1. I have none.
2. None right now.
3. Cost. The Workflows software seems outdated"
4. Increase in membership price going forward
5. mission creep
6. Time spent on the needs of smaller libraries with higher turnover and loss of previously trained-by-RSA-staff.
7. NA
8. I currently have none.
9. We really don't have any concerns with the RSA.
10. Membership costs, especially if federal funding for libraries is cut.
11. My top RSA concerns are price, as well as difficulty searching for materials (for students).
12. The rising costs. Although necessary.
13. I do not have any.
14. I am retiring, and I am hoping the district continues to enroll.
15. Getting more input and involvement from all the libraries
16. too busy trying to keep this place running on my own to be too concerned over y'all
17. The new website is not user friendly for me. I find that when I get on it to find anything I get very overwhelmed and give up and just call to have a link sent to me to find that specific information.
18. sustainability/affordability – standardization - library responsibility to learn/train their staff and ensure catalog and circ rules are followed"
19. So far the school is keeping RSA despite the price increase. If they try for budget cuts in the future, I wouldn't be as confident.
20. I currently do not have any concerns.
21. Cost of membership is the only thing that comes to mind
22. Getting used to the new governance structure
23. RSA offers too many things for me to even attempt to participate in, but do not know what I would do without
24. Costs increasing dramatically.
25. "Non-RSA cardholders can't place holds or use Libby. It seems punitive to those who happen to live outside the system, with an insufficient/poor library or none at all. I understand that it's because their taxes don't support us, but it's only a few patrons who are not actually Non-Residents who pay annually for cards. I would rather have a few who slip in under the radar than deny them use of the Library because they live in a town with fewer resources than mine. Also programming for Trustees, preferably at RSA Day."
26. I don't think I have any concerns about RSA. I have trouble finding time to absorb and digest all of the library information. I wish I had more time to participate in the training that is available. Sometimes it is hard for me to know which things I should try to learn first, second, third, etc.--prioritizing what I need to try to learn.

27. Staff changes and not following through with projects that will be completed. Helping the small libraries to keep fewer short records and a clean system.
28. None. You make our jobs relaxing.
29. "Cost. Is RSA getting into management issues too much? There is a wide variety of libraries that have different ways of doing things. I don't have issues with ideas like barcode locations, but at what point is getting RSA getting too much into the operations side of libraries."
30. My top concern that not all libraries are participating by giving feedback. That funding may not be available for all libraries to participate. That funding for RSA may not be sufficient to meet RSA's needs.
31. "Not being able to afford to be a RSA member. Losing staff members during this changeover. Losing the camaraderie between members"
32. no concerns
33. Fees associated with the new structure.
34. Drop off to the wrong school.
35. I don't have any concerns except the rising cost of services. However, I do understand the need for that.
36. defining it
37. Increasing costs of membership... like with everything! Ha!
38. Cost
39. "Cost. Choice of ILS/ Consistency of following the policies set forth by RSA"
40. The only issue I'm having right now is that Workflows loses it's connection if I log in and the program is idle. It's not a huge deal to quit and log back in. My web browser never has connectivity issues so it's not our internet.
41. "-rising costs for members -keeping RSA staff compensated well for their efforts"
42. The affordability with prices going up.
43. Price
44. That you will be able to continue offering this to libraries, the cost for us smaller libraries, that you will continue to have the wonderful helpful staff that you do now.
45. "That while we NEED standardization of some things, it could be costly for small libraries. Standardizing barcode placement would be great. But re-barcoding 10,000 items is costly for barcodes and man power. I'd like to see further system clean up. Now that RSA fees are standardized, will there be less catering to libraries? I hope not."
46. "That RSA will be able to retain the current employees, who are so knowledgeable. That RSA will find a way to be financially viable to all the libraries in the ares who need it."
47. We are concerned that the cost increases will make it impossible for us to continue our membership
48. We receive many emails.
49. "Expense. . .we understand the reasons for higher costs but it's difficult when all other expenses are also rising. Standardization. . .while it's hard to get 100+ libraries (especially

different types of libraries) to agree, greater standardization would simplify libraries' lives and possibly promote greater efficiency."

50. Increased prices, but I think they are to be expected and I understand

1. Cost
2. Increase in membership price going forward
3. equitable distribution of resources among members
4. Time spent on the needs of smaller libraries with higher turnover and loss of previously trained-by-RSA-staff.
5. NA
6. N/A
7. N/A
8. Membership costs, especially if federal funding for libraries is cut.
9. Probably price - it is really expensive, and our school is already struggling with budget. Also, searchability of the database for students is becoming dated.
10. The system seems like it could be more up to date. Reports are difficult to run.
11. more standardization will lead to more efficiency
12. At the moment, no other concerns.
13. na
14. Cost
15. Knowing how best to keep tabs on governance matters
16. Non-RSA cardholders not being able to place holds or use Libby.
17. I worry about the cost of everything for my library. Money is tight. It is a priority for us to be part of a library system though as this gives us the best chance to find books our patrons want to read. We do not have much, if any, money for new books.
18. Loss of staff.
19. Cost, cost, cost.
20. Funding
21. Not being able to afford to be a RSA member
22. I am constantly receiving items for another school because our names are similar on the sheet we use, and our numbers are one-off.
23. N/A
24. general questions like this
25. cost
26. That we won't be able to afford it in the future.
27. Choice of ILS
28. I haven't contacted anyone about the disconnection because it's not a huge deal and I'm able to log back in. I know we're all Mac but that's never been an issue before. I'm the tech director so I'm able to troubleshoot that side of it.
29. Rising costs for members
30. Price
31. The cost for us smaller libraries.
32. RSA found themselves in quite the pickle by helping some libraries into dependency on RSA and then not having the manpower to offer that level of service to ALL RSA libraries- not that

all wanted or asked for it. Is RSA going to set and stick to a level of helpfulness and not do more for the squeaky wheels? Because QPL was a larger library, RSA was willing to add extras- lockers, remote access, phone messaging, etc. but maintaining connections or SIP ports with ALL the possible locker vendors as 112 libraries possibly add lockers isn't sustainable for RSA.

33. That RSA will find a way to be financially viable to all the libraries in the ares who need it.
34. Cost
35. Not working with RAILS in a stronger fashion to modernize delivery from the library end.
36. Not always sure what's mandatory/urgent as opposed to FYIs.
37. Expense
38. The price increase thru the next few years. Schools have a very small budget.

1. I cannot think of anything.
2. I am content.
3. Nothing comes to mind
4. respond to and be proactive about innovation, moving the member libraries ahead so that the membership is a benefit along with innovative services to members, likely these innovations are not available to any of us through Sirsi products. Engage other ILS to the maximum benefit of the members.
5. We are well supported for what we need from RSA.
6. NA
7. More outreach and visits to keep us up to date on new services or Workflows options we might not know about.
8. Quite frankly, I don't know if we could has for any better support for our library from the RSA.
9. Our library plays a key role in supporting educators with resources for their classrooms, but educator needs often conflict with RSA circ rules. Rules that better support long checkout times for educators/changes to educator card rules would help us be a better community partner.
10. Lower the price.
11. I feel they do an amazing job supporting us all.
12. "Please continue to offer training regularly. We appreciate the opportunities."
13. I'm not sure. I know the support is there if I need it.
14. "beyond the usual answer of providing an unlimited drump truck of money up to my library's door, I just have no idea... yall already *do* a pretty good job of helping me out whenever its a situation correct for you to assist with"
15. I wish the website was more user friendly. I liked the old website where everything was listed on the side and we could find everything quickly without going on a scavenger hunt.
16. I no do have any ideas on how to better support because I feel like you are doing a fantastic job.
17. Not sure
18. Currently, we are doing well
19. Have a "Biggo" 3 ring binder with everything we need to know - yes I know it is all online somewhere and the website is a great source of information.
20. I think RSA does a really good job of facilitating sharing of resources among members. I wish there wasn't so much duplication of messages in the listservs - if you subscribe to multiple listservs, you might get 2 or three servings of the same email. But that's not a big deal.
21. I feel very well supported. I am just beginning to learn. I need and appreciate the support I have received thus far from RSA.
22. Make more visits to the small short staffed libraries to make sure the staff are doing cataloging correctly and that they keep the system cleaned up.
23. Not much. RSA touches on a lot of topics already before any help is needed. I just need the computer system to work.
24. Continue to listen and respond to our questions.

25. Keep working hard to make this change as seamless as possible
26. They do an amazing job.
27. We feel RSA is doing great!
28. Somehow put the delivery codes in the hold requests so we don't have to look them up
29. "Help with policies. Group list of people or organizations that do programming. Training for Directors on legal type issues. (How do you do this or that.)"
30. I feel very supported already.
31. I feel adequately supported by RSA at our library.
32. I have not every felt like I was not being supported.
33. I'm happy with the support we get now.
34. "I believe RSA does a good job supporting my special library. I would like to see it treated similarly to public libraries in the eyes of vendors like Libby, so that my residents can have that access. Could we consider having a SWAP/ FREE/ BUY page like RAILS but for RSA libraries. I can't justify a trip to Chicago, but I could to Peoria for some freebies."
35. Not sure at the moment.
36. Push Rails to match Heartland library system for transit item processing ease. Push for homogenization of barcode locations, labeling, checkout/hold practices etc for all libraries. Be willing to lose libraries that don't comply. Continue to support small libraries in things like ADML/HOOPLA.
37. More printouts available of step by step instructions for Staff & Board; i.e. how to set up a new patron card. We had an RSA instructor come onsite to review but there were no RSA instructions to pass out. FYI eventually we did receive some printables later though, thank you! RSA guides are appreciated over each of our own notes/interpretations!
38. Simplify and shorten communications, policies, etc. Make it easier for librarians to read and understand important information. It feels like RSA documentation is "dense" so it takes a significant time commitment to read and understand any particular topic, rule, or policy.
39. I'm not sure. I feel pulled thin as a rural library director and I always wish I could take better advantage of webinars and trainings but I find it hard to find the time. So there's this vague sense of guilt that I should be working more with RSA and taking advantage of everything you guys offer... can you assuage my guilt? :)
40. I would like a way to talk to other high school librarians, to get new ideas for displays, book clubs, seating, and engagement. I think I joined an email group somewhere but it's very random.

1. ?
2. I feel like RSA is doing a great job.
3. Members with seasoned staff could help in the training of new or very junior staff at other libraries to some extent.
4. NA
5. Not sure
6. Mare regular attempts to reach out to others and make friendships with others who are experiencing the same ups and downs that your library may be experiencing. I also think that the more member libraries support and come together for things like RSA Day, it helps get to know other people and libraries and that is some of the best learning.
7. Members could improve interactions by assuming positive intent. We're all trying to serve our patrons and plan ahead. Follow up on the book that our Youth Services Department has had for a month, but don't be nasty about it. If no one is waiting for it, why does it need to go back to sit on the owning library's shelf? We're all trying to plan/work ahead and it's stressful to comply with rules and have to wonder if you're going to have the item you need in time.
8. Maybe more events for meeting!
9. I think I feel well-supported at this time.
10. Having more for specific libraries such as small, rural vs large libraries. This way it can help us not waste our time (money, staff, etc.) attending a session that is more geared toward one library setting than another.
11. all RSA members need to participate in providing input when asked, asking questions when needed, and sharing things they become aware of
12. I do not have paid time to go to meetings and it is difficult to leave during the school day, but meeting with regional libraries could be beneficial.
13. Not sure
14. more use of the listservs. I know it won't be at the same usage level as RAILS listservs, nor would I want it to be, but I wish there was more activity so that we can request and share information.
15. It is hard to find administrative time to read everything from RAILS and RSA and respond and participate. There is only one of me.
16. More site visits with a one on one discussion. That helps with the problems.
17. I don't know.
18. Continue to have conversations with each other, attend meetings to network.
19. more communication between members (maybe less email lists but more interaction)
20. Continue working together to troubleshoot and solve problems/serve patrons and communicate between libraries if there are concerns or specific issues that need addressed.
21. I find that when I have emailed libraries with the RSA email, they do not answer. I am not sure if they are not checking them or just ignoring us. It usually is about an item intransit for a long period of time asking them to check their shelves.
22. No sure.

23. "Can we have a better way to network? Email groups are good, but I dont' have a ton of time to wade thru the emails all the time. RSA is EXCELLENT for idea sharing, but what about just getting a group of solo librarians together via zoom? While we all ZOOMED too much in 2020-21 many of us are rural and prefer to ZOOM for an hour rather than drive for 4, to meet in person. Can we bring back or revitalize the Long Distance or Reference Roundtable or other similar type groups?"
24. The folks who aren't attending any kind of networking group or DAC - they need to be told how important these groups are. And how important it is what we work together and collaborate.
25. Be less obnoxious/dramatic/annoying. Better yet send an email instead of calling about trivialities. Maybe an "it's appropriate to call a member library when" list for the new people.
26. Apologies, if this is referring to Forums, I haven't utilized it much yet.
27. Greater standardization means we'd all be playing under the same rule book. Right now it seems that many policies revert to "contact the owning library" to discuss how to handle different situations. That takes time, knowledge and skill -- so I doubt it happens as frequently as it should.
28. "For the love of all that is holy could the libraries with dummy barcodes remove them? Do they need those barcodes because they are part of two systems... or are they left over from old systems? I want to say Warren County is one of them. I talked with them about it once and their reply was "Well, if it's a Warren County book just remember not to use that barcode on the first page!" but when you're scanning a giant stack of books it's not like I instinctively avoid the dummy barcodes. The only time I am full of rage at another library member is when I encounter a dummy barcode. Other than that my heart is only full of love for all of our RSA libraries."

1. I cannot think of any that have not been addressed.
2. None currently
3. as mentioned, innovation
4. Other than members helping members which helps RSA staff workload, nothing else comes to mind at the moment.
5. Streamlining barcode placement. If we are moving towards automation of delivery/sorting I would rather see this issue delt with sooner rather than later.
6. "Policies - Procedures"
7. I'm not sure what DAC does, so I know of zero issues.
8. Nothing at this time.
9. My biggest hangup of RSA is WorkFlows, but my experience with other LMS is limited, so I cannot speak with confidence on this. I am sure most LMS have weaknesses though.
10. I have no suggestions.
11. Unsure
12. I have not explored the DAC at all. I am unclear on what DAC stands for and what the purpose of the group is.
13. Make small libraries just as important as the large libraries
14. none to mention
15. None
16. policies
17. Discuss email lists--there isn't much use and the emails are usually duplicates since there are so many of them.
18. Keep working on efficiency and working smarter—streamline tasks.
19. Policy and standards development
20. Our Directors group had a long discussion on what we would like to see on RSA day, and were disappointed we were not asked. We felt many of the programs were either not for Directors or should be spit our large and small libraries.
21. Not sure.
22. "Standardization of things like barcode placement OR Spine label abbreviations. Review policies."
23. Pushing RSA to push RAILS to modernize transit. They are a stagnant org at this point. Pushing for processing standards.
24. Simplification and standardization of policies and rules (and the communication surrounding them)

1. You are doing a great job and I like all the staff. I may have filled this out before.
2. You might want to always include full names of organizations at some point in the survey.
3. Thank you for your continued great work!
4. "I realize that I didn't fill out most of this survey. That is because RSA just works for me. It does what I expect (mostly in the background). I don't have big frustrations about how something under RSA's control works (I do have one that would come under SIRSI's control)."
5. We feel that you and your staff are very helpful. Thanks.
6. That I enjoy every interaction with RSA staff!
7. No, thank you.
8. "that i get a LOT of email every single day....usually at least a few identical copies of some things..... the hour or so it took to do this? yeah, prolly didnt help you too very much and certainly set me behind.   sometimes it almost feels like there are too many questions, too many choices, too many options... (fyi: this box does *not* smell of Potpourri as promised below - i have questions)"
9. I am new to my position and still learning all that RSA assists with. RSA staff are incredibly helpful and quick to respond.
10. Great job keeping members in the loop and we truly feel like our input can make a difference in policy changes
11. I just tried to find the DAC meetings that I missed on the YouTube channel and could not find any, nor was there a link on the RSA Support website. I don't know where else to look for them.
12. No, but thank you.
13. Thank you !
14. Overall, I think that RSA does a great job. I think that sometimes staff or the organization as a whole can get too caught up in the details. At my parameter party, a third person was brought in on the conversation for their opinion. That is fine, I'm glad they were consulted, but the overall impact of this minute change wasn't going to affect my library or RSA functionality at all. Attention to detail is great, but you need to keep an eye on the big picture as well.
15. Thanks for the deep dive!
16. Seriously, I really don't know how to answer most of these questions, RSA does a good job, but is far removed from my daily tasks in running my library
17. The party idea (when Tony came to visit) was excellent. Much needed and appreciated.
18. Thank you for all that you do for RSA libraries.
19. No
20. You're awesome.
21. Thanks for being there for us!