WYLD Training Committee Report – June 1, 2021

The WYLD Training Committee had 5 new members assigned since May of last year, and Katie Rahman became our new WYLD representative. Since last June, the committee has reviewed the skills checklists, one or two per month, finishing in February. In January, the committee was asked to try FreshDesk. Feedback was presented to Katie during the February meeting. In March, Katie Rahman and I (Lorene Peterson) proposed a new project, where each member was asked to go to their staff to get feedback on a specific focus area. Each committee member was to report how well their staff thought the information on the focus area was presented in FreshDesk and on the WYLD Technical Support website. The feedback provided was to inform the WYLD staff what worked well and what was lacking in those areas for training. We provided our feedback during the May meeting, and then each member sent their findings to Katie Rahman. The project went very well, the committee was successful, and all members participated. The focus areas and committee members that were assigned to each task are listed below.

- Technical Services (Cataloging, Serials) – Libby Ngo
- Circulation – Nicholle Gerharter
- WorkFlows (searching, installation, properties, etc.) & Academic Reserves – Katie Rahman
- Acquisitions (9xx Ordering, Central Acquisitions Program) – Kim Rees
- Analytics – Liz Palmer
- Enterprise (WYLDcat public catalog) & Interlibrary Loan – Jill Mackey
- WYLDcat Mobile App – Lorene Peterson
- WorkFlows Reports (standard notices, HTML notices, remove discard reports, etc.) & MobileStaff app – Bailey Murray