

Meeting Minutes: Online Services Advisory Committee (OSAC)

Date: April 13, 2026

Committee Members

CHAIR: Sarah Bonner, Chowan University
Jacob Vaccaro, NC LIVE staff and OSAC Liaison
Daniel Whitehead, NC LIVE staff and OSAC Liaison
Dana Conners, Durham County Library
Angela Davis, Pitt Community College
Marcella Fredriksson, UNC-Wilmington
Daniel Nañez, UNC-Greensboro
Sarah Newton, Central Piedmont CC
Kara Oxendine, UNC-Pembroke
Allen Phillips-Bell, Pender County Public Library
Whit Preston, Gaston College
Rachel Roy, North Carolina Wesleyan University
Russell Taylor, Appalachian Regional Library
Siu-Ki Wong, Campbell University

1. Membership Updates

- The committee welcomed new members Rachel Roy and Sarah Newton. Sarah Bonner will be completing her service as committee chair in June 2026. The new committee chair will be Daniel Nañez.
- A call was issued for a new Vice Chair. Interested committee members are encouraged to contact NC LIVE to discuss the role.

2. Technical Discussion: Member Roundtable

- Committee members shared current technical challenges and areas of interest at their respective institutions.

3. Update: Accessibility Title II Legal Requirements

A staff member presented an update on compliance with new legal requirements for accessibility regarding the NC LIVE's website and hosted proxy login pages.

- Efforts are underway to ensure all digital interfaces meet new standards
 - Making PDFs accessible are the largest remaining task
 - NC LIVE is updating EZproxy login pages over the next several weeks
 - Legacy login pages are being phased out
 - New, accessible login templates are being deployed to improve user experience
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4. Discussion: Website Accessibility Section Rework

NC LIVE proposed a redesign of the website's Accessibility Section to improve usability and transparency.

- Improving overall readability and making links to accessibility resources more prominent
 - Implementing a remediation form for users to report accessibility issues
 - The committee suggested standardizing language (e.g., "Accessibility Evaluation") to avoid confusion
 - There was a proposal to clean up the tables listing vendor accessibility compliance and outstanding issues
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5. Brainstorming: 2026-2027 Potential Projects

The committee reviewed several proposed initiatives for the upcoming year.

- **FAQ:** Updating the FAQ pages with more relevant questions and a modern design
- **Website Service:** Preparing for a major website service update to accommodate Springshare's move to their new LibGuides interface
- **AI Usage:** Exploring AI for web accessibility checks, help desk triage, and using AI for internal workflows
- **Automating Security Certificates:** Shortening SSL certificate lengths (from 399 days to 47 days) is going to introduce extra work for NC LIVE, leading to a need for automating this process
- **EZproxy Access Groups:** Enabling granular access controls (e.g., restricting certain resources to specific user groups like faculty or staff, or adults vs. children).

- **Temporary Access:** Investigating ways to provide temporary resource access for library instruction sessions at schools
 - **Centralized Repository:** Developing a centralized repository for lesson plans and workshop materials focused on promoted resources.
 - **E-Resource / Systems Onboarding:** Implementing repeating "Onboarding" sessions, "Office Hours" or webinars, for new library staff or librarians in new roles.
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6. Next Meeting & Adjournment

- The next meeting will be held in July.
- This will be an in-person meeting.
- The meeting will be take place in Durham
- Staff will send out a Doodle poll to determine the best date for the committee.

Meeting Adjourned.