Cataloging Content on the RSA Support Site Guide

Last updated: February 17, 2026

As a cataloger, an important tool available to you is the RSA Support Site (found at support.librariesofrsa.org). There you can find every policy, standard, procedure, guide, cheat sheet, video, and parameter. to aid you as you work within your collection. This guide will highlight useful cataloging focused features found within the RSA Support Site.

To begin with, at the very top of every page is a red bar with contact information for the RSA Help Desk. If in doubt, please Bug Us and an RSA cataloger will happily provide assistance. You'll also find the link to the RSA YouTube Channel here which is full of informational video content.
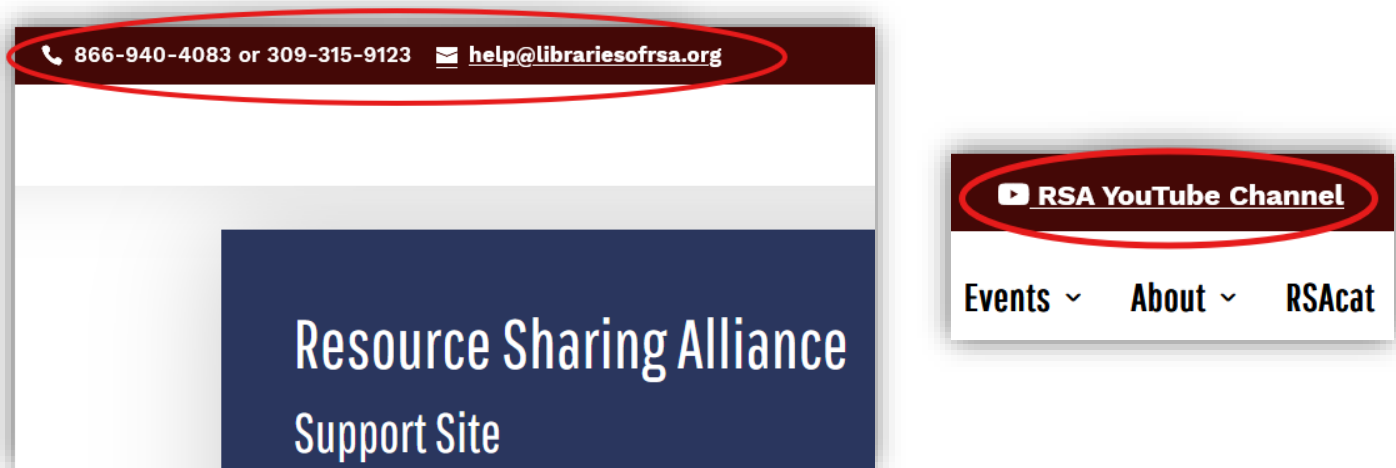
On the home page, under "Quick Links," there are links to the "Need Help Cataloging Your Item?" and "Topic – All System Parameters" pages:
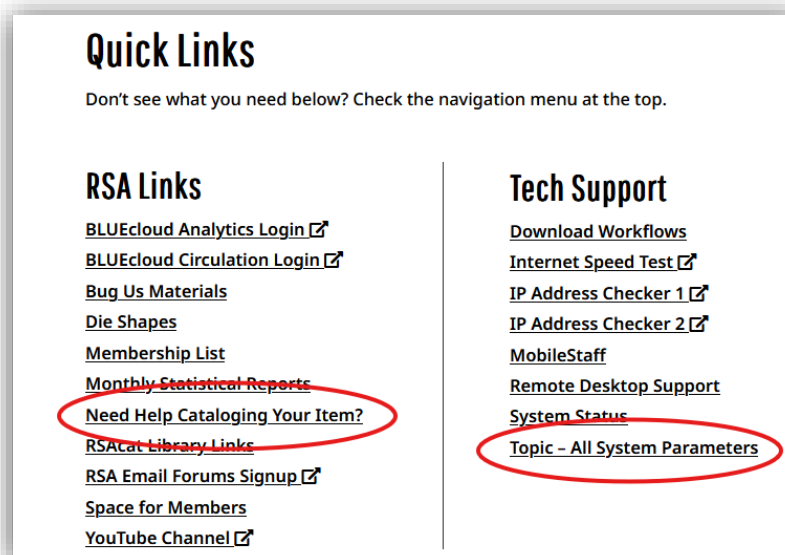
The "Need Help Cataloging Your Item?" page is a helpful collection of documents related to what to do—and what happens—when you cannot find a matching record for your item.

Overview of the New RSA Cataloging Process for Items Without Matching Records
A summary of the whole cataloging process from start to finish.

Do Not Use a Record When...
Remember, every unique item requires its own unique record. A "somewhat matches" record should not be used because it will keep patrons from getting exactly what they want. In addition to looking at core match points (publisher, publication date, title, author, etc.), here's a list of common tricky situations that might prompt you to create a brief record for your item.

Create a Brief Record
Everything you need to know about creating a brief record for an item without a matching record—or an item you are unsure if there is an existing match.

Brief Record Videos
Are you a visual learner? RSA has several videos covering how to create brief records in WorkFlows.

Procedure When RSA Is Ready to Upgrade Your Brief Item to an OCLC Record
A detailed look at the cataloging process, with a focus on your perspective, when RSA is ready to upgrade your brief record to a full OCLC record.

"Topic – All System Parameters" directs you to all things parameters—notably Cataloging, Circulation, and Holds. "Cataloging Parameters" will lead you to the complete lists for cataloging codes available for the Item Type, Home Location, and ItemCats 1-6 menus. "Circulation Parameters" will take you to the Expanded Circ Map to check your library's current circulation rules. And "Holds Parameters" will let you access the Hold Map to see your library's current, unique hold rules. The Circulation and Holds parameters pages also contain the *Circ and Hold Rule Helper Checklist* you can use to update circ/hold rules for your item types.

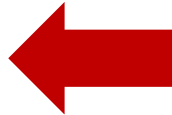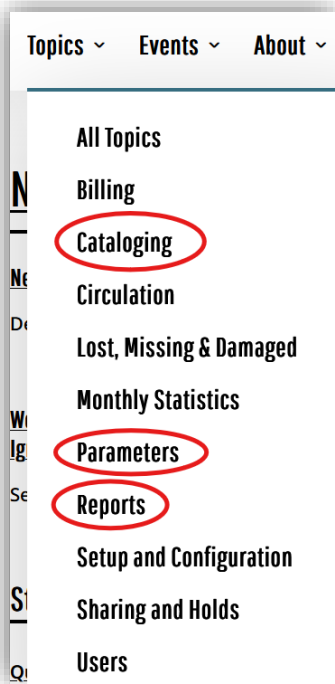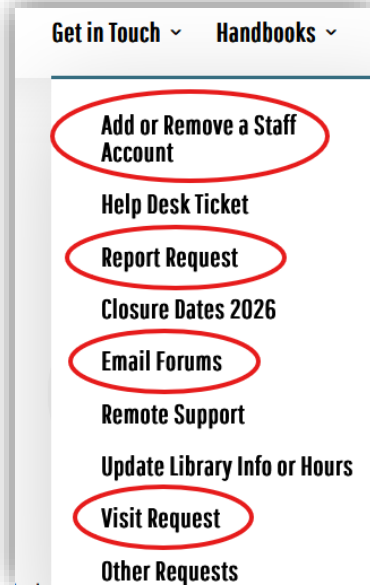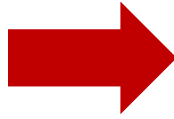|		
Billing Parameters	**Cataloging Parameters**	**Circulation Parameters**
Holds Parameters	**Library Codes, Item and User Barcode Prefixes**	**User Parameters**

Let's now look at the following drop-down options located within the menu bar at the top of the RSA Support Site:

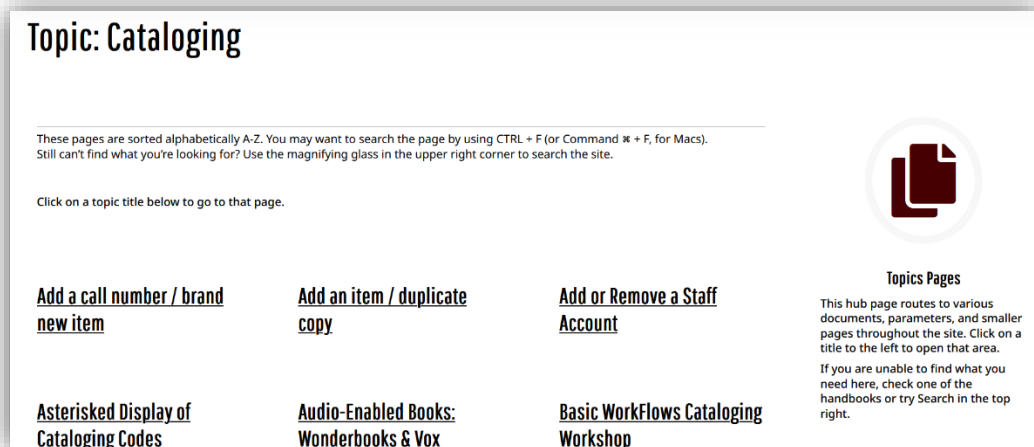Get in Touch ⌄   Handbooks ⌄   Topics ⌄   Events ⌄   About ⌄   RSAcat   Status   🔍

Within the "Get in Touch" drop-down, you can find online forms to ask RSA to remove or add an individual cataloger account for a staff member, request a report for clean-up, sign-up for the Cataloging Email Forum (or others!), and even request a cataloging site visit.
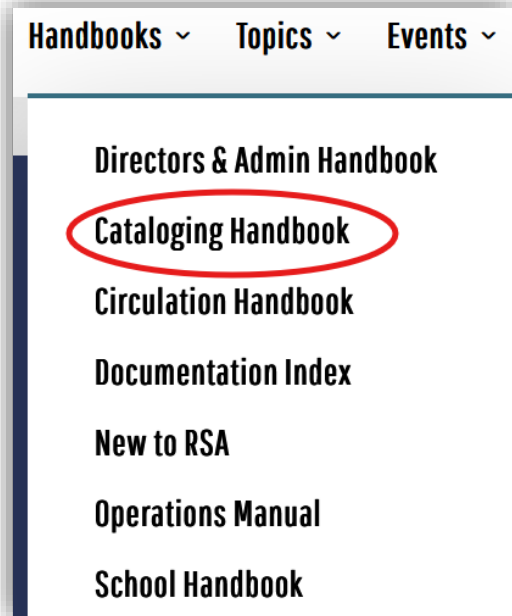
Get in Touch ˅   **Handbooks** ˅

Add or Remove a Staff Account

Help Desk Ticket

Report Request

Closure Dates 2026

Email Forums

Remote Support

Update Library Info or Hours

Visit Request

Other Requests

Topics ˅   **Events** ˅   **About** ˅

All Topics

Billing

Cataloging

Circulation

Lost, Missing & Damaged

Monthly Statistics

Parameters

Reports

Setup and Configuration

Sharing and Holds

Users

Under "Topics," you can find content for cataloging, parameters, and reports.

If you click on each one, you will be taken to a hub of alphabetically listed related topics that you can then click to learn more about that specific subject.

For example, this is what the "Cataloging" topics hub page looks like once opened:

Topic: Cataloging

These pages are sorted alphabetically A-Z. You may want to search the page by using CTRL + F (or Command ⌘ + F, for Macs). Still can't find what you're looking for? Use the magnifying glass in the upper right corner to search the site.

Click on a topic title below to go to that page.

Add a call number / brand new item

Add an item / duplicate copy

Add or Remove a Staff Account

Topics Pages

This hub page routes to various documents, parameters, and smaller pages throughout the site. Click on a title to the left to open that area.

If you are unable to find what you need here, check one of the handbooks or try Search in the top right.

Asterisked Display of Cataloging Codes

Audio-Enabled Books: Wonderbooks & Vox

Basic WorkFlows Cataloging Workshop

If you prefer your content with a little more structure when searching, check out the "Cataloging Handbook" found under the "Handbooks" drop-down.

Handbooks ˅   Topics ˅   Events ˅

Directors & Admin Handbook

Cataloging Handbook

Circulation Handbook

Documentation Index

New to RSA

Operations Manual

School Handbook

Here is a preview of what you will find within the Cataloging Handbook:

Cataloging Handbook

Contents

How to Catalog in WorkFlows
   Batch Editing Items
   Best Practices
   Brief Records
   Cataloging Codes / Parameters
   Database Maintenance
   Entering Items
   Matching
   Overviews
   Removing Items
   Reporting Issues to RSA
   Searching for Items
   Settings

Before you begin

Please use the Contents on the left side of the screen to navigate to a particular section on this page.

Still can't find what you're looking for? Use the magnifying glass in the upper right corner to search the site.

How to Catalog in WorkFlows

Please click on a document below for more information.

Batch Editing Items

- How to Use the Global Item Modification Wizard
- Instructions for the WorkFlows Item Group Editor Wizard

Other notable information found under "Handbooks" include the "Directors & Admin Handbook," the "School Handbook," and the "Documentation Index." The Documentation Index is a searchable PDF that lists every document and video that lives on the RSA Support Site in one central location.
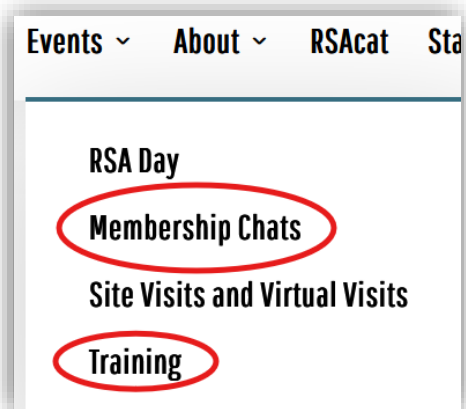
The "Events" menu is where you can find recordings of completed Cataloging Chats (under "Membership Chats") and the main page for all RSA trainings within "Training."

Even if you cannot attend a Cataloging Chat live, it's always a good idea to listen to what you missed so you can stay informed of all things cataloging within RSA. Learn about upcoming events, projects, pick-up helpful cataloging tips sourced from real questions from other RSA catalogers, and more!

Finally, there are two navigational components to the RSA Support Site that make using the website a breeze:
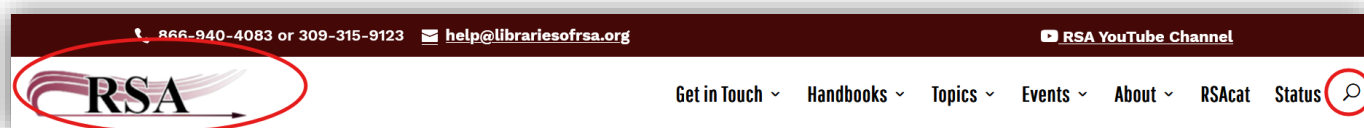
1. Click on the RSA logo on any page to take you back to the home page.
2. To perform a keyword search of the entire website, select the magnifying glass to open a search box. Type in your search term(s) and hit "Enter" on your keyboard.

As you use the RSA Support Site, if you are having issues locating something or have a suggestion to help make the website more accessible and/or more user friendly, please let us know by contacting the RSA Help Desk at help@librariesofrsa.org or 866-940-4083.