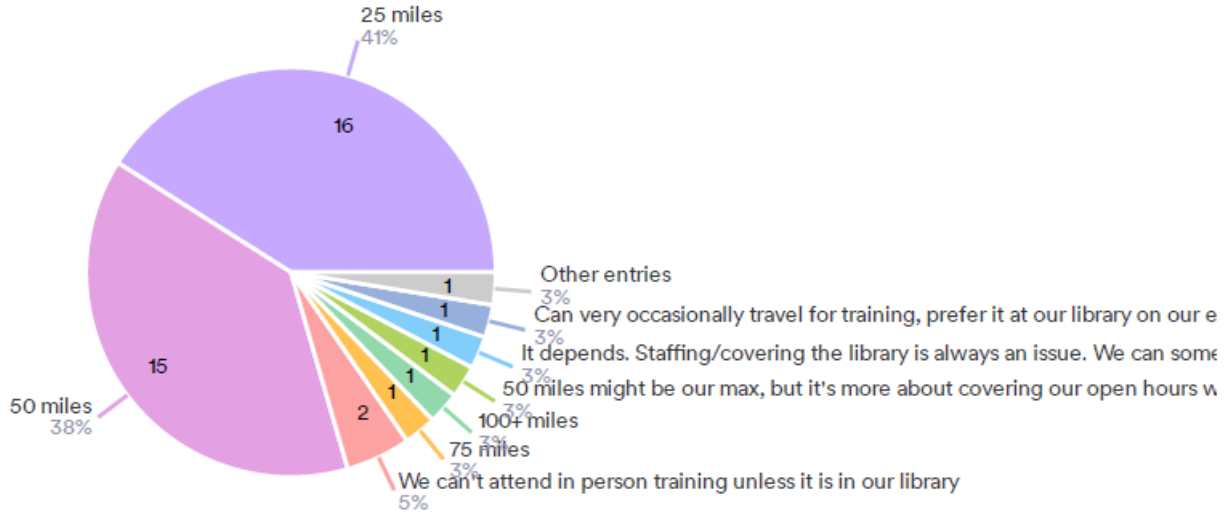1. Training in Workflows is always one of the most beneficial training subjects that will help most staff in a library. Sometimes there are just tips and tricks that can be learned to speed up a specific Workflows process.
2. We appreciate all that you already do!
3. I think you do an excellent job offering training already.
4. "Basic cataloging, Cleaning up brief records, Inventory tips, Strategic planning workshops, Training for library trustees"
5. "1. Billing best practices (including how to optimize Workflows for optimizing billing), 2. Reports: recommendations for what reports we should be reviewing regularly and what action we should take based on information found on those reports, 3. Reports: how to use to help manage our collections, 4. What does our RSA membership (and other fees) cover? What services do we get for the price we pay?"
6. "How to navigate Workflows better. Cataloging"
7. I think more Workflows training would be helpful, especially with more in-depth explanations of all the features libraries are allowed to use and how to use them.
8. "I need to figure out how to smoothly do an inventory check. I also wish OCLC cataloging training included training to move things in using Records Manager. We finally figured it out (thanks to another library) and it is so much easier. We could also probably use a cataloging site visit."
9. I don't need any training as I have no other staff. I'm planning on retiring in 4 years so I will need assistance when there's a new person.
10. We use the YouTube training, thanks!
11. All things BlueCloud
12. Financial information. Levys, bonds, etc.
13. RSA Lost items processing
14. N/A
15. "ShoutBomb, Mobile/iPad use of Workflow, Best Practices in Weeding with Workflow"
16. None at this time
17. cataloging, at our library
18. It would be nice to see a basic "quiz" on cataloging, circulation etc. that we could give our employees to help see what areas we could help them improve on.
19. I recently took the BC Analytics training to serve as a refresher, however prior to that I haven't taken a training on BC or Workflows or RSA processes after QPL's merger in 2016. I am thinking there should be a refresher / what's new series of trainings. You offer courses for beginner circ or cataloging- what about a refresher course for those of us that have stuck around a job for a while?
20. We are currently registering staff for catalog training.

21. reports training
22. I am contemplating taking more advanced cataloging training.
23. I think we are in good shape on training. Maybe something like a reminder of services and products. My staff have been here long enough that they know how to do things, but maybe there is a feature or a short cut that they didn't know about or forgot about.
24. How to use the Libby, Boundless, and RSA apps.
25. I currently do not need training for my library.
26. Maybe just a Q&A style meeting. I have weird questions I think of sometimes, but then I don't bother to ask. Simple things like how do I look up ??, or can I find out ??.
27. None that comes to mind
28. None, all training is provided or easily accessible.
29. Keeping current with any changes to returns/ placing holds.

Legend: ● Least Preferred Method ● Workable (but not great) Method ● Satisfactory Method ● Best Method

Category	Least Preferred Method	Workable (but not great) Method	Satisfactory Method	Best Method
In Person	5% — 2	18% — 7	23% — 9	54% — 21
Zoom	5% — 2	16% — 6	57% — 21	22% — 8
Recorded Training Sessions	5% — 2	23% — 9	48% — 19	25% — 10
Printed Materials	15% — 6	28% — 11	40% — 16	18% — 7
Mentoring by other RSA Membe...	28% — 11	41% — 16	21% — 8	10% — 4

25 miles
41%
16

50 miles
38%
15

2

We can't attend in person training unless it is in our library
5%

75 miles
3%

100+ miles
3%

50 miles might be our max, but it's more about covering our open hours w
3%

It depends. Staffing/covering the library is always an issue. We can some
3%

Can very occasionally travel for training, prefer it at our library on our e
3%

Other entries
3%
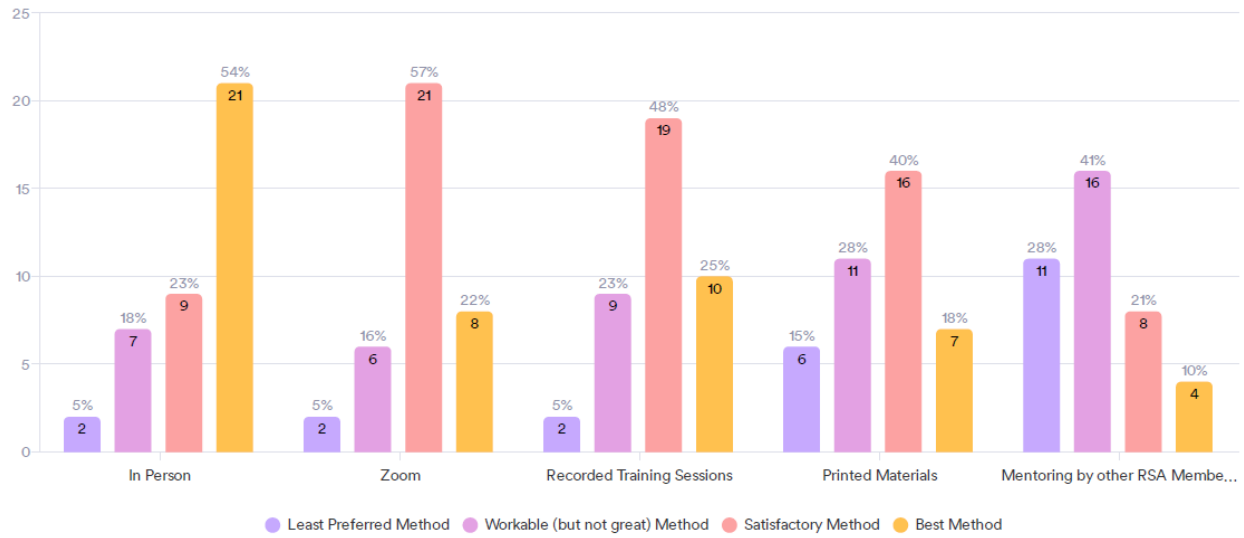
Other responses:

1. 50 miles might be our max, but it's more about covering our open hours with only having 3 part-time staff. However, in person at our facility with our equipment has proven best method with one-on-one time with the instructor, doing hands on in the moment with familiar things at our location.
2. We can't attend in person training unless it is in our library
3. It depends. Staffing/covering the library is always an issue. We can sometimes make it work to release staff members to travel for training (or to zoom into training sessions), but it's difficult.
4. Can very occasionally travel for training, prefer it at our library on our equipment, best way to learn
5. In person and daytime Zoom meetings are difficult for me. If I do an online or in person meeting during the day, I have to get a sub. I am the only working in our school library.

1. I think the above options covered this already.
2. If the recorded and/or printed materials are also searchable within your website or another platform like YouTube, that'd be appreciated for in the moment troubleshooting.
3. Is there a training curriculum available for each library position? If not, that would be helpful to make sure staff members are properly trained.
4. na
5. N/A
6. The mentoring is great for new Directors, we call or email within our ARC Directors group when we need assistance. I wouldn't want someone to assign our mentor.
7. I appreciate the printed handouts, to follow along with the zoom or recorded training and then to refer back to, when I am outside of training.
8. none

1. What about record deletion. Since the RSA has set us up with the ability to scan books to be deleted and then they are deleted at the end of the month, it sure streamlined our process and saves staff lots of time.
2. "Is there a way to ""link"" members of the same household? As of now, our staff enters pertinent information under minors' patron cards in ""C/O"" for who is parent/guardian name, email, mobile, etc.   I also miss being able to edit a book in the moment at the Circ Desk now that we login as Circ instead of Tech, but understand!"
3. Nothing comes to mind.
4. Trim down the number of item types and home locations
5. Billing seems like a good candidate. Even if not fully able to standardize, maybe publish best practices.
6. Standardization of bar code placement.
7. Series titles are often messy if they exist at all. Often I won't be able to find a series unless I find the book title online and search for that instead. Sometimes the series title is in the book title field, sometimes it's in the series field, sometimes it doesn't seem to be there at all.
8. circ periods? billing dates?
9. I do not have much input here but I liked the parameter party meetings. We ended up making a lot of things more streamline and easier for us. I think these type of meetings should happen more routinely.
10. Nothing comes to mind right now.
11. Magazine Records (periodicals) TOP priority
12. Lowest hanging fruit: can we please, for the love of all that is holy, standardize where to put barcodes and RFID tags?
13. None at this time.
14. N/A
15. N/a
16. "Seems to me that many libraries use different cataloging - ie BIO for some, same one might be in Fiction (hardly makes sense to me).   Standardization - when possible, but probably needs some wiggle room, as so many libraries might have different needs."
17. Where barcodes are located. It is much more efficient to have them on the outside of the book. I don't care if it is the front or back, but when you are busy it is a great time saver. This also makes inventory much quicker.
18. "Dream goal: standardize things like damage fees some charge $1 for a case others $5 for a case since they add in staff time.   Replacement policies- so that we either ALL accept replacements of X quality or only accept payment. Some libraries take only NEW, Sealed items, whereas some will take gently used (with margin notes) copies. More practical standardization- could we develop policy for cataloging equipment or Library of Things- to include certain naming conventions, or categories?   Going back and ""fixing"" all Large Type records to reflect

that Item Category for RSA searching. Some records aren't noted that they are Large Type due to age of record."

19. All of them.
20. I would like to have a place to enter a funding source when cataloging.
21. Not sure.
22. Reviewing reports on a regular basis
23. I can always use more guidance in adding MARC records to WorkFlows although I know this doesn't apply to everyone across the board.
24. none
25. Not sure.

1. I have none because when we are standardized across our libraries I think it puts us all on the same page and makes the system work better for all of us - large or small, school, special or public.
2. As long as there are detailed instructions (images appreciated:) on expectations, I understand the need and don't have concerns unless it's unclear. The reasons for the standardization are appreciated to help understand why, but also not necessary especially if lengthy or would need more background info to understand more clearly.
3. I haven't noticed anything negative yet.
4. Standardization often comes with "winners" and "losers," especially for libraries who have ingrained practices. Generally, though, I favor standardization because it usually leads to greater efficiency (and often effectiveness).
5. Two top concerns would be: 1. Being forced to adhere to some standard that we don't want to (I would hope there would be discussion and voting before standardization rules change), 2. creating standardization rules that people don't follow. Currently we have rules on how addresses should be input etc. and they are not followed. What is the point of requiring it if people are not going to adhere to it.
6. None
7. A lot of the public standards do not apply to my small school library.
8. We are on board with standardization! Yipee!
9. Application at smaller libraries compared to larger libraries
10. None--sometimes you have to give up a little bit of something to gain a more functional system
11. "The User Profile change dramatically impacted how we order and distribute book club books - it has been inconvenient at best. Please keep home locations flexible for all libraries."
12. I have heard talk that some libraries would like to standardize the placement of barcodes on materials. Although I understand their reasoning, printing duplicate bar codes and relabeling every item would be a monumental task that I would not want to undertake.
13. Too much rigidity
14. As a small library, we do not want to be forced to extend our circulation period to more than two weeks. We do have the automatic renewal, but if it was changed to 3 or 4 weeks that would prohibit our patrons from getting the items they are wanting.
15. "I feel a little left out? As the only lending special library I was skipped over for a Parameters Party, or Antony just hasn't gotten to me yet. Since we do lend to publics I try to follow public standardizations, just to keep us looking "good". Concerns with standardization- just that some don't ever seem to "do it" it switching to all caps or removing punctuation from patron records. Now that we have additional Item Cats- could we streamline and standardize those entries so that Item Cat 4 only has X choices and they are not repeated in Cat 5,6,7..."
16. N/A
17. Resistant libraries that cause drama and don't follow the standards.
18. I think if you get into something like barcode placement, that you will ruffle a lot of feathers and cause a lot of work for some, if not all, libraries. Is the hassle worth the grumbling?

19. No real concerns
20. The "one size fits all" approach does notalways work for small libraries
21. none

1. By continuing to give the support we need and the information we need to keep all the pieces of the puzzle together. All the services you provide for us in the background are really so essential to our success.
2. Any guidelines on anything for new Directors and Board of Trustees are appreciated.
3. This might already be offered and I am just not aware of it, but I would love to talk with other school libraries about what lists they are using to choose the books they are adding to their collection each year.
4. Even though I believe RSA has done a good job explaining the difference between RSA and RAILS, I still hear directors say "I don't know the difference or who does what." I think the parameter parties (which could use a different name) are a great way to connect with and support libraries. In general, making things simpler and avoiding jargon (parameter parties is a good example of jargon) because library staff is focused on their community, their patrons, their library -- so making support services easy is extremely important.
5. More training on the government side of things. Levies, budgeting etc.
6. Continuing to standardize processes and providing in-depth tutorials and training is a great idea, and I think that will be very helpful.
7. Help us keep up with the outside factors that might affect how we do things. IE: new employee regulations, bills being submitted at State level that would relate to libraries etc......
8. I have no new ideas.
9. We will only succeed in our community if we can innovate freely. This sometimes conflicts with Sirsi limits or RSA membership and is the greatest threat to our continued membership. As an organization supporting our local patrons, we must find a balance between needed, important standards and support where independence helps us locally (since all public libraries are different).
10. I would dearly love to see the circ and hold maps be more readable.
11. Condensed email digests - we don't have time for 1,000 meetings.
12. Assist in recruiting or supporting local public school libraries to join so we can work together on the needs of students and educators in our district.
13. Continue to be available for questions. Continue having representation from libraries off all shapes and sizes.
14. I think they do a fairly good job helping me offer library services to my residents. RSA staff is always quick to respond to questions or requests for help.
15. I think your support of our library is great.
16. lobby RAILS to modernize our side of delivery
17. Continue with forward thinking on issues.
18. Our needs are being met.
19. Continue to provide knowledge and reliable support. We love RSA and feel confident in their staff.
20. You already do well with this. Maybe help us to be able to have updated hand outs available for our patrons on how to using the RSA app and Boundless.

1. Keep working and doing wha you are doing to keep the costs at a level that will continue to allow libraries of all sizes to continue to be a part of the RSA.
2. Same as above.
3. All is well as far as I know.
4. Training, workshops for library board
5. "Continue to provide SIMPLE materials directors can share to demonstrate the value libraries get with their RSA membership.   Continue to provide SIMPLE materials outlining the benefits and services of RSA. Belonging to a consortia is what allows our small libraries to serve small and rural communities. RAILS delivery is incredibly beneficial -- and being on the same system as all other RSA libraries makes it super quick and easy to find materials our patrons want or need. Community members feel like their library is GREAT when we can get the book they want within a week (which happens often)."
6. Trustee Training
7. Continue providing statistics, education, and a place for libraries to collaborate and communicate with each other.
8. Simple handouts about various topics the would relate to their roles in the library that a director could include at monthly meetings.
9. I'm fortunate to not need help in this area.
10. this is not an RSA role, but if for some reason it is I'd like to see it in the bylaws
11. "Nothing. Our Board is onboard with all things RSA."
12. Nothing
13. N/A
14. Handouts on specific issues that some libraries might be facing with their trustees. Sometimes info and expertise from outside can be helpful
15. We have a great Board of Trustees right now.
16. I think your communication with our Board via written materials has been very good.
17. Nada. I have a competent board.
18. I would like an easier way to use excel to make fancy charts showing our usage. Something that I could incorporate our personal stats into as well.
19. Currently, my administration is very supportive.
20. N/A
21. They don't have questions about RSA usually and rely on the staff for that.

1. I think that if somehow there could be quarterly or semi-regular meetings within our four regions. This would help us to bond and aid our staff in seeing how other libraries operate.
2. NA
3. Perhaps an in person school library workshop with a lot of advance notice so we can get substitutes lined up. I would be willing to drive if it was once a year like our zoom meeting day in 2024.
4. This is tough because library staff is focused inward (helping our communities, our patrons, our libraries). We'd all love to connect with other libraries (and we learn so much when we do), but it's unfortunately often at the bottom of the priority list.
5. I think that the amount of list serves is excessive. I can't remember which list I have signed up to and what the purpose is of each. I would rather just a handful, more streamlined.
6. The listservs are a great resource, but sometimes they can get lost with other emails. Having a forum for questions and information might be helpful for that.
7. Smaller area networking groups.
8. No opinion
9. Innovation.
10. Require a certain number of in-person events a representative from each library. People will grumble (myself included--Zoom is just so easy), but it's hard to feel connected when you don't talk to someone face-to-face.
11. I think more frequent Zoom trainings where there are Q and As would be helpful.
12. The listserv is already effective.
13. Not really sure
14. I have never had any issues contacting another RSA library.
15. Can we set up the local groups again? Like Long Distance Librarians or Reference Roundtable. Or a New to Libraries group.
16. I think the emails are a good idea.
17. I think everyone is busy and not everyone is going to want to take part. All you can do is offer help/support/training/etc. and hope that they will take part.
18. No new ideas.
19. I enjoy the methods that are currently in use

1. I think that the RSA Board and RSA Support Staff already do an awesome job in supporting our local libraries. I think there are more times that local libraries could work together, but I know that is sometimes difficult to navigate in order for it to work for all parties involved.
2. To continue to communicate clearly, thank you!
3. Support and organization
4. That everyone plays nicely in the sandbox.
5. I think that the staff does a good job of answering my questions when I have them. The Help Desk has been a good resource and they are doing a good job.
6. To keep the technology, interlibrary loan routes running smoothly. To clearly communicate changes when they happen. Reach out with one on one support when needed.
7. To set clear guidelines and standards and be available when support is needed.
8. Meetings. In the past, the casual tone of RSA meetings has been a concern. Please adopt expectations for members to conduct the business of member libraries in a respectful manner. Glad to read that the Board and DAC are currently working on an expectations and guiding principles document. Thank you.
9. "Board: focus on making RSA a more cohesive system. Staff: answer/acknowledge questions quickly (they already do so, happily). Members: do what is suggested/required by RSA; a consortium doesn't work if we all act like we're not in the same system"
10. None really
11. We need the Board, Staff, and other members to acknowledge the unique needs of small libraries and create flexible policies and procedures.
12. They are doing a great job. Very helpful
13. We should all be there to support each other.
14. To be helpful, supportive and knowledgeable. I expect RSA Members to contribute to the consortia- by attending meetings, sharing ideas, accepting training, etc.
15. I believe continuing to support us via email and phone calls, as well as training opportunities, is essential.
16. Currently I do not have higher expectations than what I receive currently. I am usually the most concerned about prompt response to my help tickets and that usually happens in a timely manner.
17. Respectful behavior between libraries. Cooperation on ILL and other 'events' that come up.
18. I expect updates and training from RSA. It's always helpful when I need someone.
19. Continued support and keeping the same level of care

1. "Yes, I think this would be very beneficial for library staff to see how it works in other libraries of similar size and population. It could start by giving us a list of libraries that would be willing to participate in this program so we know who we could ask to partner with to make this happen."
2. "Yes! Just setting up days/times and locations. Also maybe having a list of prompts for staff to think about what kinds of questions to come prepared with. (I always think of things after the fact:)"
3. I would be open to being visited, but I would need to clear it with my principal.
4. Yes and no. Sounds like a great idea (and there's likely value in it), but I suspect this would land at the bottom of many staff members' priority list. And small libraries would struggle to visit -- or host -- other libraries. There would have to be demonstrated and measurable benefits (WIIFM) to motivate staff to participate.
5. Possibly. I think it is always good to see how other people doing your same job do things.
6. My library currently already participates in a program like this with other libraries in my area. It's extremely helpful for getting everything from program ideas to help with new laws and requirements. I think the best way to start would be to communicate with other libraries, particularly ones in the surrounding area, to see which ones might be interested in participating and going from there. Our group meets every quarter, and a different library in the group hosts each meeting.
7. Yes, but the libraries we visit would need to be comparable in size/budget to use otherwise can be frustrating to want to do something but no have the funds like bigger libraries to do it.
8. No, thank you.
9. no thanks
10. Yes, I love a good field trip. Ask a recently-renovated library to host and offer snacks.
11. We do this as part of our Tri-County Directors group. So not a high priority.
12. We already participate in networking groups. Additional offsite time would be burdensome.
13. Not at this time
14. "It's good to meet other librarians & that makes it easier to call or email them with a question. If this is more about mentoring & RSA, we would need some sort of goals or purpose for the visit. I often visit libraries when I'm on vacation, but usually to see the spaces, furnishings, displays, etc., not thinking about procedures. Whenever there is a new library director, or if a new library joins RSA, it would be good if the director from a neighboring library could go visit (Welcome Wagon)."
15. We do that already through our directors group, very helpful. Would also be good for staff sometimes. Perhaps featured library open house days
16. We do not have the staff for people to leave to visit other libraries.
17. I love visiting other libraries to get ideas on everything from shelving, displays, programs, etc.
18. "Yes. I think if our staff could shadow other staff at libraries who are versed in cataloging, this would be helpful."

19. This would be interesting. I would especially like to see other school libraries. Scheduling would be the difficult part.
20. That would be great. I like the idea of library tours by region. Maybe, if they could be filmed so even if you can't go in person, you could watch it later. I have wanted to do that with my staff for area libraries, but getting a day that we can all leave the building is a challenge.
21. My library has been doing this successfully for years. Perhaps a Zoom session with the libraries who have successfully done this with their staff, to illustrate how easy it is.
22. No, thank you. Since I teach, am the librarian, and am the tech director, I sadly don't have time for extra library things.
23. Sure. Being small, we'd just have to see if we could swing it.
24. Potentially
25. We are a small library and find it hard to relate to the larger libraries. Maybe have different programs according to the size of the library.

1. Since we have not been exposed to other automation systems, I don't know that we know what we need or would want in another system. However, when we actually get to see it, it might hit us and give us some ideas.
2. "A search engine like Google:) Possibly."
3. I am willing to try something new, but I would not like to be part of the review at this time.
4. "We are pretty pleased with the current system. Working group - I am sure you will, but please be sure to include someone from all sizes, types, etc"
5. A new system would be disruptive -- and without any in-house IT support, I'd be concerned about getting it up and running and getting all staff members trained. Workflows gets the job done, but it seems clunky at times. If it's not broken, don't fix it?? The other consideration is cost. Unless a new system is available at a much lower cost, I think you'll get plenty of pushback (especially as libraries are still reeling from the increased cost of membership we already know about).
6. A new system would have to be beyond amazing. The idea of teaching my staff how to use a new system is overly daunting!
7. It would need to be much more user-friendly than workflows and make a migration fairly simple.
8. More accountability for logins. More modern interface for staff and patrons.
9. N/A
10. I am a creature of habit so it would have to be quite an upgrade to be worth going through a migration. I would also not want to if it meant a raise in cost. That being said, I'm flexible and would go with whatever RSA decided.
11. Sirsi is outdated and outpaced by other products. Of course, the product should match the needs. no thanks.
12. I don't really have an opinion on this because I don't have to deal with Workflows outside of the usual circ processes, but I'd definitely like to have our CTS Manager on the working group.
13. Massively better. The man hours would be staggering.
14. The process would need to be absolutely streamlined and painless. It took our staff 10 years to fix all the import mistakes from the 2007 migration.
15. We can't do anything at this time
16. It would either need to be a lot better or a lot less expensive.
17. "Better with need shown. I wouldn't have the knowledge to join a working group on this topic"
18. If there is a superior product at or close to the same prices, we would be very interested. There would need to be training and training videos available for staff before we migrate.
19. "It would have to be super awesome. Migrations are tough.   I'd be open to reviewing options. As a special library, sometimes I have other thoughts about how things might work or could work."
20. I would need more information about this before I could give a response.
21. I would be interested in being part of a working group.

22. I would love to see reports that are integrated into the software rather than using a third-party system that updates once per day. I would also like to be able to add my own genre or sub-genre or home location, for example, rather than having to submit a help ticket for such things.
23. I feel like what we have works well, so a new system would have to be fantastic. I would be willing to review options.
24. Yes, I would be interested in joining a working group. Every software is different and will take getting used to. I don't have much of an opinion at this point.
25. Personally, I wouldn't want to go through a migration since I'm a creature of habit. That being said, I'd go through whatever needed to be done.
26. A new system would have to either be more simplified for basic users but have more options for data/history at the admin/director level
27. We are happy with the system now.

1. Thanks for all you do!
2. I appreciate all the support!
3. You're doing great. Thank you for all the help you provide.
4. No
5. na
6. I would love to see more standardization. I know we all have our preferred ways of doing things, and it will be annoying to change. But life will get a lot easier for everyone in circ if we have fewer bill reasons, fewer item types, fewer profiles, etc...
7. N/A
8. We are at a bad place right now. Not sure how long our library will survive
9. Often times when I am on a zoom RSA meeting the meeting can divert from the topics at hand. I am often working the circ desk and attending the meeting at the same time so I don't have time for the extraneous details.
10. "Keep up the good work. We appreciate you!"
11. no