Online Services Advisory Committee Meeting

Wednesday, April 9, 2025

10am - 11:30pm

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 / Icebreaker / Agenda Review / Updates**

   "Life Hack" Icebreaker

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.

   Kelly - submitted a proposal to update to a chatbot to pull data from ECU's digital repository and archive data together.

3. **NC LIVE Annual Conference - Community Anchors**

   Join us in Charlotte for the NC LIVE Annual Conference on May 16 ! And/or for our virtual presentations on May 19.

4. **In Person July Meeting**

   As a part of our efforts to increase engagement with our committees, we're hoping to meet in person for our July meeting. We were thinking of perhaps meeting at one of our

central or eastern member libraries.

Marcella offered to host and show "the discovery building" at UNCW. Angela and Allen offered Pitt CC and Pender County respectively.

Sounds like we will plan on Wilmington in July! Marcella will get approval and then we will send the Doodle poll to find a date that works for everyone.

5. **BRAINSTORM: Projects for 2025-2026**

   In preparation for planning projects for the coming year, is there anything NC LIVE is uniquely positioned to address at your library?

   - **Upcoming Website Accessibility Changes**
     - Federal Gov't has new laws for website accessibility in April 2026 Whichag (?) 2.1AA. Could training on this be possible? There will be a lot of work that needs to go into making everyone's website accessible, so having trainings to explain would help people comply by next spring.
     - Could NCLIVE Set up a "help committee" or a "who to ask" about this required update? "support group" was the agreed upon title here. Like a message board?
   - **Librarian Communications**.
     - Can we have a platform for librarians across the state to communicate with each other (and NC LIVE)?
     - Slack Channel? - Jake said they tried a slack channel at Meredith that was at first a total fail. They have gotten more traction post covid, they use the free version.
     - Danny uses teams at his library, but people still just go to email when they really need to talk to someone.
     - Angela says the Community Colleges don't have a lot of extra money, but if NC LIVE made something like a chat page, they would like that.
   - **Sharing Librarian Successes**
     - Energy around examples/how to's from common questions or finding a way to share cool stuff they have done with a blog / sharing librarian successes and news?
     -
6. **DISCUSSION: AI in NC LIVE Collections**

   Discussion Questions:

   1. More and more of our databases are adding AI features (ProQuest, EBSCO, etc). Some of these AI features are opt-out and some are opt-in. How should NC LIVE address AI in our resources and collections?
   2. How does the committee think NC LIVE should handle AI features which are opt-in?
   3. Should we opt-in on behalf of our libraries, and then libraries can manually turn them off, or should NC LIVE not turn anything on, and let libraries decide individually?
   4. What should NC LIVE's role be in informing our member libraries about use of AI in collections?

Discussion

- My opinion is that AI is the future and that we do a disservice to our patrons, by not opting in on AI features. Having said that, not everyone feels the same way so it is beneficial to allow individual libraries the ability to opt out. I think there should also be an AI policy for NC LIVE.

https://www.arl.org/resources/research-libraries-guiding-principles-for-artificial-intelligence/

https://the-digital-librarian.com/2023/04/26/ai-in-the-library-developing-policy/

- How accurate are AI abstracts? How do we have time to go through and understand? The campus doesn't have AI policies yet, her thoughts are she would like some direction, but doesn't know what advice to give to students, etc.

- When people start discussing AI, it seems like people have really strong feelings - even just talking about it the discussions get difficult.

- The amount of tools and how they work can be overwhelming. For NC LIVE what resources have AI embedded? Help users understand what the AI components that are popping up in each NC LIVE resource. Keep tabs on "research assistants" in each of NC LIVE's resources so people know where they are/what they are supposed to do.
- Should we put badges next to NC LIVE resources that have AI? Badge would denote Opt In/Out Out, what it does? On the resources page on the "for librarians" page? Might give info for how to turn it off/how to use it/etc.
- Maybe a training for NC LIVE Libraries about how to develop and AI Policy in your library?
- Don't want to have NC LIVE have to be updating these all the time - how about a "link to the resources vendor page that explains the AI uses"?
- Could NC LIVE gather feedback from libraries about the AI assistants they've added and how they feel about it?
- Prefers an "opt in" instead of an "opt out" so that the library can decide on their own if they'd like to add it.
- Is there any way to make a "sandbox" to play with the AI on each resource before opting in?
- The RAC determines resources, should they also be the ones to review AI tools?

7. **PROJECT UPDATE: NC LIVE Usage Reports Rework**

Daniel is working on making usage reports more user friendly/improving functionality. He shares some screenshots with explanations of each area.

The default may be the one we feel is most relevant, but you could get all or specify what you prefer. Also shared a comparison example

Feedback: BIG Improvement! Web interface looks great! Names will appear, totals on the left, popular upgrades.

Daniel will send a link when he is ready for everyone to explore and give more specific feedback.

8. **Next Meeting**

The next meeting will be held in July in person at UNCW, with a virtual option for folks who cannot attend in person.

9. **Adjournment**