



Annual Report

2012 - 2013

Z. SMITH REYNOLDS LIBRARY



WAKE FOREST
UNIVERSITY

REPORT FROM THE DEAN

Building a Community of Learners

In last year's Annual Report, I talked about how the ZSR Library was poised to lead change on the campus, particularly in the area of incorporating emerging technologies into the teaching and learning experience. Higher education is currently undergoing a period of systemic and disruptive change. This is similar to the decades of change that libraries have undergone since the advent of the Internet. Who better to lead technological change on a campus than the library, having survived and thrived in an environment of threats to its very existence?

This year, ZSR took a bold step in adapting the technology behind MOOCs (massive, open, online courses) and creating ZSRx, the first open, online, learning community at Wake Forest University. Massive online courses that enroll tens of thousands of students sound antithetical to the "Wake Forest way," which is known for creating close, personal relationships between faculty and students. Yet, Kyle Denlinger, eLearning Librarian and architect of ZSRx, found a way to use the technology to invite the 700 Wake Forest parents and alumni who signed up for the course to look on it "more as a starting point for learning and connecting to a larger community of learners." What is Wake Forest, if not a community of learners?

Next year, we intend to develop ZSRx into a series of courses that will serve to continue the development of that community of learners, uniting current students, faculty, staff, parents and alumni in a common love of learning. We live in an age where technology helps us share – our documents, our data, our images – and it can help us share our knowledge with each other in a warm and welcoming community of learners. ZSR will lead the way.

Onward.

Lynn Sutton, Ph.D.
Dean, Z. Smith Reynolds Library



BUILDING EXCEPTIONAL FACULTY-STUDENT ENGAGEMENT

HathiTrust. The ZSR Library joined HathiTrust in January 2013 as a sustaining partner. Currently, the HathiTrust Digital Library contains over 10 million digitized monographs and serials. Over sixty research libraries worldwide have committed to the long-term availability of the cultural record. Many of the partners contribute content for digitization. Others, like ZSR Library, become sustaining partners to participate in the curation and management of the HathiTrust repository in return for enhanced services for accessing and using materials in the digital library.

ZSR Renews. This new service assists faculty with renewing their library materials without having to leave their offices. Library staff renewed over 400 books in this academic year by visiting faculty offices and handling renewals with a traveling barcode reader and laptop.

“Religion in North Carolina” LSTA Digitization grant. ZSR Library has partnered with Duke Divinity School and UNC-Chapel Hill on a three-year grant to digitize and provide access to 8,000 volumes of religious materials from every county in North Carolina. During this first year, ZSR Library sent approximately 1,000 monographs and serials for digitization and incorporation into the Internet Archive. The grant is made possible through funding from the federal Institute of Museum and Library Services (IMLS) under the provisions of the Library Services and Technology Act as administered by the State Library of North Carolina.

LIB260: *History of the Book, 1500-2000.* This new 1.5-credit course was added to the library instruction program in 2012. It introduces students to the interdisciplinary field of book history (or, history of print culture) which combines history, literary studies and bibliography. Students examine printed texts as objects of study in three major ways: as material artifacts, as vehicles for text and as social constructs.



ZSR staff travels to faculty offices to renew materials

Hensley Collection. The gift of Jan Hensley's personal collection of materials by and about North Carolina authors was an important addition to the Southern American literature collections at ZSR. Mr. Hensley, who attended Wake Forest in the 1960s, is a photographer, author and collector who has been active in the North Carolina literary world for nearly 50 years. He is best known for his candid photographs of authors, which have been exhibited at Wake Forest and at many other venues throughout the state. The Hensley Collection includes a wide array of print, audio, graphic and archival materials. Taken as a whole, the collection provides not only a wealth of information on individual authors, but also a snapshot of the literary culture of North Carolina over the past half century.

Letterpress. In August 2012, the library received a complete print shop donated by Winston-Salem citizen Carl Hein. Mr. Hein spent his entire life in printing and packaging, retiring eleven years ago as the president of RJR Packaging. The equipment includes a 1906 Chandler & Price 9x12 letterpress, an 1892 Peerless Gem paper cutter, five cabinets of lead type and all the tools needed for setting type and printing it. The students in the *History of the Book* class have already used the press, and library faculty members are collaborating with other University units about other potential academic uses.

I appreciate the work of our libraries...very much.
Where would scholarship be without all your help!

-WFU Faculty

New and Revitalized Spaces. ZSR Library collaborated with the Dean of the College, Information Systems and the programs in Art, Communication and Documentary Film to create a multifunctional, multimedia, Macintosh computer lab. Located on the main floor, adjacent to The Bridge, the lab provides a combined central location for classroom and lab instruction by these academic programs.



Carl Hein and the letterpress

THE LIBERAL ARTS AND THE PROFESSIONS

Planning Process for Library Services to School of Business. ZSR leadership spent much of the academic year planning to open an exciting new Business Information Commons in Farrell Hall. This process involved transitioning staff, collections and services from oversight by the Professional Center Library to ZSR, effective July 1, 2013. The new academic year should bring an enhanced level of information services to the faculty and students of the School of Business.

CREATING AND PRESERVING OPPORTUNITY

Textbook Loan Program. To help ease cost burdens on students, the ZSR Library collaborated with the University Bookstore to establish a textbook reserve collection as an alternative to purchasing expensive textbooks. The library purchased one copy of every textbook for courses with more than 30 students. During the fall 2012 semester, 135 textbooks were bought, and, in spring 2013, an additional 49 textbooks were added to the collection. The books circulated 979 times.

The well-laid-out material was easily absorbed. I enjoyed being able to work at my own pace and seek out additional material. -ZSRx Participant

Outreach. ZSR Library faculty members have taken an increasingly active role in the Wake Forest Summer Bridge program for student athletes and others who can benefit from an early start to their classes. The library is also an enthusiastic and creative partner in many Wake Forest summer camps and academic programs, especially LENS and Duke TIP. These programs expose WFU and ZSR to highly talented middle and high school students, many of whom apply to WFU in the future.



EDUCATING THE WHOLE PERSON

ZSRx. ZSR hosted the first WFU online learning community – *ZSRx: The Cure for the Common Web*. It engaged participants in a fun, collaborative, learning environment by exploring tools and techniques for using the Web to increase personal productivity, strengthen search habits and sharpen evaluation skills. Four weekly modules included these topics: basic search strategies, advanced searching, privacy and filters, and tools for information management. The course was designed as a low-barrier entry into the world of online education, knowing that participants would have many other commitments. Interaction was rich and deep, with participants commenting freely on each other's posts. The 700 participants ranged from members of the class of 1954 to the class of 2012. According to post-course evaluations, they enjoyed it immensely. One participant said, "Kudos to you and Wake for doing this, and I hope you will offer other courses in the future."

EDUCATING THE WHOLE PERSON

Musicircus: ZSR Library collaborated with Professor of Music Louis Goldstein to kick off a monthlong "Cagefest" celebration honoring John Cage's 100th birthday by hosting a Musicircus in the Atrium. Cage created the Musicircus concept in 1967. It is a musical event where multiple musicians perform their individual works in the same place at the same time. The Atrium provided an ideal venue for this energizing event and brought visitors from all over the Triad.

BUILDING TOWARD THE FUTURE

Fundraising. The Z. Smith Reynolds Library will play an integral role in the Wake Forest University capital campaign. ZSR has created a national model for academic libraries with its mission to help students, faculty and staff succeed. In order to foster the creativity and innovation that are needed to keep the library moving forward, external support will be necessary. In order to provide modern learning spaces in a beloved historic building, substantial capital funding is required. And in order to extend the reach of the university by using technology to create an open, online learning community, support from the larger Wake Forest family is critical. The theme of the ZSR campaign is "Leading Change." The giving page on the library website lays out opportunities for investment in physical facilities, learning technologies and the engagement of students to take advantage of all the ways ZSR can help them lead lives that matter.



Five-Year Building Plan Progress. During fiscal year 2013, two major infrastructure improvement projects were funded, planned and initiated. Two new HVAC units were installed to replace the single one that had handled both the sixth floor Special Collections Reading Room and the eighth floor for 56 years. This was the first phase of a multiyear plan to completely replace the original HVAC systems in the Reynolds Wing. This new system will ensure proper regulation of both temperature and humidity to best protect the rare collections housed in that area of the library. In a second and more publicly noticeable project, a renovation and refreshing of the iconic library Atrium got underway with the replacement of the seven-story windows at both ends of the space. Every campus tour for prospective students ends in the Atrium, and these windows frame the space in an inspiring way. Not only will the new windows enhance the beauty of the space, they provide up-to-date UV protection and insulation.



Senior Showcase honorees: Liu "Nick" Cheng, Alexander Pronko, Lani Domagalski, Jonathan Barker

SENIOR SHOWCASE

The Senior Showcase recognizes exemplary senior theses, research and projects. In 2013, each honoree was awarded \$1,000 and an opportunity to present their research publicly.

Div. I - Jonathan Barker, Philosophy
Animating Animalism by Eliminating Eliminativism
 Nominated by Patrick Toner

Div. III - Liu "Nick" Cheng, Music
 Piano Performance of Bach, Beethoven, Chopin, and Prokofiev Masterworks
 Nominated by Peter Kairoff

Div. IV - Lani Domagalski, Politics & International Affairs
Wisconsin and Michigan Collective Bargaining and Breaking the Unions
 Nominated by Charles "Hank" Kennedy

Div. V - Alexander Pronko, Biology
*The Novel Kinematics of a Water-Land Transition in Mangrove Rivulus (*Kryptolebias marmoratus*)*
 Nominated by Miriam Ashley-Ross

2012-2013 LIBRARY LECTURE SERIES

Dianne Caesar
Langston Hughes, The People's Poet

Eric G. Wilson
Everyone Loves a Good Train Wreck

John Dinan
Change and Continuity in the 2012 Election

Julianne Harper and Eric Swaim
 Performance: *Honey Rider*

Bentrice Jusu
The Selfless Gift

Andrew Smiler
Challenging Casanova: Beyond the Stereotype of the Promiscuous Young Male

Derek S. Hicks
Reclaiming Spirit, Reframing Flesh

Michelle Balaev
The Nature of Trauma in American Novels

James Byrd
Row, Row, Row Your Boat: Recovery from Disaster in the John T. Christian Library at New Orleans Baptist Theological Seminary

Your help inspired me that there are people in the world who still have a passion for a knowledge and an ability to share it with others.
 - Student

LIBRARY EMPLOYEE RECOGNITION AWARDS

Travis Manning, Access Services:
Jill M. Tiefenthaler Employee of the Year Award

Doris Jones, Resource Services:
Unsung Heroine Award

Ellen Makaravage, Access Services:
Helping Hand Award

Patty Strickland, Resource Services:
Dedicated Deacon of the Year

Nate Guthals, Special Collections & Archives:
Student Employee of the Year



Dean Lynn Sutton (center) with Advising Award winners: Rosalind Tedford, Hubert Womack

GRANTS

State Library of North Carolina, Institute of Museum and Library Services. Religion in North Carolina Digitization Project. Awarded \$30,250 to local Principal Investigator Megan Mulder.



Dean Lynn Sutton (back) with ZSR Employee Recognition Award winners: Ellen Makaravage, Doris Jones, Travis Manning

AWARDS

Rosalind Tedford. Excellence in Academic Advising, Wake Forest University.

Hubert Womack. Excellence in Academic Advising, Wake Forest University.

Special Collections & Archives. Davis C. Woolley Award for Outstanding Achievement in Assessing and Preserving Baptist History.

LIBRARY FACULTY PROMOTIONS

C. Derrik Hiatt,
Assistant Librarian to Associate Librarian

Carolyn McCallum,
Associate Librarian to Librarian

Sarah Jeong,
Associate Librarian to Librarian

ZSR STATISTICAL HIGHLIGHTS

AT ZSR LIBRARY IN FY 2013...

Students participated
in library instruction

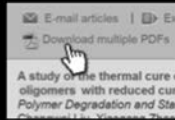
6,398 times



7,833

reference
questions
were
answered

959,150 articles
were downloaded

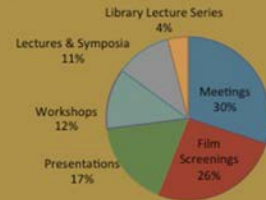


84 percent
increase in eBook usage

Over **10,400** visitors came to the
ZSR building or the library website
daily, a **400%** increase since 2006



60 different campus groups held
244 events in the ZSR Auditorium



	FY2012	FY2013	% inc
Services			
Instruction			
Presentations to Groups	872	973	11.5
Number of Participants	8,040	8,489	5.5
Reference Transactions			
In Person	4,961	5,881	18.5
Virtual	1,054	1,952	85.2
Total	6,015	7,833	30.2
Interlibrary Loan			
Loaned to Other Libraries	9,453	9,985	5.6
Borrowed from Other Libraries	7,601	6,491	-14.6
Circulation	176,139	184,804	4.9
Daily Average Attendance	3,084	3,304	7.1
Website Daily Unique Visits	3,653	7,116	94.7
Expenditures			
Collection Materials	\$3,913,958	\$4,200,812	7.3
Personnel	\$3,542,184	\$3,827,948	8.1
Total Library Expenditures	\$8,319,374	\$8,663,537	4.1

PRESENTATIONS

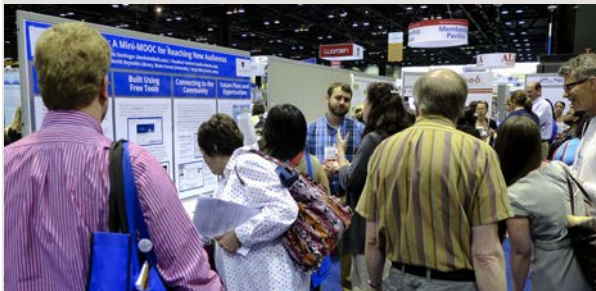
Brown, Wanda. (2012, November). *Trust, Leadership and Happiness in the Workplace*. Women's Issues In Libraries Roundtable, North Carolina Library Association, Raleigh, NC.

Cramer, Carol. (2012, August). *All About Demand-Driven Acquisition*. LEETS: Libraries eResource & Emerging Technologies Summit, Starkville, MS.

Cramer, Carol. (2012, November). *Running a Contest to Encourage Timely Monograph Ordering*. Charleston Conference, Charleston, SC.

Davis-Kahl, Stephanie, & **Keener, Molly.** (2013, May). *Scholarly Communications: From Understanding to Engagement*. Association of College and Research Libraries Scholarly Communications Roadshow, Bloomington, IL.

Denlinger, Kyle. (2013, April). *ZSRx: An Information Literacy MOOC*. Coalition for Networked Information Spring 2013 Membership Meeting, San Antonio, TX.



Kyle Denlinger presents a poster at the American Library Association Annual Conference

Optime - gratias maxumas tibi ago,
(translation: Very well - thank you very much)
-WFU Faculty

Denlinger, Kyle. (2013, June). *ZSRx: A Mini-MOOC for Reaching New Audiences*. American Library Association Annual Conference, Chicago, IL. [Poster presentation].

Dulin, Anna, & Mulder, Megan. (2013, June). *Lifting the Curtain: Interlibrary Loan and Special Collections*. Rare Books and Manuscripts Section of the Association of College and Research Libraries Annual Conference, Minneapolis, MN. [Panel presentation].

Keener, Molly. (2012, October). *Open Access: Blazing Trails through the Scholarly Communication Landscape*. Scholarly Conversations Speaker Series, Greenville, SC.

Keener, Molly, Kirchner, Joy, & Cross, William. (2013, June). *Scholarly Communications: From Understanding to Engagement*. Association of College and Research Libraries Scholarly Communications Roadshow, Council of Prairie and Pacific University Libraries, Edmonton, AB, Canada.

Leonard, Elisabeth, & **Smith, Susan Sharpless.** (2012, November). *Working Together: Evolving Value for Academic Libraries*. Charleston Conference, Charleston, SC.



WFU Pep Band entertains students during exam week

Lock, Mary Beth. (2012, September). *Social Entrepreneurship in Action: Digitizing Our Cultural History*. Library Leadership & Management Association, Webinar. [Panel moderator].

Lock, Mary Beth, & Patterson Pope. (2012, September). *Repurposing the Library: One Library's Experience*. SpaceSaver Webinar.

Mulder, Megan. (2013, March). *The Religion in North Carolina Digital Collection: A Collaborative Project Providing Digital Access to Primary Materials of Religious Bodies in North Carolina*. Librarians' Association of the University of North Carolina-Chapel Hill (LAUNC-CH) 2013 Conference, Chapel Hill, NC.

Mulder, Megan, & Petersen, Rebecca. (2013, June). *Hidden Treasures: The Max and Gertrude Hoffmann Papers*. Rare Books and Manuscripts Section of the Association of College and Research Libraries Annual Conference, Minneapolis, MN. [Poster presentation].

Pressley, Lauren. (2012, August). *Backwards Design: Planning, Executing, and Assessing Library Instruction...But Not Necessarily in That Order*. Business Librarianship In North Carolina (BLINC) Meeting, North Carolina Library Association, Winston-Salem, NC.

Pressley, Lauren. (2012, November). *Backwards Design: Creating Learning Opportunities That You Can Assess*. Assessment Beyond Statistics, College and University/Community College and Junior College Libraries Section, North Carolina Library Association, Thomasville, NC.

Scanlon, Mary. (2012, November). *Assessing Sustainable Practices in an Academic Library: Participating in the STARS Program*. Assessment Beyond Statistics, College and University/Community College and Junior College Libraries Section, North Carolina Library Association, Thomasville, NC.

Scanlon, Mary. (2013, March). *Economic Indicators*. HELP! I'm an Accidental Government Information Librarian, Government Resources Section, North Carolina Library Association, Webinar.

You have a wonderful facility and staff and I wanted to pass along my compliments. I can't tell you how much at ease and how well prepared with resources I felt by the time I left your library.

-Community User

Smith, Susan Sharpless. (2012, September). *Digital Forsyth: Through a Social Entrepreneurial Lens*. Social Entrepreneurship in Action: Digitizing Our Cultural History, Library Leadership & Management Association, Webinar. [Panel presentation].

Smith, Susan Sharpless. (2012, October). *Digital Forsyth*. Fabulous Fridays, Public Library Section, North Carolina Library Association, Winston-Salem, NC.

Smith, Susan Sharpless. (2013, March). *Life Lessons Learned: Through a Librarian's Lens*. Alumni Day Luncheon, University of North Carolina at Greensboro Library and Information Studies Alumni Association, Greensboro, NC.

Smith, Susan Sharpless, & Horton, Mary C. (2013, March). *Similarities & Differences in Financial Management Between a Small Private and A Large Public University*. Conference of the Association of Library Financial Management Officers, Glenside, PA.



ZSR Library Outdoor Reading Room

Sutton, Lynn. (2013, April). *ZSRx: The Back Story*. Spring Membership Meeting, Association of Southeastern Research Libraries, Memphis, TN.

Sutton, Lynn. (2013, May). *Community Building in Libraries: Success for Every User*. Communities in the Cloud, the Commons and the College, Association of College and Research Libraries - New England Chapter, Worcester, MA.

Tedford, Rosalind. (2013, January). *Letting Summer Happen at Wake Forest*. Midwinter Conference, American Library Association, Seattle, WA.

Womack, Hubert. (2013, May). *Outreach to Students*. North Carolina Bibliographic Instruction Group (NCBIG) Camp, North Carolina Library Association, Greensboro, NC.

Womack, Hubert, & Scanlon, Mary. (2012, November). *eBooks and eReaders - The Good, the Bad and the Ugly*. Alumni Lunch 'n Learn, Office of University Advancement - Alumni, Wake Forest University, Winston-Salem, NC.

PUBLICATIONS

Burris, Christian, Hiatt, C. Derrick, & Kelley, Steve. (2013). The Intersection of Serials Acquisitions, Cataloging, and Electronic Resource Management. *Technicalities*, 33(3), 12-15.



Students study into the night

Imre, Andrea, Hartnett, Eric, & **Hiatt, C. Derrik.** (2013). CORAL: Implementing an Open-Source ERM System. *The Serials Librarian*, 64(1-4), 224-234.

Johnston, Lucas, **Collins, Bobbie,** Boyle, Anne, & **Womack, Hubert.** (2012). Looking at Sustainability Through a Different LENS. *Sustainability: The Journal of Record*, 5(4), 244-247.

ZSR Library and the LGBTQ Center co-sponsored a float in the Winston-Salem Pride 2012 Parade



Kelley, Steve, McCallum, Carolyn, & Lock, Mary Beth. (2012). The Cataloging of E-Book Readers: A Service Model-Oriented Approach. *Serials Review*, 38(3), 178-182.

Mitchell, Erik, & **McCallum, Carolyn.** (2012). Old Data, New Scheme: An Exploration of Metadata Migration Using Expert-guided Computational Techniques. In Andrew Grove (Ed.) *Proceedings of the 75th Annual Meeting of the American Society for Information Science and Technology*, Vol. 49 (10 pp.) Silver Spring, MD: American Society for Information Science and Technology.

Pressley, Lauren, Fansler, Craig, Gilbertson, Kevin, Petersen, Rebecca, McMahan, Kaeley, Edwards, Gretchen, & Yun, Audra Eagle. (Eds.). (2013). *Research Like a Librarian: Accessing Information in the 21st Century*. Winston-Salem, NC: Wake Forest University Digital Publishing. In addition to the editors, chapters were contributed by: **Ellen Daugman, Molly Keener, Mary Beth Lock, Ellen Makaravage and Mary Scanlon.**

Smith, Susan Sharpless. (Ed.). (2012). Data Curation [Special Issue]. *Journal of Web Librarianship*, 6(4).

Smith, Susan Sharpless. (2012). Introduction: Special Issue on Data Curation. *Journal of Web Librarianship*, 6(4), 225-227.

Sutton, Lynn. (2012). Like a Snowball Gathering Speed: Development of ASERL's Print Journal Retention Program. *Collection Management*, 37(3-4), 223-236.

Tedford, Rosalind, Corbett, Lauren, & Lock, Mary Beth. (2013). How Transformational Leadership Translates into Recognized Excellence in Academic Libraries. In K. Blessinger & P. Hrycaj (Eds.) *Workplace Culture in Academic Libraries: The Early 21st Century* (pp. 263-274). Cambridge, MA: Chandos Publishing.



Adding collections at the Documenting Diversity event



Librarians Mary Beth Lock and Mary Scanlon were among the honorees at the annual Faculty Authors event

OFFICES HELD IN PROFESSIONAL ASSOCIATIONS

Brown, Wanda. BOOKMARKS, Board of Directors. North Carolina Black Repertory Theatre Company Guild, Board. North Carolina Library Association, President.

Corbett, Lauren. CLOCKSS, Board of Advisors. North Carolina Independent Colleges and Universities Library Purchasing Committee Annual Meeting, President.

Cramer, Carol. North Carolina Library Association Finance Committee, Chair.

Dowling, Thomas. Library and Information Technology Association Publications Committee, Chair.

The students have produced some of the finest research papers in my memory at WFU. I attribute much of that success to your wonderful help. -WFU Faculty



The ZSR Library Leadership team at its 2013 retreat

Fansler, Craig. Society of North Carolina Archivists, Board of Directors. Society of American Archivists, Preservation Steering Committee.

Hiatt, C. Derrik. NC LIVE Usage Data Group, Advisory Board.

Jeong, Sarah. Asian Pacific American Librarians Association, Executive Board. North Carolina Library Association Women's Issues in Libraries Roundtable, Web Coordinator.

Kelley, Steve. North American Serials Interest Group, Vice President. North American Serials Interest Group Membership Development Committee, Chair.

McCallum, Carolyn. Subject and Bibliographic Access Committee for the Anthropology and Sociology Section of the Association of College and Research Libraries, Co-chair.

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

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

Scanlon, Mary. Business Librarians in North Carolina, Chair. Conference for Entrepreneurial Librarians Marketing Committee, Chair.

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

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

Tedford, Rosalind. ABC-CLIO Advisory Board for American Government and Politics, Advisory Board. Marta Lang Awards Committee for the Law and Political Science Section of the Association of College and Research Libraries, Chair. SAGE/CQ Press Public Services, Advisory Board.

Zanish-Belcher, Tanya. Midwest Archives Conference Education Committee, Co-chair. Society of American Archivists, Councilor.

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