

Administrative Department Report for 11 March 2026

Membership Updates: Ongoing Topics & One-Offs

Notable Membership Activity

Hamilton Public Library – Received RAILS Automation Grant in May

- Lisa provided on-site cataloging training in summer 2025; staffing issues delayed their start.
- Lisa and Zac provided a supplemental on-site Cataloging visit on 30 Jan.
- Cataloged over seven hundred items in February.

Camp Point Public Library - Received RAILS Automation Grant in May

- They are cataloging their collection.
- Cataloged over 2,600 items so far.

Illini Bluffs Unit District #327

- Pulling out at the end of June 2026. Have fully transitioned over to local system.

Fulton County CUSD #3

- Indicated they may be withdrawing from RSA at the end of this FY.
- We await their confirmation by 31 March.

RIP Clean Up(dates)

The RSA Independence Project (RIP) is nearly complete.

We have *Finished (Finished as far as we know. Surprises will occur.)

Staff:

- Hired nine existing RAILS and three new RSA staff members.
- Hired another staff member (starting 9 March) to replace Tony who moved to a new job.
- Payroll is fully running and, most importantly, paying people correctly.
- Healthcare coverage up and running.
- IMRF retirement up and running.
- 457B optional retirement accounts up and running.
- Payroll taxes and other deductions working as expected.
- New Employee Handbook created, approved, in use.
- All new employee forms, processes, and procedures implemented.
- Implemented introductory period staff reviews, ready for annual evaluations based on a shared, explained, specific criteria.

IT Infrastructure:

- New laptops for all staff members acquired, set up, and tweaked.
- New email domains and system (Microsoft Office 365) implemented.
- New phone system and numbers implemented; we only kept the 866-940-4083 number that 95% of the calls came to

- New team chat system, new video conferencing system
- Purchased and implemented all new software for just about everything we use to do our jobs. Again, it was all owned by RAILS prior to the staffing transition.
- New firewall is running in our office; we will be virtualizing it to the cloud and starting moving members to the new firewall in the next 2 months. SIP port access will transition first. We will be giving up our equipment rack and moving out of the Springfield government hosting center by the end of June.

Vehicles:

- RAILS donated the two 2014 Ford Fusions to RSA. These were purchased for RSA staff 11 years ago and have been almost exclusively driven by RSA support staff anyway. Thank you to RAILS for doing that.
- Insurance purchased
- New gas credit cards set up, one per vehicle.
- New safety equipment purchased and put in vehicles.
- We need to purchase and install iPass accounts for the vehicles. We may need to wait until we have permanent license plates rather than our temporary tags.

Other:

- Various insurances have been obtained to cover all the new things RSA has taken on.
- New auditors have been retained due to our previous agreement expiring and high costs the last two years.
- Lots of surprises in every aspect of our business have been dealt with as we moved through the process. January and February surfaced many unexpected issues, all of which were successfully dealt with.
- We have needed to add ACH payments, which required a lot of new paperwork with the bank.
- Swapping email addresses is painful. We have hundreds of vendor accounts to work through and update. This will be an ongoing process for the next 2 years or so.
- Working with all our vendors to remove all mentions of RAILS from our contracts. It took 5 years to get Alliance Library System off all our contracts, so I don't expect this to go quickly either.

We haven't Finished:

- New monitors are on order. RAILS needs all their old hardware returned to them. The monitors will be swapped out well before the mandated deadline to complete independence of 30 June 2026.
- We still need to replace two mobile data SIMs for off-site and after-hours internet support via iPads. This and the monitors are the only outstanding items left.
- New headsets are also on order. These have noise canceling to help reduce background noise on calls and to help quiet the noise when staff need to concentrate more.

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

A running list of major projects patrons are affected by directly or may notice while using the system.

Removal of eRead IL Items from RSAcat and RSAcat Mobile

Due to the closing of Baker & Taylor and the switch of eRead Illinois to The Palace Project, the integration of eRead IL titles is no longer possible. We removed all the eRead Illinois items from both the web based and mobile versions of RSAcat. The Boundless pass link was replaced with The Palace Project app link on all RSAcat front page, left side apps bar. If we find a workable method to sideload eRead IL titles back into RSAcat, we'll do that. At the moment, there isn't a way to do this.

Adding Online Payments to RSAcat

In 2015 we started adding the online payments integration to RSAcat profiles for full online members. At the time we had 24 public libraries who wished for this integration. No libraries requested it after that. When we subsequently rolled out the RSAcat Mobile app a couple of years later, we were able to add online payments for all patrons via that app. Patrons love it and well over 50% of the online payments are made via the RSAcat Mobile app.

One of Maria's starting projects in will be to add the online payment option to all public RSAcat profiles. She'll be reaching out individually when that project starts to get your individual wording for the payment screen.

Hoopla - RSAcat Integrations

Maria will also restart work with member libraries who have a Hoopla subscription, but do not have Hoopla visible in RSAcat. The price will be around \$100 a year.

Hoople, Kanopy, Freegal Security Updates

As part of the SIP updates for the new firewall project, we've been working with various vendors with multiple connections to our system. While doing so we noticed some issues where these apps were not following the same access rules which we commonly have these vendors configure. As a result, some patrons who were accessing these paid services via other member libraries in RSA have lost access to services they shouldn't have had in the first place.

Staff Updates Since the Previous Meeting

Staff Anniversaries

- Jennifer Choate – 6 years in December
- Laura Spires – Started in January
- Mason Tribbley - Started in January
- Zac Montgomery – Started in January
- Erica Laughlin – 17 years in March
- Maria Ford – Started on March 9th.

Misc Staffing Notes

- Tony Hahn has moved to a new position outside of libraries. We wish him the best in his new career.
- Maria Ford has filled the open User Experience and Library Services Coordinator position.
- Zac, Laura, and Mason continue to get training, shadow on library visits and various training sessions, and are all moving forward in their RSA journeys. Maria has a long history of being an RSA Director and we'll be filling in the RSA perspective as we get her trained up. We'll also be asking her lots of questions to gain her thoughts as a former director.

- All staff are continuing to learn how to navigate all the new RSA technology, policies, and procedures.
- We've done our first round of 30-day introductory period reviews for all staff. Everyone is in an introductory period as we're all new RSA staff members. We're ready to do our second round of 30-day reviews now. This process is familiarizing both managers and staff with RSA's new staff traits-based evaluation system.

Administrative and System Level Projects and Updates

A running list of major system level projects not directly visible to patrons, but that are important to member library staff or may affect operations in the future.

Symphony and WorkFlows Upgrade to Version 4.2

Overnight Sunday March 15 to early morning Monday March 16th, our Symphony server will be upgraded to version 4.2. This will also require an upgrade to WorkFlows for our member libraries. There will be emails to the email forums with details about this upgrade. One major upgrade is multiple ownership of reports in Symphony/WorkFlows. Why is this important? Right now, all reports run for a library, courtesy notices for example, are owned by the shared CIRC user (i.e., AG_ALS-RSACIRC) and can only be viewed and downloaded via that user. After the upgrade, we'll have the ability to set up groups of owners for reports. This will allow smaller libraries who are currently using only their individual cataloging account to run their library to have these users added as co-owners of these reports. This allows them to access the reports without having to log in as the shared CIRC user. It also is the key to starting the lengthy process of swapping all users to individual WorkFlows accounts. Eventually the shared CIRC as well as the shared TECH accounts will be reserved for RSA staff access only.

Firewall Changes Coming in Phases

In November, many firewalls across the internet started seeing sudden connection issues. This was due to a zero-day bug which the bad guys were using to try to access any systems they could. Cisco hardware was especially hard hit due to a bug in their hardware. We were able to find several fixes and disabled the most problematic parts of the firewall to end the outages. Since we've made these changes, these issues have not reoccurred. However, we've lost remote access to WorkFlows via AnyConnect due to this security work.

We have built out a new firewall here in the East Peoria office. We've been testing this as an alternate path into the system, and it works great and will become our back up firewall. Now that it's all configured to work correctly with SirsiDynix, we will be able to turn the hardware box into a virtual server and get it running online. This allows us to have the primary online, with a backup running here in the EP office for emergencies and troubleshooting purposes.

We are rolling out the firewall changes in stages. The objective is to be running totally online by the end of May. This will allow us to decommission the firewall in Springfield, which is the last bit of hardware RSA runs there. We plan to be out of the Springfield hosting center by 30 June. We started by working with third party vendors used by multiple libraries to change how they access our SIP ports. Most of that work is finished.

As part of the upgrade to WorkFlows 4.2, we'll be asking you to change the IP address that appears when you launch WorkFlows from whatever you have there, to: **workflows.librariesofrsa.org**. If

you don't see the popup when you launch WorkFlows, we can show you how to reenable it. The change from a fixed IP address (209.7.194.125) or the old domains (rsa.alsrsa.org or rsa.rsanfp.org for example) will allow us to move the firewall around without you needing to update your WorkFlows settings.

BLUEcloud Circulation (BC Circ) Roll-out

BC Circ is now 'good enough' for general circ desk tasks. It is not intended to be a full WorkFlows replacement. It has some various minor annoyances and missing functions we would like SirsiDynix to add to make it work better for large consortia like RSA. But it does many things, is accessible from anywhere, not just inside your library, and some people find it more friendly to use. We've created a new page on the Support Site for BLUEcloud Circulation to host a growing collection of guides and cheat sheets: <https://support.librariesofrsa.org/project/bluecloud-circulation/>.

We are continuing to collect lists of issues, or suggestions to make BC Circ better and are forwarding these on to SirsiDynix regularly. SirsiDynix will have a management member at RSA Day to discuss BC Circ and answer questions and take notes.

Fun fact, the BC Circ user accounts are all tied to individual WorkFlows circ or tech accounts. Now that we have shared access to reports in WorkFlows, we can start working with those library staff we've setup in BC Circ, who didn't already have an individual cataloger account, to transition them over to using individual Circulation accounts. We envision most libraries using the individual circ accounts in WorkFlows the same way the shared CIRC account works; whomever logs in first logs in as themselves and everybody uses WorkFlows as normal. RSA has issued over 1,230 individual cataloger, circulation, and BCA accounts if you include current and deactivated accounts.

OCLC Holdings Manager (OHM)

OHM is a project funded via a grant, run by the SWAN consortium. It is how RSA and other consortia in Illinois do our bulk changes with OCLC. The process runs monthly to add and remove library holdings for OCLC interlibrary loan requests. Due to some changes in the system between SWAN and OCLC, this had been paused since last August but has resumed and is now back up-to-date with current holdings by the end of January. RSA sends updates monthly on or close to the 1st of the month.

RSA Help Desk, a.k.a. Guru

You should be seeing most emails from the Help Desk coming from the new email address of help@librariesofrsa.org. Please use that address when opening new cases. You may occasionally see email from the Help Desk from the old @rsanfp.org email address. This is due to older casing using the email address initially used to create the case. Rest assured, we will be keeping the old Help Desk email around for some time, but we request you not use it anymore.

Reminder About 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.

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| Completed RSA Events January through February 2026: Training & Visits |
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Training sessions or member visits can be either in-person, virtual, or in some cases, both. There were 45 sessions lasting 68.5 hours with 121 total attendees in the first two months of 2026. In addition, we broke the records for in-person visits in a single month with 28 held in February.

| Location | Campaign Name | Campaign Type |
|---|-------------------------------------|----------------------|
| Marquette Heights Public Library | January 2026 Board Meeting | Governance |
| Cambridge CUSD #227 - High School | Cataloging Site Visit | Cataloging |
| Cambridge CUSD #227 - Grade School | Cataloging Site Visit | Cataloging |
| Mason Memorial LD | Supplemental Cat Visit | Cataloging |
| Deer Creek - Mackinaw CUSD #701 - Junior High School | Cataloging Site Visit | Cataloging |
| Astoria CUSD #1 - High School | Cataloging Site Visit | Cataloging |
| Peoria Heights Public Library | BCCirc Training PHeights | Member Services |
| Fulton County CUSD Elementary | FY26 Routine Visit | Member Services |
| Online (Teams) | Basic WorkFlows Cataloging Workshop | Cataloging |
| Towanda District Library | BCCirc Training Towanda | Member Services |
| McLean County Museum of History | FY26 Routine Site Visit McLean | Member Services |
| Hamilton PL | Cataloging Site Visit | Cataloging |
| Havana Public | FY26 Routine Visit | Member Services |
| Spoon River College | FY26 Routine Visit | Member Services |
| Kewanee Public Library District | Circulation Training | Member Services |
| Flanagan DL | BCCirc Training Flanagan | Member Services |
| Filger PL | Drop In Visit | Member Services |
| Washington CUSD | FY26 Routine Visit Washington CUSD | Member Services |
| Microsoft Teams | RSA Bibload Workshop | Cataloging |
| Midwest Central CUSD | Fy26 Routine Site Visit MWC | Member Services |
| Abingdon - Avon District 276 - Hedding Grade School | Cataloging Site Visit | Cataloging |
| Abingdon - Avon District 276 - Middle Elementary School | Cataloging Site Visit | Cataloging |
| Flanagan-Cornell HS | FY26 Routine Visit | Member Services |
| Flanagan-Cornell GS | FY26 Routine Visit | Member Services |
| Deer Creek - Mackinaw CUSD #701 - High School | Cataloging Site Visit | Cataloging |

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| Deer Creek - Mackinaw CUSD #701 – Intermediate | Cataloging Site Visit | Cataloging |
| Wethersfield CUSD | FY26 Routine Site Visit Wethersfield | Member Services |
| Illinois Veterans Home | Cataloging Site Visit | Cataloging |
| Pekin Public Library | BCCirc Training Pekin | Member Services |
| Spoon River Valley HS | FY26 Routine Visit | Member Services |
| Havana HS | FY26 Routine Visit | Member Services |
| Teams | BCCirc Training MWC | Member Services |
| Teams | FY26 BCCirc training | Member Services |
| Hudson Area Public Library | BCCirc Training Hudson PL | Member Services |
| Pontiac CUSD | Routine Visit Pontiac CUSD | Member Services |
| Illinois Prairie DPL - Metamora | FY26 BCCirc Training | Member Services |
| AlWood CUSD #225 - Middle-High School | Cataloging Site Visit | Cataloging |
| AlWood CUSD #225 - Elementary School | Cataloging Site Visit | Cataloging |
| Clover Public Library District | Cataloging Drop-In | Cataloging |
| Teams | FY26 Holds Workshop | Member Services |
| A-C Central HS | FY26 Routine Visit | Member Services |
| Kewanee Public Library District | Circulation Training | Member Services |
| Microsoft Teams | Basic WorkFlows Cataloging Workshop | Cataloging |
| Washington District Library | BCC Training WDL | Member Services |
| Microsoft Teams | RSA Cataloging Chat | Cataloging |
| Marquette Heights Public Library | January 2026 Board Meeting | Governance |
| Cambridge CUSD #227 - High School | Cataloging Site Visit | Cataloging |
| Cambridge CUSD #227 - Grade School | Cataloging Site Visit | Cataloging |
| Mason Memorial LD | Supplemental Cat Visit | Cataloging |
| Deer Creek - Mackinaw CUSD #701 - Junior High School | Cataloging Site Visit | Cataloging |
| Astoria CUSD #1 - High School | Cataloging Site Visit | Cataloging |
| Peoria Heights Public Library | BCCirc Training PHeights | Member Services |
| Fulton County CUSD Elementary | FY26 Routine Visit | Member Services |
| Online (Teams) | Basic WorkFlows Cataloging Workshop | Cataloging |
| Towanda District Library | BCCirc Training Towanda | Member Services |

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|---------------------------------|------------------------------------|-----------------|
| McLean County Museum of History | FY26 Routine Site Visit McLean | Member Services |
| Hamilton PL | Cataloging Site Visit | Cataloging |
| Havana Public | FY26 Routine Visit | Member Services |
| Spoon River College | FY26 Routine Visit | Member Services |
| Kewanee Public Library District | Circulation Training | Member Services |
| Flanagan DL | BCCirc Training Flanagan | Member Services |
| Filger PL | Drop In Visit | Member Services |
| Washington CUSD | FY26 Routine Visit Washington CUSD | Member Services |