

WYLD Office Report

WYLD Network Annual Meeting, June 13-14, 2024
Casper College

There have been many changes in the WYLD Office since last June, including new staff! We bid farewell to Katie Rahman in August. Nicholas Marlin was hired as the new system administrator in December 2023 and Shaylee Krueger will join us on June 3rd as the new Resource Sharing Librarian. We have also been fortunate to contract with former system administrator and original 'WYLD Man', Marc Stratton to assist with special projects since last fall, including the MessageBee rollout.

We began the implementation of the new **MessageBee** service in the late fall of 2023. There were some delays due to staffing challenges, but most libraries were using MessageBee by the end of January 2024, with a few waiting until later in the spring. MessageBee handles email and SMS communication with patrons, and allows libraries more flexibility for their branding. MessageBee also provides detailed reporting for message delivery and failures, which was not possible with the WorkFlows versions for similar notifications. Notifications included in MessageBee are overdue, pre-overdue, hold pickup, hold expiration, assumed lost, and auto-renew messages. Libraries can also use MessageBee for 2-way communication with patrons via SMS and for one-off messages, such as programming updates. We currently support MessageBee for public, academic, and special libraries. Due to the often problematic nature of emailing students from outside their school district, we have not opened up this service to any of our K12 libraries. We'd like to thank all of the library staff who were willing to learn new things and to re-examine some of their notice schedules as we worked through the setup process. As part of this project, several libraries began using notification types that they had not taken advantage of before, including SMS.

Since last year there have been numerous changes in **Aspen**, including significant improvements in the user registration process. Each month brings incremental improvements to the interface, and the WYLD Office staff meets with product development monthly to discuss ongoing issues.

The WYLD Office has worked with **OCLC** support to extend **real time availability (RTA)** to all WYLD libraries, so that ILL requests for materials that are not available will be automatically deflected. This should result in hundreds fewer requests that cannot be filled every year for libraries.

We continue to plan for the eventual **replacement of VDX** with OCLC's Resource Sharing for Groups. ByWater Solutions (Aspen) and OCLC have not come to an agreement on integration, so we continue to wait to learn more while the two vendors negotiate. At the same time, **we are exploring using Demand Management within WorkFlows to handle in-system borrowing**. Keeping data within the ILS for processing has many advantages, including one less system for staff to learn. We are working with SirsiDynix Consulting services to identify areas where demand management as delivered will need additional work to meet our needs. Features have been added to Symphony Demand Management in the past few years that provide more functionality than was present when we went live with VDX, so we feel it is important to review this as an alternate solution. Many other consortia customers of SirsiDynix use Demand Management for all in-system lending.

We have worked with State Archives to clarify **data retention plans** for patron data based on their schedules for state and local governments. We used this information in conjunction with a survey of

WYLD libraries related to patron and financial retention to create recommendations that will be announced at the WYLD Annual meeting and made available in the FreshDesk Knowledge base.

WorkFlows will be upgraded on June 25th, 2024 to version 4.1.0. Improvements of note include the addition of the user address in user search results, and the addition of several new item categories.

WYLD Staff were on the road! **Site visits** included Buffalo, Sheridan, Greybull, Torrington, Wheatland, Rock Springs, Green River, Kemmerer, Evanston, and at the Wyoming State Archives. They also attended in-person **conferences** for the Customers of SirsiDynix User Group (COSUGI), and the inaugural AspenCon meeting in March.

Other:

- Responded to over 700 Freshdesk tickets in the past 365 days, (not counting support messages initiated through email or phone calls)
- Hosted approximately 30 training sessions (one on one and groups)
- Created 281 original catalog records (on average, each request takes about 30 minutes of staff time)
- Responded to 379 Aspen-related grouping, format and image issues
- Assisted with 4 library inventories, 9 patron purges, and 2 patron loads
- Consulted on more than a dozen special projects
- More than 45 system policy changes and reviews
- Created 20 custom reports in Analytics

Respectfully submitted,

Desiree Saunders, WYLD Program Manager
Wyoming State Library, June 13, 2024