



# The OPLIN CIRCUIT

News for Ohio Public Library Staff & Management

Volume 2  
Number 2  
Spring 2005

## IN THIS ISSUE

What Now?	
OPLIN Comes of Age. . . . .	1
To Infiniti... And Beyond . . .	1
Phishing (And How Not To Get Caught)	2
OPLIN Self Service, At Your Service. . . . .	2
Delete? Are You Sure? . . . .	3
Preview Wrap-Up. . . . .	3
One Book, Five Landscapes, Six Partners, Endless Possibilities!	4
OPLIN Database News. . . . .	5

### The Director Takes a Bow

One of the early changes at OPLIN was the 1997 arrival of **Carol Roddy** as director. She expected to give OPLIN three to five years, but she got so wrapped up in the complex and challenging adventures that OPLIN afforded her, she forgot to leave!

Eight years of non-stop effort later, it is time for a rest. Carol is taking a year-long sabbatical, and will then decide what adventures to pursue next. Her last day at OPLIN is June 24th.

The OPLIN Board expects to appoint an interim director at its June 10th meeting and begin planning for succession. The OPLIN staff will dearly miss Carol and wishes her the very best.

## What Now? OPLIN Comes of Age

In June 1995, the Ohio General Assembly approved the funding for a new idea: the Ohio Public Library Information Network. In June 1996, the first Ohio library went live on OPLIN. Whether you begin counting from the first event or the second, OPLIN is almost 10 years old (weathered and weary members of the OPLIN staff remind me that it may be 10 calendar years, but that equals 40 web years, and roughly 80 Roddy years).

We've arrived at a good time for reflection. The OPLIN Board asked us to look at our peers this year. What do other states do? We found that while many of the things Ohio libraries do on a statewide level also exist in other states, there isn't a single other state that does all of them.

So we've begun to look at ourselves, and we find that many of the questions are the same. The answers may be different in 2005 than they

were in 1995, and it is important to ask them again:

- How can we ensure equity of access to all Ohio residents?
- How can we deliver the information to Ohio residents quickly and efficiently—where they want it, when they want it?
- How can we provide the resources that libraries use to serve their communities?
- What network capacity will our largest library systems and circulation consortia need to deliver their services to Ohio residents?

At its April Retreat and May 13th meeting, the OPLIN Board began preliminary discussions about the future of OPLIN. In the coming months, they will examine our organizational strengths and keys to our success so that we can expand and enhance them. And of course, intertwined in all of this, is the search for a new executive director, who will undoubtedly be heavily involved in this process.

## To Infiniti... And Beyond

Memorial weekend not only ushered in the end of May, it also signified the conclusion of the OPLIN security audit (as discussed in the last issue of *The OPLIN Circuit*). Infiniti Systems Group has wrapped up the 25 library site visits and is now deep into data analysis. Upon completion of the data evaluation

phase, Infiniti will provide OPLIN with detailed site reports, which OPLIN will in turn share with each library later this year. In the meantime, OPLIN will evaluate the reports and in conjunction with the OPLIN advisory committees, begin to identify new services and policies based on Infiniti's findings.



# Phishing

## (And How Not to Get Caught)

In May, some people (including some OPLIN staff) received messages from admin@oplin.org, hostmaster@oplin.org, and support@oplin.org that said, "We have temporarily limited access to sensitive account features. Please see the attached document for more information." It was, of course, a virus.

We all know by now not to open unexpected file attachments, right? Even if they appear to come from someone trustworthy, that can be an illusion - viruses never come from who they appear to come from. If you don't know that a file attachment is coming, don't open it.

But more than a virus, this was similar to a "phishing" attack. According to the FTC, "Phishing is a high-tech scam that uses spam or pop-up messages to deceive you into disclosing your credit card numbers, bank account information, Social Security number, passwords, or other sensitive information." Phishers are sophisticated, often creating very

professional-looking messages and websites that appear to come from your bank, your credit card company, or online retailer like PayPal, eBay, or Amazon. OPLIN may periodically e-mail a file to you, but we will warn you in advance that it's coming. If you receive a file and you are in doubt, feel free to call us (888-96-OPLIN) or e-mail [support@oplin.org](mailto:support@oplin.org) to verify. We will never ask for your passwords over e-mail, nor send unsigned e-mails directing you to webforms where you are asked for sensitive information. (But remember that every year we do ask library directors to fill out the OPLIN Connectivity Survey - stay tuned for that this summer). For more information about phishing (and its new variation, "pharming"), visit these sites:

- The **Federal Trade Commission** has issued a consumer alert about phishing at [www.ftc.gov/bcp/conline/pubs/alerts/phishingalrt.htm](http://www.ftc.gov/bcp/conline/pubs/alerts/phishingalrt.htm).
- **Anti-Phishing Working Group** [www.antiphishing.org](http://www.antiphishing.org) provides an excellent list of reported examples, as well as links to more resources for countering identity theft.

## OPLIN Self Service, At Your Service

The OPLIN Support Center logs close to 350 tickets per month. Did you know that besides your requests, it also receives questions from patrons all around the world? It's clear that EVERYONE wants access to what Ohio public libraries and OPLIN offer Ohio library customers, again proving that Ohio public libraries are way ahead of the curve.

Here's how you can help the OSC give you better service. When you send an e-mail or do an auto-ticket requesting service, please be sure to include complete contact information (your name, phone number, and e-mail address). Also, be very specific in your request. For example, advising us that your library is "unable to access reports" doesn't really help us identify where your issue lies (Database statistics? An EBSCO article? An issue with MORE?).

Thank you to everyone who uses the OPLIN Self Service website (<http://support.oplin.org>). It really makes our response time faster. If you have not used this service and are interested in logging your tickets this way, please call the OPLIN Support Center for your username and password. It's quick, it's easy, and it's a great way to monitor the status of your tickets!



*In early May, a contingent of Ohio library representatives (including OPLIN's Carol Roddy) attended the ALA Legislative Day in Washington D.C.*



# Delete? Are You Sure?

When you place a request for OPLIN to delete an e-mail account, please be sure that this is what you really want to do. A “hard delete” is permanent - there’s no going back, no “undo” button. It’s final - the end. Before you decide to delete an account, make sure that you understand your other options. E-mail accounts can also be forwarded, transferred, or the password can be changed so that a new person may use an existing account.

You might like to have the e-mail that would normally go into an old account forwarded to someone else’s account. For example, if your children’s librarian retires, you can have their e-mail

forwarded to the new person, so they don’t miss out on any helpful OPLINlist messages while they’re getting situated.

You may also request that we simply change the password to the account. This would give the new person access to all stored folders and the contacts list.

Finally, you can also advise us that your employee has moved on to another library. The account they used can be transferred to their new library so that they can simply pick up from where they left off.

Whichever option you choose, the OPLIN Support

Center is happy to assist you in all of your e-mail matters.



*Do you really want to delete that e-mail account?*

## Preview Wrap-Up

The spring “Database Preview” from OPLIN and OHIONET is now complete. The forms for participating in OPLIN group contracts were due May 20th, and we are currently finalizing those contracts with the various database vendors. Access to the new slate of optional databases is on schedule to begin July 1st. Later that month, the State Library will send participating Ohio libraries a formal agreement and invoice.

Keep in mind that OPLIN group contracts were only half of what was available in the preview. If you are still interested in subscribing to some of the other resources, please contact Christine Morris at OHIONET. Her e-mail address is: [christinem@ohionet.org](mailto:christinem@ohionet.org).

### Continued from page 1

OPLIN would like to extend its sincerest gratitude to the 25 sample libraries that opened their doors to OPLIN and allowed Infiniti Systems to evaluate their individual systems. Their willingness to participate in this exercise has produced invaluable information that we would have otherwise been unable to obtain. Their efforts will go a long way towards increasing the integrity and safety of the entire Ohio library community.

You can expect to hear more about the results of the security audit this summer. OPLIN will present these results at Tech Connections (June 13-14), and in the next *Circuit*. Policy and service developments that result from the audit will be announced as they happen.

## Out & About on the Circuit

OPLIN staff successfully completed the annual “Tour of Ohio Library Council Chapter Conferences.” We hoped to receive a patch for our jacket, but sadly none was forthcoming.

This summer look for us at:

<b>Tech Connections 6</b>	June 13-14	Dublin, Ohio
<b>The Ohio Computing Center Network Annual Conference</b>	June 16	East Mount Zion Baptist Church Cleveland
<b>One Book, Five Landscapes, Six Partners, Endless Possibilities!</b>	July 14	OCLC



# One Book, Five Landscapes, Six Partners, Endless Possibilities!

A Joint Project of Kent State School of Library and Information Science (KSU-SLIS), Ohio Library Council (OLC), Ohio Public Library Information Network (OPLIN), OHIONET, Online Computer Library Center (OCLC), and State Library of Ohio (SLO).

**T**he 2003 OCLC *Environmental Scan: Pattern Recognition* doesn't deal with the clichés of change. It doesn't profess to provide exact answers about the future of libraries and their services. It's not bogged down in technical jargon. Instead it offers thought-provoking insight into the present – the self-sufficient and seamless way the millennial generation prefers to access information, the formation of online communities, and the desire of young people to learn in a socially engaging context. It identifies and describes the issues and trends that are impacting libraries and allied organizations positively and negatively across five *landscapes*: social, economic, technological, research and learning, and libraries. It's an engaging read that has far-reaching implications for the customers you serve, the libraries you staff, and the very work you do each day.

You may well be familiar with the community-reading concept pioneered in Seattle by Nancy Pearl. But have you ever thought of applying this engaging concept to Ohio's library community? What if staff in all kinds of libraries  $\frac{3}{4}$  academic, public, school, and special  $\frac{3}{4}$  read the same book? This year six Ohio library leadership partners encourage you to read the *Environmental Scan* and to join with professional colleagues in a statewide professional reading program of ongoing discussion and education. Beginning in May, continuing through the summer, and culminating at Ohio Library Council's annual conference in October, you have the opportunity to read a book that stretches the way you think and at the same time connect with colleagues around the state.

## Ready to sign up? Follow these easy steps:

- Indicate your intention to participate in the project by e-mailing your name, the name of your library, school, university, or organization to [badair@olc.org](mailto:badair@olc.org). You'll receive acknowledgement of your enrollment and additional details about the program as

they're available. (Already read the book? Great! Sign up by e-mail become a part of the program. Better still, encourage other staff in your library to read the book. Or read the book in tandem with your IT staff!)

- If your library does not already own the *Environmental Scan*, you can order a copy of the *Environmental Scan* (full version and executive summary <[www3.olc.org/membership/escan/default.asp](http://www3.olc.org/membership/escan/default.asp)>) or download the text <[www.olc.org/membership/escan/toc.htm](http://www.olc.org/membership/escan/toc.htm)>.
- Register to attend the free kickoff event at OCLC's Kilgour Auditorium on July 14, 2005. **One Book, Five Landscapes, Six Partners, Endless Possibilities!** This session, facilitated by OCLC leaders and authors of the *Environmental Scan*, provides an overview of the landscapes and updated information about new trends that have emerged since the book's introduction in 2003. Please plan on attending in teams, two persons per library (e.g., director and IT specialist; director and youth services coordinator). The session will be offered from 10 a.m. until noon and repeated from 1 p.m. until 3 p.m.. OCLC is located at 6565 Frantz Road in Dublin, Ohio, 43017, a northwestern suburb of Columbus. Seating is limited; early registration is encouraged. Register to attend at [www.olc.org/WorkshopDescription.asp?ID=317](http://www.olc.org/WorkshopDescription.asp?ID=317).
- Join the blog. Following the kickoff in July all registered participants will have the option of enrolling in the "Endless Possibilities Blog." You'll receive an e-mail message telling you how to sign up so that you can share your impressions and opinions on the *Environmental Scan* via discussion on the blog.
- Consider attending the 2005 OLC Annual Conference in Columbus - especially on Thursday, October 6, 2005 when an entire conference track will be devoted to sessions, presenters, and discussion sponsored by the leadership partners and related to this reading project. Additionally, there'll be updated information on new trends that have emerged since the book's introduction in 2003. Preliminary information about the conference is available on the OLC website. Complete details of the conference agenda will be available in midsummer 2005.





# OPLIN Database News

## AccessScience

*AccessScience* is currently working on a number of **new features**, including:

- **Animated learning modules** for basic scientific phenomena. The first series will focus on the genetic code, from structure and replication of nucleic acids to the synthesis of proteins.
- **New Image Galleries**, including the structure of the brain and glaciology.
- Implementation of **Digital Object Identifiers** for all articles.

Subscribers may have noticed that some statistical data are missing for the months of March and April. *AccessScience* is reprocessing this data to correct an undercount of usage that may have affected certain subscribers. They will repost the updated data as soon as the reprocessing is complete.

## Encyclopædia Britannica

*Britannica Online School Edition* now offers **three separate interfaces** - Elementary, Middle, and High School - to help students quickly locate the resources best suited to their learning needs. Each homepage is geared to the appropriate level, and leads students to age-appropriate encyclopedia and magazine articles, historical timelines, and student activities and projects.

If you haven't tried the new Britannica yet, give it a try today at [www.new.school.eb.com](http://www.new.school.eb.com)! Starting this summer, the old format at [www.school.eb.com](http://www.school.eb.com) will be replaced with these new designs.

## Oxford Reference Online

Oxford Reference Online is **updated three times a year** with new titles, new editions, and additional features.

**Recent content updates** to the Premium Collection include *A Dictionary of Modern Design*, a new edition of the acclaimed *Oxford Dictionary of Quotations*, new timeline themes, plus the addition of over 4,000 more superb color illustrations from the *Visual English Dictionary* - all with fully searchable captions. Other enhancements include four new editions for the Core and Premium Collections, plus icons in search results to allow readers to quickly locate maps, illustrations, and timelines.

Another recent update includes the **linking of entries to key events** in 20th-century Timelines across the themes of Art and Architecture, Literature, Performing Arts, Politics and Government, Science, Technology, and Medicine, Society, and War.

## NetWellness

*NetWellness* now has a **new design** and even more high-quality content. A few new features include:

- Each health topic is organized into **standard categories** for easy, intuitive browsing.
- An emphasis on prevention through a **"Staying Healthy"** category in each health topic.
- A new section called **"The Body"** enables a better understanding of how various diseases and conditions affect the whole "you." Illustrations and basic anatomic information are featured.
- More links to other respected websites, especially to the National Library of Medicine's **MedlinePlus** site.
- More information about **clinical trials** opportunities.

**New topic areas** recently added to *NetWellness* include Autism, Gum Diseases, Injury Prevention and Safety. Also, the Parkinson's Disease topic has been reopened.

Experts in the Exercise and Fitness topic have been providing a series of articles called **"Just the Facts."** Currently there are articles on cutting calories, stretching, fitness motivation, fitness equipment, and the new dietary guidelines. Watch for more of these articles on a regular basis.

## NoveList

To further assist librarians and patrons in locating the works of fiction that interest them most, there will be **new editions** of *NoveList* and *NoveList K-8* available by the end of May 2005.

The new editions will offer a **tabbed interface** for easier navigation and access to their many distinctive features. Through an **enhanced series search**, users will be able to view the books that comprise a series in the order in which they appear in the series (as opposed to publication date, etc.).

In addition, through the use of the new **popularity sorting feature**, librarians will have an easy way of guiding their patrons/ students to the most widely read books in any genre or topic, even if they are not familiar with all of the books that are relevant to the patron/student's area of interest.

In order to alleviate the frustration that comes from trying to remember the exact spelling of an author's name, the new editions will offer **phonetic search help** that will prompt the user with the correct spelling of an author's name if the user enters an incorrect version.