

Executive Director Report for 7 August 2025

Membership Updates: Ongoing Topics & One-Offs

Withdrawing Member Cleanup

We have removed the users and items/titles for the following former RSA members: ROWVA CUSD, East Peoria High School, both Stark County School branches, and both Congerville-Eureka-Goodfield CUSD #140 School branches. We are slowly hunting down and removing all mentions of these branches in 'all the places' including our official documents, the Support Site, and various catalog products.

Notable Membership Activity

Mason Memorial (former Union List) – cataloging to prepare to become automated

- They had patron entry and some circulation training in fall 2024. Will have intended them to go live without their entire collection cataloged with them making temp records for items not in the system.
- Patron barcodes are ordered. RSA Staff will do patron entry training again to get them back on track.

Hamilton Public Library – Received RAILS Automation Grant in May

- We had their cataloging parameters call in July.
- They have ordered item barcodes
- Lisa will provide onsite basic cataloging training shortly after barcodes arrive

Camp Point Public Library - Received RAILS Automation Grant in May

- We have their cataloging parameters call in late June
- Jennifer provided onsite basic cataloging training in late July

North Pike LD – Adding Perry Branch – Received RAILS Automation Grant in June

- They have some work to do to finalize their new space and are totally focused on that.
- Will schedule cataloging parameters call for branch specific settings
- We may or may not need to provide basic cataloging training, they already know how and may train up their temp catalogers

RIP Updates: Ongoing Topics & One-Offs

List of major RSA Indi Project (RIP) to-do's that need completion in FY26. **Red text is new this report.**

EIN Change/Clarification w/ IRS

- **We have a new EIN!**
- **Lawyers are filing additional paperwork now to 'fix' the EIN to removed the lawyer as the responsible party for taxes. Governmental organizations don't require a responsible party on the EIN, but we needed one due to our transition from 501c3 to government.**
- **Lawyers are filing additional paperwork with State of IL to finish all that setup.**

Timeline & Punch List

- Overall timeline and topical punch list for the staff employment process.

- We're currently going back through this overall document to get us moving again. Things will be VERY busy over the next several months.

IMRF (Illinois Municipal Retirement Fund)

- Awaiting their next Board meeting (29 August) to see if they approve our membership application.
- <https://www.imrf.org/en/about-imrf/board-of-trustees/board-meeting-calendar>

LIMRiCC

- Board Resolutions passed in March. Paperwork packages sent to them.
- LIMRiCC will have additional package paperwork to complete in the fall.
- FYI, we will do a cost comparison for unemployment insurance to see if it's better to go self-insured (low turnover post-staff go-live) vs paying a monthly percentage.
- We need to update them with our new EIN.

Bank Accounts

- The bank found an exception so we don't have to redo all the bank accounts. Instead we just need to update the account managers/check signers listing and approve a motion about the new EIN.
- This is excellent news and saves about 1,500 pages of paperwork. It also means our current checking account and credit cards don't need to do anything.

Mission Square

- Board Resolutions passed in March. Paperwork packages sent to them.
- We need to reach out to verify our banking information and pass along the new EIN.

Insurance

- RSA will require additional insurance and changes to our current insurance policies as a direct employer of staff
- RSA will require additional insurance to cover vehicles, renters' insurance, and more.
- Setting up meeting with Wyman Group to discuss what we need for later this fall.

RAILS / RSA IGA's, Property, Etc.

- The RSA Board will need to approve an IGA between RAILS and RSA whenever RAILS has that ready. It covers all the parts of the new relationship.
- Antony and Joe Filapek are working on the list of things RSA currently owns, or that RAILS will give to RSA, or RSA will purchase from RAILS. This work is ongoing.

Payroll, Benefits & Mandated Personnel Programs

- Antony is looking into Paychex, Paylocity, and ADP. We've been ghosted by PayCom several times and have moved on.

Staff Handbook & Staff Policies

- RSA admin staff, HR Fit, and lawyers have all finished reviewing, revising, and reorganizing the Handbook.
- The RSA handbook is geared to fit RSA's direct customer service orientation. There are some changes from our current RAILS based practices that may require staff adjustment.

- We are mid-point in reworking the Staff Culture Guide and Internal Staff Communications Guide which we will likely fold into the Culture Guide or drastically revise.
- The Cataloging and Circulation/Operations departments will be renamed for January to better reflect the full nature of RSA's support. This also better aligns RSA's naming with library and other consortia's department breakouts.

Staff Pay Scale

- We created a 7 level pay scale with relatively wide pay bands. This is based on the RAILS pay scale which was just benchmarked and adjusted in 2024.
- RAILS is paying for a review of this scale as part of the Job Description benchmarking. HR Source expects between 10-30% reduction for Peoria Area costs vs Chicago-land costs. We can apply corrections after that study is finished if we feel we need to. **Still awaiting benchmarking start. We will press forward without this is need be.**

Job Descriptions

- All job descriptions have been extensively reworked and new levels of responsibility added.
- We created two new positions for system support and reports: Library Systems and Data Analyst, and Library Systems and Data Administrator.
- The Office and Marketing Coordinator position was completely rewritten.
- HR Source has taken our job descriptions for a benchmarking project. **They are backed up right now and we expect them to finish in the fall.**

Computers, Software, IT Infrastructure

- RSA Support Staff can't migrate off RAILS provided systems until the staff cutover.
- **RSA has resumed efforts to purchase Office 365 licensing with the new EIN. We have a couple meetings upcoming for initial purchase, setup, and ongoing support.**
- We will move staff email accounts to RSA's email domain "@librariesofrsa.org" on staffing go-live date.
- Zoom, telephones, laptops, printers, and everything else RSA Staff use to do their job will be moved to RSA owned accounts as it makes sense to do so. We can continue to utilize some RAILS IT infrastructure through June 2026. RAILS may allow **RSA to utilize some IT infrastructure like monitors and the printer as part of our building rent situation. This is currently in active discussion.**
- RSA will need to procure new laptops, monitors, and supporting hardware as RAILS needs them back for use elsewhere. We have budgeted for this in FY26. **We have reached out to vendors to see if we can get sample units of laptops to play with.**

Consulting & Contracts

- HR Fit will continue as the HR department post staffing transition.
- The Office and Marketing Coordinator will serve as the internal HR Point of Contact

501(c)(3) Conversion to Illinois Intergovernmental Instrumentality Cleanup

- We continue to work on making the name change with our vendors, on our contracts, and in all the other places it appears. This will be a multi-year odyssey.
- **We filed 1 day federal and state tax returns to show the transfer of assets from RSA NFP to RSA.**

- We'll also have to file additional paperwork with the IL SOS office to complete the transition. **Lawyer working on this now with new EIN.**

System Updates, Projects, Issues: Ongoing Topics & One-Offs

A running list of major projects *which patrons see, will see, or are affected by directly*. Other projects are reported in Departmental reports or the Administrative section later.

RSAcac Mobile 2

SirsiDynix has updated our beta instance of RSAcac Mobile 2 (SirsiDynix's BLUEcloud Mobile 2) for both Apple and Google Android devices. RSA staff are testing this and working to learn the new administrative interface. We are currently working to add in the Hamilton, Camp Point, and North Pike Perry branches.

RSAcac Header Name/Logo Updates

As part of the RSAcac Mobile 2 setup, we are also looking at the existing RSAcac headers. When the new mobile app is ready for us to start building it out for deployment, we'll be reaching out to members to check and update their RSAcac profile header name, logo, and colors. We are awaiting SirsiDynix's installation of a more responsive design for the existing RSAcac web based client to make the full catalog work much better on small screens. That work will be completed by the next Board meeting and RSA staff will be testing it.

RSAcac Online Payments

RSAcac and RSAcac Mobile both can allow online bill pay. RSAcac currently has 24 online bill pay libraries, all those who requested it. This was previously a Full Online only feature. RSAcac Mobile is a shared on/off setting and has been available to all members for years. We will be working through all the other Public profiles over the next couple of months to enable this. School libraries can optionally enable it in their RSAcac profile. On hold until the outcome of the responsive design update. Patrons LOVE online bill pay in the RSAcac Mobile app. Well over half of all payments are made via the app.

Staff Updates Since the Previous Meeting

Staff Anniversaries

- James Campbell – 14 years in August
- Patty Kweram – 7 years in August
- Sara Naslund – 6 years in August

Staff Retirement

- Erin Roberts, who has been with RSA since February 2022 will be retiring at the end of August! We wish Erin all the best in the future.
- We will fill her position later this year with a target 2 Jan 2026 start date. We will fill the position at the lower level Bibliographic Services Specialist. This should increase the candidate pool and better reflects the skills and abilities catalogers have who haven't previously worked on consortia staff.

Misc Staffing Notes

- We updated our outreach program to include one in-person visit from either a Bibliographic Services or Library Services staff member once every 18 months. These visits help keep members connected with RSA staff, pass along information, and allow RSA to assess areas we can improve the system functionality for that member.
- RSA staff are now working 4 days a week in the office. Operations (soon to be Library Services) staff WFH on Mondays, Catalogers (soon to be Bibliographic Services) staff WFH on Fridays. Departments will swap Mon-Fri WHF days at the beginning of January and July. This plan has been brewing since May 2021. Staff have responded favorably to this setup and are starting to rebuild all the intra-personal connections lost during COVID days working at home.
- Kendal will meet one-on-one with each RSA staff member in late August and early September to outline the new focus of RSA starting in January and how that is different from our RAILS history. There needs to be a small mindset change from a headquarters point of view to a direct support point of view. New vision documents, staff culture guide, the handbook, new job descriptions and titles, even the new department names are all focused on setting slightly different expectations for how RSA needs to shift to support our members 2, 5, and 10 years from now.
- As of 1 August, we'll be adding 25% new staff to RSA in January. That's a big change in staff, but not as bad as it appears. All current staff will have a hand in the training new staff at some point. Here are the current open position breakouts.
 - The Cataloging Department becomes the Bibliographic Services Department – because we do more than just catalog stuff.
 - New staff member: Bibliographic Services Specialist – Primarily trained by Erica/Jennifer/Lisa - Note: hired at Specialist level w/ future promotion opportunities
 - The Circulation/Systems/Operations Department becomes the Library Services Department – because we do more than just circulation and systems stuff. Also Operations department means a totally different thing outside of libraries.
 - New staff member: Library Systems and Data Analyst – Primary Symphony & automation system training by James, primary reports & data analysis training by Kendal, and some real-world how library circ desks work advice and training from Patty, Sara, and Tony.
 - Administrative Department will be formally created, we don't really have one now – we have a lot of new administration work to do starting in January.
 - New staff member: Office and Marketing Coordinator – Primary training by a combination of Antony, Kendal, and HR Fit.

Administrative Projects and Updates Since the Previous Meeting

A running list of major projects not involving patrons directly or other updates from Administration.

BLUEcloud (BC) Central Backend Refresh and Cleaning

SirsiDynix has completed their cleanup work on our BLUEcloud backend. This removed or reworked about 12 years of alpha and beta testing we've done on various things during that time.

RSA staff have started setting up Fondulac PL and Henry PL as testing locations. As we start running through the setup process, we're finding all kinds of things we don't fully understand and don't know how to set up. SirsiDynix is creating a flowchart to help us with the multiple levels of things that need setup, in order to make it work. We've also started turning in issues we find while trying to use it in the context of a huge consortium rather than a single library. All of this was expected as they've remade the automation system online and we're insanely complex. SirsiDynix is also in the final stages of their user guide to the product.

This fall we'll see about setting up 1 or 2 schools for testing. We have one firm volunteer already. Once we get feedback from the testers and work up some documentation, we'll consider further rollouts. While not a full Workflows replacement, the online Circulation module should be all that's needed for typical Circ desk tasks.

Individual User Accounts

Like BLUEcloud Analytics, the BC Circulation online module requires individual login accounts. These systems are not protected by our library IP based firewall security. When we add in the existing individual Cataloger accounts for Workflows, and the Quincy individual Workflows Circulation accounts, and we've got a large number of things to think about and track.

RSA already has over 1,000 individual Workflows Cataloger/Circulation and BCA accounts. Once we enable the online Circulation module RSA-wide, we'll be adding several thousand more. As we slowly roll this out, each staff member at a library could have one or more individual accounts. For some large libraries with branches, Washington PL and Warren County for example, some staff may need additional per-branch circ accounts as well, we're looking into this. As of right now, RSA has individual accounts for Workflows Catalogers, Workflows Circulation staff, BLUEcloud Circulation, and BC Analytics accounts. As you can imagine, being able to quickly and easily track, create and remove these accounts is very important with only a couple of RSA Support Staff members doing the work.

We've updated our SPOT (Single Point Of Truth database) and Guru (the Helpdesk) setups to help track individual accounts at each member library. We've updated forms to allow library Directors and School librarians to inform us of staffing changes and devised a system to notify Directors after we set up or remove individual staff accounts. We need to build a culture of notification between our members and RSA to ensure we can quickly remove staff accounts for departing members to limit access to the system for those who no longer require it.

RSA Help Desk, a.k.a. Guru

Salesforce is depreciating 2 of their 3 sets of automation methods. Unfortunately, we use both automation methods being depreciated in December. We've begun the work to move these automations over to the new method. We will need to contract with Salesforce experts to do this work this fall.

Completed RSA Events: Training & Visits

Training sessions or member visits can be either in-person, virtual, or in some cases both.

FY25 Library Training and Meetings Totals

In FY25, RSA held a total of 235 events, interacting with 695 people for approximately 442 total contact hours.

- 235 Events break down as:
 - 60 Cataloging focused events
 - 158 Library Services/Operations focused events
 - 16 Governance or Miscellaneous events
 - 1 RSA Day
- Included in the event total were 27 Workshops taught
- Also included in the total were RSA Staff's site visits: 31 Cataloging Site visits, 18 New Director Site Visits, and 130 Parameters Party visits

June and July Events:

Location	Campaign Name	Campaign Type
Brown County PL	Item Group Editor Training	Cataloging
Towanda District Library	Cataloging Site Visit	Cataloging
Henderson County Public Library District	Item Group Editor Training	Cataloging
Carlock Public Library	5 2025 Board Meeting	Governance
Blessing Health Professions (Zoom)	FY25 Parameters Party	Member Services
McLean Museum of History (Zoom)	FY25 Parameters Party	Member Services
Peoria Public Library	Basic Patron Registration Workshop	Member Services
Edwards River Public Library District	Basic WorkFlows Cataloging Workshop	Cataloging
Washington DL	Cataloging Site Visit	Cataloging
Zoom	June 2025 Membership Chat	Member Services
Zoom	RSA Bibload Workshop	Cataloging
Camp Point PL (Zoom)	Introductory Cataloging Meeting	Cataloging
Flanagan PLD	FY26 New Director Visit	Member Services
Zoom	FY26 Holds Workshop	Member Services
Kewanee Public Library & Zoom	9 July 2025 DAC meeting	Governance
Zoom	Basic Circulation Workshop	Member Services
Tremont DL	FY26 New Director Visit	Member Services
Zoom	Online Basic WorkFlows Cataloging Workshop	Cataloging
Pittsfield PLD	Cataloging Site Visit	Cataloging
Hamilton PL (Zoom)	Introductory Cataloging Meeting	Cataloging
Henry Public Library	Cataloging Site Visit	Cataloging
Peoria Public Library	Routine 'how are we doing' visit	Member Services

Flanagan and Cambridge (Zoom)	Basic Patron Registration Workshop	Member Services
Camp Point Public Library	Basic WorkFlows Cataloging Workshop	Cataloging
Tremont DL	Cataloging Site Visit	Cataloging
Spoon River Public Library	Cataloging Site Visit	Cataloging
Illini Bluffs HS	Illini Bluffs New Director visit	Member Services

Operations Department Report for 7 August 2025

Item Retention Policy

We once again decided to delay bringing this policy to the board for approval in the interests of keeping the agenda as clear as possible for consideration of the new Employee Handbook. We are also taking stock of what records might potentially be affected by the policy and developing some internal procedures. We intend to bring it back for potential approval in September.

Sharing and Holds Policy

Back in June the board adopted a new Sharing and Holds policy which combined 3 previous board level policies. In preparing that new combined policy, we overlooked a fourth policy which also covers elements of Sharing and Holds. This is the [Item Renewal & Holds Shelf Limits Policy](#). I'm sorry this was missed in my previous review of the policies, as it was not tagged as a Holds policy. We are asking the board to consider approving an update to the Sharing and Holds policy which incorporates language from the Item Renewal policy. New language brought in is marked in green in the new draft policy. You will note that due to a duplication in language there is not much new being added.

Freedom of Information Policy

A new edition of the RSA Freedom of Information policy has been prepared with updated information for the 2025/26 Fiscal Year along with some changes which reflect some operational changes made since the previous version of the policy was adopted.

Parameters Parties

The Parameters Parties are complete. Parties were held with all but three of our member libraries. One of these was a library that subsequently left RSA on June 30. The second was losing its staff member, and now they have a new staff member in place Patty has already visited them for a New Director visit. The third remains without staff but we will reach out soon. 690 cases were raised as a result of the parties. All but 8 of these have been closed. These 8 cases are from school members and we are waiting for staff to return from summer to get these remaining issues resolved.

No-Transit Users

At time of writing, 84 branches have properly set up No-Transit users with real User IDs, leaving 87 which have dummy barcodes. As RSA staff visit libraries these dummy barcodes will be replaced with real User IDs. Libraries are not required to use their No-Transit user but information on how to use them can be found here: <https://support.librariesofrsa.org/wp-content/uploads/2025/03/Using-a-NO-TRANSIT-Account-Cheat-Sheet-2025-01-13.pdf>.

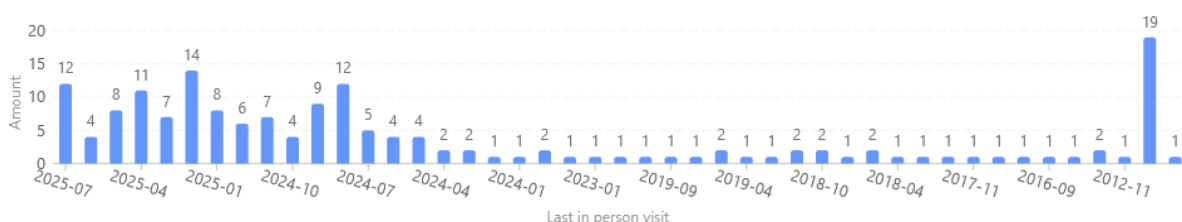
Holds Limits

All User Profiles have been updated with the new Holds Limits approved by the board.

Routine Visits

The Operations Team has started booking Routine in-person visits with the first round of 24 libraries. Peoria Public Library has already been visited with Antony visiting each branch in one day. 10 more visits have been scheduled so far. As a reminder, the new schedule of routine visits means each library will be visited in person every 18 months and will have a Cataloging and Operations team visit every 3 years. Libraries have been organized into visit groups based broadly on the length of time since their last in-person visit.

This chart shows the most recent in-person visit to each member library branch by month. Most recent visits are to the left.



Cataloging Department Report for 7 August 2025

Brief Record Upgrades

Since the June Board meeting, the RSA cataloging department has upgraded 351 brief records to OCLC records with full bibliographic description.

RSA is currently upgrading brief records entered into WorkFlows as far back as August 2023.

Cataloging Site Visits

The RSA cataloging department conducted five in-person cataloging site visits since the June Board meeting:

- Erin visited Spoon River Public Library District.
- Jennifer visited Henry Public Library.
- Lisa visited Washington District Library, Pittsfield Public Library District, and Tremont District Library.

Combined, these visits reached 11 library staff for a total of 12.75 hours.

Cataloging Progress for New RSA Libraries

Camp Point Public Library completed the introductory cataloging meeting on July 2nd. Jennifer provided in-person basic WorkFlows cataloging training at Camp Point for one staff member on July 28th. Camp Point is now ready to start cataloging.

Hamilton Public Library completed the introductory cataloging meeting on July 18th. Lisa is waiting to visit Hamilton for cataloging training until the item barcodes have arrived.

For the Perry Branch at the North Pike Public Library District, Erica is waiting to schedule the introductory cataloging meeting because construction work on the branch building is currently the primary focus.

Cataloging Training

Two Basic WorkFlows Cataloging Workshops were taught since the June Board meeting:

- Erin taught the workshop in-person at Edwards River Public Library District for one participant on June 17th. This was the first time this workshop was taught in-person since before COVID.
- Jennifer taught this workshop on Zoom for three participants on July 15th.

On June 26th Erica taught the Bibload Workshop on Zoom for four participants.

No WorkFlows Item Group Editor training was conducted since the June Board meeting.

The cataloging department participated in webinars on cataloging graphic novels and wellness and stress reduction tips.

Other Cataloging Projects

- Erin, Jennifer, and Lisa continued cross training each other on cataloging support topics. Training topics since the June Board meeting include the resolution of issues with shadowed and on-order items.
- Erin and Jennifer met with their iCAMP (Illinois Cataloging Mentorship Program) mentees in July.
- Lisa created the Library Bound Items Best Practices Cheat Sheet, posted [here](#) on the support site and also included in the Basic WorkFlows Cataloging Workshop document packet. The cataloging department has been busy adding library binding ISBNs reported by members to existing OCLC records to improve findability and avoid duplicate records. Requests to add library binding ISBNs can be sent to help@rsanfp.org.
- Jennifer recently helped a couple libraries that loaded OCLC records into WorkFlows with the actual title accidentally erased, with only [sound recording] appearing as the title on the record. Please reach out to the RSA Help Desk for assistance if you load an OCLC record into WorkFlows and notice this issue.
- Erin finished the remaining cleanup of items assigned the AV and AV-L item types in WorkFlows. These item types were eliminated several years ago by this [policy](#).
- Based on member feedback, Erica revised the Item Group Editor Procedure, posted [here](#) on the support site, to include instructions how to create a text file of item IDs, upload that file into the Item Group Editor to batch edit the items, and also how to merge groups of items.
- Lisa posted to the Cataloging email forum about the updated version of the Utilizing RSA's Seed Library Broad Category Enhanced Brief Records Guide, available [here](#) on the support site. The guide now includes additional information about barcoding items in a seed library, as well as interesting ideas for managing seed library items.
- Jennifer has been working with several libraries to remove more pirated copies of the movie *Greyhound* from WorkFlows. Please report any pirated items you encounter in WorkFlows to help@rsanfp.org so we can ensure they are removed from our database.
- In response to questions from a few members, an updated procedure how to catalog cake pans in WorkFlows is now available [here](#) on the RSA support site.
- Plans are being made to adjust the cataloging department's workload in light of Erin's upcoming retirement. The cataloging department appreciates Erin's 3 ½ years of excellent service to RSA!

Hold Pickup Library Type & Size Groups	Hold Pickup Library Group (Main + Branches) -- Click Library Code to see breakouts of total cost of items and a title list.	Library Filled Holds	ILL Filled Holds (via Delivery)	Total Filled Holds	% ILL Filled
Total		188,063	369,016	557,079	66.24%
Non-Public: FTE Under 201 (10 members)	Total	70	1,631	1,701	95.88%
	ASTORIA-HS	0	28	28	100.00%
	BF_BRDF-SD	0	4	4	100.00%
	BS_BPCCUSD	0	14	14	100.00%
	IL_VETHOME	68	1,289	1,357	94.99%
	RB_ROA-HS	1	62	63	98.41%
	SVALLEY-SD	0	16	16	100.00%
	UNITY-HS	1	218	219	99.54%
Non-Public: FTE 201 - 500 (14 members)	Total	97	2,210	2,307	95.80%
	A0-ALL	0	92	92	100.00%
	A5-ALL	4	89	93	95.70%
	AC_ALDO-SD	9	230	239	96.23%
	B5-ALL	10	63	73	86.30%
	C5-ALL	2	79	81	97.53%
	CENTRAL-HS	69	1,438	1,507	95.42%
	F0-ALL	0	98	98	100.00%
	FH-ALL	2	75	77	97.40%
	GC-ALL	1	42	43	97.67%
	WFIELD-230	0	4	4	100.00%
Non-Public: FTE 501 - 1K (11 members)	Total	13	791	804	98.38%
	AB-ALL	5	83	88	94.32%
	BN_BLESSHP	0	23	23	100.00%
	DM-ALL	0	28	28	100.00%
	H0-ALL	0	1	1	100.00%
	KH_KWNE-HS	1	49	50	98.00%
	M0-ALL	5	417	422	98.82%
	PT_PONT-HS	0	18	18	100.00%
Non-Public: FTE Over 1K (4 members)	Total	12	279	291	95.88%
	BB-ALL	0	23	23	100.00%
	IV-ALL	4	92	96	95.83%
	S0_SRCC-C	0	8	8	100.00%
	WH_WASH-HS	8	156	164	95.12%
Public: Under 2K pop served (34 members)	Total	3,377	30,139	33,516	89.92%
	AASTOR-PLD	33	460	493	93.31%
	AKINSON-PL	31	235	266	88.35%
	BDFORD-PLD	96	929	1,025	90.63%
	BLAND-HIRE	288	796	1,084	73.43%
	CHENOA-PL	54	753	807	93.31%
	CLCHESTER	37	1,083	1,120	96.70%
	CWORTH-PL	15	359	374	95.99%

Hold Pickup Library Type & Size Groups	Hold Pickup Library Group (Main + Branches) -- Click Library Code to see breakouts of total cost of items and a title list.	Library Filled Holds	ILL Filled Holds (via Delivery)	Total Filled Holds	% ILL Filled
	CX_CLAYTON	7	725	732	99.04%
	DANVERS-TL	373	2,912	3,285	88.65%
	DR_CREEKPL	137	1,103	1,240	88.95%
	FC_FARMERC	41	305	346	88.15%
	FILGER-PL	172	1,758	1,930	91.09%
	FLANAGN-PL	78	1,117	1,195	93.47%
	FP_FORREST	353	2,203	2,556	86.19%
	GM_GREIG-M	3	341	344	99.13%
	HN_HAPEINE	148	1,339	1,487	90.05%
	LAHARP-CAR	30	552	582	94.85%
	LC_LACON	126	1,398	1,524	91.73%
	MF_MHFGPLD	172	849	1,021	83.15%
	MM_MASON-M	0	49	49	100.00%
	MR_MC-RIV	5	200	205	97.56%
	MT_MARTIN	65	500	565	88.50%
	MU_MAQUON	10	509	519	98.07%
	NAUVOO-PL	179	2,410	2,589	93.09%
	NEPONSET	13	396	409	96.82%
	NW_WINDSOR	21	594	615	96.59%
	ODELL-PL	131	565	696	81.18%
	RANSOM-MEM	28	598	626	95.53%
	SALEM-TL	39	707	746	94.77%
	TWANDA-DL	529	2,258	2,787	81.02%
	VA_AVON-PL	94	799	893	89.47%
	VL_VALLEY	7	149	156	95.51%
	VRGINIA-PL	10	597	607	98.35%
	WNCHESTER	52	591	643	91.91%
Public: 2K - 4K pop served (25 members)	Total	7,067	43,895	50,962	86.13%
	ATLANTA-PL	23	549	572	95.98%
	AYER-PLD	150	1,702	1,852	91.90%
	BMFIELDPLD	601	3,375	3,976	84.88%
	BUSHNEL-PL	28	1,024	1,052	97.34%
	CK_CARLOCK	421	2,997	3,418	87.68%
	CMBRIDGE	354	966	1,320	73.18%
	CV_CLOVER	159	1,022	1,181	86.54%
	DOMINY-ML	795	5,817	6,612	87.98%
	GALVA-PLD	629	1,786	2,415	73.95%
	GD_GRIDLEY	425	1,241	1,666	74.49%
	GI_GRIGVIL	28	466	494	94.33%
	HP_HUDSON	983	4,327	5,310	81.49%
	HY_HENRY	204	1,240	1,444	85.87%
	JOHNMOSSER	71	603	674	89.47%

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	KNOXVIL-PL	171	1,444	1,615	89.41%
	LILLIE-M-E	647	2,756	3,403	80.99%
	LP_LEX-PLD	104	916	1,020	89.80%
	MQUETTE-HT	178	1,536	1,714	89.61%
	MW_MOR-M-W	305	3,121	3,426	91.10%
	RUSHVIL-PL	103	1,539	1,642	93.73%
	SPOON-RIVR	13	1,016	1,029	98.74%
	TOULON-PLD	185	1,297	1,482	87.52%
	VIOLA-PLD	60	1,290	1,350	95.56%
	WLMFLD-PLD	126	623	749	83.18%
	WYOMING-PL	304	1,242	1,546	80.34%
Public: 4K - 10K pop served (21 members)	Total	20,711	70,862	91,573	77.38%
	B0_BROWN-C	583	3,458	4,041	85.57%
	BEARD-H-ML	48	500	548	91.24%
	CARTHAGEPL	456	3,082	3,538	87.11%
	CREVEC-PLD	129	698	827	84.40%
	DUNLAP-PLD	1,781	7,741	9,522	81.30%
	EB_EL-PASO	936	4,052	4,988	81.23%
	EUREKA-PLD	3,737	12,549	16,286	77.05%
	FARM-A-PLD	408	2,471	2,879	85.83%
	FSTAR-PLD	93	1,083	1,176	92.09%
	FV_FORMVAL	82	697	779	89.47%
	G0-ALL	165	1,440	1,605	89.72%
	HAVANA-PLD	314	1,572	1,886	83.35%
	HC_HENDRSN	3,472	3,519	6,991	50.34%
	HEYWORTHPL	1,183	4,061	5,244	77.44%
	MERCER-CAR	301	3,511	3,812	92.10%
	MKINAW-DPL	1,639	2,260	3,899	57.96%
	PHEIGHTS	951	3,309	4,260	77.68%
	PITTSFIELD	1,087	2,175	3,262	66.68%
	PRAIRIE-CR	417	1,207	1,624	74.32%
	TD_TREMONT	1,668	7,770	9,438	82.33%
	Z0-ALL	1,261	3,707	4,968	74.62%
Public: Over 10K pop served (16 members)	Total	156,716	216,557	373,273	58.02%
	AP_ALPHAPK	3,363	8,350	11,713	71.29%
	CPCHILLIPL	1,669	6,195	7,864	78.78%
	FONDULAC	4,532	10,749	15,281	70.34%
	GU_GBURGPL	8,261	12,469	20,730	60.15%
	I0-ALL	5,731	19,098	24,829	76.92%
	JACKSONVIL	888	8,239	9,127	90.27%
	KEWANEE-PL	2,104	3,938	6,042	65.18%
	MACOMB-PLD	1,524	4,823	6,347	75.99%

Hold Pickup Library Type & Size Groups	Hold Pickup Library Group (Main + Branches) -- Click Library Code to see breakouts of total cost of items and a title list.	Library Filled Holds	ILL Filled Holds (via Delivery)	Total Filled Holds	% ILL Filled
	MP_MORTON	13,055	28,870	41,925	68.86%
	NP_NORMAL	31,073	21,960	53,033	41.41%
	P0-ALL	41,394	36,485	77,879	46.85%
	PK_PEKINPL	7,583	10,771	18,354	58.68%
	PONTIAC-PL	1,175	5,220	6,395	81.63%
	QU-ALL	22,195	20,448	42,643	47.95%
	W0-ALL	9,968	14,507	24,475	59.27%
	WA-ALL	2,201	4,435	6,636	66.83%
D1500 ILLs, Other System things	Total	0	2,554	2,554	100.00%
	1_RSA-NFP	0	1	1	100.00%
	SHARE-ILL	0	150	150	100.00%
	SYSTEM-LIB	0	2,403	2,403	100.00%
Policy Not Found (item deleted)	Total	0	98	98	100.00%
	POLICY NOT FOUND	0	98	98	100.00%

Hold Pickup Library Type & Size Groups	Library Filled Holds	ILL Filled Holds (via Delivery)	Total Filled Holds	% ILL Filled
Total	188,063	369,016	557,079	66.24%
Non-Public: FTE Under 201 (10 members)	70	1,631	1,701	95.88%
Non-Public: FTE 201 - 500 (14 members)	97	2,210	2,307	95.80%
Non-Public: FTE 501 - 1K (11 members)	13	791	804	98.38%
Non-Public: FTE Over 1K (4 members)	12	279	291	95.88%
Public: Under 2K pop served (34 members)	3,377	30,139	33,516	89.92%
Public: 2K - 4K pop served (25 members)	7,067	43,895	50,962	86.13%
Public: 4K - 10K pop served (21 members)	20,711	70,862	91,573	77.38%
Public: Over 10K pop served (16 members)	156,716	216,557	373,273	58.02%
D1500 ILLs, Other System things		2,554	2,554	100.00%
Policy Not Found (item deleted)		98	98	100.00%