



Zimbra Mail Delay...

As was announced in the fall edition of *The Circuit*, the major news was that OPLIN would soon introduce Zimbra, a new user-friendly Web-based mail application to replace the current application, SquirrelMail. Well, the release of the new mail server has been slightly delayed due to unforeseen migration issues between the Zimbra Open Source Edition (OSE) and the current version of our Ubuntu Linux server, 10.04.

While we were hoping to release this updated mail application as soon as possible, our first priority is to provide a service that is as reliable and stable as our current mail server. We do not want users to lose any of their old e-mail, which will be transferred to the new server, but the free version of Zimbra may not be able to handle the data transfer. Currently, Zimbra OSE only supports Ubuntu 10.04 in a beta non-production environment, and the Zimbra Network Edition is not free software and requires user licenses, which OPLIN cannot afford.

So, we have had to postpone the deployment until at least January, and possibly later, to see whether the next update for Zimbra OSE, version 6.0.11, will provide full Ubuntu 10 support. In the event that we cannot get Zimbra to work properly, we will consider other alternatives.

When the new e-mail application becomes available, we will announce the news on OPLINlist and OPLINupdates as well as on the OPLIN Web site.

As part of the process of upgrading the OPLIN mail server, we have recently increased the mailbox capacity of all OPLIN e-mail accounts from 25 MB to 100 MB. This will not affect those using mail clients (POP3), such as Outlook or Thunderbird, but the storage space for those using Web-mail has increased substantially!



Web Help Desk
Powerful Software for Technical Support

Questions? Call Support at (888) 966-7546.

Authorized library contacts may have noticed that the Support Center tickets look a bit different these days. OPLIN has recently implemented new help desk software for our ticketing system called *Web Help Desk*, which is a Web-based software that is extremely user-friendly with numerous features and options. Another bonus is that Web Help Desk is cross-platform so that it is compatible with multiple operating systems (Windows, Mac, Linux) and with multiple browsers (Internet Explorer, Firefox, Safari) unlike our previous software, which was an actual installed application that must be used with Windows. Since most of the software in our office is Linux-based, this new ticketing system integrates well with our current software setup in addition to being more efficient and easy to update.

For our library customers, the change is immediately noticeable as well. And we hope better! The e-mail ticket notifications that you receive now provide more useful information in an easier to read, more attractive format. We have simplified our system for the benefit of the libraries (and ourselves) to focus more on the important aspects of issues. We are still experimenting with the best ways to use specific features, but overall, this is a great step forward.



E-Rate Information, 2011

All Ohio public libraries are required to submit E-Rate forms to OPLIN annually, specifically a Letter of Agency (LOA) and a Form 479, regardless of whether the library itself participates in the E-Rate program. We have made the process of submitting these forms as simple as possible – just go to <http://oplin.org/erate/> and follow the instructions. This online site will automatically generate the forms we need from you.

This year, there is some question about which services can be E-Rated for libraries that do not comply with the Children’s Internet Protection Act (CIPA). This question arises because of the FCC’s recent “Sixth Order,” which has not yet been fully implemented for the E-Rate program but will be soon. We have reworded the LOA, so that it makes no reference now as to whether or not a library is CIPA-compliant. The Form 479 will continue to be different for libraries that are CIPA-compliant and libraries that are not.

By now, most libraries have completed these E-Rate forms and sent copies to OPLIN. Since some libraries may be reviewing their CIPA compliance as a result of the Sixth Order, however, you may go to <http://oplin.org/erate/> and resubmit forms as often as necessary until Friday, February 25, 2011. As we put the final touches on our E-Rate applications, we will determine a library’s CIPA compliance based on the last Form 479 received from the library prior to February 25 at 5:00 p.m.

Lorrie Germann, Educational Technology Consultant at eTech Ohio, will again be presenting E-Rate workshops to assist public libraries in completing the Form 471. The workshop will be held at the State Library with video-conferencing available to the Ohio Regional Library Systems. The important E-Rate dates are listed below:

- 1. E-Rate Workshop (Form 471) – January 10, 9:30 a.m. - 12 p.m.**
- 2. Form 470 (current version) – January 4 for paper form, January 11 for online form**
- 3. Form 471 Application Period (73 days) – January 11, 12 p.m. - March 24, 11:59 p.m.**
- 4. Letter of Agency (LOA) and Form 479 – February 25, 5 p.m.**

Applicants will be filing a revised version of Form 471 for the FY 2011 window. The USAC Web site will feature the revised version of the form – both online and paper – when the window opens. A revised version of Form 470 will also be available at about the same time. Applicants can file now using the current version of the form (October 2004) or wait until the new form is available. Note that you cannot use the current version of the form after the revised form goes live on the USAC Web site (<http://www.usac.org>).

For more information about the E-Rate program, please visit <http://www.etech.ohio.gov/go/erate/>. To register for the E-Rate workshop hosted by the State Library, go to <http://library.ohio.gov/Marketing/StateEmps/Training>.



Update Reminders...

- Don't forget to regularly update your Data Center information – library hours are now located there as well, so please update them the next time you log in. If you do not remember your password or need to change your login information, please contact the Support Center. (<http://oplin.org/datacenter/>)
- Remember to notify the Support Center when you purchase any new subscription databases, so that we can add them to your “Locally Purchased Databases” in the Ohio Web Library. (<http://support.oplin.org>)
- If you have not updated your list of staff e-mail accounts in a long time, please send us a request for a list of accounts to review for changes to any employees no longer at your library.



SMS Statistics



Currently, we have *64 libraries* registered to participate in our free SMS text messaging notification service.

(<http://oplin.org/sms>)

Over the last 90 days, approximately *20,000 text messages have been sent* in total, and the number of texts sent per week has been steadily rising, now averaging around 1,500 to 1,700. At the beginning of October, only about 800 messages were sent, which is a difference of almost 1,000 texts per week! As more libraries continue to sign up, we expect these numbers to increase dramatically.

Events Calendar

Monday, 1/10
E-Rate Workshop

Monday, 1/17
Martin Luther King Day,
OPLIN CLOSED

Friday, 1/21
OLC Board Meeting

Thursday, 1/27
SLO Board Meeting

Friday, 2/11
OPLIN Board Meeting

Monday, 2/21
Presidents Day,
OPLIN CLOSED

Friday, 3/18
OLC Board Meeting

Thursday, 3/31
SLO Board Meeting



Ohio Web Library Shortcuts

OPLIN provides a number of short, simple URLs to share with patrons who want to access specific Ohio Web Library resources. These statewide databases are available for free to all Ohio residents, and in conjunction with that, we have created a handout or mini-poster with a list of the most common Ohio Web Library databases along with brief descriptions.

Libraries can provide this handy one-page PDF to library patrons for easy reference to the list of database links, or this handout can even be posted in your library so that users understand how these research databases can help them as well as how to access these valuable free resources remotely from home or from inside the library.

Also, we have plenty of Ohio Web Library cards available per request – please contact the Support Center, and we will send them to you!

The Ohio Web Library handout is available for download at:

<http://oplin.org/sites/default/files/OWLdatabases.pdf>.