Online Services Advisory Committee Meeting

Wednesday, October 16, 2024

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 / Agenda Review / Minutes**

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.

   - Microsoft Sharepoint has an update that is needed and affects productivity that affects default pages and their permissions.
   - Google API requests have been getting rejected due to an outdated security protocol, with systems needing to use TLS 1.2. Parts of the site just stopped working for example Google Blog and Calendar Pulls.
   - *Question*: If you Google (member library) it doesn't have links anymore. Has this happened to anyone else? What might be causing this issue? They use LibGuides like everyone else and theirs are still there. Possible solution: ensure the organization is claimed in Google Business and that account has the correct info.
   - One vendor WGSN (not something NC LIVE uses) doesn't work with EZproxy and never will. Their two factor authentication is messing it up. We may need to keep

an eye out for other vendors moving toward MFA and its interactions with EZproxy.

3. **NC LIVE Committee Participation Survey Results and Follow-up Discussion**

Jake will go over the feedback we've received from all NC LIVE committee members about their involvement.

Discussion Takeaways

- Provide discussion items beforehand to allow members to be prepared for meetings and allow members to submit ideas / thoughts / questions anonymously (e.g., via Padlet or similar program). That way shy people have their opinions shared as well.
- While there's a push for in person meetings, it is hard to get out of their libraries.
- Add in ice breakers for Zoom meetings, with rotating members in charge of the ice breaker.
- Maybe schedule a "non-agenda" meeting
- Daniel shared that we may have a chance to have all committees together. Mixer idea at the conference shared, etc.
- Barriers to getting involved: Logistics make it hard for everyone.
- Sharing Info with COI - Could there be a "committees newsletter"? That way there would be 1 email to share with libraries.
- Newsletter could also have a link to a form for anonymous feedback EX: Want to get in touch with one of these committees? Fill out this form.

4. **BRAINSTORM: NC LIVE Conference Themes**

Daniel will lead a brainstorming session for possible themes for the 2025 NC LIVE Conference. Committee members will vote on their favorites.

The Top Items

1. **NC Libraries - Breaking the Mold / Pushing Boundaries**
   ○ Expanding people's concept of what a library is
2. **Change / Adaptation / Responding to the Unexpected**
   ○ Disaster relief, unexpected patron questions, unusual encounters, new problems
3. **Staying Professional in a Political World**

- ○ Challenges of serving individuals with very different political opinions, countering mis/disinformation, librarian professionalism, intellectual freedom
4. **Storytelling**
   - ○ Creating narratives, outreach, grant writing

5. **DISCUSSION: Scheduled Downtime and Timing Updates**

NC LIVE experienced extended downtime for EZproxy while attempting to move to new virtual servers in September. Daniel will present lessons learned relating to scheduling downtime and ask for feedback about timing and messaging.

Discussion Questions and Takeaways

- ○ What messaging would libraries like to see regarding scheduled downtime?
  - ■ Would like to see the messaging be non-technical to be able to forward it on to the general public.
  - ■ Messaging that lets people know what systems will be impacted.
- ○ When is the best time to do updates (relative to normal business hours)?
  - ■ Late afternoon may be better than first thing in the morning, every COI has different opinions on what time might be better. 6-8 PM may be better than 6-8 AM. If you do 6-8PM you may not find the issues till the next day.
  - ■ If we do 5-7 AM, it would be good to have a "stop" time when we start to revert the changes to prevent outages from spilling into busy instruction time
- ○ What times and days would work best?
  - ■ Later in the semester is better, avoid first week of class and finals

The final two agenda items were not discussed on account of a lack of time. They will be moved to the next meeting.

6. **NC LIVE and AI - Deferred to next meeting**

Daniel will give a brief overview of AI tools he investigated as part of his previous year's goals and how these tools may be integrated into our workflows.

7. **Daniel's Yearly Goals - Deferred to next meeting**

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

- ○ Update the NC LIVE Usage Statistics Portal to add new functionality and improve accuracy

- - Are there any wishlist features?
    - What items take the highest priority?
  - Security Risk Assessment Report
    - What are the risks associated with our services?
    - What is our plan of action in a hacking/incident?
  - Drupal Infrastructure Improvements
    - Improve deployment procedures
    - Improve documentation

8. **Next Meeting**

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

9. **Adjournment**