

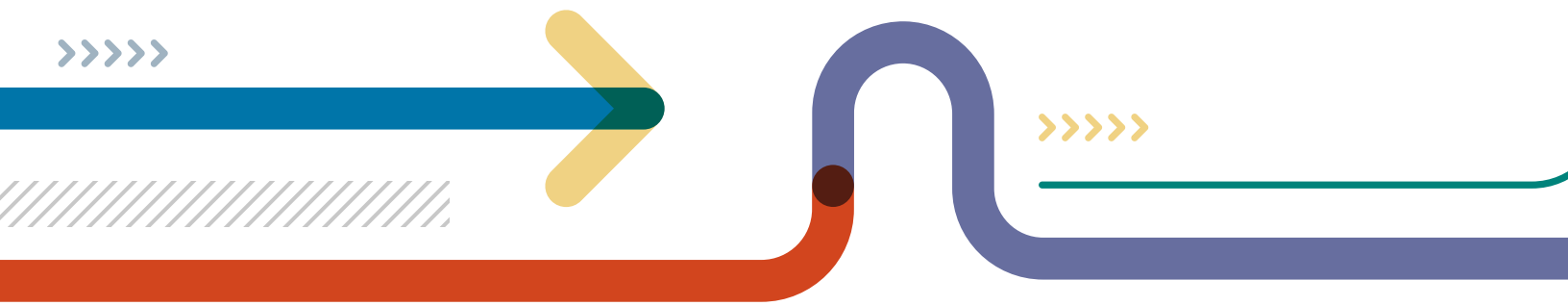


OhioLINK

# Membership Report

Fiscal Year 2022





## From the Executive Director



**Amy Pawlowski**  
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OhioLINK collaboration over the past year has been profound and extraordinarily productive. The staff metrics for meetings and member surveys confirm that we are a committed and engaged consortium.

The planning process and outcome for our new Strategic Framework was very different from past efforts, and I believe this mirrors how we see ourselves as an organization. While the Framework maps OhioLINK's objectives and work for the next 5 years, it's our redefined values that are the most affecting part of the Framework for me: Empathy. Integrity. Service. Curiosity. Balance.

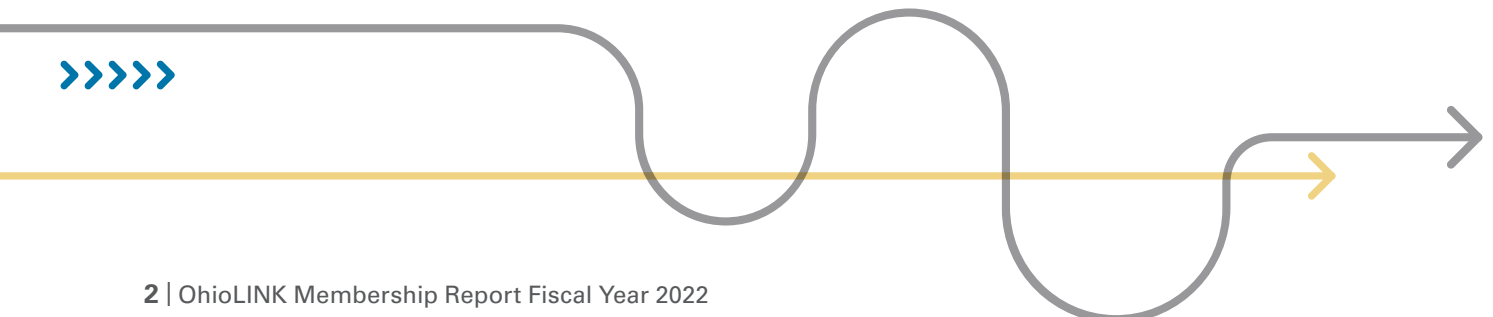
These values come from a deep place. Through three long, hard years of this pandemic, we've been reevaluating and revaluing our work and personal lives and now we are bringing all that thought to our professional priorities and methods too. The Strategic Directions will guide us, but the collective power of these five words indicates that we will get there together, and successfully.

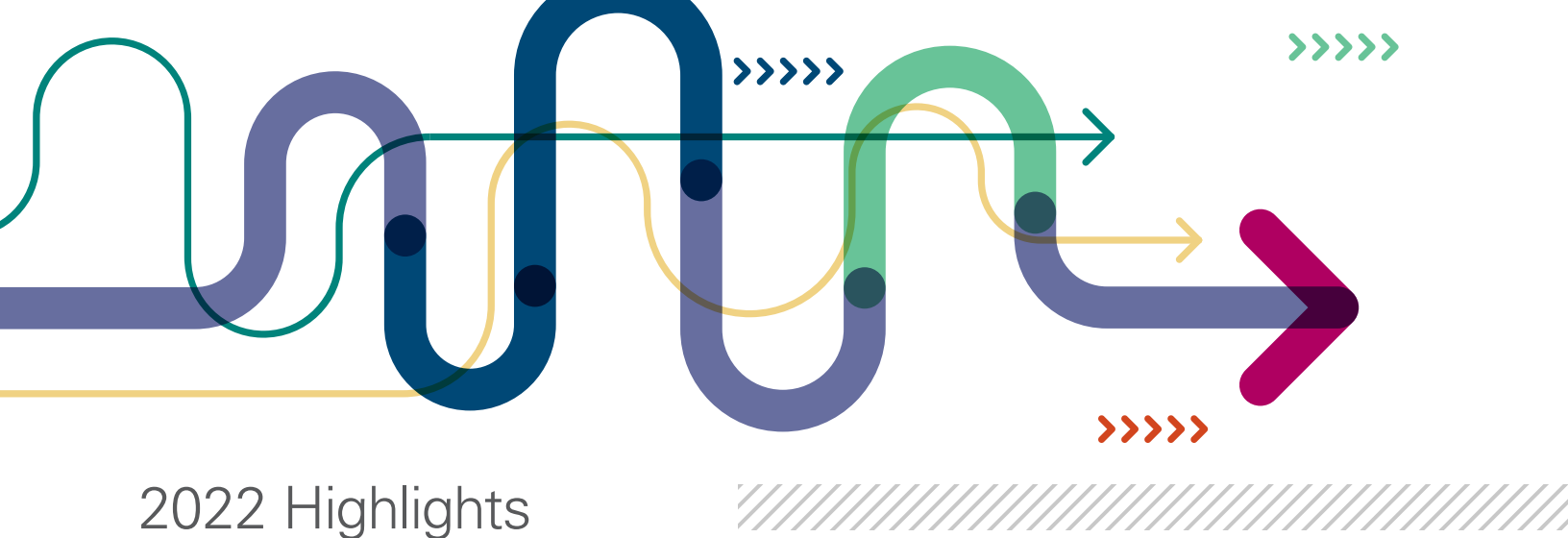
And now we are embarking on the search for a new shared Integrated Library System, something foundational to our mission as librarians. The new system will impact students, faculty, and staff, as well as librarians and library services and will better connect the value that libraries provide to our campus communities.

This latest Membership Report shares highlights to wrap up a momentous fiscal year. I hope reading through our collective accomplishments makes you as excited as I am about what we will achieve together next year. It will be our pivot point and it is going to be historic.

I sincerely thank all of you for your unique contributions and dedication to working as a community. A special thanks goes to Deans and Directors for ongoing guidance and advocacy, and to the frontline staff who assisted students and faculty during courier challenges. Of course, I also want to thank OhioLINK staff for their focus on member services and being exceptional in every way.

Amy





## 2022 Highlights

### New Strategic Framework

OhioLINK published a [Strategic Framework](#) that is intended to guide the consortium's work throughout the next few years. The Framework's five Strategic Directions are broad and flexible, supported by 26 objectives, which were developed by OhioLINK Policy Teams and approved by the Library Advisory Council.

### Capital funding for new shared ILS

In a fortunate development, OhioLINK was awarded funding in the capital appropriations biennium bill for Fiscal Year 23–24 to [update its shared Integrated Library System \(ILS\)](#). This project—for all 117 OhioLINK member library systems using 56 different instances of Innovative Interface's system plus the Central Catalog—will require a tremendous collaborative effort. Select OhioLINK teams expect to spend about a year in the Request for Proposal (RFP) phase and a *minimum* of 18 months on implementation. While there are dedicated teams with specific responsibilities, all OhioLINK member library staff will have opportunities to be involved. Please check the ILS RFP project page on OhioLINK's member site for team rosters, FAQ, and details on work in progress, or contact your policy team representatives or director.

### Grants encourage OER use

Faculty are often sensitive to the financial burden of students' textbook purchases but many need support to switch to teaching with Open Educational Resources (OER). Inspired by similar work done with faculty at Cleveland State University, Affordable Learning Ohio awarded [course redesign grants](#) to 29 faculty members at 15 member institutions to explore migrating existing syllabi to no-cost course materials. More

than 4,000 Ohio students could save as much as \$300,000 per year starting in fall semester 2022. Faculty reported that they are interested in adapting their other courses to use OER and are enthusiastic about advocating for OER—in their department and on their campus. OhioLINK plans to offer these grants again this academic year.

### Luminaries Program student feedback

An end-of-year student survey confirmed that participating libraries created meaningful work experiences for their Luminaries Program students and that the students had an educational year. All said that they would recommend the Luminaries Program to a friend. Two students indicated that they will likely pursue an MLIS. With continued support through EBSCO and Overdrive, recruiting and program planning for next year is underway. In the 2022–23 academic year, the program will work with students to establish an active network among past and present Luminaries students.

### Improved business office processes

As OhioLINK's fiscal agent, The Ohio State University's Fiscal Year 2022 transition to Workday software provided important benefits for OhioLINK central office processes. Workday functionality has allowed OhioLINK to consolidate financial data, improve workflows, and add electronic invoicing. In addition, following the reorganization last year, OhioLINK's licensing and analytics team has been able to better operationalize and streamline workflows to manage resource renewals and contracts. New tracking processes will allow for more timely completion of contracts and invoicing to members.

# Licensing & Analytics



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## Engaging with open access

OhioLINK has been monitoring the marketplace as open access became more prominent in publishing and discovery of scholarly research. In early 2022, OhioLINK added cost-neutral, open access publishing benefits for 1,400 Wiley and 406 Cambridge titles to its existing Electronic Journal Center (EJC) packages. Authors now have the option to publish their research so that it can be read barrier-free anywhere in the world—at no additional cost for libraries or for authors and without adding unmanageable workload for librarians.

Through June 30, authors from 22 OhioLINK institutions have chosen to publish 259 open access articles, resulting in \$950,167 of article publishing charges (APCs) being waived. OhioLINK continues to monitor the value of these open-access agreements for member institutions.

**\$950,167 OF APCs WERE WAIVED FOR AUTHORS FROM 22 OHIOLINK INSTITUTIONS**

OhioLINK also facilitated an opt-in agreement between Directory of Open Access Journals (DOAJ) and 26 OhioLINK member libraries to support the discoverability and availability of quality open access journals.

## Evaluating core e-resources

OhioLINK worked with CIRM, its statewide collection development policy team, to evaluate several core e-resources up for renewal to ensure they continue to meet member needs and align with OhioLINK's shared collection development principles. The assessment looked at diverse data points such as usage, publishing trends, subject coverage, and the priorities of member libraries. In addition to the new Cambridge and Wiley agreements, CIRM reviewed renewals for Institute of Physics (IOP), Association for Computing Machinery (ACM), and Project Muse journals, EBSCO Expanded Pack, OCLC FirstSearch, and Safari Technical Books.

As part CIRM's review, it sought to better understand OhioLINK's consortial OCLC FirstSearch subscription and how to implement it to best serve students, faculty, and librarians. Four project teams investigated how a FirstSearch subscription interacts with other OCLC services (such as WorldCat Discovery and Worldcat.org, OCLC Registry, and Inter-library loan) and how to measure that value with usage reports. Findings were presented to CIRM and library directors at their spring meetings. OhioLINK plans to collaborate with OCLC on outreach to member libraries.

# Operations & Platforms



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## Platform updates continue

OhioLINK has continued to modernize its platforms and technology. [Electronic Theses & Dissertations \(ETD\) Center 3.0](#) released in August 2021, providing the 20-year-old platform with many enhanced features for users and researchers. Also in August, the Digital Resource Commons (DRC) platform was decommissioned after vulnerability testing deemed it a security risk for OH-TECH infrastructure. In addition, OhioLINK recently upgraded the Music Center to add stability, functionality, and a user interface consistent with other OhioLINK platforms.

## ETD Center digital accessibility

OhioLINK is working with the 36 participating ETD Center institutions to improve digital accessibility of their submissions, which are created by students and approved by their institutions before publishing. Recommendations for best practices and resources to help institutions write their own ETD accessibility policies were made available in late June 2022. Accessibility reviews will be added to the ETD submission and approval processes in January.

## Making Ostaff more usable

This year OhioLINK welcomed [Susan Stack](#) as our technology implementation specialist for systems. Drawing on years of experience in software engineering, she is leading a team tasked with updating our member site, Ostaff.

As a first step, all legacy content in LibGuides was migrated to Drupal, eliminating password confusion. Watch for a survey to gather feedback to understand how Ostaff is being used by the community and how it can better support members' information needs.

## New online tutoring platform

The eTutoring Collaborative's first year using the TutorOcean platform proved a success. Eighty-four percent of tutoring students were repeat users, indicating that tutors are helping students. More two-year institution students made use of online tutoring even though institution types are evenly distributed. College Credit Plus high-school students heavily utilized eTutoring writing reviews as they honed college-level writing style and mechanics.

## Discovery & Delivery



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### Changes for statewide print delivery

In partnership with the State Library of Ohio, OhioLINK began using a newly selected courier service in June 2021, but it became necessary to return to the previous service provider. The second transition was successfully completed by April 2022 in no small part due to the library

community's agreement to pause lending so that items in transit could be delivered while the transitioning courier service ramped up operations. Students, faculty, and libraries are seeing an average delivery time of 4 days over the last 3 months, the fastest delivery times since 2020.

With the intense focus on print lending over the past year, the Intercampus Services (ICS) Policy Team prioritized reviewing OhioLINK's print sharing processes to identify potential improvements and updating its documentation as part of the Strategic Framework objectives.

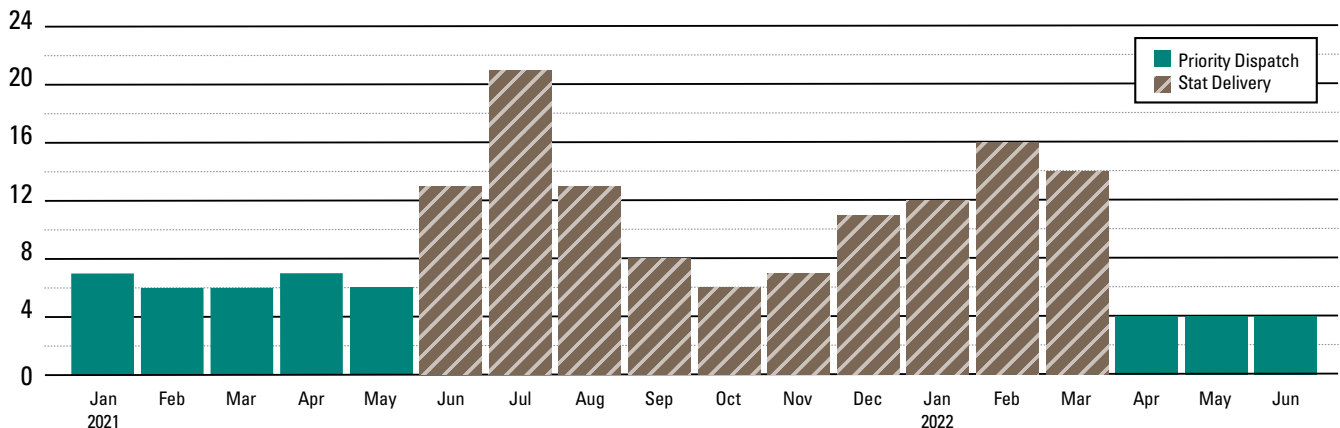
### Alternative subject headings

In May, the Database Improvement and Discovery (DIAD) Policy Team recommended replacing OhioLINK's Central Catalog alternative subject headings with the revised Library of Congress subject headings. Updated records were provided to member libraries for local use. DIAD identified evaluating best practices in inclusive cataloging and is seeking opportunities for future OhioLINK participation.

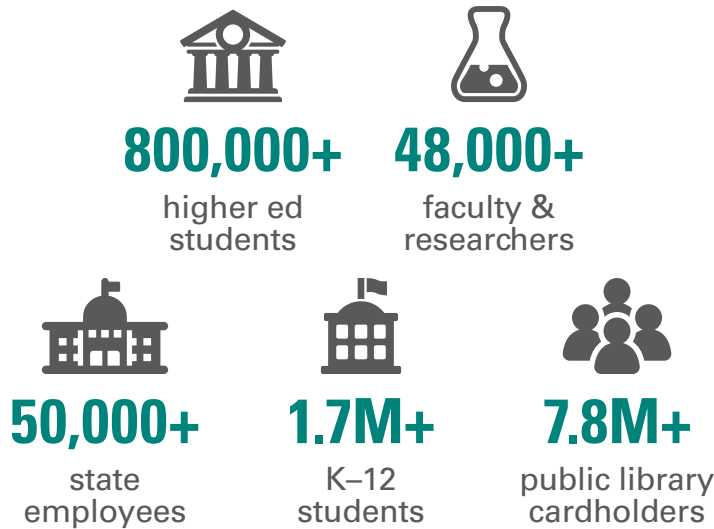
DIAD has continued to improve metadata in member library systems and the Central Catalog both for the user experience and to reduce future maintenance needs. In anticipation of the ILS migration, it is currently compiling optional local maintenance projects for member libraries.

## Print Material Business Days in Transit

January 2021–June 2022



## Who we serve



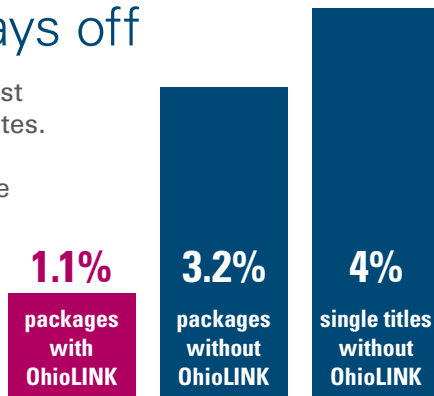
**1.1 INTERACTIONS PER SECOND**  
STUDENTS, FACULTY & STAFF INTERACT WITH OHIOLINK RESOURCES 33,356,390 TIMES A YEAR

OhioLINK delivers content for  
**\$50.39 PER STUDENT**

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

## Negotiation pays off

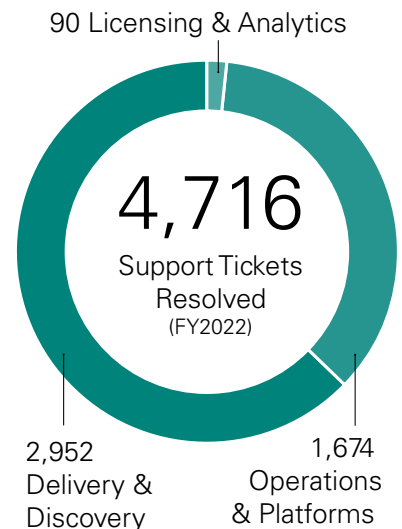
OhioLINK keeps annual cost increases below market rates. Average journal costs for packages (3.2%) and single titles (4%) were much higher than OhioLINK's increase of 1.1% on journal packages.



## What we do

### Staff Metrics FY2022

Authority records loaded	70,989
Cataloging records provided	197,435
Catalog records updated	313,596
E-books claimed	4,598
E-journals claimed	6,095
Meetings facilitated	189
Members engaged	5,529
Member surveys completed	69
Survey responses analyzed	3,161
Titles for Knowledge Bases	18,840
eTutoring support hours	3,948
Contracts processed	36
Invoices created	1,611



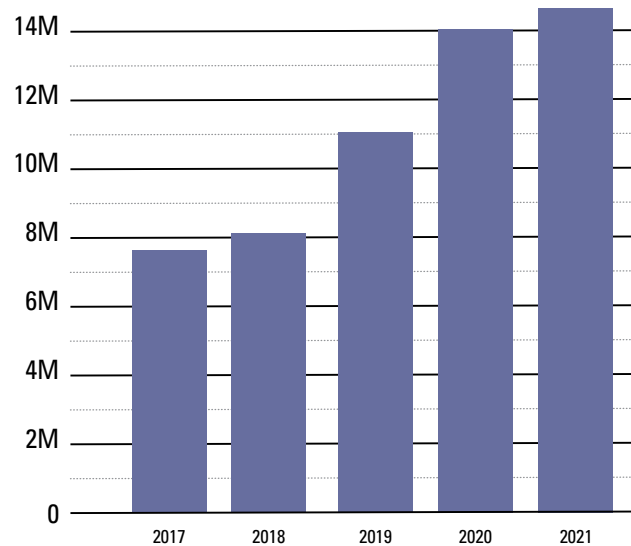
### Locally Managed Content as of June 30, 2022

Digital archive items	51,290,945
E-book titles	158,438
E-theses & dissertations	111,358
E-journal articles	37,483,149
Finding aids	9,047
Music Center items	81,814

# Who uses what

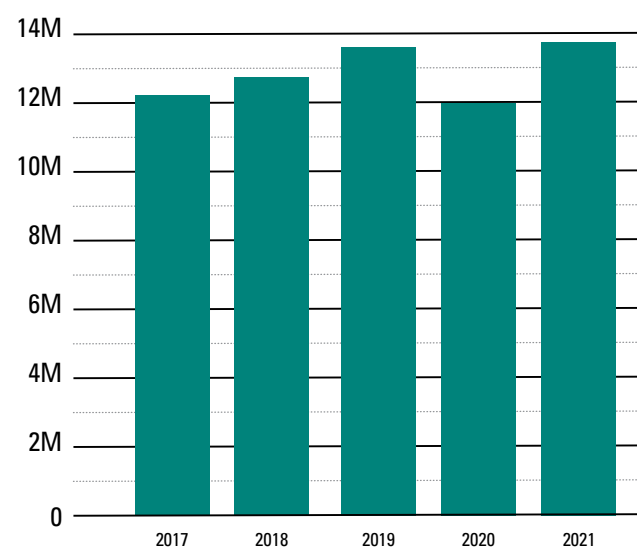
## E-book Downloads

2017–2021



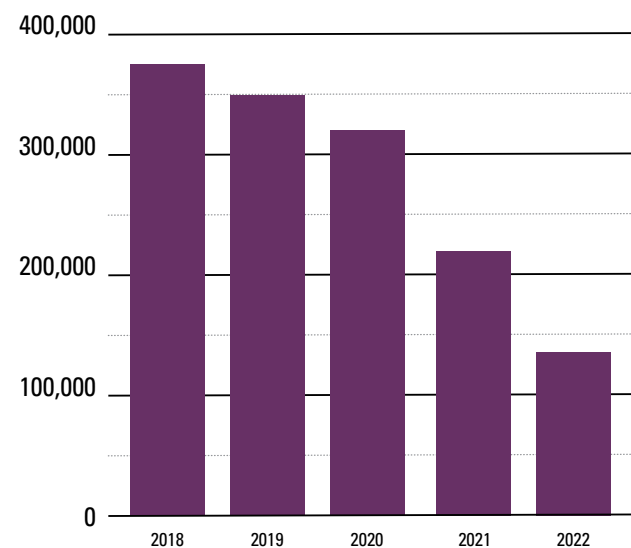
## E-journal Article Downloads

2017–2021



## Print Materials Borrowed\*

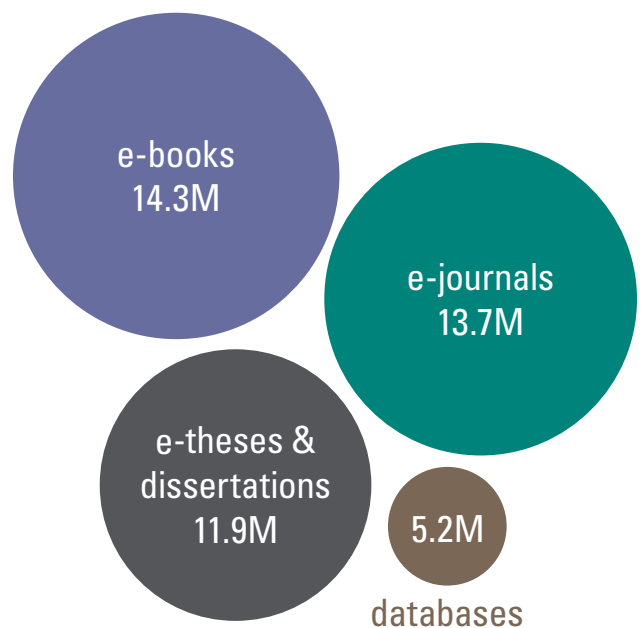
FY2018–2022



\*borrowing was suspended March–August 2020 and March–April 2022

## E-resource Downloads

2021



**\$950,167**

**OF APCs WERE WAIVED FOR AUTHORS  
FROM 22 OHIOLINK INSTITUTIONS**



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**OhioLINK**

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

8/16/2022

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