



OhioLINK

Membership Report

Fiscal Year 2021



From the Executive Director



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This year we are returning to an informational annual membership report with a fiscal year timespan. Unless otherwise noted, this piece documents OhioLINK's accomplishments on behalf of its membership and library users from July 2020 through June 2021. I hope you find this useful and informative.

OhioLINK has continued to reduce costs, add library resources, and improve the accessibility, stability, security, and user experience on our platforms as we navigated through another pandemic year. The following report details the OhioLINK office activities in these areas broken out by our newly defined organizational verticals.

Challenges and uncertainty continue; however, we need to move beyond reactive thinking defined by 2020's urgent pandemic priorities. OhioLINK has officially begun working on a strategic framework project. I'm looking forward to hearing what is happening in your libraries and envisioning how OhioLINK can help you meet the future head on.

As we consider the future, it is important to also reflect on the past. A group of stalwart librarians who helped build OhioLINK's foundation and guided it forward throughout most of their careers have recently retired: Dan Gottlieb of University of Cincinnati; Fred Jenkins of University of Dayton; and Kay Downey and Roman Panchyshyn of Kent State University. While we may be losing their expertise and institutional knowledge, we have gained so much from their work and commitment. It has been an honor to work with those that have laid the groundwork for OhioLINK's success.

The active, continued contributions of our community members are integral to our accomplishments. I am pleased to report that our tradition of engagement has not waned. More than 500 library professionals worked with us on policy, implementation, and adjunct teams this past year. Thank you. This kind of dedication is what makes OhioLINK so effective—and so unique.

Lastly, as I complete my first full year as Executive Director, I want to shine a spotlight on the OhioLINK staff to thank them for all they do. I am fortunate to work with such a committed, high-performance team. I'm proud of our collective accomplishments in service to higher education and look forward to continuing to fulfill OhioLINK's mission with all of you.

As always, please don't hesitate to contact me if you have comments or concerns.

Best,
Amy

2021 Highlights

OhioLINK's Affordable Learning Ohio added 10 OER textbooks created by Ohio faculty to the [OhioLINK Open Course Content Library](#) this year. More than 100 attended our Summit panel to hear [what COVID-19 taught us about affordable course materials](#). OhioLINK is exploring a broader implementation of some of the programs developed by the presenters.

OhioLINK's Library Diversity, Equity and Inclusion Initiative's newly branded Luminaries Program expanded with [last year's LSTA grant](#) and private funding. Nine libraries are hosting 10 paid interns over the 2021–22 academic school year.

Virtual meeting platforms facilitated more connection among the OhioLINK community through online discussions and meetings. As campuses shut down in 2020, OhioLINK began to host virtual discussions connecting peer librarians across the state who were dealing with a range of unique pandemic-related resource

issues in print circulation, e-resources, and streaming media. Through this summer alone, OhioLINK engaged with 1,533 members through 46 hours of WebEx meetings.

About half of that summer engagement was in the annual Membership Summit. This year the OhioLINK community voted on program topics and took on a larger role in presenting the content. While we held eight sessions, one less than last year, average session attendance and unique attendees increased. Many thanks to the planning committee and all the presenters for another successful Summit.

OhioLINK continues to fine-tune how we communicate our value by being more mindful of our audiences. Some of these changes include making the weekly update easier to scan, providing quarterly OhioLINK talking points for Deans and Directors, and using plain language when communicating with non-librarians.

Licensing & Analytics



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OhioLINK was able to successfully renegotiate current multi-year and expiring contracts to reduce resource costs for our libraries by \$1.5 million, with no loss of content. Part of such effective negotiation with publishers is an accurate understanding of what is going on at the library level, information that is gathered during OhioLINK's highly collaborative annual budgeting and content planning process with OhioLINK's Cooperative Information Resource Management (CIRM) Committee and Directors. This detailed understanding also allowed OhioLINK to communicate what was happening at member libraries to the Ohio Department of Higher Education.

Thanks to that strong line of communication, OhioLINK was awarded \$2.5 million from the Ohio Governor's Emergency Education Relief (GEER) Fund for the purchase of streaming video, lab manuals, and e-books as instructional support for a wide range of curriculum, including many physical and applied science courses that had not been taught online before. More than 500 librarians and faculty attended webinars to learn about the new resources. A webpage developed specifically for faculty was viewed more than 2,400 times. The GEER resources were used 145,984 times between January and June.

In late 2019, CIRM and the Library Advisory Council approved a Fiscal Year (FY) 2021–2025 evidence-based acquisition (EBA) program with Cambridge University Press. Cambridge worked with OhioLINK to allow early access in June 2020 to accommodate the urgent need, since most

libraries were closed and access was digital only. Students and faculty gained immediate access to thousands of e-books: 11,720 Cambridge EBA e-books published in 2015 and later were available at the end of FY2021. The agreement also allows the purchase of a subset of approximately 350 e-books each year based on the CIRM project team's approved procedure for selecting the titles.

Working with publishing consultant Delta Think, OhioLINK completed a biannual custom analysis of its e-journal deals through 2020. While the number of fully open access articles has continued to grow (primarily in fully open access rather than hybrid journals), the number of subscription-access articles available in OhioLINK's collections has also increased. This study confirmed the value of OhioLINK's e-journals portfolio, even as open access publishing trends continue.

Operations & Platforms



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A major release for the Electronic Journal Center (EJC) launched at the end of September. EJC 6.1 includes a new user interface, changes to functionality with more ways to search on the List of Journals page, as well as improvements in digital accessibility.

OhioLINK implemented a major update to its electronic book platform. The new Electronic Book Center (EBC) provides a better user experience through a host of student-friendly features including full text searching across books, as well as improved digital accessibility. OhioLINK also replaced the Music Center's

streaming player to address accessibility concerns related to Flash end-of-life.

OhioLINK is committed to ongoing improvement in the inclusivity and accessibility of its shared collections, including information created for library staff located on Ostaff. In March, OhioLINK approved an [Accessibility Statement](#), which includes a process for remediation. A newly appointed Accessibility Implementation Team (ACCIT) will act on remediation requests and communicate accessibility information about shared collections and services to relevant local staff. Because The Ohio State University is the administrative home for our offices, OhioLINK will adhere to Ohio State's [policies and procedures for digital accessibility](#). OhioLINK started to assess the accessibility and conformance status of all local and vendor platforms, and this work will continue throughout the next year.

Self-service password management was added for Ostaff accounts, reducing delays in access. Ostaff provides member-library staff password-protected access to a wealth of in-depth information about OhioLINK resources and services, including working committees and teams, rosters, meeting notes, and access to recorded webinars. OhioLINK is also working on facilitating easier access to Ostaff itself. OhioLINK will introduce a rearchitected Ostaff as part of our public website renovation in November 2022.

Since 2010, the [OhioLINK eTutoring Collaborative](#) has provided academic support through online tutoring and writing reviews, provided at no cost to students. The program is available through [20 participating OhioLINK member institutions](#) and is supported by the Ohio Department of Higher Education. eTutoring completed more than 1,200 tutoring sessions and 3,200 writing reviews for 2,400 students in FY2021. In addition to assisting its tutors, students, and local campus administrators, eTutoring evaluated several educational technology providers to identify a more modern, user-friendly platform. TutorOcean was selected and went live in July 2021.

Discovery & Delivery



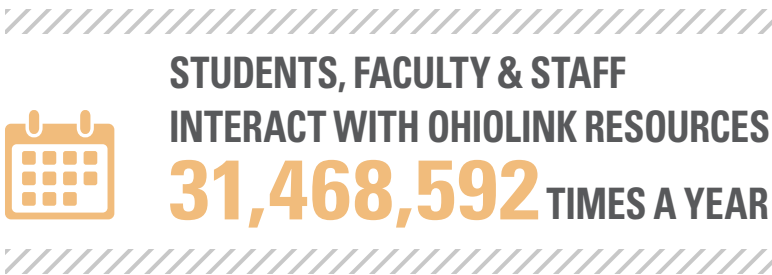
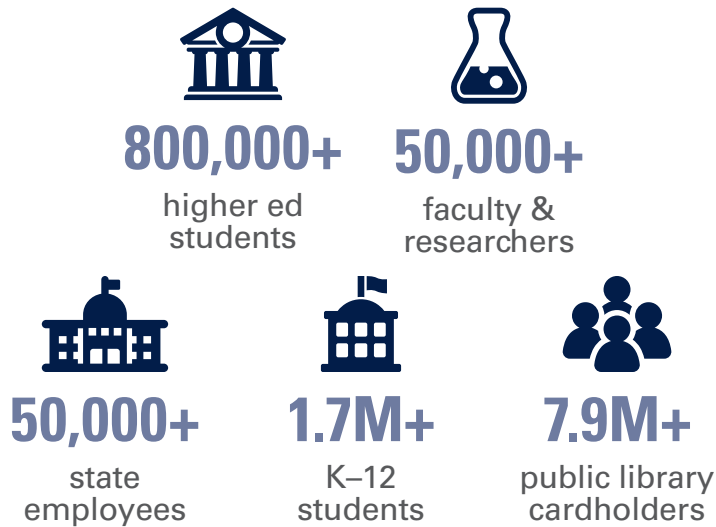
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The Database Improvement and Discoverability (DIAD) Policy Team created Guidelines for Addressing Outdated or Offensive Subject Terms (available on Ostaff) in response to a request for guidance from member libraries. In late April, [OhioLINK added inclusive, alternative subject headings to MARC records for shared electronic resources](#) that include the word 'alien' as a term to mean non-citizens, addressing proposed changes for twelve Library of Congress subject headings. These additional subject headings display as keywords and are searchable in OhioLINK's Central Catalog. Updated records also were provided to member libraries for local use.

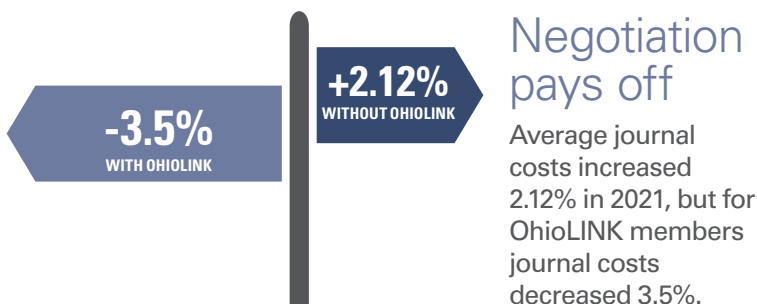
Because of campus closures, the pandemic had the biggest impact on print lending. Working closely with the ad hoc Resumption of Print Lending Project Team and the Intercampus Services Policy Team, OhioLINK was able to adjust policies to bridge service suspension in March through resumption of statewide delivery in early August 2020. This exceptionally challenging and complex project required an enormous amount of planning and collaboration. Many thanks to the team members who worked to make these transitions as smooth as possible.

Following state guidelines, OhioLINK also worked with the Department of Administrative Services and the State Library to issue an RFP for the statewide courier service contract beginning July 1.

Who we serve



IN 2021 OHIOLINK NEGOTIATIONS SAVED **\$1.1 BILLION**
A **97% DISCOUNT** ON PUBLISHERS' LIST PRICE



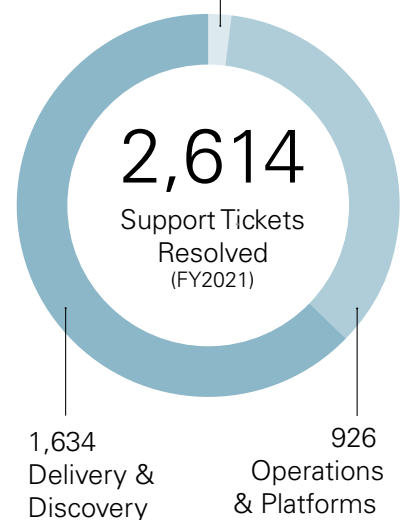
What we do

Staff Metrics (FY2021)

Authority records loaded	82,440
Cataloging records provided	280,391
Catalog records updated	16,036
E-books claimed	3,152
E-journals claimed	14,714
Member surveys completed	71
Survey responses analyzed	2,557
Titles for Knowledge Bases	19,069
eTutoring support hours	2,996



54 Licensing & Analytics



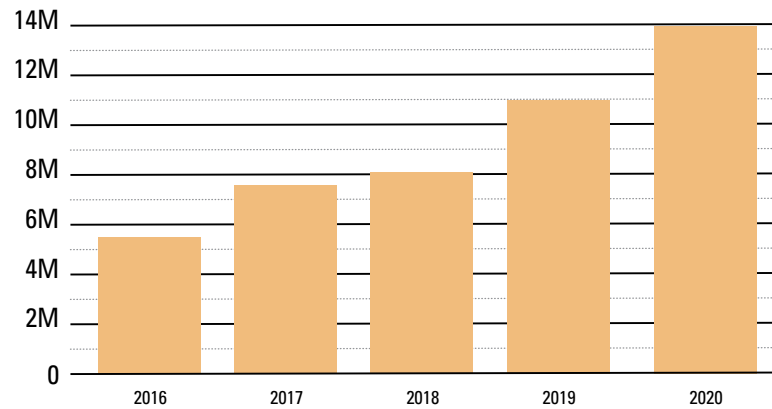
Locally Managed Content (as of June 30, 2021)

Digital archive items	43,940,404
EBC titles	147,224
ETDs	106,898
Finding aids	8,876
EJC articles	35,752,568
DRC items	86,230
Music Center items	81,814

Who uses what

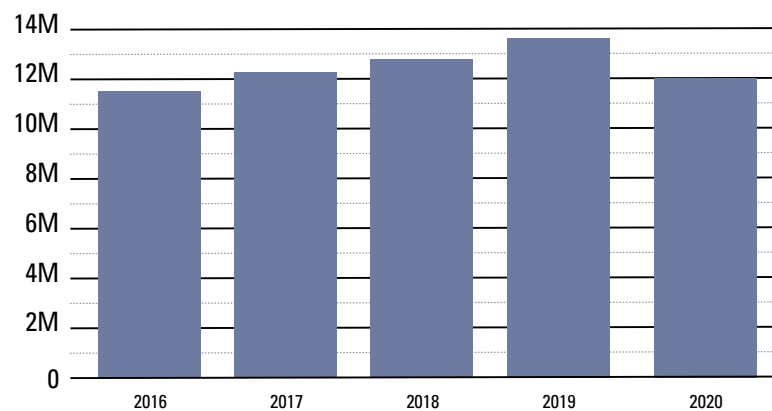
E-book Downloads

(CY2016–2020)



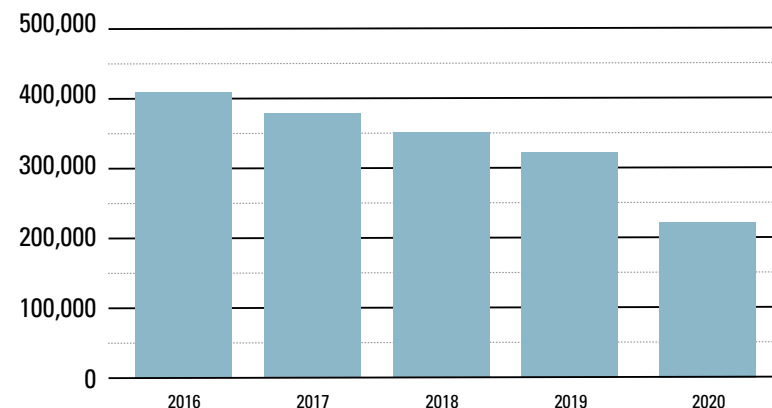
E-journal Article Downloads

(CY2016–2020)



Print Materials Borrowed*

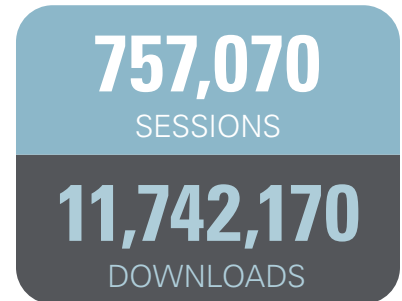
(FY2016–2020)



*borrowing was suspended March–August 2020

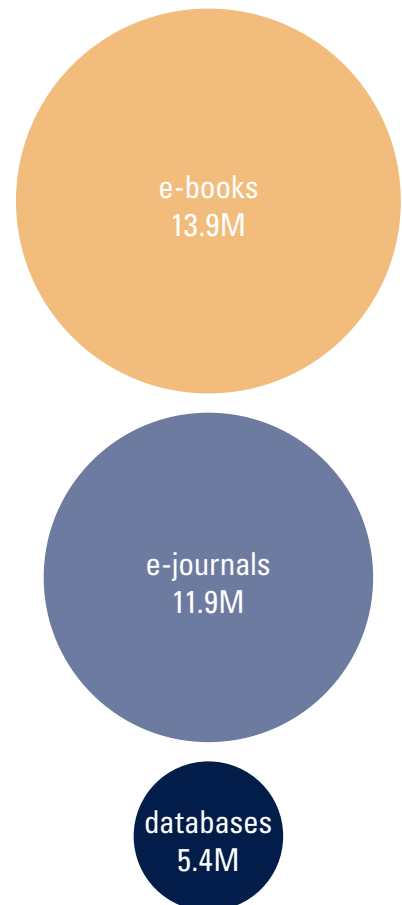
Electronic Theses & Dissertations Center

(FY2021)



Use of OhioLINK E-resources

(CY2020)



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OhioLINK

Connecting Libraries, Learning & Discovery
An OH-TECH Consortium Member

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