Membership Report

"I think of OhioLINK as one of my lifelines. I would not know how to pursue my research without it."
— Suparna Chatterjee, Xavier University

"As LAC chair, I would like to personally thank you all for a great year."
— Jerome Conley, LAC Chair, Miami University

"Oh, @OhioLINK, how extensive your collection is. Such a great system!"
 Alexa Fox, @AlexaKaye3

OhioLINK is pleased to issue its inaugural membership report. We hope you find it inspiring and informative. OhioLINK is always a work in progress, created by both the projects and milestones we as central OhioLINK staff do, as well as the collaborative projects in which member staff participate or lead. You as members exemplify OhioLINK's tagline, "powered by member participation." Together we create one of the best academic library consortia nationally and internationally.

Gwen Evans, MLIS, MA
Executive Director

Twenty-five years ago, leaders from across Ohio's libraries formed the foundation of an organization with the visionary intent of working collaboratively to share resources across our state. The objective behind that effort was to support the success of Ohio's students and library patrons, and that commitment remains central to the work of OhioLINK's central staff and our member institutions. OhioLINK is a gold standard for library consortia today because of the rich relationships it has forged throughout its network and the shared sense of purpose that drives its vital mission across our great state.

Jerome Conley, MLIS
LAC Chair, Miami University

"Real talk: I miss OhioLINK"
Dustin Edwards, @edwardsdusty

info@ohiolink.edu

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google.com/+ohiolink

Contents

"The vast library and research resources available through OhioLINK provide Ohioans with unprecedented access to information that can energize education and drive innovation."

— *John Carey, Chancellor, Ohio Department of Higher Education*

Staff

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Executive Director

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Deputy Director, Operations & eLicensing

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Electronic Serials Librarian

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Executive Assistant

ohiolink.edu/directory

Strategic initiatives

All OhioLINK deans and directors guide the process of setting strategic initiatives for OhioLINK. Formally approved by the Library Advisory Council in September 2014 after a series of facilitated meetings with all library directors, these are OhioLINK's strategic initiatives through 2018. You can see OhioLINK's progress through CY2016 at **ohiolink.edu/strategic** (Ostaff login required).

"@Sparklecheese Moving away from OhioLINK must be the pits."
Christine Frank, @mostlycatscf

Strategic directions

Stewardship

Cooperatively and cost-effectively acquire an expanding array of the best academic library content. Preserve shared digital content and collaboratively manage print collections.

GOAL

Develop sustainable funding models

Action Item: Purchase shared e-book packages

GOAL

Increase levels of collaborative management of print across OhioLINK members

Action Item: Develop guidelines for the deduplication of monographs

Action Item: Deduplicate journals in the depositories

Action Item: Expand collaborative management of print outside of depositories

GOAL

Manage resources effectively by making data-driven decisions

Action Item: Identify and produce useful consortial data for effective resource management across the life cycle of shared collections: acquisition, access and preservation

Discovery & Access

Enhance and increase discovery opportunities. Provide secure, state-of-the-art access to resources.

GOAL

Deliver personalized, flexible content

Action Item: Increase percentage of platforms with mobile interface

Action Item: Increase percentage of shared e-book purchases that are "download to device"

Action Item: Increase percentage of shared e-book purchases that are DRM-free

GOAL

Integrate systems

Action Item: Develop authentication system

Action Item: Develop single requesting system for all items

GOAL

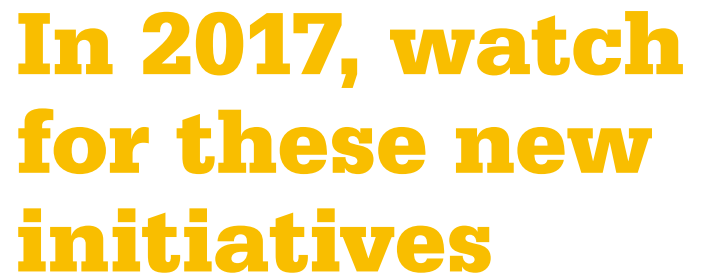### Embed OhioLINK, institutional and/ or national access points within OhioLINK-managed applications

Action Item: Develop and execute a linked data initiative

Action Item: Integrate ORCID IDs into ETD

Action Item: Extend ORCID integration from ETD to other relevant resources

🤝 Partnerships

Seek external partnerships. Fully leverage member collaboration.

GOAL

Collaborate with other consortia/initiatives

Action Item: Become a Digital Public Library of America service hub

Action Item: Identify other potential partners who would strengthen OhioLINK's content or service offerings

GOAL

Strengthen OhioLINK relations with Ohio government agencies

Action Item: Monitor Ohio government initiatives so that OhioLINK can nimbly and appropriately respond

Action Item: Demonstrate need for increased state funding for increased content

GOAL

Strengthen intra-consortia partnerships

Action Item: Propagate OhioLINK values and principles to members of OhioLINK governance committees

Action Item: Ensure orientation for personnel at OhioLINK member libraries

"Great news for @open_textbooks with @OhioLINK coming on board as a member. Next gathering — you need a bigger room. ohiolink.edu/press/ohiolink…"

🐦 *steven bell, @blendedlib*

In 2017, watch for these new initiatives

🤝 Partnership Initiative

OhioLINK will join the Open Textbook Network and will hold five regional workshops for institutions to promote advocacy and awareness for OER initiatives on campuses.

🤝 Partnership Initiative

OhioLINK libraries will start contributing metadata as part of Ohio's Digital Public Library of America (DPLA) hub, the Ohio Digital Network.

Stewardship Initiative

Ohio University and OhioLINK has received a $49,000 Library Services and Technology Act (LSTA) grant through the State Library to pilot an innovative analysis and relocation of unique materials from Ohio University's regional print depository. The project is meant to test alternative means of ensuring the sustainable retention of scholarly materials in high-density storage facilities.

How do issues get debated & decided?

OhioLINK is a state agency

OhioLINK as a central entity is a state agency under the Ohio Department of Higher Education (ODHE) and is subject to the direction and funding of the ODHE Chancellor. However, issues requiring cooperation or strategy among the members are discussed and approved among the library deans and directors.

Deans and directors

OhioLINK deans and directors discuss and decide collectively the resources and major collaborative initiatives and policies the membership and OhioLINK will undertake.

Each major dean/director group has its own quarterly meetings: independent colleges and universities; two-year/regional/technical colleges; medical and health science directors and law directors. Each of these groups chooses its own representatives to the advisory and voting body, which is the Library Advisory Council (LAC).

LAC includes all library deans and directors from the charter members (the public universities, the State Library, University of Dayton and Case Western Reserve University). The other groups of deans and directors send voting representatives to LAC: three from the independent group, three from the two year/regional/technical college group and one each from the medical/health science and law library directors groups. The LAC reviews and approves all OhioLINK policies as proposed by fellow deans and directors, standing committees or task forces. The LAC also discusses and approves major funding measures and participates in strategic planning.

Standing committees report and recommend

The OhioLINK standing committees are charged by, and report to, LAC; the chairs of the standing committees prepare reports, bring forward action items and recommendations and take part in discussions at the LAC meetings. The current standing committees are CIRM, DMS, ICS, USC and the ETD Council. The Committee Review task force charged by the LAC to review and recommend changes to the current structure will deliver its report at the March 2017 LAC meeting.
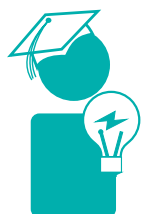
Value & accuracy

Delivery metrics

As our PCIRC courier, Priority Dispatch completed over 99 percent of the 159 scheduled OhioLINK stops for FY16 on time (within 2.3 days) and without a reported incident. Need to report a service delay or problem? Make sure your institution uses the courier problem report form. It's worthwhile: 323 courier problems reported were resolved in 2015–2016.
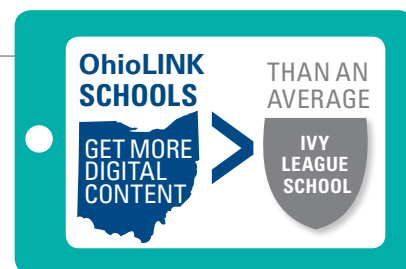
Usage stats

OhioLINK SCHOOLS GET MORE DIGITAL CONTENT > THAN AN AVERAGE **IVY LEAGUE SCHOOL**

AVERAGE COST STATEWIDE
$70
PER STUDENT

$1.05
Cost to membership per use

12+ MILLION
e-journal articles downloaded
(all publisher sites & EJC)

3+ MILLION
e-book sections downloaded
(all publisher sites & EBC)

11+ MILLION
Full-text downloads/ full content views in databases*

121	500+	3.9	46+	59+	140+
member libraries served	**thousand** higher-ed patrons	**million** patrons via SearchOhio	**million** library items	**thousand** theses & dissertations	**thousand** e-books

*includes EBSCO, OED, Safari, Ancestry, Science Online, WorldBook and Learning Express

Your users are our stars: Telling the OhioLINK story

OhioLINK has an ongoing series that highlights the ways your students, faculty and researchers benefit from OhioLINK resources. Read more about your users and let us know if you have a user to recommend.

ohiolink.edu/stars

2015–2016 Central Catalog searches & requests

12+ MILLION

Most searched phrase
"silent players"
matching the title of a 2002 book (ohiolink.edu/2002book) about 100 silent film actors and actresses

Top requested print item
Publication Manual of the American Psychological Association

400,000+
fulfillments from the Central Catalog

31,000+
fulfillments from the SearchOhio catalog to OhioLINK patrons

How many invoices?

OhioLINK in coordination with the OH-TECH business office sent out more than 1,700 invoices to member libraries for all these resources and managed the payment for more than 100 invoices from vendors.

More content, better prices

Content acquisitions

Stewardship Initiative

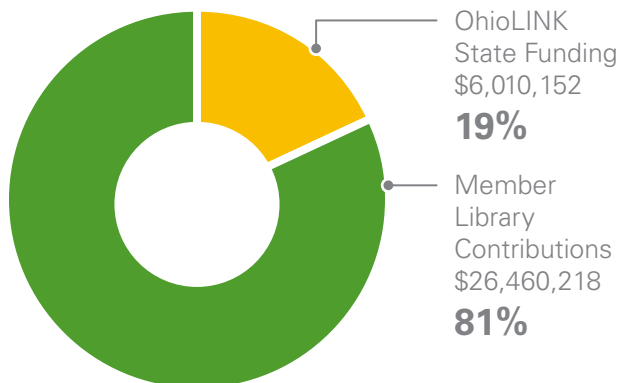### University Press Scholarship Online 2015 & 2016 titles

In 2016, OhioLINK negotiated to add the University Press Scholarship Online (UPSO) package to our e-book subscriptions. This package includes 530 titles from University of California Press, University of Chicago Press, MIT Press and Yale University Press and allows for unlimited simultaneous users. In 2017, this package will include New York University Press titles.
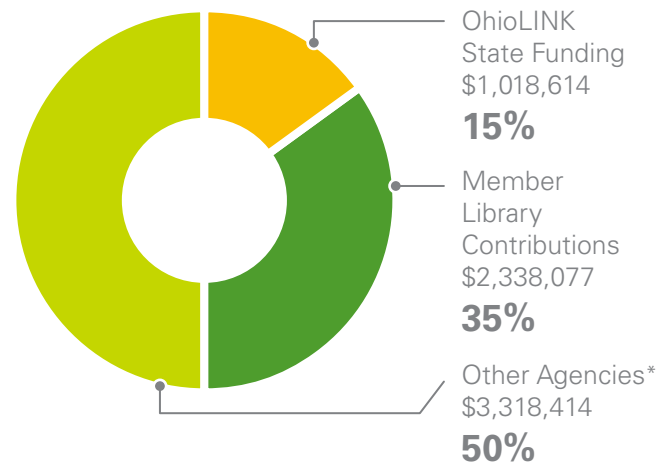
Institute of Physics e-books

As part of the Institute of Physics (IOP) e-journals negotiations, OhioLINK members now have access to IOP e-books at a fantastic discount. The package includes the Concise Physics release one and two and Expanding Physics release one and two for a total of 95 titles. These books are accessible through iopscience.iop.org. Titles are available in EPUB and PDF with no DRM.

2016 purchased e-journals & books

OhioLINK State Funding
$6,010,152
19%

Member Library Contributions
$26,460,218
81%

Subscription databases including LCO

OhioLINK State Funding
$1,018,614
15%

Member Library Contributions
$2,338,077
35%

Other Agencies*
$3,318,414
50%

Sage Stats

OhioLINK negotiated for, and acquired, Sage Stats at no cost to the consortium as part of our Sage e-journals deal for 2017. This product is available to all member institutions, regardless of EJC participation. SAGE Stats is a data download and visualization tool hosting social science data about U.S. states, counties, cities and metropolitan statistical areas from more than 150 different government and non-government sources. It spans topics like employment, crime, religion and education. The data series are standardized allowing you to easily find, compare, visualize and export.

Sage expanded journal package & backfiles

OhioLINK's negotiating team obtained the expansion of the journal package from the Premier 2009 title package to the Premier 2016 title list at a reduced cost from current spending—more content for less money. OhioLINK also used central funding for a one-time purchase of Sage backfiles at no cost to the membership.

Contracts

On behalf of the membership, we manage 50-plus contracts annually that encompass 100-plus databases, 6,000-plus journal titles, 40,000-plus e-books and a variety of software services (including GOBI and Content Café).
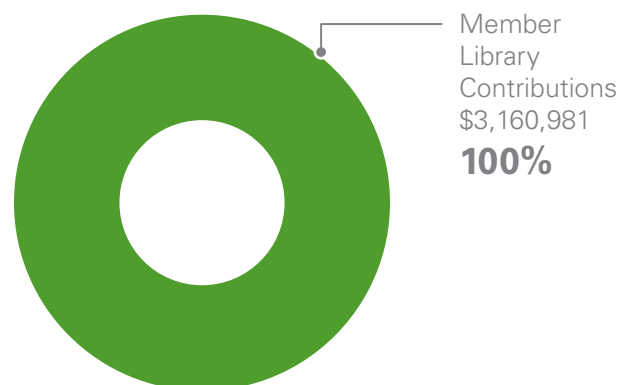
Opt-ins vs. core resources

In 2014, LAC voted and approved a list of core resources for OhioLINK member institutions after recommendations from CIRM. These are resources considered by the membership to be central to all or most of the member institutions.
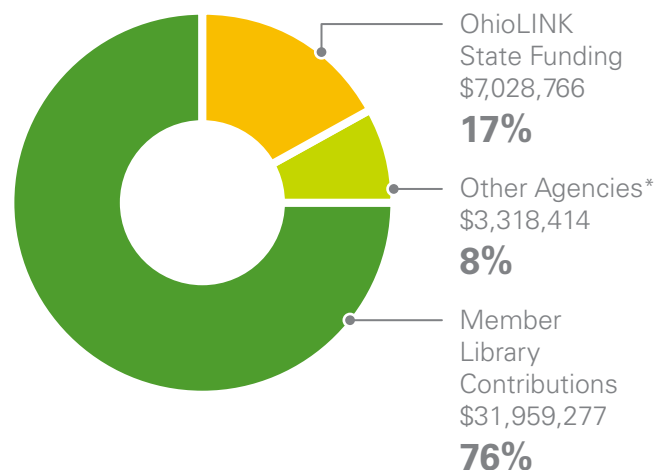
- **Databases**: EBSCO Base and Expanded pack, Harpweek, First Search, American Periodical Series, Oxford English Dictionary, Safari Technical Books
- **e-journals:** All EJC packages: ACM, ACS, APS, Cambridge, Elsevier, IOP, OSA, OUP, Project Muse, PsycARTICLES, Sage, Springer, Wiley (RSC was cancelled for 2017)
- **e-book packages:** Oxford Scholarship Online, Springer e-books, Wiley e-books

In addition, some OhioLINK-wide resources are not defined as a core resource but are considered relevant content statewide. OhioLINK's negotiation prowess and the generous contributions by member institutions allow access for all members. These resources included: ATLA, IPSA, RILM, ProQuest Dissertation and Theses and MathSciNet.

Opt-in resources

Member Library Contributions $3,160,981
100%

All e-resources

OhioLINK State Funding $7,028,766
17%

Other Agencies* $3,318,414
8%

Member Library Contributions $31,959,277
76%

*Other Agencies = LSTA grant via State Library of Ohio + OPLIN + INFOhio

What is an opt-in resource, and when does OhioLINK do one?

Under some circumstances, OhioLINK will negotiate and contract for resources on behalf of a subset of OhioLINK libraries. Each resource has a different set of libraries that subscribe. These resources are referred to as "opt-ins" and generally renew on the fiscal year.

OhioLINK staff negotiate and manage these opt-ins:
- ACLS E-Books
- Content Café
- GeoRef
- LexisNexis Academic
- Opposing Viewpoints in Context
- ProQuest Congressional
- ProQuest Statistical Insights
- RefWorks
- Wiley Cochrane

Members can make a resource suggestion to their library's CIRM representative, which is discussed at CIRM. If the resource generates enough interest from committee representatives, OhioLINK's central office will begin discussions with the vendor to generate pricing for the resource. OhioLINK moves forward with an opt-in (or continues to offer an opt-in) after considering factors such as depth of member discount, number of libraries interested and amount of time and effort in dealing with a particular vendor and their offering. Opt-ins can be very time intensive in terms of information gathering and requires both staff time and outlay from the OhioLINK budget because contracts rely on outside legal counsel. The return on investment of any opt-in has to make sense for both OhioLINK and its membership.

State increases content funds

Partnership Initiative

OhioLINK receives generous funding from the state legislature each year to subsidize content purchases. Over the last four years, in the biannual capital budget cycles, OhioLINK has successfully advocated for a 33 percent increase in 2015–16 and 5 percent increase in 2017–18 for e-journal content—an additional $3,500,000 over the last four years. These increases reversed a decade of flat or reduced content funding for OhioLINK. Another factor affecting price and content to database purchase is contributions from agencies like INFOhio and OPLIN. Balancing the needs of the entire consortium with the funding available is the job of CIRM, which makes recommendations to LAC about which content best fits the needs of OhioLINK members.

What else does OhioLINK pay for?

OhioLINK has an annual operating budget of $6,100,000 provided by the state legislature. Regularly recurring costs include:

- $1 million-plus for OhioLINK's share of database subscriptions, including the EBSCO base package and other LCO databases.

- $1 million-plus pays for the courier delivery service and all delivery supplies (bags, bubble wrap, etc.). This is the most volatile item in the budget, as the cost per stop includes a quarterly fuel surcharge, which depends on oil prices.

- $1 million-plus pays for IT support from OH-TECH for supporting applications like the link resolver, the EJC, the ETD, information security, etc.

- Software maintenance/costs such as the Innovative INN-Reach system, the OHDEP catalog and the OhioLINK office catalog; ILLIAD software for the shared depositories and GOBI GobiTween for member institutions.

- OhioLINK staff costs are very modest for the size of OhioLINK's operation, service portfolio and large membership—only about 18 percent of the total budget goes to personnel costs.
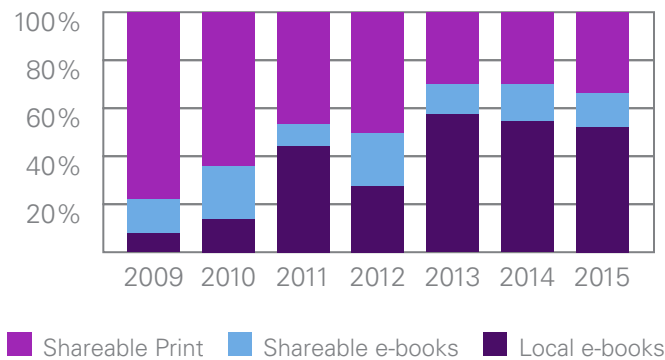
We heard you!

Improving the user experience with your input

Cleaning up the Central Catalog: Non-shared (local use only) e-resources

To improve accuracy of search results for users in the Central Catalog, DMS, USC and Lead Implementers worked with OhioLINK staff Theda Schwing and Emily Flynn to update and reorganize the list of material types that are used in Central. This updated list includes more electronic formats and allows print, e-book and e-journal search results to be displayed with the correct material type label, enabling users to identify and select resources in the format they prefer.

At the request of LAC, the standing committee DMS worked with the USC and Theda Schwing to evaluate the effect of the increasing number of non-shareable e-books in the Central Catalog. In December 2015, after some preliminary data gathering and user testing the LAC proposed and passed an action item to remove all non-shareable e-books from the Central Catalog, to improve user experience. DMS proposed to expand the policy to include all non-shareable e-resources to simplify local workflows, and OhioLINK staff and DMS worked out a procedure to remove the records. Nineteen percent of the total records in Central, 3.7 million local bibliographic records, were eliminated. With this change, patrons looking for e-books, e-journals or other electronic resources in the

Percentage of shareable print and e-books added to Central by year

Legend: ■ Shareable Print ■ Shareable e-books ■ Local e-books

central catalog or in a discovery layer that includes Central will only find shared resources available for immediate access, regardless of their institution.

Findings from the DMS/USC/OhioLINK research

Non-shareable, local-use-only e-books were overwhelming the new material in Central, and the trend is increasing as institutions go "e-preferred" for e-book purchasing. By 2015, users looking for titles published in the last seven years had a 44 percent chance of finding an e-book they could not have, versus 40 percent for a print book available through OhioLINK requesting and 16 percent for a shared OhioLINK e-book.

In one use test, the average number of non-accessible catalog records clicked on before finding a shared e-book was 24—the largest number was 88 titles before finding an e-book the user could access. Student focus testing done by USC indicated students gave up, used less relevant resources and expressed frustration. Faculty focus testing included these responses: "Felt it wasted
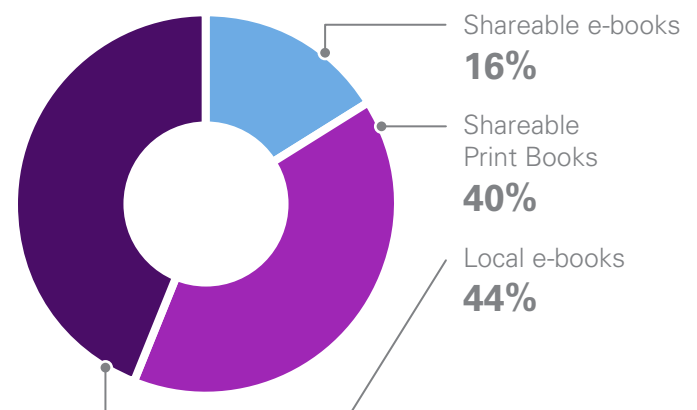
my time" and "It is frustrating when you find a book that looks like it would be helpful to your research and you click on it and find that you can't access it."

An OhioLINK poll of members with 46 responses indicated only 13 institutions were contributing local-only e-resources, and 33 institutions did not contribute those records to Central. Thus, the widespread assumption that Central was a comprehensive catalog of member resources was incorrect.

Seventy-five percent of Central search sessions come from local catalogs; most users have been exposed to local holdings before they ever reach Central.
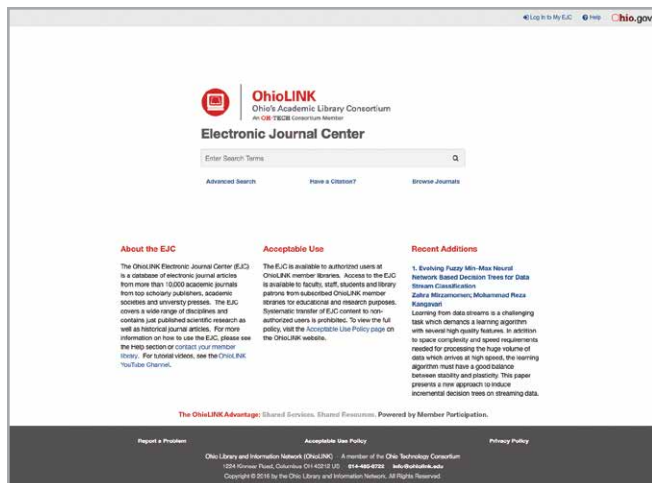
OSU and UC provided sample data for ILL requests for e-books from OhioLINK members; only 0.44 percent (21) and 1.03 percent (23) respectively of ILL requests were for non-shareable e-books. This low volume indicates users do not know they can (or choose not to) request chapters from e-books via ILL.

Seven-year aggregate: Monographs

Shareable e-books
16%

Shareable Print Books
40%

Local e-books
44%

"Just wanted to say thank you for updating these pages on Ostaff—so much easier to use than the previous site, and the license information is fantastic! I'm sure it was a ton of work on your end, so thank you."
— Jennifer Bazeley, Coordinator, Collection Access & Acquisitions, Miami University Libraries

EJC rebuild

Discovery & Access Initiative

Stewardship Initiative

In August 2016, OhioLINK launched a major upgrade of the EJC. Twenty-six million EJC journal articles representing more than $300 million worth of digital content assets were successfully migrated to a more stable and modern database architecture.

Improvements in the upgrade include:

- New database architecture meeting standards for modern applications and optimized ease of updates;

- Responsive interface;

- Improved searching and refinement features;

- Reading List feature allowing for article saving;

- Metadata and display correction/enhancement capability for OhioLINK staff.

Almost 200 staff from member libraries attended demonstration webinars provided by OhioLINK, and many users provided feedback on the system via the new context-sensitive "report a problem" feature. This feedback was used to prioritize features included in two subsequent releases launched in fall 2016. Release notes are available at ohiolink.edu/ejcreleasenotes. Staff member Meghan Frazer did an extensive series of tutorials that are available on the OhioLINK YouTube channel at ohiolink.edu/NewEJC.

Staff member Judy Cobb is working with the OH-TECH Shared Infrastructure staff to plan future development of the EJC. The system will receive minor and major updates throughout the next year, including improvements to the Browse Journals page. If you have feedback or would like to report an issue with the EJC, use the support form at ohiolink.edu/support.

Oxford University Press (OSO) focus groups: Engaging users directly

Deputy Director Amy Pawlowski and Executive Director Gwen Evans, after feedback about the Oxford e-book interface, arranged for representatives from Oxford to talk directly to OhioLINK users. In fall 2015, OhioLINK and Oxford organized user focus groups at three OhioLINK member libraries: University of Cincinnati, Ohio State University and Case Western Reserve University. Representatives from USC recruited students, faculty and staff from each region to attend this session, and attendees provided a long list of feedback on the Oxford e-book platform directly to Oxford representatives, including the Senior Director of Institutional Sales and Accounts for the Americas Rebecca Seger.

Centralized services that streamline our workflow

Cataloging metrics — OhioLINK centralized cataloging provides faster access to shared resources

👤 **Stewardship Initiative**

OhioLINK began centralized cataloging of shared e-books in 2013 with the hiring of staff member Emily Flynn, supplemented with the addition of catalog assistants Erin Kilkenny and Dennis Goodyear as OhioLINK acquired more e-book packages, ensuring timely and complete access. In 2015–16, OhioLINK staff:

- Cataloged 14,108 e-books and 1,035 e-journals for a total of 15,143 items.
- Cleaned up and loaded 53,800 Safari records into the Serials Catalog.

This is the final publisher to be loaded, which means Serials now contains all of the OhioLINK e-resource records. As a result, it will be easier to find and fix cataloging issues, manage overlays with other publishers, and provide complete files of all current OhioLINK e-resource records.

Would it surprise you to know OhioLINK did not have an e-book claiming process until recently? We have instituted a new process to claim 1,294 missing e-books from vendors and verify access, and fixed 715 problems with e-books. Since this process began in 2013, OhioLINK has claimed 2,970 e-books spanning almost all publishers of e-books.

Journal claiming metrics

Jennie Thomas, Electronic Serials librarian, claimed 7,898 missing issues from publishers in the EJC.

e-book claiming

OhioLINK boasts a collection of over 140,000 e-books, most of which are available through the Electronic Book Center (EBC). For those that are located solely in the Central Catalog, OhioLINK is diligently working with publishers on a new process to claim e-books published within the year that are missing or inaccessible. Our staff hopes this process will increase efficiency for e-book cataloging in the future.

"love this tagline for @OhioLINK! #togetherwecandomore"
🐦 *Jolene Miller, @JolenemIller419*

What does a collections analyst do?

⚲ Stewardship Initiative

Meet Joanna Voss, Collections Analyst

Major responsibilities:

- Working with technical services and systems staff to ensure accurate and timely access to licensed content

- Data analysis projects related to electronic and print collections, as well as developing metrics and indicators, tracking trends and creating summary reports

- Partnering with CIRM to provide analyses to inform consortial collection decisions and ERWG to share information and provide electronic resource management training

You may know Joanna from:

- Her emails to the CIRM list listing any journals moving in/out of packages and database changes or cancellations to facilitate local purchase decisions.

- Her presentation series of webinars via OhioNET on the Tableau data visualization software.

- Her creation of the member library budget survey. This survey tracks metrics such as total library budget and acquisitions budget and expenditures that are not available for our diverse set of member libraries in any other source.

You can ask her:

- If you don't know if you should have access to a particular database, journal or e-book.

- If you need usage statistics for e-resources.

Joanna manages information for these pages available to member librarians on Ostaff:

- ERWG Meetings and Useful Resources (ohiolink.edu/erwg)

- List of Databases by Access Type (ohiolink.edu/databases)

- Usage Statistics (ohiolink.edu/usagestats)

- The e-resource information pages (ohiolink.edu/eresources)

And develops reports and analyses in conjunction with other OhioLINK staff such as the e-book aggregator comparison and the Oxford books electronic and print usage analysis.

ohiolink.edu/reports (Ostaff login required)

More exposure for your library's content

Digital Public Library of America (DPLA) & the Ohio Digital Network

OhioLINK members are participating in the Ohio Digital Network, a statewide Digital Public Library of America (DPLA) service hub. As a service hub, the Ohio Digital Network will be the on-ramp to DPLA for the state's library, archives and cultural heritage organizations, ensuring local digital collections are discoverable as part of this groundbreaking national program.

More than half a million items from 22 OhioLINK institutions have been identified as candidates for the initial phase of the Ohio Digital Network. With such large collections, and such deep expertise in digitization and metadata, OhioLINK libraries and their staff will be critical participants in the working groups composed of all types of Ohio organizations.

The service hub is the result of a year-long planning process in which representatives from OhioLINK member libraries—the State Library of Ohio, Cleveland State University, Kent State University, Miami University, Oberlin College, Ohio University, Ohio State University, Stark State

College, University of Cincinnati and University of Toledo—served on the planning groups for this statewide effort.

The DPLA is openly accessible at dp.la. Look for OhioLINK member content as part of the DPLA in 2017!

ETD batch upload

In September 2016, the ETD Center added Retrospective Batch Upload, a tool that enables OhioLINK member libraries and graduate schools to upload older theses and dissertations in bulk. Previously, ETDs could be uploaded on an individual basis only. The new feature allows member libraries and graduate schools to add digital versions of older paper-based theses and dissertations to the Center and expands access beyond the hard copies that are currently in a campus library or archive.

This significantly increases the availability and ease of use of research from Ohio's graduate programs, as well as increasing the capability of member libraries and graduate schools to embark on their own mass digitization projects. The open access ETDs are included in Google Scholar,

increasing visibility and expanding the reach of Ohio's academic output as well as benefiting researchers worldwide.

The ETD Center currently contains more than 59,000 electronic theses and dissertations from students at 31 of Ohio's world-renowned academic institutions. Since retrospective batch upload's launch, 1,263 have been uploaded with an additional 50,000 additional theses and dissertations planned by Ohio State University. In fiscal year 2016, visitors from 212 countries downloaded theses and dissertations 535,539 times.

ETD metadata integration into the American Doctoral Dissertation Index

In partnership with EBSCO, OhioLINK made the ETD metadata available for inclusion in the American Doctoral Dissertations index, which is available both through the open access site at OpenDissertations.com and through EBSCO host and EBSCO Delivery Service. Citation links in the index go directly to the ETD for access to full text. OhioLINK supports increased access and discoverability of our open access materials, and partnering with EBSCO and the H.W. Wilson Foundation is a great way to increase the visibility of Ohio graduate research worldwide.

New Board Leader in the ETD!

In late 2016, for the first time since 2013, Anthony Kuhlman's 2007 physics dissertation, "The beginning and end of heavy ion collisions: using uranium beams and Bose-Einstein correlations as probes of the collision fireball" from Ohio State University deposed Charlotte Weber's 2003 history dissertation "Making common cause? Western and middle eastern feminists in the international women's movement, 1911–1948," from Ohio State University as the most downloaded OhioLINK ETD of all time. Kuhlman's dissertation has been downloaded 173,973 times and Weber's has been downloaded 166,892 times.

Faster responses to members

New ticketing system

OhioLINK recently migrated support operations to a new platform: OH-TECH's ServiceNow. A modern, stable interface has allowed us to interact more seamlessly with our OH-TECH IT staff in troubleshooting issues. This change has resulted in faster response times to our end users. Please continue to send your suggestions on this system to Tasha Bryant–Willis at tbryantwillis@ohiolink.edu.

Tickets answered metric

- 99.8% of all issues received an initial response within two business days.
- 96% of all issues reported were resolved in 2015, an improvement over 2014, despite receiving more than 1,000 more issues.
- 10% reduction of the rate of tickets that remain open for an extended period, down to 6% overall.

New Ostaff electronic resource pages

The team of Meghan Frazer, Tasha Bryant-Willis, Judy Cobb and Joanna Voss began the reorganization of the Ostaff pages, including completely updating the Ostaff electronic resources pages at ohiolink.edu/eresources. These new pages are designed to provide you with all the relevant information for our subscription databases and content packages.

Meeting and event organizing and support numbers

OhioLINK staff scheduled and supported more than 89 meetings, webinars and summits in FY2016 on behalf of members, including directors' meetings, standing committee meetings, task force meetings, special summits, webinars and presentations.

Coming to Columbus for an OhioLINK meeting?

Check out OhioLINK's favorite places to eat and shop at the "Librarians Guide to Columbus" on YouTube, created for the IFLA World Congress ohiolink.edu/ColumbusGuide and on Google maps at bit.ly/2iJtSi1.

FAQ

Common questions received by our staff

Q: How do I get an Ostaff account?

A: Ostaff accounts must be requested by an institution's lead implementer via OhioLINK's support form. Once requested, OhioLINK central staff can walk you through the process of getting logged in for the first time.

Q: Why can't I access Safari e-books?

A: At the beginning of each semester, this question pops up. Safari has a 100 simultaneous user limit, and so the 101st user and beyond will get an error from Safari. The user will need to wait for a session to free up when a user logs off the system. OhioLINK staff are working with ProQuest to improve the message clarity when the user limit has been reached.

Q: Do we have a subscription to this journal/e-book/database?

A: OhioLINK is working to improve the speed and comprehensiveness of entitlements and subscription packages. The best and first place to look for this information is on the Ostaff Electronic Resources page: ohiolink.edu/eresources. It is best not to rely on what you can see in a platform like the EJC or on a vendor site, as sometimes there is content that was sent or turned on in error.

Common questions from membership

Q: I can't log into OhioLINK.

A: Frequently students only remember "OhioLINK" instead of the EJC or EBC, so they try to log directly into the OhioLINK website. This year, OhioLINK added some cues for students when they try to log in to the website, and redirect them to the correct resource page instead.

Q: What is my barcode/user ID/PIN? Why did I get charged a fine? When will my book arrive?

A: OhioLINK doesn't have any access to patron information centrally, so we refer them back to your library using the contact information listed on ohiolink.edu/members. We suggest your staff verify information at least once a year so we send users to the right place.

"We are fortunate in Ohio to have access to Safari (technical books online) in particular. I've spoken with faculty in other states and they are surprised that we have access to all of these resources."

— Steve Stiles, Rhodes State College, Information and Emerging Technology Instructor

Pelotonia

OhioLINK's third year fielding a team in Pelotonia, a cycling fundraiser for cancer research, was a spectacular success. We raised $12,634 for cancer research at OSU—a 215 percent increase over last year. Our eventual goal is to have a rider from each of OhioLINK's 121 libraries each wearing an OhioLINK jersey. This year, we were joined by riders from Bowling Green State University, Ohio University, Otterbein University, University of Findlay, Wittenberg University, Wright State University, and alumni from Denison University, Miami University, University of Toledo, volunteers from Ohio Northern University as well as a significant portion of OhioLINK staff helping to support the events. The most intimidating part is fundraising, but we have an awesome support team and members across the state who really care about research, especially cancer research. Elsevier, Axia Consulting, Merrelli Yoga, Dan the Baker and Circleville Family Health were generous business sponsors, and many, many members donated to the team or to individual riders (or

bought fundraising T-shirts!). A UC professor designed our stylish jerseys. For a complete list of riders, donors and volunteers, see our Pelotonia profile page at pelotonia.org/ohiolink.

Why does OhioLINK participate when OSU is just one member among our 93 institutions? Pelotonia is a highly visible event where our participation is both a reminder of the importance of libraries to the research endeavor and an indirect way of supporting the fundamental activities that result in published research in Ohio. OhioLINK and its libraries support a system of scholarly communication that results in real advances and real actions that can literally mean life or death for cancer patients. For more, see Gwen's blog post "Pelotonia 2015—why it matters, and why OhioLINK is involved" at ohiolink.edu/whypelotonia.

Ride with us in 2017! Trust us when we say that if you can ride a bike for 10 miles, you can ride the 25-mile leg of Pelotonia (average speed, clocked by Scott Seaman of Ohio University, was 11 mph).

Staff on the road

Gwen Evans

- (2015, August) Practicalities of Building & Sustaining a Consortium Model. Presentation at Chinese Academic Leaders Delegation, Athens, OH.
- (2015, November) What We Wish You Knew About Us: Library Consortia Edition. Presentation at ICOLC Academic e-book Workshop, Charleston, SC.
- (2016, April) Open Educational Resources Initiatives in Ohio with OhioLINK. Presentation at ICOLC, Los Angeles, CA.
- (2016, April) DPLA Hubs: The Ohio Experience. Presentation at ICOLC, Los Angeles, CA.
- (2016, April) Marketing and Communicating the Value of OhioLINK. Presentation at ICOLC, Los Angeles, CA.
- (2016, May) Inaugural User Group Welcome. Presentation at EBSCO Users Group, Boston, MA.
- (2016, October) Experiences from Consortia with Negotiations. Presentation at ICOLC International, Amsterdam.

Emily Flynn

- (2015 September) OhioLINK ETD Center Overview & Access. Presentation at USETDA, Austin, TX.
- (2015, October) Ohio IR Day, Columbus, OH.
- (2015, October) A New Perspective on Library Resource Management Systems. Webinar at UKSG.
- (2016, February) OhioLINK ETD Center Open Access & ORCID/Google Scholar Integration. Presentation at OETC, Columbus, OH.
- (2016, March) The State of the OhioLINK ETD Center. Presented at OETDA, Dublin, OH.
- (2016, April) Quality Control for Vendor Records. Presented at OLC Technical Services Retreat, Lewis Center, OH.
- (2016, May) Shared Print Management. Presented at OCLC, Dublin, OH.
- (2016, September) OhioLINK ETD Center User Group meeting. Presented at ETD User Group Meeting, Columbus, OH.

Meghan Frazer

- (2016, April) Facets on the Left: Reaching a Shared Understanding of the User Interface. Presented at D4D (Designing for Digital), Austin, Texas.

- (2016, August) Better Together: Assessing and Communicating the Value of Consortial Services. Presented at Strategic Assessment and Communication, Kent State SLIS, Columbus, OH.
- (2016, September) OhioLINK ETD Center User Group meeting. Presented at ETD User Group Meeting, Columbus, OH.
- (2016, November) Assessing Risk to Drive Decision Making. Presented at Digital Preservation 2016, DLF Forum, Milwaukee, WI.

Amy Pawlowski

- (2015 November) OhioLINK e-book Aggregator Study. Presented at Charleston Conference, Charleston, SC.

Theda Schwing

- (2016, May) Consortia-ing Out the Details. Presented at EBSCO Users Group, Boston, MA.

Joanna Voss

- (2015, November) OhioLINK e-book Aggregator Study. Presented at Charleston Conference, Charleston, SC.
- (2016, March) Using OpenRefine as a data cleanup and transformation tool. Presented at OSU Tableau Users Group, Columbus, OH.
- (2016, April) (e)Book Snapshot: Print and e-book Use in an Academic Library Consortium. Presented at ER&L, Austin, TX.
- (2016, June) Uniqueness and Duplication in Ohio's Shared Depository System. Presented at Great Lakes Resource Sharing Conference, Indianapolis, IN.
- (2016, July) Introduction to Tableau: A Data-Visualization Tool for Ohio Librarians. Presented at OhioNET, Columbus, OH.

Staff publications

Evans, Gwen & Theda Schwing

"OhioLINK—Recent Developments at a United States Academic Library Consortium." Interlending & Document Supply 44, no. 4 (November 21, 2016): 172–77. doi:10.1108/ilds-06-2016-0021.

Service

IFLA Volunteers:

- Tasha Bryant-Willis
- Gwen Evans
- Erin Kilkenny
- Theda Schwing
- Stefanie Wolf

Pelotonia Volunteers & Riders:

- Tasha Bryant-Willis
- Gwen Evans
- Emily Flynn
- Meghan Frazer
- Erin Kilkenny
- Amy Pawlowski
- Theda Schwing
- Stefanie Wolf

Committes & Taskforces

Anita Cook

- Regional Depositories Governing Council's Deduplication Review Task Force, 2016

Gwen Evans

- Program Planning Committee, 2016 ICOLC, Los Angeles, CA
- EBSCO EDS User Group, Board Member, Inaugural Users Group Meeting planning committee, 2016
- Innovative INN-Reach Advisory Board, 2015–2016

Meghan Frazer

- ALAO Board Member at Large, 2016-2018
- Metadata Working Group Co-Chair, DPLA's Ohio Digital Network, 2015–2016

Erin Kilkenny

- Central Ohio Chapter, Association for Information Science & Technology, Treasurer, 2016

Amy Pawlowski

- Safari Books Online Advisory Board, 2015–2016
- Innovative e-Content Focus Group 2015–2016
- Springer Nature Executive Summit 2016, Chicago, IL

"Wow, look at this great tool created by @OhioLINK, Librarian's guide to Columbus, crafted just for @IFLA #WLIC2016"
— WLIC2016, @WLIC2016

"@OhioLINK Thanks! This is awesome service! :) @chrisjvenable"

🐦 *DragonSlayerProf, @DrDLStewart*

"@OhioLINK @DrDLStewart WHAT THE WHAT. This is incredible. #LibrariesAreAMAZING"

🐦 *Don't @ Me, @chrisjvenable*

"@chrisjvenable Totes! I'm going to miss @OhioLINK most of all if I ever leave the state. #Spoiled"

🐦 *DragonSlayerProf, @DrDLStewart*

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OH-TECH is the technology and information division of the Ohio Department of Higher Education.

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