

**RSACat Committee**  
**Tuesday, 12 Dec 2023, 2:00 PM**  
**Zoom Only**

**Minutes**

**1. Welcome – Mobile App is Discontinued**

Discontinued by SirsiDynix and is no longer operable. A new app isn't promised until March 2024 at the earliest. We're going to use this meeting to find ways we can help you inform your patrons using the RSACat in a browser, and go over the Mobile theme that has recently been enabled across all libraries (and activates when your RSACat page is visited on a phone/tablet.)

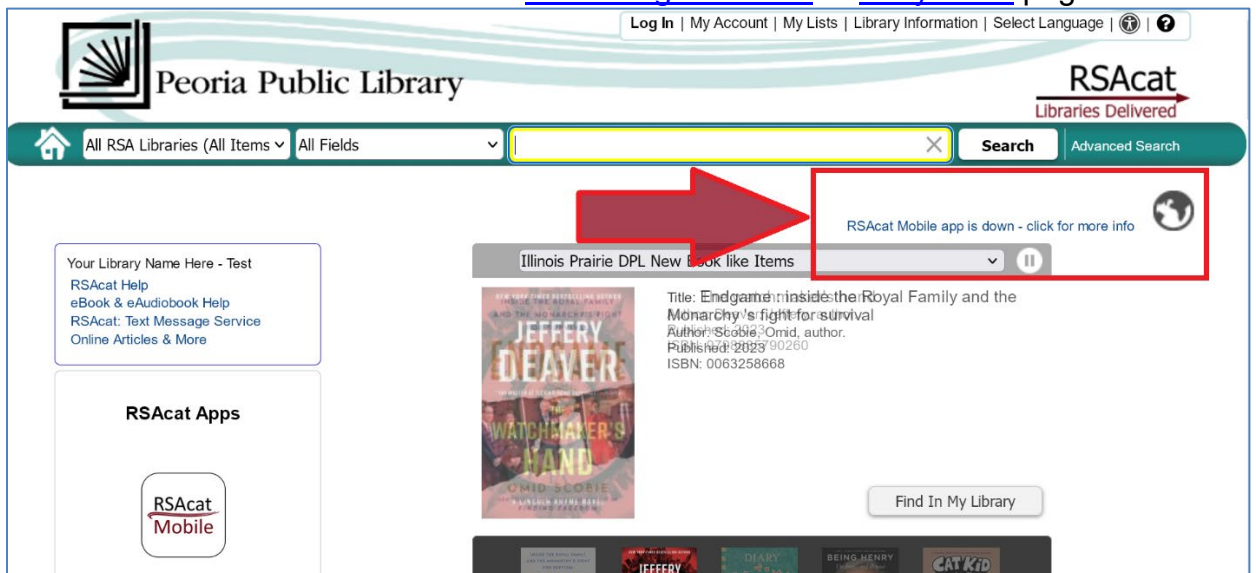
This is a worldwide issue affecting every SirsiDynix customer.

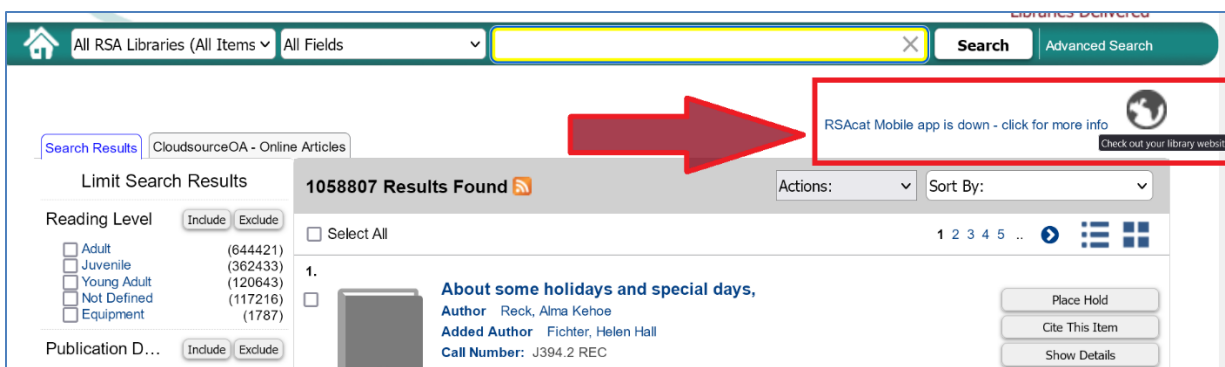
**1.1 – Updates to you**

- Our Listserv & website.
- RSA staff going to weekly update calls with SirsiDynix on BlueCloud Mobile2 (with latest updates to the product roadmap / Preview estimated timelines for the initial release of BLUEcloud Mobile2.)

**1.2 – Updates to your patrons and how we can help**

- Sidebar, main content area updated to say RSACat Mobile app is experiencing a prolonged outage. Done across all RSACat front pages.
- “Quicksearch” text may be added to your regular RSACat pages (viewed from a PC/Mac desktop.) – Tony demonstrated this live, but a screenshot is included. You can also see it on [Galesburg's RSACat](#) or [Tony's test](#) page.





- Please open a help desk ticket if you want this type of Quick Search message enabled on your RSACat pages.
- Additional talking points?
  - “The app's ability to connect to our main catalog servers is broken. This means that some features may still appear to work, when in fact they are showing old, outdated information. For example you may see books that you have returned showing up as checked out, or holds showing as 'ready for pickup' when you've checked them out already.”
  - 2 additional statements from SirsiDynix are included after the agenda/minutes.
  - On everyone’s RSACat page, and here for your staff: <https://support.librariesofrsa.org/2023/12/01/rsacat-mobile-app-update/>
- RSA was, like our members, surprised by this whole issue. We have been sharing our strong disappointment with SirsiDynix.
- SD will have us in an early Pilot of the new app (BLUEcloud Mobile2, but patrons will probably see it as RSACat Mobile...), more information will be shared once we have it.

## 2. Another demo of RSACat adaptive mobile theme.

**2.1. This has been activated on ALL libraries’ RSACat pages.** Patrons only need to go there on a mobile device (phone or tablet, for instance.)

**2.2. We are continually improving it, and will continue to work on it.** Most recently, we increased the size, updated, and centered position of RSACat Logo

### 2.3 Improvements made to RSACat (mobile, “in-a-browser” theme)

- **Several improvements per Kendal and Antony’s suggestions** (better font, white instead of gray background, bolded label headings (Title, Author, etc.)
- **Partial fix** to issue of “This is a series title...” prompts on any hold request.

## 5. RSA Support Website

Space for any member feedback, suggestions, or questions. Nothing was brought up during this meeting.

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

7. **Scheduled Future Meetings future meeting dates**

- March 5
- June 11
  - These meeting dates have been corrected.

8. **Adjournment**

Minutes compiled by:

Tony Hahn

RSA Member Services User Experience Coordinator

### **From the SirsiDynix Support Site**

To our BLUEcloud Mobile customers:

In addition to the statement we posted yesterday for library administrators and staff, we are making available the following to assist you with end user communications. We hope you find this useful to post in places that will be visible and help your staff as they respond to inquiries from patrons.

#### **A statement from SirsiDynix regarding your library's mobile app:**

SirsiDynix is the owner of your library's mobile application. However, another vendor controls the access of the app. Unfortunately, they have unexpectedly disabled the app, rendering it inoperable.

As an immediate solution, we are working with your library to enable mobile searching of the catalog via the library's website. This allows many of the core search features of the mobile app to be available on your mobile devices. You can use the URL below to access this capability:

[Add your library's Enterprise URL here]

We have also been aggressively developing an entirely new, next-generation mobile app for your library. While it is not yet available for general use, we anticipate it will be ready in the next few months. This app will deliver the functionality you enjoyed in the original app, along with many new features.

We regret any inconvenience this has caused you. Please know that your library had absolutely no way of anticipating this situation, and we hope you'll be understanding as we work through this difficult, interim period.

Bill Davison

Chief Executive Officer

SirsiDynix

**There was another update on December 19, from SirsiDynix.**

To our valued customers,

From the moment that BLUEcloud Mobile become inoperable on November 26, 2023, until today, SirsiDynix has been working relentlessly first to resolve, and then to mitigate the effects of the outage. At this time, we want to provide an update on both of those efforts.

**Resolution.** We continue to seek resolution to the outage through arbitration and good faith negotiations. We'll be able to provide additional updates the second week of January. It now appears that mitigation is the fastest and most effective path to making this difficult situation better.

**Mitigation.** As you are likely aware, SirsiDynix is aggressively developing an all-new, next-generation mobile app—BLUEcloud Mobile2—to replace BLUEcloud Mobile. That work is progressing very well with a release date for the initial version slated for Q1 of 2024. What you may not be aware of is that immediately following the BCM outage, we significantly increased the size of the development team working on BLUEcloud Mobile2. This increased team size will both accelerate the release cadence of BCM2 and enhance the functionality available in each release.

A second component of mitigation is to assist Enterprise libraries to enable their Enterprise Mobile profiles. While not an app, this profile provides many of the features and functions that end users need from a mobile interface. If you haven't already done so, we encourage you to explore that option. Your Library Relations Manager can help as needed.

We truly wish we could have restored the BLUEcloud Mobile service by now. We know this outage has caused your library staff and patrons significant inconvenience. Please know that in addition to including mobile access as a core tenet of our current and future discovery platforms, our focus on developing BC Mobile2 allows us to prevent such issues in the future. Our commitment to you is to deliver the best mobile app,

with the best implementation and support experience in the industry. In just a few months from now, we will deliver on that commitment.

Regards,

Bill Davison & Executive Team



## RSA Day Meeting Agenda

December 14 at Fondulac at 9:15 am

James, Sara, Laura, Michael, Jenny, Alissa, Mary

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

### 1. Schedule for the Day

- Registration from 9-10 (Jenny make tickets for lunch)
- 10-11:30 Keynote (Alissa working on hotel)
- 12:30-1:30 Lunch
- Breakouts listed below

### 2. Keynote Speaker Confirmed: Michelle Dennis and Claire Kinder from Hedberg Public Library (Wisconsin)

All the Worlds a Stage: Theaters and Libraries: Always wanted to learn how to be quick on your feet in pressing situations? Looking for a way to engage with your patrons in a fun and lively manner? Want to know how to empathize with your more difficult patrons, or change the energy of a tough situation? Well, look no further than Theater! Learning the basics in theater and improv helped these librarians' ability to serve their communities and could benefit yours too. And you don't even need to be on a stage. After all, All the world's a stage.

### 3. Session Topic Updates

- a. Three more breakouts:
  - i. Gadgets – James
  - ii. Laura – family field trips & uniquely abled
  - iii. Claire Presentation

Options from Claire: Makerspace IRL: Building a creative space for your Library, Out with the old in with the gently used: Swaps and Drives at your library, Here's the Tea: Bridging the community through gathering, "gossiping", and good times, I can also talk about our Library of Things, I just don't have a fun title yet.

	<b>11:45-12:30 Breakout Sessions #1</b>	<b>1:40-2:25 pm Breakout Sessions #2</b>	<b>2:35-3:20 Breakout Sessions #3</b>	<b>3:30-4:15 pm Breakout Sessions #4</b>
<b>Room B</b>	<b>IMRF CONFIRMED</b>	<b>IMRF CONFIRMED</b>	<b>Frontline Advocacy Nanette Donohue CONFIRMED</b>	<b>Frontline Advocacy Nanette Donohue CONFIRMED</b>
<b>WDL Meeting Room</b>	<b>Gadgets Panel CONFIRMED</b>	<b>Gadgets Panel CONFIRMED</b>	<b>Displays CONFIRMED</b>	<b>Displays CONFIRMED</b>
<b>Room D</b>	<b>Ebooks Anna Behm CONFIRMED</b>	<b>Ebooks Anna Behm CONFIRMED</b>	<b>Delivery – Mark Hatch CONFIRMED</b>	<b>Delivery – Mark Hatch CONFIRMED</b>
<b>Room A</b>	Michelle customer service	Claire Programming	<b>Security CONFIRMED</b>	<b>Security CONFIRMED</b>
<b>Room C</b>	<b>Room C Lunch Set Up</b>	<b>RSA Cataloging CONFIRMED</b>	<b>Uniquely Abled &amp; FFT CONFIRMED</b>	<b>Uniquely Abled &amp; FFT CONFIRMED</b>

4. RAILS Grant was approved
5. Marketing
  - a. Need to send email announcing keynote – Alissa draft email
  - b. James will get cookie tray and some drinks
  - c. Sara will send lunch survey in Jan/Feb
  - d. Registration for RSA Day closes 2/28.
  - e. Send announcement for RAILS News – Alissa will send
  - f. Registration Reminders: Jan 8 registration reminder & another 2 weeks before registration closes.
6. Meet in Feb. to discuss day of details.
7. For breakouts, who needs a projector? We will need to supply them.

Meet again Feb. 29<sup>th</sup>, 9:15 at Fondulac DL.



Operations Manual Working Group  
January 22, 2024  
Notes of the first meeting at 1pm.

Attendees

Antony Deter  
Tony Hahn  
Patty Kweram  
Greg Weydert  
Lori Priebe  
Victoria Volckmann  
Laura Keyes  
Hillary Dillon

Antony started by thanking attendees for volunteering.

He introduced the documentation index to attendees, stressing that it was a work in progress. It will form an index of RSA documents for Member Libraries. Should provide a companion to the Operations Manual.

It will form an inventory of all the member facing documents we have so we can prioritize what needs to be updated or to identify what is missing.

Documentation index will reflect what's on the website, but it will help organize the manual into themes such as Billing, circulation, holds, users, and cataloging.

Antony requested that attendees ask their colleagues that catalog what they need in an operations manual to help with the next meeting which will form the basis of the next meeting.

Laura suggested that each document have a statement regarding its intended audience, i.e. whether they are for public/school/all.

AD: Many documents will need to be changed (logo, standardization) so we can add "intended audience" to docs. There are 195 docs – we will start changing when we get new logo. Will add this to the docs. The number of documents has now increased to 220.

Example: patron policies, like deletions or Cards 4 Kids

Laura: Likes the section "How is that different than RAILS?"

Antony mentioned as part of Independence project, will have document what RSA does/What RAILS does. This document will form part of the Communication package that will go out to members following February's UG.

Lori: asked that we include ARSL in the other resources section.

Antony stated that he had found a list of requirements for consortium library staff on WYLD's website. He asked attendees for their comments.

Laura: stated that she was conflicted. Yes, keep it and has recommendations to add. But a list could be off-putting to small libraries.

VV: Sounds like something from a basic reference class.

The consensus was that these should be recommendations not requirements and that they should be less related to reference desk issues. Later, Antony found a more suitable list from WYLD. And subsequently, another list was supplied by Hillary. These lists will be incorporated into the next draft of the manual.

Laura: Op Manual focus – someone that has never worked in a library before. She has a book with screen shots and it's pretty big but specific for her library.

AD: Would like the manual to be a list of proficiencies about running an RSA library in general.

Laura:

“Can you place a hold in Workflows?”

Greg:

“register a user”

Lori:

“What is Workflows?” paragraph is confusing.

What does it mean about paying for an additional login? This sentence has been removed from the draft.

Laura:

Section about attending Users Group and being involved in RSA – be on a committee, host a meeting.

AD will add a section on ways to be involved and why. This will be in the next draft.

AD:

Please use the email thread for ideas.

Meet at end of February. Will send Doodle poll for date/time.

We're aiming to complete this manual to a 6-month deadline, so that it's available at the time of independence. If we don't meet the deadline, it will be fine to continue with the group's work, as the group will have no governance role and so no OMA implications.