

Proposed AGENDA

188th MEETING of the BOARD of the
OHIO PUBLIC LIBRARY INFORMATION NETWORK (OPLIN)
OPLIN office
Decmeber 10, 2021
10:00 am to 12:00 pm

1. WELCOME and CALL TO ORDER — Justin Bumbico

Action items

2. APPROVAL OF THE AGENDA — Justin Bumbico **
3. PUBLIC PARTICIPATION — Justin Bumbico
4. APPROVAL OF THE MINUTES of August 13 meeting — Justin Bumbico **
5. ACCEPTANCE OF THE FINANCIAL REPORTS — Jamie Pardee **
6. STRATEGIC PLANNING
 1. Reports on the Status of OPLIN Services — OPLIN Staff
 2. Current Services/Tactical Plan
 3. Questions for PLDS
7. OLD BUSINESS — None
8. NEW BUSINESS — None

Reports

9. OPLIN DIRECTOR'S REPORT — Don Yarman
 1. Digital Resources Manager's Report — Christine Morris
 2. Library Services Manager Report — Laura Solomon
 3. Technology Projects Manager Report — Karl Jendretzky
10. CHAIR'S REPORT — Justin Bumbico
11. ADJOURNMENT — Justin Bumbico

** Action needed/possible

++ Roll call vote likely

**OHIO PUBLIC LIBRARY INFORMATION NETWORK (OPLIN)
ONE HUNDRED EIGHTY-SEVENTH REGULAR MEETING of the BOARD OF TRUSTEES**

Minutes —August 13, 2021

DRAFT

1. WELCOME and CALL TO ORDER

The one hundred eighty-seventh meeting of the Ohio Public Library Information Network (OPLIN) Board of Trustees was called to order at 10:00 a.m. on Friday, August 13, 2021 by Board Vice-Chair Justin Bumbico at the OPLIN office in Columbus, Ohio.

Present were Board members: Angela Baldree, Travis Bautz, Jamie Black, Justin Bumbico, Roger Donaldson, and Hilary Prisbylla. Also present were: Karl Jendretzky and Don Yarman (OPLIN).

Attending virtually at <https://www.gotomeet.me/OPLIN/august-2021-oplin-board-meeting> were: Board members Bill Lane, Holly Richards, Tara Sidwell, and Garalynn Tomas; Laura Solomon (OPLIN), Stephanie Herriott, Wendy Knapp, and Eric Maynard (State Library); and Michelle Francis and Jay Smith (Ohio Library Council).

ACTION ITEMS

2. NOMINATION and ELECTION OF BOARD OFFICERS

The Nominations Committee proposed the following slate of officers: Justin Bumbico, Chair; Tara Sidwell, Vice Chair; Garalynn Tomas, Secretary; Jamie Black, Treasurer. Roger Donaldson moved to accept the slate of nominees; Travis Bautz seconded the nominations. There was no discussion, so the chair called for a vote on the nominations; all aye. Justin Bumbico continued to run the meeting as newly elected Chair.

3. APPROVAL OF THE AGENDA

Jamie Black moved to approve the agenda as presented; Angela Baldree seconded. There was no discussion, so the chair called for a vote on the motion; all aye.

4. ESTABLISH BOARD MEETING SCHEDULE FOR FY2022

Following the pattern of holding OPLIN Board meetings at 10:00 a.m. on the second Friday of even-numbered months, Yarman presented the following meeting schedule:

- August 13, 2021
- October 8, 2021
- December 10, 2021
- February 11, 2022
- April 8, 2022
- June 10, 2022

Yarman suggested that instead of clustering all strategic planning at a long April meeting that the Board break up strategic planning activities over the whole year: in October, OPLIN staff will present a review of the services, and at subsequent meetings the Board could take up topics such as expanded. Jamie Black asked whether the expectations of OPLIN will change drastically with the passage of the Federal infrastructure bill. Karl Jendretzky explained that all OPLIN's circuits are now fiber, so there is no need to seek infrastructure money to expand library broadband. Michelle Francis clarified that this is true of main libraries, but there may not be fiber to the branches; Jendretzky agreed that branch circuits, especially in smaller or more rural libraries, may be business class cable, perhaps because fiber isn't available but often for ease of installation and cost. Jamie Black and Tara Sidwell discussed the challenges of getting high speed internet to small communities, and there was general discussion of the possibility of coordinating multiple orders, as OPLIN did 8 years ago, to eliminate steep construction costs. The Board agreed to continue discussions of possible strategic directions at each bimonthly meeting.

Jamie Black moved to approve the meeting schedule; Hilary Prisbylla seconded. There was no discussion, so the chair called for a vote on the motion; all aye.

5. PUBLIC PARTICIPATION

The Chair called for public participation.

Jay Smith reported that the statehouse is in summer recess, but is expected back in August to debate vaccine and mask mandates in the House Health Committee. In September, OLC is expecting the legislature to focus on redistricting and election security. OLC is in the midst of planning for the upcoming Convention and Expo October 13-15 at the Hyatt Regency in Columbus, and thanks OPLIN for its support. More information at <https://conventionexpo.olc.org>.

Garalynn Tomas asked where libraries stand in terms of mandating vaccines for hiring. Smith said some libraries have passed policies making vaccination a condition of employment (with caveats that employees who are unwilling or unable to get vaccinated must undergo weekly testing to make sure they are COVID negative). Smith advises libraries to work with their county health departments for guidance; OLC does not expect statewide mandates for vaccination or masking.

Wendy Knapp reported that the funds for Imagination Library were moved back out of State Library's budget. Nearly all of her time recently has been concentrated on problems with the transition to a new statewide delivery company, and State Library is working DAS on remedies to unsatisfactory contract performance. Knapp reported that the State Library has received enthusiastic response to the call for ARPA grant applications; the majority of proposals are from public libraries. The State Library Board will make their grant awards in September.

6. APPROVAL OF THE MINUTES of June 11 meeting

Angela Baldree moved to approve the minutes of the June 11, 2021 meeting as presented; Travis Bautz seconded. There was no discussion, so the Chair called for a vote on the motion; all aye.

7. ACCEPTANCE OF THE FINANCIAL REPORTS

Don Yarman indicated that the reports do not completely wrap up FY2021 as a few payments have yet to post in the state's financial system. The estimated administrative expenses for the previous fiscal year

were disbursed on target. Yarman explained that the \$1.4 million paid to OIT was for 2020 and 2021 internet services, the bill for 2020 coming in 2021. Estimates for FY2022 are based on FY2021 expenses. Additions include payroll and travel for an additional staff member, and Northstar expenses added to Electronic Resources. The line item for Trumpia is \$0 for the current fiscal year, but credits will need to be purchased in FY2023. The report currently estimates expenses \$60,000 above the \$5.7 million in approved spending authority, and if necessary, Yarman and Fiscal Officer Jamie Pardee will ask the Controlling Board for an increase in spending authority as the limit approaches.

Roger Donaldson moved to accept the financial reports; Travis Bautz seconded. There was no discussion, so the Chair called for a vote on the motion; all aye.

6. OLD BUSINESS — none

7. NEW BUSINESS

7.1. Discuss new position description

The new staff position included in the budget is a restoration of the Digital Resources Manager position, which Yarman converted to the current Infrastructure Specialist position. If the position is approved by DAS, the Digital Resources Manager will be principally responsible for overseeing E-rate, including more outreach to libraries for E-rate assistance, and coordinating support and training for electronic databases, with Northstar being the first priority. Next fiscal year, the Digital Resources Manager will take the lead representing public library interests as OPLIN and the Libraries Connect Ohio partners OhioLINK and INFOhio begin identifying the next package of resources to license statewide.

REPORTS

8. OPLIN DIRECTOR'S REPORT

Yarman reported that since the last Board meeting, he has devoted a lot of time to answering questions about the Emergency Connectivity Fund and under what circumstances a library needs to filter devices in order to qualify for funding. Six libraries which do not filter their computers have applied for ECF funds to support internet service for hotspots they lend to patrons, and Yarman has reached out to them to discuss the discrepancy.

8.1. Library Services Manager report

Laura Solomon updated the Board on her work implementing accessibility modifications to the hosted Website Kits and the Ohio Web Library database portal. She also discussed her collaboration with Jen Johnson and Peter Kukla at the State Library to identify Drupal modules that make it possible for libraries with digitized content to contribute their collections to the Digital Public Library of America.

8.2. Technology Projects Manager report

Karl Jendretzky told the Board that Mike Horsley and Nicholas Hester will be the OIT engineers assigned to assist OPLIN as Terry Fouts is retiring soon, and that so far the transition has been smooth. Jendretzky discussed progress with core configuration changes to enable custom VLAN stacking, the status of new circuit orders resulting from E-rate, growth in the number of libraries adding equipment to OPLIN's

CoLocation space in the State of Ohio Computer Center, and on-going development of the MASK authentication middleware. Jendretzky also detailed his work to programmatically pull the necessary usage stats from the new LinkedIn Learning resource. With the Central Library Consortium starting to use the SMS service, Jendretzky predicts OPLIN will need to purchase more message credits in about 12 months.

9. CHAIR'S REPORT

9.1. Nominations Committee appointment

The Chair appointed Hilary Prisbylla, Travis Bautz, Roger Donaldson, Holly Richardson, and Tara Sidwell to the Nominations Committee.

10. ADJOURNMENT

With no other business pending, the Chair adjourned the meeting at 11:25 a.m.

Garalynn Tomas, Secretary

Date

OPLIN FINANCIAL REPORTS

AS OF OCTOBER 31, 2021

**OHIO PUBLIC LIBRARY INFORMATION NETWORK
REVENUE/CASH BALANCE
FY 2021 - JULY 1, 2020 through JUNE 30, 2021**

**(FY 2021)
Updated 6/30/21**

	Other Revenue	E-Rate	Public Library Fund	Total
FUND 4S40-OPLIN TECHNOLOGY FUND				
July 1, 2020 Cash Balance	\$630,239.90	\$2,371,388.85	\$20,101.18	\$3,021,729.93
FY 2021 Receipts (Telecommunication Refunds) - as of 6/30/21	0.00	0.00	0.00	0.00
FY 2020 Receipts (SOCC co-location) as of 6/30/21	0.00	0.00	0.00	0.00
FY 2021 Receipts (E-Rate) - as of 6/30/21	0.00	2,052,953.46	0.00	2,052,953.46
FY 2021 Receipts (Web Services) -as of 6/30/21	59,310.46	0.00	0.00	59,310.46
FY 2021 Receipts (Transfer from the Public Library Fund)-as of 6/30/21	0.00	0.00	3,689,788.00	3,689,788.00
FY 2021 Disbursements (Administration) - as of 6/30/21	0.00	0.00	(598,078.34)	(207,924.87)
FY 2021 Disbursements (Information Resources) - as of 6/30/21	0.00	0.00	(2,282,835.45)	(2,282,835.45)
FY 2021 Disbursements (Other Library Support Services)-as of 6/30/21	0.00	0.00	(289,657.71)	(289,657.71)
FY 2021 Disbursements (Telecommunications) - as of 6/30/21	0.00	(2,602,271.33)	(518,986.84)	(3,121,258.17)
June 30, 2021 Cash Balance	\$689,550.36	\$1,822,070.98	\$20,330.84	\$2,531,952.18

**STATE LIBRARY BOARD
OHIO PUBLIC LIBRARY INFORMATION NETWORK
BUDGET/EXPENDITURES
FY 2021 - JULY 1, 2020 through JUNE 30, 2021**

**FY 2021
Updated 6/30/21**

OPLIN ACCOUNTS	FUND	BUDGET	OPEN ENCUMBRANCES	DISBURSEMENTS	AVAILABLE BALANCE
ADMINISTRATION					
Salaries/Benefits-5 OPLIN staff	4S40	550,000.00	0.00	539,931.30	10,068.70
Board Travel	4S40	0.00	0.00	0.00	0.00
Office Supplies	4S40	1,200.00	0.00	207.74	992.26
OPLIN Staff Travel/Reg Fees/Drug Tests	4S40	1,000.00	0.00	203.90	796.10
Postage/Shipping	4S40	30.00	0.00	0.00	30.00
Telephone	4S40	1,200.00	0.00	948.98	251.02
Building Rent	4S40	28,920.00	0.00	28,919.78	0.22
Printing/Advertising	4S40	1,200.00	0.00	1,095.60	104.40
Fees for Financial Disclosure Statements	4S40	1,100.00	0.00	720.00	380.00
DAS/Real Estate Fees	4S40	650.00	0.00	594.55	55.45
Meetings/Conferences/Membership fees	4S40	4,000.00	0.00	4,000.00	0.00
Equipment/Software/Other	4S40	25,000.00	0.00	11,456.49	13,543.51
SLO Fiscal & HR services	4S40	10,000.00	0.00	10,000.00	0.00
ADMINISTRATION - TOTAL		\$624,300.00	\$0.00	\$598,078.34	\$26,221.66
INFORMATION RESOURCES					
OH-TECH (Libraries Connect)	4S40	1,000,000.00	0.00	1,000,000.00	0.00
Continuous learning resources	4S40	709,593.75	0.00	709,593.75	0.00
Genealogy	4S40	544,241.70	0.00	544,241.70	0.00
Rotunda (Capital Connection-Hannah Report)	4S40	17,000.00	0.00	17,000.00	0.00
Gongwers (Ohio Report)	4S40	12,000.00	0.00	12,000.00	0.00
INFORMATION RESOURCES-TOTAL		\$2,282,835.45	\$0.00	\$2,282,835.45	\$0.00

OPLIN ACCOUNTS	FUND	BUDGET	OPEN ENCUMBRANCES	DISBURSEMENTS	AVAILABLE BALANCE
OTHER LIBRARY SUPPORT SERVICES					
Hardware/Software Maintenance/Equipment	4S40	9,000.00	0.00	7,682.22	1,317.78
Juniper maintenance	4S40	94,500.00	0.00	94,164.07	335.93
Trumpia	4S40	500.00	0.00	0.00	500.00
E-Rate Svcs (E-Tech) (OPLIN Appl/Workshops/Cons)	4S40	36,000.00	3,000.00	33,000.00	0.00
Filtering - Open DNS - Datatech	4S40	49,650.00	0.00	49,650.00	0.00
EzProxy	4S40	41,452.00	0.00	41,451.48	0.52
DPLA membership fee	4S40	4,000.00	0.00	4,000.00	0.00
SOCC co-location	4S40	60,000.00	0.00	59,709.94	290.06
DPLA membership fee	4S40	100.00	0.00	0.00	100.00
OTHER LIBRARY SUPPORT SERVICES - TOTAL		\$295,102.00	\$3,000.00	\$289,657.71	\$2,444.29
TELECOMMUNICATIONS					
OIT/GOSIP	4S40	1,443,400.00	0.00	1,443,016.24	383.76
AT&T/Time Warner-Somac/T1/DS3/Ethernet lines	4S40	1,679,000.00	0.00	1,678,241.93	758.07
TELECOMMUNICATIONS - TOTAL		\$3,122,400.00	\$0.00	\$3,121,258.17	\$1,141.83
UNPLANNED SPENDING AUTHORITY	4S40	(\$627,739.45)	\$0.00	\$0.00	(\$627,739.45)
TOTAL 4S40 - OPLIN - FY 2021		\$5,696,898.00	\$3,000.00	\$6,291,829.67	(\$597,931.67)

**OHIO PUBLIC LIBRARY INFORMATION NETWORK
REVENUE/CASH BALANCE
FY 2022 - JULY 1, 2021 through JUNE 30, 2022**

**(FY 2022)
Updated 10/31/21**

	Other Revenue	E-Rate	Public Library Fund	Total
FUND 4S40-OPLIN TECHNOLOGY FUND				
July 1, 2021 Cash Balance	\$689,550.36	\$1,822,070.98	\$20,330.84	\$2,531,952.18
FY 2022 Estimated Receipts (Telecommunication Refunds)	5,000.00	0.00	0.00	5,000.00
FY 2022 Receipts (Telecommunication Refunds) - as of 10/31/21	0.00	0.00	0.00	0.00
FY 2022 Estimated Receipts (SOCC co-location)	22,000.00	0.00	0.00	22,000.00
FY 2022 Receipts (SOCC co-location) as of 10/31/21	0.00	0.00	0.00	0.00
FY 2022 estimated Receipts (E-Rate)	0.00	1,700,000.00	0.00	1,700,000.00
FY 2022 Receipts (E-Rate) - as of 10/31/21	0.00	0.00	0.00	0.00
FY 2022 Receipts (Web Services) - as of 10/31/21	47,222.65	0.00	0.00	47,222.65
FY 2022 Estimated Receipts (Transfer from the Public Library Fund)	0.00	0.00	2,767,341.01	2,767,341.01
FY 2022 Receipts (Transfer from the Public Library Fund)- as of 10/31/21	0.00	0.00	922,446.99	922,446.99
FY 2022 Estimated Disbursements (Administration)	0.00	0.00	(523,383.30)	(523,383.30)
FY 2022 Disbursements (Administration) - as of 10/31/21	0.00	0.00	(237,916.70)	(237,916.70)
FY 2022 Estimated Disbursements (Information Resources)	0.00	0.00	(1,005,000.00)	(1,005,000.00)
FY 2022 Disbursements (Information Resources) - as of 10/31/21	0.00	0.00	(1,291,866.54)	(1,291,866.54)
FY 2022 Estimated Disbursements (Other Library Support Services)	0.00	0.00	(83,953.82)	(83,953.82)
FY 2022 Disbursements (Other Library Support Services)- as of 10/31/21	0.00	0.00	(177,683.66)	(177,683.66)
FY 2022 Estimated Disbursements (Telecommunications)	0.00	(1,666,445.64)	(254,468.02)	(1,920,913.66)
FY 2022 Disbursements (Telecommunications) - as of 10/31/21	0.00	(415,628.11)	(108,458.23)	(524,086.34)
June 30, 2022 Cash Balance	\$763,773.01	\$1,439,997.23	\$27,388.57	\$2,231,158.81

**STATE LIBRARY BOARD
OHIO PUBLIC LIBRARY INFORMATION NETWORK
BUDGET/EXPENDITURES
FY 2022 - JULY 1, 2021 through JUNE 30, 2022**

**FY 2022
Updated 10/31/21**

OPLIN ACCOUNTS	FUND	BUDGET	OPEN ENCUMBRANCES	DISBURSEMENTS	AVAILABLE BALANCE
ADMINISTRATION					
Salaries/Benefits-5 OPLIN staff	4S40	670,000.00	0.00	199,059.17	470,940.83
Board Travel	4S40	4,500.00	0.00	436.90	4,063.10
Office Supplies	4S40	1,200.00	0.00	0.00	1,200.00
OPLIN Staff Travel/Reg Fees/Drug Tests	4S40	4,500.00	0.00	5.00	4,495.00
Postage/Shipping	4S40	30.00	0.00	0.00	30.00
Telephone	4S40	1,200.00	0.00	379.51	820.49
Building Rent	4S40	28,920.00	14,155.88	14,379.50	384.62
Printing/Advertising	4S40	1,000.00	0.00	256.80	743.20
Fees for Financial Disclosure Statements	4S40	1,100.00	0.00	0.00	1,100.00
DAS/Real Estate Fees	4S40	850.00	0.00	849.36	0.64
Meetings/Conferences/Membership fees	4S40	10,000.00	0.00	10,000.00	0.00
Personal service	4S40	3,000.00	0.00	3,000.00	0.00
Equipment/Software/Other	4S40	25,000.00	8,699.43	6,088.88	10,211.69
SLO Fiscal & HR services	4S40	10,000.00	0.00	3,461.58	6,538.42
ADMINISTRATION - TOTAL		\$761,300.00	\$22,855.31	\$237,916.70	\$500,527.99
INFORMATION RESOURCES					
Northstar	4S40	5,000.00	0.00	0.00	5,000.00
OH-TECH (Libraries Connect)	4S40	1,000,000.00	1,000,000.00	0.00	0.00
Continuous learning resources	4S40	707,740.00	0.00	707,740.00	0.00
Genealogy	4S40	555,126.54	0.00	555,126.54	0.00
Rotunda (Capital Connection-Hannah Report)	4S40	17,000.00	0.00	17,000.00	0.00
Gongwers (Ohio Report)	4S40	12,000.00	0.00	12,000.00	0.00
INFORMATION RESOURCES-TOTAL		\$2,296,866.54	\$1,000,000.00	\$1,291,866.54	\$5,000.00

OPLIN ACCOUNTS	FUND	BUDGET	OPEN ENCUMBRANCES	DISBURSEMENTS	AVAILABLE BALANCE
OTHER LIBRARY SUPPORT SERVICES					
Hardware/Software Maintenance/Equipment	4S40	10,000.00	0.00	0.00	10,000.00
Juniper maintenance	4S40	59,293.64	0.00	59,293.64	0.00
Trumpia	4S40	0.00	0.00	0.00	0.00
E-Rate Svcs (E-Tech) (OPLIN Appl/Workshops/Cons)	4S40	36,000.00	24,750.00	11,250.00	0.00
Filtering - Open DNS - Datatech	4S40	49,650.00	0.00	49,650.00	0.00
EzProxy	4S40	42,693.84	0.00	42,693.84	0.00
DPLA membership fee	4S40	4,000.00	0.00	4,000.00	0.00
SOCC co-location	4S40	60,000.00	0.00	10,796.18	49,203.82
OTHER LIBRARY SUPPORT SERVICES - TOTAL		\$261,637.48	\$24,750.00	\$177,683.66	\$59,203.82
TELECOMMUNICATIONS					
OIT/GOSIP	4S40	765,000.00	0.00	0.00	765,000.00
AT&T/Time Warner-Somac/T1/DS3/Ethernet lines	4S40	1,680,000.00	0.00	524,086.34	1,155,913.66
TELECOMMUNICATIONS - TOTAL		\$2,445,000.00	\$0.00	\$524,086.34	\$1,920,913.66
UNPLANNED SPENDING AUTHORITY	4S40	(\$67,906.02)	\$0.00	\$0.00	(\$67,906.02)
TOTAL 4S40 - OPLIN - FY 2022		\$5,696,898.00	\$1,047,605.31	\$2,231,553.24	\$2,417,739.45

OPLIN Strategic Plan – FY2018-FY2021

Mission:

Ensure equity of access to digital information for all residents of Ohio (Ohio Rev. Code 3375.64)

Priority:

Maintain public connections to digital information sources

Strategy:

Provide and maintain safe and reliable internet connections to Ohio public library systems

Strategy:

Offer to assist Ohio public library systems with internal internet needs

Priority:

Facilitate finding, retrieving and sharing digital information

Strategy:

Provide and maintain access to high-quality digital information for Ohioans

Strategy:

Offer to assist Ohio public library systems with digital communications

Annual Services Summary – FY2020

Provide reliable broadband telecommunications circuits	Offer to assist Ohio public library systems with their branch connections
Provide bandwidth from providers of wholesale internet	Offer a network evaluation service
Provide adequate network routing equipment	Offer annual E-rate workshops
Provide a filtering solution	Offer space to libraries in a designated area of the State of Ohio Computer Center
	Offer to sponsor at least one conference

Provide subscriptions to selected databases	Offer a selection of archived email discussion lists
Provide a website allowing free access to the online information	Offer standardized public library websites
Provide support for access to materials digitized by Ohio public libraries	Offer professional assessment of a library's website
Provide the necessary technology to authenticate remote users	Offer a service that allows libraries to send notification messages
Provide tools for integrating access to online databases	

Annual Tactical Plan – FY2020

In support of Strategy:

Provide and maintain safe and reliable internet connections to Ohio public library systems

S E R V I C E S	<p>OPLIN will provide reliable broadband telecommunications circuits to at least one building in every Ohio public library system that has elected to participate in the network, in accordance with O.R.C. 3375.64(B)(1) and the "Policy on the Provision of Network Services by OPLIN to Public Libraries." For libraries with circuits provided by a consortium, OPLIN may instead provide a circuit to the consortium sufficient to handle the internet traffic generated by all libraries connecting through the consortium. At least one connection will also be provided to each of the chartered regional library systems and for use by the State Library of Ohio.</p>
	<p>OPLIN will provide bandwidth from providers of wholesale internet bandwidth to connect Ohio public libraries to the commodity internet. The amount of internet access bandwidth acquired will depend on the demand from Ohio public libraries and other OPLIN participants and on OPLIN's financial resources.</p>
	<p>OPLIN will provide adequate network routing equipment for Ohio public libraries and other OPLIN participants at their sites, and provide and maintain network routing equipment at the OPLIN network core, and shall take steps to maintain all equipment in good working order. In some cases, OPLIN may work with other library consortia to provide and maintain site equipment.</p>
	<p>OPLIN will provide a filtering solution which can effectively provide content filtering for all OPLIN participants, while still allowing each participant to have complete control over how, or if, the filter is to be used in their library system. This will fulfill the charge from the Ohio Legislature "...to help local libraries use filters to screen out obscene and illegal internet materials."</p>
O P E R A T I O N S	<p>OPLIN will maintain basic Help Desk services in-house (at no cost to libraries) to remedy network problems that occur on circuits terminating at OPLIN routers, and will pay for 24-hour advanced network management to correct problems with those same circuits whenever problems are beyond the capabilities of the OPLIN staff. <i>[Goal: 99.5% of OPLIN participants will have a functioning OPLIN connection to the internet 99.9% of the time.]</i></p>
	<p>OPLIN will maintain monitor(s) on the amount of bandwidth being used by each Ohio public library and other OPLIN participants. If average bandwidth demand during peak hours reaches 70% of the circuit capacity currently available to the library system, OPLIN will analyze the circuit utilization and will either take steps to acquire more bandwidth, within OPLIN policy restrictions, or will consult with the library to find another solution. <i>[Goal: 99.5% of OPLIN participants will have a connection to the internet large enough that their average bandwidth demand during peak hours will not exceed 70% of the connection capacity.]</i></p>
	<p>OPLIN will maintain effective firewalls and intrusion-protection software at the OPLIN core to protect OPLIN services, and will follow all the provisions and guidelines of the OPLIN Information Technology Security Management policies. <i>[Goal: Deflect 99% of malicious attack activity directed at the OPLIN telecommunications network.]</i></p>
M A R K E T I N G	<p>OPLIN will identify the internet bandwidth needs of Ohio public libraries by monitoring circuit utilization and gathering feedback from library IT staff.</p>
	<p>OPLIN will present information about OPLIN-provided telecommunications services and the costs of such services on the OPLIN website. OPLIN will also use temporary communications, such as email broadcasts and social media, to disseminate information about OPLIN-provided telecommunications services.</p>
	<p>OPLIN will present programs at conferences and other venues to convey information about OPLIN-provided telecommunications services and costs.</p>
	<p>OPLIN will identify trends and best practices in cybersecurity by following technology news and participating in cybersecurity education efforts in the state. OPLIN will find opportunities to have discussions with librarians and also will use temporary communications, such as email broadcasts and social media, to disseminate information about cybersecurity.</p>
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OPLIN may **use state contracts with telecommunications vendors** when possible, or may negotiate its own contracts, to acquire reliable broadband circuits adequately sized for the needs of the public library at the best price.

OPLIN may **use the Federal Communication Commission's** universal service Schools and Libraries Program, commonly known as the **E-rate Program**, to obtain discounts on telecommunication and internet access costs if E-rate participation does not conflict with the best interests of OPLIN participants.

In support of Strategy:

Offer to assist Ohio public library systems with internal internet needs

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OPLIN will **offer to assist Ohio public library systems with connecting their branches** and with obtaining networking equipment as cost-effectively as possible. Upon request, OPLIN will advise libraries on the quality, dependability, and value of internet connections that libraries are considering purchasing for their branches, or for their main library if they choose not to use the OPLIN-provided connection. When appropriate, OPLIN may also suggest alternative connections for libraries to consider.

OPLIN will **offer a basic network evaluation service** to Ohio public libraries and other OPLIN participants that describes the OPLIN connection bandwidth throughput and the physical connectivity between the active devices on the network which affect the OPLIN connection.

OPLIN will **offer annual E-rate workshops** for Ohio public libraries to assist with their E-rate applications.

OPLIN will **offer space to libraries in a designated area of the State of Ohio Computer Center (SOCC)** where they can locate servers and network equipment in close proximity to the OPLIN network core.

OPLIN will **offer to host or sponsor at least one conference** for Ohio public library staff every year, within the constraints of the OPLIN budget, that will present information and facilitate discussion about internet technologies.

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OPLIN will **maintain a method for identifying libraries that may have internal networking issues** and will offer to evaluate the network and work with library IT staff to resolve any issues. *[Goal: Assist at least 10 libraries each year with resolving internal networking issues.]*

OPLIN will **maintain an agreement to lease space in the State of Ohio Computer Center** for co-location of library servers and networking equipment. *[Goal: A current SOCC lease agreement with the Ohio Department of Administrative Services Office of Information Technology will be in effect at the beginning of each fiscal year.]*

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OPLIN will **identify the internet technology needs of Ohio public libraries** by monitoring forums and email lists, attending conferences, and finding opportunities to have discussions with librarians.

OPLIN will **present information about available OPLIN internet-related assistance** on the OPLIN website. OPLIN will also use temporary communications, such as email broadcasts and social media, to disseminate information about available OPLIN assistance.

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OPLIN may **use funds not needed for providing and maintaining OPLIN connections** to public libraries to support this additional assistance to OPLIN participants. While it is important that OPLIN provide technology leadership and assistance to public libraries, OPLIN recognizes that its vision and mandate from the Ohio Revised Code place greater importance on providing Ohio citizens with access to digital information; therefore, spending for technology assistance to public libraries will be carefully monitored to make certain it does not have a detrimental effect on the ability of OPLIN to provide services that maintain citizen access to digital information.

OPLIN may **use fees collected from libraries** for services which are not likely to be used by most public libraries. OPLIN will limit these fees to no more than the actual amount needed to cover the costs to provide the service.

S E R V I C E S	OPLIN will provide subscriptions to selected databases of high-quality digital information with guidance from the public library community and the OPLIN Content Advisory Committee.
	OPLIN will provide a website allowing free access to the online information databases. Ohio public libraries and their users will be able to use this website to quickly and efficiently find information from the OPLIN-provided databases. OPLIN will maintain the website in such a way that public libraries can also use it to provide their users with access to databases.
	OPLIN will provide support for access to materials that Ohio public libraries have converted to digital formats . This support may take the form of financial assistance or assistance with publishing the materials on the internet in an accessible manner.
	OPLIN will provide the necessary technology to authenticate remote users' access to OPLIN-provided information databases and may offer the use of this technology to libraries to authenticate remote users of library-provided databases.
	OPLIN will provide tools for integrating access to online databases directly into a library's website, including authenticated links and other embeddable tools.
O P E R A T I O N S	OPLIN will maintain and monitor the user interface to the databases to keep it functional. <i>[Goal: Keep the public access website for the databases functioning as intended 99% of the time.]</i>
	OPLIN will maintain a Content Advisory Committee of selected Ohio public library staff and will periodically consult with them and with any other partners in the purchase of the databases in regard to the selection of databases provided through OPLIN. <i>[Goal: Meet with the CAC and any database purchasing partners at least once annually.]</i>
	OPLIN will maintain basic Help Desk services in-house to remedy problems that occur with either in-library or legitimate out-of-library access to online databases and, when appropriate, open an incident ticket with the database vendor(s) and work collaboratively toward resolving the incident. <i>[Goal: respond within one hour to malfunctions of database access during regular business hours.]</i>
	OPLIN will maintain database usage statistics , both for OPLIN internal use and for retrieval by individual Ohio public libraries. <i>[Goal: Make at least 80% of previous month database usage statistics available to public libraries by the 10th of each month.]</i>
M A R K E T I N G	OPLIN will identify the information resource needs of Ohioans by regularly gathering feedback from Ohio public libraries and finding opportunities to have discussions with librarians.
	OPLIN will identify possible improvements in the user interface to the databases to make it easier for users to find and retrieve relevant resources.
	OPLIN will present database users and public librarians with access to training and training materials for efficient use of the databases and will develop and/or provide database point-of-use promotional materials.
	OPLIN will present information about OPLIN-provided databases and their costs on the OPLIN website. OPLIN will also use temporary communications, such as email broadcasts and social media, to disseminate information about OPLIN-provided databases.
	OPLIN will present programs at conferences and other venues to convey information about OPLIN-provided databases and costs.
F I N C E	OPLIN may use opportunities to combine funds with other organizations when purchasing information databases for use by public libraries and the general public.
	OPLIN may use funds from E-rate reimbursements that are not needed for purchase of telecommunications, internet access, and database subscriptions to support statewide projects to improve access to materials digitized by public libraries.

S E R V I C E S	OPLIN will offer Ohio public libraries a selection of archived email discussion lists and/or forums and chat rooms as a time-based and topic-based means to exchange information digitally, including information about internet technologies, databases, and best security practices. Email discussions will be archived by date and time, but OPLIN will also provide a means to search the archives by topic.
	OPLIN will offer a generic public library website with elements that can be customized for each library and which Ohio public libraries can readily use to maintain a website hosted on OPLIN-provided web servers. The site will link to, but not replace, the library's current Integrated Library System and/or other functions related to the management of the library's bibliographic or user data.
	OPLIN will offer a professional assessment of a library's website , evaluating the website against current best practices in web design and accessibility.
	OPLIN will offer a service that allows libraries to send notification messages directly to patrons' cellphones via standard Short Message Service (SMS) "text messages" instead of sending messages to their email accounts.
O P E R A T I O N S	OPLIN will maintain hosting for email discussion lists for Ohio public librarians to share information with each other. <i>[Goal: Email discussion lists will be functional at least 99.9% of the time.]</i>
	OPLIN will maintain hosting for generic public library websites provided by OPLIN. <i>[Goal: OPLIN-provided websites will be functional and accessible at least 99.9% of the time.]</i>
	OPLIN will maintain a system to monitor the performance of the SMS messaging service and will correct any failures of the messaging service. <i>[Goal: Resolve any performance issues or open an incident ticket with the messaging vendor within 4 hours during regular business hours.]</i>
M R K T G	OPLIN will identify possible assistance with digital communications that Ohio public libraries might need.
	OPLIN will present information about available OPLIN communication-related assistance on the OPLIN website. OPLIN will also use temporary communications, such as email broadcasts and social media, to disseminate information about available OPLIN assistance.
F I N C E S	OPLIN may use funds not needed for providing and maintaining OPLIN connections to public libraries to support this additional assistance to OPLIN participants. Spending for technology assistance to public libraries will be carefully monitored to make certain it does not have a detrimental effect on the ability of OPLIN to provide services that maintain citizen access to digital information.
	OPLIN may use fees collected from libraries for services which are not likely to be used by most public libraries. OPLIN will limit these fees to no more than the actual amount needed to cover the costs to provide the service.

OPLIN Board Meeting

December 10, 2021

Agenda Item 6.3. Questions for PLDS

Background:

Up until 2010, OPLIN conducted an annual **Connectivity Survey** in order to gather library connectivity data for the legislature and other government entities that help make critical funding decisions, track the size and progress of the network in order to facilitate planning, and get accurate contact information for each library system. As some of this information overlapped with the data collected annually by the State Library and with periodic information gathering by OLC, the Connectivity Survey was replaced with the **Public Library Data Center**, which could be updated more frequently on an as-needed basis. Over time, the Data Center seemed superfluous, and OPLIN's network questions were folded into the State Library's annual collection of public library data.

Currently, the survey asks:

2.22 Type of Internet Connection at this Outlet

- From OPLIN
- Ethernet
- DSL
- Cable Modem
- Wireless
- T3 (DS3)
- T1 (DS1)
- Other

2.23 Monthly Cost to the Library of Internet Connection at this Outlet

No library director enjoys completing this annual survey. We should therefore make sure that the questions we ask are necessary and collect for us information that is useful. I'm not sure that the "type" of connection is useful (or accurate). It also seems that, in the absence of instructions, libraries are interpreting "monthly cost" differently.

I would be grateful for the Board's input on what planning data it would be useful to collect from public libraries, and how we might improve the accuracy of the information obtained.

Action needed:

No action other than discussion needed at this time.

Director's Report

August 14, 2021 – December 10, 2021

A Productive Autumn

The managers' reports provided by Laura, Christine, and Karl catalog what I think may be one of the busiest and most productive periods I've seen in the past four years. My job has been to clear the way so that these amazing people can do *their* jobs. Since the last Board meeting, I've worked to get Northstar going, most notably (with the invaluable assistance of State Library HR Manager Stephanie Herriott) to create, advertise, interview, hire, and on-board Christine Morris, who has quickly integrated into OPLIN's office culture and expertly taken over the statewide rollout. Be sure to scan Christine's Northstar implementation plan; it's beautiful, and amplifies my already abundant excitement for the project.

But there's even more activity not reflected in the managers' reports. Karl and Vince have been tracking the progress of the new circuits which were ordered as part of the last E-rate cycle, some of which still need to go into production (and most of which come with billing errors that Vince has been helping to identify and sort out). Jessica continues to build and tweak her monitoring systems, constantly securing and stabilizing our servers and services; she is hard at work configuring server hardware that will provide redundancy to the server infrastructure she built last year. Jessica and Vince have completed work on a service that we think libraries will embrace, customizing the EZProxy authentication portals for each library so that they match the library's website branding, directing patrons through the MASK system for database authentication.

E-rate and ECF

Office Activities

August 16-23	<i>Jessica:</i> ESI AZ104 Azure Security course
August 19	<i>Karl:</i> After-hours reconfigure OARnet Head
August 26	<i>Jessica:</i> OhioNet EBSCOadmin webinar
August 30	<i>Karl:</i> Update CLEVNET MASK connectors to be library-specific
August 31	<i>Karl:</i> Discussed MASK changes for SEO with Jay Miley
September 1	<i>Karl:</i> After-hours work on Cuyahoga County Public Library circuit
September 9	<i>Don:</i> Northstar Library Users Group
September 10	<i>Karl & Don:</i> call with BroadbandOhio, Cuyahoga County, and PCs for People
September 14	<i>Don:</i> E-rate/SLD Conference Call
September 15	<i>Karl:</i> SOCC site visit for Cuyahoga County library consultant

September 16	<i>Don</i> : State Library Board Meeting (Northstar ARPA Grant Approved)
September 17	<i>Don</i> : OLC Board Meeting
September 21	<i>Don</i> : ODN Executive Committee Meeting
September 22	<i>Karl</i> : After-hours network work
September 28	<i>Don</i> : State Library Managers' Meeting
September 29	<i>Don</i> : Set-up meeting with Northstar
October 4	<i>Don</i> : OLC BroadbandOhio Grant webinar
October 6	<i>Laura</i> : Webkit training for Kaubisch Memorial Public Library
October 12-14	<i>Jessica</i> : USENIX SREcon '21
October 13-15	OLC Convention & Expo
October 15	<i>Laura</i> : Introduction to Web Accessibility at OLC Convention & Expo
October 20	<i>Karl</i> : OPLIN network overview for OIT engineers
October 25	Christine Morris' first day
October 27	Fall 2021 E-rate Workshop
October 28	"Closing the Digital Literacy Gap with Northstar" webinar (hosted by OLC)
November 4	<i>Christine</i> : meet with Joseph Mancini re: Connectivity Champions
	<i>Christine, Karl & Don</i> : configuration meeting with Northstar
	<i>Christine</i> : Transparent Language intro meeting
November 8	<i>Christine</i> : LinkedIn intro meeting
November 9	<i>Laura</i> : #a11y training for Webkit customers
	<i>Christine</i> : E-rate coordinators' call
November 10	<i>Karl & Christine</i> : Spectrum rep meeting
November 15	<i>Laura</i> : #a11y training for Webkit customers
	<i>Jessica</i> : SOCC server migration and install
	<i>Christine</i> : OhioDIG Digitization Equipment Roundtable
	<i>Don & Christine</i> : OLC and Broadband Ohio meeting

November 16-18	<i>Christine</i> : USAC's E-rate Webinars
November 17	<i>Karl & Don</i> : new Frontier rep meeting
	<i>Christine</i> : meet with Anne Kennedy re: GOO and Northstar
November 18	"Because We Shouldn't Let Karl Name Things" webinar
November 19	<i>Don</i> : OLC Board Meeting
	<i>Christine</i> : Northstar Library Users Group Proctor Training
	Fall 470 Released
November 22	<i>Karl</i> : Speaks to Excel TECC high school class in Mayfield Heights, OH
November 30	Northstar Admin Training Webinar
	<i>Laura</i> : #a11y training for Webkit customers
	<i>Karl</i> : Afterhours Cincinnati VLAN configuration
December 3	<i>Don</i> : meet with OLC IT Division
December 4	<i>Jessica</i> : OLF Institute
December 7	<i>Don</i> : BroadbandOhio Alliance meeting at CML
	<i>Christine</i> : ODN CEC Meeting
December 9	<i>Don</i> : State Library Board Meeting
	Northstar Staff Training Webinar
	<i>Christine</i> : Northstar Library Users Group

Digital Resources Manager's Report

October 25, 2021 - December 11, 2021

Northstar Digital Literacy

The bulk of my efforts have been focused on Northstar implementation. Don, Karl, and Laura set the project in motion prior to my joining the team. Don, of course, started the project with the application for the grant, work with the vendor on the license, and preparing an initial list of site administrators for each of the libraries. Karl planned for the authentication of every library and handled the account creation details for each. Laura developed all of the initial promotional materials for libraries at OLC and made a unique and inviting display for those materials at the conference. It was a show-stopper in the Exhibit Hall.

That has been a tough act to follow, but I think I have also made some contributions in the last month: after attending conversations with folks at Literacy Minnesota and the introductory webinar for Ohio libraries in October, Don and I brainstormed about what implementation should look like, and what measures of success should be. I prepared a project outline that has been my guiding document as a result of all of those conversations. I am pleased to say that we are running very close to schedule, with solid participation and great enthusiasm from a wide swath of our library community. As of 9am on December 3, we had 97 of our libraries with administrative accounts established. Of those 97, they have all either indicated that they are ready to implement Northstar or feel that they will be ready after a little more training.

Additionally, we are working on more deeply differentiated communications resources and messaging, based on three defined stakeholder groups: the libraries, the general public/the library patrons, and potential digital literacy partners like the Connectivity Champions and Broadband Ohio. I am also looking forward to connecting more deeply with colleagues in other states who are part of the Northstar Users Group of statewide implementers.

E-rate

Having attended a variety of training sessions by USAC, Funds For Learning, and our own statewide consultant Lorrie Germann, I am beginning to gain the knowledge necessary to be part of this process for OPLIN and for our libraries. I am looking forward to learning more as we go through the FY22 cycle.

Ohio Web Library

I have met with representatives from a few of our Ohio Web Library vendors (LinkedInLearning, Transparent Language), and I am looking forward to renewing my acquaintance with a number of the other OWL vendors (EBSCO, Gale, Oxford, ProQuest) and working with a new vendor (WorldBook). The folks at WorldBook are familiar to me because of my previous work, even if I did not work with them directly. Don and I have started to talk about the process for the next ITN, which will need to open next fall.

Digitization

In preparation for my role with the ODN CEC group, I am becoming familiar with the broader work of Ohio DIG and re-familiarizing myself with the considerations in digitizing materials for library use. I am expecting that we will start making some progress on Sanborn Map images later in 2022.

General

I am very pleased to be part of the OPLIN team, and I would like to express my appreciation to each of my new colleagues for their warm welcome and helpful preparations. This has been an extraordinarily easy transition because of their kindness and thoughtfulness.

NORTHSTAR - STATEWIDE IMPLEMENTATION

PROJECT OUTLINE DRAFT - NOVEMBER 2021

Digital literacy has been a part of public library service since the first public computers were installed nearly 40 years ago.¹ Adding public internet service to those computers added a layer of complexity to digital literacy exchanges. Removing both access to public computers and much face-to-face interaction with patrons in 2020 moved digital literacy transactions into an entirely new territory, particularly at a time when patrons were pushed into situations requiring new levels of digital literacy: working from home, applying for new jobs or new benefits, and supporting online learning for family members.

At their September 2021 meeting, the Board of the State Library of Ohio approved \$60,000 in American Rescue Plan Act (ARPA) funds to support a statewide license to Northstar Digital Literacy (<https://www.digitalliteracyassessment.org>) for Ohio's public libraries through OPLIN. The purpose of acquiring this license is to 1.) help individuals assess their current level of digital literacy, 2.) provide tools for individuals to develop competencies, 3.) provide optional curriculum for library staff to assist in developing digital literacy skills among their patrons, and 4.) provide an optional certification process for libraries that are interested in helping their patrons gain credentials.

GOALS

Libraries are and have been engaged in the work of digital literacy, whether they have formally recognized that work or not. For many library staff, this work may feel like something “extra” that they have to do, often especially if they don't feel supported in that work. For library staff administrators, it is often difficult to find the resources to support their staff the way they would like. Northstar can and will be that support.

First Goal: Helping Library Staff Feel Better About Their Role In Digital Literacy Training

This goal will be achieved by:

- Training select library staff at every Ohio public library to be site administrators
- Training all library staff who engage in digital literacy to be aware of how Northstar works.

Our “stretch goal” under this category is

- Signing up all library staff at every Ohio public library for a Northstar staff or user account.

Second Goal: Helping Patrons Increase Their Digital Literacy Skills

This goal will be achieved by:

- Ensuring that a link to Northstar is on every website for every Ohio public library
- Providing marketing support for every Ohio public library to reach patrons.

¹ “Public Access to Microcomputers.” *Library Journal*, vol. 110, no. 8, May 1985, p. 105. EBSCOhost, search-ebSCOhost-com.proxy.oplin.org/login.aspx?direct=true&db=lxh&AN=8583738&site=ehost-live.

Our “stretch goals” under this category are

- Having the Northstar link featured *effectively*² on every Ohio public library website
- Providing marketing support to Ohio public libraries for communicating with community partners and stakeholders.

Third Goal: Provide Patrons With Identifiable Digital Literacy Credentials

This goal will be achieved by:

- Training select library staff at Ohio public libraries to be proctors
- Identifying at least one library in each Ohio county with the interest and capacity to engage in proctoring
- Having at least one library in each Ohio county identified on the Northstar map as a proctoring site.

Our “stretch goal” under this category is

- Training at least one staff member in every Ohio public library to proctor Northstar assessments.
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PROJECT AUDIENCES

The potential for interest in this project is wide. The initial audiences are implied by the initial purposes of the ARPA grant and the goals outlined above. To develop our implementation plan, it is helpful to consider the needs of each of these audiences.

Library Site Administrators

Library site administrators will be responsible for:

- acting as the primary contact for local Northstar implementation
- assigning other roles (staff, proctor, user).

Library Staff

Library staff will benefit from Northstar as:

- a professional development tool to increase confidence with digital literacy skills
- a framework for approaching digital literacy questions with patrons
- a ready-made curriculum for individual or class-based computer training sessions.

Library Staff Administrators

Library staff administrators (i.e. directors, HR, managers) will benefit from Northstar as:

- a method of skills assessment for new or developing staff
- a consistent benchmark of service competency for existing staff
- a professional development tool for staff to learn new skills.

² See the results of the OPLIN survey, “What’s that Called Again?” from June 2021.

Library Patrons

Library patrons will benefit from Northstar as:

- a method of skills assessment to evaluate current competencies and potential for growth
- a resource for developing new skills
- a potential source of credentialing for employment.

Local Community Partners and Stakeholders

As libraries gain confidence with Northstar, they may wish to engage with local community partners regarding the service. That engagement may be as simple as creating awareness, or it may become as in-depth as partnership for proctoring, or it may fall somewhere in between. Some potential partners include:

- Local ABLÉ programs
- Local Chamber of Commerce
- Local school districts
- Local service organizations (Lions Club, Rotary, etc.).

Local Goodwill chapters and other potential community partners may already have licenses for Northstar; it is recommended that library staff research existing Northstar customers via <https://www.digitalliteracyassessment.org/find-location>.

Statewide Community Partners and Stakeholders

Though not part of the initial implementation plan, Ohio's Connectivity Champions (<https://ohio-k12.help/remotedx/connectivity-champions>) are interested in the project. The project manager has promised to keep the Connectivity Champions leadership apprised of the project status.

TIMELINE

The program will be rolled out statewide for all library sites simultaneously, but initial follow-up on implementation will concentrate most heavily on targeting sub-sets of Ohio's public libraries (i.e. Metro libraries, participating GOO libraries, and/or consortia like CLEVNET and SEO. We expect to achieve the First Goal (staff training) and the Second Goal (promotion to patrons) by January 2022 for all of these libraries.

The program manager will follow up with the remaining libraries that do not opt-in on training and promotion activities by January individually, and we expect that all 251 public libraries in Ohio will achieve the First Goal (staff training) and the Second Goal (promotion to patrons) by June 30, 2022.

We will offer opportunities for libraries to self-select with regard to the Third Goal (credentials by proctoring) through June 30, 2022. The program manager will follow up with libraries to ensure that there is at least one proctoring library in each county by September 30, 2022.

EVALUATION

One way to define success for this program is that every public library in Ohio will be “doing digital literacy on purpose.” However, that is a difficult concept to evaluate. Instead, we will begin our evaluation of the statewide implementation with an initial four-pronged approach.

Tracking Library Training (First Goal)

The first step to successful implementation will be ensuring that library staff are adequately trained for the implementation. To that end, the program manager will track attendance at the live sessions, and she will create a Google Form for staff who view the recorded sessions asynchronously to document their participation in program training.

Surveying Library Staff (First Goal)

The second step to successful implementation will be checking with library staff to see how we can adjust the training and other supports to increase their effectiveness in building their own confidence. This will take place through a Google Form survey to all library staff, distributed via the local site administrators. There will also be a link to the Google Form available on the Northstar project page for libraries at <https://www.oplin.ohio.gov/services/northstar>.

Assessing Library Participation (Second and Third Goals)

The program manager will track baseline participation (i.e. linking to the service on local websites and utilizing basic marketing materials) through communication with the local site administrators and review of library websites. She will develop a Google Form for libraries to self-report the location of the service link on their local websites and corresponding promotional activities, and she will follow up with sites that do not self-report with a combination of site review, emails, and phone calls.

The program manager will also track participation in the proctoring program through similar means.

Providing Feedback Opportunities For Patrons & Other Stakeholders (Second and Third Goals)

Thinking ahead to the potential to leverage this program in conversations with OPLIN funders and other statewide stakeholders, the program manager will also develop a feedback form for members of the public, both registered Northstar users and local library stakeholders. The format of this feedback form will be determined with input from local library site administrators.

APPENDIX A: COMMUNICATIONS MATRIX

A comprehensive communications plan will be vital to the success of the project. With the audiences and goals outlined in the project summary above, here is a model for the communications that we will need to develop. Please note that there may be need to differentiate messaging between nonprofit community and for-profit community stakeholders

Communication Type	Lib Site Admin	Lib Staff	Lib Staff Admin	Patrons	Local Partners (nonprofit)	Local Stakeholders (for profit)	Connectivity Champions
NS Listserv implementation announcements	X						
Site admin survey	X						
Site-specific emails	X						
Site-specific phone calls	X						
Asynchronous training forms	X	X					
OPLINLIST general announcements		X	X				
Targeted press release				X	X	X	X
Website assets	X						
Posters for library sites	X						
Flyers for library sites or distribution				X	X	X	X
Bookmarks for library sites or distribution				X	X	X	X
Survey for library staff feedback	X	X	X				
General feedback form				X	X	X	X

October 2021

- Hold initial informational webinar for Ohio public library staff regarding the project
- Confirm library site administrators

November 2021

- Create site accounts for all Ohio public libraries, OPLIN, and the State Library of Ohio
- Plan for library site administrator training
- Plan for library staff training
- Plan for proctor training
- Plan for other training needs
- Schedule training events
- Hold training events
- Create asynchronous training survey
- Start to utilize Northstar listserv for library site administrators
- Create press releases (proctoring and non-proctoring)
- Create website assets (proctoring and non-proctoring)
- Create library posters (proctoring and non-proctoring)
- Create flyers and bookmarks for library patrons (proctoring and non-proctoring)
- Create survey for library staff feedback

December 2021

- Hold additional training events
- Create site administrator survey
- Check on training progress
- Follow up with targeted subset of libraries that are not trained
- Follow up with targeted sub-set of libraries that do not have Northstar link on website
- Create flyers and bookmarks for local partners, local stakeholders, and Connectivity Champions
- Create general feedback form for end users

January 2022

- Goal check: targeted subset of libraries trained
- Goal check: targeted subset of libraries linked
- Goal check: targeted subset of libraries with promotional materials

February 2022

- Follow up with other public libraries that are not trained
- Follow up with other public libraries that do not have Northstar link on website
- Analyze proctoring site distribution
- Create plan for coverage in all 88 counties

March, April, May 2022

- Continue follow-up with any public library that is not trained
- Continue follow-up with any public library that does not have Northstar link on website
- Start to implement plan for proctoring coverage

June 2022

- Goal check: all public libraries trained
- Goal check: all public libraries linked
- Goal check: all public libraries with promotional materials

July, August 2022

- Continue follow-up with counties missing proctoring coverage

September 2022

- Goal check: proctoring coverage in at least one public library in all 88 Ohio counties

The initial set-up was done as bulk account creation via a contact spreadsheet. The current copy of the spreadsheet is available in the OPLIN_Functions shared folder (see REVISED Northstar Location Import).

Ideally, there should be two administrator contacts per location. At the point of implementation, we asked Northstar to add only an OPLIN administrator for each site (i.e. oh0001@oplin.ohio.gov). We will add other administrators from the Original List tab to the sites and to the Current tab after the library has completed the necessary steps to “go live.”

Administrators can create other user types (proctors, staff, general user). Administrators can also update local settings for visibility on the Northstar location map (<https://www.digitalliteracyassessment.org/find-location>) and the availability of proctoring services. The option for self-created accounts will be turned on by OPLIN after the library has completed the necessary steps to “go live.”

Although we anticipated the need for authentication services via MASK, we have since discovered that Northstar does not require any authentication method for self-registered users.

Library Service Manager's Report

Accessibility Audits and #a11y Module Implementation

Much of this fall was devoted to making accessibility-related changes and fixes to over 85 OPLIN Website Kits. While Drupal (the development framework on which the Website Kits are built) was created with accessibility as part of its foundation, the implementation of some third-party modules and customized OPLIN-created features have sometimes required tweaks to better meet the criteria needed to allow assistive technology to access a site's contents more effectively.

Each site was audited using WebAIM's WAVE tool a minimum of three (3) times, resulting in three rounds of changes for each site. Rounds were prioritized from most urgent fixes (errors that would likely prevent information access) to those that would not impede access but could be improved for better accessibility.

Once these rounds of changes were completed, OPLIN was able to begin the process of implementing the #a11y module. This Drupal contributed module allows content editors to check their input for potential problems that might impair access for those with disabilities. Site administrators at each library can see if their entered content might have common problems, such as generic link text, problematic alternative text for images, poorly constructed content outlines and more.

Those libraries interested in using the #a11y module were asked to attend a brief (30 minute) live training, to better understand what the tool evaluates and some of the quirks involved in what it might report. Three separate trainings were offered in November, which staff from 23 different client libraries attended. At least 50% of these libraries are now using the #a11y module. Beginning in 2022, OPLIN will likely offer the training once a month, to encourage more clients to begin using the module.

New Sitewide Alert Feature

The old "Emergency Message" feature on the Website Kits only allowed for one style of alert and had a limit of 60 characters. This was very limiting for libraries that needed more flexibility in presenting alert messages for the public on their websites. I replaced this with a new alert system called "Sitewide Alerts." The new version allows for two different larger, visual alerts and these appear at the top of the site, not in the header. They also can be set to appear on specific pages and/or at specific dates/times. Multiple alerts can be used at a time. Reaction by client libraries to the new feature has been very positive.

DPLA export feeds from OPLIN Website Kits

OPLIN had an inquiry from a library about creating a DPLA-compatible export feed of their custom content. After working with Jennifer Johnson and Peter Kukla at the State Library, we came up with a manageable solution that would allow Drupal to provide what was needed. To create an export feed that can be harvested by DPLA, two modules are required and each content type has to be configured and mapped individually to the DPLA schema. After some discussion, we've come up with a price point for this functionality package. OPLIN will charge \$600 for the modules and the mapping of one content type. After that, each content type mapping will be billed at the OPLIN custom work rate of \$150/hour. We are still waiting to hear if the library would like to implement this; if they decide to go forward, we'll use them as our test case and see if this is something we can offer to other libraries as well.

Creation of Northstar Promotional Assets

Beginning in October, OPLIN began planning the rollout of the new Northstar Digital Literacy product to Ohio public libraries. We began with our booth at the 2021 Ohio Library Council Convention and Expo. I created specific booth décor geared to attract attention to the launch, as well as a flyer to explain to library staff what Northstar is and can do for patrons.

Since OPLIN's new Digital Resources Manager, Christine Morris, has come on board, progress towards launch has accelerated and I created a series of posters and social media assets that libraries can use to promote Northstar directly to patrons.

New Website Kit launches

Several new libraries launched OPLIN Website Kits since August 2021:

- Hurt/Battelle Memorial Library
- Morley Public Library
- Kaubisch Memorial Public Library

Twig templating

Since the update from Drupal 8 to Drupal 9 this spring, there has been more opportunity to start delving into the theming system. Since future updates will not

require full migrations (such as the move from Drupal 7 to 8 did), that means that more work can be done on the theme templates (the “look” of sites) without as much concern that future updates will potentially cause them to have functionality issues.

Drupal previously used the PHPTemplate engine, which allowed for PHP to be directly embedded in template files. Drupal 9 uses Twig, a newer system that uses proprietary variables instead. Although this is requiring me to learn a new system, it is inherently more secure since scripting is not being used openly in the files associated with a theme.

I’ve been working on developing several new options using the new system. These include a cleaner display of event information on individual event pages, rather than the default display which is not as organized as it could be (the default simply shows information as it occurs in the data, rather than in an organized table). I’ve also been working on a variety of new components and display options that clients could implement when creating new content. For example, being able to easily add an image with text wrapping right or left, embedding an image gallery, and more. I am hoping to roll out these options in Spring 2022.

Technology Project Manager's Report

August 13th, 2021 – December 10th, 2021

Database Statistics / stats.oplin.org Enhancements

Earlier this year the “American and English Literature Collection” migrated to Biblioboard, which broke our ability to pull stats for the resource. In early September Lyris provided connectivity information to pull from their new SUSHI API, which has been integrated into our stats system and is running smoothly.

LinkedIn Learning finally released an updated version of their stats API in late November which can report on video views! Our connector has been built, and the first fully automated pull of stats will occur on December 5th. Thus ends 7 months of watching a mouse macro pull down over 1800 reports from LILL's web admin interface. A welcome change.

ProQuest has a multi-month ongoing issue with being unable to provide accurate stats for HeritageQuest. Such a long lasting problem on what I feel should be an easily corrected issue suggests to me a technical inability on the part of ProQuest. I reached out to them 12/1 looking to explore other avenues of stats delivery.

Northstar indicates that they have no existing API for stats retrieval, but that once I inspect their web admin they suspect I'll be able to reverse engineer a method of pulling the data out. Their developer seems amenable, and I suspect we'll work something out.

SMS Gateway: an Outage and a New Beginning

On Friday 9/10 we had our first major SMS outage in quite a long time. An upstream SMS carrier flagged our number as a spammer, and rejected 95% of all messages. Error level alarms on the SMS gateway notified us of the issue, and we shut down outbound transmission of text messages. All messages which errored out were recovered and re-added to the queue. The gateway continued to accept messages from libraries, but held them until the issue was cleared Monday morning. Though 18,000 texts were delayed, none were lost.

On a more positive note, 11/30 marked the first production text messages from CLC being delivered. Our current monthly load for 160 libraries is ~117k messages. CLC states their 17 member libraries generate roughly the same monthly amount, which would raise our monthly burn rate to ~250k message credits. With 1.5 million credits in our wallet we have at least 6-9 months of credits available. Our last purchase of 5 million credits was \$30k, but due to carrier fee increases I'd estimate updated pricing to be closer to \$40k. Quotes for service will be gathered Q1 2022.

ARIN Fee Increase in 2022

On 9/15 the American Registry for Internet Numbers (ARIN) announced a fee restructuring which will increase the amount we pay annually for registration of our 66.213.0.0/17 block of ipv4 address space. Previous annual costs were \$300, which going forward will be \$4,000 as we're identified as a "medium" sized network. Though a substantial increase, it's not particularly burdensome within the scope of running a /17 sized network, and ARIN is a non-profit which handles all IP registrations in North America, so no real action to be taken.

Network Administration / SOCC Co-Location

In the pursuit of vlan stacking to allow private links from libraries to the SOCC co-location space, both Spectrum collectors and the OARNet collector have been converted to high MTU trunks capable of supporting jumbo frames. Front runners on the project are Cincinnati and Parma, both of which are at the point of waiting on the library to deploy a local test device for verification of end to end connectivity. Once in place only a single reconfiguration of the OPLIN core will be required to complete the project, and I have high hopes that this will be the last "in-progress" update on this topic.

Multiple meetings and correspondence with OIT have been held as we onboard a new engineering team in the wake of the departure of Terry Fouts. Progress has been made on cleanup of the management network, consolidating physical inventory of spare hardware, and getting OIT up to speed as a whole as to the intricacies of the OPLIN network.

In preparation for our annual ERate Form 470 a manual inspection of every circuit in the network was completed in early November. As a result we're expecting to upgrade ten library circuits this season, and have corrected six misconfigurations causing diminished service.

The co-location space will soon welcome hardware from Lorain and Medina libraries, which will be utilizing the shared rack and a private connection to CLEVNET for hosting server hardware. Additionally, the OPLIN office network was reconfigured to move its network core to the SOCC co-location space. This will allow us to keep all hardware assets within the safety of the SOCC, while also allowing us to easily extend our staff network into any building we have connectivity to.

JR Clarke completed an 8 month renovation project, allowing us to decommission our connectivity and hardware to their temporary location and reestablish service to the original building.

mask.oplin.org Development

A mechanism is now in place to allow mapping fields like fines and block status into vendor responses upon request. Additionally, support for pinless card validation against SIP2 targets and various logging enhancements have been added. Mask was outlined in an OPLIN webinar on 11/18, and a proposal to "Computers in Libraries" has also been submitted.