

## EBSCO Quarterly Report 2019 for Utah Education Network (UEN) January 1, 2020 through March 31, 2020

### 'Parent' Accounts:

s6467521 - UTAH EDUCATION NETWORK

s4459386 - Utah Education Telehealth Network

Recently Opened Support Cases/Tickets: 9 tickets

case number	Subject	Company	Status	Date Created
4167483	password	s386604 WASHINGTON COUNTY SCHOOL DISTRICT	Closed	4/7/20 16:25
4154886	ISBN Update - Alpine School District s371726_OREMELEMSCHOOL	s371726 ALPINE SCHOOL DIST : OREM ELEM SCHOOL	Closed	3/30/20 12:30
4105999	ISBN Update:Alpine School District s367866_AMERICANFORKJRHIGHSCHOOL	s367866 ALPINE SCHOOL DIST : AMERICAN FORK JR HIGH SCHOOL	Closed	3/6/20 9:27
4100399	ISBN Update: Alpine School District s372789_CASCADEELEMSSCHOO	s372789 ALPINE SCHOOL DIST : CASCADE ELEM SCHOOL	Closed	3/3/20 9:36
4133327	SI 619532- Database tab in eAdmin throwing an error when trying to setup a NovelList Select integration	s375115 ALPINE SCHOOL DIST : Centennial Elementary School	Closed	3/12/20 11:45
4150128	Google Personal Users Issue	s338551 ROWLAND HALL-ST MARKS SCHOOL	Closed	3/26/20 10:19
4140041	Gale CustomLink - Prompts Login	s338551 ROWLAND HALL-ST MARKS SCHOOL	Closed	3/18/20 13:07
4179135	EBSCOadmin User ID and Password	s6722825 JORDAN SCHOOL DISTRICT	Closed	4/16/20 12:29
4184185	Reauthorize personal users	s338551 ROWLAND HALL-ST MARKS SCHOOL	Closed	4/21/20 7:23

(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 Salt Lake City School District (rolling searches last 3 months) - Run  
4/20/2020:



**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.