

WYLD Office Report
WYLD Network Annual Meeting, June 1-2, 2017
Casper College

The WYLD Office supports industry standard technology and services that provide critical solutions for the statewide library consortium of public, academic, school, and special libraries.

It barely needs saying that much has happened since the WYLD Network annual meeting in Casper last June! Brian Greene, who led the WYLD Office for more than 16 years, took a new position as the manager of the WSL Library Development Group in the fall of 2016. I was promoted to the WYLD Manager position in his place. For the first time in 20 years, we needed to hire a new WYLD office team member! I'm thrilled to have welcomed Katie Rahman earlier this year. Katie comes to us with a background in public services and interlibrary loan at Laramie County Library System. She will be generally responsible for support of SirsiDynix Workflows, Circulation, Acquisitions, and other modules, as well as assisting with Enterprise customization, reports, and technical documentation.

Transitions

With a new team member learning how to support our library management solutions, and my new responsibilities as WYLD program manager, we have transitioned some of the e-resource support that was part of my former position to others at WSL. Library Development has taken on the role of liaison to the Shared Purchases Committee and working with vendors on contracts for statewide licenses. We have also trained additional staff at WSL to assist with support for eBook and eAudio users. For troubleshooting problems with digital content, you can email ebooks@wyo.gov. The WYLD Office will continue to provide technical support for authentication to all licensed resources and I will continue to manage the content for the statewide eAudio and eBook programs (OneClickDigital, Zinio, and Cloud Library). While we do not provide direct support for other programs like OverDrive and Hoopla, we do assist libraries in setting up authentication and catalog integration for those resources. These changes are internal to WSL and do not affect the scope of the services that WSL provides to all our users. Rest assured that any email to our support team or phone call to the WYLD Office help desk will get you to the best person to answer your question.

A new page on the website outlines the scope of services that the WYLD Office provides. Check out <http://library.wyo.gov/wyld/support/services/>. This page breaks down the type of products and services that are available to our member libraries and provides links to documentation where applicable.

Website Changes

The Wyoming State Library's main website was redesigned in the summer of 2016. These changes prompted the WYLD Office to move our support information to the new site. In the process we reviewed our technotes and other documentation, updated many, deleted a few

outdated ones, and introduced new ones. We also moved away from the old numbering convention and now use descriptive names for each of the notes. Most pages are in a print-friendly PDF format as well. There are a few pages still residing on the WILL webserver that will be phased out by the end of the year, including our password protected space for proprietary information from SirsiDynix.

Password Change Project

In the fall of 2016, the WYLD Office worked with all libraries to update passwords for staff accounts accessing WorkFlows. This project was a recommendation of the Ad Hoc Patron Security Committee. Many staff accounts had the same password as every other account in the system, making it easy to guess another person's password. It is good practice to change passwords on a regular basis, so we can expect this to be an annual project.

Site Visits

In October 2016, Bobbi, Marc, and I visited Fremont County Libraries, Sweetwater County Libraries, and Western Wyoming College to train and consult with staff. We estimate that we trained 61 library staff members on this trip. Bobbi and I visited Goshen County Library and Eastern Wyoming College in February of this year, training approximately 10 staff members. Bobbi also worked directly with the Wyoming State Archives and the Wyoming State Law Library to assist with special projects and training new staff. If your library is interested in arranging a site visit, please contact me. Site visits are funded by the WYLD Network.

Enterprise Upgrades and eLibrary Changes

One complaint about Enterprise at last year's annual meeting was the process that we used to handle out of county requests and hand them off to VDX. Users were sent to the Classic Catalog to complete the process. Marc was able to find a solution that allows us to process requests without sending the patron to another site, and we pushed that change out to all Enterprise profiles in February 2017. Additionally, Marc worked on an upgrade to the Advanced Search form in Enterprise to make it work better in our environment. Several libraries have adopted this change and it is available to any site wishing to implement it. SirsiDynix will be releasing a version of Enterprise in the near future that uses responsive design, and will be easier to use on a variety of screen sizes and devices. We notified users in February that preparation for that release means that all sites should be using the 'Flat Theme' for their CSS.

No new development is being done on eLibrary, so we have been trying to assist libraries in moving completely off of the Classic Catalog. For assistance with any of these issues, please call the WYLD Office.

Wyoming Union List of Periodicals

We released a new version of the Wyoming Union List of Periodicals in December of 2016. This version is on the Enterprise platform and thus provides better searching and indexing. This

project was undertaken as a part of the larger process of moving all State Library services off of the WILL webserver.

Mailing Lists Migration

Another service that needed updating is the method that we have been using for several years to host mailing lists for the WYLD Network. We found a cost-effective, superior solution and migrated all the @will.state.wy.us mailing lists to a new domain, @wyldnetwork.org in April. The new lists allow users to manage their own subscriptions more effectively. We can also archive messages and should we experience communications problems on the state network, we will still be able to notify you through the new mailing lists as they are cloud-based. We have introduced a new email address for contacting us. You can email us at support@wyldnetwork.org The wyldstaff@will address will be phased out July 1 of this year.

Database Guidelines Update

The Online Quality Committee has been working on a revision to the Database Guidelines for more than a year. Bobbi maintains primary editorial responsibility, and spent countless hours updating the last revision, which was twelve years old! I would also like to thank Susan Mark in WSL Publications for her assistance in formatting the document. The new version has been renamed as **Cataloging Standards** and will be voted on at the 2017 Network Business Meeting.

Looking Ahead

Symphony Upgrade In the near term, we plan on a Symphony upgrade to 3.5.2 over the 4th of July, 2017. This upgrade involves minor bug fixes. The only impact on staff will be accepting the WorkFlows update on first login after the upgrade is complete.

SaaS Our primary focus for the rest of 2017 will be on migrating our ILS from locally hosted servers in Cheyenne to a cloud-based solution with SirsiDynix. In some respects, this project has been ongoing for more than a year as the WYLD Office started identifying processes and services that could be streamlined and changed earlier last year. The business case for SaaS (Software as a Service) was approved earlier this month and we are working with SirsiDynix to assign project timelines for later this fall. We anticipate being able to make the move in November 2017. **Why are we moving to SaaS?** We will distribute more information about this during the annual meeting, but the primary reasons are:

- 1) We either need to move to SaaS or purchase new servers (our current hardware is more than six years old and no longer under warranty)
- 2) SirsiDynix provides peace of mind where security is concerned
- 3) We will free up staff time previously spent on server hardware and software maintenance for other projects
- 4) Cost savings over time, with lower annual maintenance increases

As this project moves forward, we will keep users informed about the timelines and business impacts. Most sites experience a minimal amount of downtime during this process.

BLUEcloud Analytics Pilot We have released BLUECloud Analytics to a small group of users to test over the summer. We are still working on training plans and supporting documentation, but anticipate opening up the pilot to more users in the fall of this year. We will continue to use Director's Station until we feel comfortable that Analytics will meet our needs. Updates to this project will be made available at <http://library.wyo.gov/wyld/support/services/analytics>

BLUEcloud Cataloging Pilot We have had access to BLUEcloud Cataloging for more than a year, and Bobbi has created logins for most users. SirsiDynix moved development resources from this product to focus on BLUEcloud Circulation instead, so there are still only minimal functions available. Find more information here: <http://library.wyo.gov/wyld/support/services/cataloging/> and contact Bobbi if you have any questions.

We have been busy since the last annual meeting, and I'm sure that the next 12 months will be just as full. Our focus for the next few months will be our move to Software as a Service, but that will not take away from implementing BLUEcloud Analytics and continuing to develop and improve on all the other services that we support.

As always, please contact us by phone or email if you have any questions or experience any problems. Our fancy new magnet makes it easy for you to find our contact information!



Respectfully Submitted,
Desiree Saunders, WYLD Program Manager
WYLD Network Annual Meeting
Casper College, 2017