

**WYLD Governing Board Conference Call  
Minutes -- Thursday, October 15, 2020**

- 1) The meeting was called to order by President Kate Mutch at 10:03 a.m.
- 2) Roll call was presented:
  - Kate Mutch, President -- present
  - Linda Herget, Vice-president -- present
  - Diane Adler, Academic Library Representative -- present
  - Ceilie Fisher, K-12 Library Representative -- present
  - Terri Lesley, Large Public Library Representative -- present
  - Sukey Hohl, Small Public Library Representative -- present
  - Sarah Marino, Special Library Representative -- present
  - Brenda Mahoney-Ayres, Member-at-Large -- absent
  - Jamie Markus, State Librarian – present
  - Desiree Saunders, WYLD Program Manager, ex-officio representative – present
  - Jill Mackey -- Recorder – present

A quorum was declared.
- 3) There were no changes or additions to the agenda.
- 4) Approval: Discussion and Approval of September meeting minutes – no changes. Sukey moved to approve, Diane seconded, motion passed.
- 5) Jamie Markus, WSL – Reported
  - No update to the state library budget.
  - The legislative session may be pushed later into the spring to get out of the flu season and, hopefully, the COVID vaccine will be out.
  - WSL got the SirsiDynix bill for next year. Had some questions, but haven't received answers back yet. There will be no major changes; moving forward as normal.
  - WYLD bills will be coming out in the next couple of months. The state library has increased the amount it pays for resource sharing credits by \$10,000 this year.
  - Next week will be the annual Director's Retreat. Thursday will be a virtual meeting by Zoom. On Friday, small groups will meet in-person around the state. Thanks to Sukie & Terri for hosting two of these meetings.
  - The State Library applied for Cares Act funds from the state for money to pay everyone's WYLD bill this year, but that request did not go through. They are still pushing for additional funds to support libraries and continue to look for more opportunities to do so.
- 6) Desiree Saunders, WYLD Office – Reported
  - We are all done with RBdigital. Still finding links and little surprises, but for the most part the migration is complete.
  - Still getting inquiries from patrons learning how to use cloudLibrary – questions and complaints about content. They have a long list of things to purchase as funding allows. The subscription content agreement with Recorded Books included the Bible and Christian audio imprint – they didn't have huge use, but they are missed and are looking to replace that. Lots of

people are trying out the CloudLibrary, with hundreds of new users in the last couple of months.

- The Workflows upgrade went pretty smoothly. It was a minor release, so “no biggy” if don’t get work stations upgraded right away. She said to call if anyone has issues.
- Attended Consortia Sig last week – the SirsiDynix meeting for consortia members. There was better attendance with the ability to attend online. SirsiDynix hosts the event, but stays out of it for the first half day. During this time customers have an “airing of grievances” session. WYLD had the responses from the ILS survey to share, with responses from SirsiDynix managers on those points in the afternoon. The next day there was follow-up, product demos. Des said it was a valuable meeting and they were able to voice concerns about some things.
- We are getting to the end our SirsiDynix maintenance period and have requested the use of our credits. Requested the Bento Box display options for Enterprise – it will be installed in about a month. Requested enhancement to Enterprise to improve advance searching. We need to refresh people’s memories on Enterprise options which we already have, perhaps with a webinar.
- Bobbi has had more cataloging requests than normal lately – she is also doing cleanup stuff caused by special reports in Analytics. This will be a training issue once it is determined who is doing it a lot. She has been cleaning up typos in Marc records.
- The WYLD Office has been working on the Knowledge Base for the Help desk software – it will take a while to populate, but looks promising. People should be able to start using it the first of the year. It will eventually replace the technotes on the WSL website.
- The WYLD staff is reviewing the results of the ILS review, seeing if there is something that is just a training issue that needs to be addressed.

## 7) Old Business

### a) ILS Review Update

- i) Kate reported that the survey results have been compiled and Carson is preparing a slide show. The slide show will be presented at the Director’s Retreat, along with a list of 4 questions for directors to think about beforehand and work on during the retreat. The results will then go to the Governing Board. Kate thought the results were interesting – the big takeaway will be where more training or marketing is needed.
- ii) Jamie said the report is up to 120 pages so far, with another 20 pages of written responses to questions. There is a ton of good data. He is “surprised that he wasn’t surprised” – he knew that the system had areas that needed work & the bulk of the comments and questions had already been brought up before. 60% of the comments are regarding things that can be tackled with the current system – some issues can be fixed pretty quickly.
- iii) The biggest issue complaint is how holds work and rolling them into VDX and OCLC.

## 8) Governing board members – reports/issues

- a. President—Kate reported that she had also attended the SirsiDynix meeting. She found the grievance meeting interesting. There was lots of stuff the other consortia were happy/unhappy with that mirrored our own feelings. She has received calls regarding Recorded Books from patrons –

they are unhappy with the content we don't have anymore. COVID is increasing in Casper.

- b. Vice President— Linda reported that the ILS Products committee did not meet. They will meet again in November. There is nothing pertinent on the agenda as of now. She had a question for Jamie regarding COVID funding, wondering if it could be used for shared purchases. Jamie said they wouldn't let him do anything with subscriptions, databases, eAudiobook – it must be directly related to COVID. Kate said Casper was funded with Tutor.com, but only through December.
- c. Academic—Diane had nothing new to report.
- d. K-12 – Ceilie reported that school has started and kids are back. They have had a couple of issues with databases. Saratoga HS is doing fine, but the Encampment English teacher has had problems with opening up databases. Desiree asked her to send an email to the Support team and they can work with the school's IT people.
- e. Large Public—Terri said she has been working with school districts running into issues with Chrome books which couldn't connect with Wi-Fi.
- f. Small Public—Sukey had nothing to report.
- g. Special—Sarah said she is back after a long furlough and playing catchup. She is doing research by appointment only. She wants to transfer to being a "fine-free" library, but doesn't know the process. Desiree said to contact WYLD support – they will have to adjust things on the administrative end.
- h. At Large— Brenda was not present and sent no report.

9) Other business

Jamie will be sending everyone Carson's report for the Director's Retreat. He said the directors are essential for decisions about the ILS – he will have more information after their meeting.

10)Date of next meeting: November 19, 2020 at 10 a.m.

11)The meeting was adjourned at 10:00 a.m.

Respectfully submitted,  
Jill Mackey  
Recorder