

WYLD Training Committee Meeting

Thursday, February 17, 2022

Zoom

1. Call meeting to order 11:01 a.m.
 - a. Volunteer to take minutes – Lorene
2. Roll call –
 - a. Chair – Lorene Peterson (2023) – lpeterson@natronacountylibrary.org
 - b. Region 1 – Liz Palmer (2023) – lpalmer@sublettecountylibrary.org (**Absent**)
 - c. Region 2 – Nicholle Gerharter (2024) – ngerharter@parkcountylibrary.org
 - d. Region 3 – Jill Mackey (2022) – crookcountylib@rangeweb.net (**Absent**)
 - e. Region 4 – Libby Ngo (2021) – libbyngo@caspercollege.edu (**Absent**)
 - f. Region 5 – Bailey Murray (2023) – bmurray@acplwy.org (**Absent**)
 - g. Region 6 – Kim Rees (2023) – krees@uintalibrary.org
 - h. WSL Liaison – Cori Hundley – corinna.hundley@wyo.gov
 - i. WYLD VP – Cara Nett – cnett@lclsonline.org
3. Approve previous minutes – Kim motioned to approve, Nicholle seconded, all in favor
4. Ideas for next committee focus:

Liz shared some ideas via email –

- A super basic task manual/videos for each area. I'm rewriting a Workflows task manual at the moment and I feel like I'm reinventing the wheel. And I mean *real* basic: putting items on hold, billing users, etc. (**Cori is currently working on some videos – cannot access through FreshDesk, but could provide a link to Niche Academy – survey could provide state with areas of need for video trainings**)
- I'd be curious to know what training materials libraries around the state already have and use.
- Obviously training is a process specific to each library, but I have seen coworkers write whole manuals for their successors, which seems like a huge effort.
- Are there frequent FreshDesk inquiries that could be supplemented with training material?

More ideas presented: A survey of state libraries was suggested, inquiring about training materials currently using, needs for in house training (i.e. videos), etc. **Training Committee to come up with no more than 3 questions suggested for a survey, and bring them to the meeting in March.**

Cara will speak with ILS Committee about sending a survey statewide, and Cori will check with Katie and Des on prior surveys done, and how to go about sharing a possible Google survey or something similar with immediate results

TRAINING COMMITTEE: *The committee, in collaboration with the ILS Support Team of the WSL, is responsible for updating the skills competencies on the ILS Users Group members pages, establishing a training needs assessment process, and planning and implementing training in the regions and for the ILS Users Group annual meeting. ILS Users Group members are responsible for communicating their needs to the committee.*

Next meeting, we will pool our questions together to choose a few for a survey (not too many, would be overwhelming).

5. Report from WYLD Staff – Cori

Enterprise upgrade in April or May; focused on WYLD Annual, will conduct a WYLD Annual survey for things needed, one area of focus will be to talk about the different FreshDesk resources and how people can use it

(When sending survey statewide, add a section reminding libraries of Fresh Desk, the ways in which it can be used and beneficial , and a link to access it again with a reminder that setting up a login gives access to more resources.)

6. Other business

7. Future agenda items – Bring questions to discuss/choose next meeting.

8. Next meeting March 17, 2022 at 11:00 a.m. via Zoom

9. Motion to adjourn –

Nicholle motioned to adjourn, meeting adjourned at 11:21 a.m.

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