RSA CONTACT LIST

(Revised 4 March 2024)

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
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Antony Deter – Operations Manager / Assistant Director
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Cataloging and Database Department Staff

Erica Laughlin - Cataloging and Database Supervisor
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