin High School Job Corps site to the list of locations included in the content filter.

- A report and update was shared with the UEN Advisory Council on Friday February 8, 2019.

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.)

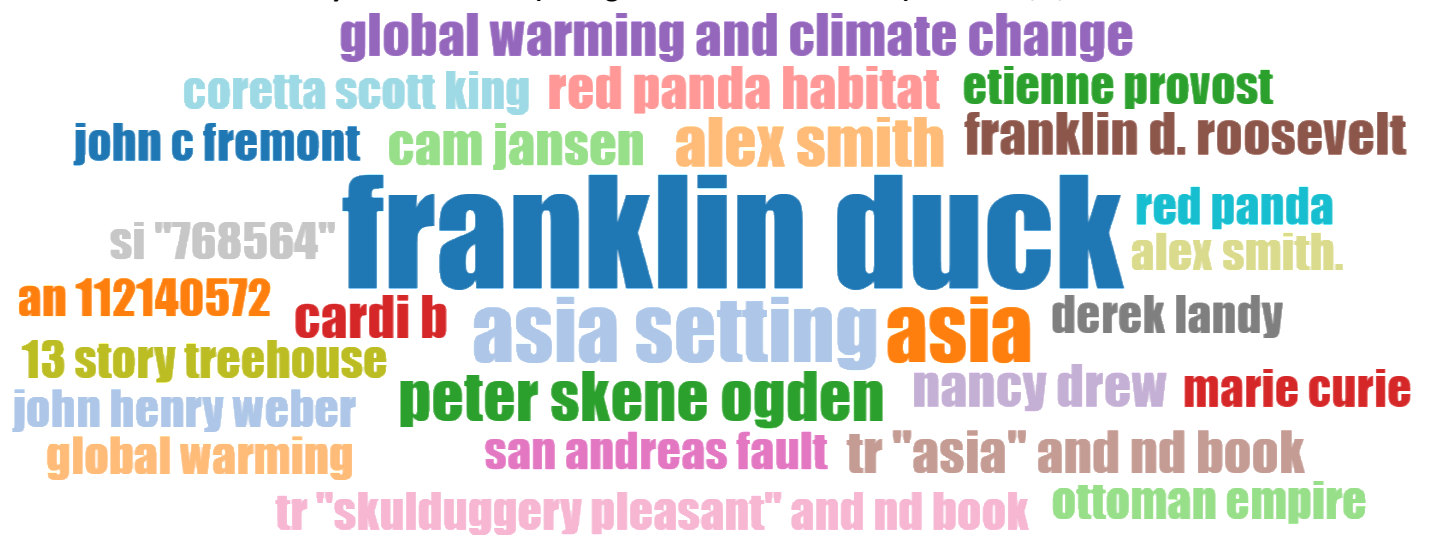**Monitoring Searches:** Looking at use (searches) within UEN, UETN accounts to monitor what can and should be 'normal use'. By comparison and looking for 'normal use' we've also included the Search Cloud (via EBSCO Admin) for UEN, Granite School District and Salt Lake City School District.
- To be updated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

social media · dogs and toys not cats · utah during world war ii · pizza and history of · ice cream and history of · "goal setting" · wilma rudolph · red scare · miranda v. arizona · christopher columbus · stem cells · "stock market" fraud · 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 · illiteracy · judaism · john cabot · beowulf · artists · tigers · censorship · jane eyre · climate change · book burning · video games · rosa parks · sloth · king tut · dogs · tiger · iroquois · the red scare · racism · redbull · fortnite · sex toys · world war 2 · depression · utah · animal rights · voting rights · george washington · edgar allan poe · videogames · soccer · barack obama · sex · medical marijuana · gun control · global warming · utah during world war 2 · football · alienation in school · teen suicide · suicide · vasco da gama · "stem cells" · holocaust · salem witch trials · walt disney · moon phases · history of technology · laptops · political parties · brain injury · general george washington · pyramids · freedom of the press · henry hudson · sushi · amerigo vespucci · ku klux klan · prescription drug abuse · pizza · george washington general · trojan war · navajo · brown v. board of education · entomopathogenic nematodes · pasta and history of · phases of the moon · music

Word Cloud on UEN Account (rolling searches 3 months) - Run 1/10/2019:

cell phones · 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 · buddhism · stress · murder of emmett till · frederick douglass · pyramids · censorship in schools · battle of cowpens · malcolm x · vaccines · drug abuse · tiger · prescription drug abuse in teens · voting rights · king tut · vaccination · judaism · jane eyre · fortnite · red scare · medical marijuana · tigers · ku klux klan · hamlet · sex toys · music · battle of trenton · sloth · global warming · censorship · salem witch trials · "stem cells" · laptops · poverty · suicide · stem cells · racism · abortion · atomic bomb · death penalty · immigration · gun control · depression · walt disney · animal testing · vasco da gama · history of technology · social media · world war 2 · history of book burning · the red scare · rosa parks · climate change · marijuana · ailurophobia · george washington · anxiety · 9/11 · book burning · illiteracy · martin luther king jr · animal abuse · crazy horse · prehistoric life · teen suicide · artists · video games · sons of liberty · hunting · jack the ripper · dogs · stopping by woods on a snowy evening · technology · digital camera · american revolution · animal rights · freedom · vietnam war · battle of bunker hill · sleep deprivation · wilma rudolph · the great depression · alienation in school · physician assisted suicide · chocolate chips · homelessness · holocaust · prescription drug abuse in america · "chocolate chips" · pony express · sports · american dream

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 schools
oregon trail   salem witch trials   immigration in the united states   hamlet   stock market trends
stock market
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   football
king tut   tiger   fortnite   vietnam war   immigration   martin luther king jr   bigfoot   stem cells
pearl harbor   book burning   anxiety   red scare   technology
animal testing   rosa parks   gun control   social media   atlantis   soccer
music   artists   abortion   tigers   video games   marijuana
sloth   basketball   medical marijuana   depression   refugee   stan lee
sports   racism   dogs   censorship   walt disney   holocaust   igbo
suicide   stopping by woods on a snowy evening   illiteracy   malcolm x
pyramids
love   plastic pollution   death penalty   prescription drug abuse   george washington   anne frank   animal farm
christopher columbus   ku klux klan   history of technology   alexander hamilton   homework   boston tea party
ailurophobia   us stock market trends   prescription drug abuse in teens   ferdinand magellan   ww2   igbo culture
9/11   battle of bunker hill

Looking at the four word clouds above over the past 4 months, you will notice that the recent cloud from 2/6/19, 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 11/1/2018 to 1/31/2019 was 193,724

The 193,724 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 2/6/2019:

al qaeda   suicide   the story of sleep   suicide utah
the american dream is deader than ever
teen suicide
h5n1   sleep   euthenasia   gold rush
fanfiction   suicide in utah   graceling
wetlands
final thoughts   mullen, shaun   salt to the sea

Word Cloud on Salt Lake City School District (rolling searches last 3 months)   -   Run 2/6/2019:

global warming and climate change
coretta scott king   red panda habitat   etienne provost
john c fremont   cam jansen   alex smith   franklin d. roosevelt
si "768564"   franklin duck   red panda
alex smith.
an 112140572   cardi b   asia setting   asia   derek landy
13 story treehouse
john henry weber   peter skene ogden   nancy drew   marie curie
global warming   san andreas fault   tr "asia" and nd book
tr "skulduggery pleasant" and nd book   ottoman empire

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.