

# State of the RSA Report

## FY24, Q2 – November 2023

Information from the latest RSA Users Group meeting and updates about the RSA Independence Project (RIP).

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### 9 November 2023 Users Group Documents & Video

All meeting documents, a pdf version of the PowerPoint presentation, and the Zoom recording are posted at the links below. These documents are available on the [RSA Support Site, Users Group page](#).

- Agenda
  - <https://support.librariesofrsa.org/wp-content/uploads/2023/11/RSA-Users-Group-Agenda-FY24-Q2-2023-11-09-.pdf>
- Minutes
  - Posted of the Users Group page as soon as available: <https://bit.ly/UG-Page>
- Committee Notes:
  - <https://support.librariesofrsa.org/wp-content/uploads/2023/11/2-RSA-Day-Circ-Pol-RSACat-DB-Committee-Notes.pdf>
- RIP 1: Intergovernmental Agreement Establishing RSA – DRAFT
  - [https://support.librariesofrsa.org/wp-content/uploads/2023/11/5\\_1\\_Intergovernmental\\_Agreement\\_Establishing\\_RSA-UG-Draft-2023-11-03.pdf](https://support.librariesofrsa.org/wp-content/uploads/2023/11/5_1_Intergovernmental_Agreement_Establishing_RSA-UG-Draft-2023-11-03.pdf)

- RIP 2: Updated RSA Bylaws DRAFT
  - [https://support.librariesofrsa.org/wp-content/uploads/2023/11/5\\_2-Updated-RSA-Bylaws-UG-Draft-2023-11-03.pdf](https://support.librariesofrsa.org/wp-content/uploads/2023/11/5_2-Updated-RSA-Bylaws-UG-Draft-2023-11-03.pdf)
- RIP 3: RSA Governance Decision Making Breakout DRAFT
  - [https://support.librariesofrsa.org/wp-content/uploads/2023/11/5\\_3-RSA-Governance-Decision-Making-Breakout-UG-Draft-2023-11-03.pdf](https://support.librariesofrsa.org/wp-content/uploads/2023/11/5_3-RSA-Governance-Decision-Making-Breakout-UG-Draft-2023-11-03.pdf)
- RIP 4: RSA Membership Regions Map FINAL
  - [https://support.librariesofrsa.org/wp-content/uploads/2023/11/5\\_4-Membership-Regions-Final-2023-10-12-1.pdf](https://support.librariesofrsa.org/wp-content/uploads/2023/11/5_4-Membership-Regions-Final-2023-10-12-1.pdf)
- RIP 5: Board of Directors Makeup DRAFT
  - [https://support.librariesofrsa.org/wp-content/uploads/2023/11/5\\_5-Board-of-Directors-Makeup-UG-Draft-2023-11-03.pdf](https://support.librariesofrsa.org/wp-content/uploads/2023/11/5_5-Board-of-Directors-Makeup-UG-Draft-2023-11-03.pdf)
- Member Services Department Update
  - [https://support.librariesofrsa.org/wp-content/uploads/2023/11/7-Mbr\\_Srv\\_Dept\\_Update\\_2023-11-09.pdf](https://support.librariesofrsa.org/wp-content/uploads/2023/11/7-Mbr_Srv_Dept_Update_2023-11-09.pdf)
- Cataloging Department Update
  - [https://support.librariesofrsa.org/wp-content/uploads/2023/11/8-Cataloging\\_Dept\\_Update\\_2023-11-09.pdf](https://support.librariesofrsa.org/wp-content/uploads/2023/11/8-Cataloging_Dept_Update_2023-11-09.pdf)
- This State of the RSA Report
  - <https://bit.ly/UG-Page>
- Presentation: A PDF version of the PowerPoint presentation
  - <https://support.librariesofrsa.org/wp-content/uploads/2023/11/RSA-Users-Group-FY24-Q2-2023-11-09.pdf>
- YouTube: video of the Zoom meeting
  - <https://youtu.be/HzWPkmtvRG8>

## Staff Anniversaries, Updates, and News

RSA Support Staff service anniversaries this quarter:

- Kendal Orrison – 18 years in Sep
- Rhonda Bierman – 11 years in Oct
- Doug King – 7 years in Sep

All departments have resumed in-person library visits. Member Services and Cataloging have already made several visits. We're looking at the new RSA Membership Regions map (linked above) as a good way to spread training and meetings out around RSA's 13,500 square miles of territory. We used the map to get volunteer libraries in each of the 5 regions to host our Independence Meetups this week and next week. FYI, if you'd like to schedule a visit from Member Services staff, you can use this form to select dates, times and what you'd like to cover <https://form.jotform.com/RSAntp/MSVisitRequest-23>. The Cataloging Department is setting up visits with libraries based on various criteria.

## Membership Updates

Farmer City is now fully live, circulating and filling holds for all RSA libraries!

Congratulations to Farmer City. RSA staff are working with OverDrive and RAILS to get their patrons authenticating in our system for ADML and eRead IL.

Unfortunately, both Peoria Notre Dame High School and Southeaster CUSD (Jr HS and High School) have dropped out of RSA. Notre Dame closed their library. Southeaster had some budget cuts.

A quick note from RAILS delivery for all RSA members: please download the delivery code list from September linked below and USE IT. There have been a lot of incorrectly labeled items moving through delivery due to staff being in a hurry or not using the list at all. This is especially evident for those places where a public and school library share the same, or a close name. Mislabeled items should be reported to the delivery help desk and either forwarded to the correct library or returned to the sending library.

If you receive a mislabeled item:

1. Take a picture of label
2. Note sending library
3. Check item status in Workflows to find out where it should have been sent.
3. Open Delivery Help Desk ticket ([railsdelivery@railslibraries.org](mailto:railsdelivery@railslibraries.org))
4. Include items 1, 2, and 3 above
5. Relabel item to the correct library code OR label it to return to the sending library and put in outgoing delivery bin.

Delivery code list for RSA libraries: [https://support.librariesofrsa.org/wp-content/uploads/2023/09/RSA\\_Library\\_Delivery\\_Codes-09-22-2023.pdf](https://support.librariesofrsa.org/wp-content/uploads/2023/09/RSA_Library_Delivery_Codes-09-22-2023.pdf)

## RSA Independence Project (RIP)

Hopefully you all know about the upcoming converge of RSA's governance structure from a 501c3 Not for Profit to an Illinois Intergovernmental Instrumentality (III). If not, all the information you need is on the Independence Project page of our support site <https://support.librariesofrsa.org/independence-project/>. If you are unsure why we are undertaking this task, the first couple of paragraphs on this page answer that question. This page will be updated throughout the entire process with new information and documents.

Of note for November and December, you should review the 5 documents linked above, labeled RIP 1 - RIP 5. These documents are the heart of the new governance structure of RSA. The five Independence Updates & Discussion Meet-ups this week and next are setup to address any questions, comments, concerns, or wonders you have about this process on how it will effect your library. The RSA Board will have final versions of these documents ready by the end of February.

The Board will also have a draft of the new FY26 – FY29 fee structure to present at the February Users Group meeting. We'll most likely run another round of 5 meet-ups in February for Q&Z. The Board will present the final fee structure by the end of February.

Please note, the FY25 fee increase is based on the current fee structure which dates back to 2002. **For FY25, all members will see an increase of the greater of 3% or \$150.**

We HIGHLY encourage ALL staff members working in any RSA member library to sign up for the RSA email listserv. This is the primary source of all news and information RSA. We label the top lines of each email so you know if it might be relevant to you. Please sign up for the email listserv here [https://bit.ly/RSA\\_Listserv](https://bit.ly/RSA_Listserv)

## Updating the RSA Board of Directors, Committees, and Groups

The governance conversion requires the RSA Board of Directors, and the new Directors Advisory Committee to the Board to meet all Open Meetings Act (OMA) rules. This means in-person quorums of 51% of the Board or Committee will be required at each meeting. RSA does not meet the criteria for multiple in-person meeting locations and need to have a physical quorum in a single location. We'll be using the 5 regions listed in the map linked above to move the Board meetings around. As you can see from the Board Make-up draft document, each region will have a representative on the Board. The new Bylaws draft, also linked above, spells out the duties of the Board, and the make-up and purpose of the Directors Advisory Committee.

As a reminder, the Users Group ends on 30 June 2024. After that we'll start to hold Member Updates focused on various subjects. One month might be focused on the overall RSA update, the next might be a Cataloging, Member Services, or Reports update. We might even use those regular updates to roll out or cover new functionality in the system.

As of July, all non-Board groups will be reworked as Membership Groups. Each will have a dedicated email listserv for communicating and sharing, can meet in person, on Zoom, or whatever the will of the group is. Each will have an RSA staff member serving as the liaison between the Membership Group and the RSA Board / Administration. The Board may task one or more of these membership groups to develop or review policies or other issues.

## User Database Cleanup Underway

We're currently helping libraries remove their users expired 2 or more years ago in bulk. We've sent out a series of four reports to help you identify these users. If you need us to send you a list of Workflows Staff Comments for a group shown in one of these reports, just email the Help Desk ([help@rsanfp.org](mailto:help@rsanfp.org)) and request which of the four reports you'd like to see the Staff Comments for.

Fun fact, we have users in our system that expired in 1997!

We'd like to thank everyone who's responded so far. We've deleted over 40,000 expired users now!

## System Updates and Notes

**BLUEcloud Analytics (BCA):** Our updated BCA server allows us to create interactive reports that you can access just by clicking a link on our website to open. All you need is the link and your BCA login info. These reports require us to rethink how we gather and display information but will allow us to start providing you with reports that you can modify and change on the fly to examine data in your library.

As a starting point, we're working on reports that show you all the data our system can generate to answer your IPLAP and ILLINET questions. Once these are finished, we'll be working on interactive shelf lists, checkout data, user data and more.

**Symphony Upgrade to version 4.1:** SirsiDynix has just finished Symphony 4.1 beta testing. We helped with that testing to check it out prior to upgrading. The final release is scheduled for some time by the end of the year. This version fixes several bugs currently annoying some of our libraries. We plan to upgrade our production Symphony server in either December or January. This will also require you to upgrade Workflows on your desktops. There will be lots of communication about this once we have good dates.

This update also will allow us to start rolling out a new way to access RSA's system from outside your library. For many of you doing community visits, this will be a great replacement for the annoying AnyConnect solution we currently use to allow this. It will also provide a simpler interface for front line Circ Desk staff and student workers if you so desire. This functionality will require individual user accounts for security purposes. More to come on this.

**New RSA Support Site Complete:** The new Support Site is now the standard support site! You can access it here <https://support.librariesofrsa.org>. Please stop using the old Support Site <http://rsanfp.org> as it is increasingly out of date. The old site pages were frozen on the date the information was converted to the new site.

Thank you.

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