

## EBSCO Quarterly Report 2019 for Utah Education Network (UEN) October 1, 2019 through December 31, 2019

### 'Parent' Accounts:

s6467521 - UTAH EDUCATION NETWORK

s4459386 - Utah Education Telehealth Network

Recently Opened Support Cases/Tickets: 8 tickets

case number	Subject	Company	Status	Date Created
4018496	Novelist Select Migration	s377303 ALPINE SCHOOL DIST : TIMPANOGOS HIGH SCHOOL	Closed	12/27/19 18:54
4018483	Novelist Select Migration	ns269484 ALPINE SCHOOL DIST : Thunder Ridge Elem School	Closed	12/27/19 18:28
4014885	ISBN Update: Alpine School District s2403059_TIMBERLINEMIDSCH	s2403059 ALPINE SCHOOL DIST : TIMBERLINE MID SCH	Closed	12/20/19 11:02
4013636	ISBN Update: Alpine School District s374707_PLEASANTGROVEJRHIGHSCHOOL	s374707 ALPINE SCHOOL DIST : PLEASANT GROVE JR HIGH SCHOOL	Closed	12/19/19 14:28
4013009	ISBN Update: Alpine School District s376378_MOUNTAINRIDGEJRHIGHSCHOOL	s376378 ALPINE SCHOOL DIST : MOUNTAIN RIDGE JR HIGH SCHOOL	Closed	12/19/19 8:09
4011894	ISBN Update: Alpine School District s367866_AMERICANFORKJRHIGHSCHOOL	s367866 ALPINE SCHOOL DIST : AMERICAN FORK JR HIGH SCHOOL	Closed	12/18/19 14:01
3997084	ISBN Update: Alpine School District(ns269484_THUNDERRIDGEELEMSCHOOL)	ns269484 ALPINE SCHOOL DIST : Thunder Ridge Elem School	Closed	12/9/19 22:54
3986684	EZproxy library card URLs and access code	s4459386 Utah Education Telehealth Network	Closed	12/2/19 11:47

(The opened support cases to be updated Quarterly with ongoing report)

With the above cases, there are no cases related to 'inappropriate content'.

### Term Exclusion Filter:

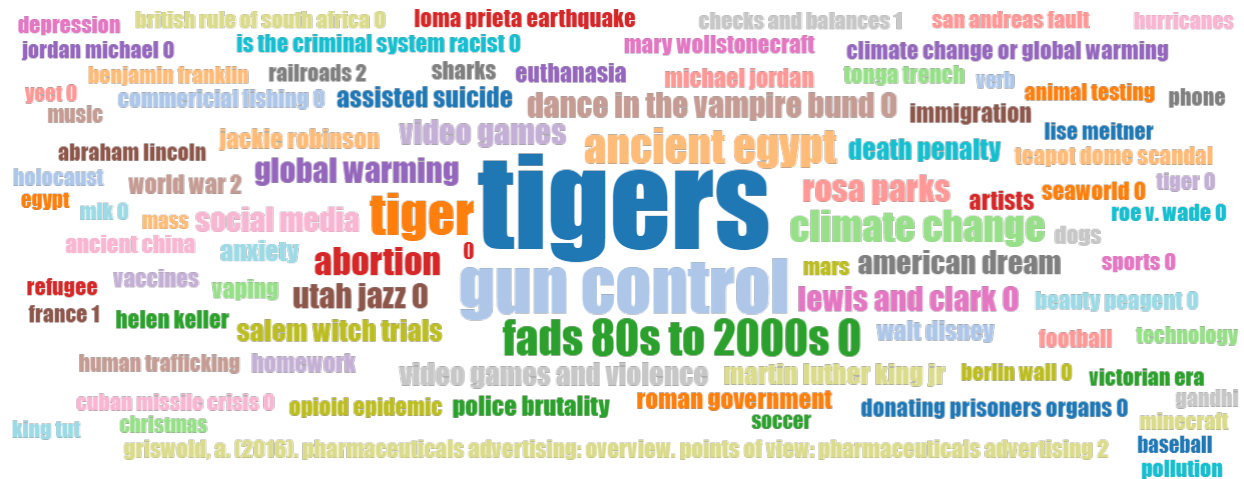
- Implemented and on every K-12 school profile in Utah
- Up to over 1,500 terms (excluded)
- Terms continue to be monitored in the media and other publications
- Includes wildcards such as (\*) to include alternative endings of words, plurals, etc.

(We 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 to be undated quarterly.

- Quarters are defined as:
  - o July, August, September
  - o October, November, December
  - o January, February, March
  - o April, May, June

## Word Cloud on UEN Account (rolling searches 3 months) - Run 1/14/2020



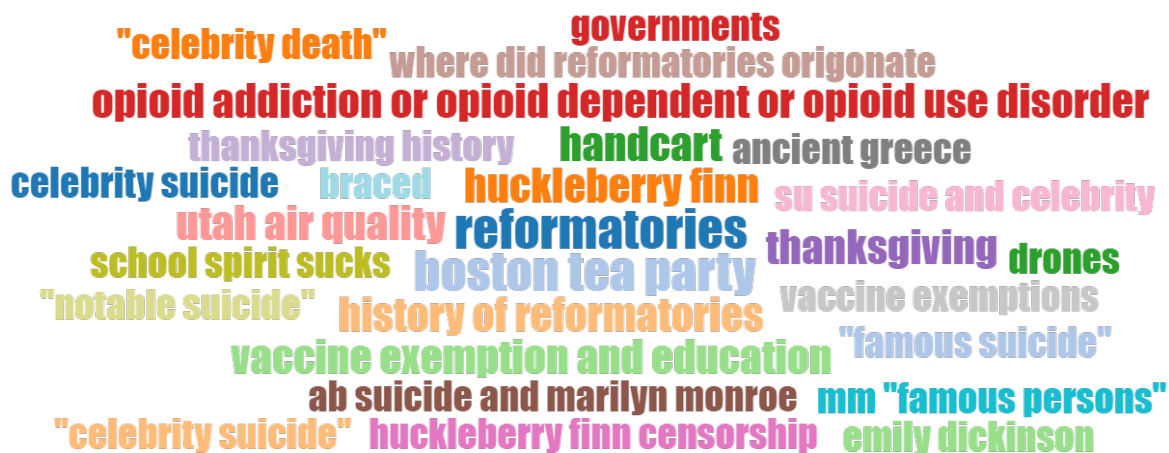
Looking at the word cloud above there appears to be no “inappropriate terms”. This draws the conclusion that users (students or otherwise) are not searching “inappropriate terms” and/or the term filter is working as it’s supposed to. The search filter is working, and searches done by users seem to be for legitimate research purposes as desired.

Total Searches represented and conducted 10/1/2019 to 12/31/2019 was 191,089 search queries with 291,586 result clicks.

The 191,089 represents 3 months of searches of what looks like ‘regular use’. The word clouds above represent the most frequently searched terms during those 3 rolling months across UEN accounts.

As part of our ongoing report, we want to view what use looks like at school districts in the state. We take a look below at what specific school districts top searches are to get a look what ‘normal school use’ is and appears to be used consistently with the added districts below...

## Word Cloud on Granite School District (rolling searches last 3 months) - Run 1/14/2020:



Word Cloud on Salt Lake City School District (rolling searches last 3 months) - Run 1/14/2020:



#### **Monitoring Searches Summary update:**

In looking at individual school district word clouds, the searches appears to be of normal school use for what seems to be student research.

#### **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.

#### **Ongoing Action Items:**

- Update report document quarterly through June 2020 and distributed to UEN.
- Continue to monitor accounts and searches in schools throughout Utah.
- Communicate with each group of stakeholders should anything change.

#### **Quarterly conference call & report, Utah Education Network and EBSCO Information Services**

EBSCO will continue to participate in a quarterly conference call with Utah Education Network to be on the 2<sup>nd</sup> Friday at the end of the quarter to discuss content, go over this report and add in any action items.