

Users Group Meeting - FY24, Q3
Thursday, 8 February 2024, 1 – 3 PM
Zoom Only

Minutes

Governance:

Users Group Chair: Beth Duttlinger
Users Group Vice Chair: Richard Young
RSA Executive Director: Kendal Orrison
Minutes: Patty Kweram
RSA Member Libraries

1. Welcome and Call to Order (Chair) 1:03 pm

- Review, **MOTION & APPROVE** agenda.

Motion by Laura Keyes Seconded by Jenny Jackson
Motion carried by unanimous vote.

- Review, **MOTION & APPROVE** minutes from 9 Nov 2023

Motion by Alissa Williams Seconded by Laura Keyes
Motion carried by unanimous vote.

2. Committee Notes: Questions & Important Discussions (Committee Heads / ED) 3:21

- RSA Day is 3/20/24 Five Points at 10:00 am. 115 registered. First 200 registered get lunch.
- Next RSAcat Committee meeting rescheduled to 3/19/24.

3. Board of Directors Report (Board President) 4:38

- Approved all Independence documents that are being presented today.
- FY25 budget approved.
- Thanks to the board for your time.
- Will have in-person meetings at local libraries about fee structure.

4. RSA Full Board Election; New Board Starts 1 July 2024 (Chair / ED) 6:03

- The new RSA requires a whole new board. The election will be conducted per new RSA bylaws.
- The RSA Board has appointed a 3 person nominating committee.
 - John Fischer
 - Kathleen Helsabeck
 - Mary Aylmer
- Look for a listserv mailing, may also self-nominate.
- Filling all 12 Board positions – Each library eligible to fill 1 of 4 positions. Regional, Type/Size, or one of two At Large.

- Positions available for 1, 2, 3, and 4 years in initial election, 3 positions each.
- \$1,000 rebate on RSA fees to the library of the participating board member for each year following for every year serving on the Board.
- RSA pays mileage and lunch. Due to OMA, Board meetings are in-person.
- Board slate finalized by 24 May – Online election runs 3 - 14 June.
- New Board starts 1 July 2024.
- **MOTION & APPROVE** *“Authorize RSA NFP to conduct an election to fill all Board of Directors positions prior to 1 July 2024 for the converted RSA Intergovernmental Instrumentality Board. Authorize the ratification of election results prior to 1 July 2024 with the newly elected board members starting on 1 July 2024.”*

Motion by Jenny Jackson Seconded by Lexie Walsh
Motion carries by unanimous vote.

5. Review and Discuss Final Draft RSA Independence Documents (Chair / ED) [12:11](#)

- All documents linked on RSA Support Site.
- Start IGA signing process in March 2024.
- Posting independence documents:
 - Some documents are pdfs.
 - Spreadsheets will need to be downloaded to view.
- **Intergovernmental Agreement between members to Establish RSA**
 - Questions:
 - L. Walsh: Who drafted and reviewed the IGA? When will it need to be signed?
 - IGA will be finalized on 1 March. Need to be signed by 30 JUNE 2024. If 76 libraries sign, it goes into effect. If you don't sign and 76 other libraries sign you will not be in RSA.
 - Drafted by lawyer Dennis Walsh. He was involved with the creation of PrairieCat when they became independent of RAILS, and he represents CCS. The RSA IGA is close to theirs.
 - There is one document to be signed. Signing the document says I agree to bylaws and the new fee structure and want to continue membership in RSA.
 - Who signs the document?
 - “acting under the authority of the governing body”
 - Could be Board President, the Director, Board Secretary, the School Librarian.
 - Full package will be printed and mailed. It will be posted on website, and linked through listserv email.
 - L. Keyes: bylaws page 11 section 4 regarding removal from office. Was a 2/3 majority considered?
 - The lawyer recommended that the board have the authority.
 - **RSA Bylaws**
 - No questions asked.
 - **Governance Decision-Making Breakout**
 - Clarifies who is responsible for decisions.
 - **RSA Board Makeup and Election Cycle & RSA Regions Map docs**
 - Using regions for membership meetups in each region.

- Each region will have direct representative on the board.
- Board meetings will be held in board member's libraries.
- Board member service limited to 9 consecutive years.
- **Board Code of Ethics & Board Roles and Responsibilities docs**
 - Includes documenting the time commitment.
- Can ask questions at the in-person and hybrid meetings this February.

6. Review and Discuss Draft Communications Package for Directors and School Librarians (Chair /ED) [27:31](#)

- Based on survey we have a document "What happens if we don't sign the IGA". We received feedback that board members don't need to see all the detail. You will get all the documents and you can decide what your board/ administration needs to see.
- What, Why, and History of the RSA Independence Project
 - Brief History of RSA.
 - Statistics.
 - Membership levels.
 - Current and future governance.
 - Budget doesn't include grant money because we're not required to show it. It is included in executive overview.
- Comparison of RAILS vs RSA organization and services.
 - All RSA members must be RAILS members, but RAILS members don't need to be RSA members.
- RSA Functionality
 - No different membership levels in new RSA as there are few differences between Basic and Full Online.
- Value of RSA Membership
 - You don't have to catalog everything.
 - Holds – almost all come from other RSA libraries.
 - Shared items and patrons. Patrons can go to another RSA library.
 - Includes cost to replace RSA services and membership fees for SWAN and PrairieCat.
- What to do if you think your library may withdraw from RSA.
 - Sign the IGA and stay another year so you're not out of RSA on 1 July 2024.
 - Fees for FY25 are about the same as FY24.
 - Use this time to research replacing RSA.
 - L. Keyes comment: Bold "Data Migration Fees".

7. New Fee Structures for Public and Non-Public Libraries for FY26 – FY29 (Chair / ED) [46:25](#)

- History of RSA Fees 2005 – 2025.
- Fees are behind even CPI.
- We have done well keeping the fees down and keeping operating costs low, but that is because of our connection with RAILS.
- RSA is using \$ reserves to phase in the fee structure through FY29.
- Single membership, no more Union list libraries except Mclean County Historical Society.
- \$3200 min fee in FY29.
- Fee calculator posted on website.
- 70% of income to RSA comes from public libraries, which includes fees and grant money.

- 30% of income to RSA comes from schools but they earn twice the grant money for us than public libraries do.
 - Fee structure will account for losing a few schools and the associated grant money.
- Fees will be refigured in FY30.
- Discussion of fee structure calculation.
- Different fee structure for non-public libraries.
- Fee structure uses a 3-year rolling average.

Questions

- L. Keyes: thanks for all the data. It's overwhelming.
 - KO: Most of the work is Antony
- L. Priebe: Will the parameters (users, collection etc.) be reviewed annually?
 - KO: For now, no – we used the 3 yr. rolling average for FY26-FY29.
 - For FY 30 we will review and use the 3 yr rolling average, and annually after that.
- Henderson County PL: Can you please explain why my library is increasing 457% between FY25-FY29. I would need to be able to explain it better to my board.
 - KO: you are the most heavily affected. Currently a basic online library. Larger libraries probably shouldn't have been basic online. You were allowed to join at lowest membership level, and you were undercharged. We didn't have a fee structure at that time.
 - This fee structure fixes the problem from 2006.
- D. Smith: Does it matter if branches open only 10 hours per week?
 - KO: No, because we need separate profiles. Each branch costs us, and there is complexity on back end with each branch.
- T. Brandt: What other membership bills are we going to see – OCLC, or does this new fee include everything?
 - KO: It does not include OCLC fees. If you are not an OCLC library, it is an additional 10% surcharge to your RSA fee.
 - Doesn't include ADML fees.
 - Fee includes eRead IL.
 - It includes ERC syncs for Hoopla and/or Overdrive – passed through from our vendor: \$50-\$100.
- C. Semande: If 10 libraries drop out, you'll have a \$32,000 budget deficit. How has this been accounted for in the "Up to 2029" plan?
 - KO: We Broke out grant money earned by publics and by schools. It is more painful to the budget to lose a school.
 - If we lose 30 libraries, do we need 12 staff? Probably not.
 - We will normalize budget for FY29 to spread out any losses.
 - RSA has healthy reserves.
 - We expect the LLSAP grant to continue at the same support level.
- FY26 will do RFP for new ILS, will ask for 2 yr contract extension from Sirsi until then.
- T. Brandt: Are there any new libraries to be added?
 - KO: 6 libraries have expressed interest in joining RSA.

8. Upcoming regional in-person Fee Structure and Independence Updates (Chair / ED) [1:31:10](#)

- Please attend if you have questions/concerns.
- Three in-person meetings at 10 AM.
- Two hybrid in-person & Zoom meetings, one at 10 AM, one at 1 PM.
- Must be logged in to L2 register.

9. Member Services & Systems Department Updates (Deter / Campbell) [1:34:38](#)

- RSA Document Index Project
 - Gathered all member-facing documentation. Policy, procedures, standards, cheat sheets. Has all up-to-date version of 220 documents. Will be shared on the website with link to current version document or landing page. Should be available in March.
- Annual Theme Update: User Maintenance Project
 - James will run report that looks for duplicate users. Will send a list of those to libraries. Then we can merge duplicate users which will keep bills.
 - Only about 6-7k duplicate users left after the user cleanup project.
 - Reciprocal patron deletion form – we need procedural document to use that form.
- Member Services staff 13 visits in the past 3 months.
- Visit request form is updated on website.
 - R. Seaborn:

How would that work if a card was issued at a new library and the user previously had bills at another library? They shouldn't have been issued a card until that bill was taken care of but we all know this happens from time to time? Do we have a procedure for what we do with a duplicate user that shouldn't have been issued a card?

 - AD: These are the kind of questions we need to address in Ops manual.
 - We will not start merging users or making changes without library input.
- Policies and Procedures
 - Review, **Motion & Approve** Renewal & Hold Shelf Limits Policy (SN)
 - There weren't clear rules for how long another library's item was at another library for a hold. This concerns other library's items in your library.
 - How long before items are cleaned from hold shelf?
 - Standard is 10 days.
 - Discussion about hold shelf policies.

Motion by Rebecca Seaborn Seconded by Richard Young

Motion carries by unanimous vote.

- Review & Discuss Children of Multi Households Procedure (SN)
 - G. Buhr: how about foster care system?
 - If no longer with a previous foster then that card would be barred.
 - We are trying to eliminate circ desk staff intermediating between legal guardians.

- Question, J. Jackson: Will all 200 plus current policies mentioned earlier have to be reviewed and approved once again after RSA is its own entity?
 - KO: No, since we are converting not stopping. As we review and update, we will just update the header and last reviewed date.
 - AD: Language in bylaws that all policies under the old RSA will continue in force in new RSA.
- Firewall Replacement – Tuesday 13 Feb, Downtime 7 – 9 AM (KO)
 - At 3:05 am today everything behind firewall was down.
 - We were supposed to replace firewall 2/13/24, will now replace it on 2/9/24.
- Web Services upgrade on 2/1/3/24
- Symphony 4.1 upgrade in March 2024.
- RSAcat app – SirsiDynix worked with vendor for the code and owns it. Vendor turned off the access.
 - SD is building a new app from the ground up. Will not be fully featured when it goes live.
 - SD wants the old app turned on and when new app is ready it will overlay the old app.
 - It affects every Sirsi-Dynix customer world wide.
 - L. Keyes: how about cost of that app?
 - KO: we won't be paying for that app since it was turned off.
- JC Firewall: Will be removing home IP addresses. If you still work from home let James know.

10. Cataloging Department Update (Laughlin) 2:16:23

- Discussion Topics: 2024 Annual Cataloging Theme “Connecting with Catalogers”
- Focusing on engagement with cataloging site visits, reworking training, launching tech services email list.
- OCLC Connexion Browser
 - Sunset date for OCLC Connexion Browser is 4/30/2024. OCLC is your best resource for support.
 - Let us know if you drop OCLC.

RSA Administration Updates (RSA ED) 2:19:15

- Staffing and Membership Updates
 - Staff anniversaries: Jennifer Choate 4 years, Tony Hahn 3 years, Erin Roberts 2 years.
- FY25 Approved Budget Quick Overview
 - RSA budget is now public record.
 - Posted on RSA website is the public-facing legal budget.
- D1500 Number passwords have been reset – D1500 accounts ARE NOT allowed to place holds in RSAcat. D1500 ARE FOR RSA LIBRARY USE ONLY! Non-RSA libraries ARE NOT allowed to use D1500 numbers to place holds in RSA. If they wish to do that, they should join RSA or request holds individually directly from a member library.
 - D1500 checkouts corrected to 40 day checkouts which is what they've show for years, but was pulling 30 day checkouts. If you wanted something different from 40 days, let us know.
- Farmington PLD is joining Find More Illinois. Send filling FMI hold request info to Rebecca Seaborn.
- Watch RAILS enews for Illinois broadband projects.

- Annual certification - must certify by 3/31/2024.
- RAILS has open position for Member engagement Specialist. Can be located in any of the 3 RAILS locations.
- RSA Membership Groups & Email Lists.
 - Ops Manual is using the new email list.
 - ADML Google group will be converted to new email list in Feb/March.
 - RSA listserv moved by 1 July 2024.
- Discuss Last Users Group on 9 May: In person in the new Galesburg Library.
 - We will do hybrid meeting on zoom and in person.
- Note: in July 2024 we start monthly Membership Updates with an Overall RSA Update.

12. Other Business, Discussions, Adjournment (Chair)

- G. Buhr: Book Repair Workshop at Fondulac on March 7. Demco is sending book doctor.
- L. Keyes: Hershey chocolate company history zoom talk this evening.

Upcoming Users Group Meeting Dates:

- 9 May 2024 (2nd Thursday) – 1 PM – Zoom – Final Users Group

Adjourned at 3:44 pm by Chair.

FINAL VOTE OR ACTION MAY BE TAKEN AT THE MEETING ON ANY AGENDA ITEM SUBJECT MATTER LISTED ABOVE, UNLESS THE AGENDA LINE ITEM SPECIFICALLY STATES OTHERWISE.