

Annual Report 2007-2008

Z. Smith Reynolds Library



WAKE FOREST
UNIVERSITY



REPORT FROM THE LIBRARY DIRECTOR

For the Z. Smith Reynolds Library, 2007-08 was a year of enormous optimism and significant achievement.

The previous year of strategic planning raised expectations and energy to prepare for the future. This year saw achievement in all top-level library issues referenced in the plan. ZSR enjoyed unprecedented support from the highest levels of the Wake Forest University administration, which energized the staff even further to live out our mission: helping our faculty, students and staff succeed.

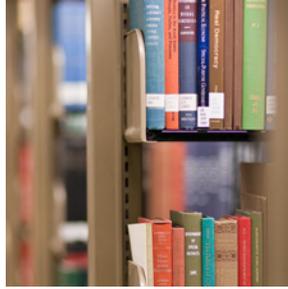
In this report, achievements are grouped by the University's strategic priorities because everything that the library does is directly tied to University outcomes. Common themes are evident through the accomplishments in the following pages. ZSR has achieved a national reputation for pioneering uses of technology in teaching and learning and has the highest standards of customer service anywhere. For instance, Susan Smith, Head of Research, Instruction and Technology Services, received the Innovation Award from the Association of College and Research Libraries' Instruction Section for her work with the experiential learning course "Social Stratification in the Deep South" in the summer of 2007. Furthermore, the American Library

Association identified Lauren Pressley as an Emerging Leader for her work with Web 2.0 technologies.

Staff members at all levels participate in professional activities for their own growth as well as to heighten the visibility of the library and the University. With the goal of furthering the University's mission, ZSR librarians voted to request a formal change in status from University staff to library faculty. The approval and implementation process for this proposal will take place in the new fiscal year.

As the fiscal year closed, the sounds of construction for the new Starbucks, Johnson Graduate Student Lounge and Quiet Study Room gave a heightened sense of hope, commitment and further accomplishments to come. The new spaces will provide physical proof of the library's commitment to student and faculty success.

Onward,
Lynn Sutton



“Thank you for putting me in the right direction. I apologize for all the random questions that I keep sending you. The problem is that you seem to always have the right answer.”
- WFU student

BUILD ACADEMIC PROGRAMS OF NATIONALLY RECOGNIZED EXCELLENCE

Building on its successful LIB100 course, ZSR expanded its information literacy program by developing and obtaining approval for four 200-level classes that will provide subject-specific information management skills to majors in the sciences, social sciences, humanities, and business. In this way, students will be better prepared for careers or graduate school in these disciplines. These classes will debut in the 2008-09 academic year.

ZSR assumed a leadership role on campus for emerging technology applications by providing technological leadership and software applications for nearly 30 campus wiki and blog applications. Examples of these creative high-profile projects include the 2008 service trip to New Orleans and Alternative Spring Break in Arkansas. Through these projects, communication is enhanced within and beyond campus, using state-of-the-art social networking software.

ZSR led the successful completion of the second year of the Digital Forsyth grant project that is digitizing historical photographs from four library collections within Forsyth County: the Z. Smith Reynolds Library and Coy C.

Carpenter Medical Library at Wake Forest, the Forsyth County Public Library, and the C. G. O’Kelly Library of Winston-Salem State University. The State Library of North Carolina has commended Digital Forsyth as a promising model of collaborative digitization. Thanks to Digital Forsyth, the entwined histories of the region and Wake Forest come alive through notable images.

ZSR extended library reference service to other parts of campus by implementing text messaging reference service. The library also instituted the “embedded” librarian program to take library service to patrons wherever they are. Susan Smith received a national award from the Association of College and Research Libraries for her embedded librarian project. Through these innovative programs, students and faculty receive an enhanced level of library service at the point of need.

ENHANCE FACULTY DISTINCTION

At the request the department, ZSR staff dismantled the Chemistry library in summer 2007 by moving and processing over 12,000 volumes. With only a few weeks’ notice, volumes were boxed, shipped to remote storage, barcoded, and listed individually in the library catalog for



"It is a long journey from writing the manuscript to editing the manuscript to seeing a book out in print. It is because of people like you, inviting us to talk about our work, that we continue long after tenure and promotion to try to remain productive scholars as well as interesting teachers."

- WFU faculty member

retrieval when needed.

In another move designed to increase faculty access to library materials, ZSR staff moved the current periodicals collection from Room 401 to the Reference Department. Due to an increasing number of electronic-only journal subscriptions, the printed current periodical collection requires less than half of the space that it needed just four years ago. Periodical issues are now shelved by familiar Library of Congress call numbers instead of internally defined subject groupings, as they were previously. The collection is now conveniently displayed in the Reference area, with librarians nearby and ready to assist.

In the last four years, ZSR has reversed its pattern of cutting essential journal resources and has stabilized the serials budget with annual increases for inflation. ZSR has also created pockets of new funding by negotiating for a share of indirect research costs and by participating in a strategic supplier initiative with Huron consultants. The Presidential Trust for Faculty Excellence continues to serve as a funding source for large electronic resources and for competitive grants to faculty in their research areas. This past year faculty used award funds to develop collections covering the Middle East, to strengthen holdings in environmental

science, to support a collaborative teaching project on performance art, and to purchase documentary films on eating disorders.

The scholarly communication system in the academy has been broken for a long time. The tenure and promotion process must change fundamentally to free both new and established faculty to publish research results where they will be most widely read and used by other scholars. As a first step in addressing this complex issue, ZSR led the formation of a campus-wide Committee on Scholarly Communication. Committee members represent all three Wake Forest libraries and faculty members from both campuses. In their first year, committee members conducted training for research staff on the new National Institutes of Health Public Access requirements, administered the ZSR Open Access fund, and conducted a workshop for library staff. Change will not come soon, but through these efforts awareness is increasing on scholarly communication issues among faculty. Much work remains.

Earl Smith, Professor of Sociology and Ruben Distinguished Professor of American Ethnic Studies, was the first faculty member to benefit from the Open Access fund. His article, "African American Men and Intimate Partner Violence",



"The library going 24/5 was the most beautiful thing that ever happened."
- WFU student

appeared in the June 2008 issue of *Journal of African American Studies*. The journal's publisher, Springer, offered an Open Choice program whereby authors may make their articles freely available online by paying a processing fee. The ZSR Library and Office of Research sponsor the Open Access fund to help authors pay such fees. Under the current agreement, ZSR, the Office of Research, and the author's home department will split the costs evenly.

ATTRACT A TALENTED AND DIVERSE STUDENT BODY AND DEVELOP EXCEPTIONAL YOUNG LEADERS

In February 2008, ZSR opened for service 24 hours a day, five days a week, Sunday through Thursday. Travis Manning was hired to staff the overnight hours. He is assisted by student employees and a security guard from University Police. This service opened to immediate acclaim from the student body. Usage grew steadily throughout the semester with several hundred students taking advantage of the service each night by the end of the term. The 24x5 service will continue every fall and spring semester.

Text messaging via cell phones is a prime form of communication for students, and several new services involve text. A new online system to reserve study rooms online proved enormously popular with students. In less than five months, students made 3,826 study room reservations. Students can request a reservation reminder to be sent as an email or a text. ZSR also offers reference service via text messaging, and one-third of all reference questions now arrive through virtual methods (including text, instant messaging, and email). When using ZSR's online catalog, students can now choose to have titles, call numbers, and floor locations sent to them by text message, which is very convenient when navigating the stacks.

The need for renovation of study spaces in the library has long been clear. Above all else, Wake Forest students value the library as a place. In May 2008, renovations began on two 24-Hour Study Rooms, with one side slated for a Starbucks and the other for a Quiet Study, both with mezzanines and group study rooms. New furniture has been ordered for the fourth floor reading room that formerly contained current periodicals. The desired outcome for next year is happier, more productive students!



“Although technology is increasing, I do not believe libraries will become merely bytes on a server, or at least I hope not, because they are great places for community and especially for students to find information resources and helpful services.”

- WFU student

CREATE A RICHER SENSE OF COMMUNITY THROUGHOUT THE UNIVERSITY

Friday Night Live @ ZSR debuted in April 2008 when junior Thomas Kozak gave a musical performance in the Rhoda K. Channing Reading Room. He sang original indie folk songs and played acoustic guitar. Approximately 50 people attended the event and spoke highly of the venue and the quality of the performance.

The Allen Mandelbaum Reading Room was created with donations from his friends and colleagues all over the world. The room is located in a lovely, sunlit space behind the Reference area. Memorabilia from Professor Mandelbaum’s illustrious career adorn the walls and serve as a monument to one of Wake Forest’s most distinguished scholars.

With funding from the Provost’s Office, ZSR Archives initiated an oral history project by hiring an expert to interview notable Wake Forest emeritus faculty and others. The first interview was conducted with Dot Casey, Director Emerita of Women’s Athletics, and will continue with other prominent Wake Forest figures from both the Old Campus and the Reynolda Campus.

ZSR purchased a golf cart to improve its delivery services to staff and faculty on the Reynolda Campus. “ZSR Delivers” brings circulating library material directly to faculty or staff offices. Thanks to the cart’s zippered enclosure, deliveries can be made rain or shine without fear of getting books, DVDs or deliverers wet!

One of the strongest themes within the University’s strategic plan is the longing for a greater sense of community among all segments of the Wake Forest family. To address this need, ZSR will realize a long-standing goal to construct a full-service coffee shop so that students, faculty and staff can relax with good books, good coffee and good conversation. Following negotiations this spring with student leaders and the administration, construction of a full-service Starbucks began in May, and it will open in September 2008.

Graduate students are among the most intensive library users. When Dean Lorna Moore sought a space on the Reynolda Campus for a graduate student lounge, ZSR happily incorporated the Gerald White Johnson Room into the renovation plans for the Quiet Study Room opposite Starbucks. The Johnson Graduate Student Lounge will open at the beginning of the fall 2008 semester.



“Special thanks to the many people who helped make this idea a reality. I for one am excited about the wonderful possibilities this TALA agreement will offer our faculty and students, and hope it is only the first in a line of cooperative ventures among us.”

- Triad area librarian

2007-08 LIBRARY LECTURE SERIES

- Jessica Richard and Charles Sligh, “Banned Books Week reading”
- Margaret Bender, “Visibility, Authenticity and Boundaries in Cherokee Language Ideologies”
- Matt Johnson, “A Massive Undertaking: The Conservation of the North Carolina Museum of Art’s Audubon Folios”
- Mary Dalton, “I’m Not My Brother’s Keeper” (film)
- Nina Lucas, “Early African American Choreographers”
- Robert Ulery, “Pietro Bembo’s History of Venice (1551)”
- Saylor Breckenridge, “Superheroes in US Comics: Competition, Regulation, and Culture”
- James Ford, “Buddhism and the Challenges of Religious Pluralism: Reflections on the Doctrine of Skillful Means”

STRENGTHEN WAKE FOREST’S CONNECTIONS TO THE COMMUNITIES BEYOND OUR CAMPUS

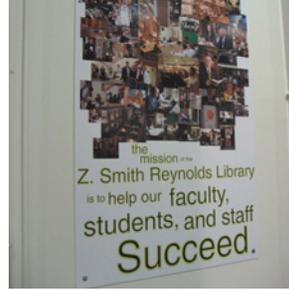
ZSR reduced the borrower’s card fee for non-Wake Forest borrowers from \$100 to \$50 to provide more access in sharing its rich collections with area citizens. ZSR also led an effort to establish a reciprocal borrowing agreement with other local academic libraries, under the sponsorship of the Triad Academic Libraries Association (TALA). The agreement will go into effect September 1, 2008.

At the request of Professor of Sociology Angela Hattery, ZSR

staff assisted in the creation of a fundraising DVD for the Darryl Hunt Project for Freedom and Justice. Student assistants and staff from the Information Technology Center filmed interviews with project associates, digitized the interviews, edited the raw footage, and inserted biographical and statistical information. The resulting video highlights benefits of the Darryl Hunt Project to potential donors. This is a fine example of Pro Humanitate in action.

ZSR staff also assisted Professor of Humanities Ulrike Wiethaus on the MedCat (Medical Careers and Technology) project with the Eastern Band of the Cherokee Nation. The project encourages high school students to attend college while keeping them connected to their traditions and culture. While at WFU, 40 students from Cherokee, N.C., used teamwork to assess patients and determine treatment options for medical emergencies. ZSR staff served on the MedCat Board of Advisors and acted as embedded librarians during the students’ on-campus experience.

ZSR worked with University Advancement and the Etherington Conservation Center to preserve original diaries and books from Casa Artom, the University’s house in Venice, Italy. Journals from 1972 to the present were digitized and restored and are now accessible in print and online.



"The library is truly a wonderful place to visit and study. Being on both ends of the spectrum, staff and student, I have always found the staff to go above and beyond the call of duty. You are very fortunate to have such a valuable, efficient, knowledgeable, and helpful team."

- Current WFU staff member and former WFU student

LIBRARY STAFF

In a reorganization effort effective June 2008, the Research and Information Services team and the Information Technology team merged into a single entity to accomplish the library's strategic goals more effectively. The new team's name, "Research, Instruction and Technology Services," describes the major functional responsibilities for the group. Many intersections of these three important services have already taken place in areas of synergy that will contribute to the library's mission.

This year ZSR completed a five-year comprehensive classification and compensation plan for library staff. Fifty position descriptions were rewritten, and a new classification scheme for Library Specialists was created with a clear career path. Peer salary studies were conducted for exempt,

non-exempt, and professional librarian staff. Finally, a multi-year strategy was devised to bring library staff pay to the median level of peers.

After a full year of study, librarians at ZSR formally voted to request a change in status from University staff to library faculty. The benefits of this proposal are clear – stronger librarians mean stronger support to faculty and students. This proposal has the support of the University President and the Provost and will enter the approval and implementation phase next year.

EMPLOYEE RECOGNITION AWARDS

- *Helping Hand Award*: Brigett Beck
- *Unsung Hero Award*: Charles Bombeld
- *Dedicated Deacon of the Year Award*: Julia Bradford
- *Outstanding Employee of the Year Award*: Mary Reeves



"As someone who has been here as a student, I just wanted to pass along my 2 cents. The library is becoming one of Wake Forest's greatest assets."
- WFU student

PROFESSIONAL ACHIEVEMENT

GRANTS (SUBMITTED OR RECEIVED)

Digital Forsyth - State of North Carolina - NC ECHO Digitization Grant Awarded \$74,079 for FY08, Susan Smith, Principal Investigator.

Digital Forsyth - State of North Carolina - NC ECHO Digitization Grant Submitted \$90,117 for FY09, Awarded June 2008, Susan Smith, Principal Investigator.

National Endowment for the Humanities - Group "Brittle Books" proposal with Internet Archive to digitize Biblical Recorder - Submitted July 2007, Not Funded, Vicki Johnson, Principal Investigator.

PUBLICATIONS (BOOKS, CHAPTERS OR JOURNAL ARTICLES)

Anderson, Elise. (2007). The next steps in developing usage statistics for e-serials. In D. C. Fowler (Ed.), *Usage statistics for e-serials*. (pp. 245-260). Binghamton, NY: Haworth. Co-published in *The Serials Librarian* 53(Suppl. 9).

Jeong, Sarah. (2007). Content Contributor, N.C. Health Info: Health & Medical Resources for North Carolinians website <http://www.nchealthinfo.org>.

Mitchell, Erik, & Yu, Cristina. (2007). Bringing delivery into the fold: A discussion of cross-departmental document delivery service implementation in academic libraries. *Journal of Access Services*, 5(1-2) 331-342. Co-published as a chapter in *Best practices in access services*. Ed. L. Driscoll.

Mitchell, Erik, & Gilbertson, Kevin. (2008). Using open source social software as digital library interface. *D-Lib Magazine*, 4(3/4). Retrieved from <http://www.dlib.org/dlib/march08/mitchell/03mitchell.html>.

Pressley, Lauren. (2008). Gendered aspects of scientific knowledge: A multidisciplinary annotated bibliography of selected sources. *Behavioral & Social Sciences Librarian*, 27(2), 46-61.

Pressley, Lauren. (2008). Using videos to reach site visitors: A toolkit for today's student. *Computers in Libraries*. 28(6), 18-22.

Pressley, Lauren. (2008). [Review of the book *The Blackwell guide to feminist philosophy*]. *Feminist Collections: A Quarterly Review of Women's Studies Resources*, 28(4), 55-56.

Pressley, Lauren. (2008). Educating the Millennial user. In J. R. Kennedy & G. B. McCabe (Eds.), *Our new public, a changing clientele: Bewildering issues or new challenges for managing libraries* (pp. 104-113). Portsmouth, NH: Libraries Unlimited.

Pressley, Lauren. (2007). Lauren Pressley, Microtext Assistant, Wake Forest University; Library Student, University of North Carolina at Greensboro. In S. J. Bell & J. D. Shank (Eds.), *Academic librarianship by design: A blended librarian's guide to the tools and techniques* (pp. 14-15). Chicago: ALA Editions.

Smith, Susan, Mitchell, Erik, & Numbers, Caroline. (2007). Building Library 2.0 into information literacy: A case study. In L. B. Cohen (Ed.), *Library 2.0 initiatives in academic libraries* (pp. 114-132). Chicago: Association of College and Research Libraries.

Smith, Susan, & Sutton, Lynn. (2008, February). Embedded



"As always, you conducted the most interesting and engaging class today! I was intimidated by all the new personal spaces on the Web but now I am compelled to join the masses."
 - WFU faculty member

librarians: On the road in the Deep South. *College & Research Libraries News*, 69(2), 71-74, 85.

Sutton, Lynn, & Sims, Iyanna. (2008). Getting to know you: HBCU-ASERL librarian exchange. *The Southeastern Librarian*, 56(1), 13-16.

PRESENTATIONS (EXTERNAL)

Brown, Wanda. (2007, November & 2008, February). *Ready, set, grow: Motivations for the journey*. Presented at the Information Literacy Institute, Johnson C. Smith University, Charlotte, NC.

Gilbertson, Kevin, Pressley, Lauren, & Womack, H. David. (2008, May 7). *Situating blogs and wikis: The value added proposition of the library as service provider*. Presented at the Tri-IT Meeting, Greensboro, NC.

Jeong, Sarah, Leonard, Elisabeth, & Ridlen, P. (2007, November). *Liaison responsibilities in collection management*. Presented at the Charleston Conference, Charleston, SC.

McCallum Carolyn, & Yu, Cristina. (2007, October). *Utilizing ILL deflection to improve workflow*. Poster session presented at the NCLA biennial conference, Hickory, NC.

McMahan, Kaeley, & Pressley, Lauren. (2008, February). *A connected class: Blended learning in the information literacy classroom*. Presented at the LillySouth Conference on College & University Teaching, Greensboro, NC.

Mitchell, Erik, & Thibault, M.. (2008, March). *Using digital libraries to support curricula: A case study of the collaboration between Digital Forsyth and Learn NC*. Presented at the annual meeting of

NCAECT, Concord, NC.

Mitchell, Erik. (2007, October). *Organization as meta-literacy: evaluating student use of metadata and information organization principles in the classroom*. Poster session presented at the American Society for Information Science Conference, Classification Research Workshop, Milwaukee, WI.

Pressley, Lauren. (2008, April). *Communication strategies in a Library 2.0 environment*. Presented at the ACRL/LAMA Joint Spring Virtual Institute: Leading from the Middle: Managing in All Directions, <http://www.ala.org/ala/acrl/acrlvents/springvirtualinstitute.cfm>.

Pressley, Lauren. (2008, April). *Managing online: Web 2.0 for supervision 2.0*. Poster session presented at the ACRL/LAMA Joint Spring Virtual Institute: Leading from the Middle: Managing in All Directions, <http://www.ala.org/ala/acrl/acrlvents/springvirtualinstitute.cfm>.

Pressley, Lauren. (2008, April). *What I wished I had learned in library school*. Presented at the UNCG Library and Information Studies Student Association, Greensboro, NC.

Smith, Susan. (2008, April). *Social stratification in the Deep South*. Presented at the Learning Technology Consortium, Winston-Salem, NC.

Smith, Susan. (2007, October). *The digital landscape: A sampling of current NC ECHO LSTA funded digitization projects*. Presented at the NCLA Biennial Conference, Hickory, NC.

Smith, Susan, & Sutton, Lynn. (2008, February). *On the road in the Deep South: A collaborative experiential course in social*



"I really, really appreciate everything the staff is doing for me, taking so much of the burden of library research off my shoulders. As an older student with far fewer library skills than a traditional student, I am truly grateful for all your help."

- WFU student

stratification. Presented at the LillySouth Conference on College and University Teaching, Greensboro, NC.

Sutton, Lynn. (2008, April). *Embedded librarians: On the road in the Deep South*. Presented at the ASERL Membership Meeting, Charleston, SC.

Sutton, Lynn, Womack, H. David, & Critz, Lori. (2007, July). *Gaming in academic libraries: The why and how*. Presented at the Gaming, Learning and Libraries Symposium, Chicago, IL.

Tedford, Rosalind. (2008, May). *Bye-bye bibliography*. Presented at the LOEX Clearinghouse for Library Instruction Annual Conference, Oak Brook, IL.

OFFICES HELD (IN PROFESSIONAL ASSOCIATIONS)

Brown, Wanda: North Carolina Black Repertory Theatre Guild Board Member; Leadership Winston-Salem; Black Caucus of the American Library Association, President; North Carolina Library Association, Library Administration and Management Section, Chair; Finance Committee, Chair

Corbett, Lauren: ALCTS Acquisitions Section, Acquisitions Managers and Vendors Interest Group, Co-Chair

Fansler, Craig: Vice President and Webmaster of North Carolina

Preservation Consortium

Jeong, Sarah: ALA Ambassador; Association of College & Research Libraries-Science & Technology Research Committee, Co-Chair; ACRL-ST'S Research Forum, Chair

Johnson, Vicki: Treasurer of North Carolina Preservation Consortium (2007-2008)

Mitchell, Erik: Member IRB approval board, Wake Forest University, 2008 - present

Numbers, Caroline: Master Trainer of North Carolina

Pressley, Lauren: North Carolina Library Association - TNT Secretary/Treasurer

Scanlon, Mary: Board of Advisers to MedCat, Eastern Band of the Cherokee Nation

Smith, Susan: Journal of Web Librarianship, Editorial Board

Snow, Sharon: Board Member of North Carolina Preservation Consortium

Sutton, Lynn: SOLINET Executive Board and Joint Coordinating Board; Association of Southeastern Research Libraries Membership Committee; E.J. Josey Scholar Mentor; Southern Methodist University Libraries Executive Board



“We think you are wonderful. Thanks for all the support you provide...If there is ever anything we can do for all of you, please do not hesitate to ask. We are very appreciative.”

- WFU staff member

SERVICE HIGHLIGHTS

	FY2007	FY2008
<i>Instruction</i>		
Presentations to Groups	629	669
Number of Participants	5,889	7,156
<i>Reference Transactions</i>		
In Person	6,384	4,456
Virtual	1,716	1,314
Total	8,100	5,770
<i>Interlibrary Loan</i>		
Loaned to Other Libraries	8,101	8,289
Borrowed for WFU Users	7,233	6,419
<i>Circulation</i>		
Total	200,684	184,708
<i>Attendance</i>		
Daily Average	1,281	1,424
<i>Website</i>		
Daily Unique Visits	1,342	1,544

RESOURCE HIGHLIGHTS

	FY2007	FY2008
<i>Collections</i>		
Print Volumes Held	1,425,620	1,421,249
Monographs Purchased	12,301	13,649
Serials Received (Print)	5,532	5,331
Access to Electronic Serials	25,667	34,031
Films/Videos/DVDs Held	14,715	16,101
Microfilm Units	1,156,235	1,162,305
<i>Expenditures</i>		
Monographs	\$681,859	\$571,119
Serials	\$2,504,074	\$2,720,159
Other	\$146,033	\$220,652
Total Materials	\$3,331,966	\$3,511,930
<i>Personnel</i>		
Salaries and Wages	\$2,348,800	\$2,441,670
Benefits	\$647,664	\$659,177
Total Personnel	\$2,996,464	\$3,096,884
Total Library Expenditures	\$6,847,635	\$7,169,501



“Thank you so much for making the Mandelbaum Reading Room a truly lovely room. Many, many thanks for all your efforts.”
- Lily Saade

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