

10. OPLIN Support Center

The **OPLIN Support Center** provides free technical support to all Ohio public libraries that are experiencing difficulties with access to OPLIN databases or general problems with their OPLIN network services.

Whether you call or e-mail the **OPLIN Support Center**, your incident is logged in a problem-tracking system and assigned a ticket number. The ticket number allows any **Support Center** representative to find your ticket - this way you can be given a status update or additional information can also be logged (*see also **Self Service** on page 5*).

Contact the **Support Center** for any OPLIN-related issues or questions, but be aware that not all problems can be handled during the initial phone call. If the **Support Center** cannot answer your question at the time of your call, they will research your question and get back with you as quickly as possible.

The **Support Center** is open **8 a.m. to 5 p.m.** Monday through Friday and certain holidays. After-hours support is only available in the event of a network outage.

OPLIN SUPPORT CENTER

Phone: 1-888-966-7546

E-mail: support@oplin.org

Chat: <http://oplin.org/chat>



An Introduction for New Ohio Public Library Directors

February 2008

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To new Ohio Public Library Directors:

Welcome! OPLIN is pleased to offer this booklet about our services, which we hope will help you make the most effective use of the resources we provide. We look forward to working with you in providing access to information and electronic services to the people of Ohio. If you haven't already done so, please introduce yourself to us, and make sure we have your name and e-mail address so that we can correctly route information to you. If you have any questions, feel free to ask. The best way to do so is by contacting the **OPLIN Support Center** (see page 10).

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LIBRARIES CONNECT OHIO & OHIO WEB LIBRARY

Libraries Connect Ohio (LCO) is a partnership of Ohio libraries and library organizations (including the State Library of Ohio, OhioLINK, and INFOhio) that are working together to build and provide a core collection of information resources and library services.

This collection of resources, called the **Ohio Web Library**, supports quality education, a skilled workforce, business growth, and lifelong learning in Ohio. By providing resources statewide, LCO can cost-effectively provide necessary information resources to all Ohioans, regardless of their location, age, education or economic status.

OHIO LIBRARIES SHARE: MORE

OPLIN developed **MORE** on behalf of the State Library of Ohio, which continues to develop and improve the service. **MORE** is a circulation system that links participating school and public libraries throughout Ohio, allowing patrons to directly request and borrow items that their local library might not have.

In order to participate, your library must meet certain technical requirements. For additional information, or to find out how your library can get involved, go to the **MORE** website: <http://library.ohio.gov>

8. OPLIN E-Lists

OPLIN currently hosts a variety of e-mail discussion lists (or e-lists). Here's how they work: if you want to ask other librarians a question, you create a regular e-mail message and send it to the address of the e-list. The software managing the list sends a copy of your message to every subscriber. If the list has 2000 subscribers, then your e-mail message will be sent to 2000 people. If any of these subscribers want to respond, they can also post their response to the list.

OPLINLIST (oplinlist@oplin.org) is a discussion list for all general, non-technical topics related to OPLIN or Ohio's public libraries. You must be subscribed in order to post a message to the list, and older messages are automatically stored in an archive accessible to subscribers.

To join the OPLINLIST discussion list:

- At <http://mail.oplin.org/mailman>, click the link for OPLINLIST (or any other list you wish to subscribe to).
- Fill out the subscription form with your e-mail address and a password to manage your subscription.
- Click the "Subscribe" button.
- In a few minutes, you should receive an e-mail message about your subscription request, with instructions to confirm your subscription.

Use these same instructions for subscribing to other OPLIN e-lists, including **OPLINTECH** (for discussions of a more technical nature), and **OPLINUPDATES** (a read-only list for announcements from the OPLIN staff).

1. OPLIN: The Basics

OPLIN stands for the
Ohio Public Library Information Network.

OPLIN is funded by the Ohio legislature as part of the **State Library of Ohio's** budget, and is governed by an eleven-member Board of Trustees, who are appointed by the State Library Board and may serve no more than two consecutive, three-year terms.

OPLIN offers Ohio residents fast, free access to the Internet through Ohio's local public libraries, as well as the use of high-quality research databases. The overriding rationale for OPLIN is to ensure that all citizens have equal access to information, regardless of location or format. OPLIN believes that equity of access to information for all must include access to the diverse resources of Ohio's public libraries; access to federal, state, and regional information resources; and access to electronic information resources. Since 1996, OPLIN has brought almost universal web access to Ohio at over 700 sites in all 88 counties.

Currently, there are five OPLIN staff members:

Stephen Hedges, Director

Karl Jendretzky, Technology Project Manager

Laura Solomon, Library Services Manager

Bobbi Galvin, Support Center Technician

Vincent Riley, Support Center Technician

2. The OPLIN Website

www.oplin.org

For many libraries, the OPLIN website serves as a portal to the OPLIN subscription databases (see page 3). Other libraries link directly to the OPLIN databases from their own websites, and simply offer OPLIN's website as one resource among many others.

About OPLIN covers the basics and also has policies, procedures, training materials, and answers to frequently asked questions about OPLIN and its services to libraries.

Under the **Discover Ohio** topic, OPLIN has accumulated the largest collection of links devoted solely to Ohio-specific websites and online information.

OPLIN's **Find a Library** tool allows users to quickly locate and map libraries around the state, or search all Ohio public library websites in one place.

OH! Kids and **OH! Teens** are web directories for younger children and teenagers. OPLIN also hosts the popular online identification tools **What Tree Is It?**, **What's That Snake?**, and **What's the Point?**. Other Ohio-related mini-sites include **Evolution of Ohio** and **Famous Ohioans**.

The OPLIN 4cast is a weekly compilation of public library headlines, topics, and trends, published in a blog format. You can read it at www.oplin.org/4cast, or subscribe to it via RSS feed.

7. E-mail Accounts

OPLIN provides a free e-mail account to any Ohio public library staff member, but only with the approval of their director. OPLIN views all e-mail accounts as belonging to the library, not the staff member. To obtain a new e-mail account, cancel an old one, or transfer an existing one from one library to another, go to **OPLIN Self Service** (see page 5) and fill out the appropriate webform(s).

New e-mail accounts are usually activated the same day they are requested. When a new account is activated, the OPLIN Support Center will contact the person making the request with their new Username, Password, and any other information about the account.

Users can also access their e-mail accounts online through **OPLIN webMAIL** (<http://mail.oplin.org>). If you are using an e-mail client such as Thunderbird, Eudora, or Outlook, you will need to configure it with the following information:

1. **Outgoing mail server** = mail.oplin.org
2. **Incoming mail server** = mail.oplin.org
3. **POP user name** = the Userid appearing on your User Information sheet
4. **Password** = the Password appearing on your User Information sheet

This information, as well as other information about spam filtering, OPLIN webMAIL, and more, can be found at www.oplin.org/spam.

6. Network Services

OPLIN provides an Internet connection to every Ohio public library system, usually a T1 circuit. It also provides services that enable libraries to obtain additional circuits at state-negotiated pricing. OPLIN also serves as the Internet Service Provider for most Ohio public libraries, and offers a variety of other services that allow Ohio public libraries to maximize their connectivity and make adjustments to existing connections.

The ***OPLIN Connectivity Services to Ohio's Public Libraries*** document can be found on the OPLIN website, under **About OPLIN > FAQ || OPLIN Network Services** (www.oplin.org/services). It provides details and pricing information about various services, including:

- **Moving a Circuit**
- **Disconnecting a Circuit**
- **Demarc Extension**
- **Type A Service** (Circuit with full network service)
- **Type B Service** (Circuit-only service)
- **Type C Service**
(Added circuits for the OPLIN main connection)
- **Type D Service** (DS3 connections)
- **Type E Service** (Ethernet connections)
- **Router Services**
- **DNS & Domain Name Services**

Please note: Network services can only be requested by a public library director, or his or her designee.

3. OPLIN Databases

OPLIN and the other partners in Libraries Connect Ohio (see page 9) purchase subscription databases and make them available to all Ohio citizens as part of the **Ohio Web Library**. Using IP recognition, anyone on an Ohio-based computer, whether in a library or at home, has automatic access to these resources. They can also be accessed by anyone using an Ohio public library card. OPLIN tracks zip codes of non-library users for statistical purposes.

The current list of Ohio Web Library databases can be found under the **Research Databases** area of the OPLIN website, including:

- **EBSCOhost** (multiple topic profiles)
- **AccessScience**
- **America's Newspapers** (NewsBank)
- **Annals of American History Online**
- **ART Collection**
- **Biographies Plus Illustrated**
- **Consumer Health Complete**
- **Enciclopedia Universal en Español**
- **Encyclopaedia Britannica Online**
- **LearningExpressLibrary**
- **Literature Online**
- **NetWellness**
- **NoveList**
- **Ohio Capitol Connection**
- **Oxford Reference Online**
- **Sanborn Fire Insurance Maps**
- **Student Research Center**

4. Usage Statistics

To assist libraries in tracking their patrons' usage of certain OPLIN subscription databases, OPLIN provides **ODURT** (OPLIN Database Usage Reporting Tool).

Libraries can generate individualized reports that track usage of certain databases over time, or by zip code.

The ODURT URL is:

www.oplin.org/odurt

Please note: ODURT does not track statistics for every OPLIN-provided database, as some database vendors have their own online statistics reporting tools. You can find more information by choosing **FAQ** | | **ODURT** in the Frequently Asked Questions area of About OPLIN.

5. OPLIN Self Service

OPLIN Self Service is a password-protected website. Developed with assistance from the State Library of Ohio and the Bill and Melinda Gates Foundation, it empowers libraries to order services, view and comment on their ongoing support issues, obtain information, and communicate with the **OPLIN Support Center** (see page 10). It can be found at the following URL:

<http://support.oplin.org/>

Messages on the front page will keep libraries informed of statewide projects or problems. A link to **About OPLIN** takes visitors directly to general OPLIN information and frequently asked questions. A link to **Self Service** takes registered users to a login page.

Passwords for **Self Service** may be obtained by contacting the **OPLIN Support Center** (see page 10). Only one password is created and issued per library system. Generally, the audience for **Self Service** is Ohio public library IT managers, or those who have the authority to submit work orders and purchase services.

Among other things, Ohio public library staff members can find webforms for creating and deleting OPLIN e-mail accounts (see page 7), registering DNS or domain names, obtaining bandwidth usage information, submitting circuit orders, and submitting other network configuration requests (see page 6).