



Resource Sharing Alliance NFP
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1 November 2023

Subject: Member Services Department Update

The Member Services team has worked on several projects over the last few months.

Google announced that accounts which had not been logged into for two years would be shut down. It was concerning that some of the RSA Gmail accounts would be shut down. The team took the opportunity to contact schools and ask them to log into their Gmail account. We were able to confirm all the school accounts were logged in to either by school staff or Member Services staff.

Work has continued to the new support website <https://support.librariesofrsa.org> and it is now ready to effectively replace the old site. Tony should be commended for all his work to build the new site.

With the help of the MS team and Erica, Antony has started collecting an archive of policies, standards, procedures, guides, and cheat sheets so that we can ensure that the most current versions are provided to member libraries through the website and on request. We will use the archive to identify which documents might need to be updated on an ongoing basis.

In August and September Antony visited four of the local networking groups for directors to provide them with updates on the RSA Independence Project. As the new Operations Manager it was a great opportunity for me to meet so many directors of RSA member libraries.

RSA has restarted in-person visits. The Member Services team has already completed visits at 14 member libraries. If you would like to arrange a visit to your library, email us at help@rsanfp.org and we'd be glad to come and visit. Let us know what you might need our help with and we'll tailor the visit to your needs.

In November there will be five opportunities to meet with RSA staff to further discuss RSA Independence. We are grateful to the libraries who volunteered to host these events.

- Nov 14, 10:00am - [RSA Independence Updates, Discussion and More at Normal Public Library](#)
- Nov 15, 10:00am - [RSA Independence Updates, Discussion and More at Toulon Public Library District](#)
- Nov 16, 10:00am - [RSA Independence Updates, Discussion and More at Chillicothe Public Library](#)
- Nov 20, 10:00am - [RSA Independence Updates, Discussion and More at Four Star Public Library District](#)

- Nov 21, 10:00am - [RSA Independence Updates, Discussion and More at Warren County Public Library](#)

The Member Services and Systems team have been working together to work on the User Clean Up theme for this year.

The Member Services team have worked to resolve 320 help desk cases over the last three months.