

Online Services Advisory Committee Meeting

Thursday, July 18, 2024

1pm - 2:30pm

Zoom Meeting:

<https://ncsu.zoom.us/j/99623733378?pwd=oByilaWiZMbephJMLV8VE11pf70jL8.1>

Meeting ID: 996 2373 3378

Passcode: 284524

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 / Agenda Review / Minutes

[Meeting Slides](#)

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. HELP REQUEST: Patron Testimonials

NC LIVE is trying to secure additional funding and one of the tools we're using for this is to get more [patron testimonials on our Impact page](#). We're hoping to get some more testimonials, especially from the UNC system and community colleges.

Know any patrons who are NC LIVE superfans or who have success stories? [Sign-up for coordinating](#) with Sophie.

4. BRAINSTORM: Project and Goals Brainstorm. Do you have any recommendations for projects for NC LIVE to undertake for the next year?

Do you have any needs that NC LIVE is positioned to help with? (or ideas for projects)

8 responses

Statistics Dashboard	Database Customization Guides	Vendor and Project Refresh Sessions	EZProxy Hosting.
class- AI for research how the librarian fits in that	Web accessibility refresh - what's new with the requirements for meeting certain criteria, etc.	NC LIVE collections in ProQuest CDI	Guidance or training about accessing and helping patrons discover free/OA resources

5. PROJECT UPDATE: Summon discussions with Ex Libris

Jake will provide information work with Claire and Ex Libris on helping NC LIVE libraries implement and use Summon successfully

FEEDBACK on experiences with Summon, or ways for Ex Libris and NC LIVE to help support Summon libraries

6. PROJECT UPDATE: Materials Rework

NC LIVE hosts a LibGuide with a collection of promotional materials from vendors and librarians. Daniel and Sophie have deployed a new update allowing librarians to request materials from vendors or to download them directly from the site.

FEEDBACK on the new design and implementation of the [new Materials pages](#):

FOLLOW-UP ACTION ITEM: Daniel will investigate design changes to make it

more user friendly and clear what tags are filtered out. Likely changing the “off” state to be an outline and removing the red dot.

7. PROJECT UPDATE: A-Z Filter and Bug Fixes

Daniel will provide an overview on changes planned for the Browse A-Z list on the NC LIVE website: <https://www.nclive.org/browse>

FOLLOW-UP ACTION ITEM: When this is a little further along, Daniel will send a draft to the OSAC listserv for feedback.

8. Next Meeting

The next meeting will be held virtually in October 2024. Doodle poll will be sent in a follow-up email.

9. Adjournment