

RSA Report for 10 December 2025

Membership Updates: Ongoing Topics & One-Offs

Notable Membership Activity

Mason Memorial (former Union List) – Fully live with Circulation and Holds!

- They continue to catalog some additional areas of their collection as they find missing items.

Hamilton Public Library

- System library name: **HMILTON-PL**
- Basic cataloging training completed but will be redone due to staffing shortages in early 2026.
- Has been enabled to place holds in the system with the special Union List Holds barcode.

Camp Point Public Library

- System library name: **CO_CAMP-PT**
- Basic Cataloging training completed.
- Has been enabled to place holds in the system with the special Union List Holds barcode.

North Pike Library District is adding and new branch in Perry.

- System library name: **GI2_PERRY**
- Awaiting their completion of building revisions and updates. Will press forward on cataloging collection once that's completed.

RIP Updates: Ongoing Topics & One-Offs

List of major staff-related RSA Independence Project (RIP) to-do's that need completion in FY26.

EIN Change w/ IRS – Reason for delayed direct staff employment now scheduled for 1 Jan 26

- EIN has now been received.

Timeline & Punch List Major Items

- IMRF has accepted our application. RSA will be a full member effective January 1, 2026.
- We are using the same LIMRiCC health insurance package we currently have as RAILS employees. We are on track for 1 Jan 26 staff start date.
- Registration with the State of Illinois for payroll taxes completed.
- Mission Square will host our voluntary retirement accounts. Ready to go now.
- Our payroll vendor is Paylocity. We've completed all the initial setup work. Now we're just waiting for the first payday (Jan 16th) to run through all the payroll and timecard processing.
- Bank Accounts, Check Signers, Check Deposit Machine, and Certificates of Deposit are all updated. We didn't need new accounts.
- We continue to work with our insurance agents to ensure we have all the correct coverages required for vehicles and other potential liabilities.

- There will be a RAILS-RSA IGA signed in December. It's basically a formal separation of staff.
- The FY27 RAILS Automation Grant has been released. The grant includes RSA's use of RAILS finance, space in the East Peoria facility, and a printer on a contractual basis.
- RSA's new Staff Handbook was approved by the RSA Board at their August meeting following review by our attorneys.
- RSA has revised all our existing job descriptions and created many more to cover all expected hiring and promotional opportunities for the next several years. RAILS paid for a review by HR Source to ensure our salary scale was appropriate, and it was.

Staffing

- We are working with HR Fit to develop all the various HR, Personnel, Benefits, Evaluations, etc. forms. This work is right on track.
- Management has spent some time working to document our thoughts on 'new RSA' and how to explain and measure those thoughts for existing and new staff. We've developed a Staff Traits document which is also folded into our staff evaluations and promotion opportunities. Not being RAILS staff allows us to fully target our direct support role rather than follow headquarters type guidance.
- The departments will be renamed starting in January to better reflect the full nature of RSA's support. Cataloging becomes the Bibliographic Services Department. The Circulation/Ops team becomes the Library Services Department. These names are also reflected in the new job titles.
- RSA will be hiring new staff to fill 25% of our organization. This, along with the freedom to change our focus away from the RAILS methods, is driving much of our vision, expectations, and new methodologies work.
- We have 3 positions to fill in early January. We have offered positions to 2 people, both of whom accepted and will start in January. We are currently in 2nd interviews for the last open position.

Computers, Software, IT Infrastructure

- RSA Support Staff can't migrate off RAILS provided systems until the staff cutover. Since we're RAILS staff right now, we need to be in RAILS system for FOIA request purposes.
- We have obtained Microsoft Office 365 licenses. We intend to cut over to RSA's email domain on 1 January 2026 for all staff and help desk email.
- Zoom, telephones, laptops, and everything else RSA Staff use to do their job will be moved to RSA owned equipment and accounts as it makes sense to do so. We can continue to utilize some RAILS IT infrastructure through June 2026.
- We've purchased new laptops for staff to replace the 6-year-old RAILS laptops. These will likely not be ready on day 1 of RSA employment. We'll also need to purchase new monitors early next year. RAILS would like their equipment back to be repurposed elsewhere.
- RSA also needs to procure some additional software packages for staff.
- We are working to enable telephone support to replace the RAILS provided lines. We expect to keep the 866 help desk number, but all other numbers outside of the after-hours support number will change.

Patron Facing System Updates, Projects, Issues: Ongoing Topics & One-Offs

A running list of major projects *which patrons see, will see, or are affected by directly*. Other projects are reported in Departmental reports or the Administrative section further down.

RSAcat Mobile 2

SirsiDynix is testing RSAcat Mobile 2 (SirsiDynix's BLUEcloud Mobile 2) for both Apple and Google Android devices. We don't feel this product is ready for roll out currently. Sirsi needs to make a few updates to flesh out the functionality to match our current mobile app.

RSAcat on the Web, Responsive Theme enabled, Online Payments for all Public Libraries

RSAcat has been upgraded to enable a better responsive design for use on mobile phones. When we get a chance to catch our breath, we'll be rolling out online bill pay to all public library who don't have it already. The RSAcat Mobile app allows patrons to pay bills online already.

Removal of eRead IL items from RSAcat

Just before Thanksgiving we turned off the individual syncs between each member's RSAcat page and Baker & Taylor. All eRead Illinois items are currently removed from RSAcat. The Palace Project does not currently have a connector for SirsiDynix or other vendors catalogs. We are looking for alternative methods to get eRead IL titles into RSAcat if only for the purpose of discovery.

Staff Updates Since the Previous Meeting

Staff Anniversaries

- Jennifer Choate – 6 years in December

Misc Staffing Notes

- RSA staff are very busy ensuring we're ready for the staffing cutover in January. Between all the new systems, software, hardware, and personnel changes, things will be somewhat different around here. We're all working to ensure that transition is as smooth for members as possible.

Administrative and System Level Projects and Updates

A running list of major system level projects not directly visible to patrons or other updates from Administration.

Firewall Issues = A new firewall!

November was a trying month all around as we worked to understand the sudden firewall connection issues. We now know for sure now what is causing the outages in firewall and have made adjustments to work around them. The outage on 1 December was caused by a config reversion which reenabled the problematic connection ports. This issue is a bug in the Cisco hardware/software that many, many places have also had to work around.

We are building out a brand-new firewall hardware box with an entirely different software package right now. We've got it set up and running in the East Peoria office talking to the Symphony server through the point-to-point VPN connection, with the IP address network translation working as

well. Those two things are the hardest parts of the setup process. Now that's those are solved, we've started to add in all the library names and IP ranges, vendor IPs, and all the individual connection rules for things like SIP ports. There's a learning curve as we configure since it's a different hardware and software package than our current Cisco firewall. We expect to make the firewall swap in the second week of December, or early in the third. What requires us to reprogram the new firewall a bit to match the IP addresses of the current firewall, when swap it out in Springfield.

For this firewall change, we're hoping to not require members to change anything.

In June-ish of next year, we want to move from the physical firewall to a virtualized cloud firewall solution. We'll virtualize the new physical firewall and running it online. This gives us the ability to have a standby Firewall for emergencies. When we make that update, we'll need all members to have changed their Workflows login IP and update all the SIP logins. We'll also need to work with all our vendors as well. We'll start doing this work in 2026 well prior to that final firewall update. We'll be asking everyone to swap from a set IP address like 209.7.194.125 to a domain name like workflows.librariesofrsa.org in the case of Workflows. Making the change to a domain name will allow us to move from the Springfield IP address to cloud based firewall IP addresses without members needing to change anything else. It also provides future proofing around future upgrades.

Documentation Rework

We continue to update, revise, and combine documentation where it makes sense. We are now able to holistically review all our documents and are finding many places to cut the overall number of documents down with rewrites and combining like documents. This work will continue until we achieve perfection, so basically forever.

Erica reports that she will have a new Bibliographic Database Standard ready to show the DAC at their next meeting and wanted to let you know about the Prohibited Items page of the Support Site here: <https://support.librariesofrsa.org/project/prohibited-items/>. The most recent addition to this page is a video providing tips on how to identify pirated items.

BLUEcloud Circulation

We have several test locations including Fondulac, Henry PL, and Astoria High School. SirsiDynix rolled out a major upgrade that allows individual member library receipts and more. This was the last thing we were waiting for to start a wider roll-out.

Due to the firewall issues with remote connections, we've had to turn off AnyConnect access. This primarily affects those libraries with mobile collections or bookmobiles. For those, we are moving to individual logins for BLUEcloud Circulation and Workflows, as quickly as possible. We're building the backend and users and have scheduled training with those libraries in December. Early next year, we'll set up and enable the other member libraries who used AnyConnect for occasional outreach over to BLUEcloud Circulation. BC Circ doesn't go through the firewall; it's just running in a browser which means it works anywhere.

We are adding documentation on using BLUEcloud Circulation to the support site and RSA staff continue to write local guidance. We are meeting with SirsiDynix somewhat regularly to review issues we have discovered so far and to make the system work as well as it's able for our complex

situation. While not a full WorkFlows replacement, the online Circulation module should be all that's needed for typical Circ desk tasks.

Individual User Accounts

BC Analytics and BC Circulation require individual login accounts because they are accessible from any web browser. We need to control access via individual accounts which can be disabled. RSA already has over 1,000 individual WorkFlows Cataloger/Circulation and BCA accounts. Once we enable the online Circulation module RSA-wide, we'll be adding several thousand more. As we slowly roll this out, each staff member at a library could have one or more individual accounts. For some large libraries with branches, Washington PL and Warren County for example, some staff may need additional per-branch circ accounts as well. As of right now, RSA has individual accounts for WorkFlows Catalogers, WorkFlows Circulation staff, BLUEcloud Circulation, and BC Analytics accounts. As you can imagine, being able to quickly and easily track, create and remove these accounts is especially important with only a couple of RSA Support Staff members doing the work.

We've updated our SPOT (Single Point of Truth database) and Guru (the helpdesk) setups to help track individual accounts at each member library. We've updated forms to allow library Directors and School librarians to inform us of staffing changes and devised a system to notify Directors after we set up or remove individual staff accounts. RSA will need a culture of notification between our members and RSA to ensure we can quickly remove staff accounts for departing members to limit access to the system for those who no longer require it.

RSA Help Desk, a.k.a. Guru

Salesforce is deprecating 2 of their 3 sets of automation methods. We've contracted with a third-party vendor to help us work through the necessary changes and for long-term support. We'll be changing the automation tasks in December. We'll send information to the email forums if these changes will cause changes to our helpdesk workflow.

Library Holds for Hamilton PL and Camp Point PL

Both these new members are paying full RSA membership fees during their cataloging periods. As full members, they are eligible to place system level holds. The RSACat Union List holds page has been updated to include these new members in the selection of hold pickup libraries. The RSA delivery codes cheat sheet and membership list have been updated to show these new, special user IDs. They work the same way the old user ID Mason Memorial used to place holds for year.

Completed RSA Events July through November 2025: Training & Visits

Training sessions or member visits can be either in-person, virtual, or in some cases, both. There were 96 sessions lasting 206.5 hours with 228 total attendees in the five months of FY26.

Location	Campaign Name	Campaign Type
Zoom	Camp Point PL Introductory Cataloging Meeting	Cataloging
Flanagan PLD	FY26 New Director Visit	Member Services
Zoom	FY26 Holds Workshop	Member Services
Kewanee Public Library & Zoom	July 9, 2025, DAC meeting	Governance

Zoom	Basic Circulation Workshop	Member Services
Tremont DL	FY26 New Director Visit	Member Services
Zoom	Online Basic WorkFlows Cataloging Workshop	Cataloging
Pittsfield PLD (PI)	Cataloging Site Visit	Cataloging
Zoom	Hamilton PL Introductory Cataloging Meeting	Cataloging
Henry Public Library	Cataloging Site Visit	Cataloging
Peoria Public Library	PPL routine visit	Member Services
Zoom / Flanagan and Cambridge	Basic Patron Registration Workshop	Member Services
Camp Point Public Library	Basic WorkFlows Cataloging Workshop	Cataloging
Tremont DL (TD)	Cataloging Site Visit	Cataloging
Spoon River Public Library	Cataloging Site Visit	Cataloging
Illini Bluffs HS	Illini Bluffs New Director visit	Member Services
Odell Public Library	Routine Site Visit	Member Services
Fondulac	Fondulac August 6 BCC meeting	Member Services
Zoom	Basic WorkFlows Cataloging Workshop	Cataloging
Midwest Central High School	August 7th RSA Board meeting	Governance
Zoom / Illinois Prairie DPL	Basic Patron Registration Workshop	Member Services
Beardstown Houston ML	FY26 New Director Visit	Member Services
Zoom	Basic Circulation Workshop	Member Services
Edwards River Public Library District	Cataloging Site Visit	Cataloging
Zoom	FY26 Holds Workshop	Member Services
Cambridge PLD (CM)	Cataloging Site Visit	Cataloging
Pontiac Public Library	Cataloging Site Visit	Cataloging
Astoria Public Library	Routine Site Visit	Member Services
Flanagan-Cornell Grade School	FY26 New Director Visit	Member Services
Carlock PL	August 14, 2025, Carlock Drop In	Administration
Zoom	Winchester CUSD FY26 General Ops visit	Member Services
Galva Public Library District	Cataloging Site Visit	Cataloging
M-C River Valley PL	FY26 General Ops Visit	Member Services
Forrest	Forrest Ops Site Visit	Member Services
Henry PL	Henry August 21 BCC meeting	Member Services
Valley District Library	Cataloging Site Visit	Cataloging

Farmington Area Public Library District	Cataloging Drop-In	Cataloging
Dominy ML	Dom Mem Ops Site Visit	Member Services
Normal PL	Drop In Visit w/ NPL	Member Services
John Mosser PLD	FY26 General Ops visit	Member Services
Atkinson PL	FY26 General Ops visit	Member Services
Washington DL (W0)	Item Group Editor Training	Cataloging
Colchester District Library	Routine Site Visit	Member Services
New Windsor PLD	Cataloging Site Visit	Cataloging
Flanagan Public Library	Routine Site Visit	Member Services
Henderson County PL	September 4, 2025, Board Meeting	Governance
Washington Community HS	FY26 General Ops Visit	Member Services
Zoom	Online Basic WorkFlows Cataloging Workshop	Cataloging
Mason Memorial District Library	Basic Patron Registration Workshop	Member Services
Zoom	FY26 Holds Workshop	Member Services
Lexington PLD	FY26 General Ops Visit	Member Services
Pekin PL	Pekin PL Ops Site Visit	Member Services
Bushnell PLD (BU)	Cataloging Site Visit	Cataloging
Farmer City PL	Farmer City Ops Site Visit	Member Services
Farmington Area Public Library District	Cataloging Site Visit	Cataloging
Zoom	Basic Circ Workshop	Member Services
El Paso Public Library	Routine Site Visit	Member Services
Gridley Public Library District	Cataloging Site Visit	Cataloging
Gridley Public Library District	Item Group Editor Training	Cataloging
Williamsfield PLD (WL)	Cataloging Site Visit	Cataloging
Maquon PL	Maquon Ops Site Visit	Member Services
Abingdon-Avon HS	FY26 new Director Visit	Member Services
Zoom	RSA Cataloging Chat	Cataloging
Dunlap PLD	FY26 New Director Visit	Member Services