You talk, we listen

Based on the feedback we received from the recent "Questions of the Week," the OPLIN staff has been very busy!

The first question of the week was: **"Are your Internet connections performing well?"** A large majority of respondents said their connections were fine. The libraries that reported problems generally fell into two groups: libraries that had internal network problems; and libraries that were using 70%-80% of their circuit and had not yet qualified for an upgrade. (As always, please call OPLIN Support at 1-888-966-7546 if your connection seems unusually slow. We'd be happy to take a look.)

The second question was: **"Do you use information databases? If so, which? Any problems? (not limited to Ohio Web Library databases)."** Several respondents to this question complained about too many irrelevant results from the Ohio Web Library search interface.

The third question was: **"Thinking of your library (not your home), if there was one thing you could change about the Internet, what would it be?"** A significant number of people said, "Make it faster." A few also wanted to control/reduce the amount of advertising and "frivolous" websites.

The final question was: **"If you use an OPLIN e-mail account, is there anything about it that annoys you? Is there anything you would change if you could?"** The responses to this question indicated that this is the OPLIN service which most affects library staff on a daily basis, and that library staff feel that the service is "old" and limited.

You don't have to wait till we ask! Let's keep the conversations going. We are always open to feedback, so please send ideas, comments, questions and suggestions to support@oplin.org.

The results

⦿ *The threshold that triggers a circuit upgrade investigation will be reduced from 80% average usage to 70%.*

⦿ *Search results in Ohio Web Library have been improved and new translators have been added so that results are more relavent.*

⦿ *Training videos are being added at http://oplin.org/databases (Click on the "+" next to the database.) We'll be working with the Reference and Information Services Division of OLC to create more.*

⦿ *We will be purchasing a new e-mail server.*

⦿ *We will replace the SquirrelMail web-based e-mail software with Zimbra (if it passes our beta test).*

⦿ *We will begin to allow users to choose their own account name.*

⦿ *We'll be increasing the e-mail account storage capacity from 25 MB to 1 GB.*

⦿ *We plan to increase e-mail timeout from 30 minutes to 1 hour.*

⦿ *Finally, we will create new e-mail user documentation to share with you.*

Know your domain

Are you the master of your own domain?

There's an easy way to find out.

Go to this web site: http://swhois.net

Why is this site important?

- It will tell you who controls your domain.

- It will tell you when your domain expires.

- It will give the name, address and phone number of the person who registered your domain. (This is important if you ever need to transfer the info to a new tech.)

- It will display your name servers.

  It may be helpful to check this site before requesting any DNS changes.

Got databases?

July 1st usually marks the start of new database contracts, so let's make sure that the correct ones are listed for your patrons.

Please verify that we have your latest subscriptions listed at http://oplin.org/databases/

If you have any changes, please send them to support@oplin.org.

Text me!

Would you like to send text messages to your patrons?

If you're interested, all we need to get you started is the IP address of the server that will be sending the emails to our SMS gateway. This is most likely the IP address of your catalog server. As soon as we have that, you can begin testing.

Contact support@oplin.org for further details.

More OPLIN Dynamic Website Kits are coming online.
Take a look!

Tuscarawas County Public Library (http://www.tusclibrary.org)

Adams County Public Library (http://adamsco.lib.oh.us)

Chillicothe & Ross County Public Library (http://www.crcpl.org)

Granville Public Library (http://www.granvillelibrary.org)

Dover Public Library http://www.doverlibrary.org

Check out the portfolio of completed Website Kits.

Coming soon:

Bexley
Cuyahoga Falls
Homer
Napoleon
Conneaut
Puskarich
Loudonville
Carnegie (East Liverpool)
Clark County
Ida Rupp
Monroe County
Shaker Heights
Williams County
Wood County

If your library has a Facebook fan page, you may notice that your URL is typically long and unwieldy.

But here's some good news! Once your page has 25 fans, Facebook allows you to claim a custom, easier-to-remember URL (for example, http://www.facebook.com/oplinoffice).

To do this, go to http://www.facebook.com/username/. It's much easier to advertise a simpler URL!

You can see the current list of Ohio public libraries on Facebook at: http://oplin.org/ohio-public-library-facebook-directory

Please email support@oplin.org if yours is missing, or if you get a new URL.

Just telling you where to go, folks.

Does your website user need access to the statewide databases?

NO, just info about OPLIN

http://oplin.org

YES

http://ohioweblibrary.org

OHIO WEB LIBRARY

Do you need the Ohio Web Library logo for your website?

It can be found at http://www.oplin.org/content/logos.

Out & about

Monday, 7/5
Holiday, OPLIN office CLOSED

7/15 & 7/16
OLC Board Retreat

Thursday, 7/22
SLO Board Meeting

Sunday, 7/25
OSSI at Baldwin-Wallace

Friday, 8/13
OPLIN Board Meeting

Wednesday, 8/18
Tech Connections

Monday, 9/6
Labor day, OPLIN office CLOSED

Friday, 9/10
OPLIN Stakeholders Meeting
OLC Expo
OLC Board Meeting

Bobbi's gettin' married and movin' to Texas, y'all!

Dear Ohio public library staff members,

What does one say to the hundreds of people she has worked with for the last 25 years? Nothing that doesn't bring a few tears and a lot of smiles!

There are so many wonderful things to say about Ohio public libraries. When I think about "home," I will always think about how proud I was to serve with you in the greatest libraries in the country.

Keep up the great work!
--Bobbi