



Resource Sharing Alliance
715 Sabrina Drive
East Peoria, IL 61611
866-940-4083 & 309-315-9123

RSA Contact List

Last updated: March 18, 2026

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@librariesofrsa.org

RSA Help Desk: 866-940-4083 (toll-free) or 309-315-9123 (local)

For emergency after-hours support, call either of the Help Desk numbers. After 5 PM and on weekends, you'll be played a message, and if it's an emergency (i.e. you can't connect to WorkFlows) select the option to have us call you back. If it's not an emergency, but you want to leave us a message, select the option to leave us a message and we'll get back to you the next business day.

Note: Email addresses for staff provided for contact outside of help desk issues.

Executive Staff

Kendal Orrison – Executive Director
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