RSA Day Meeting Notes Present: Jenny, Alissa, Laura, Mary, Sara

November 2, 2023 at Fondulac at 9:00 am

RSA DAY 2024 will be held at Five Points on March 20, 2024

1. Schedule for the Day

UPDATED 2024 PROPOSED SCHEDULE
10-11:30 Keynote
11:45-12:30 Breakout 1
12:30-1:30 LUNCH
1:40-2:25 Breakout 2
2:35-3:20 Breakout 3
3:30-4:15 Breakout 4

Comments:

- Registration at 9 am.
- 2. Keynote Speaker Update
 - a. Michelle Dennis from Hedberg Public Library (Wisconsin) Front Line Customer Service. Alissa is waiting to hear back (program on lead the way/lessons learned from improv). Committee decided to wait to hear before potentially reaching out to other options.
 - b. Other Ideas?
- 3. Session Topic Updates
 - a. Secured the WDL Meeting Room, Could also add afternoon sessions in Room C If we'd like
 - b. With our focus on front line staff we don't need an entire break out on independence. Will need a 5 minutes during intro but that's it.
 - c. First Amendment Audit Julie Tappendorf Zoom -
 - d. James Reminder Gadget panel? Heard yes from Quincy.
 - e. Sara emailed Mark Hatch about delivery and Erica for Cataloging
 - f. Laura family field trips and uniquely abled programming

11:45-12:30 Breakout Sessions #1	1:40-2:25 pm Breakout Sessions #2	2:35-3:20 Breakout Sessions #3	3:30-4:15 pm Breakout Sessions #4
IMRF Confirmed	IMRF Confirmed	Frontline Advocacy Nanette Donohue CONFIRMED	Frontline Advocacy Nanette Donohue CONFIRMED
Gadgets	Gadgets	Displays	Displays
Panel?	Panel?	Confirmed	Confirmed
Ebooks	Ebooks	Delivery?	Delivery?
Anna Behm	Anna Behm	BCA Reports	BCA Reports
Confirmed	Confirmed	RSA Staff	RSA Staff

Michelle?	Michelle?	Security Confirmed	Security Confirmed
Room C Lunch Set	RSA Cataloging	Uniquely Abled &	Uniquely Abled &
Up		FFT	FFT

- 4. RAILS Grant is applied for just waiting to hear
- Marketing for 2024 answering the question who is RSA Day for? RSA Day is for: front line staff (Circ Clerks, Ref Staff, IT Staff, Staff networking, Outreach) Sessions are put together based on feedback from previous years participants. Quotes from previous attendees:

"Enjoyable day to brainstorm and network" "Truly enjoyed every session I attended and wish I could have done more." "An opportunity to get together and put faces to names. I had many productive conversations with peers." "A good day with lots of helpful information."

Not specifically for: Directors, Trustees

- 6. Confirmed sessions will be added to placeholder L2 listing. Sara will put together a rough draft of L2 posting and email out.
- 7. Lunch with HyVee again with salad for veggie w/ cheese and croutons on the side with boxes of dressing options instead of veggie wrap.
- 8. Next meeting Thursday, December 14th, at 9:15am at Fondulac DL.



Circ Policy Subcommittee Meeting notes 10/19/23

<u>Attendance</u>

RSA Staff: Sara Naslund, Tony Hahn Library staff: Jenny Jackson – Marquette Heights PL, Ronnie Parrone – Washington DL, Zac Montgomery – Alpha Park Library, Victoria Volckmann – Pekin PL, Jenny Losey – Hudson Area PLD, Amber Harvey – Warren County PLD

Checkout library needs to contact patron for lost/damage, not owning library

Checkout library is the billing library, but we haven't completed a Policy or Procedure that says it is a requirement to notify a patron of a bill, mail, email in person or call.

We do have a Notifications and Billing Policy... but doesn't specifically state "Libraries are required to notify patrons of bills." <u>https://support.librariesofrsa.org/wp-</u> <u>content/uploads/2022/05/Notification_and_Billing_Policy_2019.pdf</u>

Libraries may not always have staff to do this, so libraries do it differently.

We had previously been working on a more detailed *procedure for who to contact for lost/damaged items?

Discussion around ensuring patron contacted with basic info: "You need to pay for this item that doesn't belong to us." Library to library communications draft was something this committee started working pre-August 2023. Today, we modified language to include stronger language requiring notification to patron of damaged/lost items.

Limiting renewals/ extended checkout periods for transits to outreach? https://support.librariesofrsa.org/wp-content/uploads/2022/05/Renewals-Policy-2.pdf Discussion around limits to hold periods, renewal limits, and pickup durations of items sent to outreach.

Some suggestions included shortening hold length a bit and limit checkout amounts. Make a standard amount of renewals that you can't go over, at which point it goes to missing/ assumed lost.

Some don't mind about the hold times. Libraries really don't want new items to go away and onto outreach for months. If library staff notice this is about to happen, they use NO-TRANSIT card. We want to avoid libraries having this problem.

On Shelf Hold Expiration

https://support.librariesofrsa.org/wp-content/uploads/2022/03/Clean holds 2021.pdf

Renewal policy could be improved, it's on our list to improve. It was last updated in 2012. Add exception to limit to 2 renewals on outreach unless the owning library is contacted?

Current workaround: In extreme cases, you can make a Hold at the copy / library level and set it to Recall Now (RUSH). This won't give the staff trying to renew an item the ability to renew, even with an override.

Q&A and Other Discussion

Library to library communication policy – There isn't a rule for how often to contact patrons or other libraries based on long overdue, lost/damage reports.

Adjourned at 10:31 Notes recorded by Tony Hahn



RSAcat Committee Tuesday, 12 Sept 2023, 2:00 PM Zoom Only

Minutes

Attendance:

- RSA Staff (non-voting): T Hahn (facilitator and minutes), A Deter
- RSA Member Library Staff (in attendance) J Williams, L Keyes, L Priebe

Agenda:

1. Welcome

2. A rough demo of RSAcat adaptive mobile theme.

2.1. Question from last time RE: RSAcat mobile theme?

*Investigate a mobile version of the RSAcat online page apart from the app. Tony found some notes about this adaptive theme.

Here is the test he demonstrated at the meeting (must be viewed with a mobile device to see it display correctly): <u>https://alsi.sdp.sirsi.net/client/en_US/TestTony/</u>

This work is css coding and /design heavy since it hasn't been adapted to the current RSAcat theme before. (Note: Tony will have to wait until Oct 22nd version updates to RSAcat / Enterprise to begin to work on mobile theme.)

3. Improvements made to RSAcat

- "World Language" codes email from Erica, 9/11
- Bug fixes resolved by Sirsi: Jump of screen to focus on CSOA callout after search results loads.
- Change contact info
 - A suggestion was made to possibly send out a newsletter item to RSA members regarding the ability to enable patron users to change their contact info (email, phone number) via RSAcat. This is a checkbox that must be done by RSA staff, but can be handled via request and is not on by default. Normal PL currently has this active, so if you want to test it for your own account, login to Normal's RSAcat profile here. Look for the Edit button:
 - <u>https://alsi.sdp.sirsi.net/client/en_US/NormalPL/search/account?</u>

4. RSA branding

Logo refresh in progress. Commissioned a design studio, and we are getting feedback from RSA's executive committee.

Will be dropping the "NFP."

Making new one distinct from RAILS logo. Potentially refreshing RSAcat as well. Antony shared a few more details on the project.

5. RSA Support Website

RSA Support website: any feedback or questions

 Idea was volunteered by Tony to include yellow "Important" posts from the ListServ as blog posts to the website. RSA staff also liked this so he will begin creating these News items hereafter as they occur.

6. Your suggestions. RSA members were invited to submit questions over email.

No additional suggestions made or topics discussed.

7. Scheduled Future Meetings future meeting dates

- December 12
- March 12
- June 4

8. Adjournment

Minutes compiled by: Tony Hahn RSA Member Services User Experience Coordinator



RSA Database Committee Meeting Notes Thursday, September 21, 2023 1:00 – 3:30 pm

Participants: RSA Member Libraries

Chair: Jennifer Williams, Normal Public Library

Location: Virtually via Zoom

Helpful meeting links:

- Agenda: <u>https://support.librariesofrsa.org/wp-</u> <u>content/uploads/2023/09/Participant_Agenda_DB_Mtg_2023-09-21.pdf</u>
- Presentation slides: <u>https://support.librariesofrsa.org/wp-</u> <u>content/uploads/2023/09/Slides_DB_Mtg_2023-09-21.pdf</u>
- Recording: <u>https://youtu.be/RHiztyWkKVo</u>
- 1. Introductions (*J. Williams*)
 - a. Welcome everyone! Time in recording: 00:00:10
 - b. Welcome Antony Deter! He joined RSA in June as the RSA NFP Operations Manager. Time in recording: 00:00:50
 - i. He previously was the director of the Dixon PL for 8 years. Prior to that he worked as a school librarian.
 - c. Trivia question: Who was the first group of people in history to use scarecrows? Time in recording: 00:02:00
 - i. The Egyptians.

2. Updates:

- a. Cataloging Maintenance Center (P. Thomas) Time in recording: 00:04:55
 - i. Started FY 2024 Online with the CMC webinars.
 - ii. Stump the CMC is the upcoming CMC webinar topic for Thursday, October 12th from 10-11am.
 - 1. The registration link can be found <u>here</u>.
 - 2. Please <u>submit questions</u> and try to stump us.
 - 3. Please check L2 for upcoming Online with the CMC webinar topics, or check the <u>CMC's website</u>.
 - iii. The CMC will be offering lots of short training courses in the future. Please see <u>here</u> for information.

- iv. The CMC continues to catalog local history items, items by local authors, and special collection items, as well as work on a PrairieCat clean-up project.
 - 1. Have items you need cataloged by the CMC? Email us here to get started: <u>cmc@illinoisheartland.org</u>
 - 2. We will be starting the RSA clean-up project in October.
- v. Conference season is upon us, and the CMC will be out at various conferences presenting on cataloging topics. Hope to see you at one of our sessions!
- vi. CMC's current informational brochure is available <u>here</u>.
- vii. To contact Pam with questions: pthomas@illinoisheartland.org
- b. RAILS Cataloging Services (*R. Bierman for N. George*) Time in recording: 00:10:09
 - i. In November RAILS will host a webinar focusing on inclusive cataloging. Check the RAILS e-News and RAILS tech services listserv for details.
 - ii. RAILS continues to provide cataloging training to RAILS member libraries.
 - A Moodle course on cataloging monographs using RDA will be offered January 22nd through March 3rd. Registration starts December 1st. Watch the RAILS e-News for an announcement once registration is open.
 - 2. See <u>here</u> on the RAILS website for more information on RAILS cataloging training and resources.
 - 3. All training information and registration can also be found on L2.
 - iii. On October 25th from 3-4pm at ILA, Nincy will present a session about free cataloging resources and tips. Also, on the same day from 1:45-2:45pm, she will present on how to find valuable resources for training, where to get cataloging guidance, and opportunities for networking.
 - iv. RAILS is preparing a survey for November 2023 to see if there is interest in establishing a cataloging mentor program. Keep an eye out for the survey via RAILS e-News.
 - v. Have world language items that need cataloging assistance? See <u>here</u>.
 - vi. To contact Nincy with questions: <u>nincy.george@railslibraries.org</u>
- c. RSA independence project (K. Orrison) Time in recording: 00:15:48
 - i. Please check the <u>RSA independence project page</u> for full details:
 - 1. If you are not currently signed-up for the RSA listserv, get subscribed to stay up-to-date on the independence project, cataloging info, and even just to see if anything in RSA is down. You can subscribe to the RSA listserv by filling out this <u>online form</u>.
 - 2. RSA is planning five regional events in mid-November to give updates and answer independence questions.

- a. All regional event dates are posted on L2.
- b. Information will also be shared on the RSA listserv.
- Future of the Database Committee (K. Orrison & E. Laughlin) Time in recording: 00:19:43
 - a. Beginning on July 1, 2024, RSA will be independent from RAILS and will become an Illinois Intergovernmental Instrumentality (III). Meaning, RSA will be subject to the Open Meetings Act (OMA).
 - b. The Database Committee will not be a governing group, so not subject to the OMA.
 - c. The final meeting of the RSA Database Committee will be Friday, May 17, 2024. Registration will be available on L2.
 - d. From July 1, 2024 onward, this group will become the RSA Technical Services Membership Group.
 - i. The Technical Services Membership Group will be led by the RSA membership with an RSA staff liaison. The RSA staff liaison will be the channel between this group, the RSA Board, and RSA management. The RSA staff liaison will also answer member library questions that are asked during the Technical Services Membership Group meetings.
 - ii. This membership group will be given an email list so that libraries can discuss issues, suggest meeting topics, ask questions, etc.
 - iii. This group can suggest policy changes, creating drafts to submit to the proper channel. The proposed policy will then work its way up until it gets to the RSA Board for final approval.
 - 1. Standards, however, can come from any level. Standards are not the same as policy. They do not need to be voted on, just agreed upon and enacted.
 - e. RSA Membership updates will occur periodically via Zoom once RSA becomes an III. The focus of each update will change, so one might be cataloging focused, the next circulation oriented, etc.
 - f. Again, keep an eye on the RSA listserv for future announcements.
- 4. WorkFlows Cataloging:
 - a. Revised brief record guide (E. Roberts) Time in recording: 00:32:52
 - i. The <u>Guide How to Create a Brief Record</u> has been updated to reflect that if you do not want a brief record that you have created upgraded to a full-level, OCLC record (such as brief records for puzzles or games) you can enter "leave as brief" into the 592 field instead of your preferred email address.
 - ii. If you have brief records currently in WorkFlows that do not need upgraded but have an email address in the 592 field, no worries!
 - 1. When RSA reaches out to let you know that a copy-level hold has been placed to upgrade the brief record, please let us know you do not need the item upgraded. We will delete the 592 field and cancel our copy-level hold.

- a. This way, you do not need to go back and do anything with items currently in WorkFlows.
- b. Uptick in items cataloged on wrong records (*L. Schemensky*) Time in recording: 00:38:39
 - i. Lately we've noticed an increase in the number of items on wrong records being reported to RSA. That doesn't necessarily mean that there are more errors happening—it could mean that more people are noticing errors and reporting them. Which is a good thing! Still, since we noticed, we thought it could be good to discuss items on wrong records.
 - ii. Friendly remember, as you catalog carefully compare the item in hand to the record. Go through all match points (author, title, publisher, publication date, pagination, run time, number of discs, etc.). If anything differs, even if it's just the publication date, that is not a good record match for your item. Every unique item needs its own unique record.
 - iii. If you're ever unsure if a record matches your item, please create a brief record. That tells RSA that that item needs help.
 - iv. If you need to report items on wrong records, follow the steps found in the <u>Procedures for Reporting Cataloging Issues to RSA</u>.
 - v. Please share this information with circulation staff since they too may encounter items on wrong records as they arrive in delivery to fill holds.
 - vi. Thank you for your ongoing efforts to help keep the shared database clean! Hopefully, we notice another uptick in items on wrong records being reported. It helps improve the health of the database, so it's a good "problem" to have!
- c. Upcoming Basic WorkFlows Cataloging Workshops (*E. Laughlin* on behalf of *J. Choate*) Time in recording: 00:45:46
 - i. All upcoming workshop information can be found within the *Cataloging At-A-Glance* cheat sheet <u>here</u>. This includes workshop dates and links to L2 to register.
- d. Recently created cataloging parameters (*R. Bierman*) Time in recording: 00:48:12

Home Locations

created since the May 19, 2023 Database Committee Meeting

Home Location Code	RSAcat Description	
BKTALK-VOX	Books That Talk - Vox	When the same state and a few second
BKTALK-WON	Books That Talk - Wonderbook	Want to use any of these codes for your
DISP-1A	On Display in Aisle 1A	collection? Please email help@rsanfp.org.
DISP-2H2H	On Display in Too Hot to Hold	
EDUSTATION	Education Station	The complete list of home leasting and a
FREN-COLL	French Collection	The complete list of home location codes
GRAPHIC-48	Graphic Novels Fourth through Eighth Grades	is available <mark>here</mark> .
GRAPHIC-HS	Graphic Novels High School	
GRAPHIC-K3	Graphic Novels Kindergarten through Third Grades	
HOBBYCOLL	Hobby Collection	
IREALITY	Immersive Reality Collection	
J-FRENCH	Juvenile French Book	
LOCALINDIE	Local Indie Collection	
MAG-BOUND	Bound Magazine	
PASS-REC	Pass for Recreational / Cultural Attractions	

Item Types added: MP3-AUDIO and KIT-SPEC The MP3-AUDIO was added for use of Go-Readers since they are not the same as Playaways.

Item Cats 1-3: none.

Item Cat 4 added:

Item Category 4 Code	RSAcat Description
DEI	Diversity, Equity, Inclusion
DOCUSERIES	Docuseries
LARGEPRINT	Large Print
MYTH-FIC	Mythology Fiction

Item Cat 5 added:

Item Category 5 Code	RSAcat Description
DEI	Diversity, Equity, Inclusion
AGES3-5	Ages 3-5
AGES5-10	Ages 5-10

On this <u>page</u> you can find the complete cataloging parameter lists.

- 5. RSA annual cataloging theme:
 - a. RSA progress upgrading brief records to OCLC records (*E. Roberts*) Time in recording: 00:54:07
 - i. Since the May 19, 2023 Database Committee meeting, 1,326 brief records have been upgraded.
 - ii. Since September 1, 2023, RSA has resumed placing holds on school brief record items for upgrades.
 - iii. Thank you everyone for sending items to help improve the database!
 - iv. Friendly reminder, you can always reply to let us know if you do not want to send an item. And you can now enter "leave as brief" in the 592 field as you create new brief records.
 - b. Cataloging Maintenance Center backlog project (E. Laughlin) Time in recording: 00:58:10
 - i. Update on the 2023 annual cataloging theme: backlog and brief records:

2023 Annual Cataloging Theme: Backlog and Brief Records

- The theme was announced during the RSA Users Group meeting on February 9, 2023.
- Includes five parts:
- 1. No later than June 1, 2023, RSA will complete its portion of the cataloging request backlog. Done. RSA finished its backlog this past March.
- 2. No later than June 1, 2023, establish a procedure for RSA cataloging staff to follow when they reach out to libraries to ask them to send their brief items for OCLC cataloging. Done. RSA created this procedure this past March.
- 3. No later than June 1, 2023, establish a procedure for RSA member libraries to follow when RSA asks them to send their brief items for OCLC cataloging. Done. RSA created this procedure this past March.
- 4. By July 1, 2023, RSA cataloging staff will begin to reach out to libraries to ask them to send their brief items for OCLC cataloging. RSA's target is upgrading at least 150 brief items per month. Ongoing. RSA has been exceeding this target.
- 5. Work with the Cataloging Maintenance Center (CMC) to begin their portion of the cataloging request backlog no later than September 1, 2023. See the next slide for more details.
 - ii. The CMC will begin upgrading the encoding level M/8 backlog this October.
 - 1. You will hear from the CMC as they begin their project.
 - You might be asked to send items to the CMC if they cannot catalog the item based on the available scans or photocopies. Thank you for those willing to send items to the CMC!

Break (5 minutes)

- 6. Audio versus book format records for Wonderbooks and Vox (*E. Laughlin*) Time in recording: 01:00:47
 - a. Thank you to Jennifer Jacobsen-Wood at Peoria PL for asking!
 - b. There are two ways to catalog these items: on either book record type or audio record type.
 - i. RSA prefers to use audio records when available. You can find this in the <u>Guide for Audio-Enabled Books: Wonderbooks & Vox</u> <u>Books</u>.
 - ii. The audio record type reflects the audio uniqueness of the item.
 - 1. The Item Type used for these items focuses on audio as well.
 - iii. Essentially, in the fixed fields area, look for Rec_Type: i
 - c. There is not much difference between these two record types, and this information does not display in the RSAcat (our icons are based on the Item Type).
 - i. So prefer the audio record type ("i") when available. But if the only record available is for the book record type (Rec_Type: a), please do use that record.
 - d. If you notice duplicate records in WorkFlows for Wonderbooks or Vox books (one using "i" for audio and the other "a" for book), please submit the duplicate records to RSA.

- i. Follow the instructions from the <u>Procedures for Reporting</u> <u>Cataloging Issues to RSA</u>.
- e. Also, no need to go back and update any records using "a" for book.
- f. RSA is considering an internal clean-up project to resolve existing duplicate Wonderbook/Vox records in WorkFlows.
- Seeing unfamiliar MARC fields on records? (L. Schemensky) Time in recording: 01:09:25
 - a. BIBFRAME and linked data are the future of cataloging. The idea is to make bibliographic data more discoverable on the wider web. To make this happen, there are new fields being used within records, new terminology, and new formatting within records. You might especially notice this on more newly created records.
 - i. This is particularly noticeable in the 3XX fields. Those blazing the way to BIBFRAME are breaking data down into "bite-sized pieces" within the bibliographic record to make it easier for machines. Basically, more fields to allow granularity.
 - b. If you encounter a record with fields, terminology, or formatting that you are unsure about (and are unsure if it's supposed to be there, or is an error), please reach out to the RSA Help Desk for guidance.
 - i. You can also learn more about MARC fields in <u>OCLC</u> <u>Bibliographic Formats & Standards</u>.
 - ii. Please do not delete any fields from a record because you are unfamiliar with them, or if they look odd. Those wacky looking fields might be important as we transition into BIBFRAME.
 - c. At <u>timestamp 1:11:34 in the recording</u>, Lisa pulled up record o1396159339 in WorkFlows to show everyone an example of a newer record with some of these newer fields.
- 8. OCLC Cataloging:

i.

- a. OCLC Connexion Browser sunset April 30, 2024 (*E. Laughlin* on behalf of *J. Choate*) Time in recording: 01:16:59
 - OCLC Connexion Browser will be discontinued on April 30, 2024. 1. This is accessed via an Internet browser.
 - ii. OCLC Connexion Client or OCLC Record Manager will continue and are not affected by the Brower's sunset.
 - 1. No further action is required if you use Client or Record Manager.
 - 2. The Client will not be discontinued:

Pamela Thomas to Everyone 2:24 PM

- PT I asked OCLC if Connexion Client would go away in the future and was emphatically told that it would not. :)
- iii. Additional reminders about Browser going away will be shared on the RSA listserv.
- iv. Keep in mind, RSA does not require that member libraries use Connexion or Record Manager. Please speak to your manager if you have questions about using or not using either of these for cataloging.
- b. Upcoming RSA Bibload Workshops (*E. Laughlin*) Time in recording: 01:21:14
 - i. All upcoming workshop information (dates and registration links) can be found within the <u>Cataloging At-A-Glance cheat sheet</u>.
 - ii. These workshops will continue every other month in 2024. Check the listserv or L2 for updates.
 - iii. Please be sure to read the workshop requirements carefully and begin prepping for the workshop early so that you are prepared to attend.
- c. OCLC Machine Learning Merging Update (*E. Laughlin*) Time in recording: 01:22:44
 - i. OCLC is using Machine Learning technology to merge duplicate records. Last month it was run for the first time, and it removed 432,000 duplicate records from WorldCat.
 - ii. For more from OCLC about this process, please see this <u>blog</u> <u>post</u>.
- 9. Let's Celebrate: (*E. Laughlin*) Time in recording: 01:24:56
 - a. New and upgrading RSA libraries
 - i. ROWVA CUSD #208 Elementary School replaced the high school, which left RSA. Their code is ROWVA-HS.
 - 1. Half of the catalog has been cataloged, but there is no staff or time to continue.
 - 2. RSA is staying in touch with the school to see if they will remain a member.
 - ii. Farmer City PL (FC_FARMERC):
 - 1. They are an existing Union List RSA member, but received a RAILS LLSAP automation grant to upgrade. They finished cataloging, are currently entering patrons, and will receive circulation training in mid-October.
 - iii. Mason Memorial PL (MM_MASON-M):

- 1. Interested in upgrading from Union List to Basic Online membership level.
- 2. They are participating in the Basic WorkFlows Cataloging Workshop.
- b. Service anniversaries
 - i. Lisa Schemensky—6 years as of July
 - ii. Jennifer Williams—22 years at Normal; CONGRATS!!!!!!
- 10. Next RSA Database Committee Meeting: (*J. Williams*) Time in recording: 01:29:30
 - a. "In between" Meetings (Zoom only): Scheduled if necessary.
 - b. "Full" Meetings (Zoom only):
 - i. Friday, January 26, 2024—9:30 am 12:00 pm
 - 1. Registration is available <u>here</u>.
 - 2. L2 event is posted here.
 - ii. Friday, May 17, 2024—9:30 am 12:00 pm
 - 1. Registration is available <u>here</u>.
 - 2. L2 event is posted <u>here</u>.

Notes written by:

Lisa Schemensky, RSA Cataloging & Database Coordinator October 6, 2023

Notes finalized by: Erica Laughlin, RSA Cataloging & Database Supervisor October 30, 2023