



Reporting Cataloging Issues to RSA Procedure

Last updated: May 23, 2025

This guide is available here: <https://support.librariesofrsa.org/project/reporting-cataloging-issues-to-rsa/>

This document describes several types of cataloging issues encountered in WorkFlows, as well as procedures how to report them to RSA for resolution. All libraries are encouraged to report these issues to RSA.

The result is a tidier, more accurate database not just for your library, but also for the entire RSA membership. Most importantly, a tidy, accurate database ensures users can find, identify, and obtain their desired items, whether they browse on the shelf or in the RSACat, which leads to a positive user experience with the library.

Questions?

Please contact the RSA cataloging department at help@rsanfp.org or 1-866-940-4083.

Contents

Nonfiction Call Number Help	2
ISBN Addition to an Existing Record	2
Item Owned by Another Library on the Wrong Record	3
Item Owned by Your Library on the Wrong Record	4
Duplicate Records in WorkFlows – Scenario 1	5
Duplicate Records in WorkFlows – Scenario 2	6
Record in Need of Update – Not Encoding Level 3, M, or 8	7

Nonfiction Call Number Help

If you need help determining a nonfiction call number to assign to your item, follow the instructions below.

1. Send a regular email to help@rsanfp.org.
2. Use the subject line: Call Number Help
3. In the body of the email, provide this information for the item that needs a call number:
 - a. Title
 - b. Author
 - c. ISBN (if applicable to the item)
 - d. ISSN (if applicable to the item)
 - e. UPC (if applicable to the item)
4. RSA will use this information to determine a call number and reply to your email, providing the recommended call number.
5. If RSA is unable to determine a call number based on the above information, you will be asked to send your item to RAILS East Peoria through RAILS delivery. Please only send your item if RSA asks you.

ISBN Addition to an Existing Record

If you find an ISBN on your book, such as a library binding ISBN, that needs to be added to the existing record in WorkFlows, either brief or OCLC, follow the instructions below.

1. Send a regular email to help@rsanfp.org.
2. Use the subject line: ISBN Addition
3. In the email, provide the following:
 - a. Title
 - b. Your item ID attached to the record that needs the ISBN addition
4. If you only have a couple books in need of ISBN additions, attach these images of the book to your email to help RSA verify that the ISBN should be added to the existing record:
 - a. Front cover
 - b. Spine
 - c. Back cover
 - d. Title page
 - e. Title page verso
 - f. Last numbered page

If you have more than a couple books in need of ISBN additions, ask RSA in your email to place copy-level holds on the books. No need to take any images of the books. RSA will confirm once the holds have been placed. Then you can trap the holds and drop the books into RAILS delivery, directed to 200-EP on the delivery label. Once the books arrive at the RAILS East Peoria office, RSA will use them to verify the ISBNs should be added to the existing records. Then RSA will return the books in delivery.

5. Once RSA verifies the ISBN should be added to the record, they will reply to your email to confirm they added it. RSA will return the books if they were sent in delivery.

If RSA adds the ISBN to the official OCLC record in WorldCat, RSA will import the updated OCLC record into WorkFlows to overlay the existing version of that record, “refreshing” its bibliographic description to include the additional ISBN.

Item Owned by Another Library on the Wrong Record

If you encounter an item owned by another library that is attached to the wrong record in WorkFlows, follow the instructions below to ask RSA to transfer that item to the correct record.

The instructions below are not to be used to report brief items, either owned by your library or another library, that need to be cataloged on OCLC records. If you encounter a brief record and an OCLC record in WorkFlows that share the same ISBN, ISSN, or UPC, refer to the section “Duplicate Records in WorkFlows – Scenario 1.”

Report no more than 10 wrong records per day to RSA.

Here are examples of items on wrong records:

- A large print book attached to a regular print record
 - A Blu-ray attached to a DVD record
 - An English audiobook attached to a record for the Spanish translation
1. Send a regular email to help@rsanfp.org.
 2. If you have already reported 10 wrong records to RSA that same day, please contact the RSA Help Desk before you send this email.
 3. Use the subject line: Cataloging Staff: item on wrong record
 4. If the item needs to be addressed quickly due to trouble with circulation or holds, use the subject line: Cataloging Staff: RUSH item on wrong record
 5. In the email, provide the following:
 - a. The item ID on the wrong record

- b. A short message explaining the problem
6. RSA cataloging staff will reply to your email once the item is resolved. The item will be transferred onto the correct record, so no circulation or inventory statistics are lost.

Item Owned by Your Library on the Wrong Record

If an item owned by your library is cataloged on the wrong record in WorkFlows, and you are *unable* to find an OCLC record that matches it in WorkFlows or OCLC Connexion (if your library uses Connexion), please create a brief record following this procedure <https://support.librariesofrsa.org/project/create-a-brief-record/>.

If an item owned by your library is cataloged on the wrong record in WorkFlows, and you are *able* to find an OCLC record that matches it in WorkFlows, follow the instructions below to report it to RSA. The item will be transferred onto the matching OCLC record. Its circulation and inventory statistics will move with it. If you attach a new item to the matching OCLC record and delete the item attached to the wrong record, you will lose that item's statistics.

Libraries that only occasionally need to transfer items from one record to another are encouraged to contact RSA to transfer the item on their behalf. If you prefer to transfer the item yourself, refer to the cheat sheet "How to Use the Transfer Wizard" available here: <https://support.librariesofrsa.org/project/transfer-wizard/>, or the video available here: <https://youtu.be/kONQ2fztvIM>.

The instructions below are not to be used to report your brief items that need to be cataloged on OCLC records. If you encounter a brief record and an OCLC record in WorkFlows that share the same ISBN, ISSN, or UPC, refer to the section "Duplicate Records in WorkFlows – Scenario 1."

Report no more than 10 wrong records per day to RSA.

Here are examples of items on the wrong records:

- Your large print book is currently attached to a regular print record, and it has a matching large print record in WorkFlows.
 - Your Blu-ray is currently attached to a DVD record, and it has a matching Blu-ray record in WorkFlows.
 - Your English audiobook is attached to a record for the Spanish translation, and it has a matching English record in WorkFlows.
1. Send a regular email to help@rsanfp.org.
 2. If you have already reported 10 wrong records to RSA that same day, please contact the RSA Help Desk before you send this email.

3. Use the subject line: Cataloging Staff: item in need of transfer
4. If the item needs to be addressed quickly due to trouble with circulation or holds, use the subject line: Cataloging Staff: RUSH item in need of transfer
5. In the email, provide the following:
 - a. The title of the item on the wrong record
 - b. Your item ID attached to the wrong record
 - c. The OCLC title control number of the record onto which your item should be transferred. The OCLC title control number is found in the 001 field on the record's bibliographic tab in WorkFlows.
6. RSA cataloging staff will reply to your email once the item is resolved. The item will be transferred onto the correct record, so no circulation or inventory statistics are lost.

Duplicate Records in WorkFlows – Scenario 1

You encounter a brief record and an OCLC record, both in WorkFlows, which share the same ISBN, ISSN, or UPC. The brief record may have your library's item attached and/or that of another library. Follow the instructions below to report the duplicate records to RSA.

The instructions below are not to be used to report brief items that need to be cataloged on OCLC records, but you are unable to find a matching record in WorkFlows or OCLC Connexion (if your library uses Connexion). In this case, please create a brief record following the procedure [here](#).

Report no more than 10 duplicate records per day.

1. Send a regular email to help@rsanfp.org.
2. If you have already reported 10 duplicate records to RSA that same day, please contact the RSA Help Desk before you send this email.
3. Use the subject line: Duplicate Records
4. In the email, provide the following:
 - a. The title of the duplicate records
 - b. The ISBN, ISSN, or UPC that is shared by the brief and OCLC records
 - c. The OCLC title control number that matches the brief record. The OCLC title control number is found in the 001 field on the WorkFlows bibliographic tab.
5. RSA cataloging staff will reply to your email once the duplicates are resolved. If RSA is able to confirm the duplicates, the item(s) will be transferred onto the retained record, so no circulation or inventory statistics are lost.

Duplicate Records in WorkFlows – Scenario 2

You encounter OCLC records already in WorkFlows, and one or more of those record's 001 field has a number that appears in the 019 field of another OCLC record in WorkFlows. Refer to records A and B below for an example.

Record A:

Where the sidewalk ends [sound recording] / Silverstein, Shel.

Control Bibliographic MARC Holdings Call Number/Item Bound-with Orders Serials Ctrl Selections

Shadow title: N

Rec_Status	n	Rec_Type	i	Bib_Lvl	m	TypeCtrl	
Enc_Lvl	K	Desc		Entrd	920507	Dat_Tp	s
Date1	1984	Date2		Ctry	nyu	Comp	nn
Format	n	Parts		Audience	j	Repr	
Accomp		Ltxt		Arrang		Lang	eng
Mod_Rec		Source	d				

Label	Tag	Ind.	Contents
key	001		ocm25776570
Date/time stamp	005		19950120142908.0
Fixed field data	007		ss*ljn c-----
ISBN	020		0060256680 (lib. bdg.)
ISBN	020		c\$10.00 (cassette)
Issue #	028	02	FCT39412 bColumbia
Cataloging Source	040		OCO cOCO dJCH
Local holdings	049		JCHX
Local call number	099		6543
Personal Author	100	1	Silverstein, Shel.
Title	245	10	Where the sidewalk ends h[sound recording] /cShel Silverstein.

Return to Search Display Holdings Close

Record B:

Where the sidewalk ends / Silverstein, Shel.

Control Bibliographic MARC Holdings Call Number/Item Bound-with Orders Serials Ctrl Selections

Shadow title: N

Rec_Type	i	Bib_Lvl	m	TypeCtrl		Enc_Lvl	I
Desc	a	Entrd	841030	Dat_Tp	s	Date1	1984
Date2		Ctry	nyu	Illus	nnnn	Audience	j
Repr		Cont		GovtPub		ConfPub	
Festschr	p	Indx		Fiction	n	Biog	
Lang	eng	Mod_Rec		Source	d		

Label	Tag	Ind.	Contents
key	001		ocm11325516
Data source	003		OCOLC
Date/time stamp	005		20180919040133.0
Fixed field data	007		ss*ljn c
Cataloging Source	040		CLE beng cCLE dKCK dOCL dORX dVHB dJED dOCLCQ dFLR dOCO dZ87 dOCLCQ dOCLCF dOCLCO dOCLCQ dGRR dOCLCO dOCL
<Undefined>	19		16696887 a25776570 a33890490
ISBN	020		0060256672 q(book)
ISBN	020		9780060256678 q(book)
ISBN	020		0060256680 q(lib. bdg.)
ISBN	020		9780060256685 q(lib. bdg.)

Return to Search Display Holdings Close

Because the number from record A's 001 field appears in the 019 field of record B, these two records should be reported as duplicates to RSA.

Report no more than 10 duplicate records per day.

1. Send a regular email to help@rsanfp.org.
2. If you have already reported 10 duplicate records to RSA that same day, please contact the RSA Help Desk before you send this email.
3. Use the subject line: Duplicate Records
4. In the email, provide the following:
 - a. The title of the duplicate records
 - b. The ISBN, ISSN, or UPC that is shared by the OCLC records
 - c. Each record's OCLC title control number, found in the 001 field on the WorkFlows bibliographic tab.
5. RSA cataloging staff will reply to your email once the duplicates are resolved. If RSA is able to confirm the duplicates, the item(s) will be transferred onto the retained record, so no circulation or inventory statistics are lost.

Record in Need of Update – Not Encoding Level 3, M, or 8

Only those libraries that use OCLC Connexion will follow the instructions below to report WorkFlows records in need of update to RSA.

The record may have failed to load into WorkFlows due to a “flexible key already exists” error on the load bibliographic records report.

Records in need of update must meet all of the following conditions:

- The record is already in WorkFlows.
- The record has your library's item attached to it.
- The record is not a brief record.
- The record is not assigned an encoding level 3, M, or 8.
- The record's bibliographic description has been updated in OCLC Connexion since it was imported into WorkFlows. The description has been updated to include at least one of the following:
 - Variant title
 - Page numbers
 - Size of the item
 - Contents note
 - Subject headings

Report no more than 10 record updates per day.

If you encounter a record in need of update, please follow these instructions:

1. Attach your item to the record if it matches, even though its bibliographic description needs update, so the item can begin circulating as quickly as possible.
2. Send a regular email to help@rsanfp.org.
3. If you have already reported 10 record updates to RSA that same day, please contact the RSA Help Desk before you send this email.
4. Use the subject line: Cataloging Staff: record update
5. In the email, provide the following:
 - a. The title of the record in need of update
 - b. The record's OCLC title control number, found in the 001 field on the WorkFlows bibliographic tab.
6. If RSA needs additional information to verify the record update, you may be asked to send the physical item, paper photocopies, or digital scans to RSA.
7. RSA cataloging staff will reply to your email once the record has been updated in WorkFlows. No further action will be necessary because your item is already attached to the record.