RSA FY24 Annual Report

2 September 2024

Mission: Uniting member libraries to increase access to information and materials through resource sharing.

Vision: Engaged, effective, and efficient resource sharing to empower strong libraries.

Strategic Direction: Relevant ongoing directions from RSA's expired Strategic Plan for 2019-2023:

- Member Engagement: RSA members understand engagement options and maximize engagement opportunities.
  - o Informing and engaging members is a primary importance to RSA's overall success. At the heart of this engagement is communication with members about the availability of services and increased access for members regardless of location. Supporting peer coaching and leadership opportunities will be critical to increasing engagement.
- Organizational Effectiveness: RSA offers options for membership that suit the needs of our diverse membership and promote RSA self-sustainability
  - o Members highly value their partnership with RSA. Increased communication to encourage participation and standardization will improve efficiency for all levels of membership.
- Operating Efficiency: RSA maintains the staff and internal operations to support member needs aligned with our financial resources.
  - o RSA staff is integral to the work we do with our members on behalf of their communities. Members indicate a strong desire for more online and in-library training. New training models will allow for better member access, involving both technology and member facilities to alleviate geographic disparities.

Guiding Principles: Areas of focus while converting to a fully independent RSA:

- As directed by RAILS, fully convert RSA into an independent organization. Phase One was the governance transition completed on 1 July 2024, Phase Two is ongoing, readying RSA for direct employment of our support staff on 1 July 2025. Phase Three involves moving all IT and daily operations fully to RSA owned and operated equipment, contracts, and services.
- Fully engaging with all RSA members – Direct in-person or remote meetings to re–establish system setup, cataloging site visits, in-person and online training, Membership Chats, and an internal goal of visiting every member at least once every other year.
- Enhance member-to-member collaboration, interactions, mentoring, and collaboration.
- Update the system with online circulation options, updated patron interfaces, simplified and streamlined training and operational processes, new reporting options, and a continual search for additional functionality that makes sense for our consortia. Ensure we maintain an automation system that works for libraries of all types and sizes.
- Start planning for a library automation industry Request of Information (RFI) process to gage the ability of other vendors to fulfill RSA's complex automation needs. The RFI process is expected to be run in early 2026 with a potential competition between vendors for a new automation system depending on the outcome of the RFI process.
- Continued fiscal responsibility and stewardship of RSA member dollars.

Membership Makeup as of 1 July 2024

Number of Members: 135
Total Count of Automated Member Buildings: 175
- Public Libraries: 96 + Branches: 19
- School Libraries: 34 + Branches: 21
- Academic Libraries: 3
- Special Libraries: 2

RSA Public Library Population Served Counts:
- Under 2,000 served: 34 – smallest library serves 596 people
- 2,001 to 4,000 served: 25
- 4,001 to 10,000 served: 21
- 10,001+ served: 16 - largest library serves 113,150 people

RSA Non-Public Library Student Enrollment or User Counts:
- 1 to 200 students: 10 – smallest enrollment is 107
- 201 to 500 students: 14
- 501 to 1,000 students: 11
- 1,001+ students: 4 – largest enrollment is 1,519

RSA Support Staff Breakout

Executive Staff
- Kendal Orrison – Executive Director
- Antony Deter – Assistant Director
- Open position – Business Manager

Cataloging and Database Staff
- Erica Laughlin – Cataloging and Database Supervisor
- Rhonda Bierman - Cataloging and Database Coordinator
- Jennifer Choate - Cataloging and Database Coordinator
- Erin Roberts - Cataloging and Database Coordinator
- Lisa Schemensky - Cataloging and Database Coordinator

Operations Staff
- James Campbell – System Supervisor
- Tony Hahn – Member Services User Experience Coordinator
- Patty Kweram - Member Services Coordinator
- Sara Naslund - Member Services Coordinator

Training and Engagement

	FY24	FY23	Change +/-
Sessions Attendees	**804**	657	22.3%
Sessions Hours	**306**	157	94.9%
Total Contact Hours	**2,684**	1,990	34.8%
Training Events	**41**	54	-24.1%
Site Visits	**57**	3	1900.0%
Meetings	**26**	13	100.0%
YouTube Views	**2,824**	1,459	93.6%
YouTube Hours Watched	**344.8**	199.3	73.0%

RSA-Wide Statistics

	FY24	FY23
Record Counts:		
Total Titles	**1,066,626**	1,085,655
Title Records (non-Brief)	*1,011,941*	*1,018,856*
Brief Title Records	*54,685*	*66,799*
Items	**4,277,018**	4,435,322
Public Items	*3,681,916*	*n/a*
Non-Public Items	*595,102*	*n/a*
Users	**301,087**	322,501
Public Users	*254,364*	*n/a*
Non-Public Users	*46,723*	*n/a*
Circulation Counts:		
Total Checkouts, Renewals, & Mark Item Used	**4,567,453**	4,785,776
Public Circ	*4,274,010*	*4,450,237*
Non-Public Circ	*293,443*	*335,539*
Public Library Reciprocal Checkouts & Renewals	**682,501**	742,842
RCIP by RSA Patrons in Other RSA Libraries	*368,646*	*379,673*
RCIP by Patrons with RCIP User Profiles	*313,855*	*363,169*
Intra-RSA ILL (member to member loans)	**633,909**	644,294
Public ILL	*578,842*	*584,410*
Non-Public ILL	*10,209*	*11,357*
RSA Staff holds & various system maintenance tasks	*44,858*	*48,527*
Outside RSA ILL (D1500 Checkouts Only)	**14,461**	13,296
Mark Item Used	**754,030**	681,607
Public	*621,260*	*558,990*
Non-Public	*132,770*	*122,617*
Checkouts VS Renewals:		
Checkouts	**3,445,283**	3,567,149
Renewals	**1,138,472**	1,227,997
Patron Renewals in RSAcat/RSAcat Mobile	**582,446**	466,204

Holds Counts:

Holds Placed	**611,875**	610,985
Public via RSAcat & RSAcat Mobile	*379,308*	*n/a*
Public via Workflows	*211,573*	*n/a*
Non-Public via RSAcat/Mobile	*9,356*	*n/a*
Non-Public via Workflows	*11,638*	*n/a*
Holds Filled	**569,144**	517,488
Public Filled	*548,064*	*n/a*
Non-Public Filled	*21,050*	*n/a*
Hold Canceled	**55,235**	56,488
Hold Expired	**1,670**	1,572
Holds filled by other library's Items	**407,230**	379,390

Cataloging

	FY24	FY23
Items Added	**228,837**	232,586
Items Deleted (estimated)	**387,000**	319,000
RSA Cataloger Brief Records Upgraded	**4,054**	2,956
RSA Cataloger Original Records Created	**295**	300
RSA Backlog Cataloging Requests Closed	**3,284**	*n/a*
WorkFlows Cataloging Accounts Created	**60**	51
WorkFlows Cataloging Parameters Created	**113**	63

Help Desk

	FY24	FY23
Tickets Opened	**7,799**	5,822
Tickets Closed	**7,635**	5,822

Total tickets opened since go live on 12 Dec 2021 – 36,911