

## Executive Director Report for 7 November 2024

### Membership Updates: Ongoing Topics & One-Offs

Red text denotes new information from previous reports.

#### Withdrawing Members for FY26

- ROWVA CUSD & East Peoria High School – both have given formal notice of withdrawal
- *A-C Central, Quincy Notre Dame, and Stark County Schools – none have given notice, this is our hunch based on conversations*

#### New Member Inquiries

We are also tracking and in touch with several potential new RSA member libraries.

- Creve Coeur Parkview Junior High School is interested in joining RSA.
- Hamilton Public Library – Might have applied for RAILS Automation grant on 1 Nov
- Camp Point Public Library is interested in joining RSA.
- Other public libraries are interested, but none have moved forward yet.

#### Other Notable Membership Activity

Mason Memorial (former Union List) – cataloging to prepare to become automated

- Has been cataloging collection already
- **Provided patron entry and some circulation training in September. Ordering patron barcodes to start entering their patrons. Will go live without entire collection cataloged. They'll make temp records for items not in system, then enter then on return.**

Bushnell-Prairie City CUSD #170 (former Union List) – Not automated in RSA

- **We have spoken with the school librarian. They are going to consult with their Superintendent to see what they want to do with RSA.**

Henry-Senachwine CUSD #5 (Grade/Jr High & High Schools) – frozen membership for years due to lack of staff, started working on updating their collection last year.

- They have also asked about getting up and running in eRead IL which will require them to provide barcodes to their students so they can be authenticated by our system.
- **Multiple contact attempts have not been returned.**

**James has removed all bills, patrons, and items for the 7 members who withdrew this summer.**

### RIP Updates: Ongoing Topics & One-Offs

List of the major RSA Indi Project (RIP) to-do's RSA Administration needs to complete in FY25. Red text denotes new information from previous reports.

#### Timeline & Punch List

- Build the overall timeline and topical punch list for the staff employment process. **Our new HR consultants, HR Fit, are starting to build this now. We expect this to be completed by Xmas. RSA Admin, working with another outside consultant for IT, will be working up the**

technology and infrastructure punch lists for everything else we need to get, do, or move by 30 June 2026 to finish the RIP process.

#### **IMRF (Illinois Municipal Retirement Fund)**

- IMRF legal has started their review process of our budget to determine membership suitability.

#### **LIMRiCC**

- We've been granted permission to join LIMRiCC. Work on hold for now as LIMRiCC deals with their program changes for this year and open enrollment. There is a massive package of paperwork we have not started on yet.
- RAILS health coverage for calendar 2024 includes 2 additional vendors for the HSA and co-insurance for high deductible (PPO or HMO) plans. With the changes to LIMRiCC coverage, RAILS involvement in these programs may change. We'll review options after RAILS related coverage changes are completed.

#### **Mission Square**

- We have large package of paperwork to fill out to get RSA setup. They said next year is fine.

#### **Payroll & Other Benefits**

- RAILS provides our payroll and has a very generous overall benefits package to help them attract staffing in the Chicago area. RAILS also has over 50 employees and must follow FMLA and other rules. **Our final benefits package will be different and more tailored to our smaller needs.**
- **HR Fit also does ongoing payroll and HR functions should we choose to use them for either of these functions after we hire staff.**
- **We're also checking with other consortia to see how deeply their Office Manager positions go into the payroll and HR POC goes.**

#### **Staff Handbook & Staff Policies**

- **We have staff handbooks from the other RAILS consortia, several pulled from the RAILS Directors Listserv, and by request from several of the mid-sized and larger RSA member libraries. We've started reviewing them to find their best parts and brainstorm.**
- **We already know several places we must make changes from the RAILS handbook and current RAILS policies. HR Fit will give a lot of assistance here to make sure we cover all the bases and have coverage for everything we need.**

#### **Staff Pay Scale**

- RSA will need a pay scale with 6 to 7 levels with relatively wide pay bands. This will be worked in conjunction with other staffing and benefits processes.

#### **Job Descriptions**

- All RSA job descriptions need reworked to reflect RSA's new operations and remove RAILS legacy items.
- We need job descriptions for 3 levels of job responsibilities for non-supervisory cataloging and operations positions. This will allow flexibility to hire new staff with lower skill levels and experience as well as allowing the promotion of staff internally to higher levels of responsibility. **Current positions are at the middle of the three new levels. Work has started to split out responsibilities and duties into appropriate levels and to develop standard verbiage for tasks and duties reflecting those differences.**
- **HR Fit will help develop and review all job descriptions.**
- **We intend these descriptions to cover all anticipated RSA needs for the next several years. Not all positions will have a corresponding staff member employed in them.**

### Computers, Software, IT Infrastructure

- RSA Support Staff can't migrate off RAILS provided systems due to FOIA compliance until directly employed by RAILS. We can set up systems prior to this, but not migrate over.
- Converting from a Not for Profit means new contracts with vendors. NFP's typically receive lower costs.
- We met with IT 360 to start thinking about things like setting up an Office 365 instance and anything else we may need over the next couple months. Part of what we're looking into is licensing that would allow one email per library to replace the RSA Gmail accounts.
- We plan to move staff to RSA's email domain, librariesofrsa.org, on 1 July 2025 to coincide with the employment change.
- Zoom, telephones, laptops, printers, and everything else RSA Staff use to do their job will be moved to RSA accounts and ownership as it makes sense to do so. We can continue to utilize some RAILS IT infrastructure through June 2026.

### Consulting & Contracts

- We have contracted with HR Fit, a local consulting company, to do all our HR related setup for hiring staff. They also offer post-go live HR and payroll support. We are very happy to have them on board and have had productive meetings so far. (see Timeline & Punchlist above for more details)
- We have a meeting with SirsiDynix on 6 November to further discuss our next long-term contract with them. The current contract ends on 28 Feb 2025.
  - SirsiDynix is aware we intend to issue an ILS RFI to look at the state of library automation software in 2026. If that process supports migration, we'd do an RFP to find the replacement system in 2026/2027.
  - We have requested a long-term contract from SirsiDynix with an option to drop the contract at the end of year 2. This allows RSA to benefit from 2024 long-term pricing.

### Conversion to III Cleanup

- We continue to work on making the name change with our vendors, on our contracts, and in all the other places it appears. This will be a multi-year odyssey.
- We are working with our lawyers to ensure all the appropriate IRS and IL SOS paperwork has been filed and gone through for our conversion. We needed to check on this prior to filing the IRS and IL 990 tax forms.

## System Updates, Projects, Issues: Ongoing Topics & One-Offs

These are the major projects *which patrons see, will see, or are affected by directly*. Red text denotes new information from previous reports.

### The Expectations Project:

This is a topic for the Board, the DAC, RSA's Directors, and the RSA Staff. The Board started with a productive discussion at the October meeting. Antony turned the seed of that discussion into a document for this meeting to get the ball rolling.

The December DAC agenda has this as a discussion topic. Then we propose to send the combined output of the Board and DAC discussions to the RSA Directors email forum to gather member feedback.

RSA's old expectations document, from 2016 or so, is not useful at this point. There are a few member expectations outlined in the bylaws. These are quite general in nature.

This project is intended to brainstorm, outline, and ultimately adopt a set of expectations that applies to and is enforced, with gentle nudges, on RSA members. For members, we hope have expectations that apply to RSA the organization that can serve as kind of a service level agreement for our interactions and support.

### **RSACat Mobile 2**

We are still working with SirsiDynix to set up a testing instance of RSACat Mobile 2 (SirsiDynix's BLUEcloud Mobile 2). This new app will allow us to give each library a more personalized header and possibly local links and more. **We are currently doing battle with Dun and Bradstreet to get some information from them that will allow us to verify our Google Play Store vendor account. Once finished, SirsiDynix will be able to start uploading the new app for RSA staff to start evaluating.**

### **RSACat Header Name/Logo Updates**

As part of the RSACat Mobile 2 setup, we think we will be able to set up some type of theme per library for free. That, combined with some library name changes over the years, means we will be reaching out to members to check and update their RSACat profile header name, logo, and colors. We will use those requests to match, as well as we are able, the RSACat Mobile 2 'skin' for each library. No updates until we have RSACat Mobile 2 to review, so we know what to ask for.

### **RSACat Online Payments**

RSACat and RSACat Mobile both can allow online bill pay. RSACat currently has 24 online bill pay libraries, all those who requested it. This was previously a Full Online only feature. RSACat Mobile is a shared on/off setting and has been available to all members for years. We will be working through all the other Public profiles over the next couple of months to enable this. School libraries can optionally enable it in their RSACat profile. No updates.

### **Automatic Renewals of Materials**

Symphony can auto-renewal items with available renews that aren't needed to fill a hold on their due date. During Parameters Party discussions, many more libraries are expressing interest in this feature. To enable this feature, we ask libraries to use standardized checkout periods of 2 weeks with 1-2 renewals or 3 weeks with 1 renewal or shorter, to keep the overall checkout and auto renewal periods set to a reasonable 6-week max. This is in keeping with reciprocity standards.

**We have enabled 34 libraries to use automatic renewals. There is one more library with a requested go-live date in the future and another considering circ rule updates required to enable autorenewals.**

### **Website Accessibility Checkups**

Awaiting RAILS guidance on this. We have also been in contact with SirsiDynix to get copies of their written conformance with the guidelines. SirsiDynix has made many updates to Enterprise, the product that RSACat runs on, to meet Federal guidelines. The new catalog SirsiDynix is working on, which will replace RSA's current catalog, initial roll-out in 2025, includes full accessibility support.

### *Staff Updates Since the Previous Meeting*

#### **Staff Anniversaries**

Jennifer Choate – 5 years in December

#### **The Expectations Project, RSA Staff Edition**

We have started a longer-term discussion revolving around expectations. Internally we're focused on getting ideas for things to incorporate into an RSA Staff Culture revision, potential new staff handbook sections, and to better define our relationship with each other and our member libraries. It will take several sessions to brainstorm and outline expectations at all levels.

### *Administrative Updates Since the Previous Meeting*

Everything in this section is new or updated since the last meeting. Nothing is in red because it's all updated!

#### **RAILS LLSAP Grant Paperwork**

- We received the RAILS LLSAP Grant package paperwork on Thursday the 31<sup>st</sup> of Oct. For FY26, RSA's grant amount is \$816,441. Our grant is down slightly from FY25's \$835,828 which was expected from our membership count lowering while some other consortia membership went up slightly. The FY26 grant assumes RSA staff independence on 1 July but contains a fallback for a 1 Jan 2026 start date should things not be ready for July.

#### **Outreach Campaigns**

- The Cataloging Department's Halloween themed 'Bug Us' materials were ordered, printed, packed up, and sent via email and delivery to member libraries in October. They also included one or more of the 'Bug Us' sticky note pads. We'll be sending those out with future campaigns through RSA Day where we hope to give them all away.
- The Board's 'Bug Us' business cards were completed, ordered, and we'll hand out 25 or so cards per Board member at the November meeting. Let us know when you've used them up and we'll send you more!
- The Operations Department is working on the wording for their January campaign. Then the Bug Us team will finalize their cards.
- There will also be a Bug Us campaign for Reports scheduled for April. This will be the last individual campaign for FY25. We intend to keep this as a reoccurring campaign with updates delivered about once a quarter.
- The team will begin working on a 'Bug Us' product or page for the RSA Support Site next week.
- The 'Bug Us' Team is working somewhat independently creating these great products. The team is currently made up of (alphabetically): Rhonda Bierman, Jennifer Choate, Tony Hahn, Erin Roberts, and Lisa Schemensky. A big "thank you" to the team for putting these fun reminders together. They're the ones responsible for concept and design for most of this.
- 'Focus on the Forums' is a new email campaign to introduce individual email forums and their general subject matter to our members. We've now sent out emails to several of the forums. Eventually, we'll work through them all.

The first version of the new School Handbook has been posted to the Support Site. Several schools provided feedback, and we continue to encourage all schools to share their thoughts on the handbook to make future revisions even more useful.

### **Audit and Tax Forms**

Our auditors from CLA here in Peoria, have finished with our audit. They'll present their finding to the Board at this meeting. They have also finished the federal and state 990 forms for FY25 and will complete an FY25 990 for both agencies in January to note the transfer of assets to the 'new' version of RSA.

### **BLUEcloud Analytics (BCA) Interactive Reports**

A discussion of what types of reports Director's need to help their Board or Administration better understand their library, and their place in RSA. We'll take that feedback and start working on additional interactive, or prompted if we can make them work 'live'. We've wanted to create reports with nicer charts to visually explain things for some time. We've made a few but would like your inputs as to what you'd like for your Board.

We're working with map data at the zip code level to show things on the map. Right now, we have a report of who is checking your stuff out, by zip code, plotted on the map. It's super interesting the reach some of our members have! Currently the report system only has map data for patron's zip codes. We're trying to figure out how to upload zip code coordinates that we can tie to other location-based things. One goal is a map showing where your items checked out in the system. We think showing items from the Mississippi bordering counties checking out all over central Illinois will be quite effective.

As always with reports, if you have suggestions for reports for your library, please let us know! We'll add it to our Todo list.

### ***Completed RSA Events: Training & Visits***

Training sessions or member visits can be either in-person, virtual, or in some cases both.

#### **October Events:**

<b>Location</b>	<b>Campaign Name</b>	<b>Campaign Type</b>
Zoom / E0_EURK-HS (Congerville-Eureka-Goodfield CUSD #140 - High School).	Cataloging Virtual Site Visit	Cataloging
Zoom / Kewanee PLD	FY25 Parameter Party	Member Services
Edwards River PLD	Parameter Party	Member Services
Atlanta PLD	FY25 New Director	Member Services
Zoom / New Windsor PL	FY25 Parameter Party	Member Services
Morrison and Mary Wiley	Parameter Party	Member Services
Zoom / Knoxville PL	FY25 Parameter Party	Member Services

Zoom / Greig Memorial Library	FY25 Parameter Party	Member Services
Kewanee PLD	Cataloging Site Visit	Cataloging
Wyoming PLD	FY25 Parameter Party	Member Services
Zoom / Clayton PLD	FY25 Parameter Party	Member Services
Cambridge Elementary	FY25 New Director	Member Services
Greater West Central PL - at Augusta Branch, but catalogers from all the GWC branches met	Cataloging Site Visit	Cataloging
Mason Memorial DL	FY25 Parameter Party	Member Services
Dunlap PLD	FY25 Parameter Party	Member Services
Zoom	RSA Bibload Workshop	Cataloging
Zoom / Peoria PL	FY25 Parameter Party	Member Services
Zoom / Lillie M Evans LD	FY25 Parameter Party	Member Services
Zoom / Astoria PLD	FY25 Parameters Party	Member Services
Zoom / Brimfield PLD	FY25 Parameters Party	Member Services
Zoom	Online Basic WorkFlows Cataloging Workshop	Cataloging
Zoom / Henry PL	FY25 Parameter Party	Member Services
Zoom / Valley DL	FY25 Parameter Party	Member Services
Zoom / Spoon River LD	FY25 Parameter Party	Member Services
Zoom / Farmington Area PLD	FY25 Parameter Party	Member Services
Zoom / Bradford PLD	FY25 Parameter Party	Member Services

## Cataloging Department Report for 7 November 2024

### *Cataloging Backlog Progress*

The Cataloging Maintenance Center (CMC) continues to work on the cataloging request backlog for braille, encoding level 8, and encoding level M records, upgrading them to full bibliographic description in OCLC.

Since the October 3<sup>rd</sup> RSA Board meeting, the CMC has processed:

- encoding level 8 requests = 27
- encoding level M and braille requests = 0

702 cataloging requests remain to be processed in the backlog, submitted as far back as November 2018.

The plan continues to be for the CMC to finish the RSA backlog by the end of CY2025.

### *Brief Record Upgrades*

Since the Board meeting last month, the RSA cataloging department has upgraded 94 brief records to OCLC records with full bibliographic description.

RSA is currently upgrading brief records entered into WorkFlows in February 2023.

### *Cataloging Site Visits*

Since the October 3<sup>rd</sup> Board meeting, the RSA cataloging department conducted three cataloging site visits:

- A-C Central C.U.S.D. #262 (virtual)
- Greater West Central PLD (in-person)
- Kewanee PLD (in-person)

Combined, these visits reached 7 library staff for a total of 7 hours.

Five cataloging site visit follow-up cases have been closed in the RSA Help Desk over the past month.

### *Cataloging Training*

One participated in the October 22<sup>nd</sup> Bibload Workshop.

The Basic WorkFlows Cataloging Workshop was taught on October 25<sup>th</sup> for seven participants.

The RSA cataloging department participated in several training events over the past month:

- Illinois Library Association conference
- AI and the Library World, Part 2 (Cataloging Maintenance Center)



- Using MARC for New RDA Elements (OCLC)
- Cataloging Serials 101 (LACONI)

### *Other Cataloging Projects*

- Jennifer Choate and Erin Roberts of the RSA cataloging department have started as mentors for [iCAMP](#), the year-long Illinois Cataloging Mentorship Program. This is the inaugural offering for iCAMP. It supports all levels of current and aspiring cataloging staff by facilitating professional development, building cataloging skills, and providing networking opportunities. Jennifer and Erin held initial meetings with their mentees in October and will continue to meet monthly through summer 2025.
- The cataloging department's Halloween-themed Bug Us card was launched in early October with an RSA email forum post and a news article on the RSA support site. Print cataloging Bug Us cards were dropped in delivery to each RSA library in mid-October. A final message promoting the Bug Us card was sent on the RSA email forum in late October.
- Lisa presented at the ILA conference with members from the LGBTQIA+, Immigration, and Disability and Accessibility working groups of the DEI (Diversity, Equity, and Inclusion) in Metadata Networking Group. The topic of the presentation was updating access points on bibliographic records, so they are more equitable, diverse, and inclusive.
- Last month the RSA cataloging department encountered a second pirated book while upgrading brief items to OCLC records. Both pirated books contain content plagiarized from previously published online articles. RSA plans to post to the Cataloging email forum, encouraging members to be on the lookout for pirated books. Please reach out to the RSA Help Desk if you receive a book to fill a hold that appears pirated.

## Operations Department Report for 7 November 2024

### *Expectations and Responsibilities*

After the October board meeting, we worked on writing a draft version of the Expectations or Responsibilities document we discussed at the meeting. We have a first draft of that ready for discussion. It is very clear that RSA has an unwritten ethos which everyone understood at one time, and from which RSA policies and standards were developed. The way we approached writing this new document was to imagine that it was being written in 2011 as the system merger was happening and RSA was outlining that ethos in writing and that RSA's policies and standards would further lay out that ethos. This "ret-conning" was a useful approach as it suggested how the document should be imagined. In addition, as it is a list of expectations or responsibilities, we used verbs to start each section to set out what RSA expects its members to do.

### *Parameters Parties*

As of October 28, 31 Parameters Parties have been completed, and 44 more are in progress. Parties are considered complete once all the tickets raised have been closed. 418 cases have been raised from the 75 parties held. 342 of these are closed at time of writing. The team is working through their fourth region right now. Invitations to sign up for a Party will be sent to public library directors in the Central region in early November. Weather allowing all the Parties for Public Libraries should be complete by the New Year.

We have now received requests from 35 libraries to have auto renewals turned on. Auto renewals have been activated for 32 of these libraries so far.

### *Documentation Index Update and Support Site*

A new version of the Documentation Index was uploaded to the support site on October 25. This was the 10<sup>th</sup> update. This newest version indexes 309 documents with an average age of 32 months. 120 of these documents have been created or updated since January, or 38%. 12 documents were updated, 2 new ones were created, and 6 obsolete ones were retired in October. The index can be found here: <https://support.librariesofrsa.org/project/documentation-index/>.

We have completed working through updating selected Cataloging department documents which have accompanying videos on YouTube. The documents now have a link to the video, and the video description has a link back to the document. In addition, many document and video titles were amended to match each other.

Another focus of updates in October was to update the documentation we had for which we could find no creation or last updated dates. There were six of these, of which 3 were found to be obsolete and were retired. The other 3 were updated and loaded to the support site.

James created new documents explaining the process for Backing Up and Replacing WorkFlows configurations in Windows 11.

The focus for updating documents in November will be to work through the very oldest guides and cheat sheets from the Operations Department. The goal is to have between 10 and 12 of these updated by the end of November.

### ***Email Forums***

The last email was sent from MailChimp on October 14 and our MailChimp account was closed. We have started sending out Focus on the Forums emails to build awareness of the new email forums. It's been good to see some discussion threads start to appear in the Directors Forum.