

January 2019 Report re: EBSCO K-12

Number of complaints – 0

Number of outstanding service tickets with EBSCO – 0

Staff members reviewed the attached report with EBSCO personnel on January 11, 2019. As of this time, there are no outstanding service tickets with EBSCO and UETN has received no further requests to review content that the requester deemed inappropriate.

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.)

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.

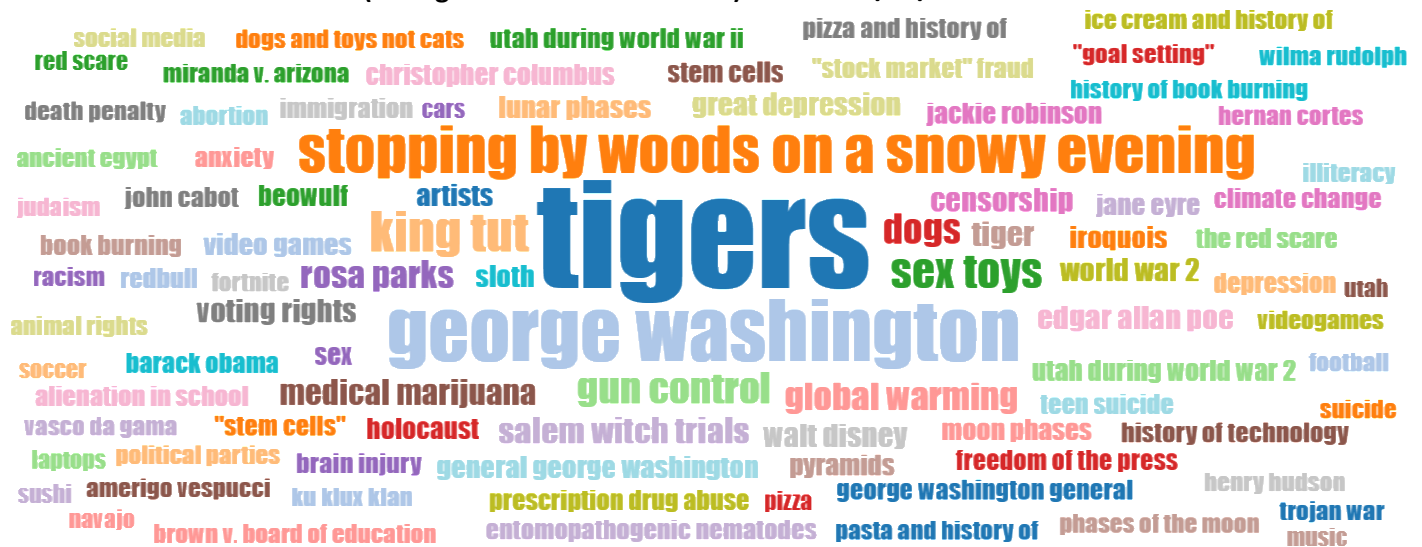
Monitoring Searches: Looking at use (searches) within UEN, UETN accounts to monitor what can and should be 'normal use'. By comparison and looking for 'normal use' we've also included the Search Cloud (via EBSCO Admin) for UEN, Granite School District and Salt Lake City School District. The word cloud shows terms being searched, terms deemed inappropriate for school use result in no returned search results.

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

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



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



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



Looking at the three word clouds above over the past 3 months, you will notice that the recent cloud from 1/10/19 still has the term "sex toys" which is very small on the right, meaning that these "bad" searches have occurred less, or as we suspected, with time moving on, these are no longer searches being terms conducted by users, and the term filter is working. Some of the other 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 conducted 10/1/2018 to 12/31/2018 was 130,002*

*We know that October use was much lower with the K-12 database profiles shut down to the public for most of the month. Then once access was restored to the public, use increased. The 130,002 represents 3 months of access and the word clouds above represent the most frequently searched terms during those three rolling months.

To show what 'normal use' might look like, below are search clouds from two different school districts run 12/10/2018.

Word Cloud on Granite School District (rolling searches last 3 months) - Run 1/10/2019:

the american dream is deader than ever
alabama tr "charlotte's web" and nd book
honor killing euthenasia booklist
h5n1 vietnam war alcatraz
al qaeda
stopping by woods on a snowy evening

Word Cloud on Salt Lake City School District (rolling searches last 3 months) - Run 1/10/2019:

alex smith global warming and climate change
global warming freedom utah inland port immigration
behavioral activation an 112140572
prevalence and incidence of mdd in the thai elderly.
kirkus behavioral activation therapy red panda
cardi b cam jansen nancy drew john c fremont
john henry weber immigration united states red panda habitat
state-sponsored 10.1016/j.jad.2018.04.108 civil rights movement
lgbtq youth suicide kennerley et al., 2017 state-song

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.