

## OPLIN Strategic Plan – FY2023-FY2025

### 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

#### Priority:

Facilitate finding, retrieving and sharing digital information

#### 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*

#### Strategy:

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

#### Strategy:

*Offer to assist Ohio public library systems with digital communications and digital literacy training*

### Annual Services Summary – FY2023

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| 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   |

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| 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                   | Offer subscriptions to a digital literacy assessment and tutorial service |

## Annual Tactical Plan – FY2023

In support of Strategy:

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

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| S<br>E<br>R<br>V<br>I<br>C<br>E<br>S           | <p>OPLIN will <b>provide reliable broadband telecommunications circuits</b> 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 <b>provide bandwidth from providers of wholesale internet</b> 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 <b>provide adequate network routing equipment</b> 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 <b>provide a filtering solution</b> 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<br>P<br>E<br>R<br>A<br>T<br>I<br>O<br>N<br>S | <p>OPLIN will <b>maintain basic Help Desk services</b> 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 <b>maintain monitor(s) on the amount of bandwidth being used</b> 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 <b>maintain effective firewalls and intrusion-protection</b> 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<br>A<br>R<br>K<br>E<br>T<br>I<br>N<br>G      | <p>OPLIN will <b>identify the internet bandwidth needs</b> of Ohio public libraries by monitoring circuit utilization and gathering feedback from library IT staff.</p>  |
|  | <p>OPLIN will <b>present information about OPLIN-provided telecommunications services</b> 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 <b>present programs at conferences</b> and other venues to convey information about OPLIN-provided telecommunications services and costs.</p>  |
|  | <p>OPLIN will <b>identify trends and best practices in cybersecurity</b> 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>  |
| F<br>I<br>N<br>C<br>S                          | <p>OPLIN may <b>use state contracts with telecommunications vendors</b> 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.</p>  |
|  | <p>OPLIN may <b>use the Federal Communication Commission's</b> universal service Schools and Libraries Program, commonly known as the <b>E-rate Program</b>, to obtain discounts on telecommunication and internet access costs if E-rate participation does not conflict with the best interests of OPLIN participants.</p>   |

In support of Strategy:

Offer to assist Ohio public library systems with internal internet needs

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| S<br>E<br>R<br>V<br>I<br>C<br>E<br>S           | OPLIN will <b>offer to assist Ohio public library systems with connecting their branches</b> 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 <b>offer a basic network evaluation service</b> 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 <b>offer annual E-rate workshops</b> for Ohio public libraries to assist with their E-rate applications.  |
|  | OPLIN will <b>offer space to libraries in a designated area of the State of Ohio Computer Center (SOCC)</b> where they can locate servers and network equipment in close proximity to the OPLIN network core.  |
|  | OPLIN will <b>offer to host or sponsor at least one conference</b> for Ohio public library staff every year, within the constraints of the OPLIN budget, that will present information and facilitate discussion about internet technologies.  |
| O<br>P<br>E<br>R<br>A<br>T<br>I<br>O<br>N<br>S | OPLIN will <b>maintain a method for identifying libraries that may have internal networking issues</b> and will offer to evaluate the network and work with library IT staff to resolve any issues. <i>[Goal: Assist at least 10 libraries each year with resolving internal networking issues.]</i>   |
|  | OPLIN will <b>maintain an agreement to lease space in the State of Ohio Computer Center</b> for co-location of library servers and networking equipment. <i>[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.]</i>  |
| M<br>A<br>R<br>K<br>E<br>T<br>G                | OPLIN will <b>identify the internet technology needs of Ohio public libraries</b> by monitoring forums and email lists, attending conferences, and finding opportunities to have discussions with librarians.  |
|  | OPLIN will <b>present information about available OPLIN internet-related assistance</b> 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<br>I<br>N<br>A<br>N<br>C<br>E<br>S           | OPLIN may <b>use funds not needed for providing and maintaining OPLIN connections</b> 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 <b>use fees collected from libraries</b> 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.  |

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| S<br>E<br>R<br>V<br>I<br>C<br>E<br>S           | OPLIN will <b>provide subscriptions to selected databases</b> of high-quality digital information with guidance from the public library community and the OPLIN Content Advisory Committee.   |
|  | OPLIN will <b>provide a website allowing free access to the online information</b> 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 <b>provide support for access to materials that Ohio public libraries have converted to digital formats</b> . This support may take the form of financial assistance or assistance with publishing the materials on the internet in an accessible manner.  |
|  | OPLIN will <b>provide the necessary technology to authenticate remote users'</b> 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 <b>provide tools for integrating access to online databases</b> directly into a library's website, including authenticated links and other embeddable tools.   |
| O<br>P<br>E<br>R<br>A<br>T<br>I<br>O<br>N<br>S | OPLIN will <b>maintain and monitor the user interface to the databases</b> to keep it functional. <i>[Goal: Keep the public access website for the databases functioning as intended 99% of the time.]</i>  |
|  | OPLIN will <b>maintain a Content Advisory Committee</b> 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 <b>maintain basic Help Desk services</b> 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 <b>maintain database usage statistics</b> , 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<br>A<br>R<br>K<br>E<br>T<br>I<br>N<br>G      | OPLIN will <b>identify the information resource needs of Ohioans</b> by regularly gathering feedback from Ohio public libraries and finding opportunities to have discussions with librarians.  |
|  | OPLIN will <b>identify possible improvements in the user interface</b> to the databases to make it easier for users to find and retrieve relevant resources.  |
|  | OPLIN will <b>present database users and public librarians with access to training</b> and training materials for efficient use of the databases and will develop and/or provide database point-of-use promotional materials.   |
|  | OPLIN will <b>present information about OPLIN-provided databases</b> 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 <b>present programs at conferences</b> and other venues to convey information about OPLIN-provided databases and costs.  |
| F<br>I<br>N<br>C<br>E                          | OPLIN may <b>use opportunities to combine funds with other organizations</b> when purchasing information databases for use by public libraries and the general public.  |
|  | OPLIN may <b>use funds from E-rate reimbursements</b> 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.   |

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| S<br>E<br>R<br>V<br>I<br>C<br>E<br>S           | OPLIN will <b>offer Ohio public libraries a selection of archived email discussion lists</b> 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 <b>offer a generic public library website</b> 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 <b>offer a professional assessment of a library's website</b> , evaluating the website against current best practices in web design and accessibility.   |
|  | OPLIN will <b>offer a service that allows libraries to send notification messages</b> directly to patrons' cellphones via standard Short Message Service (SMS) "text messages" instead of sending messages to their email accounts.   |
|  | OPLIN will <b>offer subscriptions to a digital literacy assessment and tutorial service</b> , and support widespread adoption of the tool as part of libraries' digital equity efforts within their communities.  |
| O<br>P<br>E<br>R<br>A<br>T<br>I<br>O<br>N<br>S | OPLIN will <b>maintain hosting for email discussion lists</b> 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 <b>maintain hosting for generic public library websites</b> provided by OPLIN. <i>[Goal: OPLIN-provided websites will be functional and accessible at least 99.9% of the time.]</i>  |
|  | OPLIN will <b>maintain a system to monitor the performance of the SMS messaging service</b> 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>  |
|  | OPLIN will <b>maintain support resources for the selected digital literacy assessment and tutorial service</b> and will nurture partnerships both internal and external to the state to encourage use and development of the service.   |
| M<br>R<br>K<br>E<br>T<br>I<br>N<br>G           | OPLIN will <b>identify possible assistance with digital communications</b> that Ohio public libraries might need.   |
|  | OPLIN will <b>present information about available OPLIN communication-related assistance</b> 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<br>I<br>N<br>A<br>N<br>C<br>I<br>N<br>G      | OPLIN may <b>use funds not needed for providing and maintaining OPLIN connections</b> 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 <b>use fees collected from libraries</b> 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.   |