

Online Services Advisory Committee Meeting

Tuesday, October 21, 2025

1pm - 2:30pm

Committee Members

CHAIR: Jacob Vaccaro, Meredith College
Daniel Whitehead, NC LIVE staff / OSAC Liaison
Sarah Bonner, Chowan University
Angela Davis, Pitt Community College
Marcella Fredriksson, UNC-Wilmington
Denise Keating, Central Piedmont CC

Daniel Nañez, UNC-Greensboro
Allen Phillips-Bell, Pender County Public Library
Whit Preston, Gaston College
Kelly Spring, East Carolina University
Siu-Ki Wong, Campbell University
Public Library Vacancy (2)

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

Committee membership updates - two positions open for the Public Library OSAC spots. Jennifer Sackett will work with us to fill those positions

2. DISCUSSION: Updates from Committee Members - *What is a technical question your library is currently working on?*

Committee members will have an opportunity to discuss relevant web and technical issues, ask questions, or get feedback about their own web projects.

3. UPDATE: Field Experience Students: Accessibility Projects

- Accessibility Audit of NC LIVE Website and Resources

Kaitlyn Underwood, an NC LIVE Field Experience student, has been working with vendors

to implement problems she found with NC LIVE resources. Most vendors have been receptive to the updates needed to make their resources more accessible.

Andrea Wood, another NC LIVE Field Experience student, has been working on accessibility resources for NC LIVE libraries. She has been working on an accessibility LibGuide, short (~2 min.) videos on accessibility, and hosting webinars.

4. UPDATE: NC LIVE Password Refresh Timing Window

NC LIVE will be moving our password refresh timing for the NC LIVE password and SSO libraries for summer, to minimize disruption for those libraries.

5. DISCUSSION: AI Task Force / AI Community of Practice

NC LIVE is creating an AI Task Force to help guide resource-level AI decisions. Focusing on AI tools in collections and how we should advocate to vendors for enhancements. Questions for the committee:

- How should NC LIVE manage AI tools at a consortial level?
- Any other thoughts on what the task force can work on?

The AI Community of Practice is more of a way for people to share thoughts/ideas and the AI Task Force will host the Community of Practice and guide resource level AI decisions.

6. DISCUSSION: NC LIVE Usage Reports Rework Feedback

Daniel will provide an update on the progress being made for the NC LIVE usage reports. The demo site is now available at

<https://sandbox.nclive.org/for-librarians/collections/data-dashboard>

- Is the general process intuitive?
- Were there any specific problems you ran into?
- Did you have any feedback on the design?
- Were there any other features you wanted to have?

Feedback: The committee had some questions about specific metrics (sessions, how the reports mesh with COUNTER reports). The committee agreed that more information about the definitions for metrics should be linked on the page, to avoid confusion for librarians. Committee members also provided some feedback on the visual design of the page.

Action Plan: Daniel will work to implement the requested changes, and plans to release the changes to the production site in late 2025, and retire the current usage portal in early 2026.

7. Next Meeting

The next meeting will be held virtually in January/February.

8. Adjournment