

The January 21, 2021 meeting of the WYLD training committee was called to order at 11:30 by Lorene Peterson.

Present:

Committee members

Lorene Peterson

Liz Palmer

Kim Rees

Katie Rahman

Also Present, Kate Mutch WYLD Governing Board President.

There were no previous minutes.

Katie discussed the Circulation and Cataloging skills checklists. She will be sending out the Enterprise skills checklist next.

Katie talked about the new ticket support system – Fresh Desk. It has the ability to search terms, add tags, and track support issues. So far it's been really well-received.

Lorene mentioned that she is going to try Fresh Desk, and the various options, i.e. searching, before the next meeting and encouraged the others to do the same.

Kate (Mutch) mentioned that the WYLD annual meeting will be virtual in 2021. Katie (Rahman) encouraged the group to think about what WYLD annual should cover for training.

Next meeting will be February 18, 2021 at 11:00 a.m. via Zoom.

Motion and second to adjourn the meeting at 11:16 a.m. Motion carried.

Respectfully submitted, Kate Mutch