



The OPLIN CIRCUIT

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Same As It Ever Was

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Got Director?

Not yet. The search for a new OPLIN Executive Director continues, and the deadline for applications is **January 7th**.

At that point, a search committee comprised of four OPLIN Board members will review the applications and begin the interview process.

With any luck, the OPLIN Board will have a recommendation for a brand-new Executive Director at their February meeting, and approval by the State Library Board in time for the OPLIN Annual Board Retreat in April.

The Summer 2005 issue *The OPLIN Circuit* left off on several pressing issues, not the least of which was the OPLIN Board's imminent decision on how to proceed with the search for an OPLIN Executive Director. But before that search could begin, a decision needed to be made regarding OPLIN's governance - did it make sense to merge OPLIN into a division of the State Library, to continue under the current arrangement, or to pursue some unknown third option?

To help answer this question, the Board gathered a wealth of data from all interested parties. This included the public library community, which was invited to answer a survey regarding OPLIN services and the Executive Director vacancy. Thanks to everyone who took the time to respond - these responses provided valuable opinion data that the Board took into consideration as it considered the next steps. (For further background, see the lead article in the Summer 2005 issue of *The OPLIN Circuit* (www.oplin.org/oplin/circuit/CircuitV2N3.pdf).

After weighing information from the survey and other data points provided by staff at the State Library and the OPLIN office, the OPLIN Board found it best to maintain the existing governance and administrative structure: the OPLIN Executive Director will report to a Board of Trustees that is appointed by the State Library Board; the OPLIN

budget is contained within the State Library's budget, with the State Library acting as fiscal agent for the funds; and OPLIN will work in close partnership with the State Library to make sure that the business goals of each organization are reached efficiently, without duplication of effort in statewide services.

With that question settled for the time being, the OPLIN Board completed the new position description for the OPLIN Executive Director and announced the job opening. The OPLIN Board's search committee will review all applications in mid-January, and will soon thereafter contact those individuals who are selected for an interview.

As usual, OPLIN staff will be at each of the OLC Chapter Conferences this spring. And while there may not be a new OPLIN Director selected before the first of the chapter conferences, plan to attend the meetings for an update on the process.

Stakeholders Wrap-Up

The OPLIN Stakeholders Meeting was held Friday, October 28. The purpose of the Stakeholders Meeting is to present the OPLIN Annual Report, to offer a detailed explanation of OPLIN's activities in the last fiscal year, and to give the membership a view of future

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plans and input into services. Unlike past years, there were no individual breakout sessions for users to attend, but the OPLIN staff had plenty of information to fill up the time, including a detailed summary of the Security Audit, an analysis of the results from the OPLIN Services Opinion Survey, and the presentation of the OPLIN Award for Innovation in Network-Delivered Services (see photo to the right).

If you were not able to attend the OPLIN Stakeholders Meeting, you can find links to the presentations and the OPLIN Annual Report at www.oplin.org/stakeholders. Feel free to call or write Don Yarman (yarmando@oplin.org) if you have questions about anything in those presentations.



OPLIN's 5th Annual Award for Innovation in Network-Delivered Services was awarded to Cleveland Public Library, Cuyahoga County Public Library, and NOLA Regional Library System for the KnowItNow Toolbar. Find out more about the Toolbar at the KnowItNow website (www.knowitnow.org/toolbar/).

The New & Improved OPLIN webMAIL

In November, OPLIN upgraded the software that runs webMAIL, and transferred all existing oplin.org e-mail accounts to the new and improved system. The upgrade was necessary in order to make OPLIN e-mail accounts more secure and to allow users to more easily manage their e-mail interface.

A few of the new features in the new version of webMAIL can be found under the OPTIONS link:

1. Users can **change the color and font preferences** of their mailbox.
2. Users can **filter and sort incoming messages** automatically into specific

folders, including spam.

3. Incoming messages can be **automatically assigned different background colors** in

<www.oplin.org/oplin/training/webMAILQS.pdf>, which also gives highlights of several other new webMAIL features.

For a complete how-to guide, click on <www.oplin.org/oplin/training/webMAILGS.pdf>. And of course, if you need further assistance, please call the OPLIN Support Center at 1-888-966-7546, open a ticket in OPLIN Self Service <support.oplin.org>, or send an e-mail to support@oplin.org.



the message list, to quickly distinguish them by category.

Existing e-mail folders were migrated to the new system with ever user's account, but users needed to "subscribe" to these older folders to make them active again. Instructions for doing this are listed in the **OPLIN webMAIL Quickstart Guide**



And speaking of support... the OPLIN Support Center recently passed a major milestone, when the **10,000th** ticket was opened via the **OPLIN Self Service** website at <http://support.oplin.org>!



OPLIN Enlists an Assassin

Tests mail headers and text to detect spam

If your e-mail address is out on the Internet anywhere - your library's website, perhaps - you undoubtedly get a lot of e-mail offering questionable herbal alternatives or dubiously low prices on software. And you probably just delete them one-by-one, having accepted long ago that unsolicited e-mail is the price you pay for using the Internet.

Well, OPLIN is now taking proactive measures to assist OPLIN webMAIL users in identifying spam, by installing **Spam Assassin** on the OPLIN mail server.

Spam Assassin checks for spam by using a large number of pre-set rules, which check the header, body, and sender of all e-mail messages sent to every mailbox on a given mail server.

The mail headers of suspicious incoming messages are identified by Spam Assassin as potential spam. Individual users can then set their local e-mail clients to sort any incoming mail with this marked header into a separate folder (or the trash) automatically, so that they never have to see it.

While it may appear that OPLIN mailboxes were freshly flooded with spam just as the new mail server was brought online in November, we assure you that this was actually just an unfortunate coincidence (no, really!). Also keep in mind that as a state agency, OPLIN is legally not allowed to filter spam from your e-mail. The First Amendment states that you have the right to receive ALL of your e-mail messages - even the spam. Also, OPLIN doesn't have the time (or motivation) to sort through every account holder's incoming mail.

E-rate Funding Year 2006

Beware of Closing Windows

The Form 471 application filing window opened at noon on Tuesday, December 6, 2005. OPLIN would like to thank the 210 libraries that submitted their Form 479 and Letter of Agency to OPLIN by the December 23rd deadline. For the remaining 45 libraries, **please submit your paperwork immediately.**

Without your cooperation, OPLIN will lose significant monies in the form of rebates from our telecom vendors. These monies are used to support the OPLIN infrastructure that provides your Internet access.

As a reminder, each library system must register for a new FCC number.

Instructions on how to do this were included in the OPLIN E-rate mailing that was sent to every library director in early November. If you have not completed this registration, please do so immediately. If you have misplaced the instructions, please contact the OPLIN Support Center for a new copy.

For the growing number of libraries applying for their own E-rate refunds, don't forget that the Form 471 application filing window for Funding Year 2006 closes on February 16, 2006. All submissions must be filed and postmarked no later than 11:59 p.m. EST on that day.

No E-mail to AOL? What Gives?

Have you ever tried to send e-mail to an AOL account only to have the message returned as undeliverable? Assuming you're not sending spam, you may want to make sure that your reverse DNS is set up correctly.

To check your reverse DNS, go to AOL's **Reverse DNS Check** at <http://postmaster.aol.com/tools/rdns.html> and

enter the IP address for your mail server. AOL's response will indicate if something is amiss with your Reverse DNS.

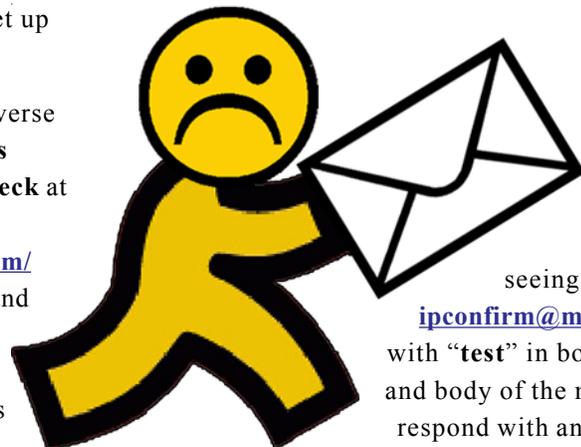
For example, if OPLIN were to enter the IP address of the OPLIN mail server (mail.oplin.org), the expected response would be **RDNS is: mail.oplin.org.**

One potential problem arises when a firewall using NAT has multiple IP addresses for outbound connections. It's possible that the source IP that AOL sees will not be the public IP address of

the mail server, but rather a different IP address on the firewall. To verify what IP address AOL is

seeing, send an e-mail to ipconfirm@mailtest.mx.aol.com

with "test" in both the subject line and body of the message. AOL will respond with an e-mail containing the source IP of the e-mail that you sent. If the IP address returned by AOL is not your mail server (and does not have a reverse DNS pointer), then any e-mail from this IP will be bounced by AOL. You will need to have reverse DNS set up for this IP in order to resolve the problem.





OPLIN Database News

AccessScience

AccessScience's **Student Center** is expanding with new tools for students taking AP science courses. Check out the **AccessScience Study Guides for Advanced Placement** on the Student Center homepage.

AccessScience has also added an **RSS feed**, which enables subscribers to receive links to the latest *AccessScience* articles, news, and features. Find the XML button at the top of the homepage, click on it, and subscribe on the next page.

You can now search for information in *AccessScience* from almost anywhere on the web with the **AccessScience Bookmarklet**. To download the Bookmarklet, go to www.accessscience.com/bookmarklets.html, select the appropriate version for your browser and add it to your links or bookmarks toolbar. Just highlight a word or phrase on a webpage and click on your new "Search AccessScience" link to use our site as a quick reference whenever you need it.

Humanities International Index

In response to the growing demand for coverage of international content, EBSCO has expanded its *American Humanities Index* and rechristened it the *Humanities International Index*.

Humanities International Index provides high quality indexing of journals, books and other published sources from around the world, with a focus on literary, scholarly and creative thought. It contains more than 1.6 million records and provides coverage of over 1,900 titles dating as far back as 1925.

Encyclopædia Britannica

Britannica Online has unveiled a new look for 2006, providing easier access to Britannica's extensive resources. Expanded search capabilities can handle complex queries, and several new resources were added, including *World Data Analyst*, *Gateway to the Classics*, *Merriam-Webster's Dictionary of Quotations*, and Proquest journals.

You can use the new site now at www.new.search.eb.com. The old format will remain active until Britannica fully transitions to the new site.

Kids Search

In an effort to further provide end users with the most age-

appropriate search experience, EBSCO recently unveiled its new *Kids Search* interface for elementary/middle school database subscribers. *Kids Search* combines a state-of-the-art search engine with a child-friendly, graphically-rich design that is both powerful and fun to use. *Kids Search* makes it easier for students to look for their subjects of interest by automatically searching across all applicable databases simultaneously.

This new interface follows the recent introduction of EBSCO's new **Student Research Center** interface for secondary school students. Both interfaces can also provide easy access to subscribed-to teacher resources including *ERIC* and EBSCO's *Professional Development Collection*.

NetWellness

NetWellness has added a new help feature on its homepage. Click on "**Ask an Expert**" in the top menu and get full instructions on how to use the Ask an Expert feature.

If you or someone you know is in need of health information written in a language other than English, you may find what you are looking for in a new link added to the *NetWellness* Reference Library. **Health Information Translations** is a collaborative initiative for limited English proficiency patients provided by Mount Carmel Health System, OSU Medical Center, and Ohio Health. Although intended as a teaching tool for health care professionals, it is a valuable resource for diverse communities speaking African French, Chinese, Hindi, Japanese, Korean, Russian, Somali, Spanish, and Ukrainian. The English version appears first, followed by the translations.

NoveList

New editions of *NoveList* and *NoveList K-8* were unveiled in mid-2005, featuring tabbed interfaces for easier navigation.

To help librarians and patrons understand the new interfaces, NoveList has put together a couple of **one-page aids** that might be useful to library staff and (especially with regard to the "Quick Start - Using Tabs in NoveList") library patrons. These two documents are available in NoveList by going to "Readers' Advisory" tab and clicking on the "NoveList Notes" link.

- "What's New in NoveList" is a one-page stand-alone piece that can be printed out or sent to library staff. It highlights the enhancements of the new version.

- "Quick Start - Using Tabs in NoveList" is also designed to be a stand-alone one-page document that can be printed out and distributed to patrons and staff to help them use the new tabs.