



DIRECTORS ADVISORY COMMITTEE (DAC) MEETING MINUTES
Monday, 9 September 2024 | 1:00 PM
Fondulac PLD Public Meeting Room, 400 Richland St., East Peoria IL 61611

1. Welcome and Call to Order [Chair]

1.1 Roll call of DAC members at meeting location [Note Taker]

Genna Buhr, Bobbi Mock, Rachel Ballenger, Kristen Tortat, Randall Yelverton

1.2 In person quorum will adopt a motion allowing members to participate via Zoom if they meet OMA rules preventing physical attendance (action requested)

Motion Allowing Members to Participate via Zoom

Motion Moved by R. Yelverton, seconded by R. Ballenger

Motion carried by unanimous vote

1.3 Roll call of DAC members participating via Zoom [Note Taker]

Amy Gee, Cindy Maxwell

2. Recognition of guests, public comments, and announcements [Chair]

2.1 In person

Kendal Orrison, Antony Deter, Patty Kweram

Online, Joined during meeting:

Dawn Smith, Julie Houston, Laura Keys, Beth Duttlinger, John Fischer

2.2 Zoom meeting locations

Amy Gee - Carthage Public Library, 500 Wabash Ave., Carthage IL 62321

Cindy Maxwell - Kewanee Public Library, 102 S. Tremont, Kewanee IL 61443

2.3 Zoom guest comments

No comments

3. Agenda adoption (action requested) [Chair]

Motion to Adopt Agenda

Motion Moved by R. Ballenger, seconded by R. Yelverton

Motion carried by unanimous vote

4. DAC Member Introductions and Brief Bios

Members shared their bios.

Per RSA Bylaws, this committee is appointed by the Board President. It includes one other Board member.

Bylaws call for full term appointments of 2 years; Initial appointments slit between 1 year and 2 years to meet rotation needs. Will meet usually on a Wednesday.

5. Reports (discussion only)

5.1 Chair's Report (some deferred to item 6.2) [Chair]

Update from Board meeting: RAILS Accountant attended and gave overview of financial packet.

The Board said what they want to see from DAC - mostly about engagement with libraries.

Larisa Good is named alternate RAILS Consortia Committee member.
Assumed RSA organizational goals for FY25: survive and complete transition.
Discussed feedback and evaluation for the Executive Director for RAILS and next year when ED will work directly for the RSA Board.

5.2 Executive Director's Report [Executive Director]

Executive Director report in package. Documents are on website.

Membership updates:

With transition we lost several schools, mostly pricing related.

Our costs are going up due to independence. RAILS had bigger economies of scale.

Fee structure built to get us to 2029.

Schools lost: Canton, Farmington, Heyworth, Olympia, Pleasant Plains, West Central, St. Mark. Additional schools: EPHS and ROWVA most likely pulling out.

We will still have twice as many schools as other consortia.

Q: Will those fees be absorbed by other members? A: No, fees are set through 2029. We will reevaluate then. Future budgets will be adjusted as needed. We have healthy reserves.

Section on independence project update:

We are at the part of hiring staff. Biggest issue is IMRF since all staff is vested.

RAILS LLSAP grant application due mid-September. Kendal will be gathering data for that.

Outreach:

Bug Us campaign is our main outreach campaign.

There is a cataloging Bug Us campaign. There will be a Member Services one.

Working on cataloging visits.

KO working on reports for Member library Boards:

Where are holds coming from and going to.

Circ – reciprocal patrons: Shows things like Dunlap, Peoria, Fondulac having about 30% of patrons using library are from other libraries – a good reason to be in RSA.

Autorenewals:

17 libraries are interested. Normal PL has been using for a few years.

We are doing parameters parties due to staff turnover, so we can correct parameters.

We want standardized checkouts to implement autorenewals – max 6 weeks. If an item has a hold it won't renew. Patron will get email when it is autorenewed with the new due date, or why it can't renew.

5.3 RSA FY24 Annual Report [Executive Director]

Shows statistic for FY24 broken out by public and non-public members in many cases. Posted to RSA Support Site.

6. New Business [Chair]

6.1 Review of Bylaws DAC Description (discussion only)

Will meet on 2nd Wed of the month.

Will use Robert's rules of order.

Will be noticed. DAC members must post at location, in-person or zoom.

This committee just makes recommendations, not final decisions. Forwards those to Board for their vote.

Strategic plan idea: General operations.

Primary feedback from RSA members is to provide feedback to Board – ie: the thinktank.

We have email forums for discussion for all staff issues. If you hear things in networking groups, bring them back for discussion. This group is a proxy for directors to discuss issues. Directors/director-appointed representatives and school librarians can comment and provide feedback to group.

Contact Kendal or Genna for agenda-building.

What is role of committee for your library?

R. Ballenger: –smaller libs all talk to each other. We can bring those issues to the group.

Guests: what would you like from this committee?

Q: Is there any way to have delegates? Any voting privileges from libraries? Prairie Cat has a quarterly delegate meeting – they give voice from each library to the Board.

A: This committee recommends to Board

RSA is different from PC – we can't work like that. If we allow all libraries to vote on issues, then we have to use all libraries for our OMA quorum rules. We would need 68 libraries to attend at the meeting location to be able to hold the meeting. Our delegate model is more informal. Each library is responsible to keep track of what the DAC and the Board is discussing and should forward issues to the Board or DAC.

The Board structure was reworked in the new bylaws to ensure all types of libraries are represented.

The DAC is formal feedback to the Board and all libraries are invited to attend and participate as guests.

Q: Are there policy updates?

A: we didn't have every policy written. We had to review and record many policies over the years due to RSA member turnover. The circ policy committee and the cataloging policy committee are now the email forums. The DAC will help write missing policies or revise existing policies.

Q: Can a member of this committee raise a policy issue? A: Yes

RSA has built an index of policies. We are on a cycle of reviewing the oldest policies.

6.2 Board's Expectations of the DAC from 5 Sep meeting (discussion only)

Discussed previous to this agenda item. Nothing new added.

6.3 What does the committee feel its role should be? (discussion and possible action)

Review policies and provide feedback. Grow role from there as committee evolves.

6.4 RSA Policy Feedback (discussion only)

6.4.1 Patron Notes Policy

A. Deter: This was selected for review because it is the oldest policy. It was sent to circ policy email forum.

Feedback from email forum:

If checkout library can resolve issue, then they can remove note without contacting patron's library.

Discussion: RSA has a boundary between patron's home library and the checkout library.

Comment: would like to be informed when an issue is resolved. Suggestion to add a note that says "situation resolved, note may be deleted".

A.Deter: will take to full board with wording to say the note-making library will append the note that the situation has been resolved.

Q: What is ok to be in note?

A: It should be appropriate to be shared with patron, without bias). Relevant information only.

Q: Is it appropriate to have a note about patron behavior?

A: Expired patrons with note about why they can't have library privileges.
Needs to be factual and relevant.

Q: Are patron notes FOIA-able?

A: Unsure, but should proceed as if they are and with caution.

Q: Can we run report of all notes?

A: most likely.

6.4.2 Receipt of Damaged Materials Policy

AD: This is the next oldest policy.

Comment: add time frame, for example when patron dies, card has been expired, etc.

Q: how do we decide what the time frame is?

A: if you're at the point that they have been expired and need to be deleted, that would be time.

Comments:

When patrons die – they recover what items they can. Calls item-owning library to have them DISCARD item.

When patrons die and the items returned later; don't want items removed too fast.

The policy is reasonable and emphasizes communication.

We can refer to the patron retention policy to address Bobbi's concerns.

The over-arching place would be the patron retention policy. This policy will refer to a revised patron retention policy about 6 months after patron deceased.

G. Buhr wants these policies brought back to the next meeting, along with the patron retention policy since this is the first meeting. They will be presented to the email forum again.

6.4.3 User expiration date system defaults vs local operations (policy assumes system defaults for publics)

We thought we had a policy: adult cards exp in 3 yrs, nonresident cards in 1 year. We thought that policy matched the system default. No policy found when looking for it.

Schools have to be separate from this policy.

There are library policies that differ from the 3 years. We have system defaults but not a written policy. The number of registered patrons will affect the RSA fee.

Comments:

They don't sell nonresident cards. They now have policy Adult and JUV cards exp in 2 years because they have a transient population.

K. Orrison: Less than 3 years is within the time frame. We have discovered users with a NEVER expiration date, which is why we looked for a policy. For instance, a patron with no expiration date can move away and still use digital library. And RSA will be starting to charge by number of registered users. Would be more OK with this is library is cleaning patrons out who have moved, etc.

When certifying the library, it asks if database has been purged in the last 3 years.

6.5 Suggested Topics from Committee Members (discussion and possible action)

6.5.1 Director Survey: Top RSA concerns, Ideas for bettering things, what else?

Should we send a survey?

K. Orrison: the survey should be put together and sent from this committee.

Comments:

Not everyone has received equal training.

Q: Is there a list of “bells and whistles”?

A: yes, Independence page has a list of system functionality. Everyone now has access to every feature in the system.

Directors should be promoting RSA’s website to staff.

Discussed access to RSA website. It wasn’t easily discoverable from a Google search or from RAILS website.

6.5.2 Promotion of RSA services to non-member libraries (former or never members)

Q: a former RSA library is interested in rejoining. How to talk to them about RSA services?

A: Comparing number of holds and show where they are filled from. RSA manages the back end of the software. The independence package lists services.

A.Deter is in contact with interested libraries.

There are 6 public libraries in ADML that aren’t RSA members: Barry, Camp Point, Lewistown Carnegie, Parlin-Ingersoll, Vermont, Warsaw. Focusing on those that have expressed interest.

Hamilton PL and Creve Coeur Jr. high may be applying for automation grant.

6.5.3 Review expired RSA Strategic Plan; current situation and next steps

Previous strategic plan 3 main pillars:

Member Engagement

Organizational effectiveness

Operating efficiency

The 2026 priority is looking at other automation systems.

This group can provide focus to providing member engagement, member-to-member mentorship.

Will not have strategic plan at this time, besides hiring staff, IT and computer equipment switchover, email. Expect to issue an RFI in 2026 to review all library automation systems for suitability.

7. Committee Development (discussion only) [Chair]

7.1 Committee Member comments or discussion of projects in your library

8. Additional Public Comments

9. Chair’s Time, Agenda building for 11 December 2024 meeting at Kewanee Public Library

10. Adjournment

Motion to Adjourn

Motion Moved by B. Mock, seconded by R. Yelverton

Motion carried by unanimous vote

Meeting adjourned at 3:50 pm.

Minutes compiled by: Patty Kweram, RSA Member Services Coordinator

Minutes Approved by: RSA Directors Advisory Committee