



Resource Sharing Alliance  
715 Sabrina Drive  
East Peoria, IL 61611  
866-940-4083

## **RSA Contact List**

**Last updated: September 26, 2025**

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

**RSA Help Desk Email:** [help@rsanfp.org](mailto: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 – Executive Director  
[kendal.orrison@railslibraries.org](mailto:kendal.orrison@railslibraries.org)

Antony Deter – Assistant Director  
[antony.deter@railslibraries.org](mailto:antony.deter@railslibraries.org)

### **Cataloging and Database Department Staff**

Erica Laughlin - Cataloging and Database Supervisor  
[erica.laughlin@railslibraries.org](mailto:erica.laughlin@railslibraries.org)

Lisa Schemensky - Cataloging and Database Coordinator  
[lisa.schemensky@railslibraries.org](mailto:lisa.schemensky@railslibraries.org)

Jennifer Choate - Cataloging and Database Coordinator  
[jennifer.choate@railslibraries.org](mailto:jennifer.choate@railslibraries.org)

**Operations Department Staff**

James Campbell - System Supervisor

[james.campbell@railslibraries.org](mailto:james.campbell@railslibraries.org)

Patty Kweram – Member Services Coordinator

[patty.kweram@railslibraries.org](mailto:patty.kweram@railslibraries.org)

Sara Naslund - Member Services Coordinator

[sara.naslund@railslibraries.org](mailto:sara.naslund@railslibraries.org)

Tony Hahn - Member Services User Experience Coordinator

[tony.hahn@railslibraries.org](mailto:tony.hahn@railslibraries.org)