WYLD Training Committee Zoom Meeting
Minutes -- Thursday, February 18, 2021

1. The meeting was called to order by Chair Lorene Peterson at 11:02 a.m. Jill volunteered to take minutes.

2. New Region 2 rep, Nicholle Gerharter was warmly welcomed. Lorene conducted the roll call.
    a. Chair – Lorene Peterson – present
    b. Region 1 – Liz Palmer – absent
    c. Region 2 – Nicholle Gerharter – present
    d. Region 3 – Jill Mackey – present
    e. Region 4 – Libby Ngo -- present
    f. Region 5 – Bailey Murray – absent
    g. Region 6 – Kim Rees -- present
    h. WSL Liaison – Katie Rahman – present

3. Kim made a motion to approve the January minutes as presented, Libby second, motion passed.

4. Skills Checklists Annual Review – update by Katie Rahman. The checklists were sent out after last month's meeting.
    a. Enterprise Checklist – Katie reported that Marc made a couple of small changes to the checklist. There were no other comments.
    b. FreshDesk – Lorene found that it was a great tool and easy to use. Libby said it takes the guesswork out of deciding who to contact with a problem. Katie reported that the WYLD office is making a full transition over to FreshDesk – the WYLD tech support page, tech notes & skills checklists have links to FreshDesk.
    c. WYLD Annual Training – Jill reported that the Governing Board has set the date of the WYLD annual meeting as June 4 – it will be a virtual meeting like last year. Katie presented the list of training suggestions from last year's survey and said we need to make our decision about what training to offer by April. Lorene asked everyone to bring their ideas to the next meeting in March, as well as what format the training should take (e.g. webinar).

5. Report from WYLD Staff – Katie reported on the ILS review results, which can be used for training topics for the annual meeting. The most common issues mentioned were searching in Enterprise/discovery layer and ILL integration with the ILS. The WYLD office found that some libraries were unclear what functions were available (e.g. online patron registration and online fine payment, both of which are already available). They are asking how they can do a better

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job letting library staff know about new functions. Katie said one idea was putting a "New Features" document up on FreshDesk.

6. Other business -- none

7. Future agenda items:
    a. SirsiDynix self-paced courses

8. Next meeting March 18, 2021 at 11:00 a.m. via Zoom

9. Jill made a motion to adjourn, Libby second, motion passed. The meeting was adjourned at 11:21 a.m.

Respectfully submitted,
Jill Mackey, Acting Recorder

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