Training and Enhancements Committee
Draft Minutes
Tuesday, November 7 2023, at 2:00 p.m.
Zoom

I. **Welcome and Introductions** – Smith (PC) welcomed everyone, and everyone introduced themselves. We have a new committee member, Tracy Evans from Freeport Public Library as the tech services cataloger.

Present: Bazarek (FP), Bonny (PC), Bradley (WO), Evans (SY), Fine (PR), Hancock (LP), Landis (PC), Slanicky (PC), Smith (PC), Zanelli (PC).

Guests: (None)

Absent: Blackmer (CV), Peschang (RD), Sullivan (RL).

II. **Committee Charge**

   a. **To review current training resources and processes on an ongoing basis for needed revisions and additions.**

   b. **Advise PrairieCat staff on training needs of member library staff.**

   c. **Manage and recommend enhancements to Innovative using Idea Lab (Innovative's enhancement site).**

   d. **Communicate and promote training initiatives in Idea Lab to PrairieCat members.**

III. **Approval of minutes from May 2, 2023 and August 1 2023 February 7, 2023 meetings** – Fine (PR) made a motion to approve the May 2, 2023 and August 1, 2023 minutes as written, seconded by Bradley (WO). Motion approved. As a reminder, meeting agendas, minutes, and packets are posted on the PrairieCat website under past events and meetings.

IV. **Training Projects Updates and Discussion**

   a. **Newsletter Contributions / Did You Know? Tips** – The newsletter and Did You Know? Are done monthly. No new suggestions were made. Send any suggestions for the monthly newsletter to elizabeth.smith@prairiecat.org. Send any suggestions for "Did You Know?" to melissa.landis@prairiecat.org.

   b. **Talent MLS and Documentation on Website** – Smith (PC) discussed the transition of PDFs of policies and procedures from Talent LMS courses to point to the website documentation instead. She showed how the Resources

section on the website now includes these policies and procedures, such as circulation policies and various procedures. She also explained how the Talent LMS courses have been updated to reflect this change. She emphasized the importance of having an L2 login for library staff to be able to access these resources.

c. **Review Annual Strategic Plan Survey Results** – The areas covered in the annual strategic plan are governance, training, engagement, and user experience. The survey was just closed the week of October 30, 2023 and is included in the November 7, 2023 meeting packet. Ninety-seven library staff responded to the survey and there could be more than one staff member per library. The website was highly rated. People want a direct link to things. For example, instead of PrairieCat sending an email that says, "available on the website", they want a direct link. Some people were unhappy that a big file cannot be sent by email due to a limit on the amount of data that can attached to an email. When a file is opened on the website, the file is downloaded to their hard drive and staff need to remember to delete the file later. Also discussed were updating the staff list page to list what each staff member does and what issues they deal with and improving the tech services forms.

d. **Forms** – Fine (PR) raised an issue regarding the confirmation of forms, mentioning that responses from the Help Desk were inconsistent. Smith (PC) agreed to investigate this issue, and Tedder (PC) remembered a misspelling (fiction was spelled incorrectly) in one of the forms that needs correction. Hancock (LP) noted that responses from the tickets were directed to the Cherry Hill default address, not the original sender, which led to confusion. PrairieCat staff need to manually change the user in the ticket to the email of the person who opened the ticket. The committee members agreed that this issue needs to be addressed and Smith (PC) agreed to bring it up with Maturo (PC) for a possible solution. If a person takes too long to complete filling out a form, they get kicked out after a specified time limit. That time limit has been increased to 60 minutes.

e. **Training Video Content and Promotion** – Landis (PC) and Smith (PC) deliberated on incorporating a table of contents into their training videos and the types of training and events offered. Smith (PC) suggested promoting on-demand Zoom sessions more frequently, while Landis (PC) proposed adding a "PrairieCat 101" class to the Essentials section. There is still confusion on what PrairieCat does and what RAILS does. The committee also discussed the need for clarifying the training requirements for different topics. Tedder (PC) and Bradley (WO) discussed the possibility of creating a separate section or category for quick tips or short videos, which was well-received by the committee. They also discussed sharing book repair workshop videos

from Demco, which are useful for staff and patrons. The idea was well-received, and Smith (PC) agreed to investigate it. Some people still don't know that PrairieCat has a monthly newsletter and Smith (PC) will send a reminder about it.

V.   Vega Discover

a. **IdeaExchange** – IdeaExchange is Innovative's platform for enhancements. You can browse without logging in, but to vote, you need to create an account. You can search for an idea to see if someone else has already suggested it and can vote on it or you can create a new suggestion.

b. **Training Resources** – Smith (PC) presented the training, resources, and review support materials for Vega Discover on the PrairieCat website. She highlighted the Resources page, which includes a guide for preparing to go live with Vega Discover and a draft class for advanced Vega Discover searching tips.

c. **Review Support Material** - Smith (PC) encouraged the committee members to review and send feedback on the support materials. She also mentioned that she would make changes to the materials based on the feedback received. The committee members agreed to post their feedback on the new Training Committee base camp.

VI.   Questions, Comments, Etc. – None.

VII.   Next Meeting: Tuesday, February 6, 2024, at 2pm via Zoom