OHIO PUBLIC LIBRARY INFORMATION NETWORK (OPLIN)
ONE HUNDRED SIXTY-NINTH REGULAR MEETING of the BOARD OF TRUSTEES

Minutes — August 10, 2018

DRAFT

1. WELCOME and CALL TO ORDER

The one hundred sixty-ninth meeting of the Ohio Public Library Information Network (OPLIN) Board of Trustees was called to order at 10:00 a.m. on Friday, August 10, 2018 by Board Vice-Chair Michael Penrod at the OPLIN office in Columbus, Ohio.

Present were Board members: Angela Baldree, Justin Bumbico, Jeff Garringer, Chris May, Travis McAfee, Michael Penrod, Tara Sidwell, and Garalyn Tomas.

Also present were: Mandy Knapp, Karl Jendretzky, Laura Solomon, and Don Yarman (OPLIN); Beverly Cain (State Library); and Michelle Francis (Ohio Library Council).

ACTION ITEMS

2. NOMINATION and ELECTION OF BOARD OFFICERS

Current Board Vice-Chair Michael Penrod presented the slate of officer candidates recommended by the Nominations Committee: Michael Penrod, Chair; Travis McAfee, Vice-Chair; Chris May, Treasurer; and Jeff Garringer, Secretary. Michael asked if there were any additional nominations or questions, and there were none.

The Vice-Chair called for a vote on the slate of officers submitted by the Nominations Committee; all aye.

3. APPROVAL OF THE AGENDA

Travis McAfee motioned to approve the agenda as presented; Chris May seconded. There was no discussion, so the chair called for a vote on the motion; all aye.

4. ESTABLISH BOARD MEETING SCHEDULE for FY2019

The Chair asked Don Yarman to present the proposed Board meeting schedule for Fiscal Year 2018 and asked for approval of the following schedule of meetings, all at the OPLIN office starting at 10:00 a.m. unless otherwise noted: August 10, 2018; October 5, 2018 (at Kalahari Convention Center, Sandusky); December 14, 2018; February 8, 2019; April 12, 2018; and June 14, 2018. The Chair also asked for approval of two further meetings for planning purposes: August 9, 2018; and October 11, 2018.

Justin Bumbico motioned to approve the Board meeting schedule as presented; Jeff Garringer seconded. There was no discussion, so the Chair called for a vote on the motion; all aye.

5. PUBLIC PARTICIPATION

The Chair called for public participation.

Beverly Cain reported that the State Library, in collaboration with the four regional library systems and OhioNET, have just completed a series of four very successful "Opioids in Communities, Libraries in Response" forums. Attendance was high, and feedback was overwhelming positive. Sam Quinones, author of *DREAMLAND: The True Tale of America's Opiate Epidemic*, was the keynote speaker at each of the events; Dr. Meghan Harper, Kent State University iSchool, was the closing speaker for each forum, discussing the impact of the opioid epidemic on children and families. Different local practitioner panels and a local speaker from Project DAWN completed the agendas. The State Library is busy drafting their budget, which includes OPLIN, for fiscal years 2020 and 2021, due October 15. Michael Campbell has joined the State Library staff and will be the point of contact for the statewide delivery system. Cain reported that there are particular problems with Priority Dispatch's Cleveland hub, and reminded libraries to fill out service tickets for problems. A new contract will be negotiated next year. Cain is near the end of the search process to fill the vacancy when Missy Lodge retires at the end of September. The deadline for submitting proposals for competitive LSTA grants up to $50,000 with a 25% match is August 31. The State Library is offering grants up to $4,999 to bring a certified mental health first aid trainer to libraries, and the open $4,999 grant program is available year round. The federal LSTA program officer will be visiting Ohio the week of August 27, spending time at the State Library and visiting local libraries with successful LSTA-funded programs, including the Louisville Public Library which recently opened their new "Sensory Story Time" space for patrons with autism spectrum conditions.

Michael Penrod asked if the budget guidelines projected growth; Cain replied that agencies are permitted to request up to 90% of General Revenue Fund (GRF) programs, and a supplemental budget where they may request up to 10% more. These guidelines do not apply to OPLIN because it is not funded by GRF. Because State Library was cut 13.57% in the last budget, Cain will write a second letter to the budget director arguing for the restoration of some funds.

Michelle Francis reported that attendance at OLC's regional subject conferences (including the "Beyond Books and Programs" youth services conference in Athens held the same day) has exceeded expectations. State revenues continue to come in above estimates, with the PLF August distribution about $400,000 more than in 2017. Governor Kasich, the legislature, and local governments are in disagreement about what should be done with the state's budget surplus – the Governor favoring a tax cut, and local governments wanting some money to help them cope with the opioid crisis locally. OLC has been busy helping OPLIN manage the Lynda.com project, stepping up to launch and track media attention; they will host a webinar for libraries about using and promoting Lynda on August 20. Some legislators have been very excited about Lynda, and OLC is coordinating another big media push at the start of September, when the service should be live in libraries.

Michael Penrod asked if the Lynda excitement is raising OPLIN's profile with legislature. Francis replied that OPLIN's instrumental role is foregrounded in the communications; so far, no legislator has asked what OPLIN is.

6. APPROVAL OF THE MINUTES of June 8 meeting

Justin Bumbico motioned to approve the minutes of the June 8, 2018, meeting as presented; Tara Sidwell seconded. There was no discussion, so the Chair called for a vote on the motion; all aye.

7. ACCEPTANCE OF THE FINANCIAL REPORTS

Don Yarman presented the financial reports prepared by Jamie Pardee. A few open encumbrances remain, but the final cash balance at the end of fiscal year 2018 will be approximately $3.2 million, the high

balance caused mainly due to the FY2017 E-rate reimbursements coming late. The cash balance at the end of the next fiscal year is projected to be $2.8 million, reflecting a steady spend down of the cash balance within the limits of current spending authority.

Chris May motioned to accept the financial reports; Justin Bumbico seconded. There was no discussion, so the Chair called for a vote on the motion; all aye.

8. OLD BUSINESS

8.1. Selection of cybersecurity/phishing awareness service
Yarman reviewed the rationale for investigating this service: libraries have reported an increase in targeted e-mail ("spear phishing") campaigns to steal information. In response, Karl Jendretzky first envisioned a service where OPLIN could run 2-3 week tests/educational campaigns for sets of libraries, but soon began to recognize the value in longer educational campaigns controlled by the libraries who could adapt the tests and training to their own needs. Jendretzky began exploring vendor options for MSP services that would let OPLIN license an educational phishing service for libraries statewide, and pass out admin credentials, similar to current procedures for OpenDNS.

SecurityIQ PhishSim & AwareEd	270 sites / 15,000 seats	$35,000
KnowBe4 Awareness Training Gold	15,000 seats	$97,950
PhishingBox	Unlimited phishing tests	$22,500
PhishingBox with Ninjio LMS	Monthly courses	$210,000

SecurityIQ offers a lower per-seat price, and in staff review, appears to better meet OPLIN's needs for offering the service to libraries, with better on-boarding materials and promotional webinars.

Garalynn Tomas asked what all the service covered. Jendretzky explained that the target is library staff, not patrons. Staff will receive emails that, just like a real phishing attempt, will seek to fool them into giving up login credentials; if someone falls for it, the service will guide the staff to materials to show them how to avoid being fooled in the future.

Travis McAfee asked if this was limited to email, or does it extend to phone services. Jendretzky replied currently it is just email, but companies are starting to expand as the threats do.

Justin Bumbico asked if accounts could be integrated into library single sign-on systems, like Active Directory. In his tests, Jendretzky did not find that end-users needed to have their own sign-ins for the service – they were sent customized links for the training materials. All the services have Active Directory integration for importing the users, but the users don't have to authenticate against the system for any reason.

Mandy Knapp asked if there was a way to make sure the user completed the training. Jendretzky confirmed that if users "failed" the test, they can be signed up for training, and administrators could see if they visited and completed the training (the system also reminds users to complete the training).

Justin Bumbico motioned to select SecurityIQ for library cybersecurity/phishing education; Travis McAfee seconded. There was no additional discussion, so the Chair called for a roll call vote on the motion.

Recorded vote: Angela Baldree, aye; Justin Bumbico, aye; Jeff Garringer, aye; Chris May, aye; Travis McAfee, aye; Michael Penrod, aye; Tara Sidwell, aye; Garalyn Tomas, aye.

9. NEW BUSINESS – none

REPORTS

10. OPLIN DIRECTOR'S REPORT
Yarman discussed the successful process of finalizing the contract language with Lynda.com and securing a P.O. for the service before the end of the fiscal year. He described how the licensing breaks down: 4,265 concurrent user licenses, divided among the 251 library organizations according to population served. The current software cannot track and limit concurrent users, and Yarman opposes the imposition of limits narrower than the full licensed number for the state. The statewide agreement excludes access for the State Library and their service to state employees, as that conflicts with the territory of a different sales department.

Lynda.com authenticates library users by querying their local patron databases directly, so each library has its own "portal" set up. OPLIN staff helped coordinate the communication and on-boarding of Ohio libraries by focusing first on library consortia, then grouping libraries together by software platform (Polaris, Sierra, SirsiDynix, etc.) As of meeting time, twenty-five library portals were not yet set up.

OPLIN received an open records/FOIA request for details on the contract and pricing with Lynda.com. At the advice of the Attorney General's Office, Yarman informed Lynda.com of the request, and intended to send the information to the requester at the beginning of the next week.

Yarman and Mandy Knapp talked with staff at OhioMeansJobs.com about creating linkages between the Ohio Means Jobs portal and the Lynda.com access. Michelle Francis asked whether they would develop a "crosswalk" of Lynda courses with Ohio's list of in-demand jobs. Yarman confirmed that the crosswalk has already been created and agencies are exploring where best to present that. In addition, the customer success tean at Lynda.com have offered to develop other curated learning paths and collections.

10.1. Library Services Manager report
Laura Solomon reported that Kinsman and Arcanum libraries have launched new website kits. Because of concerns about migrating sites to the next version of Drupal, she has slowed down promotion of the service to new libraries, instead working with existing customers to update their designs. The next version of Drupal 8 is due out at the beginning of September, and Solomon hopes this improves the upgrade process from Drupal 7. Solomon has been exploring the development of structured data and its relevance to library websites. In addition to creating the "rich snippets" that users see when searching certain subjects (such as events), structured data helps make websites interact better with voice services like Alexa, Google Home, and Siri. Voice interfaces are on the rise; Solomon notes that 1 in 4 American homes now has an Amazon Echo.

8.2. Digital Resources Manager report
Mandy Knapp showed the usage stats for the new Ohio Web Library databases on the report, explaining that she charted new resources separately because, after one month's stats, there is not trend line. Some vendors (Oxford, Chilton's by Gale) have a delay before statistics are provided. Knapp explained that Transparent Language statistics (and eventually Lynda.com statistics) will be reported separately from other databases; those statistics will report session information, rather than searches and documents. OPLIN has arranged many training webinars for the new databases; the genealogy webinars were particularly well-attended. Knapp also reported that she has filed the BEAR forms for last service year, and most of the refunds have already been received.

8.3. Technology Projects Manager report

Karl Jendretzky reported that 165 replacement routers have been deployed, and the process remains smooth. The default configuration has a SIP (session interchange protocol) port conflict with some InnReach member libraries; Jendretzky fixes those as crop up. He typically checks the new routers early in the morning, correcting configuration errors hours before libraries open.

The software on the OPLIN core routers was upgraded in June. Jendretzky explained that this upgrade corrects a deficiency that caused the bridged, redundant cores to "split apart" in September 2017. Jendretzky plans to have the second core back in production before the October Board meeting.

With the E-rate service year starting in July, July is a busy month with circuit changes. All CLEVNET libraries on Time Warner (Spectrum) and Everstream have been moved to the new CLEVNET core (including the new member, Morley Library). Two new 10Gb AT&T collector ports have been installed in the core. Jendretzky will move the Greene County library's circuit to the new port as a test before beginning the migration of the remaining CLEVNET libraries, followed by the Cleveland Public Library branches

The NEO regional library system moved offices with very short notice, so they are currently without OPLIN-provided internet, but the order with Spectrum is in process. Estimated installation is late September.

Jendretzky described the SOCC Co-Location Center in "Network Room 3" for the benefit of new Board members, and reported that Greene County has moved a couple servers into OPLIN rack space, and that Worthington is scheduled to move in equipment the following week – Worthington and Greene County will be the first tenants to share rack space. Jendretzky arranged a SOCC tour for the SEO consortium and some metropolitan libraries (including Cincinnati, Cuyahoga County, and Akron); Cincinnati is looking to host disaster-recovery equipment there.

The OPLIN list server has been moved to Amazon Web Services, so now all of OPLIN's public servers except for EZProxy are running on AWS. This eliminates hardware troubles and updates, enhances remote management, and is more easily scalable.

Because the Gongwer news service changed how it delivers its email subscription, Jendretzky wrote a piece of software that edits the links in the Gongwer email (so that links will use EZProxy authentication) and forwards messages to OPLIN's subscriber list. While the software was built for Gongwer, it can be used for any email service that we want to do something programmatic to. Jendretzky also has been developing a framework for gathering stats from Lynda.com, which requires a separate admin login for each library account.

Two additional libraries have begun using OpenDNS, bringing the total to 154 libraries. A library branch was having trouble with OpenDNS, which led to the discovery that their local ISP was intercepting DNS requests.

Jendretzky reconfigured the SMS Gateway so that he can now distinguish between the CLEVNET member libraries; 142 libraries now use the service, which sends out about 130,000 messages per month.

9. CHAIR'S REPORT
The Chair announced he was appointing past Chair Joe Greenward as an at-large member of the executive committee.

13. ADJOURNMENT

The Chair adjourned the meeting at 11:35 a.m.