

## WYLD Office Report for WYLD Annual Business Meeting June 5<sup>th</sup>, 2020

In March of this year we found ourselves in the unprecedented situation of helping libraries resolve a previously unthought of set of circumstances due to the COVID-19 pandemic.

Many projects we were working on took a back seat as we answered hundreds of questions, ran reports to move due dates, held webinars, and made modifications to the ILS to accommodate changing levels of service such as setting up online user registration on an accelerated schedule. Beginning in May, we began assisting libraries undo many of these changes and navigate changing policies for the gradual reopening of services.

Throughout this time, we have benefitted from the knowledge and support of SirsiDynix, and the international SirsiDynix user group. From the early stages, library systems managers were actively brainstorming solutions and sharing knowledge that quickly became an invaluable resource. Other vendors, such as our digital content providers reacted quickly to remove barriers to access, and many databases offered new and expanded content at no charge.

While the effects of the pandemic are very much front of mind, there were several developments that I'd like to highlight for the year since our last annual meeting.

### 2019 Recap

- **Symphony Workflows** was upgraded on September 11<sup>th</sup>, 2019. This release featured minor updates and bug fixes.
- **Enterprise (WYLDcat)** was upgraded on January 21<sup>st</sup>, 2020. Version 5.0.1 includes responsive design to better display WYLDcat on different devices, including mobile phones and tablets. Additional enhancements include collapsed facets in the hitlist display.
- **SymphonyWeb** (browser-based Workflows). Soon after emergency teleworking procedures were put in place in March, we further expanded licensing so that remote workers could use WorkFlows without installing the desktop software.

### Custom Reports & Consulting from SirsiDynix

- **Automatic Renewals** – Set up automatic renewals for eligible materials. Find out more at [https://library.wyo.gov/downloads/WYLD/support/WYLD\\_FAQ\\_AutoRenew.pdf](https://library.wyo.gov/downloads/WYLD/support/WYLD_FAQ_AutoRenew.pdf)
- **HTML notices** – This custom service from SirsiDynix allows libraries to use HTML formatted notices for emailed notices.
- **Other custom reports** – We have used consulting credits with the vendor to request reports to clean up old open order records and to delete items with zero copies attached.

- **Enterprise / WYLDcat**– We have installed two new display options for Enterprise which provide integration for cross reference information and for collapsing multiple versions of the same work into one entry in a list of search results. This work was mostly completed during the height of the pandemic, so we will be providing more information about these projects later this summer.

#### Other Highlights

- Assisted 4 libraries in moving to fine free, or partially fine-free status.
- Assisted 3 libraries with OverDrive authentication and WYLDcat integration.
- Responded to over 100 requests for original cataloging.
- Added RDA tags to thousands of records.
- Reviewed and updated dozens of technotes in all areas of support.
- Created new technotes and recorded training webinars throughout the year on a variety of topics.
- Created dozens of custom reports in Analytics.
- Performed on-site training with the staff of Sublette, Lincoln, and Teton County libraries in August.

Respectfully submitted,

Desiree Saunders, WYLD Program Manager

June 5, 2020