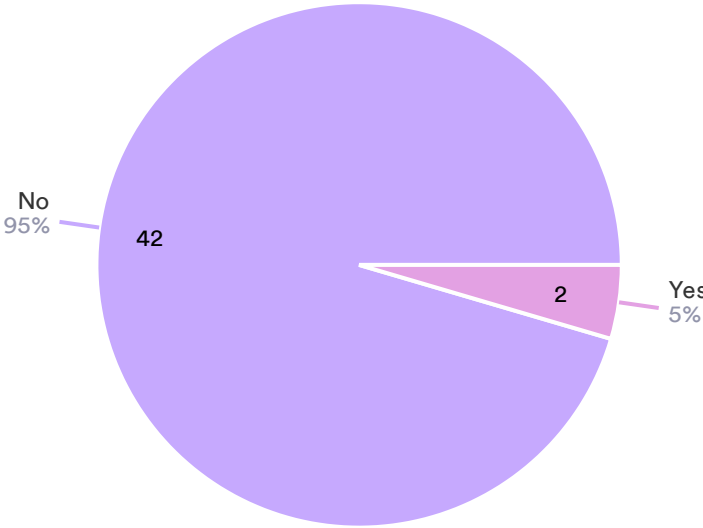## Would it be a hardship to your library to raise the holds limits for patron cards?
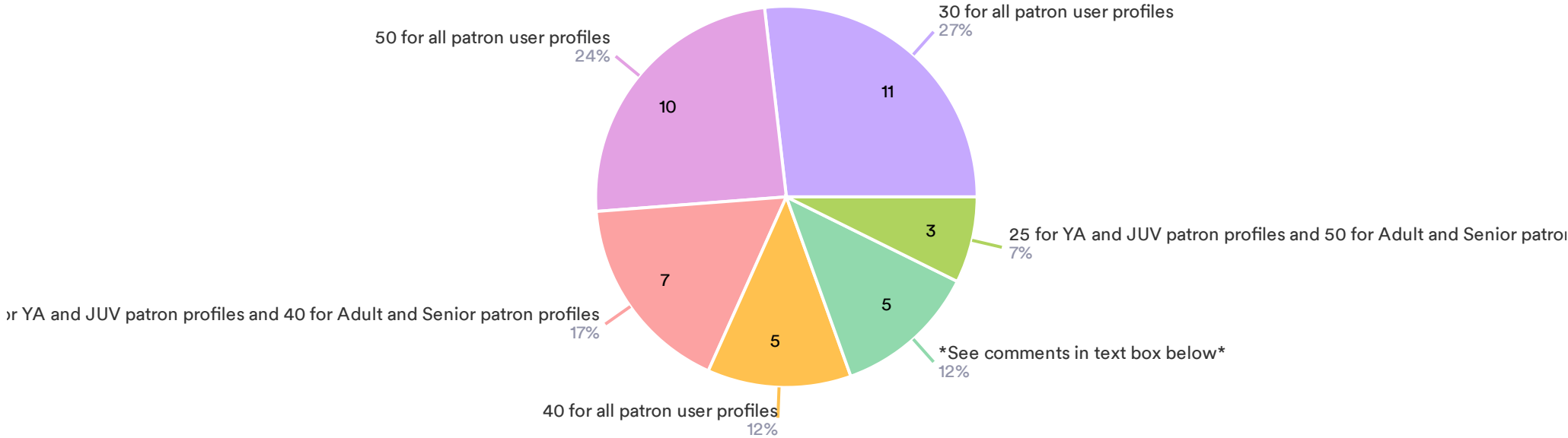
44 Responses

No
95%

42

2

Yes
5%

● No ● Yes

In your opinion, what is the reasonable limit for patron user profiles (all adult, senior, ya, and juv card user profiles)

41 Responses- 3 Empty

30 for all patron user profiles
27%

50 for all patron user profiles
24%

25 for YA and JUV patron profiles and 50 for Adult and Senior patron
7%

r YA and JUV patron profiles and 40 for Adult and Senior patron profiles
17%

See comments in text box below
12%

40 for all patron user profiles
12%

11

10

7

5

5

3

- 30 for all patron user profiles
- 50 for all patron user profiles
- 25 for YA and JUV patron profiles and 40 for Adult and Senior patron profiles
- 40 for all patron user profiles
- *See comments in text box below*
- 25 for YA and JUV patron profiles and 50 for Adult and Senior patron profiles
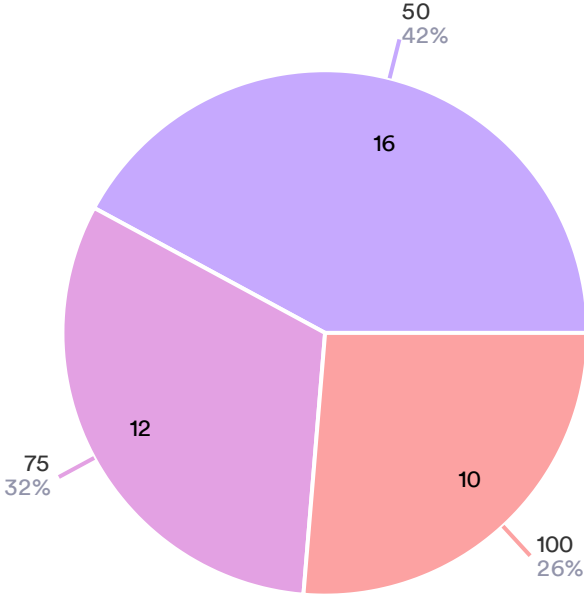
What should the STAFF-DEF hold limit be set to?

39 Responses- 5 Empty

50
67%

26

6

75
15%

7

100
18%

● 50   ● 100   ● 75
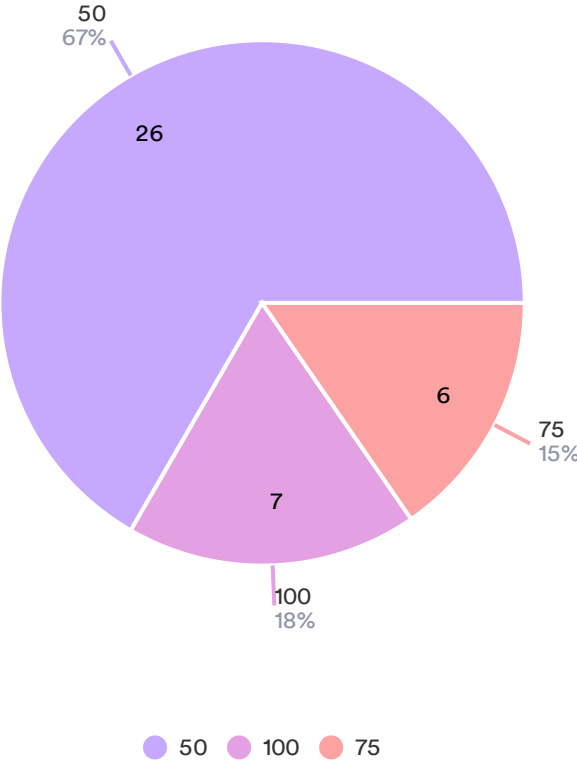
What should the INST (institution user profile) hold limit be set to?

38 Responses- 6 Empty

50
42%

16

75
32%

12

10

100
26%

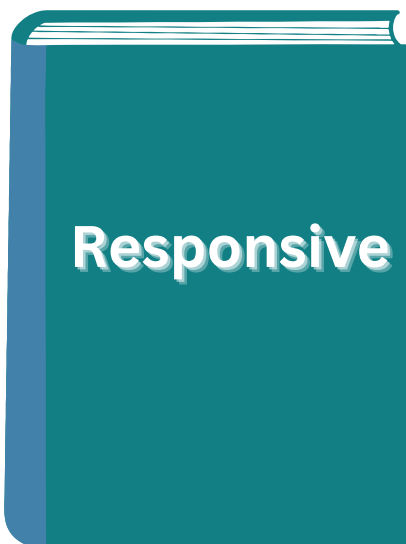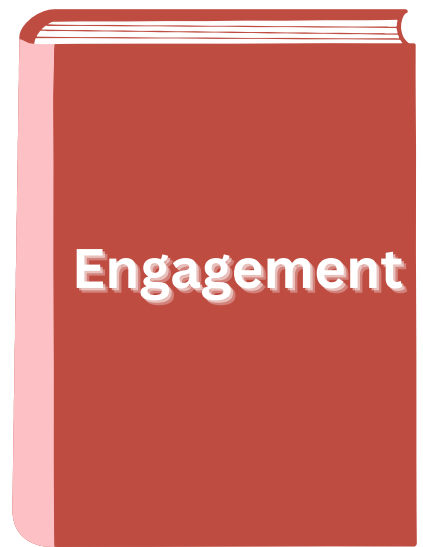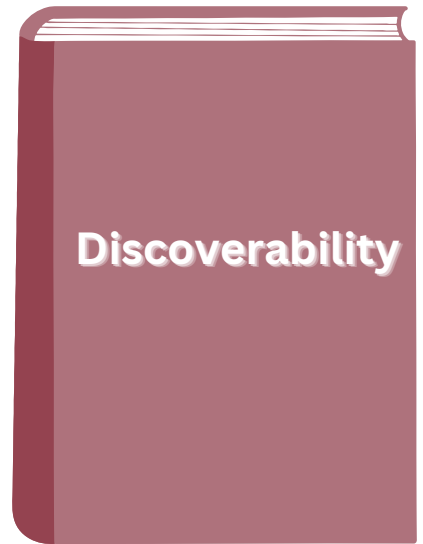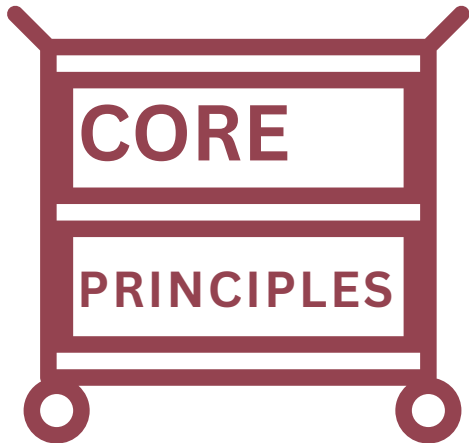● 50   ● 75   ● 100

RSA Member Library Responsibilities

Revised July 12, 2016

RSA Membership Responsibility:	Comments:
Attend RSA User Group meetings	Meets Quarterly. Can attend in person or via Online conference
Attend RSA Committee meetings	Meets three times a year or as needed. Can attend in person or via Online conference
Subscribe to the RSA listserv	Each library's Gmail account is already subscribed to the appropriate listserv. Individuals can subscribe to the Full online, Basic online, or Union List listserv lists.
Check your RSA provided Gmail account daily. Notify RSA if you change the RSA provided default Gmail password.	Many reports, picklists, clean hold shelf, billing and other notices as well as RSA listserv info comes to you via these library Gmail accounts.
Serve as a mentor to other RSA libraries	Everybody knows something. Share and share alike.
Provide RSA Staff with documentation for trouble tickets	All tickets go through RSA Staff first and will be submitted to SirsiDynix as required.
Follow the RSA Bibliographic Database Standards. Add only full OCLC MARC records to the database.	Consult with the RSA Cataloging and Database Supervisor if you have questions.
Add new acquisitions on a routine schedule	Consult with the RSA Cataloging and Database Supervisor if you have questions.
Perform database maintenance (deletions and changes) on a routine schedule	Consult with the RSA Cataloging and Database Supervisor if you have questions.
Utilize standardized RSA barcodes for materials	Consult with the RSA Member Services Supervisor for more information or to order initial barcodes. RSA staff can direct you to our barcode vendor for reorders.
Utilize standardized RSA barcodes for patron card	Consult with the RSA Member Services Supervisor if you have questions.
Comply with RSA patron file data entry standards	Consult with the RSA Member Services Supervisor if you have questions.
Meet current hardware and software standards.	Contact RSA Staff for specifics
Meet current telecom standards	Minimum requirements are: broadband connection with a static IP internet address. Non-static IP address will not pass through our firewall.
Run virus protection software on all computers running RSA software	Paid or free options. Contact RSA System Supervisor or RSA Director if you need recommendations.
Schedule as far in advance as possible hardware, telecom, and access upgrades so that RSA Staff are prepared and available to perform connectivity work on RSA side	Consult with RSA System Supervisor or RSA Director if you have questions.

Contact RSA before purchasing 3rd party products that connect with RSA to ensure compatibility.	Consult with RSA System Supervisor or RSA Director if you have questions.
Utilize your own vendor when performing equipment switching operations, local network troubleshooting, and other network troubleshooting	Consult with the RSA System Supervisor if you have questions or your local vendor needs to discuss issues.
Pay bills to RSA within 30 days of due date or a late fee may be charged	Consult with the RSA Director if you have questions.
Maintain equipment or services purchased with grant funding for RSA purposes	Consult with the RSA Director if you have questions.
Maintain a valid OCLC contract allowing the Member Library to attach their holdings to OCLC records. Libraries without an OCLC contract will be assessed an annual fee.	Libraries without an OCLC contract are yearly assessed a 10% fee on the library's annual RSA fee. Consult with the RSA Director if you have questions.

RSA
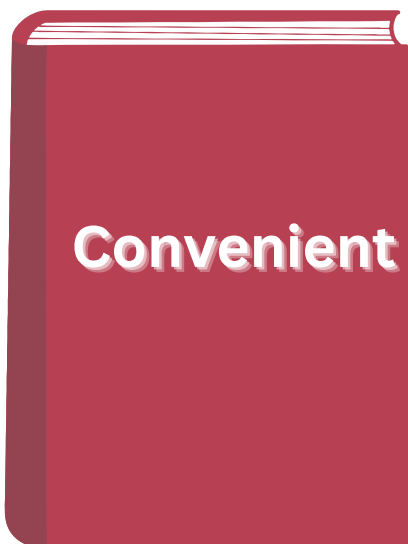
CORE PRINCIPLES

Reciprocity

Discoverability

Privacy

Communication

Engagement

Responsive

Convenient

Effective

RSA Core Principles Explainer

Last updated December 4, 2024

Reciprocity

Reciprocity is at the heart of everything RSA does. Consortia like RSA were founded to enable sharing of materials among many libraries while reducing the overall costs of automation. Reciprocity in RSA is based on the concept that member libraries should share the largest proportion of their collections as possible, and that the members (and their users) are not able to borrow item types they are not willing or able to lend. In addition, member libraries must not make any decisions regarding their relationships with their users that would obligate other member libraries.

Discoverability

Library materials shall be readily discoverable. Discoverability is promoted through a high-quality bibliographic database stored in the ILS which ensures that items owned by libraries are readily discovered by library users and staff and by the provision of an Online Public Access Catalog (OPAC) which facilitate discoverability by providing easy access to materials through convenient platforms.

Privacy

Library users shall have an expectation of privacy regarding their transactions at the library. RSA and its member libraries protect user privacy by ensuring that personally identifiable information (PII) is not included in any printed materials generated by the ILS, by protecting transaction history within the ILS, and by ensuring that PII is only included in reports when essential.

Communication

Timely and intentional communication ensures that RSA, member libraries, and their users have the information they need. RSA will communicate information that libraries need in an effective manner. Member libraries should communicate with RSA so that systems can be configured appropriately and so that RSA is made aware of issues member libraries are having. Member libraries should communicate with each other to ensure that reciprocity is maintained but should allow RSA to resolve issues between members. Member libraries should communicate effectively with their users so that the users understand circulation and hold policies including due dates, so that they can receive and return materials as easily as possible.

Engagement
Engagement with RSA by its member libraries is critical to RSA's ability to provide high quality services. Engagement takes many forms including involvement with RSA's governance, hosting RSA staff for meetings and visits, interacting in RSA's Help Desk, support site, surveys, and forums, participating in trainings, and keeping RSA updated on changes at the member library. RSA uses these channels of engagement to shape policy and tailor its services and support to the needs of the membership.

Responsive
RSA's Board, DAC, and staff will be responsive to the needs of the membership. The Board and DAC will represent the member libraries with equity. They will gather input from the membership to inform decision making. Staff will respond to requests and concerns from member libraries and work to implement solutions that are effective for the members and their users while ensuring compliance with established policy, rules, and regulations. In addition, RSA staff will respond promptly and effectively when there are system outages to return to full service. They will work to anticipate the needs of member libraries and to proactively seek out services and solutions that may be beneficial to the members.

Convenient
RSA makes its systems, services, and support as convenient as possible. RSA acknowledges that any service provided to the entire membership will be complex in its very nature. RSA's Board will work to promote standardization where possible to reduce complexity, and RSA staff will endeavor to provide clarity and guidance to support member libraries in providing convenient services to their users.

Effective
RSA uses good governance, strong decision-making, and a high degree of professionalism to provide effective service to its member libraries. The RSA Board will provide value for money by approving and overseeing a fiscally prudent budget. It will adopt policies, rules, and regulations which effectively deliver on RSA's core principles. It will hire and manage a highly qualified Executive Director. RSA staff will provide high quality, cost-effective services which allow member libraries to deliver efficient services to their users.

RSA Expectations & Responsibilities

Last updated December 6, 2024

Contents

Introduction

This document develops the themes contained in RSA's Core Principles Explainer and is designed to provide an overview of expectations derived from those core principles. It provides a rationale for why policies and standards are in place and how they should be implemented to aid resource sharing.

By providing the shared ILS (WorkFlows), public access catalog (RSAcat), reporting module (BLUEcloud Analytics), electronic materials (CloudSource OA, eRead Illinois and administrative support for ADML), a help desk (help@rsanfp.org and 866-940-4083), and centralized bibliographic services RSA delivers the infrastructure that allows materials belonging to the member libraries to be discoverable by patrons and shareable among the libraries. By facilitating group purchases of these systems RSA membership provides significant financial savings to these libraries.

Promote Reciprocity

Reciprocity is at the core of everything RSA does for its members. RSA expects its members to share the largest proportion of their collection possible with as many other members as possible. To further the goal of reciprocity, RSA's Board adopted the Reciprocity policy. To encourage the fullest reciprocity among RSA's members RSA's Board has adopted several other policies. These can be seen as "ground rules for sharing."

- In-transit Items – when discharged, items may generate a notice to say that they should be transited to another library. These items are then assumed to be In-Transit and should be sent to the destination library indicated unless they are unavailable to fill the hold, in which case they should be marked as missing or checked out to a No Transit User. A library should regularly check their Pending Transit lists to ensure patron hold requests are processed promptly.
- Clean Holds Shelf List – to avoid items sitting uncollected on a library's holds shelf indefinitely when holds expire a report is sent to the library's Gmail address called the Clean Holds Shelf List. This should be checked daily and items appearing on it should be discharged and sent to their destination library.
- Item Renewal –the circulating library's circulation policy is the one that determines the length of check out and the number of renewals available. However, It should be remembered that items with holds shall not be renewed, libraries should not renew another library's item more than 4 times without permission from the owning library and holds should not be available for pickup for more than 14 days without permission from the owning library.
- New Materials Item Types – libraries may restrict the sharing of their new materials to only their own patrons by assigning them to the Non-system Holds New Materials Item Types, but items may only be held in these Item Types for a maximum of 12 months (or the length of the current academic year for schools). After 13 months, RSA staff will bulk convert items assigned to these Item Types, so

they are available to fill holds for all RSA Member users. Libraries are not required to use the New Materials Item Types and are free to convert items assigned to these Item Types at any time prior to the 12-month limit.

- [Fine Block Limits](#) – member libraries agree to a standard cumulative fine block limit of no more than $20.00 to ensure that fines are not a punitive measure but instead "facilitate the free flow of information".
- [Receipt of Damaged Material](#) – It is an unfortunate consequence of sharing materials that occasionally they are damaged. The policy provides a procedure for dealing with another library's material when it is damaged either in delivery or by the patron. Libraries must not repair another library's material. The item owning library will absorb the cost of an item damaged and not paid for by a patron of another library, as they would with their own items.

Comply with RSA's Rules

RSA expects that Member Libraries will comply with the Bylaws, Intergovernmental Agreement, or any policy, standard, rule or regulation of RSA. Procedures for enforcement are described in RSA's [Bylaws](#) and elsewhere. Failure to comply with these rules may lead to the principle of reciprocity being harmed as libraries become less likely to lend if they think another library is not following RSA's rules.

Enhance Discoverability

Maintaining database integrity with high quality data entry and maintenance is essential to allow items to be discovered in WorkFlows and RSAcat and for circulation and holds tasks to be completed efficiently ensuring that the library user has the best interactions with their library.

Bibliographic Records

Borrowing among RSA libraries is initiated by either staff in the ILS or patrons using the PAC to place holds. Detailed, properly constructed MARC records, along with accurate call number/item records attached to them, are vital to make member libraries' materials discoverable by staff and patrons.

- [Bibliographic Standards](#) - Though prepared by the RSA Database Management Committee in 1999, these standards are still relevant, ensuring consistent and quality cataloging practices for the shared RSA database. The standards include explanations of the various cataloging levels, descriptive cataloging standards, duplication, error correction, training, and supplies.
- [Core Competencies for Cataloging Staff](#) – cataloging in the RSA ILS requires training specific to WorkFlows and RSA's established policies and procedures for data entry. RSA strongly recommends that training be completed by staff at member libraries prior to their being assigned a cataloging account. In addition, there are

three levels of cataloging access which can be assigned to cataloging staff at member libraries. They are RSA Basic Level Cataloger, RSA Batch Editing Cataloger, and RSA OCLC Cataloger. An explanation of these three levels and the functionality which is available to catalogers at each level is given in the document.

- [Advanced Reader Copies (ARCs)](#) – ARCs can also be referred to by any of these other terms Advance listening copy, Advance viewing copy, Advance screening copy, Galley, Proof, or the item has any mention on it that it is "uncorrected", lending or circulation is not permitted, or the item is not for sale. ARCs must not be cataloged or circulated using the RSA ILS. ARCs encountered in WorkFlows must be reported to RSA staff. The cooperation of member libraries is appreciated to protect RSA from any legal consequences associated with cataloging and circulating ARCs.
- [Pirated Items](#) – materials created illegally (pirated) must not be cataloged or circulated using the RSA ILS. Pirated items encountered in WorkFlows must be reported to RSA staff. The cooperation of member libraries is appreciated to protect RSA from any legal consequences associated with cataloging and circulating pirated items.
- **Brief Record Upgrades –** member libraries are expected to send items cataloged on brief records when RSA catalogers place them on hold. RSA will upgrade the brief record to an OCLC record once the item is in hand. The OCLC record improves discoverability for staff and library users. The bibliographic description on the OCLC record also helps users understand what the item is about, allowing them to decide if they want to check it out or place a hold. If the library does not want a brief record upgraded to an OCLC record, the library staff must inform RSA to cancel the hold.

Augment Convenience for Library Users

User Records
It is also critical for User Records (also known as Borrower Records or Patron Records) to be entered into the ILS in a consistent manner. Consistency and accuracy allow for a user's record to be identified quickly to facilitate convenient and efficient checkout and placing of holds.

- [Patron Registration](#) – This policy explains the steps staff should take to ensure that an individual or institution is eligible for a new user card at an RSA library and the accepted standards for data entry for user cards. Following these standards encourages consistency and avoids unnecessary duplication of records as it requires "one user, one card" to be consistently applied. It also prevents users from getting a card at one RSA library when they are not in good standing at another.
- [Patron Cards](#) – It is important to assign the correct type of account depending on the status of the user. This policy outlines the various types of cards, and provides limited exceptions to the "one user, one card" policy.

- [User Registrations for Schools](#) – User records at school libraries have fewer required fields namely Legal first and last name, middle name or middle initial, and User Category 6 (the year the student is expected to graduate from HIGH SCHOOL). In addition, this policy outlines some fields schools may want to consider using to generate reports.
- [Retention Schedule for Expired Patron Cards](#) – The Retention Schedule lays out expectations for deletion of expired users. This schedule varies depending on whether users are encumbered and by how much. The number of user records is a factor in RSA's contract with the ILS vendor. It is also one of the variables used to calculate RSA member fees, so it is every member's interest to remove expired users in a timely manner. It should be noted that a library's ability to delete users may be subject to its schedule provided by the Local Records Unit. Requests for bulk user deletion can be submitted using the [Patron Purge form](#).

Database Parameters

With 135 member libraries all with their own circulation and holds procedures, the parameters implemented in WorkFlows are complex. They fall into four main areas.

- [Cataloging Parameters](#)
  - **Home location** which describes where the item "lives" on the shelf in your library.
  - **Item Type** which represents what an item is. This is the most important element in determining how your items circulate and fulfill holds. Only the Item Type, User Profile, and Checkout Library are used to create circulation and holds rules according to your library's preferences.
  - **Item category 1** indicates if the item's content is fiction or nonfiction.
  - **Item category 2** indicates the reading, viewing, or listening level of the item's content. Options include adult, young adult, juvenile, and equipment.
  - **Item category 3** indicates the item's general format and depends on its Item Type. They include the following: AUDIOBOOK, BOOK, LARGEPRINT, MOVIE, MUSIC, and PERIODICAL. RSA runs an automated script to ensure consistent use of these codes. These are what determine the general format icons and search limit facets in RSAcat.
  - **Item category 4** indicates the item's primary genre.
  - **Item category 5** indicates the item's secondary sub-genre.
  - **Mandatory Cataloging Codes** lists the cataloging codes that must appear in your WorkFlows drop-down menus even if the menus are customized.
- [Circulation Parameters](#)
  - **Expanded Circulation Map** is updated the 1st week of each month. It combines 4 things (Checkout Library, User Profile, Item Type, and Circulation Rule) to determine how a particular item checks out in your library.

- o **Circ Rule Helper Checklist** is a spreadsheet to help you submit the required information to set up new circulation rules. This checklist is intended to be filled in using Microsoft Excel and emailed to RSA for implementation.
- **Holds Parameters**
  - o **Hold Map** is updated the 1st week of each month. It determines which item types are holdable only by your library users, holdable by no one, or holdable by everyone. WorkFlows assumes an item is holdable by everyone unless told otherwise. The Hold Map contains all the exceptions to that assumption. This Hold Map is read from the bottom up to determine the rule to use.
  - o **Hold Rule Helper Checklist** is a spreadsheet to help you submit the required information to set up new hold rules. This checklist is intended to be filled in using Microsoft Excel and emailed to RSA for implementation.
  - o **Membership and Holds Groupings** tell the system to first search within a library's own holds group. Any library with a branch, or school with 2 or more automated buildings, constitutes a Holds Group. The Holds Group ensures your patrons draw first from your main and branch libraries, then from the rest of RSA. RSAcat knows to do this because users are assumed to be placing a hold from their home library's RSAcat profile. WorkFlows does not abide by these hold groupings rules because holds are placed system-wide by default in WorkFlows.
- **User Parameters**
  - o **User Profiles** is updated the 1st week of each month and show all the User Profiles in the system. User Profiles are used for circulation and holds rules, the total number of items a patron can plan on hold, and fine block amounts.
  - o **Mandatory User Profile Codes** is a list of the user profile codes that must appear in your WorkFlows drop-down menus. Mandatory cataloging parameters are also on this list. These codes will be retained even if your library's menus are customized.
  - o **User Profile Differences** is a list of the user profile codes you might see in WorkFlows and the individual parameters for each user profile.

RSAcat

RSAcat is RSA's online public access catalog (OPAC). It is available to library users both on the web and through the RSAcat application. Accurate bibliographic and user records and parameter settings allow for items to be easily discovered by users and staff. It also allows library users to initiate and manage their holds, manage their checkouts, and return materials on time.

Member libraries are expected to facilitate this by making RSAcat readily available to their users by linking to it from their websites, making it available on a computer in the library, and to actively encourage user of the RSAcat app.

Protect Library User Privacy

User Privacy is of paramount importance. It is the responsibility of all staff at member libraries to always protect User Privacy. Some protections are enshrined in Illinois State Statute such as those covering borrowing records. Personally Identifiable Information (PII) and information regarding a user's transactions with the library are also protected by RSA policy.

Printed Documents including PII
In its Printed Documents Including PII policy, RSA requires libraries who want to receive reports that contain Personally Identifiable Information to submit a signed PII Library Agreement and a corresponding Staff agreement for each staff member who will have access to the reports. These agreements can be downloaded here. Outside of reports, PII should not be included on any printed documents including but not limited to: Checkout/Renewal Receipts (Date due slips), Transit slips, Hold slips, Hold wrappers, Printed Notices such as Overdue Notices, Bill Notices, Printed Picklists or Onshelf Items Lists.

Patron Notes
Patron Notes shall be as brief and objective as possible. The Patron Notes Policy requires that they are to be used as internal "alerts" only, to apprise staff of the need to collect information from the patron, or to inform the patron of an issue regarding their account. It is a useful principle to assume the patron may see the note and enter it accordingly.

Communicate with other RSA Libraries

Resolving issues – sharing among member libraries often relies on staff at libraries speaking to each other to resolve issues arising. Staff at a check out library may want to ask staff at the owning library if they can extend the number of renewals for an item, for example if it's being used by a book club, or to resolve a billing issue for example. Staff at member libraries are strongly encouraged to be in touch with each other to resolve issues.

Patron Deletion – The Patron Registration policy establishes that each user of member libraries should only have one card with only occasional exceptions. When a user moves from one member library to another the user's new library should follow the Reciprocal Patron Deletion procedure which explains how to request that the user's old account be deleted by their old library using the Reciprocal Patron Deletion form.

Networking groups – while RSA is not officially involved with the local networking groups, it does strongly encourage staff at member libraries to be involved with them. They can be highly effective for sharing tips and tricks as well as opportunities to raise concerns that can be directed to RSA staff, the DAC, or the board. Information about these groups can be found here.

Communicate with Library Users

It's essential that a library's users are kept informed about the status of their accounts and the materials they have checked out. Good communication with users promotes swift return of checked out materials so that they become available for the next user promptly.

User Notifications
The Notification and Billing Policy requires that all notifications to users for transited items come from the checkout library to avoid confusing the user. The checkout library will be responsible for notifying the user concerning overdue, damaged, and lost items. WorkFlows generated notices come therefore from the checkout library.

Courtesy and Bill Notices
The WorkFlows Notices Standard recommends that courtesy notices be sent 3 days before the due date, except in the case of materials with very brief loan periods, in which case a courtesy notice should be sent the day before the due date. Bill notices are generated the day after a bill is created on a patron's account.

Engage with RSA

RSA is a membership driven organization. Your participation lies at the heart of everything RSA does. The Board and Staff of RSA value participation from staff at member libraries. Participation provides RSA with valuable insights into our operations and methods for improving our services. There are several ways to get involved in RSA.

Serve on the Board – RSA has a 12-member board representing member libraries of diverse types, sizes, and RSA's five geographic regions. More information can be found here: https://support.librariesofrsa.org/about/board-of-directors-as-of-1-jul-2024/.

Attend the Directors Advisory Committee (DAC) – the purpose of the DAC is to gather feedback, present plans and policy updates, share and gather strategic plan ideas, and comment on the operations of RSA. It is also the primary feedback mechanism for Library Directors to share directly with the Board. There is a page for the DAC at the RSA support site: https://support.librariesofrsa.org/about/directors-advisory-committee/.

Host a meeting – If your library has suitable ADA and OMA compliant space, you can volunteer to host a meeting. If you'd like to host us, email the Help Desk at help@rsanfp.org.

Request a site visit – You can request a visit from either the Operations team or the Cataloging team by filling out this form: https://form.jotform.com/RSAnfp/RSAsite-visit-request.

Join and interact in our forums – The main ways that these forums interact is through our email lists and occasionally by zoom meetings. Fill out our form to subscribe to our email forums here: https://form.jotform.com/RSAnfp/rsa-email-groups.

Use our Support Site – There are approximately three hundred support documents on the RSA Support Site at https://support.librariesofrsa.org/. You can search the Documentation Index to find documents to guide you through many situations that might arise.

Contact the Help Desk – If you need assistance or have more questions about RSA, the easiest way to be involved is to contact the help desk by sending an email to help@rsanfp.org or calling 866-940-4083.

Attend Membership Chats – Chats are used to inform or get input from members about various topics. These can be either one-way information sharing, or collaborative group-based sessions. More information can be found here: https://support.librariesofrsa.org/meetings/membership-chats/.

Participate in surveys or provide feedback – RSA staff occasionally request feedback from member libraries, often in the form of surveys. It is essential that members respond to these requests for input. The data is used to help RSA apply for the annual consortium grant, to improve or add services for member libraries, or to identify issues which need to be addressed.

Participate in Training – RSA provides monthly training opportunities covering aspects of circulation, cataloging, and reporting. More information can be found here: https://support.librariesofrsa.org/meetings/training/. Register using L2: https://librarylearning.org/events/calendar?keyword=&location=&sponsor=77&type=All&audience=All&topic=All&program=All. You must be logged in to L2 to register for RSA's training. Training is supplemented by documentation provided at RSA's support site at https://support.librariesofrsa.org/ and at RSA's YouTube channel at https://www.youtube.com/channel/UCCDrnvYBvbfXN3pgXHN9McQ.

Update RSA – member libraries must keep RSA informed when you update your library's operations. This might include your opening hours, your library's name or contact details, when your director changes, if you need changes to item or user parameters, and circulation or holds maps, or if you have staff turnover when those staff have individual logins to services provided by RSA. Inform RSA of these changes by emailing the Help Desk at help@rsanfp.org and ensure that the ILS settings are optimized to serve your library's users.

Report Errors – if you notice an error email the Help Desk at help@rsanfp.org. Errors might include cataloging such as items on the wrong record, problems with circulation or holds, or incorrect information on the support site or RSAcat.

What to Expect from RSA

RSA Board of Directors
Representation – the Board comprised twelve members who represent the various types, sizes, and the regional distribution of the member libraries. member libraries can expect the board to represent them. Each board member represents member libraries ither by region, size, or type.

Governance – the board can be expected to provide high quality governance on behalf of member libraries. This includes approving policy, developing strategy and direction, adoption and oversight of the budget, and the hiring and supervision of the Executive Director.

Responsiveness – If a member has an issue to raise with Board members they can be contacted using the details here. As a subcommittee of the Board, the DAC is the first point of contact for Directors of member libraries to be in touch with the Board.

RSA Staff
Responsiveness – Member libraries can expect that RSA staff will be responsive to their requests for help and suggestions for improvement. Staff at member libraries must allow RSA staff to resolve issues arising between libraries.

Site visits – Member libraries can expect RSA staff to make regular site visits which will be used to provide information, training, guidance, and to ensure the system is optimally configured to the library's needs.

ILS
Member libraries can expect that RSA will provide an ILS, OPAC, and reporting functions that will have a high level of dependability and reliability.

Other useful resources

Here are some other resources designed to help staff at member libraries in their daily work serving their users.

- The Operations Manual is designed to support staff at member libraries who work on the front lines with patrons. At larger libraries this might include only those working at circulation or reference desks, while at some of our smaller libraries it is aimed at the solo librarian working there.
- The Documentation Index presents a hierarchically organized list of all the documentation written by RSA staff to help staff at member libraries work with WorkFlows, BLUEcloud Analytics, and RSAcat. It is updated monthly.
- The RSA Support Site can be found at: https://support.librariesofrsa.org/. Use the magnifying glass to search the site for the content you are looking for.