

Online Services Advisory Committee Meeting

Thursday, January 23, 2025, Virtual

2pm - 3:30pm

Committee Members

CHAIR: Jacob Vaccaro, Meredith College
Daniel Whitehead, NC LIVE staff and OSAC Liaison
Sarah Bonner, Chowan University
Amber Briggs, Avery-Mitchell-Yancy Public Library
Angela Davis, Pitt Community College
Chad Fortner, Central Piedmont CC
Marcella Fredriksson, UNC-Wilmington

Ryan Miller, UNC-Charlotte
Daniel Nañez, UNC-Greensboro
Allen Phillips-Bell, Pender County Public Library
Johnnie Pippin, PL of Johnston County & Smithfield
Whit Preston, Gaston College
Kelly Spring, East Carolina University
Siu-Ki Wong, Campbell University

Committee Charge

The Online Services Advisory Committee is responsible for providing input to and feedback on the planning and assessment processes related to the design and organization of the NC LIVE website, other web interfaces, and software. The OSAC ensures a web presence that is customer-driven and supports reliable and intuitive access to NC LIVE-provided resources, services, and related materials.

AGENDA

- 1) **Introductions / Icebreaker / Agenda Review / Updates**
- 2) **DISCUSSION: Updates from Committee Members - *What is a technical question your library is currently working on?***

EBSCO Upgrade

- a) New interface is missing "this article has x # citations"
- b) Jake mentions there may be energy around an EBSCO update interface support group where people can ask questions.
- c) Could NC LIVE do training on the new interface? Daniel said he will ask Devon if this is on her radar.
- d) **UPDATE:** Devon is coordinating training with EBSCO on their new interface in March

3) NC LIVE and AI

Daniel presented on 3 general areas we may use AI

1. **GitHub Copilot**
 - AI tool for programming can help explain code, add comments, write simple code segments, and automate repetitive tasks.
2. **ChatGPT**
 - Used sparingly, email drafts, ideation, etc.
3. **Salesforce**

- Focus on AI chat agents with specific restrictions on data they have access to and what how they can modify existing data
- Prohibitively expensive for NC LIVE. NC LIVE will not be implementing the Salesforce AI at this time.

4) Daniel's Yearly Goals

Daniel will briefly go over his three major goals for the current fiscal year:

a) **DISCUSSION:** NC LIVE Usage Statistics Portal Updates

Goal: Make a much-needed update to the [NC LIVE Usage Reports](#) web portal.

OSAC Suggestions submitted by committee members

- Usability Improvements
 - Web version needs to fix headers to be "sticky", so the user can always see the headers when they scroll
 - Ability to export as XSL file
 - Remove extraneous data / explanation text from CSV
 - Name download files more sensibly - with library and date range for use case when multiple files are downloaded
 - "Total" column should follow COUNTER conventions and be the leftmost data column
 - Highlight most important statistics for each resource / link to metric definitions
- More control over what data is displayed
 - Ability to select what fields are displayed
 - "Top 5" resources for my library
 - Link to RoI / savings documents for my library for budget office
- Comparison to other libraries
 - Help add context to numbers by allowing comparison to peers
 - Peer groups (by FTE, service population), COI average, or selected libraries
- Visualization, graphing usage over time
 - Desire for charts / graphs
 - Select which libraries to show
 - Choose metrics to display (e.g., full-text views)

DECISION: OSAC agrees it's best to start with "low hanging fruit" items and move to more complex items. Team agrees to test things out or look at it before it's pushed to everyone.

b) **Security Risk Assessment Report**

- i) Goal: Produce a short report about NC LIVE security risks
- ii) Examining NC LIVE systems and researching risks
 - What risks are associated with our services and web presence?
 - How can we be more resilient to attacks and problems?

c) **Drupal Infrastructure Improvements**

- i) Goal: Improve deployment procedures

- Faster updates with less downtime
 - Rollback option
 - More frequent updates allows NC LIVE to stay up to date - less of a window for any security vulnerabilities.
- ii) Improve documentation
- Better organizational resilience

5) Next Meeting

The next meeting will be held virtually in Spring 2025. Doodle poll will be sent in a follow-up email.

6) Adjournment