



OhioLINK

Summit

2020



IN THIS ISSUE:

**OHIOLINK COMMUNITY
AMID COVID-19**

**DIVERSITY IN LIBRARY &
INFORMATION SCIENCE**

**DEFINING A USER-CENTERED
FUTURE FOR THE ILS**

welcome

2020 has been a year of change for all of us. No corner has gone untouched by COVID-19.

As I contemplated my introduction to this year's magazine, my first as OhioLINK's Executive Director, I reflected on how much the landscape has changed this year and the ways in which our enduring foundation—our members and our staff—has seen us through the shifts. While managing through a pandemic is certainly not something we'd choose, it has been inspiring to see our collaborative natures in action as we quickly adapted to the realities of COVID, guided always by commitment to service and support for colleagues, students, and faculty. In short, the OhioLINK community mobilized quickly to support one another—and while this is exactly what I would have anticipated, it was uplifting to witness.

In this issue, you'll read more about the OhioLINK community's response to the pandemic through examples and comments from your colleagues. You'll find articles about long-range OhioLINK initiatives undertaken on behalf of the LIS profession. You'll learn more about the OhioLINK diversity initiative, begun in 2017 with a handful of pilot institutions, to make academic libraries a more representative and inclusive workplace. We've also shared updated facts about who we serve and how OhioLINK resources are being used, in addition to news about member and staff professional successes.

Community, collaboration, and communication: These values have proven particularly important to our collective success in navigating the last 10 months. And as we look to the next ten months and beyond, **we will continue to do what we do well.** We are geared for productivity, service, and efficiency, and as 2020 has underscored, we are always prepared to pivot in support of our members, students, researchers, faculty, and staff.

We hope you enjoy *Summit Magazine*.

As always, thank you for your active participation and support. It's an honor to continue serving our community in this new role.

Amy Pawlowski
Executive Director
OhioLINK

AMY PAWLOWSKI | Executive Director
(614) 485-6723, amy@ohiolink.edu

Amy Pawlowski has nearly 20 years of experience in special, public, and academic libraries and library-related private industry, with particular expertise in technology and the e-books/e-journals publishing ecosystem. Her primary responsibilities are managing OhioLINK operations, content negotiations, and contracts. In addition, Pawlowski ensures that OhioLINK resources and projects meet member-organization expectations. She is a frequent presenter at library conferences and active in professional organizations. Pawlowski also serves on the EBSCO Books Advisory Board and the Cambridge University Press North American Advisory Board. Prior to joining OhioLINK, Pawlowski managed web projects and e-resources for Cleveland Public Library and the CLEVNET consortium, was the first partner services manager at Rakuten Overdrive, Inc., a digital distributor of library e-resources, and served as archivist for the world-renowned Cleveland Orchestra. She holds a Master's in Library and Information Science from Kent State University.



contents

from LAC chairs	1
who we serve.....	2
member stories	3
community amid COVID-19.....	4
diversity in LIS	6
digital accessibility	9
user-centered future for the ILS..	10
open access.....	12
staff papers & presentations	14
internal successes.....	15
service updates.....	16
twitter chatter	17
who's using what—and how?.....	18
meet the staff	20



OhioLINK

OhioLINK: Connecting libraries, learning and discovery. Established in 1992, the Ohio Library and Information Network (OhioLINK) is Ohio's statewide academic library consortium serving 117 libraries, 88 institutions of higher education plus the State Library of Ohio and more than 800,000 students. Delivering both IT infrastructure and content negotiation, OhioLINK provides students, researchers, faculty, and staff with access to digital research collections rivaling top university libraries in the United States and internationally—at a fraction of the cost. OhioLINK also connects library services, print and digital collections among its member institutions and manages collaborative services, including eTutoring, statewide Affordable Learning textbook initiatives, and Open Educational Resources. A member of the Ohio Technology Consortium of the Ohio Department of Higher Education, OhioLINK creates a competitive advantage for its members and supports student and researcher success in the state of Ohio. Learn more at ohiolink.edu.

OH·TECH

Ohio Technology Consortium
A Division of the Ohio Department of Higher Education

Ohio Technology Consortium: Governed by the Chancellor of the Department of Higher Education, OH-TECH serves as the technology and information division of the Ohio Department of Higher Education. The consortium comprises a suite of widely respected member organizations collectively unsurpassed in any other state: OSC, OARnet and OhioLINK. The consortium drives efficiencies through common services provided to member organizations through the Shared Infrastructure and Consortia Services divisions. Learn more at oh-tech.org.

from the OhioLINK Library Advisory Council chairs



It was a privilege to serve a year as Chair of the Library Advisory Council in 2019 as we worked together to guide OhioLINK.

With the vision of providing Ohio students, faculty, and citizens with the best library content, OhioLINK remains one of the premier academic library consortia in the country, serving Ohio libraries for more than 25 years, and providing shared services and resources throughout the state. With the continued efforts of the membership and the ongoing support of the Ohio Department of Higher Education (ODHE), OhioLINK efficiently manages the shared print and electronic resources by delivering high-quality academic content for its member libraries.

In continuing the commitment to improving resources and services for the membership, OhioLINK embarked on a series of consortia member initiatives in 2019, including the following:

- **Advanced Topics in Open Access (OA) webinar series**, which provided members with a better understanding of the complexities of OA.
- **Wiley Open Access (OA) pilot**, which allowed OhioLINK and member libraries to work through an OA deal on a consortia level.
- **OhioLINK Library Diversity Initiative**, which focused on increasing the number of individuals from under-represented and economically disadvantaged populations in Ohio to consider careers in librarianship.
- **Affordable Learning Initiatives**, which focused on reducing textbook and course material costs for students.
- **Integrated Library System (ILS) Working Group**, which envisioned higher education libraries' business needs and seamless access to user resources.

The strength in leadership and the collective efforts of consortia members will continue to be key as OhioLINK continues to evolve. As we look to the future, the focus will be on actively pursuing creative solutions to challenges that will benefit the consortium. So, what's next? This year, OhioLINK will continue to focus on next steps for the ILS revisioning, the sustainability of Open Educational Resources (OER), digital accessibility issues, and inclusive access agreements with textbook publishers.

Carolyn Sterling

Interim Library Director

Central State University

OhioLINK Library Advisory Committee, 2019 Chair

Little did I know in January when I started my term as chair of the Library Advisory Council that I would be serving OhioLINK members in such a historic year. The considerable challenges COVID-19 has presented, however, will not stop us from moving OhioLINK initiatives forward. Beyond continued pursuit of the shared e-resources at the best price possible, my priorities for this year include:

- **Affordable Learning**—Providing low- and no-cost course materials and textbooks will be even more important as we continue to learn, teach, and work remotely. Our effort, and our impact, in this area is about so much more than savings alone! Providing students with the resources that they need, when they need it, is proven to have a positive impact on their success. It also helps make access to a quality education more equitable.
- **Diversity Initiative**—This important initiative to increase diversity and inclusion in the library profession is making steady progress. Through mentoring and training opportunities for undergraduate students of color and others underrepresented in the profession, we hope to develop our own talent and encourage the pursuit of careers in library and information science.
- **Digital accessibility**—OhioLINK can lead the way in helping us understand best practices for evaluating and remediating materials to make them accessible to all. This priority is directly aligned with our other priorities focused on inclusion by addressing accessibility in our services and resources.
- **Optimizing print lending**—How we make consortial print lending more efficient and more cost effective, as well as help our systems return to print lending after COVID-19 closures, may also provide us with insights about how to optimize our services in general.
- **ILS Revisioning**—Let's not lose sight of the ways this paper can influence the future development of systems, as well as how we lead our own institutions in collaborating across institutional silos.
- **eTutoring**—OhioLINK has responsibilities beyond libraries. As a consortium, we can look to OhioLINK's entire portfolio for inspiration on finding new ways to interact with other parts of our campuses that support our core mission.

I look forward to working with everyone for the remainder of the year!

Aimée deChambeau

Dean, University Libraries

Associate Professor of Bibliography

University of Akron

OhioLINK Library Advisory Committee, 2020 Chair

who we serve



OhioLINK



800,000+

higher ed students



50,000+

faculty & researchers



50,000+

state employees



1.8M+

K-12 students



8.5M+

public library cardholders



STUDENTS, FACULTY & STAFF INTERACT WITH

OHIOLINK RESOURCES EVERY **1.1 SECONDS**

Advanced content for all at the lowest cost

Every OhioLINK member has equal access to advanced content—from The Ohio State University to the Cleveland Clinic to all two-year and technical colleges. OhioLINK levels the research playing field among Ohio's academic institutions.



OHIO COMMUNITY COLLEGES WOULD PAY

644x MORE FOR THE SAME CONTENT

Ohio's community colleges could not provide the same level of content without OhioLINK.

Negotiation pays off

OhioLINK negotiations provide Ohio with a much-needed competitive advantage. The 2% difference in a \$30 million package = \$600,000 of avoided costs *per year!*

OhioLINK INCREASES 2.8%

INDIVIDUAL INSTITUTIONAL INCREASES 4.9%

References annual increases in subscription cost 2019–2020.

OHIOLINK NEGOTIATIONS SAVE **\$830 MILLION** — A 97% DISCOUNT ON PUBLISHERS' LIST PRICING

Cost sharing is already robust

OhioLINK members on average pay 80% of the OhioLINK Digital Library costs per year and OhioLINK pays 20%. This level of subsidy ensures that all members can afford to participate and that the current mission-critical portfolio is maintained regardless of yearly budget fluctuations at individual institutions.

OhioLINK delivers content for

\$52 PER STUDENT



member stories

Brian Miller, the head of Interlibrary Services at The Ohio State University, received the **Sharing and Transforming Resources Section's (STARS) Virginia Boucher Distinguished ILL (Interlibrary Loan) Librarian Award** this year. Brian was nominated for his dedication to innovative practices for resource sharing, his efforts to expand interlibrary loan for special collections, and promoting alternatives to copyright practices. He has more than 15 years of experience in interlibrary loan and document delivery services, and generously shares his expertise with other library professionals.



Magda El-Sherbini, professor and Middle East & Islamic Studies librarian at The Ohio State University, was the 2020 recipient of the **Ross Atkinson Lifetime Achievement Award** from the ALA Association for Library Collections & Technical Services (ALCTS). Her expertise is in metadata and cataloging, with emphasis on multilingual subject retrieval. El-Sherbini began as a cataloger at Cairo Library, then worked at Bahrain University Library and Georgetown University. She received her library degree from Catholic University of America. Throughout her career, El-Sherbini has been active in ALCTS committees, discussion groups, interest groups, and juries. She also has served on various OhioLINK committees over the years, including as a Chair of DIAD (then DMS).

Renovations to Denison University's classic 1936 library building will be completed in October 2021. Improvements include exterior and mechanical upgrades, as well as an improved user experience. The latest round of changes is intended to restore the grandeur of the library lobby.

Image courtesy of BHDP Architecture

Amanda Folk, head of the Teaching & Learning Department at The Ohio State University Libraries, was selected as the 2020 recipient of the **ALA Ilene F. Rockman Instruction Publication of the Year Award**. The award recognizes an outstanding publication related to instruction within the library environment. Amanda's 2019 article was published in *College & Research Libraries*, and can be reviewed here: "**Reframing Information Literacy as Academic Cultural Capital: A Critical and Equity-Based Foundation for Practice, Assessment, and Scholarship.**"



Congratulations to **Wright State University Libraries** for its 2019 President's Award recognizing the vital role it plays in the mission of the university.

Image courtesy of Wright State University

Jane Wildermuth, head of Digital Initiatives and Repository Services at Wright State University Libraries, was honored for distinguished service by the Academic Library Association of Ohio (ALAO) with a **TEDDY Award** from ALAO's Digital Services Interest Group in late 2019. The award recognizes an individual's contributions to the technical, digital, or electronic services fields. Jane was the first chair of the OhioLINK Digital Resource Management Committee in 2008 and also worked to implement OhioLINK's Digital Resource Commons and Digital Commons at Wright State.



Kenyon's new Chalmers Library, planned to open in spring 2021, will offer students state-of-the-art technology, expanded services, innovative classrooms, and a variety of study spaces and furniture. In addition, the new library will be significantly more energy efficient than the previous library building as it will open with LEED Gold certification.

Image courtesy of GUND Partnership



OhioLINK community strengthens amid COVID-19

Critical resources, collaboration,
knowledge sharing, and support

As the coronavirus pandemic began to impact the United States in March 2020, academic libraries faced the challenge of how to quickly and effectively support rapid transitions to solely online instruction. Many students and faculty worried about how (and whether) they would finish the semester. OhioLINK seamlessly moved to remote operations and focused on highlighting services that members found indispensable amid the new academic environment.

Members felt assurance in having access to OhioLINK's digital collection of 100+ research databases, 200,000 e-books, 12,000 journal titles, 33,000,000+ journal articles, and 100,000+ electronic theses and dissertations that were immediately available for use. Jeff Grossman, Head of Collection Services at Xavier University's library, shared that he felt OhioLINK was vitally important to his institution. He said that having an "incredible amount of resources available right from the start meant we didn't have to scramble or rely on the largess of vendors."

"We didn't miss a beat going online," said Suzanne Johnson-Varney, Technical Services & Collection Management Librarian at Shawnee State University. In a university-wide meeting with their Provost, Shawnee's Dean of Library Services reported that Clark Memorial Library was up and running smoothly on the second day after closure of the campus.

Uninterrupted access to resources applied to students, too. "Within only a few days, students previously residing on our campus were spread across Ohio and the country, but with an internet connection they were able to seamlessly access OhioLINK databases and online journals, providing educational continuity and keeping them on the path to graduation," said Melody Tankersley, senior vice president and provost at Kent State University.

OhioLINK's resources not only aided academic libraries, but also helped its 18 medical center and medical library members by providing access to crucial research during this time of need. "Our OhioLINK resources are saving lives right now," said Michelle Kraft, director of the Cleveland Clinic library.

In a bit of fortunate timing, an agreement with Cambridge University Press approved by deans and directors in December 2019 allowed OhioLINK to add 8,500 unlimited use e-books and reference works to its collection on June 1. Originally, this agreement was slated for access on July 1, but understanding how crucial e-resources would be to online instruction during campus closures, Cambridge Press was willing to move up the access date and even arranged by-request access in May so that the collection could be used as no-cost course material for summer semester classes.

OhioLINK met member needs in other ways beyond providing access to e-resources. Hearing a great deal of uncertainty from

“Within only a few days, students were able to seamlessly access OhioLINK databases and online journals, providing educational continuity and keeping them on the path to graduation.”

*Melody Tankersley, Senior Vice President & Provost,
Kent State University*

members about how to move forward, OhioLINK quickly tapped into its strong community to pull together a series of online forums to share best practices and discuss common challenges. University of Toledo Electronic Resources Librarian Clare Keating found that the webinars “allowed us to crowdsource ideas for local implementation.” Sean Kennedy, Assistant Professor of Practice, Bibliography, and Collections, and Content Strategies Librarian at the University of Akron, said that he was not surprised to see OhioLINK “lead the way by bringing people together from all corners of the state to handle the crisis.” Panelists from 18 institutions and 450 members participated in the discussions.

After the COVID-19 webinar series wrapped up, OhioLINK pivoted to its member Summit. The Summit, in its third year, is an event open to all member institutions that informs members of OhioLINK initiatives and services. Adapting to this year’s circumstances, the Summit was transformed into nine webinars spanning spring and summer. While OhioLINK missed seeing members in person, the online format allowed many more people to participate and was very well received. Eighty-two percent of Summit attendees responded positively to the idea of future online Summits.

As students resumed their semester from home, in-person tutoring was no longer an option for those needing additional assistance with courses. Since 2010, the e-Tutoring Collaborative program has been available to all non-profit Ohio higher education institutions. The program allows students from participating institutions to receive online academic support in the form of live tutoring and asynchronous paper reviews, at no cost to the students.

Andrew Richardson, Assistant Director of the University of Akron’s Office of Student Academic Success, called OhioLINK’s eTutoring Collaborative “a saving grace” during this extraordinary period. The University of Toledo worked to get its 120 in-person tutors into the eTutoring platform as fast as possible so students had access to assistance despite the disruption in their semester. Others also made use of e-tutoring. Leah Baumhauer, Coordinator of the Tutoring Center at Edison State, credits OhioLINK’s eTutoring professionals with “an amazing job of adding tutors and subject areas to the tutoring schedule within a very short timeframe.” Excluding the University of Toledo’s additional hours, the eTutoring Collaborative saw a 118% increase in tutoring sessions after the move to online-only instruction. The program receives a 94% satisfaction rating from students.

Amy Pawlowski, Executive Director of OhioLINK, and other OH-TECH leaders monitored the COVID-19 situation and official communications from the state as well as The Ohio State University (OhioLINK’s fiscal agent). OhioLINK staff anticipated a work-

from-home directive and were prepared to move quickly. All of the technical infrastructure was in place (thank you, OH-TECH!), and staff were able to continue their work remotely. Members seamlessly received the same high level of support, however, because they were no longer using their campus IP addresses, some students and faculty needed extra assistance accessing their resources. OhioLINK saw an immediate uptick in contacts—a 53 percent increase in support requests over the last two weeks of March. Tasha Bryant-Willis, OhioLINK’s Member Support Coordinator, provides frontline technical guidance for member institution students and faculty, and even provides support to public librarians and library users. “It’s imperative that our OhioLINK librarians get timely answers to their access questions,” said Bryant-Willis. “OhioLINK needs to understand what’s available for members through their institution and to make their jobs easier, because good support for member librarians trickles down good support for those librarians’ faculty and students.”

Selina Wang, Head of Acquisitions, E-resources & Serials at Oberlin College and Conservatory Libraries, said, “OhioLINK staff have been an effective and efficient team that has been giving us quick and clear responses, forwarding questions to the right person and always managing to resolve our issues quickly and effectively.”

As Governor DeWine started to discuss reopening the state in May, people were anxious to think about restarting OhioLINK user-initiated print lending. Lending among member institutions and public libraries ceased in March, necessitated by closures. While many library resources are easily accessible electronically, many materials are still available only in print, and OhioLINK delivered more than 300,000 items in 2019. In anticipation of the gradual reopening of campus libraries for fall classes, a team of OhioLINK librarians started meeting in April to plan for the resumption of OhioLINK’s print lending services. The networked nature of lending required a certain percentage of libraries to be able to participate in processing loans and receiving deliveries. Print borrowing among member institutions resumed on August 10, thanks to the efforts of OhioLINK’s Resumption of Print Lending Team.

COVID-19 will affect higher education and library services for some time to come, however, OhioLINK is considering how the pandemic response might help the consortium provide even better services—to members, students, and faculty—long after the return of in-person operations.



Diversity in library and information science

OhioLINK membership prioritizes a diverse and inclusive LIS profession



A core group of OhioLINK members has been working for more than two years to develop an Ohio-based academic library program that introduces underrepresented students to the academic library and information science field.

The diversity disparity in the library and information science field is **well-documented**. The profession continues to struggle to build a more representative workforce, which would undoubtedly increase trust and engagement with minority populations and extend the reach of library services. OhioLINK's former Executive Director Gwen Evans had long been concerned with the library profession's homogeneity, and in 2017 began to think about how OhioLINK might lead.

Based on her past experiences working with Ohio institutions, Evans felt Ohio had its own diverse population and that students with family, friends, and community support systems in Ohio would be much more willing to consider attending a library program and establishing a career in the state. Evans turned to her own library community, including OhioLINK's historically strong connections with K-12 and public libraries. After considering the complications of trying to manage the network of relationships between interested K-12 students and public libraries, she decided to begin with OhioLINK institutions. A steering committee of colleagues interested in promoting diversity within the profession stepped up. Evans dedicated seed funding from OhioLINK, and in conjunction with Miami University, successfully applied for an IMLS grant from the State Library of Ohio to support the initiative.

By fall 2019, Miami University, University of Akron, University of Dayton, Kent State University, Ohio University, Tiffin University, and Otterbein University were established as pilot institutions in the nascent program. Each institution had developed a program within its own libraries. Four students were hired; three institutions were not able to hire due to local administrative delays. Together, much has been learned.

Not a traditional internship

Cognizant of the myriad diversity and inclusion efforts at the institutional

and national levels, OhioLINK's effort was intended to be different in a number of ways. As the group began to develop the program, it became clear that each institution would have to maintain local policies and procedures that could not be standardized. The task force and pilot participants adapted to create a program with both common elements and enough flexibility to function within each institution's parameters.

While traditional library internships give students work experience, typically in front-of-house services, the OhioLINK Diversity Initiative committee wanted to expose students to a wide range of work performed in libraries—stewardship, collections, instruction, preservation, data management, and digital work.

Jerome Conley, Dean and University Librarian for Miami University Libraries, saw a chance to make the OhioLINK Diversity Initiative "interns" more competitive. "We felt we could expose students to skills that are transferable and marketable, particularly from newer and more in-demand LIS specialties such as data analysis and informatics."

"We also want to be sure that our reception for the students reflects the type of diversity we want to foster, so we needed to provide access to diversity and inclusion training for staff," said Conley. "That's why we found DeEtta Jones to be such a powerful partner in this program." DeEtta Jones, a nationally recognized diversity and inclusion consultant, is working with the steering committee to develop programming and mentor training for OhioLINK's Diversity Initiative.

Ione Damasco, Director of Information Acquisition & Organization at University of Dayton's Roesch Library, and mentor to a first-year cohort student, agrees that creating a more inclusive workforce will have a multitude of positive effects on the profession. "It will make us more aware of our own biases—in our services, collections, and even our buildings," she said. "Understanding what we can do to

OhioLINK Diversity Initiative Steering Committee

Catie Carlson,
formerly of Tiffin University
(no longer involved)

Kristin Cole,
Otterbein University

Kristina Collins,
Tiffin University

Jerome Conley,
Miami University

Ione Damasco,
University of Dayton

Aimée DeChambeau,
University of Akron

Luann Edwards,
Tiffin University

Gwen Evans,
formerly of OhioLINK
(no longer involved)

Stephanie Everett,
University of Akron

Janet Hulm,
Ohio University

Jasmine Jefferson,
Kent State University

Michele Jennings,
Ohio University

Tiffany Lipstreu,
Otterbein University

Eileen Theodore-Shusta,
Ohio University

Kathy Webb,
University of Dayton

make a more inclusive work environment benefits not just the students, but really everybody who works in libraries.”

Another key difference in OhioLINK's Diversity Initiative is the importance of mentoring. Each student is paired with a librarian mentor. This dedicated, personal relationship supports the student as they navigate through workplace issues, questions, and concerns. “This is an important differentiator from other internships; it's not just coming up with projects for the students,” said Damasco.

Although not realized in the first cohort, the steering committee also envisioned an independent, peer-to-peer communication network that would function without monitoring from mentors or institutions to provide yet another level of support to the students. This peer-to-peer network would be able to grow with each cohort, as previous students become “elders.”

Broader benefits from mentoring

Being part of a supportive network was attractive to OhioLINK pilot institutions as well. Tiffany Lipstreu, Director of Otterbein University's library, which hosted a year-one cohort student, said that she was drawn to the opportunity to participate “knowing that Otterbein would not be trying to figure out a program on its own with an isolated student, but rather would be part of a network of learners and scholars.”

Joining other institutions in OhioLINK's Diversity Initiative also means that a community of experienced, knowledgeable pilot-institution library directors can advise each other on navigating the FERPA/HR requirements and effective recruiting. In addition to providing mentoring for directors, librarian mentors will be able to turn to other experienced mentors to guide them as they work with their students.

Tapping into the OhioLINK Diversity Initiative's collective wisdom and experience not only provides support to the individual institution deans, directors, and mentors, but also increases the likelihood of sustained commitment and broader impact. “Something larger and more structural like the OhioLINK Diversity Initiative will be more effective at addressing the barriers to change in the profession,” said Michele Jennings, Art Librarian at Ohio University Libraries and mentor of a first-year cohort student.

Unintended connections

The power of the Diversity Initiative's community also flowed in unexpected directions. Participants reported that working through the program on their own campuses has encouraged them to not only strengthen existing relationships but also build new ones.

Janet Hulm, Assistant Dean for Collections & Digitization Strategies at Ohio University (OU), said that developing the program inspired them to think bigger.

They reached out to their Experiential Learning office to explore how they might connect with other OU offices that dealt with data and information management. “I think there's a lot of opportunity for collaboration that isn't just library focused,” she said.

Because Tiffany Lipstreu and student supervisor Kristin Cole reached out to Otterbein University's Office of Social Justice and Activism (OSJA) to invite them to be involved in their student's on-campus learning experience, OSJA invited the library to become involved with a new initiative on campus, the **Truth, Racial Healing and Transformation Center**. Otterbein's student was invited to participate in community discussions about racism through the Center, the only one in Ohio.

The OhioLINK Diversity Initiative also strengthened relationships among library departments. “I think it's been good for our staff and encouraged folks to collaborate across departments on making the opportunity for the students as robust as possible,” said Jennings.

Looking ahead

As we plan for the upcoming year, OhioLINK Diversity Initiative pilot institutions continue to strengthen the model, enhance recruiting efforts and mentor training, and provide compelling development opportunities for the students—even in the current online learning environment. When COVID-19 closed our campuses, the host libraries made it possible for their students to continue working remotely.

In addition, the steering committee would like to increase the size of the Year Two cohort. It will seek grant funds for 2020–2021 to support the development

of outreach tools to build awareness, and to develop “Allies & Advocates” training that will extend participation regardless of whether an institution is able to support a student and mentor.

A shifting climate

It would be impossible not to acknowledge two historic, global events and their effect on our culture. COVID-19 has changed how we work and how we interact, and the recent social justice demonstrations have brought racism and racial bias to the forefront of scholarly and cultural discourse.

Nancy Kirkpatrick, Executive Director of OhioNET and collaborator in next year's Diversity Initiative effort, wrote a blog **post** in which she said that the recent antiracism statements by businesses, organizations and libraries were simply not enough. Action is needed. “Be part of the solution,” Kirkpatrick said. “Ask yourself: What needs to change in our policies, procedures, and culture in order to create a diverse and inclusive work environment for our staff?”

“I always say that libraries are equalizers,” Jerome Conley said. “As we look toward this social justice movement, libraries across the country, in a proxy to the world, are gathering LibGuides for access to information and resources that can assist people. I think librarians, more than any other profession, can be a catalyst for the types of change that we want to see.”

The OhioLINK Diversity Initiative is taking steps to bring needed change to the LIS profession, and invites all OhioLINK institutions to get involved.

Questions?

If you have questions or comments, please contact Ann Rogers, Marketing and Outreach Manager (arogers@ohiolink.edu).

Diversity Initiative Achievements

- **Seven pilot institutions** developed job descriptions and onboarding programs appropriate to their institutions while maintaining common themes and requirements.
- **Mentorship program established**—Students were paired with professional staff mentors for individual support and guidance.
- **Mentor training curriculum**—DeEtta Jones and Associates created a mentor training program, which is digitally accessible.
- **Resources compiled**—An online information resource for institutions and mentors covers basic information about the program and goals, as well as examples of documents for mentors and supervisors.
- **Year-one cohort**—Four students engaged in rotating job assignments for real-world experience across a range of LIS specialties.



Digital accessibility

The drive toward accessible content, resources and technology

Digital accessibility means that digital content and platforms are available to everyone regardless of physical or sensory challenges. The U.S. Department of Education's National Center for Education Statistics estimates that around 20 percent of undergraduate students experience some level of disability—that's a significant number of students.

To press the urgency of need, many national disability organizations have been advocating for accessibility through class-action lawsuits. The number of accessibility lawsuits has been increasing dramatically, nearly tripling in 2018 to 2,250 cases. However, the 2019 Payan decision got libraries' attention. This California-based decision against the Los Angeles Community College District determined that students' rights were violated because the college failed to provide accessible documents and course materials, equal access to library resources, and accessible educational technology.

Library resources need to be accessible, and the library community must be proactive about working toward that goal. Institutions of higher education need to actively work to make the platforms and content accessible, too. This has been an important shift in how we think about digital accessibility.

To address accessibility for OhioLINK's resources, OhioLINK will be forming a Library Advisory Council team to create a consorial statement on digital accessibility and set direction as a group. OhioLINK has already written an internal policy about how it will implement the procedures and workflows for its own platforms and has an interim remediation plan that determines how requests for remediation are addressed and by whom. OhioLINK also has built a template for accessibility requirements for its locally developed applications and is working on a risk assessment tool to prioritize accessibility efforts at the platform level.

OhioLINK shares more than 33 million (and growing) digital items that exist on about 55 different platforms and applications

from 29 current vendors and some non-current vendors (perpetual access). The consortium will have to find solutions for all these platforms and all the content that sits on them. In addition, it is possible for a website or resource as a whole to be deemed "accessible," but specific documents, content or videos may not meet the criteria.

To begin this massive undertaking, OhioLINK is performing quick testing on its own resources to check for basic accessibility features, such as the ability to go through a website without using a mouse, or the ability to open and close a drop-down menu. This testing provides a baseline for accessibility measures and prioritizes resources to be made compliant. Once OhioLINK has assessed its resources' accessibility status it will work to ensure that contracts and business workflows are updated to include appropriate language. OhioLINK is also consulting with its vendors to ensure they are addressing digital accessibility.

There is no simple or swift fix. Remediation will be a pragmatic blend of the proactive and reactive. Designing for all people is an iterative process that requires continually adapting platforms and content. The digital environment is dynamic, and users' needs and preferences are diverse. Whether digital content will reach a finality in terms of accessibility remains to be seen. We envision it as an ongoing and important process worthy of resources and attention, where progress is always the expectation.

For more information, please visit _____

[The Same, But Different: Breaking Down Accessibility, Universality, and Inclusion in Design;](#)

[Payan v. LACC case;](#)

[Web Accessibility in Mind;](#)

[W3C Web Accessibility Initiative](#)

Defining a user-centered future for the ILS

The background on OhioLINK's pioneering project in the academic library community

The scope of academic libraries' responsibilities has changed dramatically over the past three decades, but Integrated Library System (ILS) software systems have not. Incremental changes have resulted in systems that are still focused on the acquisition, management, and delivery of print materials. However, digital materials are now a significant part of library collections and academic libraries are managing expanded services and products integral to their institutions' support of teaching, learning, and research. Revisioning the ILS was an enormous challenge—18 months in development—however, it is not unusual for OhioLINK to take on this kind of effort in service to its membership.

OhioLINK's Library Advisory Council (LAC), composed of deans and directors from its institutions, had been discussing dissatisfactions with the ILS status quo for years. Between 2014 and 2017, a market study by Clarke & Esposito commissioned to support OhioLINK's financial planning and an RFI from ILS vendors confirmed that the situation was not ideal. In 2018, then Chair of the Library Advisory Council Coordinating Committee (LACCC), and University of Cincinnati Library Dean Xuemao Wang formed the "Transforming the ILS" working group, which hired Ithaka S+R, a research consultant to libraries and universities, to lead strategic discussions. Ithaka S+R facilitated several workshops with OhioLINK staff and LACCC that examined market consolidation, limitations, and explored potential new directions.

After many unenthusiastic discussions with the LACCC about ILS systems, Roger Schonfeld of Ithaka S+R described a light-bulb moment where it became crystal clear to him that any 'next-gen' ILS system—even those in development—wasn't going to offer enough return to make the necessary investment worthwhile for this experienced group of library administrators. These library deans and directors had managed system migrations. They knew that work processes would be disrupted and diverted, and that other vital work would suffer. And, in addition to the opportunity costs, it would be expensive.

Users had changed, collections had changed, libraries had evolved, but ILS platforms hadn't. No products addressed the libraries' role in providing services that supported teaching, affordable learning, and collaborative research. While there had been some improvements made with recent movement to the cloud, systems still focused on print collections through centralized distribution, even though users overwhelmingly accessed content digitally. ILS vendors weren't even talking about addressing the current situation, much less projecting what academic libraries' needs might be in five to ten years.

What could the OhioLINK community do to influence the market and encourage software development that deans and directors would be willing to invest in? What would be a strategic move for both our institutions and the consortium? Rather than issue a RFP, the group decided to articulate a new vision for the

market. After all, ILS vendors couldn't create a new system if they didn't understand what academic libraries and consortia needed.

The resulting white paper, *It's Not What Libraries Hold; It's Who Libraries Serve—Seeking a User-Centered Future for Academic Libraries*, co-authored by OhioLINK and Ithaka S+R, outlines groundbreaking ideas for the academic library community and service providers, and is intended to generate discussion and spur innovation.

The ILS working group's consensus was that the market should pay attention. OhioLINK's influence in the higher education market is well-established. The OhioLINK consortium is a microcosm of the nation's academic libraries, one of the largest academic library consortia, and may be the only consortium with all members on the same platform. In addition, OhioLINK has a track record of viable product development. Thirty years ago, OhioLINK worked with Innovative to develop *INN-Reach*, which was the first easy-to-use, user-initiated interlibrary loan product that offered consortial

peer-to-peer lending. OhioLINK also created a multi-publisher digital journal and e-book platform, as well as a multi-tenant statewide open-access digital theses and dissertation platform. Taking the lead once again, OhioLINK shared a new vision for the future of the ILS.

The paper's reception has been far-reaching and favorable. Gwen Evans, OhioLINK's former Executive Director, reported that ALA Midwinter 2020 attendees were excited to discuss the paper and were very complimentary of OhioLINK's leadership among academic consortia. Ex Libris' EVP of Strategic Initiatives Jane Burke referred to the paper in two of her ALA Midwinter sessions. Burke also mentioned the paper in an April interview published in *Against the Grain*, noting the shift in academic libraries' thinking about their users.

Ithaka S+R and OhioLINK received 13,000+ domestic and international Tweet impressions; 9,600 web page views, more than 3,500 views from the authors' LinkedIn pages; and direct-mail distribution to 3,000 Ithaka S+R recipients that garnered double their normal click-through rate. A significant number of paper downloads were from Elsevier, EBSCO, and ProQuest.

While the pandemic has refocused all discussion and activity on the impact COVID-19 has had on the OhioLINK community—students, faculty, and member institutions—the paper is an influential piece of thought leadership that will impact the future development of user-focused library systems.

For more information, please visit _____

[It's Not What Libraries Hold; It's Who Libraries Serve; Higher education libraries' needs have outpaced enterprise technology product offerings;](#)
[Recenter Library Systems on the User: An Interview with OhioLINK's Gwen Evans;](#)
[The Primacy of Print Is Past](#)

Ithaka S+R and OhioLINK received 13,000+ domestic and international Tweet impressions; 9,600 web page views, more than 3,500 views from the authors' LinkedIn pages; and direct-mail distribution to 3,000 Ithaka S+R recipients that garnered double their normal click-through rate.



Open access

OhioLINK explores new ground

SPARC (the Scholarly Publishing and Academic Resources Coalition) defines open access as the “free, immediate, online availability of research articles, coupled with the rights to use these articles fully in the digital environment.” In other words, access to scholarly research with no paywalls. Researchers and academics have long advocated for freely sharing their research through open access (OA) publishing, particularly in STM fields. During the pandemic, the call for OA gained momentum as researchers all over the world argued that if the newest, cutting-edge research were available to all it would enable breakthroughs and support innovations that could save many lives.

While commitments to OA research aren't as common here as they are in Europe, OhioLINK believes it will become more prevalent in the U.S. and is committed to discovering what OA means to scholarly communication in library consortia. Over the past year OhioLINK investigated the consortial and economic climate for OA among its member institutions by leading a number of initiatives: a groundbreaking OA pilot project with one of the world's oldest and largest academic publishers; hosting

a series of webinars for members with national and international OA thought leaders; conducting an analysis of the market value of OhioLINK's OA content in the Electronic Journal Center (EJC); and optimizing discovery for OA e-books in the consortium's collection.

A journey into OA

In late 2018, [Plan S](#) was released by a group of largely European research funders with the intent to increase OA publishing. As a result, libraries and consortia began to seek so-called “transformative” deals with publishers, with the goal of changing their own researchers' published articles to OA.

Various models are being tested to cover the costs of publishing services. Publishing is supported through subscription fees (from readers) or through article processing charges or APCs (from authors). APCs range from around several hundred dollars to several thousand dollars per article. Recently announced transformative OA deals, both in the U.S. and across the globe, vary widely depending on the composition of the participating institutions, access to grants or other funds to pay for making an article OA, and the publishing

activity with a particular publisher. Efforts to develop appropriate OA models for library consortia will take time, as many of our sister consortia have recognized.

Wiley OA pilot

Open access research is passionately discussed and desirable to many academics and institutions. In Europe, OA research is commonly funded directly from government support of universities and research grants. But in the United States, the government funds research, not universities, creating complicated cash flows for OA publication and any similar expectations for an OA model.

As an exploratory investment, OhioLINK engaged Wiley to create a first-of-its-kind [pilot program](#) that reflected both Wiley's and OhioLINK's growing commitment to OA and would support the investigation of how such a model might fare in a US-based academic consortium. OhioLINK was the first North American library consortium to centrally fund OA research with Wiley. It allowed OhioLINK members to examine the complexity of the OA funding model at scale and explore its impact.

The pilot allowed OhioLINK-affiliated researchers to use a centralized OhioLINK

fund to cover their APCs. OhioLINK is evaluating what was published during the pilot and comparing it to pre-pilot OA publishing, as well as interviewing researchers to see what affected their publishing decisions. The pilot was a learning opportunity and an example to consortia like ours around the country.

Xuemao Wang, University of Cincinnati dean of libraries and past OhioLINK LAC chair, said, "The experimental Wiley open access initiative not only created learning experiences for the OhioLINK community in navigating the operational complexity of consortium-based open access, but was also a significant step forward toward cultivating an open mind set for the coming and bold 'open' movement."

Continuing the conversation: Advanced topics in OA series

As conversations surrounding OA continued, OhioLINK provided its membership the opportunity to learn about not only the potential for OA to serve the public good, but also the practical and economic realities of OA publishing and its possible impact at member institutions via a webinar series.

OhioLINK hosted **10 well-attended webinars** presented by recognized OA experts to offer more in-depth information on this evolving issue. Topics included new models of OA; analyzing OA's impact on subscription pricing and negotiations; a strategic review of the OA landscape; establishing workflows and staffing for OA tracking; implications of OA from the STM and humanities perspectives; and recent OA efforts from MIT Press and MIT Libraries, among others.

Content and cost containment: Delta think analysis

In recent years as more attention has been focused on OA, including the Plan S initiative and several transformative deals,

there have been concerns that the value of a journal subscription has been eroded. In OhioLINK's ongoing commitment to providing critical content at the lowest possible cost, OhioLINK turned to Delta Think to review its journal portfolio. The results would inform OhioLINK of the relationship between subscription rates and OA, and how this might influence content negotiations.

Delta Think, a scholarly communications consultant with expertise in open access and e-journals, provided a custom analysis of OhioLINK's EJC portfolio to identify OA content in fully OA and hybrid journals, as well as trends over time. Hybrid OA journals publish both OA and subscription access only research. Hybrid OA journals publish both OA and subscription access only research. Hybrid journals are so called because their articles may be either OA (via an APC) or behind a paywall, which requires a subscription. They are distinct from fully OA journals, in which all articles are published OA.

Delta Think presented the results of their analysis as part of OhioLINK's "Advanced Topics" series. The results demonstrated that the number of articles published under the subscription model in OhioLINK's journals portfolio has increased over the last five years, as more research is published overall. In fact, the number of OA articles published in hybrid journals has been relatively small. While more OA articles are published each year, most are in fully OA journals. The number of articles produced under the subscription model has not diminished over the last five years, and so the OA trend has not undercut the value of OhioLINK's journals portfolio.

OA cataloging: Making OA e-books more findable

Open Access has taken on increasing importance for e-books as well as e-journals. While the demand for e-books

has grown, libraries have struggled to integrate OA e-books into their collections due to issues with metadata for OA collections. OhioLINK wanted to provide members with an easy-to-access, curated collection for a streamlined experience in the Central Catalog. Many members contributed to this effort. Teams from the Cooperative Information Resources Management Committee (CIRM) surveyed members to make recommendations on which titles should be in the OA Central Catalog e-book collections and created criteria for evaluating candidates for future collections and an annual review process. The Database Improvement and Discoverability (DIAD) team created cataloging standards for OA content. OhioLINK cleaned up the records, utilizing the DIAD's new standards, removed duplicates and provided the records to members for local use. Now the sole contributor of OA e-book records in the Central Catalog, OhioLINK can more easily manage updates, links, and other maintenance. In addition, these OA e-books are more findable for students, faculty, and researchers.

The future of OA at OhioLINK

Open Access is undoubtedly here to stay. OhioLINK sees its role as exploring ways to facilitate and offer sustainable OA options to interested member institutions and remains committed to serving members' needs. These preliminary initiatives have successfully educated members and tested the OA model at a consortial scale.

For more information, please visit _____

[OhioLINK Wiley Open Access FAQ](#);
[OhioLINK Breaks New Ground Creating Central Fund for Open Access Publications with Wiley](#)

staff papers & presentations

Papers

OhioLINK's Affordable Learning Initiatives – Making a Collaborative Commitment to Affordability for Students by Anna Bendo and Gwen Evans. Collaborative Librarianship, November 2019. Affordable Learning initiatives have evolved to a multi-pronged approach that includes many different strategies for reducing the cost of course materials.

OhioLINK and Vendor Records Quality Control by Emily Flynn. Against the Grain, Volume 31, No. 6. Since 2014, OhioLINK has improved vendor records before distributing to members' cataloging staff, resulting in significantly improved discoverability and reduced workloads for members.

Electronic Theses and Dissertations (ETDs) Metadata Policies, Workflows, and Practices: A Survey of the ETD Metadata Lifecycle at United States Academic Institutions. by Emily Alinder Flynn and Janet Ahrberg. Journal of Library Metadata, 2020. One hundred thirty-seven institutions were surveyed to identify trends through a comparison of policies, workflows and practices of ETD metadata.

Presentations

The Acquisitions Institute at Timberline Lodge, The Business of Consortial Deals, May 19, 2019. Amy Pawlowski and Kathi Carlisle Fountain, Oxford University Press. The business of consortial deals and how they impact members, as well as how market shifts in academic publishing affect consortial deals, member libraries, and end users.

SEFLIN 2019 (Southeast Florida Library Information Network), OhioLINK: Making a Consortium-wide Commitment to Affordable Learning, September 27, 2019. Anna Bendo. Bendo shared OhioLINK's multi-faceted approach to textbook affordability, working at a statewide level to provide different strategies for institutions to lower the cost of their course materials for students.

Charleston Library Conference, Chaos or Complexity: Transforming Publishing Models in the Plan S Era, November 5, 2019. Amy Pawlowski. This interactive panel discussion addressed new, non-traditional publishing models as thinking shifts on how to provide researchers with access to content and support for publications.

Charleston Library Conference, Strategic Reinvestments of Journal Packages in Today's Publishing Ecosystem, November 7, 2019. Amy Pawlowski. A panel discussion on negotiations and collections in the face of Open Access, budget challenges, changing needs, and what the future might hold.

Charleston Library Conference, Working Together to Create a Sustainable Ecology for Open Access Books, November 7, 2019. Amy Pawlowski. A panel discussion of the larger OA issues at hand and a start moving toward open dialogue and resolutions.

NISO, Identity Management and Authentication Strategies, January 15, 2020. Amy Pawlowski. Identity management systems verify the user's right to access content. This session discussed the nuances of user stored data/credentials, their rights to access that data, and the responsibilities of Federations, institutions, and users within this ecosystem.

NISO 2020, Changes in Higher Education and The Information Marketplace, COVID-19: What it means for OhioLINK, its Members' Library Budgets, and E-resources in Higher Education, June 17, 2020. Amy Pawlowski. How does COVID-19 impact the long-term strategic planning for libraries and the providers that serve them?

International Coalition of Library Consortia (ICOLC) 2020, Impact of OA on "Read" Institutions, July 20, 2020. Amy Pawlowski. Panel discussion on the roles consortia might play in helping member institutions interested in advancing local OA initiatives while balancing the need to provide more traditional subscriptions for institutions without a large publishing output.



internal successes

CC-PLUS improves consortial data management and analysis

OhioLINK and other International Coalition of Library Consortia (ICOLC) members have contributed to the development of the IMLS-funded cloud-based Consortial Platform for Library Usage Statistics (CC-PLUS). This open source project is intended to facilitate electronic resource usage data collection, data management, and analysis. It also aims to promote standards-based metrics and best practices in data management, and to empower libraries to make data-informed decisions in managing electronic resources. Software development is currently in progress. For more information, please visit cc-plus.org.

OhioLINK Open Course Content expansion saves students millions

Affordable Learning Ohio is OhioLINK's statewide affordable textbook initiatives for higher education. It encompasses Open Educational Resource (OER) support and advocacy, as well as statewide inclusive access pricing for commercial textbooks, and use of library resources as textbook replacements.

OhioLINK was part of a team of 18 higher education partners in the Ohio Open Ed Collaborative working to complete a \$1.3 million Ohio Department of Higher Education (ODHE) grant in 2020. The collaboration resulted in the creation of 23 content packages for 19 high-enrollment college courses added to the OhioLINK Open Course Content Library. The courses are divided into modules that meet the objectives of ODHE's Transfer Assurance Guides (TAGs) and Ohio Transfer Module (OTM) guidelines.

Preliminary data shows that more than 22,162 students have used Ohio Open Ed Collaborative materials over the past four semesters, which has allowed those students to avoid spending more than \$4.4 million on new commercial textbooks. Affordable Learning Ohio's focus has now shifted to promoting the adoption of these materials, as well as continuing to inform faculty, librarians, and instructional designers about other affordable learning strategies to replace expensive commercial textbooks with low- or no-cost alternatives.

eTutoring Collaborative meets increased COVID-19 demand

OhioLINK's eTutoring program is a collaborative effort between OhioLINK and participating higher education institutions

that allows undergraduate students virtual access to qualified tutors at no charge to the universities or the students. After 10 years of providing online academic support, eTutoring has continued to grow, particularly after COVID-19 forced the closures of on-campus tutoring services. Combined direct tutoring for fall and spring semesters exceeded 3,500 hours. The unprecedented surge in use will be helpful in evaluating how to best plan for future development of this statewide initiative. eTutoring was fortunate to have introduced a revamped, more visually appealing platform before the pandemic that better supports student and tutor collaboration in a live environment.

Request grouping may speed PCIRC fulfillment

OhioLINK completed a patron-initiated circulation (PCIRC) trends study in 2019 as part of a multi-year effort to better understand one of OhioLINK's most important and longstanding services. While this study confirmed a decline in year-over-year use, the study also highlighted the types of items that are most requested in the OhioLINK community. However, this study left out one major component of the PCIRC process: the length of time that items spend in the delivery process.

This year, the Intercampus Services Policy Team (ICS) built on last year's efforts by revisiting PCIRC to determine if there might be a way to lend more efficiently. Data showed that delivery time was the most variable and lengthy factor in completing a lending request. Using an INN-Reach system feature that allows libraries to preferentially fill requests within the same geographic region, several member libraries completed a pilot project to determine if items could be delivered to patrons more quickly by reducing how far items physically needed to travel. Although the pilot was performed using a small number of libraries, it did seem to result in shorter delivery times. The next step in this project is to evaluate this feature on a larger scale, across the entire consortium, in a period of relatively low PCIRC activity. Changes in PCIRC in early 2020 have pushed back this larger implementation of request grouping to sometime in 2021, but the ICS Team is looking forward to determining if this feature can help OhioLINK improve print lending to our patrons.

service updates

Member Portal launched

OhioLINK's staff has been using the Member Portal to streamline administrative tasks for several years. Now directors and those who serve on an OhioLINK policy or implementation team can access their institution's administrative information, including IP addresses, contracts, and e-book and journal subscriptions. Other library staff members may be granted access by nomination from their library director or e-resource implementer.

Records suppression provides a better user experience

At OhioLINK's Database Improvement and Discoverability (DIAD) Policy Team's recommendation and LAC's approval, OhioLINK member institutions suppressed more than three million e-resource records over the past year. Now the sole contributor of shared catalog records in the Central Catalog, OhioLINK is able to better maintain and update records, improving the record quality, removing duplicates, and providing for a more uniform user experience. Additional cleanup is ongoing to remove any lingering records.

More flexibility and details in Counter Release 5

COUNTER (Counting Online Usage of Networked Electronic Resources) is a collaboration between publishers and librarians to maintain a consistent, reliable standard for measuring the use of electronic resources—platforms, databases, and e-books. It helps libraries, publishers, and vendors assess the value of electronic resources through reporting to ensure that budgets are spent wisely. The fifth iteration of COUNTER's standards has been implemented into OhioLINK's Electronic Journal Center and the Electronic Book Center. In addition to increased consistency, Release 5 introduced new metric types and more flexibility in reporting.

Updated UI for the Electronic Journal Center

OhioLINK's Electronic Journal Center (EJC) offers access to millions of journal articles from both large and small publishers and receives an immense amount of traffic. To ensure that users have the best experience possible, OhioLINK engaged a user-experience specialist to create a new simplified, user-friendly interface and conduct usability testing. Several OhioLINK libraries have been asked to test the updated interface over the course of several weeks and offer their feedback and suggestions. The new EJC will be introduced later this year.

User-friendly features in modernized Electronic Book Center

The OhioLINK Electronic Book Center (EBC) is home to thousands of e-books that include monographs, encyclopedias, dictionaries, and other reference materials. The current platform is a decade old. To modernize both the user experience and back-end processes, OhioLINK is transitioning its e-book collection to be hosted on BiblioBoard's platform. **BiblioBoard** is an award-winning content delivery platform that supports user-friendly browsing and searching, list-making, note-taking, bookmarking, online reading and downloading on the web, and HTML5 responsive design via native apps for iOS and Android devices. This partnership will not only deliver great e-book interactions for library users but will also support librarians with state-of-the-art technological infrastructure. OhioLINK is migrating its local content to the new platform, while also building out authentication controls to appropriately grant access based on licensing agreements. The new platform was soft-launched in late August. Watch for upcoming training and demonstration sessions, as well as more detailed information.

Dr. Heather Golden

@goldenheather • May 12

I really miss being about to just OhioLINK a book to my campus library. (Yes, I use OhioLINK as a verb), I know @OhioLINK has awesome online tools and I used them this semester, but I do miss your amazing services! ❤️

Nigel Ewan

@nigel • Jan 30

I would teach at @CCADedu for free if only for the unlimited @OhioLINK reserve privileges

where other libraries in the state can borrow from each other... I bought very few books in grad school that way.

Ariana

@aridanielle_ • Jan 30

I'm really upset that I didn't find out about OhioLINK until after I graduated. I pretty much purchased or rented every single book I ever needed all 4 years. I literally have a small library at home.

Dre. Megan Faragher

@MeganLFaragher • Aug 19

I think OhioLINK is still down until August 10th (which is on my calendar, with an exclamation mark), which is how I have to get most of my swag. Working on non-republished texts of the interwar has its snags. But I'll make it!

**emily a. Duncan,
kylo ren's #1 fan**

@glitzandshadows • Jan 23

If my job had OhioLINK and SearchOhio my life would be perfect but we don't so my life is pain

Denise Grupp-Verbon

@harpdenise • Mar 12

I love #OhioLINK! I almost always have a book on my desk which arrived via OhioLINK!

Drew Strombeck

@astrombeck • Aug 10

Oh yeah—research has hit a wall without OhioLINK—was so glad to hear it's back.

twitter chatter



Tiffany Harris

@tiffany_harris3 • Jan 2

Here's your friendly reminder to always check OhioLINK before paying for your books. I'm not paying a dime this semester

Butter's Dad

@derek_parham • June 16

OhioLINK has been my lord and savior for textbooks 🙏

IMATAKEYALLWORD4IT

@Ssaintlaurod • Jan 7

Before you order your books this semester see if you can borrow them through OhioLINK... I just got hip and I found all my material on it. ohioLINK.edu

Meghan

@meghan_513 • Jan 18

Found all my textbooks through OhioLINK and saved like \$600 🙏🙏

bernie sanders' mittens

@spicyboi97 • Feb 26

I owe my undergrad career to three (3) things and those things are: jimmy johns, OhioLINK, and ILL

Haley

@HalMarieRobbins • Jan 10

That's what I use!! I love OhioLINK, it's saved me so much money!!

Alexia Hudson-Ward

@alexiahudson • Mar 13

Shout out to the AMAZING @OhioLINK team for their proactive continuity plan due to the #CoronaVirus #COVID19! I love you so much ❤️❤️❤️

Miriam Shadis

@MiriamShadis • Jan 13

I was an independent scholar for some time, living in Appalachia. I could not have made my way to tenure status without a lot of luck and a lot of help, including access to a great library system @AldenLibrary and @OhioLINK

Vincent Granito

@coachvgranito • Apr 22

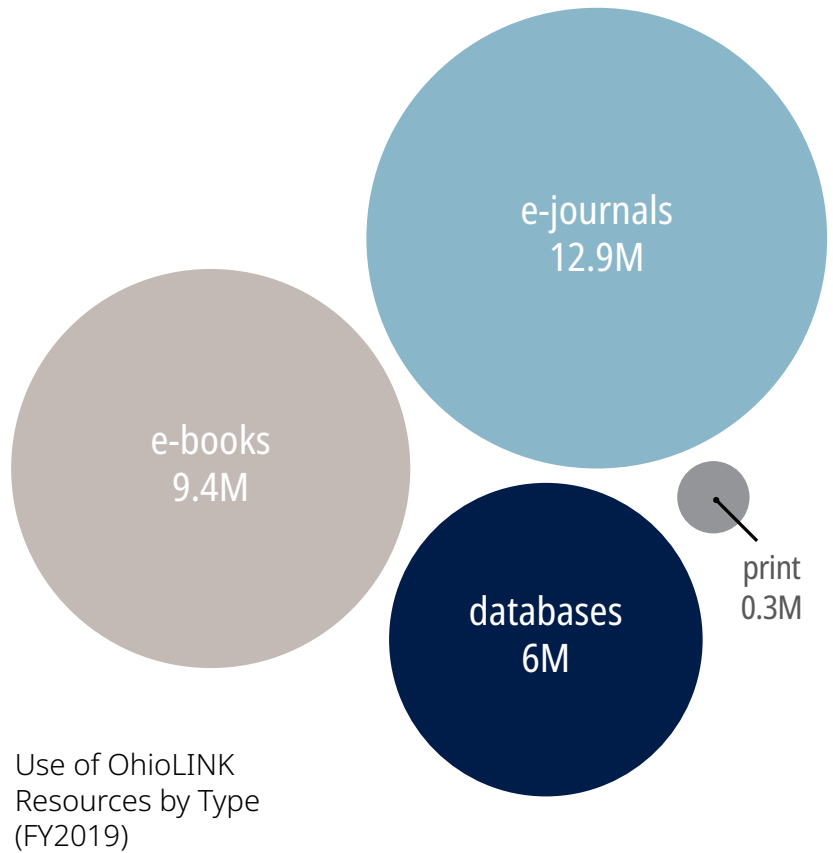
Psychology Department meeting as we transition to OER's for Introduction to

who's using what—and how?

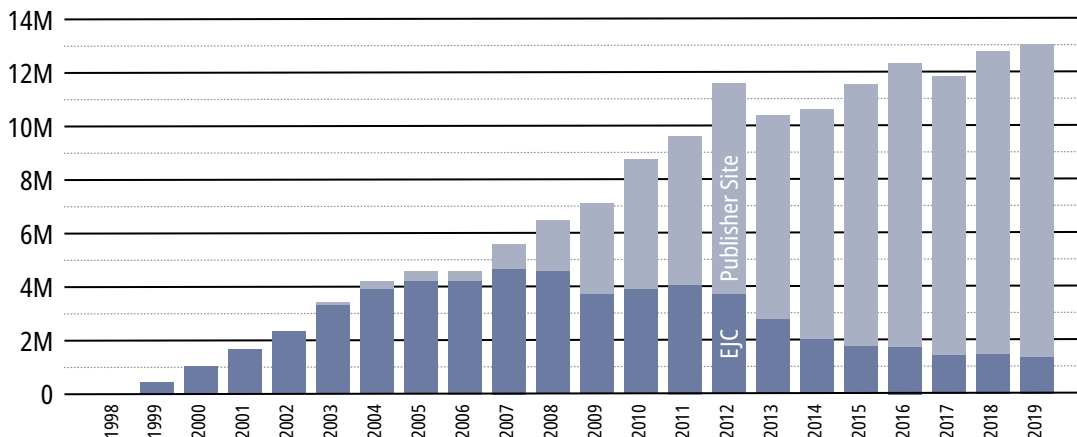
The following pages show some of the usage patterns of patrons at OhioLINK member institutions. E-resource usage continued to be robust throughout pandemic disruptions. Print lending ceased due to campus closures from mid-March through early August.

Questions? _____

For questions on any items within this section, please contact Theda Schwing (theda@ohiolink.edu) or Joanna Voss (jvoss@ohiolink.edu).

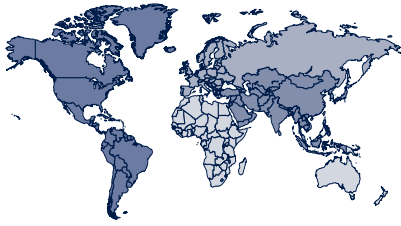


Electronic Journal Usage Over Time (FY1998–2019)



Both in the locally hosted EJC and at the publishers' sites, the major journal packages shared by OhioLINK members have shown a steady usage increase over time.

Electronic Theses & Dissertations Center (ETD)



3,356 375,219

ETD OPEN ACCESS

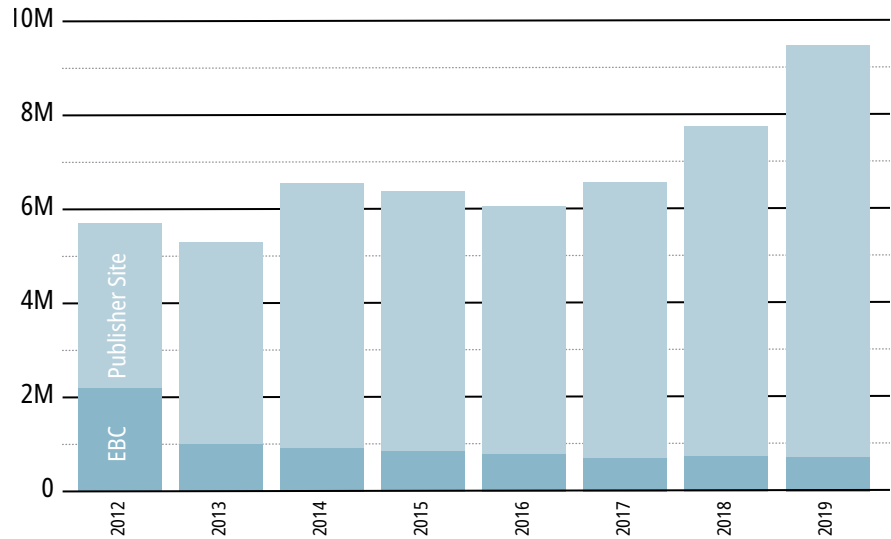
664,153

SESSIONS IN 2019

13,052,470

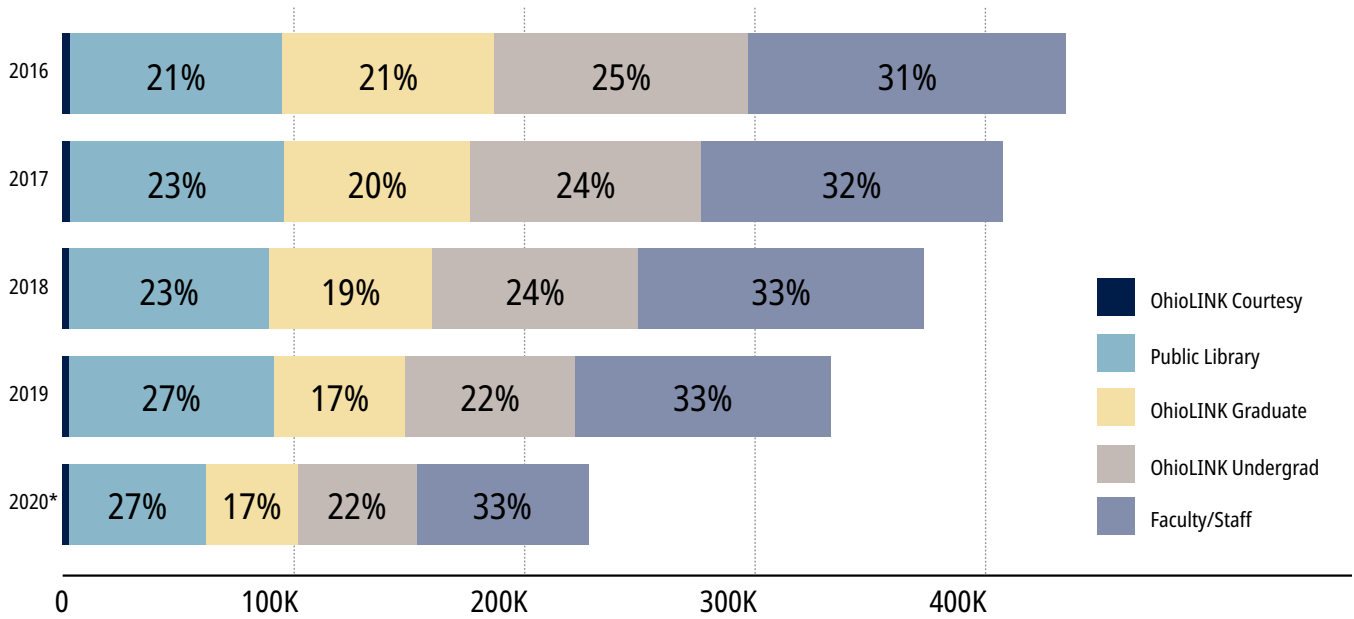
DOWNLOADS IN 2019

Electronic Book Usage Over Time (FY2012–2019)



Both at the locally hosted EBC and at the publishers' sites, the major e-book packages shared by OhioLINK members have experienced a 67% increase since 2012.

Print Borrowing Requests by Patron Type (FY2016–2020)



Over the past five years, the number of print items borrowed by faculty/staff, undergraduate students, and graduate students has declined, while the number of items borrowed

by public library and community patrons has remained more steady. Currently, public library patrons borrow more items than either undergraduate students or graduate students.

*In FY2020 the decline in total requests is due to the catalog being shut down from mid-March through June as part of OhioLINK's response to COVID-19.

meet the staff

ANNA BENDO | Director, Affordable Learning Initiatives
(614) 292-9853, abendo@ohiolink.edu

Anna Bendo works to lower the cost of college for Ohio's higher education students by helping member libraries and campuses identify strategies for open and affordable learning textbook and course material adoption. Bendo also helps locate statewide shareable library materials, as well as no- or lower-cost open educational resources for students. She is a member of the Ohio Department of Higher Education Open Educational Resources Innovation Grant Steering Committee and coordinates OhioLINK's Affordable Learning Ambassadors. Before joining OhioLINK, Bendo was the assistant director of the Ohio Learning Network. She earned her PhD from University of Maryland College Park, and her master's in education from the University of Michigan.



KAREN BOYD | Coordinator, eTutoring Collaborative
(614) 292-4352, kboyd@oh-tech.org

Karen Boyd's responsibilities include tutor identification, training, and scheduling for participating two- and four-year, public, and private institutions in Ohio. The Ohio eTutoring Collaborative is celebrating its tenth anniversary of serving the academic support needs of students pursuing higher education coursework. Professional development webinars focusing on protocol and platform updates as well as best practices are conducted with the support of quality assurance coordinators for synchronous and asynchronous tutors.



TASHA BRYANT-WILLIS | Coordinator, Member Support
(614) 485-6727, tbryantwillis@ohiolink.edu

Tasha Bryant-Willis serves as the first point of contact for membership, assists in developing processes to coordinate member relations and facilitates cooperation among OhioLINK's member libraries and active policy teams, executes communication, and provides frontline support for OhioLINK core services. Prior to joining OhioLINK, Bryant-Willis worked in the Office of the University Bursar at The Ohio State University where she was a financial services counselor. She earned a Bachelor of Fine Arts from the Columbus College of Art and Design.



JUDY COBB | Manager, Digital Platforms
(614) 485-6754, jcobb@ohiolink.edu

Judy Cobb is responsible for the development of all OhioLINK service platforms, including the Electronic Journal Center (EJC), Electronic Book Center (EBC), and Electronic Thesis and Dissertation Center. She works closely with OhioLINK and OH-TECH staff on



the policy, procedures, workflows, and infrastructure necessary for maintaining and improving these platforms. Cobb is currently working on platform updates for the EJC and EBC platforms as well as OhioLINK's digital accessibility plan. Prior to joining OhioLINK, she spent more than a decade at OCLC, and also served as the Assistant State Archivist at the Ohio History Connection. She was a founding member of the Ohio Electronic Records Committee. She earned her MLS from the University at Buffalo.

NICHOLE COLLIER | Systems & Data Viz Librarian
(614) 485-6725, ncollier@ohiolink.edu

Nichole Collier assists in planning, implementing, and managing central library catalog functions. She supports OhioLINK's library catalogs and the integration of local systems, including print lending, link resolver, and associated services. In addition, as OhioLINK's data visualization specialist, Collier manages OhioLINK's Tableau server site. She analyzes data related to print collections and circulation, courier delivery, and Central Catalog activity, and is currently analyzing data to determine if courier delivery times could be improved. Collier received her MLIS from Kent State University.



EMILY FLYNN | Metadata & ETD Coordinator
(614) 485-6730, emily@ohiolink.edu

Emily Flynn manages the cataloging of consortial e-resources, troubleshoots e-book metadata and access issues, manages the Electronic Theses and Dissertations (ETD) Center for more than 30 member institutions and works closely with the OH-TECH developers and the OhioLINK ETD community. Prior to joining OhioLINK, Flynn was a catalog librarian at ProQuest. She has experience in technical services, circulation, and bibliographic research. Flynn has been a frequent LIS presenter, and involved with many professional organizations. She earned her Master of Science in Information with a specialization in Library and Information Services from the University of Michigan.



JOANNA GILICINSKI | Service & Resource Data Coordinator
(614) 292-5035, jgilicinski@ohiolink.edu

Joanna (Jo) Gilicinski collects, analyzes, and reports data related to the consortium's extensive portfolio of electronic resources and works closely with the Collection & Insight Analyst. Gilicinski has experience as a patent researcher, and has worked in libraries for the US Army, University of Southern California Medical Library, and the Walt Disney Television Animation Library. She received her MLIS from San Jose State University.



ERIN KILKENNY | Cataloging & Metadata Librarian
(614) 485-6753, ekilkenny@ohiolink.edu

Erin Kilkenney works closely with the Metadata and ETD Coordinator to catalog and claim OhioLINK e-resource purchases. Kilkenney also evaluates metadata quality control and production processes to ensure content and metadata are accurate and complete. She is working on an e-book record quality project in collaboration with Springer and OCLC to benefit the worldwide OCLC cataloging community. Kilkenney earned her Master of Library and Information Science at Kent State University.



APRIL LEVY | Resource Acquisition and Contract Assistant
(614) 485-6755, alevy@ohiolink.edu

April Levy works with the deputy director on contracts for journals articles, e-books and databases and also assists with contract acquisition, management, and renewal. She ensures OhioLINK members are receiving the resources they pay for and provides feedback to vendors. Levy received her MLIS from Indiana University.



ANN ROGERS | Marketing & Outreach Manager
(614) 247-6392, arogers@ohiolink.edu

Ann Rogers helps OhioLINK communicate its value and impact with users, members, influencers, and decision-makers. She has held marketing communications roles with national and international creative services consultants. Prior to joining OhioLINK, Ann was a reference librarian at a local public library and also worked in a special library/archives. She earned her MLIS from Kent State University.



THEDA SCHWING
Manager, Catalogs & Technical Implementation
(614) 485-6752, theda@ohiolink.edu

Theda Schwing maintains OhioLINK's three catalogs, including the Central Catalog, and troubleshoots issues with the Central Catalog, PCIRC, link resolvers, and databases. She is currently working on updating OhioLINK's proxy server and streamlining the delivery of print resources. In addition, she has been integral to managing the resumption of print lending after the COVID-19 campus closures. Before joining OhioLINK, Schwing was the Technical Services Librarian at East Central University. Her experience includes managing local and consortial integrated library systems, cataloging a variety of resource types, coordinating interlibrary print delivery and courier service, and maintaining consortial e-resource and link resolver products.



Schwing holds an MLIS from Kent State University. She has presented on a range of topics including consortial library catalogs, cataloging ETDs, and government documents.

JENNIE THOMAS | Electronic Serials Librarian
jthomas@ohiolink.edu

Jennie Thomas claims electronic serial content delivered to the OhioLINK Electronic Journal Center. Prior to joining OhioLINK, Thomas worked in a variety of special library positions across the state of Ohio, including two seminars, the U.S. EPA, and the Sixth Circuit Court of Appeals. Thomas earned her Master of Library and Information Science from Kent State University and is the recipient of an Ohio Private Academic Libraries (OPAL) Service Award.



JOANNA VOSS | Collections & Insight Analyst
(614) 485-6729, jvoss@ohiolink.edu

Joanna Voss develops processes for activating and managing consortially purchased electronic resources. She also manages data analysis projects relating to electronic collections, scholarly communication, and other library data. She works with CIRM, the OhioLINK collection development committee, to provide analyses that inform consortial collection decisions, and with the Electronic Resources Implementation Team to communicate information about OhioLINK's shared resources. Voss currently serves on the advisory board of the CC-PLUS project (Consortia Collaborating on a Platform for Library Usage Statistics), an IMLS-funded initiative to develop a tool for consortia to manage Counter 5 usage statistics. She received her Master in Library and Information Science degree from Kent State University and Master in Aerospace Engineering degree from The Ohio State University.



STEFANIE WOLF | Administrative Coordinator
(614) 485-6722, swolf@ohiolink.edu

Stefanie Wolf coordinates the executive director's calendar, works on e-licensing with the deputy director, and collaborates with the OH-TECH business office to make sure member institutions get invoiced for resources and the OhioLINK vendors get paid. Wolf previously worked at the Columbus State Community College library and Columbus Metropolitan Library. She also has experience in academic publishing at The Ohio State University Press and Columbia University Press. Wolf spent two years in Moscow studying Russian and holds a bachelor's degree from Capital University.





OhioLINK

Connecting Libraries, Learning & Discovery
A Division of the Ohio Department of Higher Education

An **OH·TECH** Consortium Member

