

## RSA Documentation for Member Libraries

| Policies                                | Standards | Procedures | Guides | Cheat Sheets                                 | Other (Forms, Videos, Dashboards, Miscellaneous) | Parameters | Last updated/<br>reviewed |
|---|-----------|------------|--------|--|--|------------|---------------------------|
| Administration Department Documents     |           |            |        |  |  |            |                           |
|   |           |            |        |  |  |            |                           |
| About RSA                               |           |            |        |  |  |            |                           |
|   |           |            |        |  | A Brief History of the Resource Sharing Alliance |            | 2022-11-29                |
|   |           |            |        |  | RSA Contact List                                 |            | 2025-02-17                |
|   |           |            |        |  | RSA FY24 Annual Report                           |            | 2024-09-02                |
|   |           |            |        |  | What are the Benefits of Being in RSA?           |            | 2025-03-18                |
|   |           |            |        |  |  |            |                           |
| Bug Us Materials                        |           |            |        |  |  |            |                           |
|   |           |            |        |  | Please Bug Us                                    |            | 2024-07-01                |
|   |           |            |        |  | Please Bug Us - Cataloging                       |            | 2024-10-01                |
|   |           |            |        |  | Please Bug Us - Operations                       |            | 2025-01-01                |
|   |           |            |        |  | Please Bug Us - Reports                          |            | 2025-04-01                |
|   |           |            |        |  |  |            |                           |
| Governance Documents                    |           |            |        |  |  |            |                           |
| RSA Bylaws                              |           |            |        |  |  |            | 2024-07-01                |
|   |           |            |        | RSA Membership Regions and Members by Region |  |            | 2025-07-01                |
|   |           |            |        |  | RSA Day Committee Charge                         |            | 2025-08-07                |
| RSA Intergovernmental Agreement         |           |            |        |  |  |            | 2024-07-01                |
|   |           |            |        | RSA Intergovernmental Agreement - Exhibit A  |  |            | 2024-06-30                |
| Board Electronic Attendance             |           |            |        |  |  |            | 2024-07-17                |
| Ensuring Compliance by Member Libraries |           |            |        |  |  |            | 2025-03-06                |
| Public Comments at Meetings             |           |            |        |  |  |            | 2024-07-17                |

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|--------------------------------------|-----------|-----------------------------------|--|-----------------------------------|--|------------|---------------------------|
| RSA Expectations & Responsibilities  |           |                                   |  |                                   |  |            | 2025-06-05                |
| RSA Freedom of Information           |           |                                   |  |                                   |  |            | 2025-08-07                |
|                                      |           |                                   | Defining Policies, Standards, Procedures, Guides and Cheat Sheets    |                                   |  |            | 2025-01-30                |
|                                      |           |                                   | Implications of an RSA Member Library<br>Withdrawing OCLC Membership |                                   |  |            | 2024-03-26                |
|                                      |           |                                   | RSA Policy Overview  |                                   |  |            | 2025-08-08                |
|                                      |           |                                   | RSA System Functionality Detailed                                    |                                   |  |            | 2024-07-01                |
|                                      |           |                                   |  | RSA System Functionality Overview |  |            | 2024-07-01                |
|                                      |           |                                   |  |                                   |  |            |                           |
| Legal Compliance                     |           |                                   |  |                                   |  |            |                           |
| RSAcat Mobile Catalog<br>App Privacy |           |                                   |  |                                   |  |            | 2025-06-05                |
|                                      |           |                                   |  |                                   | RSA W-9  |            | 2025-07-24                |
|                                      |           |                                   |  |                                   |  |            |                           |
| RSA Member Libraries                 |           |                                   |  |                                   |  |            |                           |
|                                      |           | RAILS Delivery Codes and Labeling |  |                                   |  |            | 2024-07-03                |
|                                      |           |                                   |  |                                   | RSA Library Delivery Codes                       |            | 2025-07-17                |
|                                      |           |                                   |  |                                   |  |            |                           |
| Staff Directory                      |           |                                   |  |                                   |  |            |                           |
|                                      |           |                                   |  |                                   | RSA Contact List                                 |            | 2025-02-17                |
|                                      |           |                                   |  |                                   |  |            |                           |
| Directors and Admin Handbook         |           |                                   |  |                                   |  |            |                           |
|                                      |           |                                   | RAILS / RSA What are the Differences?                                |                                   |  |            | 2024-03-19                |
|                                      |           |                                   |  | Terms Used in Policies            |  |            | 2024-03-08                |

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|---|-----------|------------|---|---|--|------------|---------------------------|
|   |           |            |   |   | <a href="#">RSA New Director PowerPoint</a>  |            | 2025-06-10                |
|   |           |            |   |   |  |            |                           |
| Get in Touch                                  |           |            |   |   |  |            |                           |
| <a href="#">Email Forums</a>                  |           |            |   |   |  |            |                           |
|   |           |            | <a href="#">Managing your RSA IONOS Email Account</a> |   |  |            | 2025-06-06                |
|   |           |            | <a href="#">Updating your RSA Gmail Account</a>       |   |  |            | 2025-02-25                |
|   |           |            |   | <a href="#">RSA Email Forum Memberships</a> |  |            | 2025-03-26                |
|   |           |            |   |   | <a href="#">RSA Email Forums Signup &amp; Selection (form)</a>                                       |            | 2025-03-26                |
| <a href="#">Add or Remove a Staff Account</a> |           |            |   |   |  |            |                           |
|   |           |            |   |   | <a href="#">Add or Remove a Staff Account (form)</a>   |            | 2025-06-02                |
| <a href="#">Other Requests Forms</a>          |           |            |   |   |  |            |                           |
|   |           |            |   |   | <a href="#">Change Contact Primary Email Account (form)</a>  |            | 2024-05-17                |
|   |           |            |   |   | <a href="#">Change Your Library's Hours, Contact Info, Address and More (form)</a>                   |            | 2022-01-17                |
|   |           |            |   |   | <a href="#">Closure Dates 2025 (form)</a>  |            | 2024-11-21                |
|   |           |            |   |   | <a href="#">Open a New Case in the RSA Help Desk (form)</a>  |            | 2022-01-17                |
|   |           |            |   |   | <a href="#">Request an In-Person or Virtual Site Visit with Member Services or Cataloging (form)</a> |            | 2024-01-25                |
|   |           |            |   |   | <a href="#">RSA Site Visit Evaluation (form)</a>   |            | 2021-02-23                |
|   |           |            |   |   | <a href="#">RSA Training Course or Workshop Evaluation (form)</a>                                    |            | 2021-02-18                |

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|--|-----------|------------|---|--------------|--|------------|---------------------------|
| <b>Report Request Forms</b>            |           |            |   |              |  |            |                           |
|  |           |            |   |              | <a href="#">Report Request: Correct, Modify, or Update an Existing Subscription (form)</a> |            | 2022-02-23                |
|  |           |            |   |              | <a href="#">Report Request: New Report Subscription (form)</a>                             |            | 2023-05-12                |
|  |           |            |   |              | <a href="#">Report Request: One-time Report (form)</a>                                     |            | 2022-01-17                |
|  |           |            |   |              | <a href="#">Report Request: Resend a Scheduled Report (form)</a>                           |            | 2022-01-17                |
| <b>Independence Project</b>            |           |            |   |              |  |            |                           |
|  |           |            | <a href="#">Key Dates in RSA's Independence Project*</a>                      |              |  |            | 2023-08-04                |
|  |           |            | <a href="#">What the RSA Independence Project (RIP) means to your Library</a> |              |  |            | 2023-09-26                |
| <b>Operations Manual</b>               |           |            |   |              |  |            |                           |
|  |           |            | <a href="#">RSA Operations Manual</a>   |              |  |            | 2024-07-12                |
| <b>Operations Department Documents</b> |           |            |   |              |  |            |                           |
| <b>Barcodes and Equipment</b>          |           |            |   |              |  |            |                           |
|  |           |            | <a href="#">Mod 10 Calculation</a>  |              |  |            | 2024-02-14                |
|  |           |            | <a href="#">Ordering and Re-Using Barcodes</a>                                |              |  |            | 2024-01-19                |
| <b>Billing</b>                         |           |            |   |              |  |            |                           |
|  |           |            | <a href="#">Fine Block Limits</a>   |              |  |            | 2024-05-09                |

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|---|-----------|------------|--|--|--|---|---------------------------|
|   |           |            | <a href="#">Adding a Bill and Bill Note Before Removing a Lost Item</a>              |  |  |   | 2025-06-09                |
|   |           |            |  |  | <a href="#">Adding a Bill and Bill Note Before Removing a Lost Item (video 1:25)</a> |   | 2024-04-09                |
|   |           |            | <a href="#">Bill Notes</a>   |  |  |   | 2025-06-10                |
|   |           |            |  | <a href="#">Billing a User</a>                                 |  |   | 2025-06-13                |
|   |           |            |  |  | <a href="#">Billing a User (video 1:56)</a>  |   | 2025-06-12                |
|   |           |            |  | <a href="#">Billing Training Resources</a>                     |  |   | 2025-06-20                |
|   |           |            |  | <a href="#">Paying Bills in WorkFlows and Online</a>           |  |   | 2025-06-09                |
|   |           |            |  |  | <a href="#">Paying Bills in WorkFlows or Online (video 7:07)</a>                     |   | 2025-06-16                |
| <a href="#">Billing Parameters</a>        |           |            |  |  |  |   |                           |
|   |           |            |  |  |  | <a href="#">Bill Reasons*</a>                       | 2025-08-01                |
|   |           |            |  |  |  | <a href="#">Default Prices and Processing Fees*</a> | 2025-08-01                |
|   |           |            |  |  |  | <a href="#">Payment Types</a>                       | 2023-12-12                |
|   |           |            |  |  |  |   |                           |
| <a href="#">BLUEcloud Analytics (BCA)</a> |           |            |  |  |  |   |                           |
|   |           |            | <a href="#">BC Analytics – Exploring Data with Excel</a>                             |  |  |   | 2016-09-14                |
|   |           |            | <a href="#">BLUEcloud Analytics (BCA) – Save and Save As vs Create Personal View</a> |  |  |   | 2025-05-29                |
|   |           |            | <a href="#">BLUEcloud Analytics User Reference</a>                                   |  |  |   | 2025-01-15                |
|   |           |            |  | <a href="#">BLUEcloud Analytics - Creating a Personal View</a> |  |   | 2024-08-05                |
|   |           |            |  |  | <a href="#">BLUEcloud Analytics - Creating a Personal View (video 5:23)</a>          |   | 2021-04-22                |

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|----------|-----------|------------|--|---|---|------------|---------------------------|
|          |           |            | <a href="#">Instructions for Subscribing to Reports via Email in BCA</a> |   |   |            | 2016-07-25                |
|          |           |            |  | <a href="#">BLUEcloud Analytics - Logging In</a>                      |   |            | 2024-08-16                |
|          |           |            |  |   | <a href="#">BLUEcloud Analytics - Logging In (video 3:25)</a>         |            | 2021-04-22                |
|          |           |            |  | <a href="#">BLUEcloud Analytics - Running a Report</a>                |   |            | 2024-08-05                |
|          |           |            |  |   | <a href="#">BLUEcloud Analytics - Running a Report (video 4:28)</a>   |            | 2021-04-22                |
|          |           |            |  | <a href="#">BLUEcloud Analytics (BCA) – WorkFlows Terminology</a>     |   |            | 2025-05-29                |
|          |           |            |  |   | <a href="#">Checkouts and Renewals Over Time (BCA Dashboard)</a>      |            | 2024-12-13                |
|          |           |            |  |   | <a href="#">Holds Placed and Filled (BCA Dashboard)</a>               |            | 2024-08-16                |
|          |           |            |  | <a href="#">Using the New Holds Placed &amp; Filled Visualization</a> |   |            | 2025-05-22                |
|          |           |            |  |   | <a href="#">Interactive Collection Browser (BCA Dashboard)</a>        |            | 2025-04-14                |
|          |           |            |  | <a href="#">Interactive Collection / Shelflist Browser</a>            |   |            | 2024-08-06                |
|          |           |            |  |   | <a href="#">Most Popular Titles and Authors (BCA Dashboard)</a>       |            | 2025-01-24                |
|          |           |            |  |   | <a href="#">Reciprocal Borrowers (BCA Dashboard)</a>                  |            | 2025-01-24                |
|          |           |            |  |   | <a href="#">Transit Counts To and From My Library (BCA Dashboard)</a> |            | 2025-01-15                |
|          |           |            |  |   |   |            |                           |

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|---|-----------|---|--|--|--|------------|---------------------------|
| <a href="#">Circulation Handbook</a>                          |           |   |  |  |  |            |                           |
| <a href="#">Circulation Topic Overview</a>                    |           |   |  |  |  |            |                           |
| <a href="#">Add Brief Title Helper</a>                        |           |   |  |  |  |            |                           |
|   |           | <a href="#">Setting Up the Add Brief Title Helper</a> |  |  |  |            | 2024-07-29                |
|   |           |   | <a href="#">Using the Add Brief Title Helper</a>                 |  |  |            | 2024-07-29                |
| <a href="#">Checkout</a>                                      |           |   |  |  |  |            |                           |
|   |           |   |  | <a href="#">Display an Alert for Previous Loan</a> |  |            | 2024-03-06                |
|   |           |   |  |  | <a href="#">Checking out an Item (video 3:20)</a>                              |            | 2021-05-04                |
| <a href="#">Circulation Helpers in WorkFlows</a>              |           |   |  |  |  |            |                           |
|   |           |   | <a href="#">Circulation Helpers</a>                              |  |  |            | 2017-11-01                |
| <a href="#">Circulation Quick Reference Guide (WorkFlows)</a> |           |   |  |  |  |            |                           |
|   |           |   | <a href="#">WorkFlows Circulation Quick Reference</a>            |  |  |            | 2022-05-01                |
| <a href="#">Circulation Training</a>                          |           |   |  |  |  |            |                           |
|   |           |   | <a href="#">WorkFlows Basic Circulation Workshop Guide</a>       |  |  |            | 2024-11-18                |
|   |           |   |  |  | <a href="#">WorkFlows Basic Circulation Workshop (video 42:15)</a>             |            | 2023-01-11                |
|   |           |   |  | <a href="#">Circulation Training Resources</a>     |  |            | 2024-11-18                |
| <a href="#">Discharge Items</a>                               |           |   |  |  |  |            |                           |
|   |           |   | <a href="#">Back Dating Returns Using "Discharging Bookdrop"</a> |  |  |            | 2024-01-24                |
|   |           |   | <a href="#">Common Pop-up Boxes</a>                              |  |  |            | 2024-11-13                |
|   |           |   |  | <a href="#">Discharging Items</a>                  |  |            | 2024-09-03                |
|   |           |   |  |  | <a href="#">Basic Workflows - Returning Materials (3 Wizards) (video 8:04)</a> |            | 2021-08-06                |
|   |           |   |  | <a href="#">Reshelving Location</a>                |  |            | 2024-12-16                |

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|--|-----------|------------|--|--|--|---|---------------------------|
| Email Receipt Buttons                                      |           |            |  |  |  |   |                           |
|  |           |            | Email Receipt Buttons                                      |  |  |   | 2017-12-01                |
| Fine Fee Recommendations                                   |           |            |  |  |  |   |                           |
|  |           |            | Recommendations and Considerations for Fine Free Libraries |  |  |   | 2020-07-27                |
| Mark Item Used Wizard                                      |           |            |  |  |  |   |                           |
|  |           |            | Mark Item Used   |  |  |   | 2024-11-11                |
| Popular Reports for Circ Managers and Where to Locate Them |           |            |  |  |  |   |                           |
|  |           |            |  | Most Popular Reports for Circ Managers and Where to Locate them in BCA |  |   | 2023-08-25                |
| Search   |           |            |  |  |  |   |                           |
|  |           |            | Item Search and Display                                    |  |  |   | 2025-06-13                |
|  |           |            |  |  | Basic Item Search and Display (video 8:04)       |   | 2021-08-06                |
| Serials Control Module                                     |           |            |  |  |  |   |                           |
|  |           |            | Using the Serial Control Module in WorkFlows               |  |  |   | 2024-08-05                |
| Special Due Date Helpers                                   |           |            |  |  |  |   |                           |
|  |           |            | Special Due Date Helpers                                   |  |  |   | 2024-08-16                |
|  |           |            |  |  | Special Due Date Helpers (video 3:25)            |   | 2021-04-05                |
| Circulation Parameters                                     |           |            |  |  |  |   |                           |
|  |           |            |  |  |  | Circ Rule Helper Checklist*             | 2015-05-06                |
|  |           |            |  |  |  | Circ Rule Helper Checklist - Printable* | 2015-05-06                |
|  |           |            |  |  |  | Expanded Circ Map*                      | 2025-08-01                |
|  |           |            |  |  |  |   |                           |
| Die Cut Shapes   |           |            |  |  |  |   |                           |
|  |           |            |  | Die Cut Shapes Collection  |  |   | 2024-03-21                |
|  |           |            |  | Die Shape Collection List  |  |   | 2024-06-17                |



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|   |           |   |  |  |  |            |                           |
| Ebooks, Apps, and Marketing                             |           |   |  |  |  |            |                           |
|   |           |   |  |  | RSA ShoutBomb Brochure PDF                       |            | 2022-03-01                |
|   |           |   |  |  | RSA ShoutBomb Brochure Word                      |            | 2022-03-01                |
| CloudSource OA  |           |   |  |  |  |            |                           |
|   |           |   | Accessing Online Articles (aka CloudSourceOA) in RSACat          |  |  |            | 2022-07-29                |
|   |           |   | Advanced Searching in Online Articles (CloudSourceOA) Search Tab |  |  |            | 2022-08-31                |
|   |           |   |  | CloudSourceOA FAQ for Library Staff                      |  |            | 2022-06-30                |
|   |           |   |  |  |  |            |                           |
| Interlibrary Loan and Other Resource Sharing            |           |   |  |  |  |            |                           |
|   |           | Creating and Deleting Temporary Brief Records for Non-RSA Interlibrary Loan Items |  |  |  |            | 2025-03-14                |
|   |           | Interlibrary Loan Items Requested by a Non-RSA Library                            |  |  |  |            | 2025-05-19                |
|   |           | RAILS Delivery Codes and Labeling   |  |  |  |            | 2024-07-03                |
|   |           |   |  | D1500 Numbers How to Use Them and How to Search for Them |  |            | 2024-01-23                |
|   |           |   |  |  |  |            |                           |
| Inventory Instructions and Item Statistics in WorkFlows |           |   |  |  |  |            |                           |
|   |           |   | WorkFlows Inventory  |  |  |            | 2025-06-23                |
|   |           |   |  | WorkFlows Item Statistics                                |  |            | 2025-08-08                |
|   |           |   |  |  |  |            |                           |

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| ILLINET and IPLAR Report Data                   |           |  |   |   |  |   |                           |
|   |           |  | <a href="#">Answering Illinois Public Library Annual Report (IPLAR) questions using data from RSA</a> |   |  |   | 2025-05-16                |
|   |           |  | <a href="#">ILLINET – Where to find the data to complete the survey using BCA</a>                     |   |  |   | 2024-02-14                |
|   |           |  | <a href="#">Running Statistics Reports for Digital Collections in eRead Illinois</a>                  |   |  |   | 2024-06-03                |
|   |           |  | <a href="#">Running Statistics Reports for Digital Collections in Overdrive/ADML</a>                  |   |  |   | 2024-06-03                |
|   |           |  |   |   |  |   |                           |
| Library Codes, Item and Patron Barcode Prefixes |           |  |   |   |  |   |                           |
|   |           |  |   |   |  | <a href="#">Library Codes</a>             | 2023-09-22                |
|   |           |  |   |   |  | <a href="#">RSA Item Barcode Prefixes</a> | 2025-07-07                |
|   |           |  |   |   |  | <a href="#">RSA User Barcode Prefixes</a> | 2025-07-07                |
|   |           |  |   |   |  |   |                           |
| Lost, Missing, Damaged and LOSTTRANS Items      |           |  |   |   |  |   |                           |
| <a href="#">Damaged Materials</a>               |           |  |   |   |  |   | 2025-04-03                |
|   |           | <a href="#">Damaged Materials</a>                          |   |   |  |   | 2025-04-09                |
| <a href="#">Lost Materials</a>                  |           |  |   |   |  |   | 2025-06-05                |
|   |           | <a href="#">Lost Materials from Other Member Libraries</a> |   |   |  |   | 2025-05-16                |
|   |           |  | <a href="#">Mark Item Lost Wizard</a>   |   |  |   | 2025-04-07                |
|   |           |  | <a href="#">Mark Item Missing Wizard</a>  |   |  |   | 2023-10-25                |
|   |           |  |   | <a href="#">Processing LOST-TRANS Lost In Transit Items</a> |  |   | 2025-03-21                |
|   |           |  |   |   |  |   |                           |

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| <b>MobileStaff</b>                               |   |            |   |  |  |            |                           |
|  |   |            | <a href="#">MobileStaff</a>                                     |  |  |            | 2025-06-11                |
|  |   |            | <a href="#">MobileStaff Inventory and Weeding (Deselecting)</a> |  |  |            | 2025-06-20                |
|  |   |            |   | <a href="#">Kiosk Mode in MobileStaff</a>                      |  |            | 2024-09-23                |
| <b>Monthly Statistic Reports</b>                 |   |            |   |  |  |            |                           |
|  |   |            |   | <a href="#">New Format to End of Month Reports</a>             |  |            | 2022-11-03                |
| <b>Notices in WorkFlows</b>                      |   |            |   |  |  |            |                           |
|  | <a href="#">Workflows Notices</a>               |            |   |  |  |            | 2021-10-27                |
|  |   |            | <a href="#">WorkFlows Notices</a>                               |  |  |            | 2022-04-18                |
|  |   |            | <a href="#">Printing Notices in WorkFlows using WordPad</a>     |  |  |            | 2024-06-17                |
|  |   |            |   | <a href="#">Printing WorkFlows Notices in Word</a>             |  |            | 2023-12-06                |
|  |   |            |   | <a href="#">Updating the Path for Viewing Printing Notices</a> |  |            | 2025-01-10                |
| <b>Personally Identifiable Information – PII</b> |   |            |   |  |  |            |                           |
|  | <a href="#">Printed Documents including PII</a> |            |   |  |  |            | 2021-09-01                |
|  |   |            |   |  | <a href="#">PII Protection Library Agreement</a> |            | 2024-03-21                |
|  |   |            |   |  | <a href="#">PII Protection Staff Agreement</a>   |            | 2024-03-21                |
| <b>Reports Topic Overview</b>                    |   |            |   |  |  |            |                           |
| <b>All Reports</b>                               |   |            |   |  |  |            |                           |
|  |   |            |   | <a href="#">New Format to End of Month Reports</a>             |  |            | 2022-11-03                |
|  |   |            |   | <a href="#">New Monthly Reports</a>                            |  |            | 2022-08-04                |

## RSA Documentation for Member Libraries

| Policies                                | Standards | Procedures | Guides | Cheat Sheets   | Other (Forms, Videos, Dashboards, Miscellaneous)   | Parameters | Last updated/<br>reviewed         |
|---|-----------|------------|--------|--|--|------------|-----------------------------------|
| <a href="#">RSAcat Search and Links</a> |           |            |        |  |  |            |                                   |
|   |           |            |        | <a href="#">Changing PIN in RSCat</a>                          |  |            | 2024-12-27                        |
|   |           |            |        | <a href="#">How the RSCat New Book Carousels work</a>          |  |            | 2024-04-11                        |
|   |           |            |        | <a href="#">Printing Charge History From RSCat</a>             |  |            | 2024-02-15                        |
|   |           |            |        |  | <a href="#">Basic RSCat search video (3:11)</a>  |            | 2021-08-21                        |
|   |           |            |        |  | <a href="#">How to Scope RSCat Facets to Display Library Specific Results (video 4:13)</a> |            | 2020-04-23                        |
|   |           |            |        |  | <a href="#">How to use the RSCat mobile app (video 10:00)</a>                              |            | 2020-06-08                        |
|   |           |            |        |  | <a href="#">Intro to RSCat (brochure)</a>  |            | 2024-11-22                        |
|   |           |            |        |  | <a href="#">My Account and My Lists in RSCat (bookmark)</a>                                |            | 2024-11-21                        |
|   |           |            |        |  | <a href="#">Searching RSCat (tabletop)</a>   |            | 2024-11-22                        |
|   |           |            |        |  | <a href="#">Turning on Circulation History via RSCat (video 1:01)</a>                      |            | 2020-06-06                        |
| <a href="#">Sharing and Holds</a>       |           |            |        |  |  |            |                                   |
|   |           |            |        |  |  |            | <a href="#">Sharing and Holds</a> |
|   |           |            |        |  |  |            | 2025-08-07                        |
|   |           |            |        | <a href="#">Basic WorkFlows Holds Workshop</a>                 |  |            | 2025-05-20                        |
|   |           |            |        |  | <a href="#">Basic Holds Workshop (video 58:40)</a>   |            | 2021-07-22                        |
|   |           |            |        | <a href="#">How Holds Work</a>                                 |  |            | 2025-04-11                        |
|   |           |            |        | <a href="#">Placing Holds</a>                                  |  |            | 2025-04-11                        |
|   |           |            |        |  | <a href="#">Placing Holds (video 6:53)</a>   |            | 2021-04-13                        |
|   |           |            |        | <a href="#">Placing Book Club, Classroom or Research Holds</a> |  |            | 2024-12-02                        |

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| Policies                | Standards | Procedures | Guides   | Cheat Sheets  | Other (Forms, Videos, Dashboards, Miscellaneous)                                | Parameters  | Last updated/<br>reviewed |
|-------------------------|-----------|------------|--|---|---|---|---------------------------|
|                         |           |            |  |   | <a href="#">Placing Book Club and Classroom Holds in WorkFlows (video 6:30)</a> |   | 2020-04-16                |
|                         |           |            |  |   | <a href="#">Place Research Holds (video 6:15)</a>                               |   | 2020-04-16                |
|                         |           |            | <a href="#">Processing Holds</a>                                   |   |   |   | 2025-04-11                |
|                         |           |            |  | <a href="#">NEWHOLDS Current Location</a>                                   |   |   | 2025-04-21                |
|                         |           |            |  | <a href="#">Placing holds through the SHARE-IL Catalog</a>                  |   |   | 2025-07-28                |
|                         |           |            |  | <a href="#">Processing a Hold that Shows Available but Hasn't Transited</a> |   |   | 2025-03-21                |
|                         |           |            |  | <a href="#">Using a NO-TRANSIT Account</a>                                  |   |   | 2025-01-13                |
|                         |           |            |  |   | <a href="#">WorkFlows Onshelf Items Wizard (video 3:48)</a>                     |   | 2020-06-12                |
|                         |           |            | <a href="#">Why didn't my patron's hold get filled by my item?</a> |   |   |   | 2024-12-16                |
|                         |           |            |  | <a href="#">Renewing Items</a>  |   |   | 2024-09-03                |
|                         |           |            |  |   | <a href="#">Renewing Materials (video 4:36)</a>                                 |   | 2021-08-06                |
|                         |           |            |  | <a href="#">Holds Training Resources</a>                                    |   |   | 2025-04-18                |
| <b>Holds Parameters</b> |           |            |  |   |   |   |                           |
|                         |           |            |  |   |   | <a href="#">Hold Map</a>                                | 2025-08-01                |
|                         |           |            |  |   |   | <a href="#">Hold Rule Helper Checklist - Printable*</a> | 2013-08-26                |
|                         |           |            |  |   |   | <a href="#">Hold Rule Helper Checklist*</a>             | 2013-08-26                |
| <b>Users</b>            |           |            |  |   |   |   |                           |
|                         |           |            | <a href="#">Patron Notes</a>                                       |   |   |   | 2025-01-09                |
|                         |           |            | <a href="#">Removing a Blank Note from a User's Account</a>        |   |   |   | 2017-12-01                |
|                         |           |            | <a href="#">Patron Registration</a>                                |   |   |   | 2024-06-04                |

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| Policies | Standards | Procedures   | Guides   | Cheat Sheets   | Other (Forms, Videos, Dashboards, Miscellaneous)                     | Parameters | Last updated/<br>reviewed |
|----------|-----------|--|--|--|--|------------|---------------------------|
|          |           | <a href="#">Institutional Cards</a>                          |  |  |  |            | 2024-07-23                |
|          |           | <a href="#">Registering Bloomington Public Library Users</a> |  |  |  |            | 2024-12-16                |
|          |           | <a href="#">Reciprocal Patron Deletion Form</a>              |  |  |  |            | 2024-04-03                |
|          |           |  |  |  | <a href="#">Reciprocal Patron Deletion Form (form)</a>               |            | 2012-03-01                |
|          |           |  | <a href="#">Basic WorkFlows Patron Registration Workshop</a> |  |  |            | 2025-06-03                |
|          |           |  |  |  | <a href="#">Basic Patron Registration (video 46:10)</a>              |            | 2024-03-26                |
|          |           |  | <a href="#">Checkout History</a>                             |  |  |            | 2022-06-01                |
|          |           |  | <a href="#">Clone/Copy User Helper</a>                       |  |  |            | 2024-09-03                |
|          |           |  |  |  | <a href="#">Clone/Copy User Helper (video 2:01)</a>                  |            | 2020-06-12                |
|          |           |  | <a href="#">User Registration for Academic Libraries</a>     |  |  |            | 2018-03-01                |
|          |           |  | <a href="#">User Registration for Public Libraries</a>       |  |  |            | 2024-09-16                |
|          |           |  |  |  | <a href="#">User Registration for Public Libraries (video 11:03)</a> |            | 2020-06-05                |
|          |           | <a href="#">Retention Schedule for Expired Patron Cards</a>  |  |  |  |            | 2023-08-09                |
|          |           |  |  |  | <a href="#">Purge Patron (form)</a>                                  |            | 2024-06-26                |
|          |           | <a href="#">Patron Cards</a>                                 |  |  |  |            | 2024-08-01                |
|          |           | <a href="#">Children of Multiple Households</a>              |  |  |  |            | 2024-02-09                |
|          |           |  | <a href="#">Most Commonly Used User Profiles</a>             |  |  |            | 2022-04-18                |
|          |           |  |  | <a href="#">Cards for Kids</a>                             |  |            | 2025-07-11                |
|          |           |  |  | <a href="#">Modify User/Preferred Name Bug</a>             |  |            | 2021-08-03                |
|          |           |  |  | <a href="#">Non-Resident Library Services for Veterans</a> |  |            | 2025-07-11                |
|          |           |  |  | <a href="#">Replacing a Lost Library Card</a>              |  |            | 2024-08-16                |

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| Policies                        | Standards | Procedures                            | Guides   | Cheat Sheets   | Other (Forms, Videos, Dashboards, Miscellaneous)           | Parameters                                   | Last updated/<br>reviewed |
|---------------------------------|-----------|---------------------------------------|--|--|--|--|---------------------------|
|                                 |           |                                       |  |  | <a href="#">Replacing a Lost Library Card (video 0:56)</a> |  | 2024-03-25                |
|                                 |           | <a href="#">SEE-STAFF User Status</a> |  |  |  |  | 2023-03-15                |
|                                 |           |                                       | <a href="#">Creating and removing a Pop-Up Alert</a> |  |  |  | 2020-10-09                |
|                                 |           |                                       | <a href="#">Display User Wizard</a>                  |  |  |  | 2024-09-03                |
|                                 |           |                                       |  |  | <a href="#">Display User Wizard (video 2:40)</a>           |  | 2021-10-27                |
|                                 |           |                                       | <a href="#">User Search Helper</a>                   |  |  |  | 2024-09-06                |
|                                 |           |                                       |  |  | <a href="#">Super Basic User Search (video 8:04)</a>       |  | 2021-08-17                |
|                                 |           |                                       | <a href="#">When do I use these User Profiles</a>    |  |  |  | 2024-01-16                |
|                                 |           |                                       |  | <a href="#">Finding the Previous User of an Item</a>                   |  |  | 2024-05-01                |
|                                 |           |                                       |  | <a href="#">Patron PIN Masking in WorkFlows</a>                        |  |  | 2019-02-19                |
|                                 |           |                                       |  | <a href="#">User Cat 11 Meanings and When to Use them</a>              |  |  | 2024-04-19                |
|                                 |           |                                       |  | <a href="#">User CAT Demographics Fields in WorkFlows Descriptions</a> |  |  | 2024-03-13                |
|                                 |           |                                       |  | <a href="#">User Profile Recommendations for in-house use accounts</a> |  |  | 2024-01-19                |
|                                 |           |                                       |  | <a href="#">User Registration Training Resources</a>                   |  |  | 2024-11-15                |
| <a href="#">User Parameters</a> |           |                                       |  |  |  |  |                           |
|                                 |           |                                       |  |  |  | <a href="#">Mandatory User Profile Codes</a> | 2024-08-20                |
|                                 |           |                                       |  |  |  | <a href="#">User Profile Differences</a>     | 2025-06-04                |
|                                 |           |                                       |  |  |  | <a href="#">User Profiles*</a>               | 2025-05-01                |
|                                 |           |                                       |  |  |  |  |                           |

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| Policies   | Standards | Procedures | Guides  | Cheat Sheets   | Other (Forms, Videos, Dashboards, Miscellaneous)                               | Parameters | Last updated/<br>reviewed |
|--|-----------|------------|---|--|--|------------|---------------------------|
| <a href="#">Setup and Config Topic Overview</a>  |           |            |   |  |  |            |                           |
| <a href="#">WorkFlows Setup and Configuration, Receipts, Backup and Restore, Release Notes</a> |           |            |   |  |  |            |                           |
| <a href="#">WorkFlows Setup and Configuration</a>  |           |            |   |  |  |            |                           |
|  |           |            | <a href="#">Commonly Set preferences in Workflows for Circulation</a> |  |  |            | 2023-06-02                |
|  |           |            | <a href="#">Installing a Thermal Receipt Printer</a>                  |  |  |            | 2024-11-27                |
|  |           |            |   | <a href="#">WorkFlows Receipt Setup Locations</a>                                    |  |            | 2024-11-27                |
|  |           |            | <a href="#">Using WorkFlows Offline Mode</a>                          |  |  |            | 2023-10-24                |
|  |           |            | <a href="#">WorkFlows Supervisor Set-Up</a>                           |  |  |            | 2024-11-27                |
|  |           |            |   | <a href="#">Check your WorkFlows version number</a>                                  |  |            | 2020-09-21                |
|  |           |            |   | <a href="#">Correcting the Pathway for Viewing and Printing Reports in WorkFlows</a> |  |            | 2024-10-18                |
|  |           |            |   | <a href="#">Entering Closed Dates in WorkFlows</a>                                   |  |            | 2024-08-19                |
|  |           |            |   | <a href="#">How to Check the WorkFlows Max Response Size</a>                         |  |            | 2018-01-01                |
|  |           |            |   | <a href="#">Patron Photos in WorkFlows</a>   |  |            | 2017-11-01                |
|  |           |            |   | <a href="#">Turning on Tabbed Windows in WorkFlows</a>                               |  |            | 2024-10-24                |
|  |           |            |   | <a href="#">WorkFlows Classic Mode</a>   |  |            | 2024-09-10                |
|  |           |            |   |  | <a href="#">WorkFlows Classic Mode (and how to get out of it) (video 3:17)</a> |            | 2020-04-16                |



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| Policies                                    | Standards   | Procedures  | Guides  | Cheat Sheets | Other (Forms, Videos, Dashboards, Miscellaneous)                     | Parameters | Last updated/<br>reviewed |
|---|---|---|---|--------------|--|------------|---------------------------|
| Backup and Restore WorkFlows Configurations |   |   |   |              |  |            |                           |
|   |   |   | <a href="#">Backing Up the WorkFlows Configuration Folder on Windows 10</a> |              |  |            | 2024-12-02                |
|   |   |   | <a href="#">Backing Up the WorkFlows Configuration Folder on Windows 11</a> |              |  |            | 2024-10-16                |
|   |   |   | <a href="#">Replace the Workflows Configuration Folder on Windows 11</a>    |              |  |            | 2024-10-16                |
|   |   |   | <a href="#">Replacing the Workflows Configuration Folder on Windows 10</a>  |              |  |            | 2024-12-02                |
|   |   |   |   |              |  |            |                           |
| WorkFlows Tech Support and Download Files   |   |   |   |              |  |            |                           |
|   |   | <a href="#">Upgrading the WorkFlows Staff Client for Symphony 4.1.0.0</a> |   |              |  | 2024-03-19 |                           |
|   |   |   | <a href="#">Workflows Upgrade Release Notes for Version 4.1</a>             |              |  |            | 2024-03-12                |
|   |   |   |   |              |  |            |                           |
| School Handbook                             |   |   |   |              |  |            |                           |
|   | <a href="#">User Registration Standard for School Libraries</a> |   |   |              |  | 2024-09-09 |                           |
|   |   |   | <a href="#">User Registration for School Libraries</a>                      |              |  |            | 2024-09-09                |
|   |   |   |   |              | <a href="#">User Registration for School Libraries (video 10:41)</a> |            | 2020-07-28                |
|   |   | <a href="#">Discarding a Lost Item from a Graduated Student</a>           |   |              |  | 2024-09-11 |                           |

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| Policies                                    | Standards | Procedures  | Guides  | Cheat Sheets                                    | Other (Forms, Videos, Dashboards, Miscellaneous)                                  | Parameters | Last updated/<br>reviewed |
|---|-----------|---|---|---|---|------------|---------------------------|
|   |           |   | <a href="#">Welcome to 2025/2026 School Libraries</a>                           |   |   |            | 2025-07-29                |
|   |           |   |   |   | <a href="#">WorkFlows Circulation Overview for School Libraries (video 46:15)</a> |            | 2020-08-31                |
|   |           |   |   |   |   |            |                           |
| Bibliographic Services Department Documents |           |   |   |   |   |            |                           |
|   |           |   |   |   |   |            |                           |
| <a href="#">Cataloging Handbook</a>         |           |   |   |   |   |            |                           |
| <a href="#">Cataloging Topic Overview</a>   |           |   |   |   |   |            |                           |
| <a href="#">Batch editing Items</a>         |           |   |   |   |   |            |                           |
|   |           | <a href="#">Using the Item Group Editor to Search for Items Assigned Cataloging Codes</a> |   |   |   |            | 2014-02-25                |
|   |           | <a href="#">Item Group Editor</a>   |   |   |   |            | 2025-06-09                |
|   |           |   |   | <a href="#">Global Item Modification Wizard</a> |   |            | 2022-06-09                |
| Best Practices                              |           |   |   |   |   |            |                           |
|   |           | <a href="#">Cooperative (Co-op) Collection</a>  |   |   |   |            | 2024-06-27                |
|   |           | <a href="#">Using a Shelf List versus the WorkFlows Inventory Item Wizard</a>             |   |   |   |            | 2018-03-06                |
|   |           |   | <a href="#">Audio Enabled Books</a>   |   |   |            | 2023-09-05                |
|   |           |   | <a href="#">Cataloging Best Practices for RSA Member Libraries</a>              |   |   |            | 2018-05-16                |
|   |           |   | <a href="#">Cataloging Magazines in WorkFlows</a>                               |   |   |            | 2024-11-06                |
|   |           |   | <a href="#">GMDs versus Carrier Types on Bibliographic Records in WorkFlows</a> |   |   |            | 2017-02-09                |
|   |           |   | <a href="#">Pagination Considerations in Cataloging</a>                         |   |   |            | 2020-05-07                |

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|               |           |  | <a href="#">What Is the Title Page Verso? A Parts of the Book Guide</a>            |  |  |            | 2022-05-18                |
|               |           |  |  | <a href="#">Library Bound Items Best Practices</a>                 |  |            | 2025-07-07                |
|               |           |  |  | <a href="#">Prefer Library of Congress Records When Cataloging</a> |  |            | 2023-06-27                |
| Brief Records |           |  |  |  |  |            |                           |
|               |           | <a href="#">Cataloging Cake Pans</a>   |  |  |  |            | 2025-06-23                |
|               |           | <a href="#">Cataloging Die Shapes and Sets</a>                                 |  |  |  |            | 2015-08-14                |
|               |           | <a href="#">Cataloging On Order Items</a>                                      |  |  |  |            | 2022-10-11                |
|               |           | <a href="#">When RSA is Ready to Upgrade Your Brief item to an OCLC Record</a> |  |  |  |            | 2024-10-10                |
|               |           |  |  |  | <a href="#">When RSA Is Ready to Upgrade Your Brief Item to an OCLC Record (video 12:15)</a> |            | 2023-03-21                |
|               |           |  | <a href="#">Creating a Brief Record</a>  |  |  |            | 2025-05-22                |
|               |           |  |  |  | <a href="#">How to Create a Brief Record with a UPC (video 06:41)</a>                        |            | 2022-06-30                |
|               |           |  |  |  | <a href="#">How to Create a Brief Record with an ISBN (video 07:43)</a>                      |            | 2022-06-30                |
|               |           |  |  |  | <a href="#">How to Create a Brief Record with an ISSN (video 06:40)</a>                      |            | 2022-06-30                |
|               |           |  |  |  | <a href="#">How to Create a Brief Record without an ISBN, ISSN, or UPC (video 06:57)</a>     |            | 2022-06-30                |
|               |           |  | <a href="#">Utilizing RSA's Seed Library Broad Category Enhanced Brief Records</a> |  |  |            | 2025-06-12                |

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| Policies   | Standards                                | Procedures              | Guides   | Cheat Sheets   | Other (Forms, Videos, Dashboards, Miscellaneous)                        | Parameters | Last updated/<br>reviewed |
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|  |  |                         |  | <a href="#">Cataloging Reserves &amp; Rentals</a>      |   |            | 2024-06-28                |
| Cataloging Codes   |  |                         |  |  |   |            |                           |
|  |  |                         | <a href="#">Considerations for WorkFlows Item Category 1</a>             |  |   |            | 2014-03-10                |
|  |  |                         | <a href="#">Getting Started with WorkFlows Item Categories 4 &amp; 5</a> |  |   |            | 2014-04-24                |
|  |  |                         | <a href="#">WorkFlows Item Categories 3, 4, and 5 FAQs</a>               |  |   |            | 2013-09-10                |
|  |  |                         |  | <a href="#">Asterisked Display of Cataloging Codes</a> |   |            | 2013-07-31                |
| Cataloging Policies  |  |                         |  |  |   |            |                           |
| <a href="#">AV Item Types Elimination</a>                                      |  |                         |  |  |   |            | 2014-12-04                |
| <a href="#">Core Competencies for Cataloging Staff at RSA Member Libraries</a> |  |                         |  |  |   |            | 2022-06-29                |
| <a href="#">Homosaurus Cataloging</a>  |  |                         |  |  |   |            | 2024-08-01                |
| <a href="#">New Materials Item Types</a>                                       |  |                         |  |  |   |            | 2022-05-10                |
|  | <a href="#">New Materials Item Types</a> |                         |  |  |   |            | 2022-08-22                |
| <a href="#">Bibliographic Database</a>   |  |                         |  |  |   |            | 2025-06-05                |
|  | <a href="#">Bibliographic Database</a>   |                         |  |  |   |            | 1999-05-01                |
| Database Maintenance   |  |                         |  |  |   |            |                           |
|  |  |                         |  | <a href="#">Database Maintenance Reports</a>           |   |            | 2024-03-22                |
|  |  |                         |  |  | <a href="#">Tidy Cataloging Tips (video 05:34)</a>                      |            | 2020-04-23                |
| Entering Items   |  |                         |  |  |   |            |                           |
|  |  | <a href="#">Bibload</a> |  |  |   |            | 2025-06-25                |
|  |  |                         |  |  | <a href="#">OCLC Cataloging Level Loading Bib Records (video 12:09)</a> |            | 2016-03-14                |

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|                |           | <a href="#">Change the Owning Library for an Item Cataloged in WorkFlows</a>                      |   |  |  |            | 2020-04-21                |
|                |           | <a href="#">Creating Call Numbers for Multi-Piece Items</a>                                       |   |  |  |            | 2018-11-06                |
|                |           | <a href="#">Cataloging a Call Number (Brand New Title) on a Bibliographic Record in WorkFlows</a> |   |  |  |            | 2024-10-10                |
|                |           | <a href="#">Cataloging an Item (Duplicate Copy) On a Bibliographic Record in WorkFlows</a>        |   |  |  |            | 2024-10-10                |
| Matching       |           |   |   |  |  |            |                           |
|                |           |   |   | <a href="#">Do Not Use a Record When</a>                                 |  |            | 2023-03-01                |
|                |           |   |   | <a href="#">Matching a Record to Your Magazine</a>                       |  |            | 2023-11-21                |
|                |           |   |   | <a href="#">Matching an OCLC Record to Your Book</a>                     |  |            | 2025-05-22                |
|                |           |   |   | <a href="#">Matching an OCLC Record to Your Video or Sound Recording</a> |  |            | 2024-12-02                |
|                |           |   |   |  | <a href="#">Search, Match, and Attach (video 05:31)</a>    |            | 2023-08-17                |
|                |           |   |   |  | <a href="#">Bibliographic Record Tidbits (video 08:40)</a> |            | 2020-04-23                |
| Overviews      |           |   |   |  |  |            |                           |
|                |           |   | <a href="#">Overview of the New Cataloging Process for Items without matching records</a> |  |  |            | 2023-03-24                |
|                |           |   |   | <a href="#">Cataloging At-A-Glance</a>                                   |  |            | 2025-04-04                |
| Removing Items |           |   |   |  |  |            |                           |
|                |           | <a href="#">Deleting Items in WorkFlows</a>   |   |  |  |            | 2025-03-10                |
|                |           | <a href="#">WorkFlows Discard User</a>  |   |  |  |            | 2024-09-16                |

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|  |           |   |   |   | <a href="#">Discard User, an Overview (video 11:06)</a>     |            | 2020-08-06                |
| Reporting Issues to RSA                |           |   |   |   |   |            |                           |
| <a href="#">Advance Readers Copies</a> |           |   |   |   |   |            | 2019-05-09                |
| <a href="#">Pirated Items</a>          |           |   |   |   |   |            | 2019-05-09                |
|  |           | <a href="#">Advanced Reader Copy (ARC) or Pirated Item in WorkFlows</a>                   |   |   |   |            | 2020-01-20                |
|  |           | <a href="#">Reporting Cataloging Issues to RSA</a>  |   |   |   |            | 2025-05-23                |
| Searching for Items                    |           |   |   |   |   |            |                           |
|  |           |   | <a href="#">Search Strategy Guide for the WorkFlows Call Number and Item Maintenance Wizard</a> |   |   |            | 2024-11-07                |
|  |           |   |   |   | <a href="#">Forgotten Search Strategies 1 (video 06:55)</a> |            | 2020-04-23                |
|  |           |   |   |   | <a href="#">Forgotten Search Strategies 2 (video 06:00)</a> |            | 2020-04-23                |
|  |           |   | <a href="#">WorkFlows format search enhancement</a>   |   |   |            | 2020-12-14                |
|  |           |   | <a href="#">WorkFlows Search Tips</a>   |   |   |            | 2023-11-28                |
|  |           |   |   | <a href="#">RSACat Library of Things Search Limit</a> |   |            | 2020-02-13                |
| Settings                               |           |   |   |   |   |            |                           |
|  |           | <a href="#">Change the Default Library in the Call Number and Item Maintenance Wizard</a> |   |   |   |            | 2020-04-21                |
|  |           |   | <a href="#">WorkFlows Cataloging Set-Up</a>   |   |   |            | 2024-07-03                |
| Transferring Items                     |           |   |   |   |   |            |                           |
|  |           | <a href="#">Transfer Wizard</a>   |   |   |   |            | 2024-10-10                |

## RSA Documentation for Member Libraries

| Policies   | Standards     | Procedures   | Guides | Cheat Sheets | Other (Forms, Videos, Dashboards, Miscellaneous)                    | Parameters  | Last updated/<br>reviewed |                |
|--|---------------|--|--------|--------------|---|---|---------------------------|----------------|
|  |               |  |        |              | <a href="#">Basic Cataloging Level Transfer Wizard (video 6:28)</a> |   | 2016-03-14                |                |
| <a href="#">Updating the Path for Viewing/Printing Bibload Reports</a> |               |  |        |              |   |   |                           |                |
|  |               | <a href="#">Updating the Path for Viewing/Printing Bibload Reports</a> |        |              |   |   | 2025-02-06                |                |
| <a href="#">Cataloging Parameters</a>                                  |               |  |        |              |   |   |                           |                |
|  |               |  |        |              |   | <a href="#">Home Location List*</a>               | 2023-11-08                |                |
|  |               |  |        |              |   | <a href="#">Item Category 1 list*</a>             | 2017-12-11                |                |
|  |               |  |        |              |   | <a href="#">Item Category 2 list*</a>             | 2014-03-04                |                |
|  |               |  |        |              |   | <a href="#">Item Category 3 list*</a>             | 2025-03-03                |                |
|  |               |  |        |              |   | <a href="#">Item Category 4 list*</a>             | 2025-07-24                |                |
|  |               |  |        |              |   | <a href="#">Item Category 5 list*</a>             | 2025-06-30                |                |
|  |               |  |        |              |   | <a href="#">Item Category 6 list*</a>             | 2025-03-17                |                |
|  |               |  |        |              |   | <a href="#">Item Types*</a>                       | 2023-11-08                |                |
|  |               |  |        |              |   | <a href="#">Mandatory Codes for RSA Libraries</a> | 2021-08-20                |                |
|  |               |  |        |              |   | <a href="#">Serials Holdings Codes*</a>           | 2024-11-01                |                |
| Asterisk denotes document hosted on old support site                   |               |  |        |              |   |   |                           |                |
| Color Code key   | Dropdown Item | Handbook   |        |              | Topic   |   | Primary Page              | Secondary Page |