# RSA Functionality by Membership Level Detail

**Revised: October 26, 2023**

**Basic Online membership:** A library that uses limited parts of the existing application programs and services for cataloging, circulation, holds and the online catalog. Their patrons are in the database for resource sharing and have limited access to system functions. This level of membership is intended to replace standalone automation systems and allow RSA-wide holds only and does not have access to advanced functionality.

**Full Online membership:** a library that uses all existing application programs and services**.** Their patrons have full access to all the benefits of the system.

To determine your library's RSA membership level, please refer to the RSA membership list, accessible at https://support.librariesofrsa.org/about/member-libraries/.

| | Basic Online | Full Online |
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| **RSA Member Functionality** <br> **(Functionality indicated by level with X)** | | |
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| **Cataloging Functions** | | |
| **Basic Cataloging Level –** This level involves using the WorkFlows Cataloging module to do the following: <br> • Catalog books, video recordings, sound recordings, serials, kits, and other formats using OCLC bibliographic records already in WorkFlows. <br> • Edit existing items either individually or globally. <br> • Create brief bibliographic records for items that lack existing matching records in WorkFlows and OCLC (if the library uses OCLC). <br> • Delete items from WorkFlows, either individually or by scanning item IDs into a discard user account. <br> • Transfer items from one bibliographic record to another, preserving holds, circulation, and inventory statistics. <br><br> Requirements for staff who catalog at the basic level can be found in the Core Competencies for Cataloging Staff at RSA Member Libraries, accessible at https://support.librariesofrsa.org/wp-content/uploads/2022/12/RSA_Cat_Competencies_2022-06-29.pdf. <br><br> RSA regularly schedules Basic WorkFlows Cataloging Workshops for libraries to learn how to catalog at this level. | X | X |

|  | Basic Online | Full Online |
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| **Bibliographic Record Exports –** Library bibliographic holdings can be batch exported from WorkFlows, for OCLC member libraries, by RSA staff on behalf of the library for use in third-party products that are powered by up-to-date library holding information. Exports requiring manual RSA staff processing are limited to 1x a month. Libraries that use the bibliographic record export service are responsible for reviewing the results to ensure accuracy of the export.  Non-OCLC libraries can not receive their holds in MARC format, their export will be a shelflist of items and item level data only. | X | X |
| **Brief Record Upgrade Service –** RSA cataloging staff place copy-level holds on items cataloged on brief records, upgrade those brief records to OCLC records with full bibliographic description, and then RSA returns the items in delivery. An RSA Help Desk case is created to track the upgrade of the brief record and communicate with the library during this process. | X | X |
| **Call Number Assistance –** A library can contact the RSA Help Desk to request assistance determining a call number to assign to an item, most likely nonfiction in need of a Dewey Decimal Classification number. | X | X |
| **Cataloging Maintenance Center (CMC) Record Loads –** RSA loads bibliographic records created by the CMC into WorkFlows on behalf of libraries that send their local history, genealogy, or special collections items to the CMC for cataloging. | X | X |
| **Cataloging Parameter Support –** RSA provides assistance with cataloging code selection, creation of new codes, and WorkFlows drop-down menu configuration. | X | X |
| **Cataloging Site Visits –** RSA cataloging staff visit member libraries in-person and virtually to share helpful cataloging information and answer cataloging-related questions. | X | X |
| **Cataloging Virtual Office Hours –** Libraries are invited to attend these informal events to network with cataloging staff at other RSA libraries. Office Hours are also an opportunity to ask RSA staff questions about cataloging procedures, brief records, item group editor, database maintenance, cataloging parameters, or other cataloging-related topics. | X | X |
| **Collection Batch Change Service – Call Numbers –** Call number prefixes or suffixes for groups of 50 items or more can be batch edited by RSA staff on behalf of a library. Libraries that use the collection batch change service are responsible for reviewing the results via reports to ensure accuracy of the edits. | X | X |
| **Collection Batch Change Service – Items –** Item-level information for groups of 50 items or more can be batch edited by RSA staff on behalf of a library. Item-level information that can be batch edited includes home location, price, item type, item categories, number of pieces, extended information notes, and statuses for permanent, circulate, and shadowed. Libraries that use the RSA collection batch change service are responsible for reviewing the results via reports to ensure accuracy of the edits. | X | X |

|  | Basic Online | Full Online |
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| **Database Maintenance –** RSA staff routinely perform database maintenance to ensure accurate, quality item and bibliographic cataloging in WorkFlows. Library staff are encouraged to perform database maintenance as time allows. Contact the RSA Help Desk for information about database maintenance reports. Libraries are encouraged to report to RSA for correction any cataloging issues that they encounter in WorkFlows or the RSAcat. Examples of cataloging issues include (but are not limited to) items cataloged on the wrong records, brief record mistakes, wrong owning library, advanced reader copies, and duplicate records. | X | X |
| **OCLC Cataloging Level –** This level involves searching OCLC WorldCat via Record Manager or Connexion Client to find bibliographic records for items that do not already have matching records in WorkFlows, then loading those records into WorkFlows. An OCLC cataloger is able to access the basic WorkFlows cataloging wizards, as well as the MARC Import wizard and the WorkFlows Load Bibliographic Records Report.<br><br>Requirements for staff who catalog at the OCLC level can be found in the Core Competencies for Cataloging Staff at RSA Member Libraries, accessible at https://support.librariesofrsa.org/wp-content/uploads/2022/12/RSA_Cat_Competencies_2022-06-29.pdf.<br><br>RSA regularly schedules Bibload Workshops for libraries to learn how to use Connexion Client to make bibliographic records usable for RSA, including how to add library-specific call number/item information to the records, export them from the Client in the correct format, and load them into WorkFlows so they are visible in the RSAcat. | X | X |
| **OCLC Holding Batch Updates –** RSA libraries' bibliographic holdings in OCLC WorldCat are batch updated monthly by a process called OCLC Holdings Manager (OHM). This process is performed by RSA staff. OHM both adds and deletes holdings in OCLC WorldCat for the RSA library based on its current WorkFlows holdings. OHM is limited to those RSA libraries that maintain an active OCLC membership. | X | X |
| **WorkFlows Bound-With Wizard –** This wizard is used to link two different call numbers, described by two different bibliographic records, which are bound together and shelved as a single unit in a library's collection. Bound-with items use a single barcode when the items are checked out.<br><br>For example, if a library circulates an audiobook with a print book that is an analysis of the audiobook's content, the WorkFlows bound-with wizard can be used to link the book's bibliographic record (the "child" call number) to the audiobook record (the "parent" call number).<br><br>RSA provides bound-with training on a case-by-case basis for libraries that have a routine need to create bound-with call numbers. Libraries that only occasionally need bound-with call numbers created are encouraged to contact the RSA Help Desk for assistance. | X | X |

|  | Basic Online | Full Online |
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| **Batch Editing Level –** This level involves using the WorkFlows item group editor wizard to batch edit item-level information in WorkFlows, such as (but not limited to) home location, item type, item categories, and price.  A batch editing cataloger is able to access the WorkFlows wizards in the basic cataloging level in addition to the item group editor.<br><br>Requirements for staff who catalog at the batch editing level can be found in the Core Competencies for Cataloging Staff at RSA Member Libraries, accessible at https://support.librariesofrsa.org/wp-content/uploads/2022/12/RSA_Cat_Competencies_2022-06-29.pdf.<br><br>RSA provides item group editor training on a case-by-case basis for libraries that have a routine need to batch edit item-level information assigned to their collection. Libraries that only occasionally need to perform item-level batch edits are encouraged to use the Collection Batch Change Service – Items. |  | X |
| **WorkFlows Serial Control Module –** Libraries have the option to use the Serial Control module to catalog their magazines. As its name suggests, the Serial Control module is designed specifically for managing a library's serials: receiving them, gathering circulation statistics, tracking claims, and generating lost issue notices. Libraries interested in using Serial Control are encouraged to contact the RSA Help Desk. |  | X |
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| **Circulation Functions** | | |
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| **WorkFlows Circulation Module** – WorkFlows module with full circulation capability, charge, discharge, billing patron, managing patrons, and staff initiated holds, etc. Used for daily circulation operations by staff from RSA full online and basic online member libraries. | X | X |
| **WorkFlows Offline Circulation Module** – WorkFlows can be used in offline mode when system issues occur, or a library has lost access to the internet. Transactions are automatically uploaded the next time WorkFlows connects to the Symphony server. Note: RSA recommends using Offline Circulation for checkouts and renewals ONLY. Discharging materials in offline mode causes errors for some materials and lead to items not discharging and staying on the patron's checkout list. | X | X |
| **Integrated Billing** – Patron accounting functionality to track fines, automatically create bills for lost items, and manually add fines for items or services. System generated bill notices are automatically emailed to patrons with email addresses or can printed from the system for local and regular mail dissemination. | X | X |
| **Patron Registration and Management** – User information is added to the patron database by RSA full online and basic online member libraries following the RSA patron entry standards. Individual user accounts can be modified and deleted. A patron's current circulation activity and library usage can be tracked, and notices generated. Libraries can obtain reports containing patron information and activity. | X | X |

|  | Basic Online | Full Online |
|---|---|---|
| **User Batch Changes –** User information for groups of 50 users or more may be batch edited by RSA staff on behalf of the library. User information that may be batch edited includes but not limited to, group ID, users cats 1 -12, PINs, expiration dates, adding or deleting users. RSA libraries that use the RSA user batch edit service are responsible for reviewing the results via reports to ensure accuracy of the edits. | X | X |
| **User Batch Adding or Deleting** – Groups of 50 users or more may be batch added or deleted by RSA staff on behalf of the library. School libraries especially find this useful. The library must provide new user data in an RSA approved format using a spreadsheet provided to the library. User deletions must be able to be batch selected on a defined value in the user record (i.e., Group ID, User Cat 6 or 7, etc.). RSA libraries that use the RSA user batch edit service are responsible for reviewing the results via reports to ensure accuracy of the edits. | X | X |
| **Circulation Training –** RSA staff provide WorkFlows circulation training for Basic and Full RSA libraries. Libraries going live for the first time with the circulation module receive training prior to go-live and on go-live day an RSA staff member will be present (if possible) to answer questions and clarify processes. RSA will also provide periodic basic WorkFlows circulation training sessions via Zoom, group training in host libraries, or via onsite training (primarily for schools and small publics who cannot attend otherwise) when RSA staff availability allows. | X | X |
| **Holds Training** – RSA staff provides WorkFlows holds training for Basic and Full RSA libraries. Libraries going live for the first time with the Holds module receive training prior to go-live and on go-live day an RSA staff member will be present (if possible) to answer questions and clarify processes. RSA will also provide periodic basic WorkFlows holds training sessions via Zoom, group training in host libraries, or via onsite training (primarily for schools and small publics who cannot attend otherwise) when RSA staff availability allows. | X | X |
| **Inventory Control** – WorkFlows allows members to conduct an inventory of their holdings and get reports on missing and mis-shelved items. Inventories can be for the entire library or section by section. Libraries work with RSA staff to initiate an inventory and are provided guidance on the process. | X | X |
| **System-wide Holds** – Patrons can place system-wide holds in RSAcat based on the patrons' home library holds lending rules.  Member library staff can place hold on most materials in Workflows and are expected to follow reciprocity rules based on their local holds rules.  By default, most libraries choose to share with all members regardless of type, otherwise Public libraries loan to other public libraries and school libraries loan to other school libraries. Holds picklists run several times a day and holds going to another library use the RAILS (Reaching Across Illinois Library System) provided delivery system for routing and delivery. | X | X |
| **MobileStaff** – iOS and Android app for a tablet or smartphone that allows library staff to perform checkin/discharge, checkout, renewals, holds management, inventory, weeding, picklists, and patron registration/modification from any location. MobileStaff may only be installed on library-owned devices of Full Online members, not personally owned devices. |  | X |

|  | Basic Online | Full Online |
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| **Outreach/Homebound Module** – WorkFlows module allows libraries to manage circulation to patrons unable to visit the library. Allows staff members to manage patron's reading lists, allows differing checkout times, and unique holds management. |  | X |
| **3rd Party Collections** – Unique Management integration for 3rd party collections management. Allows patrons to be referred to collections based on per-library requirements and limits. RSA sets up reports with the library's collection rules and from that point on all data gathering and sending to Unique Management is automated. |  | X |
| **Acquisitions Module** – Currently being reworked into BLUEcloud Acquisitions. WorkFlows module allowing libraries to manage their acquisitions with full fund accounting. Allows on-order records for soon to arrive materials. RSA recommends any library thinking about using Acquisitions to automate their library acquisitions and purchasing accounts and track spending wait for BLUEcloud Acquisitions to be released. |  | X |
| **Academic Reserves Module** – WorkFlows module used by academic members to manage items placed on reserve and circulated for different load periods. |  | X |
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| **Report Functions** | | |
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| **Custom Reports / Requests from RSA Support Staff for Reports** – RSA Staff created reports containing specific data may be created, at RSA's discretion, for member libraries to accommodate or automate requests not available to members in other formats. | X | X |
| **WorkFlows Symphony Reports Module** - Workflows-generated reports that appear in a library's Reports tab in WF. Contains reports such as daily overdue notices. | X | X |
| **BLUEcloud Analytics (BCA) with Non Personally Identifiable Information (PII) Reports** – BCA is an Enterprise-level Analytics and Reporting tool that includes big picture overview and the ability to drill down to a granular level view. An exceptionally powerful business intelligence tool for analyzing library operations and patron behavior as recorded in Symphony Workflows. Access to all RSA published reports that do not contain PII data. | X | X |
| **BLUEcloud Analytics – Reports Containing PII** – Access to BLUEcloud Analytics reports containing patron personal identifying information. Requires signed individual and library agreement forms consenting to the terms of receiving this data. | X | X |
| **Reports Training** – Basic BLUEcloud Analytics training is available via short videos on the RSA YouTube channel; send a ticket to the helpdesk to have a login created. Quarterly 'advanced' BCA training sessions offered online through zoom or on location at member libraries. | X | X |
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| RSAcat Functions | | |
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| **Patron Accounts in RSAcat** – Patrons can see and manage their checkouts, holds, and fines via RSAcat. Patrons can renew items, change their PINs, and choose to store their checkout history. RSA provides RSAcat promotional materials for library staff to encourage patrons to use the RSAcat. RSA members are responsible for providing training for patrons on how to use the RSAcat. Promotional documents are available here: https://goo.gl/Xut9Oc | X | X |
| **Patron Lists in RSAcat** – Patrons have the option to create multiple lists of titles in RSAcat. These lists can be used to track previously read items, for research lists, to create lists of titles to place on hold, etc. RSA member libraries are responsible for providing training for patrons on how to use patron lists. | X | X |
| **Patron Initiated Holds in RSAcat** – Patrons can place their own holds via the RSAcat online catalog. Patrons can change their pickup library, suspend/ unsuspend, or delete their holds. Public library patrons can choose from any public library as their pickup library. School holds may only be picked up in the building in which the hold is placed or at another school within that same district. All holds are filled based on the patrons' home library rules, not the rules of the hold pickup library. Items picked up at other libraries are checked out with the pickup library's circulation rules. | X | X |
| **ADML Digital Title integration in RSAcat –** The base ADML catalog of titles is available and added to all ADML member library RSAcat search results.  There is no fee for including the consortia-wide catalog of titles. Member libraries have the option to display eBooks alongside or in a separate search result from the physical collection. | X | X |
| **ADML Advantage/Advantage Plus Digital Title integration in RSAcat** (for an additional annual fee) – Libraries may choose to include a separate feed of their Advantage/Advantage Plus titles to their RSAcat page.  This may result in duplicates for titles owned by both ADML's overall collection and local Advantage titles. | X | X |
| **eRead Illinois Digital Title integration in RSAcat** (for an additional annual fee) – eRead IL titles can appear in RSAcat added to your local collection. | X | X |
| **Hoopla Digital Title integration in RSAcat** (for an additional annual fee) – Hoopla items can appear in RSAcat in their own tab of search results. | | |
| **Online Bill Pay in RSAcat Mobile App** – Allows patrons to use the mobile app for credit card payments of fines, fees, and other charges on their account that originated from the WorkFlows database. A record of payment is automatically updated to WorkFlows on the patron's account and payment is sent to libraries twice a year in February/March and August/September.  Functionality provided by ProPay. | X | X |
| **RSAcat Online Catalog** – SSL (Secure Sockets Layer) secured public access online catalog with a profile for each RSA member library to ensure patron's search and personal data is protected. Each library may choose to customize its RSAcat header with its preferred color and/or library logo. RSAcat allows patrons and staff to search for holdings in a particular library or all libraries in the RSA membership. | X | X |

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| **RSAcat Mobile App – (BlueCloud Mobile)** - Mobile version of RSAcat online catalog available for iOS and Android devices. Online and Basic Online library patrons can save and display their library barcode for checkout, place holds, manage their accounts, renew items, pay fines via credit card, and manage multiple accounts (like children's accounts). | X | X |
| **Enhanced Content + (Syndetics Unbound) for RSAcat\*** – The catalog is enhanced with reviews, table of contents for titles, summaries, first chapter test, About the Author, series information, you may also like titles, tags, reading level searching, and more.  * As applicable per title record, not all titles link to enhanced content. | X | X |
| **Enhanced Content (Book Covers, Reviews, Author Notes) for RSAcat & RSAcat Mobile –** Titles are linked to and display "book cover" images through an automated service running on RSAcat and RSAcat Mobile based on ISBN numbers. This also functions for movies, music, and electronic titles.  In addition, some titles also have reviews and author notes displayed in RSAcat Mobile. | X | X |
| **BLUEcloud Visibility / Linked Data Service** – BLUEcloud Visibility, a service through SirsiDynix, transforms an RSA member's MARC collection data, as well as information about the library's physical space (such as address, hours of operation, and phone number) into machine-readable linked data. This linked data is visible in results of search engines such as Google, Yahoo, and Bing. BLUEcloud Visibility creates a visible presence for the RSA membership on the web, ready to meet both library users and non-users, who often use search engines before they use a library's online catalog. Collection and library data is refreshed twice a month by BLUEcloud Visibility to ensure the linked data representing RSA member libraries stays updated. BLUEcloud Visibility automatically performs the data refresh, with no work necessary on the part of the RSA library. | X | X |
| **CloudSource Open Access Resources** – A tab of search results in the RSAcat online catalog allows access to over 50 million full text academic articles from 96+ thousand journals, plus over 1.5 million eBooks, eAudio, and educational resources. | X | X |
| **Online Bill Pay in RSAcat via ProPay** (RSAcat web version)- Patrons can use credit cards to pay their fines via RSAcat. All payments go to a shared vendor account. RSA breaks out these payments semi-annually sending checks and listings of payments to those member libraries to whom the payments should go.  RSA uses the same methodology as is supposed to be used at each library circ desk, i.e. the library receiving payment gets the money except for lost items or damaged items where the item owning library gets the money, or of collections or referral fees where the billing library receives the payment. Library's can request their own ProPay vendor account for use in RSAcat and WorkFlows with a specific credit card swipe device, but would assume all annual reporting and financial compliance requirements associated with touching credit cards. Contact RSA for more information on this option. | | X |
| **RSAcat App template (allows library specific customization)** – Libraries may optionally add customizations to the mobile app including your library's logo, brand color, database resources, event calendar links, social media addresses and any other service call outs. This currently requires an additional annual fee. | | X |

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| **RSAcat Digital Asset Management** – This service will likely end in Jan 2025 with RSA's contract renewal. Upload digitized special collection materials, such as historic photographs or newspapers, into SirsiDynix Portfolio, a digital asset management system that works with the RSAcat online catalog. Using Portfolio not only helps the library organize its digital special collection items, but also provides users with secure access to the full text of unique materials they may not otherwise be able to access. All digital files uploaded to Portfolio, called "assets," are indexed and searchable via the Full Online library's profile page in the RSAcat. The RSAcat interface can perform federated searches that pull results from multiple sources -- traditional print collection, digital assets, RSA custom content -- all in a single search query. For example, many of the documents uploaded on the RSA library staff support site (https://support.librariesofrsa.org/) are digital assets uploaded via Portfolio. Each member is limited to a maximum of 3GB of uploaded files. Libraries wishing to use this feature designate a staff member to have enhanced access in the management portal of RSAcat. | | X |
| **RSAcat Rooms Content Management (limited RSAcat page customizations)** – Modify or create new rooms content for RSAcat. Rooms can be created for any purpose and can be assigned different search limits that effect only that room. | | X |
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| **RSA Staff Support Functions** | | |
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| **RSA Support Staff Help for Day-to-Day Automation System Issues** – RSA Support Staff help with various issues with the Symphony system. Examples may include reports problems, cataloging help, circulation and holds issues, billing issues and more. Libraries have several methods of interfacing with RSA Support Staff including telephone, email, the help desk, online form inputs, and in-person visits. | X | X |
| **RSA Staff Support Website, RSA Help Desk, Toll-free Telephone Support –** RSA provides a Library Staff Support Site with various documents related to RSA membership, governance, operations, and policies. Please see https://support.librariesofrsa.org/  for more information.<br><br>To open a ticket for any reason in the RSA Help Desk, send an email with your issue, question or request to help@rsanfp.org and the appropriate RSA staff member will answer your ticket.<br><br>To call the RSA Support Staff toll-free dial 866-940-4083 and the first available staff member will answer your call and direct you to the appropriate person. | X | X |

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| **System Maintenance, Troubleshooting, and Support** – RSA provides the SirsiDynix Symphony Library Automation System to member libraries; essentially RSA provides the system "in the cloud" for member libraries. RSA ensures maintenance, system and database backup, upgrades to system level software and hardware, and all required interfacing with our vendors to keep the system up-to-date and operational. RSA works with vendors to create new products, define requirements and issues with existing products, and help move the state of library automation forward with consortia focus. RSA member libraries interface with RSA Support Staff for most issues. Please note that RSA staff does not provide direct support to patrons as part of RSA membership. Libraries are responsible for interfacing directly with 3rd party vendors for products that the library has purchased or contracted with outside of RSA. | X | X |
| **Technical Help for WorkFlows Desktop Issues** – RSA Support Staff will make good-faith efforts to resolve WorkFlows issues involving desktop computers. RSA Staff MAY also look at simple network and desktop computer problems (non-WorkFlows) and help troubleshoot issues affecting the operation of WorkFlows. Libraries are ultimately responsible for all internal IT issues in their library. RSA's goal is to help troubleshoot and fix WorkFlows issues quickly. In-depth troubleshooting for any issue is a local library responsibility. | X | X |
| **RSA Member Library Site Visits** – RSA Staff try to visit member libraries at least once every two years to share RSA information, answer staff member's questions, and introduce new library directors to RSA. The visits can also be tailored to provide RSA specific or WorkFlows training or provide support during the first day a library begins using WorkFlows for circulation or holds. On request, the RSA Staff may attend RSA member libraries' staff meetings, in-service days, and local networking groups as RSA staff availability allows. | X | X |
| **Database Backup and Maintenance** – RSA Support Staff ensure backups of the Symphony database are performed in case of emergency. RSA also works with SirsiDynix to ensure the database is operating at maximum efficiency.  Member libraries only need to backup their Sirsi/WorkFlows folder on their desktop to ensure a working copy of the library's local settings is available for new or corrupted Workflows installations. | X | X |
| **RSA assigned and controlled, System Use Specific, Library Email account (ag.als.xxx.rsa@gmail.com)** – RSA has setup and keeps control of one Gmail account per library. This allows each library to have a single, known, unchanging email address to send reports, notices, and other system generated content to regardless of staff changes. This email can be used for other purposes, but RSA must always know the password to ensure RSA staff can help new/replacement library staff and access the account to troubleshoot issues. | X | X |
| **Overdrive Consortium Group Purchase** – All RSA PUBLIC libraries are eligible to join the RSA Overdrive consortium: Alliance Digital Media Library (ADML). All costs are paid by libraries in the ADML consortium. RSA manages the administration of the group purchase; the ADML Selection Committee manages all other ADML functions. Primary support is via the ADML Listserv (allianceoverdrivegroup@googlegroups.com) and from other ADML libraries. | X | X |

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| **RSA NFP YouTube Channel -** The RSA NFP YouTube channel features playlists for cataloging, circulation, reports, and other RSA-related topics. Archived recordings of RSA Users Group, Circulation, and Database Committee meetings will also be available on the RSA YouTube channel. | X | X |
| **RSA Listserv Subscription –** Each RSA member library's RSA Gmail account is subscribed to the RSA listserv.  Additional library staff email addresses should also be subscribed to the RSA listserv. Library staff should check email at least once during each shift to stay informed of RSA listserv messages, particularly those pertaining to (but not limited to) new or revised procedures, upcoming meetings and workshops, or WorkFlows system alerts.  This is the PRIMARY communications tool for RSA messaging to our member libraries. | X | X |
| **Text Messaging Service** – RSA currently uses Shoutbomb for patron opt-in text messaging services. Patrons can receive courtesy notices for checkouts, overdue and bill notices, and renew items via text. Service and capabilities are subject to change as the product changes. | X | X |
| **eRead IL Membership** – All RSA libraries, except Union Listing members, receive access into the eRead Illinois eBook consortia as part of their RSA membership. Patrons/libraries can access these eBooks via the Baker and Taylor Boundless website or mobile app for iOS and Android | X | X |
| **SIP/SIP2 and Web Services Access** – Allows patron authentication for 3$^{rd}$ party products such as self-check machines, PC reservation systems, RFID scanners, etc. Libraries must review potential purchases with the RSA Director to ensure RSA can support the product and verify compatibility. RSA will make good-faith efforts to make any SIP2 device function correctly but cannot guarantee full support. RSA staff troubleshoot 3$^{rd}$ party SIP2 issues only to rule in/out SIP2 as the fault of the connection/functionality issue; all other troubleshooting is through the vendor of the specific product. | | X |
| **3$^{rd}$ Party Product Support** – RSA works to ensure compatibility with various 3$^{rd}$ party products. RSA cannot promise all 3$^{rd}$ party products will work with or have full functionality in the system. RSA staff will work with member libraries and 3$^{rd}$ party vendors to test connectivity of products and will do basic RSA side troubleshooting for various issues. Working with RSA PRIOR to purchase will ensure smoother operation of 3$^{rd}$ party products and services. | | X |
| AnyConnect (VPN support for offsite special events) – Allows a laptop to connect into Workflows from anywhere.  Requires RSA setup PRIOR to the event and minor login changes when using AnyConnect. | | X |
| **Symphony Web** - Symphony in a web browser.  RSA is limited to 25 simultaneous connections system wide. Extra connections can be paid for by an individual library.  Requires individual login accounts for ALL staff using this connection. | | X |
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| **Resource Sharing Support** | | |
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| **User Committees and Users Group** - to be replaced with non-governmental Membership Groups in July 2024.  Groups are function or staff specific, can meet online or in person, and will have a listserv dedicated to the group.  Each group has an RSA Staff Liaison to interface with the RSA Board and Administration. | X | X |

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| **Resource Sharing policy updates** – updates on policies developed by committees and passed by the Users Group or the Board for approval. Policy approval will be made by the Board starting in July 2024. Developing policy can be delegated from the Board to a Membership Group with experience in the area. | X | X |
| **RSA Newsletter** – staff generated newsletter sent to all member libraries between six and ten times a year. Includes news about RSA, ILS updates, member libraries and staff | X | X |
| **Annual RSA Day** – A member developed and focus day help annual, usually in the quarter of the year. Check this page for more information on future events. | X | X |
| **Email listservs for each membership group** - like the current ADML listserv, coming July 2024 | X | X |
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| Future Functionality Under Development | | |
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| **BLUEcloud Online Cataloging** – Under development by SirsiDynix, this would allow cataloging functionality via a web browser. BLUEcloud Cataloging is intended to be used in tandem with WorkFlows as it doesn't have the full feature set. No sunset date for WorkFlows is currently available. Depending on the available functionality, this may totally replace the WorkFlows cataloging module for some RSA libraries.  Use of BLUEcloud Cataloging requires individual user accounts for access and a signed agreement with RSA. | X | X |
| **BLUEcloud Online Circulation** – Allows daily circulation functionality via a web browser.  BLUEcloud Circulation should be used in tandem with WorkFlows and is not intended to replace every WorkFlows feature and function. No sunset date for WorkFlows is currently available.  BLUEcloud Circulation requires individual user accounts for access and a signed agreement with RSA. | X | X |
| **BLUEcloud Online Acquisitions** - A new module currently under development by SirsiDynix that will allow acquisitions functionality via a web browser. BLUEcloud Acquisitions IS NOT compatible with WorkFlows acquisitions data and replaces WorkFlows acquisitions. This product being designed from the ground up and is a total reimaging of all acquisitions functionality in the system and will not use WorkFlows at all. Please watch the RSA listserv for more information regarding the RSA implementation plan for BLUEcloud Cataloging. | | X |
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