

Administrative Department Report for 9 April 2026

Membership Updates: Ongoing Topics & One-Offs

Notable Membership Activity

Hamilton Public Library – Received RAILS Automation Grant in May

- Cataloging ongoing

Camp Point Public Library - Received RAILS Automation Grant in May

- Cataloging ongoing

North Pike LD – Adding Perry Branch – Received RAILS Automation Grant in June

- They continue to work to complete their new branch buildout. They've run into a series of unexpected delays
- When they are ready, we will have a cataloging parameters call for branch specific settings

Illini Bluffs Unit District #327

- Withdrawing at the end of FY26

Spoon River Valley CUSD #4

- Grade School was also using Jr/High Schools account. These were in different buildings which is a license violation
- Will add a 2nd branch for the Grade School
- Applied for RAILS LLSAP Automation Grant April round
- 'Easy' upgrade, SirsiDynix creates a branch, RSA staff complete branch and associated setups in all our various products, RSA Cataloging Staff help them move times into new branch

A-C Central SD #262

- Dropping their Grade School branch at end of FY26

Bushnell-Prairie City CUSD #170

- Last unautomated former Union Lister member
- All 3 schools in the district have been using Follett Destiny for years
- We suggested they no longer needed to be members of RSA due to full district cost
- Withdrawing at end of FY26

Fulton County CUSD #3

- Indicated they'll be withdrawing from RSA at the end of this FY but did not inform us by COB 31 March.
- Will remain a member for FY27

RIP Complete (99.9%) – Final Update

We expect to continue to find things to cleanup, convert, or update for some time.

Staff Finished:

- Hired nine existing RAILS, three new RSA staff, then one additional new staff member
- Payroll, taxes, deductions
- Healthcare
 - HRA
 - COBRA
- IMRF retirement
- 457B optional retirement accounts
- Employee Handbook, Policies, Procedures
- All new employee forms, processes, and procedures implemented.
- HR support, internal POC, HR Fit primary external support, HR Source supplemental external support
- Staff introductory periods and reviews and annual evaluations based on shared, explainable specific criteria.

IT Infrastructure Finished:

- New laptops, monitors, webcams, phone headsets
- New email domains and system via Microsoft Office 365
- Many accounts updated with new emails and phones, with an eye on using generic emails for vendors rather than staff specific emails
- New chat and video conferencing system via Teams
- New phone system with new phone numbers; kept the 866-940-4083 number
- New software for just about everything we use to do our jobs
- New physical firewall running in our office. This will be our backup link to the system
- New virtual firewall in testing with members. Will move SIP connections to this soon (anybody set to use sip.librariesofrsa.org). Will move all Workflows connections to it over next 2 months.

Vehicles Finished:

- RAILS donated 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.
- Vehicle insurance
- New gas credit cards, one per vehicle
- New safety equipment purchased, stored in vehicles
- New iPass account for the vehicles
- New policies and procedures for many vehicular things

Other Finished:

- New and existing insurance to cover all the things RSA does
- New auditors have been retained for the next 5 years
- Lots of surprises in every aspect of our business have been dealt with
- ACH payments, both RSA initiated and vendor initiated set up mostly to cover various payroll and tax requirements
- Vendor accounts updated from RAILS to RSA as we run across them

We Haven't Quite Finished the last 1% of:

- Two mobile data SIMs for off-site and after-hours internet support via iPads. We have filled out the Verizon Business paperwork, we're awaiting their next steps
- EAP for mental, financial, and other personal support issues. We have the vendor and the price, we're in the final stages of getting this set up and running
- It is still unclear if we need Federal Unemployment Insurance (FUTA) this year or not. We are awaiting the Feds determination. If we need to pay this year, it should only be a 1 year thing
- We're just about finished comparing all our insurances with those of PrairieCat, SWAN, and CCS to ensure we've covered everything. All of us are have different needs, but it makes sense to sanity check against our peers
 - Employee Assistance Program (EAP) wasn't included in LIMRiCC like we thought. We've researched this, found a good vendor and are in the process of contracting and purchasing
 - PrairieCat has Short Term Disability insurance. We're taking a look to see if this is something we want to offer. IMRF covers our long term disability needs
 - Additional staff policies and procedures as questions are asked or issues appear
 - Removing the remaining old server equipment and the soon to be decommissioned firewall from the Springfield government hosting center by the end of June
 - Email account updates from RAILS to RSA emails will continue for years
 - Vendors updating all mentions of RAILS from our contracts will continue for years

Patron Visible System Updates, Projects, Issues

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 later.

RSACat Online Payments

RSACat and RSACat Mobile both can allow online bill pay. RSACat currently has 24 online bill pay libraries, all those who requested it. This was previously a Full Online only feature. RSACat Mobile is a shared on/off setting and has been available to all members for years. **This is good opportunity to teach Maria about how the system works.** It's a lot of work to configure library-by-library and requires communication with each member to complete. We intend to do all the publics while the school libraries can optionally enable it in their RSACat profile. Patrons LOVE online bill pay in the RSACat Mobile app which accounts for over half of all online payments made.

Hoopla RSACat Integrations

We are working with member libraries who have Hoopla but do not have Hoopla visible in RSACat. We have bulk pricing (around \$100 a year) for this now. Awaiting a chunk of time to work with libraries to move forward. **This will be a another project for Maria to learn about things.**

Hoople, Kanopy, Freegal Security Updates

As part of the SIP updates for the new firewall project, we working with various vendors in February and March that have multiple connections to our system or served multiple member libraries. While doing so we noticed some inconsistence setup issues where the apps for some libraries 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. For those services that charge by the patron or by the checkout, this will save members money.

Other System Updates, Projects, Issues

A running list of major projects not involving patrons directly or other updates from Administration.

BLUEcloud (BC) Central Circulation Roll-out

BC Circ is now 'good enough' for general circ desk tasks. It is not intended to be a full Workflows replacement. Various minor annoyances and functionality bits will come in future updates. **We continue to gather feedback from the libraries using it to feed back to SirsiDynix.**

Symphony 4.2 Update Complete

Now the upgrade is complete, we've started in-depth investigations to the new report multi-owner and no-transit item type features.

- **Shared Reports in Workflows:** one of the two major upgrades is multiple ownership of reports in Symphony/WorkFlows. Why is this important? Up until this upgrade, all Workflows 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. Now, we have the ability to set up groups of owners for reports. This allows smaller libraries who normally operate with their individual cataloging account to be able to see and access the reports without having to log in as the shared CIRC user. It was the last major issue stopping RSA from beginning to move users to individual WorkFlows accounts. Eventually the shared CIRC and TECH accounts will be reserved for RSA staff access only. We've heard feedback from members who don't want all staff to have individual accounts for various reasons. We're looking into the possibility of allowing these members to have several shared circ desk logins that can have their passwords changed as staff leave the library. Something along the lines of XX_CIRC1, XX_CIRC2, XX_CIRC3, etc. which would have Workflows access only and be blocked from BLUEcloud Circ.
- **Non-Transitable Item Types:** the other major update in this release. This new feature required extensive system modifications including new server commands when placing holds. Basically, every place a hold is considered in the system as well as anyplace an item is considered needed modification. What is this? In Short, each item type can be set as a no-transit item type meaning it can only be picked up and dropped off at the owning library. Which sounds great in theory, but in a large consortia, that will require both patron and library staff education to do what we expect. We need to carefully consider how this is implemented because mixing regular item types and no-transit item types on the same record will lead to headaches, patron confusion, and incorrect hold pickup libraries.

Firewall Upgrades, Backups, and Virtualization Phases

In November, many firewalls across the internet started seeing sudden connection issues. This was due to a zero-day bug being exploited for evil around the world. Cisco hardware was especially hard hit due to a hardware bug. 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 purchased a new, open source software firewall late last year. James then spent the next two months building out that new firewall to match what our current firewall does. We've worked with SirsiDynix to setup a second VPN between the new firewall and our Symphony server. We've been testing this as an alternate path into the system which allow us to have an emergency back up firewall. Once all that worked, we converted the software in the physical firewall into a virtual version which we then got running online. That firewall is also now connected via a live VPN connection into SirsiDynix's Symphony server.

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 have started working with the third party vendors used by multiple libraries to change how they access our SIP ports. We also asked our members with self check machines to update their SIP connection addresses. The new SIP connection will soon we routed through the new, online firewall. That swap will be invisible when it happens. Well then start looking for the SIP ports still connecting through the old firewall and work with those vendors and members to convert those.

As part of the WorkFlows 4.2 upgrade, we asked members to change the IP address that appears when you launch WorkFlows to: **workflows.librariesofrsa.org**. The change from a fixed IP address (209.7.194.125) or the old domains (rsa.alsrsa.org or rsa.rsanfp.org for example) allows us to move all these Workflows connections over to the new, online firewall without further changes to your WorkFlows settings. We'll do this in April or early May. Once that is done, we'll again investigate the remaining traffic through the old firewall to figure out who didn't upgrade their connection settings. Then we'll contact them to update their settings as well as checking on their WorkFlows version number.

The last phase is turning off the Firewall in Springfield and waiting for the phone calls from members who can't connect. We expect there will be some who missed all the messaging or the odd-ball Workflows installation that isn't used often that didn't get upgraded. Those we'll deal with when members call who can't connect.

In the future, if we have firewall issues, we'll be able to give staff a different Workflows IP connection address to access the system via the backup firewall. We are also moving all traffic to the test and training servers to the backup firewall since they are mostly used by RSA staff and don't need redundancy.

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.

Staff Updates Since the Previous Meeting

Staff Anniversaries

- Erica Laughlin – 17 years in March

- Maria Ford – Started on March 9th.

Misc Staffing Notes

- We have a lot of training to do for the now four new staff members. Zac is mostly up to speed and getting additional training as needed. Antony and I spend time with Laura. I'll be spending a lot of time with Mason and Maria to pass along all my various knowledge.
- Kendal has started teaching Symphony U courses to the entire RSA Staff. Our first session covered Library Policy in Symphony which I thought was the easiest starting point. That session went almost 2 hours. The second session on April 3rd was on Item policies and how they interest with the system. We'll do User policies next, another hugely complicated thing. These three major sections allow conversations about all the ways the system works as they are the primary driver in every other system setting.
- Kendal has 'formally' set a retirement date of 31 May 2027. This provides the end goal for everything we need to accomplish to make that happen.

Completed RSA Events: Training & Visits

Training sessions or member visits can be either in-person, virtual, or in some cases both.

Training Events, Meetings, and More:

Location	Campaign Name	Campaign Type
Spoon River College	Routine Site Visit	Member Services
Kewanee Public Library District	Circulation Training	Member Services
Flanagan DL	BC Circulation Training	Member Services
Filger PL	Drop In Visit	Member Services
Washington CUSD	Routine Site Visit	Member Services
Online/Teams	RSA Bibload Workshop	Cataloging
Midwest Central CUSD	Routine Site Visit	Member Services
Abingdon - Avon District 276 - Hedding Grade School (AB2NGDN-GS)	Cataloging Site Visit	Cataloging
Abingdon - Avon District 276 - Middle Elementary School (AVON-CUSD)	Cataloging Site Visit	Cataloging
Flanagan-Cornell HS	Routine Site Visit	Member Services
Flanagan-Cornell GS	Routine Site Visit	Member Services
Deer Creek - Mackinaw CUSD #701 - High School (DMAC-HS)	Cataloging Site Visit	Cataloging
Deer Creek - Mackinaw CUSD #701 -	Cataloging Site Visit	Cataloging

Intermediate School (DM2AC-IS)		
Wethersfield CUSD	Routine Site Visit	Member Services
Illinois Veterans Home (IL_VETHOME)	Cataloging Site Visit	Cataloging
Pekin Public Library	BC Circ Training	Member Services
Spoon River Valley HS	Routine Site Visit	Member Services
Havana HS	Routine Site Visit	Member Services
Online/Teams	BCCirc Training MWC	Member Services
Online/Teams	BC Circ Training	Member Services
Hudson Area Public Library	BC Circulation Training	Member Services
Pontiac CUSD	Routine Site Visit	Member Services
Illinois Prairie DPL - Metamora	BC Circ Training	Member Services
AIWood CUSD #225 - Middle-High School	Cataloging Site Visit	Cataloging
AIWood CUSD #225 - Elementary School	Cataloging Site Visit	Cataloging
Clover Public Library District	Cataloging Drop-In	Cataloging
Online/Teams	Holds Workshop	Member Services
A-C Central HS	Routine Site Visit	Member Services
Kewanee Public Library District	Circulation Training	Member Services
Microsoft Teams	Basic WorkFlows Cataloging Workshop	Cataloging
Washington District Library	BC Circ Training	Member Services
Microsoft Teams	RSA Cataloging Chat	Cataloging
Danvers TL	New Director Visit	Member Services
Unity CUSD	Routine Site Visit	Member Services
Roanoke-Benson CUSD #60 High School	Cataloging Site Visit	Cataloging
Alpha Park PLD	New Manager Visit	Member Services
Galva CUSD 224 Elementary School	Cataloging Site Visit	Cataloging
Galva CUSD 224 High School	Cataloging Site Visit	Cataloging
Online/Teams	BC Circ Training	Member Services
Galva Public Library District	Cataloging Drop-In	Cataloging
Delavan CUSD	Routine Site Visit	Member Services

Online/Teams	Holds Workshop	Member Services
Virginia Cusd #64	Cataloging Site Visit	Cataloging
Online	BC Circ Training	Member Services
Beardstown CUSD Gard Elementary	Routine Site Visit	Member Services
Blessing-Rieman College of Nursing	Cataloging Site Visit	Cataloging
Quincy Notre Dame HS	Cataloging Site Visit	Cataloging
Online (Teams)	Basic WorkFlows Cataloging Workshop	Cataloging
Carthage Public Library District	Cataloging Drop-In	Cataloging
Peoria Public Library - Main	Item Group Editor Training	Cataloging

Library Services Department Report for April 9, 2026

General Updates

Maria started in early March as the new User Experience and Library Services Coordinator, replacing Tony. Maria was most recently the director at Tremont District Library. As Maria gets up to speed on managing the support site, RSA's YouTube channel and learning the backend of RSACat, she is also going to be riding along with colleagues on library visits.

Building out the payroll system, reporting to IMRF, and integration with Mission Square, our 457B provider is all complete.

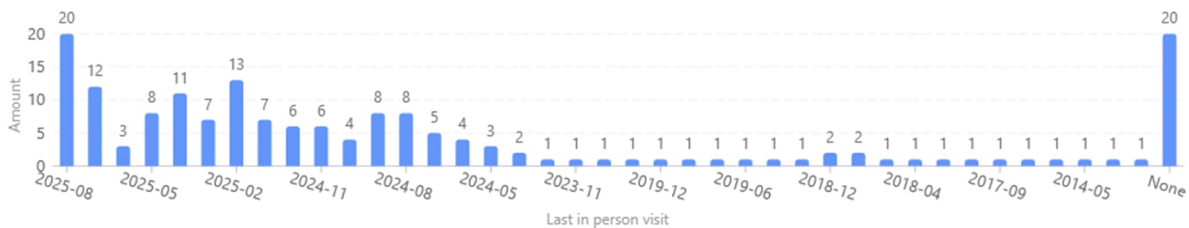
Routine Visits

The Library Services team has now completed 17 of their visits to non-public libraries since the beginning of January and have 9 left to complete before the end of the school year.

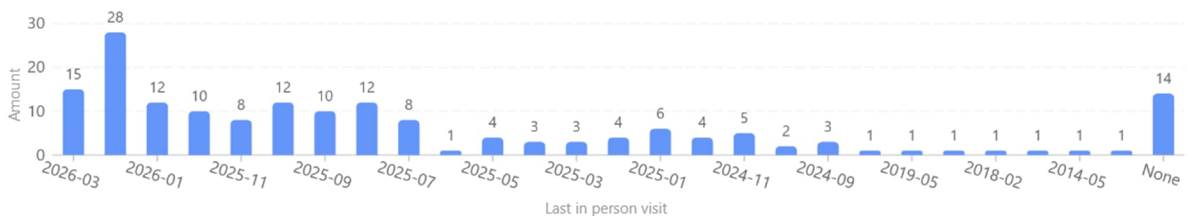
As a reminder, the new schedule of routine visits means each library will be visited in person every 18 months and will have a Bibliographic Services and Library Services team visit every 3 years. Libraries have been organized into visit groups based broadly on the length of time since their last in-person visit.

These charts show the most recent in-person visit to each member library branch by month that we had documented. Some visit dates have been lost in the ether. Most recent visits are to the left. You will see that a lot of progress has been made shortening the "tail" representing libraries visited longest ago.

End of August 2025



End of March 2026



Policy Review

The current policy review is now complete. We will start on the new 3-year schedule for policy review in July.

Documentation Index

A new version of the Documentation Index was posted to the RSA support site on March 10. It mainly reflected changes to documentation relating to cataloging after Erica had updated the Bibliographic Database Standards. The Documentation Index can be found here: <https://support.librariesofrsa.org/project/documentation-index/>.

Library Services staff have started a project to revise all of their support videos on the RSA YouTube channel. There are almost 30 of these videos so this project will take a while to complete. Many of the existing videos were created during COVID and are in need of updating. There will be consistent title cards at the beginning of each video. RSA's YouTube channel can be found here: <https://www.youtube.com/@ResourceSharingAlliance> and the Library Services videos can be found here: https://www.youtube.com/playlist?list=PLt2wA_EbLSx8bH2aO0VENE4Oq5F7yXvCw.

BLUEcloud Circulation testing and roll out

The following libraries have been using BLUEcloud Circulation to some extent:

1. Fondulac Public
2. Henry Public
3. Astoria High School
4. Henderson County Public (Outreach)
5. Quincy Public (Outreach)
6. Normal Public (Outreach)
7. Unity High School
8. Towanda Public
9. Midwest Central High School
10. Chenoa Public
11. Brown County Public

We are continuing to work through the other libraries who have lined up for rollout, most of whom used AnyConnect for some kind of outreach work, but who reported they needed a replacement less urgently. There are approximately 9 more libraries who have expressed interest including Illinois Prairie who will be using it at their pop-up library which they will be using while their Washburn branch is being refurbished.

There is a new page on the Support Site for BLUEcloud Circulation where we are building out a collection of guides and cheat sheets to support this roll out: <https://support.librariesofrsa.org/project/bluecloud-circulation/>. So far there are four guides and a cheat sheet on how to get started, but we will be adding another shortly.

Bibliographic Services Department Report for 9 April 2026

Brief Record Upgrades

The Bibliographic Services Department upgraded 103 brief records to OCLC records with full bibliographic description since the February Board meeting. The department is currently upgrading brief records entered as far back as April 2023.

Lisa and Jennifer have been training Zac on the brief record upgrade process. Zac is comfortable upgrading book brief records and has begun learning the process for other formats of items.

Cataloging Site Visits

The Bibliographic Services Department continues to make excellent progress conducting routine, in-person site visits. They will complete this current round of visits before the end of April.

Since the February Board meeting, Lisa visited Abingdon-Avon Grade, Middle, and High Schools, Beardstown Junior/Senior High School, Deer Creek-Mackinaw Intermediate and High Schools, Illinois Veterans Home, Mercer County High School, and Winchester Elementary and High Schools. Mason and Laura accompanied Lisa on the Mercer County visit. Zac went with Lisa on the Abingdon-Avon and Beardstown visits. Combined, these visits reached 11 library staff for a total of 17.75 contact hours.

Jennifer visited AlWood Elementary and High Schools, Blessing Health Professions, Galva Elementary and High Schools, Quincy Notre Dame High School, Roanoke-Benson CUSD, and Virginia CUSD. Jennifer dropped in to visit Carthage, Clover, and Galva Public Library Districts. Zac accompanied Jennifer on the AlWood, Clover, Roanoke-Benson, and Virginia visits. Combined, these visits reached 13 library staff for a total of 9.5 contact hours.

Cataloging Progress for New RSA Libraries

Since cataloging training last July, Camp Point Public Library has cataloged 3,251 items in WorkFlows, 958 of which were cataloged since the February Board meeting.

Hamilton Public Library is off to a good start cataloging since participating in refresher cataloging training at the end of January. Hamilton has cataloged 1,131 items in WorkFlows.

Construction continues at the North Pike Public Library District's new Perry Branch. RSA will schedule the introductory cataloging meeting closer to when cataloging is ready to begin for the Perry collection. A recent post on the [RAILS My Library Is... blog](#) highlighted the Perry Branch project.

Cataloging Training

The Basic WorkFlows Cataloging Workshop was taught online in Microsoft Teams by Jennifer in February for four participants and by Lisa in March for three participants. Zac and Mason audited the February workshop.

Erica taught the Bibload Workshop online in February for three participants, and Zac audited.

In March Jennifer provided Item Group Editor training in-person at the Peoria Public Library Main Branch for five library staff as well as Zac.

The Bibliographic Services Department participated in several cataloging webinars during the ALA Core Interest Group week in early March. The department also participated in webinars about Library of Congress subject headings and entity management in OCLC WorldCat. Erica attended a webinar about managing a small technical services department. Zac completed the ALA Fundamentals of Cataloging asynchronous course.

Other Cataloging Projects

- Zac continues to get settled and is proving to be a valuable addition to the Bibliographic Services Department. In addition to continuing to learn the brief record upgrade process, conducting database maintenance, and working on documentation, Zac recently finished a project to delete duplicate load bibliographic record report templates from WorkFlows. He also finished BOOK-CD versus CD-BOOK item type cleanup for Prairie Creek Public Library District.
- On February 25th the Bibliographic Services Department hosted the RSA Cataloging Chat online in Microsoft Teams for eleven library staff members. Laura, Mason, Dr. Pamela Thomas from the Cataloging Maintenance Center, and Nancy George and Abbey Hartley Serody from RAILS Cataloging Services also participated. Chenoa Public Library District volunteered to host the next Cataloging Chat on May 29th. There will also be a Microsoft Teams attendance option for those unable to attend in-person at Chenoa. Registration is available on [L2](#).
- The Bibliographic Services Department is busy preparing for the Crafty Catalogers networking session at RSA Day. Lisa found origami paper and created networking discussion prompts. Jennifer is picking out origami patterns. Zac is working with Jennifer on the session's slides. Erica is buying snacks to enjoy during the session.
- Erica finished revising the Bibliographic Database Standards in response to feedback from the Bibliographic Services Department and Antony. The revised standards were shared during the February 25th Cataloging Chat and the March 11th Directors Advisory Committee meeting, as well as on the Cataloging Policies forum. Member feedback on the standards has involved questions about the new magazine call number convention. Erica will attend this Board meeting to present the revised standards. Also at this meeting, the Board will be asked to rescind the [Core Competencies for Cataloging Staff at RSA Member Libraries](#) because the relevant content from that document has been included in the revised Bibliographic Database Standards.
- Basic WorkFlows Cataloging Workshops and Bibload Workshops are now scheduled through the end of this year. Two of the Basic Cataloging Workshops will be offered in-person: April 30th at Prairie Creek Public Library District and September 23rd at Carlock Public Library District. The August 14th Bibload Workshop will be taught in-person at the RAILS East Peoria Service Center with an optional delivery hub tour. The [Cataloging At-A-Glance Cheat Sheet](#) was recently updated with the workshop dates for the rest of this year.

- The Bibliographic Services Department has been very busy creating new cataloging documentation or updating existing documentation on the RSA support site.
 - New documentation includes the [WorkFlows Cataloging Code Display in the RSAcat Cheat Sheet](#), the [Cataloging K.I.T. \(Keep in Touch\) Flyer for 2026](#), and the [Cataloging Content on the RSA Support Site Guide](#). A new flyer that provides an overview of the Search, Match, Attach cataloging process is being finalized and will be available soon on the support site.
 - Revised documentation includes the [WorkFlows Cataloging Set-up Guide](#), the [Search Strategy Guide for the WorkFlows Call Number and Item Maintenance Wizard](#), and the [Cataloging Magazines in WorkFlows Guide](#). The latter document was revised to reflect the new call number convention mentioned in the revised Bibliographic Database Standards. A new video that discusses magazine cataloging will be available soon on the RSA Youtube.

- In March Kendal, Antony, and Erica attended a BLUEcloud Cataloging demo presented by SirsiDynix. RSA is starting to think about internal testing of BC Cataloging to see if it would be viable for members that only catalog at the basic level, which involves attaching their items to existing records in the RSA database and creating brief records if there are no existing matches. BC Cataloging may also provide a more efficient workflow for the Bibliographic Services Department as they upgrade brief records to OCLC records.

- At the time of this report, there are approximately 57,000 brief records in WorkFlows or about 5% of the approximately 1,053,000 total bibliographic records. With the goal of improving discoverability of these records, reducing duplicates, and enhancing the overall quality of the bibliographic database, Erica submitted requests to SirsiDynix consulting that are currently being quoted to determine cost. The requests ask SirsiDynix for assistance in developing custom server scripts and WorkFlows reports that would routinely clean up brief records by updating 10-digit ISBNs to the 13-digit equivalents, merging duplicate brief records into a single record, and transferring brief records onto matching OCLC records in WorkFlows. This mass brief record cleanup would be a valuable supplement to the Bibliographic Services Department's brief record upgrade process and would significantly improve discoverability in WorkFlows, the RSAcat, and OCLC WorldCat.