

What is the best thing about RSA?

1. It is VERY responsive to our needs.
2. I love that my small school has access to so many different titles. I also truly appreciate the fact that the help desk is so friendly and accommodating. I also just had a Parameters Party with Patty and it was marvelous.
3. Good customer service. I can always count on your help in a timely manner.
4. Excellent support staff
5. The actual sharing of resources and a shared catalog that benefits community members
6. We are able to call them for support and they respond promptly.
7. I feel like our database of records and the circulation services we have come to depend on minute to minute are in the absolute best hands.
8. The shared catalog
9. The support for all things library.
10. The amount and quality of support you supply, and how quickly you supply it.
11. The fact that we have we have a semi-local group of libraries that allows us to network, get support, and have a wonderful automation system. This allows us to have access to so much more material than we could ever provide on our own.
12. Having access to other libraries' collections.
13. Their support staff and the automation system. I used to enjoy and learned a lot at the educational events and classes when we were Alliance.
14. ILL
15. Everything they do is amazing!
16. "The support we receive from RSA is very good. Communication is wonderful. RSA pursues problems that we have until they are resolved."
17. To me the best thing is being able to share resources from other libraries because we are small, and our sources are limited.
18. The support they give to their member libraries. Including help with reports, cataloging, parameters, etc
19. They always get back to me in a timely manner.
20. "- consolidated cataloging & circulation support - its easy for y'all to forget that this one thing alone is SUPER huge to those of us that are very small - yall are always so busy tryin to make it do ever *more* and I get that - just dont forget that just *having * it really IS - readily available support when things try to go sideways- either within the Workflows system or as a result of patron interactions"
21. Assistance on the online catalog, cataloging questions, quick response time on emails, troubleshooting problems.
22. They are ready to help and come up with new search ways for data information that library workers need at that time. If they do not know of a way to do it they look into it and figure a way it can be done. As well as coming up with parameters specific to that libraries needs."
23. Shared expenses, shared resources!
24. Easy access ILL

25. I enjoy how easy it is to get help from someone when I am stuck on a problem.
26. I like the easy access to ask questions or reach out for help with any questions. It's ok to "Bug" you!
27. Overall, the WorkFlows system works very smoothly. Glitches do not happen often and the RSA team is quick to respond.
28. The Staff and their willingness to help when we have an issue
29. Consortium - Having an automation system with someone else to deal with setup, backups, vendor, etc., etc.
30. The abundance of resources for sharing. That's tied with RSA Day.
31. Real people pick up the phone; they are nice, knowledgeable and professional; they are helpful and effective; if they don't know something, they figure it out and get back to you; they will actually visit their libraries.
32. The delivery service
33. RSA keeps Workflows running smoothly and dependably.
34. The support for operations and technology. Easy to get a hold of someone for help.
35. RSA has been instrumental in leveling the field for borrowers. Libraries that participate in RSA are able to access the same information and material are available for all to borrow. Equal access to all patrons made possible by a well-developed library system!
36. It's a great way to share materials in our area
37. I loved the parameters meeting. It gives you good and useful information about your library specifically and allows changes to be made to meet your current needs.
38. Friendly staff. Quick responses to requests.
39. Helping me when I have a question and call in.
40. Being able to easily share resources.
41. interlibrary loan
42. "The support in all areas that their staff provides. Also, we live by the carrier system. What a blessing! And of course, the entire platform. We are so glad to be members. We could never provide our patrons with the resources that the RSA collection provides us."
43. Support! That I can ask a question and get an immediate response
44. RSA is a good resource for asking questions and understanding workflows and its usage within the consortium.
45. I like being able to search the consortium and being able to borrow books that we may not be able to afford or have space to house. Everyone at RSA that I've ever dealt with has always been kind and helpful.
46. Being connected to other libraries' resources with the click of a button and a scan of a bar code.
47. Workflows and workflows support through the help desk.
48. Networking and support
49. We are a small library and it has opened up a new world of books available to our patrons. They can now get almost any book that they are interested in.
50. All of it.

51. That it joins together so many libraries to share resources and minimize tech headaches for the non-techy, but allows each of us to remain independent in our day to day operations.
52. They handle all the details that I don't have the time or intelligence to tackle.
53. The vast materials that our patrons are able to access and the efficiency with which the organization is run.
54. Ease of tech support for WorkFlows and no drama.
55. RSAs best thing is, that allows they allow and maintain the sharing of tech and resources between library service areas. As well as those who work at and maintain RSA.
56. RSA is there for and to support Library Staff & Board, thank you!
57. 1. Sharing materials across member libraries. 2. Library automation system (Workflows)"
58. Extremely helpful customer service... Patty is always fast to help!
59. How helpful and kind they are! Whenever I call or put a ticket in, the responses are quick and helpful and kind.

If different from the best thing, what is your favorite thing about RSA?

1. It provides us with a database that works extremely well.
2. Connections to many other libraries
3. na
4. Kendal Orrison has been the best part of RSA for 20 years. His character, consistency, leadership, and ability to adapt and re-adapt the organization to the changing winds of the State and library system(s).
5. Shared resources
6. I guess I gave too broad of an answer on the first question, but I am going to say that the best thing is the staff members and the personal touch they all give on support to the member libraries.
7. Reports! The data is helpful for completing required reports, maintaining the collection, and communicating with stakeholders.
8. The amazing help when I need something!
9. The people that work at RSA and the support they give us directors.
10. How easy it is to get ahold of someone for a question.
11. that you keep putting up with me?
12. All of the help we receive for the IPLAR report. That is a very tedious report to fill out and being able to call and get the help/answers needed helps and saves time for all of us directors tremendously. Also, we appreciate when they do our cataloging for our materials. As a small rural library we cannot afford to have proper cataloging done any other way."
13. Ability to keep materials flowing between libraries with holds so that multiple copies aren't as necessary.
14. support
15. Everyone is extremely friendly and helpful even when I am asking the same question more than once.
16. My favorite thing is a feeling of community and knowing most people that are involved with RSA.
17. The team's willingness to come to our locations and problem solve/up date parameters one-on-one with library staff.
18. Member libraries sharing resources - not only materials (ILLoan) but also policies, knowledge, expertise, etc.
19. The spirit of reciprocity, tied with RSA Day.
20. Real people answer the phone.
21. Staff at rsa responses quickly to problems.
22. The staff at RSA are magnificent - hard working, knowledgeable, prompt, and empathetic.
23. The depth of knowledge that the staff has of libraries over such a big area.
24. The dedication to organizing a system that helps everyone in the system.
25. RSA has great staff
26. I love how easy it is to communicate with someone when you need to.
27. The staff genuinely cares about each library running as efficiently as possible. They are always available to help.

28. The ability it gives our small library to serve our patrons so thoroughly.
29. That it pulls us together—unifies large and small, public and school, city and rural—and organizes all that we do in a systematic way that makes sense!
30. The ability to have resources at a discounted price opposed to if I had to purchase on my own such as Sirsi-Dynix.
31. N/A
32. The support desk staff.
33. RSA Day
34. My favorite thing is instead of telling a patron that a book isn't available because we don't have it, I get to help them get the book so they can read it.
35. "Response time. Aside from all the automated responses, real people respond quickly and efficiently and with a SMILE."
36. Everyone is really willing to help; they don't seem to hate their jobs.
37. Workflows

What is RSA good at?

1. RSA is good at communicating with its member libraries. Their staff provides quick and correct responses.
2. RSA is great at supporting school libraries!
3. Meeting the needs of members
4. Automation system
5. administrating the sharing of resources
6. Support.
7. Keeping the lights on; keeping libraries talking together and sharing resources, people and time; and keeping money in the bank for future needs.
8. Ability to for RSA to help libraries do more for their patrons.
9. Communication and listening to the needs of each individual library.
10. Communicating with all the member libraries to get new and important information out to everyone at one time. They are great at technical support and answering any questions that we may have with circulation, cataloging, computers, printers, etc."
11. Maintaining and adding options to the catalog.
12. Usually good at keeping costs down and supporting their member libraries.
13. They are always so helpful!
14. Keeping us updated and informed on how to do anything and everything.
15. Communication! We are always being notified about something.
16. Keeping so many libraries of different sizes and experience levels all going in the same direction!
17. How they help me find the answer to a problem.
18. Surveys ;)
19. "Response time. We are able to get answers/help/responses in a timely manner. We also appreciate the updates we get when a request is submitted. They also keep us updated on news, events, etc."
20. Communication and support
21. Supporting the directors and staff, as well as helping spread information about developments, grants, and opportunities.
22. Updates! If there is any information we all need to know I guarantee there's an email update for it.
23. Overall system maintenance (including cataloging guidance), data collection, and data reporting.
24. Help Desk is helpful
25. Engendering a good organization whose members work together for common goals, and encouraging collaboration and reciprocity.
26. Listening and problem-solving.
27. Communication with the library staff
28. RSA is good at Delivery, Customer Service, Providing answers, and in front of any issues or new technology.

29. Communicating updates and spreading the word on issues.
30. RSA is good at listening to the libraries in the consortium to help resolve complicated issues.
31. Customer service
32. Keeping me informed about things happening within the community.
33. Providing great training.
34. Helping and explaining.
35. Communicating with the membership and keeping us abreast of what they do and how they can help us.
36. support of libraaries
37. Communication!
38. Communication
39. Communication, catalog assistance and collaboration.
40. Keeping things up to date.
41. Support and networking.
42. Response time. Staff is always friendly and helpful.
43. Keeping members up-to-date and informed
44. RSA is good at sending out lots of information .
45. Helping us when we need it.
46. "Catering to my needs, wants and desires. Seriously- making the system do what I want it to do, or show what I want to see."
47. Focusing on details.
48. Answering questions on timely manner. Available for help and resources for libraries as well as making sure the software is available and maintained for library use as well as patrons
49. Communicating how to get in touch with RSA if need anything.
50. Quick response to issues (especially when we're having technical difficulties with Workflows)
51. Assisting with workflows issues
52. Everything



Holds and Sharing Policy DRAFT

Last updated: 2025-XX-XX

This policy combines three previous RSA policies: the Reciprocity Policy, the In-Transit Item Policy, and the Clean Hold Shelf List Policy.

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Holds and Sharing

RSA recommends that member libraries share all circulating item types.

To maintain the principle of reciprocity your patrons can only request items that you share.

Checkout rules for transited items are set by the checkout library and should not be modified without permission of the owning library.

Do not override renewal limits for another library’s item without permission from the owning library.

Each library can have their own hold rules. Libraries with hold restrictions should inform their patrons of these limits.

If you receive an item in delivery to fulfill a hold, even if Workflows should have prevented the hold, you are permitted to circulate the item to your patron.

For more information, see the [Item Renewal and Hold Shelf Limits Procedure](#).

Clean Holds Shelf

When items that have been sent to your library to fill a hold aren't checked out to the patron, they expire on the Hold Shelf and will appear on the Clean Hold Shelf email. Available holds should expire no longer than 14 days from the date the hold is available.

Every library should check their RSA provided email account for a Clean Hold Shelf List daily. Libraries will not receive a Clean Hold Shelf email if there are no expired items on their Holds Shelf.

Do not extend or ignore the hold expiration date on another library's items.

When these items expire, their status is automatically changed: either back to the shelving location, to fill the next hold in the queue, or put in-transit back to the owning library. Items appearing on your library's Clean Hold Shelf email should be discharged and routed as indicated by Workflows.

For more information see the **Processing Holds Guide**.

Onshelf Items/Pick List items

If an item cannot be located for a request appearing on your library's Picklist or Onshelf Items list, use Mark Item Missing.

If an item is unavailable to send to fill a hold, please check the item out to the appropriate internal use account such as Mending or No-transit.

Items Lost In-transit

An item is considered Lost In-transit if it is not charged to a patron's account and has been placed in transit at one library but not received from transit in WorkFlows at the destination library.

RSA sends the **Long Transit Pre-Cleanup report – Items in Transit 45 Days or More** report on the first of the month. On the tenth of the month those items are moved to LOSTTRANS status.

Libraries should attempt to resolve items that are lost in transit.

See the **Processing LOST-TRANS Lost in transit items Cheat Sheet** for instructions.

Policy history

RSA Holds and Sharing Combined Policy approved by the RSA Board of Directors XX

RSA Reciprocity Policy

Approved by the RSA NFP Users Group September 5, 2013

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RSA In-transit Items Policy

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RSA Clean Holds Shelf List Policy

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