

**WYLD Office Report**  
WYLD Network Annual Meeting, May 27-28, 2026  
Sheridan College

The past 12 months have proven to be eventful for the WYLD network and the WYLD Office. Our primary focus was managing a successful migration to WorkFlows for in-state interlibrary loan. However, we also worked on new developments in Aspen, dealt with staff turnover, responded to hundreds of help tickets and emails, provided training, and made plans with libraries to improve collection maintenance processes, among many other things! We are always happy to help with everything from planning big projects to small issues.

ILL Migration: After more than a year and a half of preparation, we launched ILL in WorkFlows on October 28<sup>th</sup>, 2025. We couldn't have done it without the cooperation and many hours of testing on the part of ILL and circulation staff from nearly every library. Everyone involved was patient and gave us great feedback, often contributing to additional developments in Aspen and reporting needs in WorkFlows. During the implementation, Shaylee conducted 22 virtual trainings and 12 in-person trainings, amounting to more than 55 hours total. Over 300 people attended the sessions.

Part of the ILL project rollout included meeting with almost every library system to review hold map policies and identify changes needed to prevent unwanted holds (e.g. on new materials). These meetings often led to other clean-up projects and interesting conversations! Now that we are more than six months in, we find that the process is working well overall. The WYLD Office continues to monitor the onshelf holds list daily and is usually able to identify incorrectly placed requests before library staff are aware. We appreciate it when users alert us to issues like items being trapped for holds unexpectedly, or items not showing up correctly on shipping lists.

As an added benefit to not renewing VDX, the State Library will be passing along the cost savings to libraries this year. Each library will receive a base reimbursement amount and additional funds based on the total amount of shipping costs per library.

Aspen Updates

*Change in hosting* - A significant change in how WYLD uses Aspen occurred last fall, when we moved our hosting from ByWater Solutions to Grove for Libraries. We had already been contracting with Grove for over a year to provide custom development, so this move streamlined that relationship and ensures that we are on current releases. Users may have noticed significant performance improvements as well.

*ContentCafe to Loral* - Due to the Baker & Taylor closure, the ContentCafe service became defunct in late 2025. WYLD had just renewed for a year, so we were pleased when Grove introduced a reduced cost alternative, called Loral. The contract for Loral will be up for renewal January 2027.

*Development* - Throughout our ILL project, Grove developers met with us frequently to make sure that the ILL experience met all our requirements for users from the Aspen side, and deployed new code as needed. In addition to the major work needed to change Aspen over from sending requests to VDX, we were able to include several quality of life improvements, such as making it easier for patrons to know where their request is in the process.

*Other new features in Aspen* (not related to ILL!) include the new Series Module, Search Interpreter to support natural language searching, the Year in Review feature, enhancements to Lists functionality, and many more. With monthly releases and library sponsored development, we continue to see improvements to the Aspen experience for staff and library users.

Aspen Working Group: A new working group was formed at the beginning of the year with the following charge:

*The WYLD Aspen Working group aims to foster a collaborative setting for Wyoming library staff interested in:*

- Increasing understanding and awareness of Aspen
- Evaluating its features
- Sharing practical advice and best practices (“tips and tricks”)
- Posing questions
- Helping to determine future development requirements

A new mailing list, [aspen@wyldnetwork.org](mailto:aspen@wyldnetwork.org), is open for anyone to join. Monthly meetings are held at 3pm on the 4<sup>th</sup> Thursday of every month. At the time of this report, the group is looking for a facilitator from a member library.

New WYLD Staff: The WYLD office welcomed new staff member, Stephanie Gertken, in September. In her role as Bibliographic Services Librarian, Steph supports the Symphony ILS with a focus on cataloging, serials, and acquisitions, as well as assistance with indexing and related issues in Aspen Discovery. Steph can be reached at [stephanie.gertken2@wyo.gov](mailto:stephanie.gertken2@wyo.gov) or 307-777-3668

WorkFlows Upgrade: A Symphony upgrade is scheduled for June 3<sup>rd</sup>. Version 4.2 includes a fix for the ‘2038’ problem, where user expiration dates past the year 2037 could not be entered, an update to report ownership options, and an option to make first name a required field. The upgrade will begin at 9pm and is expected to be completed in less than 3 hours.

SirsiDynix SaaS Migration: From March through September, SirsiDynix is migrating all hosted servers to Microsoft Azure-hosted private cloud environments, citing advanced security, reliability, and performance capabilities. Maintenance events are being scheduled over time to reduce impacts on library operations. The first maintenance occurred on May 8<sup>th</sup> and a second, longer event is scheduled for overnight on June 3<sup>rd</sup>. During these maintenance windows, we may experience some delays in morning reports. We will be notified in advance of each upcoming stage of the migration and communicate any potential issues with as much notice as possible.

Item Collection Maintenance: The WYLD Office is helping libraries focus on collection maintenance this year. This involves working with libraries to set up long overdue and discard maintenance, and to highlight items in the collection that may be stuck in limbo. We began this project earlier this spring, and have met with 6 libraries to date, with plans to work with others over the next few months.

## Other Activities

- Responded to over 800 tickets\*, with 95% resolved on-time \*Emails to support and direct communication with team members are not included in this number.
- Assisted with the permanent closure and redistribution of records for two library branches in Big Horn County
- Assisted with policy management for the temporary closure and reopening of libraries related to construction and renovation projects
- Staff Development: COSUGI National user group conference (Milwaukee); Virtual conferences - Northwest ILL; SirsiDynix Connections; AspenCon; OCLC Resource Sharing Conference (RSC26); NicheCon
- Regional ILL training - Gillette, Casper, Cody, Basin, Rock Springs, Cheyenne
- Original Cataloging requests 134 original records created since the last annual meeting
- Cataloging Training - 12
- Conducted 9 patron uploads, 7 patron purges, and assisted multiple libraries with inventory and discard processes
- Subject heading cleanup, and removal of nearly 2,000 erroneous subfield Z entries

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](mailto:support@wyldnetwork.org) or call 1-800-264-1281

**New after-hours support number: 307-316-2396**

Respectfully submitted

Desiree Saunders,  
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