



Resource Sharing Alliance
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Managing Outreach Patrons Using WorkFlows and RSACat Cheat Sheet

Last Updated: June 22, 2026

Do you provide outreach services to patrons? Do you select materials for outreach patrons? Do you need strategies to help make, manage, and track selections? WorkFlows and RSACat have tools to help you manage your outreach services.

WorkFlows Solutions

OUTREACH User Profile

If you need circulation rules for your outreach patrons to better match the outreach delivery schedule, contact RSA to establish an OUTREACH user. This profile allows for 100 holds (vs. 50 for an ADULT user profile). See the [User Profiles Standard](#).

You can add the word OUTREACH to an outreach patron's last name or phone number since those fields are typically on a hold available slip. When holds become available, staff know to give them to the outreach librarian. Please refer to your local library policies for user accounts.

Sample hold available slip:

Pickup By: 4/30/2026
Item ID: A13301264015
User name: KWERAM
OUTREACH, PATTY J
Phone number: 866-
940-4083 *OUTREACH
User ID PKDEMO1

Autorenewals

If the total checkout period is 42 days or less (2 weeks with 2 renewals/ 3 weeks with 1 renewal), then you can take advantage of autorenewals. Please contact RSA for more information and to set this up.

Suspend Holds

As you find materials for your patrons, you can place and suspend holds, then unsuspend holds when you are ready so that items transit closer to the time that you need them. Refer to the [Placing Holds Guide](#).

RSACat Features

History

You can help your outreach patrons, with their permission, turn on checkout history. If you have their PIN, you can then save their charge history in a spreadsheet. The list can be sorted, and a bonus is that there are hyperlinks to the item's catalog record in RSACat. See the [Checkout History Guide](#).

Reader's Advisory in RSACat via Syndetics Unbound

Syndetics Unbound is a Reader's Advisory feature in RSACat.

Example: Do you have a patron that likes Danielle Steel but has read them all and you would like to find suggestions for other authors/titles available in RSA libraries?

Search the author in RSACat. Select a title.

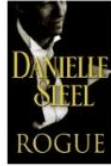
The screenshot shows the RSACat search interface. At the top, there is a search bar with 'Danielle Steel' entered and a 'Search' button. Below the search bar, there are filters for 'All Fields', 'Branches (no ebooks)', 'Juvenile (no eBooks)', 'eBooks & eAudio', 'All RSA Libraries (no eBooks)', and 'Online Articles'. The search results show '314 Results Found'. The first result is 'Rogue' by Danielle Steel. The title 'Rogue' is highlighted with a red box and a red arrow pointing to it with the label 'Title'. Below the title, there is a book cover for 'Rogue' and a summary: 'Meet Maxine Williams, a dedicated doctor with three great kids, a challenging career, and the perfect new man in her life. Her only problem? Her irresistibly charming, utterly infuriating ex-husband, aka the Rogue, who wants her back in his life as a partner in a humanitarian project that could change countless lives.' Below the summary, there is a 'Format' section with a red box around it and a red arrow pointing to it with the label 'Tags'. The 'Format' section includes buttons for 'Summary', 'About The Author', 'Look Inside', 'You May Also Like', 'Professional Reviews', 'Reader Reviews', 'Also Available As', 'Tags', and 'Book Profile'. To the right of the book details, there are buttons for 'Place Hold', 'Google Preview', 'Cite This Item', and 'Show Details'.

Each title has tags that link to more information. “You May Also Like” will give other titles and authors that have similarities. Click the title and then the tab “More Information about Title” to see more lists. See also [Learn to Use Syndetics](#)

Washington District Library | All Fields | Danielle Steel | Search | Advanced Search

Back to Search Results

Couldn't find what you're looking for? Click here to submit a request.



Title: Rogue
Author: Steel, Danielle
Call Number: FIC STE
Publisher: Delacorte Press,
Publication Date: 2008
Physical Description: 305 pages ; 24 cm
ISBN: 9780385340250
9780693056769
9780739492161
Series: Danielle Steel standalone novel ; #74
Medium: text
Content Type: volume
Language: English
Summary: Meet Maxine Williams, a dedicated doctor with three great kids, a challenging career, and the perfect new man in her life. Her only problem? Her irresistibly charming, utterly infuriating ex-husband, aka the Rogue, who wants her back in his life as a partner in a humanitarian project that could change countless lives.
Electronic Access: <http://www.librarything.com/work/4694725>
Author photo <https://covers.openlibrary.org/a/olid/OL24452A-M.jpg>
Cover image <https://covers.openlibrary.org/b/id/6969441-M.jpg>
Holds: 0

Actions:

Local Copies Available: 1

Lists in RSAcat

If you have access to your outreach patron's RSAcat account, you can create and save lists of books for future holds/checkouts. See the [RSAcat Lists Cheat Sheet](#).

Contact the RSA Help Desk at help@librariesofrsa.org or 866-940-4083 or 309-315-9123 with any questions.