OhioLINK

Membership Report

FISCAL YEAR 2025

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FROM THE EXECUTIVE DIRECTOR

This has been a transformative year for OhioLINK. The successful migration to the Alma/Primo system is historic and would not have been possible without your expertise, support, and collaboration. Congratulations on reaching this defining moment! We've merged onto the road to steady state.

It's perfectly okay not to be Alma/Primo experts just yet. Learning and adapting are natural parts of this transition, and everyone is becoming more comfortable and confident in the system with daily use. Together, we'll continue refining and optimizing the system to support our users and our work. This process takes time, so remember to give yourself, your colleagues, and your users "space and grace."

This year's Membership Report goes beyond recounting the important work on the migration; you'll also read about OhioLINK's Fiscal Year 2025 accomplishments. Aside from the migration, OhioLINK staff—working with our dedicated policy and implementation teams—continued to make progress on the consortium's core objectives. We completed groundbreaking, localized value analyses for library directors, maintained OhioLINK's highly favorable e-resource pricing, helped member institutions avoid paying tens of millions in open article publishing charges, improved discoverability for hundreds of thousands of items, continued to upgrade our technology for accessibility, stability, and security—and added two invaluable new staff to enhance e-resource and systems support for members.

I am excited about what's ahead. In the coming year, we will launch additional Ex Libris applications designed to streamline your workflows and enhance services for students and faculty. I'm especially looking forward to seeing how the mobile app and Leganto will impact resource usage and user interactions.

Your commitment to this kind of continuous improvement is what makes our consortium so effective, and I'm confident that together we'll make next year just as amazing as the last.

Thanks for reading.

Amy

MIGRATION METRICS

- 150+ LSP Project Leads

- 100+ OhioLINK members in 8 Working Groups

- 400+ attendees at 10 days of regional "train the trainer" sessions; 160+ attendees at virtual training

- 23,000+ Ex Libris/Clarivate staff hours logged for 66 staff on Ex Libris'/Clarivate's team (including 7 systems engineers, 10 project managers, 17 migration analysts, 24 implementation consultants, and 9 Clarivate leaders, among others)

- 12 LSP monthly emails; 12 LSP Milestone Updates; 6 Working Group updates; 52 LSP Weekly Updates

- 85+ new LSP-related Ostaff pages

- 400+ LSP calendar entries

- 130+ LSP-related recordings on Ostaff

- 100M+ bibliographic records migrated from Sierra

- 83 Institution Zones + Network Zone created

ON THE COVER

Ohio Department of Higher Education Chancellor Mike Duffey (front right) and Vice Chancellor Charles See (front left) met with OhioLINK academic library deans and directors at the State Library of Ohio to mark the upgrade of the consortium's library system software to Ex Libris Alma/Primo VE.

DISCOVERY & DELIVERY

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Live on Alma/Primo

On time and on budget, OhioLINK libraries were all live on Alma by the end of June.[SF] While the consortium hit all of our milestones, though, this migration was anything but simple. Clarivate shared that this was one of the largest and most complicated migration projects they've completed—and they've done a few.

After 30 years of using the same LMS, OhioLINK libraries now are working with a state-of-the-art system that will be able to evolve with technological and user needs over the coming decades.

In the buildup to Go Live, OhioLINK organized an unprecedented number of meetings.[SF] **Hundreds of OhioLINK and member library staff** learned about Alma/Primo, discussed how we wanted the system to work for us, and considered how we would create the policies, processes, and workflows to support that work.

Eight functional **Working Groups and LSP Project Leads contributed a phenomenal amount of work** on the entire consortium's behalf. We are grateful for their expertise and effort. This sense of "greater good" is what makes OhioLINK a tremendously effective consortium. We are stronger together.

New ways to support members

The new system provides the **opportunity to refine our work processes and take advantage of its leading-edge technology** by working differently. OhioLINK staff has worked closely with each LSP Working Group as we collectively determine optimal work processes in the Alma environment and will continue to collaborate with them as we move forward.

In addition to its ongoing non-LSP work, OhioLINK Operations & Platforms played a critical role

in keeping members up to date through **LSP communications via Ostaff**. Significant enhancements to Ostaff included creating more than 85 new pages, updating content, posting 100 new videos, and adding 400 LSP calendar entries. Hundreds of meetings were scheduled, rosters were managed, Basecamp was implemented, and a new policy template and review system rolled out.

The Operations & Platforms team also drove the development of the Working Groups' "Top Tasks," and crowdsourced code and other materials for the Learning page.

Seven Alma/Primo-related OhioLINK policies have been approved to address changes required for our new working environment. These include policies about Primo search, digital accessibility, Network Zone contributions, circulation rules, staff account privileges, and named user accounts.

In addition to improving discoverability by **enhancing more than 341,000 catalog records** last year, **OhioLINK Discovery & Delivery** worked with the Cataloging & Metadata Working Group to provide **guidance on local LSP-related cleanup projects** for bibliographic records.**SF**

In the new Alma environment, OhioLINK's Licensing & Analytics and Discovery & Delivery staff will be able to **manage core e-resource metadata, inventory, and links via the Network Zone**, eliminating the need for local MARC record loading and manual updates at each library. Users can now find OhioLINK's core e-resources in their library's Primo without duplicative effort.

The OhioLINK Licensing & Analytics team also worked closely with the Acquisitions, E-resources, and Reporting & Analytics Working Groups and Florida Virtual Campus (FLVC) consortium librarians to **share acquisition migration knowledge in webinars**.

To facilitate data migration, an **ACE project team** was formed by combining members from Acquisitions, Cataloging, and E-resources Working Groups. This cross-domain collaboration was essential, given that Alma/Primo manages electronic and print resources differently from

Sierra. It developed **guidance for moving catalog records** for both OhioLINK core and local e-resources.**SF** With the E-resources Working Group, **extensive testing ensured successful implementation** of OhioLINK core e-resources.

In-person training

Understanding the reality that few library staff would be able to dedicate days to training or be able to travel, OhioLINK was able to negotiate a pragmatic "train the trainer" model for library staff responsible for Alma/Primo configuration. This kind of training is not typically included in Clarivate agreements.

Regional training sessions were arranged to make it easier to participate in person, and more than 500 library staff were able to attend. **In-person training was held at five member institutions**: University of Dayton, Ohio University, Columbus State Community College, Bowling Green State University, and Baldwin Wallace University.

For those who couldn't attend in person, OhioLINK organized group watch parties for recorded online training, followed by live Q&A with Laney Knight, OhioLINK's **new Consortial Systems Librarian**. Laney hit the ground running with technical instruction and serves as the primary contact for LSP support.

Additional systems support

Many members expressed appreciation for the hands-on training and troubleshooting OhioLINK provided throughout the migration. In addition to offering **support through Basecamp and LSP "office hours,"** the OhioLINK Discovery & Delivery team **created two series of training basics,** Micro-Learning Videos and Go Live Checklist Walkthroughs. While participating in the Discovery and User Experience Working Group, the OhioLINK team also worked to simultaneously **identify ways to achieve consortial objectives and address members' Primo needs**.

Move to steady state

We're live, but of course there's more to be done as we become comfortable with Alma/Primo and

adapting it to meet local needs. Looking forward, we will continue record cleanup and refining workflows. Weekly "office hours" will be held until the end of the year. The OhioLINK Operations & Platforms team will develop procedures and policies for integrating OhioLINK support in the new Alma environment, as OhioLINK officially transitions to Ex Libris support in mid to late September. **SF**

Other projects will include:

- Planning implementation for Leganto, Specto (known to OhioLINK as Alma Digital), and the OhioLINK-branded mobile app in 2026
- Documenting additional workflows
- Reintegrating SearchOhio borrowing with the new Rapido Consortial Borrowing service (More info below)

OhioLINK's migration to Alma/Primo marked a major milestone for the consortium, bringing the OhioLINK community together through project teams, support and training, and policy development. As we implement the remaining Ex Libris technologies in OhioLINK's package, the collaborative spirit of the consortium will ensure that our libraries are ready to meet the evolving needs of Ohio higher education.

Streamlined OhioLINK loan policy

In early 2025, the Intercampus Services (ICS) policy team updated the OhioLINK interlibrary loan policy to **simplify loan terms and renewals**. **SF** All non-courtesy patrons now have the same loan period and maximum number of renewals. Books and AV material were combined into the same loan rule. Changes were also made to accommodate the shift to the Alma system, such as updating language from "PCIRC" to "resource sharing," and scanning standards for ILL requests.

Print lending still important

While the convenience of electronic access continues to erode print lending, many **faculty and students continue to rely on OhioLINK's statewide delivery** program for reliable and quick access to print, dramatically expanding

the volumes available at a local library location. Transit time remained steady at three to four business days. OhioLINK, working with the State Library of Ohio, **renewed the courier contract** with Priority Dispatch for another two years.

Upgrading public library resource sharing technology

OhioLINK leveraged its relationship with Clarivate to partner with SearchOhio on the **development of the new Rapido Consortial Borrowing tool**, which will replace INN-Reach. **SF** This upgraded technology will integrate the OhioLINK and SearchOhio platforms to provide enhanced stability, security, and efficiency for libraries and an improved user interface for library patrons. Rapido Consortial Borrowing will launch in late October 2025.

LICENSING & ANALYTICS

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More support for members

OhioLINK welcomed Melissa Hill to the Licensing & Analytics team as the **new Electronic Resource Analysis Librarian**. Members will benefit from Melissa's expertise on issues related to the management of consortial e-resources and open access publishing. Since joining OhioLINK, she has been active in the E-Resource Management Working Group and is the OhioLINK liaison to the E-Resource Implementation Team.

Quantifiable proof of value

The OhioLINK Value Analysis, completed with economist Howard Fleeter, quantitatively **demonstrates the value of OhioLINK resources**

based on actual usage and confirmed an impressive return on investment for members. For every dollar contributed to OhioLINK resources, member institutions receive a return on average of $11—including more than $8 million in additional value from print book lending at no cost to libraries.

To help library leaders communicate this impact, each institution received a **customized letter that highlighted local value metrics**[SF] based on the individual institution's usage, making it easier to demonstrate OhioLINK's direct benefits with campus administrators and financial stakeholders who may not be familiar with OhioLINK's legacy of substantial savings for libraries and the library resources needed to support curriculum, faculty, and students.

A Cooperative Information Resource Management (CIRM) Policy Team panel presented "Understanding the Value of OhioLINK through a Collections Lens" to the OhioLINK community to explain **the Fleeter analysis in the context of OhioLINK's shared collections** principles.

The right resources at the best price

OhioLINK leverages its **Core Resource Review process,** developed by CIRM in 2023, to ensure consortial resources meet member needs and retain value.[SF] This systematic evaluation guides renewal decisions and ensures that OhioLINK resources continue to meet member needs. OhioLINK continues to work with scholarly communications consultant Delta Think on an annual **study of Open Access (OA) market trends** and a **custom analysis of journal packages**[SF] to ensure agreements remain a value.

Recent renewals include **a three-year renewal for Cambridge University Press**, both e-journals and Evidence-Based Acquisition (EBA) e-books. Since 2022, members that participate in the Electronic Journal Center (EJC) have enjoyed access to all Cambridge journal titles and unlimited open access publishing benefits. For the latest renewal, a CIRM project team did a **deep analysis of usage and publishing trends** to ensure pricing aligned with the package's value across the consortium.[SF] OhioLINK was able utilize Delta

Think's custom analysis to negotiate a better price based on Cambridge's balance of open articles and subscription-only content (see "open access benefits" section below).

After years of careful consideration, the Association for Computing Machinery **(ACM) package was cancelled** at the end of 2024. The decision, based on CIRM's core review framework, ensured that OhioLINK invests only in resources that align with member priorities. ACM's fully open access model would not meet the established criteria for a core OhioLINK resource. OhioLINK libraries that participate in the EJC retain access to previously purchased ACM e-journal content, as well as open access content through ACM's website.

Sage Skills, a new resource added this year through capital funding, equips students with practical academic and career-readiness skills. This multi-format, interactive tool helps students through scenarios, self-assessments, datasets, worksheets, and video.

Cost-neutral open access benefits

OhioLINK transformative agreements (TAs), also known as read and publish deals, provide significant benefit to member institutions. Through **our cost-neutral agreements with major publishers,** including Cambridge University Press, IOP, Wiley, Elsevier, and Springer, members who participate in the EJC gain access to expanded e-journal content and the ability for their authors to publish barrier-free open access (OA) articles without any fees to the authors or member institutions.[SF]

Thanks to the proactive outreach of member librarians, more faculty and researchers are taking advantage of these OA publishing opportunities each year. Since OhioLINK's first transformative agreement in 2022, authors from **48 institutions** (including 28 Independent and two Two-year institutions) have published **6,129 open access articles, avoiding $22,159,898 million** in Article Publishing Charges (APCs) as of June 2025. These savings directly benefit member institutions by providing ***new* additional value for members at no extra cost.**

OPERATIONS & PLATFORMS

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Enhanced user experiences

OhioLINK added 2.1 million items to locally managed content this past year and continues to actively **manage the stability, reliability, security, accessibility, and user experience for our shared local platforms.**[SF] The Operations Team takes the lead on triaging support tickets, troubleshooting both local and vendor platforms, and addressing authentication issues so members can ensure they receive access to the materials to which they are entitled.

These ongoing efforts have resulted in a more seamless and dependable experience for users, reduced downtime, and reliable access to essential academic resources. By regularly maintaining and improving local technology and platforms, OhioLINK ensures that member library staff and their faculty, students, and researchers can focus on finding and using OhioLINK resources, fostering an environment that supports academic excellence and collaboration across member institutions.

Technology updates

- **Auth25:** As part of the migration to Alma, OhioLINK needed to retire its legacy authentication system that relied on the Sierra Patron API. The Auth25 project, completed in May 2025, included **retiring the legacy system, adding functionality to GO, and integrating GO 3.0 with other applications**.

- **GO 3.0:** This release **updated GO** to replace the legacy authentication system and integrate it with other applications. GO is an OhioLINK-developed custom proxy resolver that simplifies authentication by rewriting URLs and forwarding them to an institution's local proxy. GO not only provides library users with a single, local-institution-branded, off-campus login, it also offers more accurate resource usage numbers for member libraries.

- **EJC, EBC, and Member Portal:** These OhioLINK platforms were **updated to support COUNTER 5.1 usage statistics and to integrate with GO** 3.0 authentication. COUNTER metrics provide a consistent way for librarians to evaluate resource usage for improved assessment of their collections' value to library users.

- **Rosetta:** Used to preserve OhioLINK's shared electronic assets, Rosetta was **moved to a hosted service and is being re-implemented**. Rosetta's capabilities allow OhioLINK to manage preserved files more effectively and to streamline maintenance, ensuring long-term, secure access to OhioLINK's shared scholarly resources.

- **Local Platform Maintenance, Security, Updates, and Documentation:** Minor updates were released for the Music Center and the Electronic Theses and Dissertations (ETD) Center.[SF] OhioLINK also **implemented major database and security enhancements, routine system updates, and improved documentation** through the use of the Confluence wiki to support reliability and maintenance.

OHIOLINK INITIATIVES

Educating faculty about OER

OhioLINK Affordable Learning Course Redesign Grants continue to see strong demand, affirming their value to instructors across the state. Offered twice each academic year, the mini grants **compensate faculty to learn about teaching with Open Educational Resources** (OER) and reduce their students' textbook costs.[SF] To date, 209 faculty from 62 member institutions have participated.

According to the grantees' own metrics, adopting OER for their course would save the students more than $2.7 million in textbook costs in just one semester. An eighth cohort of grant recipients is planned for fall 2025, ensuring that these benefits will continue to reach more faculty, students, and member institutions across OhioLINK.

Additional OER-specialist librarians

OhioLINK Affordable Learning further strengthened statewide support for OER by **funding four additional librarians** to participate in the Open Education Network's seven-month "Open Education Librarianship" program. The librarians gain advanced skills and practical strategies for integrating OER into teaching and learning as the initiative enhances support for faculty and students. When the new cohort joins the 17 already-OEN-certified OhioLINK librarians in September, their collective knowledge will expand access to affordable resources and empower even more member institutions to reduce student costs.

More textbook savings

In parallel with support for the use of OER, OhioLINK Affordable Learning also worked toward reducing student textbook costs by **renegotiating statewide Inclusive Access contracts with the largest textbook publishers**. These agreements guarantee that OhioLINK institutions receive the most competitive price for faculty-selected, inclusive-access-eligible e-textbooks and courseware.

Funding for OER event

OhioLINK Affordable Learning staff, in collaboration with the OpenCon Ohio steering committee, applied for and received funding from the Midwest Higher Education Consortium (MHEC) to **organize a free, in-person, pre-conference event at OpenCon Ohio in 2026.**[SF] OpenCon Ohio is an annual event, organized by Cleveland State University that celebrates the benefits of open education for student learning.

eTutoring into 2026

eTutoring continued administrative support for OhioLINK's statewide online tutoring program and writing review services, in addition to managing the platform that facilitates student services. This year, eTutoring **provided more than 1,400 asynchronous writing reviews and 131 synchronous drop-in tutoring sessions** for students across the state. In addition, Wilmington College joined the eTutoring program, expanding its students' access to high-quality, flexible academic support.

WHO WE SERVE

754,000+
higher ed students

48,000+
faculty & researchers

50,000+
state employees

1.6M+
K–12 students

7.4M+
public library patrons

1.2 INTERACTIONS PER SECOND

STUDENTS, FACULTY & STAFF INTERACT WITH OHIOLINK RESOURCES 37,205,385 TIMES A YEAR

Negotiation pays off

OhioLINK keeps annual cost increases below market rates. Average journal costs for packages and single titles were much higher than OhioLINK's increase on journal packages.

1.7%
packages with OhioLINK

4%
packages without OhioLINK

4.5%
single titles without OhioLINK

OhioLINK delivers print and e-content for

$57.44 PER STUDENT

OhioLINK negotiations save 97% OFF publishers' list price, +$1B PER YEAR

Using OER for one semester of the Course Redesign grantees' classes could save students

>$2.7M in textbook costs

$22,159,898 of Open Access APCs were waived for authors from 48 institutions from Jan 2022–June 2025
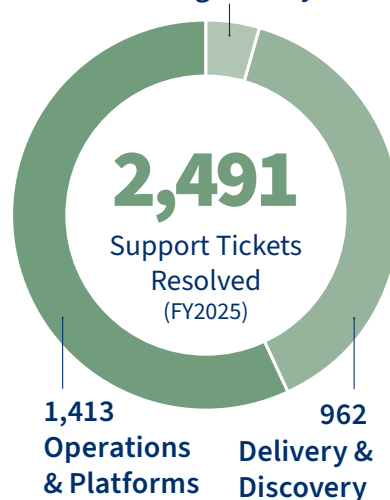
WHAT WE DO

Staff Metrics
FY2025

Authority records loaded	15,754
Cataloging records provided	42,571
Catalog records updated	341,192
E-books claimed	1,475
E-journals claimed	44,335
Meetings facilitated*	368
Members engaged*	10,243
Member surveys completed	89
Survey responses analyzed	2,037
Contracts processed	43
Invoices created	1,488

* Not including LSP meetings held in Basecamp Teams

116 Licensing & Analytics

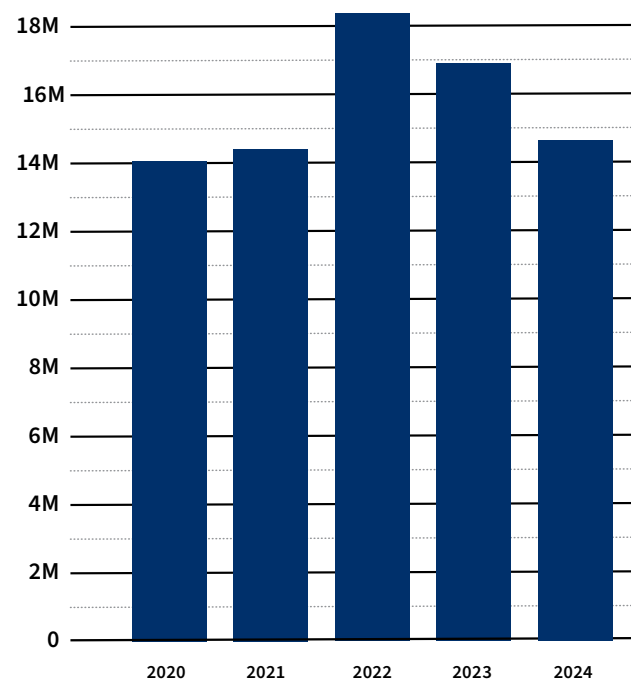**2,491** Support Tickets Resolved (FY2025)

1,413 Operations & Platforms

962 Delivery & Discovery

Locally Managed Content
FY2025

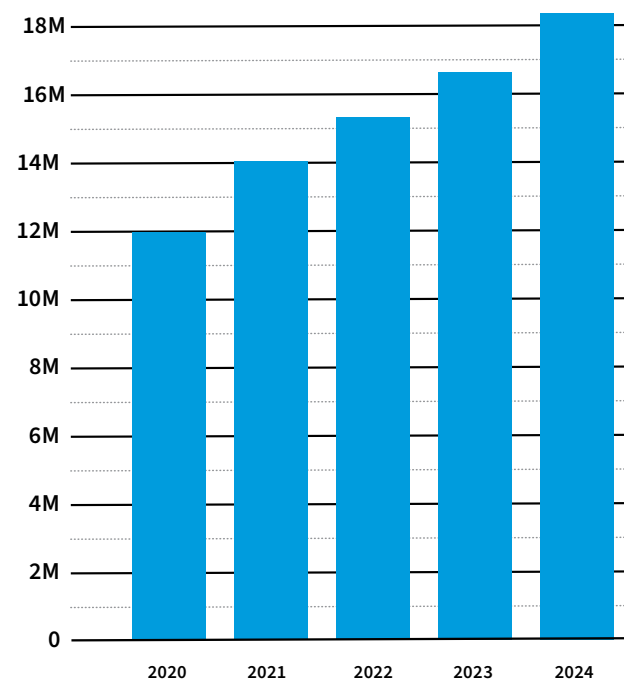|	
Digital archive items	146,624
E-book titles	202,485
E-theses & dissertations	146,863
E-journal articles	43,948,261
Finding aids	7,609
Music Center items	81,814

WHO USES WHAT

E-book Downloads
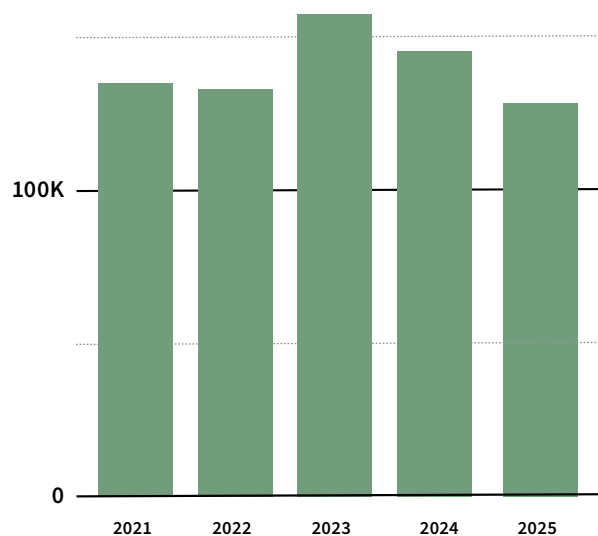**2020–2024**

E-journal Article Downloads
2020–2024

Print Materials Borrowed*
FY2021–2025

*borrowing was suspended March–April 2022 and May–June 2025

E-resource Downloads
2024

14.5M
e-books

8.2M
e-theses &
dissertations

4.2M
databases

18.3M
e-journals
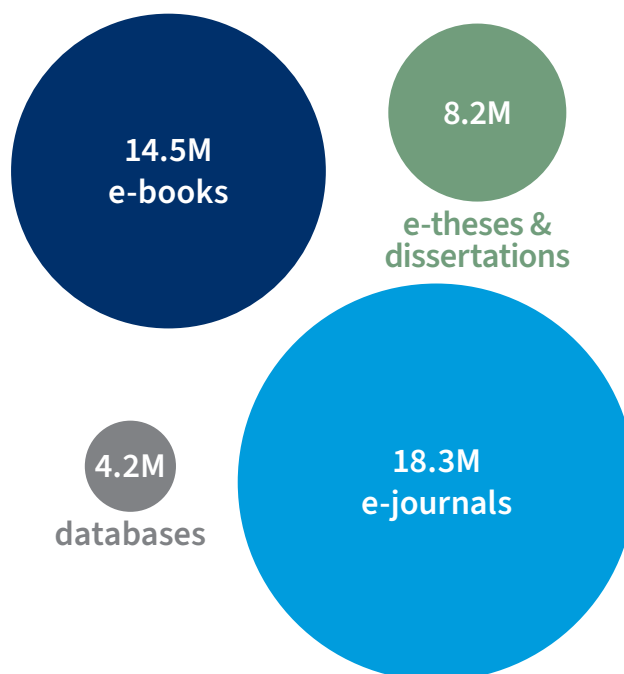
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