



OPLIN Annual Report

for Fiscal Year 2005

July 1, 2004 - June 30, 2005

Steady As She Goes

OPLIN entered the 2005 fiscal year by returning to general revenue funding and away from the LLGSF, which had funded OPLIN's budget for the previous three fiscal years. Although moving to GRF meant that OPLIN received the same 6% budget cut as all other state agencies, OPLIN began the year by learning that improvements in our E-Rate filing procedure resulted in approval for telecommunications and internet service refunds of just under \$1.2 million. These monies will be received in FY 2006.

Our core goals were unchanged from the previous year — to provide adequate, secure network access at every library building in Ohio, and to deliver electronic content to all Ohio residents

Key Accomplishments

- **Fast, free public network access** is available in all 88 counties at over 730 buildings statewide. Public libraries provided 10% more public workstations, 8,578 with public internet access and high-quality, network-delivered content for all 11,500,000 Ohio residents.
- **EZProxy Subscription Management** removes barriers by providing reliable access for home users to any licensed resource. This service is vital to the success of KnowItNow, the 24-hour virtual reference service staffed by Ohio librarians (www.knowitnow.org).
- **Libraries Connect Ohio** (OPLIN in partnership with OhioLINK, INFOhio, and the State Library) created an informational website and marketing campaign for the partnership and the 60+ databases in our shared collection, paid for by a Library Services and Technology Act (LSTA) grant from the State Library of Ohio and IMLS.
- Ohio residents used **89% more** high-quality database documents than in FY 2004, and **191% more** than in FY 2003.

for business and workforce development, health, and education. At the same time, we strengthened our participation in statewide service initiatives, particularly by ensuring that OPLIN-provided databases would be accessible remotely for virtual reference users.

Network Report

Our primary network goal for Fiscal Year 2005 was unchanged from previous years: to ensure uninterrupted network access for all communities, and expanded bandwidth to the major population centers in the state. In addition, we sought to improve security services and verify the integrity of

Key Measures	FY 03	FY 04	FY 05
Website Page Requests.	18,497,682	*	*
Website Visitors Per Month.	97,858	*	*
Database Queries.	2,155,456	3,866,722 ¹	7,666,395
Database Documents Used.	1,874,129	2,879,250 ¹	5,444,881
Help Desk Action Items.	2198	2452	1935
Network Service Requests.	494	128	215
Available Public Workstations.	6,478	7,825	8,578
Buildings Connected.	692	735	732

* During the transition from OARnet to OPLIN-managed servers and the website redesign, no web statistics were kept. Statistics were reinstated at the start of FY 2005, but a subsequent application crash on the OPLIN web server resulted in the loss of usage statistics for most of the fiscal year.

¹ These numbers for FY 2004 were revised following last year's Annual Report.



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OPLIN core security; to institute improved, on-site network planning services for libraries; and to implement content caching to help control the skyrocketing bandwidth usage statewide.

At the end of FY 2004, we were preparing to relocate our central hub from the Rhodes Tower in downtown Columbus to the State of Ohio Computing Center, a more secure building designed for computer management. As of the end of October 2005, 97% of the libraries have been moved to the new core hub. The circuit moves were completed with virtually no interruption to the library community. It is anticipated that the remaining 3% will be relocated by the end of November 2005. The Office of Information Technology is also in the process of building redundant Internet paths and expects to have them completed in the first quarter of 2006.

In 2005, OPLIN also concluded its first network security audit. The audit consisted of the OPLIN core hub and 25

public libraries (10% of the state) and was performed by Infiniti Systems Group. The results were as hoped and as expected. The OPLIN core hub received a “superior” security rating by Infiniti. An impressive 83% of the audited libraries received an “average” or “above average” rating. OPLIN is looking to improve the remaining 17% by developing new services that we hope to launch in early 2006.

In an effort to help reduce our monthly

telecommunications costs, OPLIN evaluated a caching service with assistance from the Public Library of Cincinnati and Hamilton County. Our tests showed more than a 50% savings in bandwidth for the Cincinnati circuit, and OPLIN acquired a pair of redundant caching servers for the OPLIN network. We are currently fine-tuning the servers before implementing them statewide. We anticipate the deployment of the service network-wide in late 2005 to early 2006.

Network Accomplishments

- 97% of circuits moved to the new core at the SOCC.
- OPLIN is also working with the Office of Information Technology to enhance our network monitoring capabilities, which enables the OPLIN Support Center to proactively step up to problems before they are reported.
- Three network-planning visits.

Network Goals for FY 2006

- Implement statewide network security monitoring and on-site security scanning services for libraries.
- Expand individual, on-site network planning.
- Implement content caching.
- Maintain uninterrupted network service to libraries when SOMACS program ends and the State of Ohio moves to its next generation network.

Content Delivery Report

As in 2004, our primary goal for FY 2005 was to increase usage of the content we were already providing. This was the second year of the Libraries Connect Ohio (OPLIN, OhioLINK, and INFOhio) LSTA grant to provide a core electronic information collection for all citizens of Ohio. When the KnowItNow virtual reference service went live in September 2004, it became immediately clear that a strong collection of premium subscription material — not just information freely available on the world wide web — would be vital to the success of KnowItNow: KnowItNow provides virtual librarians, and OPLIN provides their virtual library.

KnowItNow brought new home users and new remote access challenges. When librarians and virtual reference patrons were having trouble accessing

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subscription content through the KnowItNow application, OPLIN implemented EZProxy, a remote access

management tool. While it's important that only authorized users gain access to subscription content, no Ohioan should be denied access to the resources OPLIN and Libraries Connect Ohio have licensed on their behalf. EZProxy ensures that home users have seamless access to the quality business, health, and homework databases we provide.

The OPLIN OneSearch service, which allows federated searching across 65 separate databases from a single search box, was implemented just prior to FY 2005, and was responsible for tremendous growth in usage statistics for subscription content. Searches within databases **increased 98% over FY 2004**, and **256% over FY 2003**. The addition of OneSearch helps searchers make better use of the information we pay for.



But with no growth in the economy, there has been no growth in OPLIN's database budget, which continues to

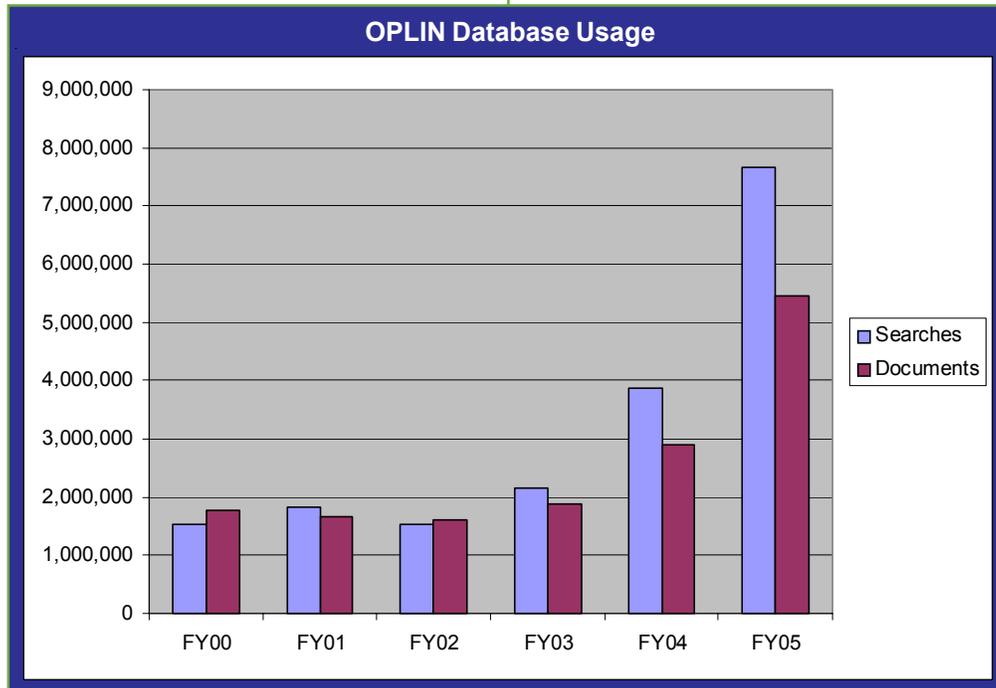
slowly decline over recent years. OPLIN continued to provide Wilson Biographies, SIRS Discoverer (both critical homework tools) and Ohio Capitol Connection outright with its funds. OPLIN used the rest of its database budget to cooperate with Libraries Connect Ohio

partners to provide the EBSCO suite of databases, and to pay the state's matching portion of the LSTA grant. This core collection provides professional business support, consumer health information, and homework/research support for Ohio's K-16 students.

In early October 2005, Libraries Connect Ohio unveiled the

LCO (www.librariesconnectohio.org) and Ohio Web Library (www.ohioweblibrary.org) websites. The Ohio Web Library is

an evolving collection of thousands of online publications and research resources provided by the LCO partners, including: popular magazines, trade publications, scholarly research journals, newspapers from Ohio and the nation, encyclopedias, dictionaries, speeches, poems, plays, maps, satellite images of Ohio, and more.



Ohio's current holdings represent an ever-decreasing percentage of the total amount of knowledge existing electronically. With healthy funding, a robust Ohio Web Library will provide all Ohioans with access to the authoritative, educational resources that are necessary for life in the information-intensive 21st century.

Database Accomplishments

- Increased searches of databases 98% over FY 2004. By integrating WebFeat's federated searching into the database access, we more efficiently directed visitors to our many resources, enabling them to penetrate deeper into a wider selection of content. The number of actual documents used rose by 89%.
- Completed shared contracts with three vendors for eight different products. These contracts are managed by OPLIN and paid for by public libraries.
- Partnered with Ohionet to offer a preview event for public libraries to view a variety of database products at the same time.
- Launched remote access services through OPLIN's EZProxy, so any library can offer home access to any licensed resource, even if OPLIN does not manage the subscription. Currently, OPLIN manages remote access to 12 databases for six libraries.

Database Goals for FY 2006

- Continue to see increases in database usage, and find new tactics to improve awareness of and use of the material
- Improve authentication services so that all users are matched quickly and easily to their libraries and the resources available to them
- Work closely with Ohio public libraries to maximize buying power through shared contracts.
- Work with state partners to help ensure continued funding of core electronic resources for all citizens of Ohio.

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