

Annual Report 2011 - 2012

Z. SMITH REYNOLDS LIBRARY



WAKE FOREST
UNIVERSITY

Z. Smith Reynolds Library: Leading Change

My world is changing. The world of libraries, information, and technology, that is. Perhaps yours is too. Certainly, the information world of Wake Forest students, faculty and staff is changing on a daily basis. What used to be reliably familiar in print, is now found on a changing array of digital devices: laptops, tablets, Nooks, Kindles, and smart phones. The one constant in all this change is that there is still someone to help. Someone who can find a book or article or fact or photographic image – no matter what format. That person is a librarian!

Similarly, the world of higher education is changing rapidly. In an industry that used to be known for its glacial pace of change, new developments are coming rapidly: edX, Coursera and other kinds of MOOCs (massive, open, online courses). Universities are under increasing pressure and accountability from both internal and external constituencies. In this time of constant change, nothing is more important than information that is both quick and high in quality.

As evidenced by the 2011 Excellence in Academic Libraries award, the Z Smith Reynolds Library is well-positioned to lead change – in our library at Wake Forest, in the University, and in the library field itself. Utilization of the library and its services is growing, teaching faculty are increasingly partnering with library faculty in their classes and in their scholarship, and students report that ZSR is their best friend by helping them to succeed. Here are ways that ZSR is leading change:

In the Library:

- Enriching the user experience through an intense focus on user needs
- Embracing digital content, while cherishing primary source materials
- Innovating with new teaching and learning technologies

In the University:

- Exploring eLearning methodologies in the Wake Forest way
- Acclimating international students to the Wake Forest culture
- Creating new knowledge through partnerships with faculty

In the Profession:

- Flipping the mission to user-centered success as a model to all libraries
- Fostering innovation and entrepreneurship
- Maximizing emerging technologies for higher service models

Libraries have never been more relevant or more needed than in these times of change.

Onward.

Lynn Sutton
Dean, Z. Smith Reynolds Library



Dean Lynn Sutton

BUILDING EXCEPTIONAL FACULTY-STUDENT ENGAGEMENT

Information Literacy Course Online:

The popular elective credit-bearing course, *LIB100: Accessing Information in the 21st Century*, is designed to help students capably conduct college-level research. Students regularly communicate the value of the course and often state that they think it should be required for everyone. Student demand for the course exceeds available seats every year, which leads the library to consider how to expand its availability. Therefore, in fall 2011, ZSR offered an online version of the class – one of the first online courses for WFU undergraduates. The Head of Instruction at ZSR, Lauren Pressley, developed the pilot to introduce online learning to the College and to illustrate a specific instance of a high-quality, Wake Forest-style class in an online environment. The course provided a framework for the discussions of online learning that have occurred across campus over the past year.



Dean Sutton joined in exam week stress-relief fun by sending this message in response to student Atrium decorations.

Engaging with Students:

ZSR Library utilizes a variety of ways to reach out and connect with students. The goal is to show current and future students that ZSR faculty and staff are approachable and can help them flourish at WFU. A multi-pronged approach includes programming for current WFU students and additionally, local middle and high school students.

- In programs such as LENS, a three-week pre-college summer program that tackles the global challenge of sustainability, librarians collaborate with Wake Forest professors.
- An academic library can be intimidating, so ZSR reaches out to new WFU students recreationally, by sponsoring early semester social events like **Capture the Flag** and **Humans vs. Zombies**, which was a new addition in fall 2011 — and an instant hit.
- The library collaborated with Residence Life & Housing to place a reference librarian in student residence halls on Sunday afternoons late in the semester. These sessions reached students just when they most needed assistance on their research papers.



Students prepare to play Capture the Flag.

New and Revitalized Spaces:

- **Auditorium:** At the start of the 2011 academic year, a new 118-seat library auditorium was unveiled on the fourth floor of the Reynolds Wing. Featuring high-quality audio and video equipment, the space is highly sought after by many WFU community constituents. Faculty reserve the auditorium for events like lectures and symposia for classes to view documentary films in a theater-like setting. Student groups use it to host speakers and show films. Administrative units use it for internal meetings and as a space to host departmental events. It is also the locale for the popular Library Lecture Series throughout the year and the Senior Showcase in the spring. The auditorium comes equipped with a DVD and Blu-ray player, which take optimal advantage of the high-definition projector and surround sound speakers. Standard classroom controls include a touch panel for projection from a laptop or other auxiliary equipment. The well-appointed surroundings and built-in features make it the optimal choice for a smaller sized, but fully functional, auditorium.

- **Media Center:** Next door to the auditorium, a new space was created to facilitate browsing the collection of popular, educational and documentary films. This new room addresses longstanding user requests to browse the collection. The DVDs are arranged alphabetically by title within seven genres: feature, foreign, documentary, instruction, television, children and performing arts. The room also features six viewing stations equipped to show VHS tapes, Blu-rays and DVDs. Since the room opened last fall, the circulation of DVDs has increased by 10%.

- **Video Conferencing Classroom:** The original electronic classroom in ZSR, Room 204, underwent a transformation in 2011. In addition to a much-needed renovation of seating, lighting, wiring and equipment, the room now features a complete video conferencing system using Cisco TelePresence technology. Additional capabilities include two projectors and screens that can display from separate input sources including the instructor's laptop, cable TV, DVD player, HD document reader and a SMART™ Technologies Symposium. The room seats 35, or 18 for active video-conferencing.

- **Library Classroom 476:** This room is the primary location for most LIB100 classes and individual library instruction sessions. It has been long overdue for a facelift and received one late in the fiscal year. New carpet complements the newly outfitted furniture that is mobile, reconfigurable and comfortable. The room is now wired for optimal technology use.



Shannon Gilreath presents at the Library Lecture Series in the new auditorium.

I like your re-organization of the movies so that you can browse the shelves.

—WFU Staff



Students enjoy LIB100 in the newly refreshed Library Classroom 476.



The DeacsRead Alumni online book club is led by ZSR librarians.

In my opinion, ZSR is a highlight of Wake Forest's campus. Even though I come with the purpose of doing work, I love coming to the library. ZSR is one of my favorite spaces on campus and I am so grateful to all those who make it a comfortable place to study and gather. – WFU Student



Michael Morgan lectures about the historic Bibles from his personal collection.

EDUCATING THE WHOLE PERSON

DeacsRead: In 2012, ZSR Library collaborated with the Alumni Office to create DeacsRead, an online book club where Wake Foresters come together to talk about a different book selection each month. ZSR librarians generate discussions and post questions for the participants. Alumni and the larger Wake Forest community may join the conversation by posting on the DeacsRead blog, tweeting on Twitter, and commenting on Facebook. Find DeacsRead at <http://bookclub.alumni.wfu.edu>.

Wilson Wing 20th Anniversary: Fall 2011 marked the 20th anniversary of the Wilson Wing, named after beloved Provost Emeritus Edwin G. Wilson. ZSR celebrated this anniversary with a week of commemorative activities in October, including four panelists who reminisced about the former library and how the addition of the Wilson Wing in 1991 changed the face of ZSR forever.

Bible Exhibit: To mark the 400th anniversary of the King James Bible, Special Collections curated an exhibit of 30 historic Bibles from its extensive collections. The exhibit, entitled “God’s Sacred Word Amongst Us,” featured a 1611 first edition folio King James Bible, some of the first Bibles printed in North America, and examples of artistic and technological innovation inspired by the Bible’s publication and representative of milestones in book design. In addition, Special Collections and the School of Divinity co-sponsored a travelling exhibit of historic Bibles. Collector Michael Morgan has assembled one of the most comprehensive private collections of English Bibles, New Testaments and Psalters in the United States, and he discussed his efforts during an event held in the Rare Books Reading Room.

BUILDING TOWARD THE FUTURE

Five-Year Building Plan: ZSR is the most heavily used academic building on campus, but it is beginning to show its age, with most of its original infrastructure and some furnishings from the original 1950s construction. Concurrently, systemic disruptive changes in the academic information landscape are significantly reshaping how patrons want to use the physical space that is ZSR Library. To address these issues, ZSR Library proposes to make radical changes to the existing building. A new Five-Year Building Plan systematically lays out how to rethink, refresh and renovate the building at the intellectual center of the University. The Wake Forest Facilities Department also plans to address infrastructure needs for the building. The library is seeking to identify funding, from both University and Capital Campaign sources, to address both long-deferred maintenance and functional renovations for the future. The plan is available at <http://zsr.wfu.edu/about/strategic-priorities/five-year-building-plan/>.

Strategic Planning:

The previous strategic plan for ZSR was implemented in 2007, in conjunction with the overall strategic plan for Wake Forest University. By 2011, all viable components of the library plan had been accomplished. The successful fulfillment of this ambitious plan was affirmed when ZSR won the ACRL Excellence in Academic Libraries award for 2011. The 2011-2012 academic year brought change to Wake Forest, as Provost Jill Tiefenthaler left and the University searched for her successor. Rather than mark time waiting for a new Provost, ZSR proactively decided to continue moving forward. As the University prepares to embark on a new Capital Campaign, the library must continue to position itself to lead the transformational changes reshaping modern higher education. The effort began by identifying new strategic priorities at a library-wide retreat in January 2012. Together, ZSR Library faculty and staff identified five meaningful "Big Ideas" that form the framework around the priorities for the next two years.

- Shift from Print to Digital Information
- Digitization of Unique Materials
- Enhanced Tools for Discovery of Information Resources
- Maximizing People Resources
- Outreach

These priorities will be in addition to the Five-Year Plan for space renovation. A suggestion to create a ZSR Library Values Statement emerged in discussions. Small groups of volunteers developed each idea. Each working group constructed a report that formed the basis for the stated priorities (<http://zsr.wfu.edu/about/strategic-priorities/>) and Values Statement (<http://zsr.wfu.edu/about/library-values/>).

Fundraising:

The University has designated the ZSR Library as a priority for the upcoming Capital Campaign. To prepare for the campaign, ZSR Library leadership, in partnership with University Advancement, established a framework for library fundraising operations. Dean Sutton and Director of Development for the Library and Special Projects Angela Glover worked hard to increase contributions to the Wake Forest Fund for ZSR Library by 34% over FY 2011. They also laid the groundwork for major donor cultivation.

The ZSR library continues to surprise and delight its users with innovative activities, new resources, and an emerging distinctive personality.
—WFU Staff



ZSR Library faculty and staff work together at the strategic planning retreat in January 2012.



Wake Forest alumnus Ken Wilson ('85) and his family with Dean Lynn Sutton in the Z. Smith Reynolds Library. Wilson made a gift to the library, which will name the crosswalk where they are standing.



Jacqui Carrasco performs during her lecture on "Mixing Electronic Sounds with a Romantic Violin: The Pioneering Work of Mario Davidovsky."

2011 - 2012 LIBRARY LECTURE SERIES

- Katy Harriger. *The Impact of 9/11 on American Politics*
- Gillian Overing. *Beowulf: A Poem for Our Time*
- Charles Getchell, Elen Knott, Larry Robbs and Harold Tedford. *ZSR Then and Now: The Evolution of a Building*
- Shannon Gilreath. *Don't Ask, Don't Tell, Don't Publish: Reflections on the Repeal of Don't Ask, Don't Tell*
- Film screening: *The Emperor's Club*
- Jarrod Whitaker. *Yoga: Its Modern Invention and its Contested Use throughout Indian History*
- Allison Slaby. Gallery talk: *Modern Masters from the Smithsonian American Art Museum*
- Film screening: *Pray the Devil Back to Hell*
- Fannézha Ford. *Keeping the Dream Alive*
- Shannon Gilreath. *The End of Straight Supremacy*
- Neal Walls and WFU students. *Communities of Faith: Wake Forest's Interfaith Pilgrimage to the Holy Land*
- Gregory Parks. *Alpha Phi Alpha: A Legacy of Greatness, the Demands of Transcendence*
- Paul Escott. History and Myth: *Why We Misunderstand the Civil War Era*
- Beth Hopkins. *African American Women in the 20th Century and the Road to and from Brown v. Board of Education*
- Jenny Puckett. *Writing about Tribble: The Irony and the Ecstasy*
- Steve Jarrett. *Double Jeopardy: Nightmare Cinema and the Doppelgänger*
- Jacqui Carrasco. *Mixing Electronic Sounds with a Romantic Violin: The Pioneering Work of Mario Davidovsky*
- Film screening: *Student Works in Progress at the Documentary Film Program*
- Nathan Atkinson, Lucas Johnston and Dick Schneider. *Earth Day 2012: Hydraulic Fracturing (Fracking) Panel Discussion*

SENIOR SHOWCASE: HONORS THESES & PROJECTS

Div. I - Erin Cassidy, Religion

John Calvin on Christian Responsibility for the Common Good

Div. III - Perry Ransbottom, Theatre

Scenic Design for *Emilie: La Marquise du Chatelet Defends Her Life Tonight*

Div. IV - Dain Finke, Anthropology

Understanding Caste and Self: A Dalit Caste's Navigation of Caste Boundaries and Identity Formation in Nepal

Div. V - Timothy Brady, Health & Exercise Science

The Effect of Breathing Frequency on Baroreceptor Sensitivity

The library has always been a great resource.
The help and customer service is remarkable.
I love the Lecture Series! - WFU Staff



Senior Showcase honorees Perry Ransbottom, Erin Cassidy, Dain Finke and Tim Brady

LIBRARY FACULTY PROMOTIONS

Molly Keener, Assistant Librarian to Associate Librarian
Steve Kelley, Associate Librarian to Librarian
Rosalind Tedford, Associate Librarian to Librarian
Hu Womack, Assistant Librarian to Associate Librarian

LIBRARY EMPLOYEE RECOGNITION AWARDS

Anna Dulin Milholland, Access Services: Outstanding Employee of the Year
Linda Early, Resource Services: Dedicated Deacon of the Year
Mary Beth Lock, Access Services: Helping Hand Award
Ellen Makaravage, Access Services: Unsung Heroine Award
Rebecca Baker, Access Services: Student Employee of the Year

AWARDS

Scott Adair. 2011 Exempt Staff Employee of the Year, Wake Forest University.

Wanda Brown. 2012 Distinguished Service Award, Black Caucus of the American Library Association.

Lauren Pressley. Distinguished Alumni Early Career Award, University of North Carolina at Greensboro, School of Education.

PRESENTATIONS

Brown, Wanda. (2011, November). *Growing and sustaining library associations.* Moldova Library Association Annual Meeting, Chisinau, Moldova.

Burris, Christian, & Chow, Anthony. (2011, October). *To fine or not to fine.* North Carolina Library Association Biennial Conference, Hickory, NC.

Burris, Christian, & Chow, Anthony. (2011, October). *What does a typical library website look like?* North Carolina Library Association Biennial Conference, Hickory, NC.

Cramer, Carol, & Hiatt, C. Derrik. (2012, April). *Taking guesswork out of demand-driven acquisition: Two approaches.* Electronic Resources and Libraries Conference, Austin, TX.



Dean Lynn Sutton (center) with ZSR Employee Recognition Award Winners: Linda Early, Anna Dulin Milholland, Ellen Makaravage, Mary Beth Lock



Scott Adair, 2011 Wake Forest Exempt Employee of the Year

The library staff is the most professional and helpful staff I've ever encountered. Thank you for all you do!
-WFU Faculty



The ZSR Library leadership team at their annual retreat



Sam Gladding at the annual Faculty Author Dinner held at ZSR Library



Study space is at a premium during the academic year.

Edwards, Gretchen, & **Davis, Barry**. (2011, October) *Serving next generation users through video collaboration*. North Carolina Library Association Biennial Conference, Hickory, NC [Poster presentation].

Gilbertson, Kevin, & Davis, Barry. (2011, December). *Digital storage in the cloud: Amazon web services and DSpace*. Association of Southeastern Research Libraries, Webinar.

Gilbertson, Kevin, Pressley, Lauren, & Gambill, Joy. (2012, May). *Unexpected insights from our Summon usability study*. NC-LITE, Appalachian State University, Boone, NC.

Hiatt, C. Derrik. (2012, June). *CORAL: Implementing an open source ERM*. North American Serials Interest Group 27th Annual Meeting, Nashville, TN.

Jeong, Sarah. (2012, June). *Expanding the role of the science librarian to the bioinformatics domain*. American Library Association Annual Conference, Anaheim, CA [Poster presentation].

Keener, Molly. (2012, May). *Scholarly communication: From understanding to engagement*. ACRL Scholarly Communication Road Show, Colorado State University-Pueblo, Pueblo, CO.

Keener, Molly, Macklin, Lisa, & Smith, Kevin. (2012, June). *ACRL scholarly communications discussion group*. American Library Association Annual Conference, Anaheim, CA. [Panel presentation].

Lock, Mary Beth. (2011, November). *Shall we go offsite?* Access Services Conference: Unlocking the 21st Century Library, Atlanta, GA.

Milholland, Anna Dulin, & Makaravage, Ellen. (2012, March). *Preserving and sharing: Bridging the gap between ILL and special collections*. ILLiad International Conference, Virginia Beach, VA.

McCallum, Carolyn. (2012, June). *Current research on and use of FRBR in libraries*. American Library Association Annual Conference, Anaheim, CA.

McCallum, Carolyn, & Mitchell, Erik. (2012, June). *FRBRizing Mark Twain*. American Library Association Annual Conference, Anaheim, CA.

Petersen, Rebecca. (2011, August). *The Archivists' Toolkit: Innovative uses and collaborations, exporting MARC*. Society of American Archivists Annual Conference, Chicago, IL.

Petersen, Rebecca, & Johnson, Vicki. (2012, March). *Keeping the faith and sharing it too*. Society of North Carolina Archivists Annual Conference, Greensboro, NC.

Pressley, Lauren. (2011, August). *QR codes, location based services, and augmented reality for libraries.* LYRASIS Ideas and Insights Series, Elon University, Elon, NC.

Pressley, Lauren. (2011, October). *Everybody teaches: Creating effective online e-learning experiences.* North Carolina Library Association 59th Biennial Conference, Hickory, NC.

Pressley, Lauren. (2011, October). *Patrons left to their own devices: Library databases and e-readers.* North Carolina Library Association 59th Biennial Conference, Hickory, NC.

Pressley, Lauren. (2011, November). *Change and opportunities for today's academic libraries.* Academic Library Association of Ohio, Toledo, OH.

Pressley, Lauren. (2012, February). *E-learning initiatives to enhance information and digital literacy.* Lillysouth Conference on College and University Teaching, Greensboro, NC.

Pressley, Lauren. (2012, April). *This library is not a place.* National Advisory Council, Reynolda House Museum of American Art, Winston-Salem, NC.

Scanlon, Mary. (2011, October). *Using the economic census to support entrepreneurs and small business owners.* North Carolina Library Association 59th Biennial Conference, Hickory, NC.

Smith, Susan. (2011, November). *Digital Forsyth: A partnership- budgeting in a collaborative grant.* From Theory to Practice: Accessing and Preserving Electronic Records and Digital Materials, State Historical Records Advisory Board and NC Department of Cultural Resources State Archives, Raleigh, NC.

Smith, Susan, & Mitchell, Erik. (2011, September). *Data visualization and digital humanities research: A survey of available data sets & tools.* Library & Information Technology Association National Forum, St. Louis, MO.

Smith, Susan, Tedford, Rosalind, Jeong, Sarah, & Womack, Hubert. (2012, January). *Embedded librarians: A variety of models to meet the needs of students.* NC-LITE, Wake Forest University, Winston-Salem, NC.

Sutton, Lynn. (2011, July). *As libraries change, keep your eye on the reader.* Florida State University/Panhandle Library Access Network, Tallahassee, FL.

Sutton, Lynn. (2011, December). *Embedded librarianship.* North Carolina Independent Colleges and Universities Fall Meeting, Winston-Salem, NC.

Transcript of research session with an online patron: Librarian: "So we'll just put these search terms in and see what we get..." (clicks enter) Patron: (looks at results) "...I think you have just changed my life!"
- Chat Session



"The Study Box" provides a cozy Atrium study space during final exams.



Associate Dean Wanda Brown (third from left) with the Information & Library Science Department at the Free International University of Moldova.



ZSR faculty present their e-book project at the WFU TechXploration event.

Your session with my FYS students did exactly what I was hoping for. It gave them a clear sense of the resources available to them and it also jump-started their projects. –WFU Faculty



ZSR faculty and staff volunteer at the Wake Forest Habitat for Humanity house.

Sutton, Lynn. (2012, January). *A look into the future*. Georgia Independent School Librarians Winter Meeting, Atlanta, GA.

Sutton, Lynn. (2012, February). *The future is now! How academic libraries can survive in uncertain times*. Clemson University Libraries, Clemson, SC.

Tedford, Rosalind. (2012, June). *Junk science: Encouraging critical thinking in a communication research methods class*. American Library Association Annual Conference, Anaheim, CA.

Womack, Hubert. (2012, June). *Embedded librarians*. In *Reference resurrected: Models for the 21st-century college library*. American Library Association Annual Meeting, Anaheim, CA.

PUBLICATIONS

Bosch, Stephen, Sugnet, Chris, Tucker, Cory, & **Corbett, Lauren.** (2011, October). *Do libraries still need book vendors and subscription agents? z687: Creating the Future of Tech Services*. Retrieved from <http://www.ala.org/alcts/resources/z687>

Fansler, Craig. (2012). Found! Restoring and digitizing the Cuala press sample book. *North Carolina Libraries*, 70(1), 25-27.

Fansler, Craig & Yun, Audra . (2011). Inside the box: Incorporating archival material into undergraduate information literacy instruction. *Journal for the Society of North Carolina Archivists*, 9(1), 15-24.

Jeong, Sarah, & Womack, Hubert. (2011). Connecting@ZSR: Meeting the research needs of international graduate students. In P.A. Jackson & P. Sullivan (Eds.), *International students and academic libraries: Initiatives for success* (pp. 185-199). Chicago: Association of College and Research Libraries.

Jeong, Sarah, & Kim, Seong-Tae. (2011). Reviews of science for science librarians: Genome-wide association studies (GWAS). *Science & Technology Libraries*, 30(3), 229-243.

Johnson, Vicki, & Mulder, Megan. (2011). Lights, camera, action! Using archival collections in student documentary films at Wake Forest University. *Journal for the Society of North Carolina Archivists*, 9(1), 35-45.

Keener, Molly, Johnson, Vicki, & Collins, Bobbie. (2012). In-house collaborative mentoring: Programs that capitalize on campus community strengths. *College & Research Libraries News*, 73(3), 134-146.

Kelley, Steve. (2011). What is RDA, and why should e-book managers care? In S. Polanka (Ed.), *No shelf required 2: Use and management of electronic books* (pp. 103-114). Chicago: American Library Association.

Krautter, Mary, **Lock, Mary Beth, & Scanlon, Mary** (Eds.). (2012) *The entrepreneurial librarian: Essays on the infusion of private-business dynamism into professional service*. Jefferson, NC: McFarland.

Mulder, Megan, & Jones, Carolyn. (2012) Putting the material in materiality: The embedded special collections librarian. In E. Mitchell, P. Seiden and S. Taraba (Eds.), *Past or portal?: Enhancing undergraduate learning through special collections and archives* (pp. 71-75). Chicago: Association of College and Research Libraries.

Pressley, Lauren. (2012). Social networks should not be banned at libraries and schools. In R. Espejo (Ed.), *Social networking* (pp. 27-35). New York: Greenhaven.

Smith, Susan, & Mitchell, Erik. (2012). Putting on a race for funds and fun. In M. Krautter, M.B. Lock, & M. Scanlon (Eds.), *The entrepreneurial librarian: Essays on the infusion of private-business dynamism into professional service* (pp. 129-151). Jefferson, NC: McFarland.

ZSR library is AMAZING! ...in my PhD search I made it a priority to find a university that has an equally awesome library and just as many research resources. – WFU Graduate Student



ZSR faculty line up for Founders Day Convocation procession.



Pizza Night at Wake the Library



Many ZSR faculty and staff attend the semi-annual American Library Association conferences.

I love going to the library because I am ALWAYS treated with respect when I am there. The librarians and library staff are wonderful and really look out for the well-being of each and every student.

-WFU Student



Students take advantage of Personal Research Sessions.

OFFICES HELD IN PROFESSIONAL ASSOCIATIONS

Brown, Wanda. Black Caucus of the American Library Association, Budget and Audit Committee, Co-Chair. North Carolina Library Association, President. North Carolina Library Association, 2011 Conference Planning Committee, Chair.

Corbett, Lauren. Association for Library Collections and Technical Services, Acquisitions Section, Past Chair. CLOCKSS, Board of Advisors.

Cramer, Carol. North Carolina Library Association, Finance Committee, Chair. North Carolina Library Association, 2011 Conference Planning Committee, Poster Sessions Co-Chair

Fansler, Craig. Society of North Carolina Archivists, Board Member.

Jeong, Sarah. North Carolina Library Association, Women's Issues in Libraries Roundtable, Web Coordinator. North Carolina Library Association, 2011 Conference Planning Committee, Public Relations Co-Chair.

Kelley, Steve. Association for Library Collections and Technical Services, Esther J. Piercy Award Jury, Chair. North American Serials Interest Group, Membership Development Committee, Vice Chair. North Carolina Library Association, 2011 Conference Planning Committee, Exhibits Chair.

Petersen, Rebecca. Society of North Carolina Archivists, Archives Week Committee, Chair.

Pressley, Lauren. American Library Association, Councilor. Horizon Project, Board of Advisors. Library and Information Technology Association, Board of Directors.

Scanlon, Mary. Business Librarians in North Carolina, Vice Chair.

Smith, Susan. *Journal of Web Librarianship*, Editorial Board. Library and Information Technology Association, 2012 LITA National Forum Planning Committee, Chair.

Sutton, Lynn. Association of College and Research Libraries Conference Cyber Zed Shed Committee, Co-Chair. Association of Southeastern Research Libraries, President-elect. Association of Southeastern Research Libraries Journal Retention Committee, Chair. Southern Methodist University Libraries, Executive Board.

SERVICE HIGHLIGHTS

	FY2011	FY2012
Instruction		
Presentations to Groups	746	872
Number of Participants	7,032	8,040
Reference Transactions		
In Person	4,595	4,961
Virtual	969	1,054
Total	5,564	6,015
Interlibrary Loan		
Loaned to Other Libraries	8,736	9,453
Borrowed for WFU Users	7,460	7,601
Circulation		
Total	219,238	176,139
Attendance		
Daily Average	3,015	3,084
Website		
Daily Unique Visits	3,491	3,653

RESOURCE HIGHLIGHTS

	FY2011	FY2012
Collections		
Print Volumes Held	1,398,364	1,413,241
Monographs Purchased	14,726	15,316
E-books Held	445,782	448,211
Additional Access to E-books	45,994	86,132
Serials Received (Print)	3,303	2,604
Access to Electronic Serials	41,783	51,186
Films/Videos/DVDs Held	20,710	22,156
Microfilm Units	696,788	695,490
Expenditures		
Monographs	\$596,136	\$620,875
Serials	\$3,081,489	\$3,181,640
Other	\$87,173	\$111,444
Total Materials	\$3,764,799	\$3,913,958
Personnel		
Salary and Wages	\$2,899,124	\$2,836,738
Benefits	\$721,048	\$705,446
Total Personnel	\$3,620,172	\$3,542,184
Total Library Expenditures	\$8,342,668	\$8,319,374

DONORS

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Z. Smith Reynolds Library Values

The Z. Smith Reynolds Library is defined by its:

Friendliness and Caring

We value being friendly and strive to be the embodiment of approachability for the Wake Forest community. We value and care about our colleagues in the library and about each individual at Wake Forest University.

Collaborative Spirit

We value collegiality and working together as a team. Our collaborations within the library, the larger Wake Forest community and the field of librarianship help us reach higher levels of service, innovation and impact on the campus and the profession.

Welcoming and Inclusive Place

We value the library as a place where everyone is welcome. We provide places where students, faculty and staff can gather and meet across disciplines. We provide spaces for the WFU community to host events and programs that engage and enrich the intellectual and cultural lives of the community.

The Z. Smith Reynolds Library values:

A Mission Focused on Success

We value progress and achievement in the Wake Forest community, and pledge to do all that we can to help our students, faculty and staff succeed. We celebrate success as a way to recognize quality work and to showcase and demonstrate the highest levels to which we all aspire.

Unparalleled Service

We value our community and seek to continually improve upon our role as information experts. We value partnerships with faculty and staff across campus to enhance the University's effectiveness. We continually strive to innovate and build new models of service to best meet the needs of our users.

The Quest for Knowledge

We value the quest for human knowledge in all its forms. We value the teaching and learning process by which knowledge is disseminated and acquired, and we value the creative process required to produce new thought.

The Z. Smith Reynolds Library aspires to live by these guiding principles:

Diversity and Inclusion

We value and appreciate differences: of opinion, perspective, culture, race, socioeconomic status, color, sex, national origin, religion, age, sexual orientation, gender expression and physical ability.

Innovation and Creativity

We value a culture of innovation and pledge to build a creative environment that allows us to explore new ideas, learn from failure and continually re-envision what libraries can be.

Love of Learning

We are intellectually curious and expect to continue to learn, grow and develop throughout our lives. We do this by reading, through engagement in professional development, by learning from each other and through access to cultural activities. We seek to instill the appreciation for lifelong learning in all of our library users.