

RSA CONTACT LIST

(Revised 3 October 2023)

Most communication with RSA Support Staff should start with an email to the RSA Help Desk or a phone call to the Help Desk. This will ensure your issue is looked at in a timely manner and allows us to track issues at an RSA-wide level.

RSA Help Desk Email: help@rsanfp.org

RSA Help Desk Toll-Free: 866-940-4083

RSA After Hours Cell Phone: 309-369-6422 (This number should only be used for WorkFlows connectivity emergencies. On weekdays, you can call the cell phone before 7:30 am and after 5:00 pm. On weekends, you can call the cell phone between 8:00 am and 9:00 pm.)

RSA Fax: 630-734-5051 (On the fax cover sheet, please include the first and last name of the intended recipient.)

Note: Email addresses for staff provided for contact outside of help desk issues.

Executive Staff

Kendal Orrison – LLSAP Services Manager / Executive Director
kendal.orrison@railslibraries.org

Antony Deter – Operations Manager / Assistant Director
antony.deter@railslibraries.org

Member Services Department Staff

Patty Kweram – Member Services Coordinator
patty.kweram@railslibraries.org

Sara Naslund - Member Services Coordinator
sara.naslund@railslibraries.org

Tony Hahn - Member User Experience Services Coordinator
tony.hahn@railslibraries.org

Cataloging and Database Department Staff

Erica Laughlin - Cataloging and Database Supervisor
erica.laughlin@railslibraries.org

Lisa Schemensky - Cataloging and Database Coordinator
lisa.schemensky@railslibraries.org

Rhonda Bierman - Cataloging and Database Coordinator
rhonda.bierman@railslibraries.org

Jennifer Choate - Cataloging and Database Coordinator
jennifer.choate@railslibraries.org

Erin Roberts - Cataloging and Database Coordinator
erin.roberts@railslibraries.org

Systems Department Staff

James Campbell - System Supervisor
james.campbell@railslibraries.org

Doug King - System Coordinator
doug.king@railslibraries.org