

WYLD Office Report

WYLD Network Annual Meeting, June 12-13, 2025

Central Wyoming College

Throughout the past 12 months, the WYLD Office has been focused on providing support for existing solutions for libraries, including the Symphony ILS, Aspen Discovery, MessageBee patron notification, BLUEcloud Analytics, third-party integrations, and more.

Interlibrary Loan Migration: The WYLD Office engaged in a thorough assessment of available options for replacing the VDX interlibrary loan system. At last year's annual meeting, we presented information about possible solutions and the challenges of working with multiple vendors (SirsiDynix, OCLC, and ByWater Solutions for Aspen). Over the course of several months, the WYLD Office determined that the best and most cost-effective solution for in-system lending is to leverage existing architecture in the Symphony integrated library system. WYLD has been working with Grove for Libraries to customize Aspen, SirsiDynix to create custom reports, and with an independent contractor to customize the staff interface in SirsiDynix WorkFlows. We are currently in a testing phase with member libraries which will continue through the summer. As part of this project, we have conducted over 20 focus group and training sessions this spring, and will continue to offer multiple opportunities for additional training. We will also be working with individual libraries to make changes in existing materials management practices to make sure that restrictions for hold requests will be honored. Complete migration off of VDX for in-system lending is planned for October 2025.

SirsiDynix Acquisition: On December 24, 2024, SirsiDynix was acquired by Harris Computer, a Canadian-based technology company. The acquisition marked a departure from private equity ownership. Unlike private equity firms, which focus on short-term profitability, Harris employs a 'buy and hold' model. This means their business strategies prioritize meaningful long-term growth. In the several months following the acquisition, SirsiDynix has refocused development efforts on BLUEcloud products. There have also been changes in leadership, including the departure of long-time CEO Bill Davison. The State Library has confidence in our long-term relationship with SirsiDynix and has no concerns about stability of the Symphony ILS.

Aspen Updates: In early 2025, our Aspen hosting vendor, ByWater Solutions announced a change in the release cadence for Aspen from monthly to quarterly releases. ByWater introduced this change as a way of supporting more stable releases and to give customers more time to test new features between releases. While this may delay some features being released to production, WYLD contracts for a test server where we receive incremental updates so that we can fully test new features, including critical updates to support new integrations and user experiences for the ILL project. We have also contracted with Grove for Libraries for custom development on Aspen, primarily to support the changes needed for interlibrary loan, but also to resolve several long, outstanding development requests.

New WYLD Staff: The WYLD office welcomed new staff member, KJ Hillgren, in March, replacing Corinna Hundley. In her role as Systems Librarian, KJ supports the Symphony ILS with a focus on circulation, MessageBee, database authentication, Aspen Discovery, and BLUEcloud Analytics.

WorkFlows Upgrade: We will be delaying any upgrade plans for Symphony until after the ILL migration is complete. Our normal practice for upgrades is to first upgrade our Symphony test system one to two

months prior to a production upgrade. As we are in an active testing mode for the ILL project on the test server, an upgrade would be disruptive to the ongoing testing. At this time, we are likely to schedule an upgrade for late fourth quarter of 2025.

Other Activities:

- Responded to nearly 700 tickets*, with 95% resolved on-time *Emails to support and direct communication with team members are not included in this number.
- Completed a reorganization of the reports interface, BLUEcloud Analytics, to reduce redundancy and simplify the number of reports for end users
- Assisted with the permanent closure and redistribution of materials for a library branch in Carbon County
- Assisted with policy management for the temporary closure of three libraries in the WYLD system (Powell Branch Library, Elk Mountain Elementary School, and Sheridan College)
- Over 30 training sessions for cataloging and ILL
- Staff Development: National user group conference, COSUGI in Milwaukee; Northwest ILL Conference (NWILL, Virtual); SirsiDynix Connections virtual conference
- Site visits - summer/fall 2024 - Park County in-service (regional training with 6 libraries); Crook & Weston Counties (included Crook schools & both main and branch libraries); Albany County Public.
- Original Cataloging requests = 283 original records created since the last annual meeting
- Responded to nearly 800 Aspen-related grouping, format and image issues
- Conducted six patron uploads, seven patron purges, and assisted multiple libraries with inventory and discard processes.

The WYLD Office staff is here to help! Contact us by opening a ticket at <https://wyldlibraries.freshdesk.com/support/home> Send an email to support@wyldnetwork.org or call 1-800-264-1281

Respectfully submitted,

Desiree Saunders, WYLD Program Manager
Wyoming State Library, June 13, 2025