



The OPLIN CIRCUIT

News for Ohio Public Library Staff & Management

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One Departure, One Arrival

With Euijeo Kim's departure to Calgary, Canada, the OPLIN Support Center recently added another new face.

Dan Henley grew up in Albion, Pennsylvania, a "one stop light" town surrounded by farms and woods. The youngest of four children, he started playing with computers in 1984, and later attended Eastern Nazarene College in Boston, majoring in Youth Ministry and minoring in Music and Communications. There, he also met his future wife, Joy.

Dan moved to Columbus in 1995, working first with Alliance Data Systems, and later Verizon Wireless (then known as Airtouch Cellular). In 2000, he moved on to UUNet, where he survived nine layoffs... until October 2003. He started at OPLIN in June.

Dan and Joy have no kids (yet!) but own seven cats. A board member of the Columbus First Church of the Nazarene, Dan also sings tenor in a professional southern gospel quartet called Sound Covenant Quartet (soundcovenantqt.com).

Now More Than Ever

On a typical day, Ohio public libraries move **80 gigabytes** of data across OPLIN's hub. What is all this activity running over the network? What are libraries doing?

- **Sharing resources.** They use the network to bring their customers material from the participants of CLEVNET, CLC, SEO, CACLS, and MORE.
- **Delivering content.** They use the network to deliver online audio, e-books, digitized documents, and art prints directly to their customers.
- **Answering questions.** They use the network to meet their customers, (current and potential) where they are—on the web. Many of them provide chat reference and information services, and **KnowItNow** will go statewide next month.
- **Finding information.** OPLIN provides access to roughly 80 content databases, including comprehensive, full text magazine and newspaper

databases and numerous health, business, and academic subject databases. Federated searching has made all of these more accessible to consumers, and usage climbs every month. All of them are delivered over the network.

- **Delivering ever more information.** Libraries themselves pay for dozens more databases every year. Most of those are also delivered over the network.
- **Enriching their core services.** Libraries use the network to provide cover images, reviews, video, and audio clips to their customers. Almost every catalog search in every library in Ohio now brings back results that include such network-delivered enhancements.
- **Administering their customers.** They use the network to enable customers to request, renew and cancel the material they want. Some also use it to enable customers to obtain or renew library cards.

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Back Where We Belong

There may have been a disturbance in The Force shortly after midnight on July 1st, but we didn't feel it. OPLIN was reborn for another fiscal year, and is now back where it belongs.

As of that date, OPLIN is once again General Revenue-funded. Beginning in July, and for the first time since July 2001, money for OPLIN was not deducted from the LLGSF distribution.



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- **Attending training.** They use the network to attend on-demand video and web-based classes presented by the State Library, OLC, and OPLIN's database vendors.
- **Innovation and experimentation.** A sizeable minority of libraries rely on the network to continually push the service envelop, try new things, and develop new services or potentially better ways of providing old ones.

All this activity flows through OPLIN. Some stays within the library "cloud," but much of it flows out to the worldwide Internet and back again. OPLIN has added bandwidth to major population centers and increased security and server capacity at our core. We are the midst of the second major expansion of our core hub, designed to increase available ports and bandwidth and to add redundant paths to the Internet. We are adding caching servers to help us control our Internet costs and increase speeds. Progress on all of this will be reported at our annual Stakeholders' meeting. We are making sure we keep up with the explosion in usage because you rely on us—now more than ever.

Your Library Could Be Famous

OPLIN would like to feature photos of Ohio library patrons on the front of our new website.

To contribute, please obtain a release form in the For Librarians area of the OPLIN website (www.oplin.org/librarians). Detailed instructions can be found there.

Please note that patrons appearing in the photos will not be identified by name, just the name of their public library.

Doing It Better Together Than We Ever Could Do It Alone

Over the past year and a half, OPLIN has been gradually taking on optional, library-paid contracts for databases. It began when budget pressures forced OPLIN to drop the statewide subscription to *SIRS Researcher*; we facilitated a library-paid subscription to all of *SIRS Knowledge Source* in its place. In the new fiscal year that began July 1st, budget pressures again forced us to eliminate a database subscription, and *eLibrary* followed *Researcher* into the optional, library-paid category.

But we've made some very good lemonade from the lemons we've been handed. In January, we began a group contract for EBSCO's *Auto Repair Reference Center*, and added an opportunity for libraries to join in June. We also collected participation agreements for the *HeritageQuest* genealogy resource and EBSCO's new *Book Index with Reviews*. **All totaled, 159 libraries are participating in at least one group contract managed by OPLIN.**

We're getting good attention from vendors who can see the advantage of working with OPLIN: the single contract reduces overhead in administration, sales, and technical support.

Tom Sanville of OhioLINK put it best when he said that separately libraries should not be paying vendors more than we would if we worked together. And it's our goal to limit or lower the amount libraries pay for electronic resources by joining together in group agreements.

How does OPLIN decide what joint contracts to pursue? Libraries tell us. OPLIN's Content Advisory Committee is made up of representatives from a diverse segment of Ohio libraries, and

they help us evaluate the resources that we pursue for contracts. In our annual Connectivity Survey, we asked what electronic databases each library subscribes to, and we are using that information to discover where library money is already going. Based on the Connectivity Survey and feedback from librarians, we are working on agreements with *LearningExpress Library* (formerly *Learn-A-Test*) for test preparation materials, *ALLDATA* for professional automotive service information, and *ReferenceUSA* for business intelligence.

What to watch for in the coming months:

- Libraries that joined group contracts in June will be receiving an official agreement and invoice from the State Library this summer.
- If you are already a subscriber to *LearningExpress*, *ALLDATA*, or *ReferenceUSA*, OPLIN will be contacting you about transferring your existing contract to a single, shared one for the next calendar year.
- Talk to OPLIN staff and members of the OPLIN Content Advisory Committee about databases that are good candidates for statewide group contracts.
- OPLIN will be meeting with vendors in January and February to begin the next group contract process.
- The annual "OPLIN Database Preview" will focus specifically on databases offering group contracts. You'll have a chance to use and evaluate these resources, and individually decide if you want to participate in a group contract.

In April and May, libraries will confirm their intent to participate in specific shared contracts. Subscriptions will be set to the State's fiscal year (July-June).



Support Center Tips: DNS

Domain Name System (DNS) maps names to IP addresses. For example, instead of saying, “I am going to 2280 Hard Road,” you would say, “I am going to *the Library*.” DNS servers allow specific IP addresses to have an easier-to-remember name, which allows you to reach them without having to provide the explicit address. Users typically prefer to use friendly names like “Library.com” instead of an IP address like “172.16.23.44.”

The DNS program is a database of name and address information. The program responds to queries from other programs. DNS servers can communicate amongst themselves to update one another with new information. This mechanism is what allows you to reach a webpage on a new server when a friend sends you a link. You don’t have to know the IP address of the server that houses the

webpage, just the name.

What is the difference between *yourlibrary.lib.oh.us* and *yourlibrary.oplin.org*?

OPLIN controls both of these domains, and provides them for free. For our purposes, OPLIN migrated to www.oplin.org because it is shorter and easier to remember, but www.oplin.lib.oh.us will remain active. If you wish to register a new domain name for your library, you can register either yourlibrary.lib.oh.us, yourlibrary.oplin.org, or both.

What do I do if I wish to register a new domain name?

OPLIN provides free domain name registration for yourlibrary.oplin.org and yourlibrary.lib.oh.us. To register one of these names just contact the

OPLIN Support Center. If you wish to register a domain name other than yourlibrary.lib.oh.us and yourlibrary.oplin.org (such as yourlibrary.org), you can do that through the State of Ohio. The cost varies, but is approximately \$50 per year and requires a 5 year commitment. OPLIN cannot provide free registration or reimbursement for the registration. Directors can request domain name registration via the form on “For Librarians.”

What do I do if I have a domain name other than *yourlibrary.oplin.org* or *yourlibrary.lib.oh.us*?

OPLIN can serve as the primary DNS server for any domain on your behalf, although we would need you to put in the transfer to give us the permission to do so. To do this, you need to contact the entity where registered the name. If you do not know, you can go to www.dotearth.com to check.

When you find the entity that registered with, you need to fill out their transfer form to make the state the primary or secondary DNS. The information for the State of Ohio’s DNS can be found in the For Librarians area, under “OPLIN Connectivity Services.”

What DNS do I use when configuring workstations in my library?

In addition to the State of Ohio’s DNS, the workstations inside your library may also use OPLIN’s Domain Name Servers. That specific information can also be found in the For Librarians area.

You may use any of the provided DNS options, but the OPLIN Support Center recommends you base your choice on where you are located in the state.

Any of the servers can also be your secondary option. And all libraries should add the State’s server as a third DNS option.

We Love Innovation

Nominations are being sought for the **4th OPLIN Award for Innovation**. Previous recipients of the award include the NOLA Regional Library System for “ListenOhio,” which allows libraries to circulate digital audiobook devices, and the CLEVNET Library Consortium for both the “Know It Now” virtual reference service and the “Digital Library Connection,” a completely electronic e-book circulation method.

Nominees must be a project, service, or other library activity that:

1. Serves the public in a direct, immediate, and beneficial way.
2. Builds on traditional library areas of strength but uses the technology to actually expand service.

3. Overcomes previous constraints, such as location and hours, using network technology.
4. Demonstrates creativity and courage in seeking new ways to do things better.

Nominations should describe how the project or service meets the four criteria, and organizations may nominate themselves. Please send your nominations to Don Yarman, OPLIN Library Services Manager, at yarmando@oplin.org or fax to 614-728-5256 by **Friday, October 8th**.

Nominations will be judged by members of the OPLIN Technology Advisory Committee and staff, and the award will be presented at the OPLIN Stakeholders Meeting (October 29th).



News from the OPLIN Board

Welcome a-Board

At its June 24th meeting, the State Library Board confirmed the nomination of two new Trustees to the OPLIN Board. They are:

Ms. Donna Perdzock, to start a full term beginning July 1, 2004 and expiring June 30, 2007. Ms. Perdzock is the Director of the Euclid Public Library.

Dr. Bonnie Mathies, to complete a term that will expire June 30, 2005. Dr. Mathies is a Trustee of the Washington-Centerville Public Library.

- August 13, 2004 at the State Library
- October 8, 2004**
- December 10, 2004 at the State Library
- February 11, 2005 **
- April 7-8, 2005 (Annual Board Retreat; location to be determined)
- May 13, 2005 at the State Library
- June 10, 2005 at the State Library
- August 12, 2005 at the State Library
- October 14, 2005 at the State Library

***Two meetings will be held at Ohio public libraries. The exact location will be announced in late August.*

Having Your Say

The meetings of the OPLIN Board of Trustees are public meetings, and the input of the Ohio public library community is particularly welcome. You can give your thoughts to any member of the Board, or you are welcome to attend a meeting. The schedule for the next year is as follows:

What's Your Policy?

Have you ever wondered what OPLIN's policy is on a given issue? In many cases, we do actually have one. OPLIN's published policies can be found in the For Librarians area of the OPLIN website.

What triggers the drafting of a policy? Sometimes it's just foresight on the part of OPLIN staff, and sometimes it stems

from a question raised by a library or the general public.

At their June meeting the OPLIN Board passed two new policies. One, *Policy in Regard to Library E-hosting Services* was drafted in response to a request that OPLIN create and host an electronic mailing list (or listserv) for a library that would manage the list, and which would be open to library staff outside Ohio. The answer from OPLIN was, "We can do that, under certain circumstances...".

The other new policy answers the question, what would happen if a library decided it no longer wanted to receive network services from OPLIN? The answer is: if you are really, really sure you don't want us to pay for your Internet access, we will ask you to please return the state's assets, including your OPLIN-provided router and IP addresses. You can read all about it in the *Policy in Regard to Libraries that Withdraw From OPLIN Services* in the For Librarians area of the OPLIN website.



Ohio Hits the Capitol

In May, OPLIN Director Carol Roddy and OPLIN Board Member Terry Casey joined State Librarian Michael Lucas and representatives from Ohio's public, school, and academic libraries at ALA Legislative Day in Washington D.C.

The group met two-by-two with numerous representatives, and, as shown here, Senator DeWine also took time to meet with the group as a whole.



Out & About on the Circuit

The following is a list of OPLIN's fall training schedule (date, topic, and location):

7/29	Sanborn Maps Training	Web
8/18	Sanborn Maps Training	Web (register w/ ProQuest)
8/18	OneSearch Training	Norwalk
8/20	Content Advisory Committee	Ashland PL
8/23	OneSearch Training	Barnesville
8/25	CERT Network Security	State Library
8/31	OneSearch Training	GCLC
9/2	OneSearch Training	OVAL
9/9	OneSearch Training	MOLO
9/10	Applications/Network Advisory Committees	State Library
9/14	OneSearch Training	NOLA
9/15	OneSearch Training	CAMLS
9/28	Self-Service Training	GCLC
10/13	Self-Service Training	CAMLS
10/14	OneSearch Training	NORWELD
10/27	Self-Service Training	MOLO
10/29	OPLIN Stakeholders Meeting	Columbus (invitations in Sept)
11/9	"Lost in Translation: Children's Librarians and IT Staff"	
12/1	Self-Service Training	NOLA

Registration for many of these workshops can be found at www.ceohio.org. We'll also be sponsoring the E-mail Café at the OLC Annual Conference in Cincinnati, 9/29 - 10/1. Drop by our table in the Living Room to chat.

Watch for Three Things

OPLIN Equipment Return Window

Those of you who have OPLIN-provided workstations that are no longer in use and wish to return them to state surplus can send the equipment back to OPLIN. The next equipment return window is **September 13-27, 2004**.

OPLIN Stakeholders Invitations

The next OPLIN Stakeholders Meeting is slated for October 29th, and that means that invitations will be sent out in early September. Watch your mailbox!

OPLIN Circuits on the Move

Expect a letter in mid-August regarding a major network project. Circuits that now terminate in downtown Columbus will instead terminate at the State of Ohio Computing Center. This will require activity on both the library-end and the OPLIN-end of each circuit. The move is part of OPLIN's continuing effort to make sure the Hub meets capacity needs.

Got a Hole in Your Training?

Need someone to fill an hour or two of a staff in-service day? Looking for some hands-on training for your staff? Carol Roddy or Don Yarman might be able to help you out.

We can do one-hour overviews of OPLIN databases, or two-hour hands-on workshops about the databases and OneSearch. Call the OPLIN office or e-mail yarmando@oplin.org to find out more.



OPLIN Database News

AccessScience

Every AccessScience article is now linked to an active **digital object identifier (DOI)**, in addition to its URL. On the Internet, the DOI functions as a kind of persistent “super-URL,” linking users directly to where they can view an item, learn more about it, find related items, access related services, and more. DOIs will help web users, particularly students and others using public search engines, find relevant AccessScience content. For example, AccessScience articles are rising in the Google rankings due to the DOI. Users finding links to AccessScience article previews with Google should be aware that they will have full access to articles through their library subscription.

A **search engine upgrade** is also now underway. The upgrade will make searching content even easier with re-organized search results and improved speed. Starting in August, a preview of the new search engine will be available to users along with the current one. AccessScience will welcome your feedback and the opportunity to address questions or comments you may have.

Encyclopædia Britannica

Britannica Online has added a slew of new features to their home page in recent months. “**Biography of the Day**” and “**This Day in History**” are two new features in the yellow column on the right side. These features remind users of birthdays of major figures and anniversaries of significant events, and provide links for more information.

As you explore Encyclopaedia Britannica, you will also notice that the **Index Entry** feature now shows a greater number of related topics. It is also more interactive and allows you to explore a greater level of detail. This feature is found at the top of encyclopedia article pages, from a blue link labeled “Index Entry”.

Britannica has also enhanced its **World Atlas**, which can be found on the home page towards the bottom of the page. You will find more detailed maps and special profiles of countries, and many states and provinces around the world.

NetWellness

They're new and they're blue - **NetWellness “Click & Go” bookmarks**, that is. You can use these bookmarks to direct students, teachers, parents, patrons – anyone who is looking for credible health information on the web, to NetWellness. Libraries are invited to request a supply of NetWellness bookmarks free of charge at www.netwellness.org/help/bookmark.cfm.

NewsBank

NewsBank has added several additional **Special Report** topics in recent months, including *Science and Health in the News*, and *2004 Summer Olympics*. Each day, new articles will be added to help you follow these issues. Background information covering several decades is included to help users understand the origin of today's issues.

In addition, pictures and suggested search terms for additional research are included. In addition to the above two, NewsBank continues to provide Special Report Sites on Iraq, the War on Terrorism, Presidential Campaign 2004, and Our Environment.

NoveList

The Ohio public library subscription to NoveList has been increased to include **NoveList K-8 material**. In addition to the services you're used to using in NoveList, you can now find fiction titles based on topics, units of study, author, title, or series name; browse lists based on genre or awards; search the database using Boolean operators (AND, OR, NOT); search by subject heading, reviews, publishers, or basically any field in the title record; search or review title records by Lexile range to match the right reading level to your students; access teacher resources designed and written by teachers for NoveList, such as standards based thematic units, books for the classroom, booktalks, and more.

NoveList K-8 also has a modified interface that brings to the surface some tools that are especially handy for teachers and school librarians. Because much of the value of this K-12 product is in the interface, we elected not to add it to OneSearch. However, it is listed on the Research Databases page, and we will also add it to OH! Teach.

Oxford Reference Online

We recently upgraded the OPLIN subscription to Oxford Reference Online to the **Premium Collection**. The Premium Collection enhances the 100+ books in the Core Collection with an expanding range of key titles in the acclaimed *Oxford Companions* series plus the *Oxford Dictionary of Quotations*. This means an additional 140,000 entries, including 50,000 longer, in-depth, signed entries with bibliographies.

Users will also benefit from improved search functionality, which makes it easy to choose between longer or shorter entries from subject reference titles, definitions from English or bilingual dictionaries, and quotations.