Online Services Advisory Committee Meeting

Jul 17, 2026

10:00 am: Durham County Library Main Branch, Room 4347

Committee Members

CHAIR: Daniel Nañez, UNC-Greensboro
Jacob Vaccaro, NC LIVE staff, OSAC Liaison
Daniel Whitehead, NC LIVE staff, OSAC Liaison
Steve Bahnaman, Campbell University
Sarah Bonner, Chowan University
Angela Davis, Pitt Community College
Sarah Newton, Central Piedmont CC
Kara Oxendine, UNC-Pembroke
Rachel Roy, NC Wesleyan
Forrest Tate, Henderson County Public Library

Absent

Dana Conners, Durham County Library
Marcella Fredriksson, UNC-Wilmington
Whit Preston, Gaston College
Russell Taylor, Appalachian Regional Library

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

Introductions / Icebreaker / Agenda Review / Updates

- Committee membership updates / welcome
- Icebreaker

DISCUSSION: Updates from Committee Members
Focus Questions: What is a technical question your library is currently working on? What is a technical tool or project you are interested in ?

- Members noted concerns about AI research assistants (e.g., discovery tools requiring authentication) and their relationship to the research practices that librarians promote to students and library users

- Members discussed issues with externally imposed restrictions on websites, including limitations on search bars, and a lack of choice in website templates, particularly for public

libraries.

- Members discussed the tension between standardized promotional content and usability/functionality on library sites

NC LIVE UPDATES

- **Strategic Planning:** The committee was updated on the progress of the strategic planning process.

- **AI Task Force:** The committee received updates on the work of the AI task force, including completing focus groups, creating an evaluative framework for AI resources and database components, and providing an inventory tracking AI components, in vendor databases.

DISCUSSION: Goals for Upcoming Year

- **E-resource Focused Community Engagement:** The committee discussed the possibility of offering monthly "office hours" focused on specific technical topics (e.g., EZproxy, vendor AI tools, specific databases), possibly informed by help desk trends. The Committee also suggested offering e-resource **"**health checks**"** for libraries.

- **Bootstrap Migration:** Managing the NC LIVE Website Service's transition from Bootstrap 3 to Bootstrap 5. Committee Members will be asked to test the new onboarding tool and help communicate migration steps to librarians who may need to re-upload configurations.

- **CMS Upgrade:** Updating Drupal from version 10 to 11 as the older version is end-of-life.

- **Website refresh**
  The committee will provide advice and feedback on revisions to the NC LIVE website, potentially including
  - Modifying the site header and megamenu design
  - Revising the For Librarians section of the site
  - Providing a dedicated "Sign Up for a Library Card" page
  - Revising or revisiting the FAQ updating outdated content, and potentially changing the location of FAQ content. The committee suggested grouping FAQs by Community of Interest (COI) or embedding contextual help in the item details section of the A-Z database list.
  - External Stakeholders: Discussed ways to improve site messaging for non-librarian stakeholders including government officials and potential partners.

- **Lunch and Library Tour**

- **Next Meeting**
  - The next meeting will be held virtually, date TBD

- **Adjournment**