

Z. Smith Reynolds Library
Annual Report

2001 – 2002

Wake Forest University
Winston-Salem, NC
June 2002

ACKNOWLEDGMENTS

No unit accomplishes anything without the support of many other units and many individuals as well. The Reynolds Library appreciates the cooperation of Marian F. Parker of the Professional Center Library on Human Resources issues and Parks Welch of the Carpenter Library on licensing issues. Jay Dominick and the many staff members of Information Systems have offered strong support and collegiality in our joint endeavors. Financial and accounting services and Payroll have been very helpful in working with us to assure our bills and student workers are paid. Housekeeping and Facilities Management contribute to keeping us appropriately warm, cool, asbestos and vermin free!

Ken Zick contributed his enthusiasm and moral support to our Strategic Planning initiatives, and Sandra Boyette helped raise our campaign profile.

Thanks to all!

Z. SMITH REYNOLDS LIBRARY: CONTINUING COMMITMENT TO OUR MISSION

The primary mission of the Z. Smith Reynolds Library of Wake Forest University is to support the current and future instructional and research needs of the faculty and students of the College, the Calloway School, the Graduate School of Arts and Sciences, and the Divinity School, as well as the information needs of the administration and staff of the University. The library meets these needs by acquiring, organizing, preserving, and providing timely access to information and information resources in a variety of media, either on site or accessed from remote locations; the staff also meets these needs by providing instruction in information retrieval methodology. Instructional programs give students the skills necessary to function in, and contribute to, an increasingly networked world. The library contributes to the development of lifelong learners and supports the University's mission of providing a nationally recognized values-based liberal arts education. The library's mission also includes service to the broader Wake Forest community and support of the University's status as a good neighbor in the Winston-Salem community.

Z. SMITH REYNOLDS LIBRARY
ANNUAL REPORT
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Table of Contents

Contributing to the Success of WFU - Report from the Library Director4

Critical Success Factors for the Z. Smith Reynolds Library6

Significant Accomplishments of the Z. Smith Reynolds Library7

Challenges and Concerns for the Future8

Appendices

 Selected Data9

 Staff Transitions10

 ZSR Committees11

 Staff Development Opportunities.....13

 Leadership, Service, Publishing and Presentations14

CONTRIBUTING TO THE SUCCESS OF WAKE FOREST UNIVERSITY: A REPORT FROM THE LIBRARY DIRECTOR

The critical success factors that have been identified for the university all have correlations in the Reynolds Library!

1. Establish and maintain Wake Forest University's **point of difference**

In services, collections, and facilities we continue to be more responsive to students and more aware of their concerns than many other libraries. We do not charge fines, we offer free interlibrary loan, and we have created a ThinkPad desktop access point to our online catalog, our electronic databases and our electronic journals. We also provide, at the same access point, a way to make inquiries of the reference librarians and the library director. Our response time to these online requests is excellent. A clear point of difference may be found in the Senior Survey. Our students hold our library in far higher regard than their peers. This reflects the student-service focus of the library staff.

2. Increase **academic excellence**

The library is a major contributor to academic excellence, by providing both the resources that support good research, and the instruction in their use. Through individual and group transactions, librarians prepare students for learning. Collection development supports the research needs of faculty as well. We continue to provide major scholarly resources in print, micro-formats, media and digital collections. Further, we provide the tools to enable seekers to locate those resources we do not have on site, and facilitate their access to these collections. Parenthetically, there are no academically distinguished universities that lack an outstanding library!

3. Increase **financial resources**

The library has relatively little freedom in increasing library resources, but this year it competed successfully for a grant to begin the digitization of the Wait papers, it secured the first gift toward preserving the architectural blueprints of the major campus buildings, and it has another grant proposal out at present. Through dialog with the University Advancement office, the library and its development needs expect to be featured in a brochure as part of the capital campaign. It must be mentioned that the library has worked very hard to stretch its financial resources through strategic alliances, a point which will be expanded below.

4. Increase **marketing and visibility**

Like universities, libraries must actively market themselves. The pace of change in information creation and retrieval makes it all too easy for the academic community to fail to understand, and therefore fail to support and appreciate, what the library provides. University policies have actively discouraged the creation of newsletters, so the library developed an excellent users' guide for incoming students this year. The library also was reinstated to the new faculty orientation schedule when it was demonstrated that even faculty who had been here for years were unaware of some of the services offered! The library also had a rare and welcome opportunity this spring to present the outline of its strategic plan to the Trustees' Committee on the College. The Wait papers grant resulted in very positive

press coverage in several papers throughout the region. In the wider world of academic libraries, library staff members continue to bring positive visibility to the university through presentations, publications, and professional association service at regional and national levels.

5. Stay at the forefront of **technology**

The library is an active partner and participant in all of the university's technology endeavors: the electronic theses and dissertations project, the implementation of Blackboard in the classroom, the training of undergraduate and graduate students in the use of their computers. Library staff members are engaged in digitization projects, and operate in a totally automated environment. We are as up-to-date in the creation, assessment and use of technologies, including multimedia, as most of our peers. We continue to explore improvements to our integrated library system as well.

6. Enhance **organizational effectiveness**

As part of the strategic planning process in the Reynolds Library, we have examined our structure and continue to pursue the elusive ideal. We participated this spring in a survey called LibQual+ to measure our effectiveness and will receive and analyze the results in August. We have also agreed to host a workshop designed to improve the project management skills of its attendees from the staff. In a rapidly changing information and resource environment, we are never able to ignore our internal operations. We are strengthening a culture of assessment that should keep us focusing on internal improvements.

7. Develop **strategic alliances**

This is an area in which the library excels, and perhaps is an example for the entire university to follow! We are part of alliances on campus, of course, especially with Information Systems to develop the software load and the guide to the ThinkPad each year, and to provide that all-important training. Externally however, is where we have done what would otherwise be impossible. Through our strategic alliances, we have reduced the cost of and increased the access to electronic journals, books and databases. These alliances include state, regional and national partners. We enjoy "free" ILL transactions from a host of universities and we offer Kudzu, a shared catalog. We also find it extremely useful to share information among ourselves. In some cases, alliances with vendors have brought about mutual benefit, and these too have been pursued.

8. Fully understand the implications of Wake Forest University's **heritage and ethical foundation.**

The library has been very active in developing programs to help students recognize the ethical issues involved in plagiarism and the subtleties of copyright. Scholarly integrity depends on appropriate use and attribution of information, and librarians are in a unique position to guide and assist. The library's continuing efforts to collect and enhance access to University historical and archival materials reflect our understanding of the importance to preserve materials relevant to Wake Forest University's heritage.

CRITICAL SUCCESS FACTORS FOR THE Z. SMITH REYNOLDS LIBRARY

Central to our purpose and key to our success

1. Acquire, organize, preserve and provide excellent information resources in a variety of formats, including enhanced intellectual and physical access to them.
2. Provide highly regarded, responsive, timely, user-focused library services.
3. Teach and support students, faculty and staff in locating, evaluating and using information resources.
4. Lead the campus in innovative technology applications for academic and library endeavors.
5. Provide responsible fiscal stewardship of and increased funding for library collections, staffing and facilities.
6. Enhance organizational effectiveness of the library.

SIGNIFICANT ACCOMPLISHMENTS OF THE Z. SMITH REYNOLDS LIBRARY

Providing exceptional academic support, far beyond the ordinary

Acquire, organize, preserve and provide access to excellent information resources

- Secured deed of gift from Maya Angelou for the Angelou Film and Theatre Collection which totals more than 30 linear feet of manuscript and multimedia materials
- Transferred 15,000 items to offsite storage facility
- Instituted Electronic Thesis Distribution (ETD) Program with Graduate School and Carpenter Library
- Completed major shifting of collection and reorganization of stacks
- Archived electronic reserve materials
- Revised entire monograph approval purchasing plan
- Designed comprehensive collection weeding process

Provide highly regarded responsive, timely, user-focused library services.

- Increased interlibrary loan lending by 23% and interlibrary loan borrowing by 9%

Teach and support students, faculty and staff in locating, evaluating and using information resources

- Obtained faculty approval for library to offer Information Literacy credit course
- Created and distributed student guide to the library
- Increased use of Personal Research Session service

Lead the campus in innovative technology applications for academic and library endeavors

- Digitized and developed database and public interface for Wait digital collection project
- Coordinated ZSR Library participation in Infomine, a national cooperative virtual library development project
- Developed enhanced database for managing electronic resources
- Configured scanning system for visually impaired patrons

Provide responsible fiscal stewardship of and increased funding for library resources

- Secured \$25,000 in Library Services and Technology Act federal funding for digitizing the Samuel and Sarah Wait Collection
- Implemented printing cost recovery system
- Ensured optimal expenditure of operating, capital, and restricted funds

Enhance organizational effectiveness of library

- Initiated comprehensive strategic planning process
- Completed LibQUAL+ 2002 national market survey of user satisfaction
- Recruited for and filled three out of four professional vacancies
- Provided staff development opportunities to all library staff members

CHALLENGES AND CONCERNS FOR THE FUTURE

Realities to recognize and consider in planning

Acquire, organize, preserve and provide access to excellent information resources

- Removal of electronic government information, post 9/11
- ◆ Lack of collections space; continued and increasing expense of offsite storage
- ◆ Cutting serials in response to no growth budget without compromising support to the quality of academics
- ◆ Lack of budget for Divinity School support
- ◆ Risks to collections due to inconsistent humidity and temperature
- ◆ Impact of weeding and inventory projects on workload

Provide highly regarded responsive, timely, user-focused library services

- ◆ Inadequate safety and security measures in facility

Teach and support students, faculty and staff in locating, evaluating and using information resources

- Increased workload of information literacy credit course
- Impact of absence of two librarians throughout Fall 2002
- ◆ Lack of librarian for Divinity School

Lead the campus in innovative technology applications for academic and library endeavors

- Insecure environment exposing network and applications to viruses and other risks
- Ever-changing vendor technologies
- Online access for satellite libraries
- ◆ Technology refreshment is not guaranteed

Provide responsible fiscal stewardship of and increase funding for library resources

- Unknown intentions of North Carolina Baptists to extend funding to Baptist Collection
- ◆ Long-term effects of stagnant and inadequate budgets on collections
- ◆ Inadequate salaries
- ◆ Insufficient funding for preservation of University Archives materials

Enhance organizational effectiveness of library

- Pending retirements
- ◆ Weak applicant pools, especially for professional positions

- ◆ *Indicates challenges and concerns that continue from the previous year.*

SELECTED DATA FOR FY 2002

Resources

Library Volumes	1,366,338	2% increase from FY 01
Serials Titles	7,378	1% decrease from FY 01
Professional staff	27 FTE	4% increase from FY 01
Support Staff	27 FTE	7% decrease from FY 01

Services

Hours staffed per week	98	no change
Circulation	94,568	.5% decrease from FY 01
Interlibrary Loans Provided	3,354	23% increase from FY 01
Interlibrary Loans Borrowed	5,289	9% increase from FY 01
Electronic Resources Access	464,816 searches	9% decrease from FY 01

Expenditures

Library Materials	\$3,174,144	5% increase from FY 01
Electronic Resources	\$ 596,469	12% increase from FY 01
Salaries	\$2,152,456	3.6% increase from FY 01
Total Library Expenditures	\$6,156,125	9.4% increase from FY 01

STAFF TRANSITIONS

Left the University

- 11/01 Kathryn Milam, Library Assistant III, to St. Paul's Episcopal Church
- 12/01 Sherry Durren, Science Reference Librarian, to Gwinnett University Center, Atlanta, GA
- 1/02 Lanie Williamson, Serials Cataloger, to Samford University, Birmingham, AL

New Hire

- 7/01 Lisa Persinger, Special Collections Librarian

Promotions

- 10/01 Scott Adair, from Library Technician III to Circulation Manager
- 4/02 Kaeley McMahan, from Library Assistant I to Library Assistant III

Retirement

- 7/01 Isabel Zuber, Circulation Manager

Z. SMITH REYNOLDS LIBRARY COMMITTEES

Administrative Council

Rhoda Channing, Chair
 Wanda Brown
 Jill Carraway
 Mary Horton
 Elen Knott
 Debbie Lambert
 Susan Smith
 Sharon Snow
 Angela Wilson

Disaster Preparedness

Craig Fansler, Chair
 Carol Cramer
 Patrick Ferrell
 Leslie McCall
 Erik Mitchell
 Kristen Morgan
 Lisa Persinger

Employee Recognition

Peter Romanov, Chair
 Elise Anderson
 Linda Early
 Mary Lib Slate
 Linda Sykes

Inventory Planning

Mary Horton, Chair
 Scott Adair
 Wanda Brown
 Patrick Ferrell
 Medra Justis
 Erik Mitchell
 Tim Mitchell
 Susan Smith

Publications

Ellen Gardiner, Chair
 Daugman
 Renate Evans
 Debbie Lambert
 Megan Mulder
 Linda Sykes

Department Heads

Erik Mitchell, Chair
 Scott Adair
 Wanda Brown
 Jill Carraway
 Mary Horton
 Elen Knott
 Sharon Snow
 Roz Tedford

Tech Team Liaisons

Susan Smith, Chair
 Wanda Brown
 Carol Cramer
 Craig Fansler
 Mary Horton
 Kristen Morgan
 Megan Mulder

Employee Orientation

Mary Reeves, Chair
 Bill Burger
 Chris Burris
 Bobbie Collins
 Cristina Yu

Measures & Assessment

Debbie Lambert, Chair
 Scott Adair
 Prentice Armstrong
 Julia Bradford
 Jill Carraway
 Elisabeth Leonard
 Giz Womack

Staff Development

Angela Wilson, Chair
 Debbie Lambert
 Carolyn McCallum
 Kaeley McMahan
 Tim Mitchell
 Megan Mulder

Strategic Planning

Rhoda Channing, Chair
 Scott Adair
 Wanda Brown
 Jill Carraway
 Mary Horton
 Elen Knott
 Debbie Lambert
 Elisabeth Leonard
 Leslie McCall
 Lisa Persinger
 Peter Romanov
 Susan Smith
 Sharon Snow
 Linda Sykes
 Roz Tedford

Exhibits

Craig Fansler, Chair
 Charles Bombeld
 Elen Knott
 Kaeley McMahan
 Giz Womack

Offsite Storage

Mary Horton, Chair
 Scott Adair
 Wanda Brown
 Jill Carraway
 Renate Evans
 Patrick Ferrell
 Elen Knott
 Erik Mitchell

Signage

Scott Adair, Chair
 Ellen
 Charles Bombeld
 Julia Bradford
 Craig Fansler
 Julia Winfrey

United Way Campaign Coordinator

Patrick Ferrell

NC Live Training Representative

Susan Smith

Library Staff Association

Craig Fansler, President.

Erik Mitchell, VP/Pres. Elect

Kaeley McMahan, Secretary

Tim Mitchell, Treasurer

Kitchen

Elen Knott, Chair

Carol Cramer

Doris Jones

STAFF DEVELOPMENT OPPORTUNITIES

The Z. Smith Reynolds Library continues to provide a wide array of staff development opportunities, thanks to the work of its Staff Development Committee. The Library's Staff Development Program can be characterized as holistic in that it addresses development needs and interests ranging from technology to health and fitness to art appreciation. The committee organizes and sponsors activities based on recommendations from the entire staff. Presenters include library staff members, university personnel and campus faculty members. External community and library experts lead some of the workshops. The success of the staff development program is reflected by 100% of the library staff participating in at least one activity during FY 2002. In addition to the committee-sponsored programs listed here, the ZSR staff benefit from reports given by colleagues who attend conferences and seminars. Candidates for professional positions also provide learning opportunities through their presentations on the future of academic library resources and services.

Computing Skills

Backing Up Your Data, *by Giz Womack*

Viruses – How to Protect Yourself, *by Giz Womack*

Windows 98 Tips & Tricks, *by Rosalind Tedford and Giz Womack*

MS Publisher, *by Rosalind Tedford*

Microsoft Excel, *by Giz Womack*

Introduction to Dreamweaver, *by Giz Womack*

Cultural Connections

Book Discussion Lunch Bunch, *by Isabel Zuber*

Reynolda House Tour, *by Kate Bell*

Art in the ZSR Library, *by Kathryn McHenry*

Discovery of Cuba: A Visual Account of Paradise In Flux, *by Bill Burger*

Tree Identification on the Wake Forest Campus, *by David Davis*

Health, Wellness, and Personal Development

Health and Exercise Sciences Exercise Demonstration, *by Marcille Sexton*

Heart Healthy - Healthy Heart Screening, *by HealthBuilders Wellness Program*

Money Management, *by Deborah Womack, Cooperative Extension Services*

Resources, Services and Technology in Libraries

Insurance and Risk Management, *by SOLINET*

Recruitment @ Your Library, *by American Library Association*

Information Literacy, *by SOLINET*

Serial Holdings Format, *by SOLINET*

University Policies, Programs and Updates

FMLA, Short Term Disability and Long Term Disability, *by Angela Duncan*

Professional Center Library Tour, *by Maureen Eggert*

LEADERSHIP, SERVICE, PUBLISHING AND MORE

Staff members of the Z. Smith Reynolds Library share their talents, expertise and commitment with the University, the community at large, and the library profession. As representatives of Wake Forest University, the library staff members reflect its excellence and values.

***Leadership: a point of difference.** Beyond membership status, ZSR staff members serve in leadership roles for associations and organizations.*

Wanda Brown: American Library Association/Association for Library Collections & Technical Services, The Role of the Professional in Academic Technical Services Discussion Group, Vice Chair/Chair Elect; ALA/Black Caucus, Executive Board Member; North Carolina Library Association/Library Administration and Management Section, Executive Board

Christian Burris: North Carolina Library Association/North Carolina Library Paraprofessional Association, Secretary

Jill Carraway: North Carolina Independent Colleges and University (NCICU), Library Purchasing Committee, Chair

Rhoda Channing: SOLINET, Immediate Past Chair; OCLC Members' Council; American Library Association/Association of College and Research Libraries, Co-Chair of the Roundtables Committee for the Charlotte 2003 conference; State Historical Records Advisory Board; NC LIVE Librarians Working Group; NC Live Publicity Advisory Committee, Chair

Craig Fansler: North Carolina Preservation Consortium, Board Member

Mary Horton: American Library Association/Government Documents Roundtable, Secretary; Phi Beta Kappa - Epsilon Chapter, Wake Forest University, Vice-President/President-Elect

Deborah Lambert: American Library Association/Library Administration and Management Association, Measurement, Assessment, and Evaluation Section – Pre-conference Planning Committee, Co-Chair; North Carolina Library Association/Library Administration and Management Section, Personnel and Staff Development Interest Group, Chair; SOLINET, Training Advisory Group

Elisabeth Leonard: North Carolina Library Association, Executive Board; NCLA/Leadership Institute Committee, Co-Chair

Erik Mitchell: Voyager Users Group, Media Scheduling Enhancement Subcommittee

Lisa Persinger: Society of North Carolina Archivists, Planning Committee

Susan Smith: North Carolina Library Association/Technology and Trends Roundtable, Chair; NCLA Executive Board; Endeavor Systems, Image Server Enhancement Subcommittee; Infomine Development Team, Managing Editor

Linda Sykes: North Carolina Library Association/North Carolina Library Paraprofessional Association, Treasurer

Rosalind Tedford: North Carolina Library Association/Technology and Trends Round Table, Liaison to NC Libraries; Consortium of College and University Media Centers (CCUMC), Editorial Board (Reviews Editor) for Media Review

Cristina Yu: 3rd Annual North Carolina Interlibrary Loan Walk-in Workshop at North Carolina State University, Coordinator

Service to the University: strategic alliances. ZSR contributes to university initiatives through partnerships on campus.

Elise Anderson: Faculty ThinkPad Distribution and Training

William Burger: WFU Divinity School cultural experience to Cuba, Photographer, videographer, virtual reality producer; WFDD Fund Raising Volunteer

Jill Carraway: Watkins Continuation Committee; Divinity School American Theological Society (ATS) Readiness for Candidacy Study: Learning, Teaching, and Research, Theological Scholarship and Faculty Committee

Rhoda Channing: University Senate, Secretary; Committee on Information Technology; Library Advisory Committee; Academic Planning Committee; Executive Council; WFDD Fund Raising Volunteer

Carol Cramer: Faculty ThinkPad Distribution and Training

Ellen Daugman: Information Literacy Course Development Team

Linda Early: Jordan Theatre Scholarship Committee

Craig Fansler: Parking Appeals Officer; Wake Forest 50th Anniversary of the Winston-Salem Campus Groundbreaking Exhibit

Patrick Ferrell: Library Coordinator for United Way Campaign; WFDD Fund Raising Volunteer

Ellen Gardiner: Babcock School's 6th Annual Lessons in Leadership Series Teleconference, Registration Worker; NC Writing Project, Co-Director

Mary Horton: Phi Beta Kappa, Epsilon Chapter, Vice-President/President-Elect; Faculty ThinkPad Distribution and Training; Faculty Blackboard Training; Other Faculty Technology Training; Lower Division Advisor

Elen Knott: Recycling Leader

Deborah Lambert: Human Resources Policies Advisory Group; Human Resources Training Advisory Committee; Human Resources Student Employment Committee; START Presenter; ThinkPad Training Task Force

Carolyn McCallum: Faculty ThinkPad Distribution and Training; Faculty Blackboard Training

Lisa Persinger: WFDD Fund Raising Volunteer

Peter Romanov: WFDD Fund Raising Volunteer; Irish Festival Volunteer

Susan Smith: Electronic Thesis Distribution (ETD) Project Team; ThinkPad Project Committee; Training Task Force; Voyager Technical Working Group; WFDD Fund Raising Volunteer

Sharon Snow: Divinity School Accreditation Committee on Library & Information Resources, Student Recruitment, Admissions Services & Placement, Institutional Integrity (interdisciplinary activities)

Rosalind Tedford: Training Task Force Chair; ThinkPad Orientation Project Manager; Faculty ThinkPad Distribution Trainer; Blackboard Training and Support; Culpeper program Dreamweaver training for Faculty; CompaQ IPAQ Trainer for students in Dr. Tarte's French 153 class; Lower Division Advising Committee; WIN3 Focus Group Participant; WindowsXP/Windows2000 Project Committee; ThinkPad Load Team; Technology Guide Committee; Academic Adviser; University Representative to the Learning Technology Consortium; Affinity Group Leader (course management systems) for the IBM ThinkTank conference; Consultant to Culpeper Grant recipients on multimedia products and support for their projects; Hosted the Parents Reception during ThinkPad distribution for new students; Served on panel hosted by Information Systems Technology Outreach department for Non Profits and WinstonNet; Served as an Alumni Mentor to Dr. David Brown's FYS; Mentored a Freshman STAR for IS Student Programs, Fall 2001; Served at the late-night student breakfast May, 2002; WFDD Spring Fund Raising Volunteer

Angela Wilson: Information Literacy Course Development Team; Babcock School's 6th Annual Lessons in Leadership Series Teleconference, Registration Worker

Julia Winfrey: Chinese New Year Festival Volunteer

H. David "Giz" Womack: University Senate, Senator; Training Task Force; ThinkPad Orientation Project; Blackboard Course Management System Trainer; ThinkPad Load Team; Technology Guide Committee; Co-taught First Year Seminar Fall 2001 "Economist Way of Thinking and NCAA Basketball" with Dr. David G. Brown; Affinity Group Leader for the IBM ThinkTank conference, Summer, 2001; Assisted in Hosting the Parent's Reception during ThinkPad distribution for new students; Served at late-night student breakfast; WFDD Fund Raising Volunteer

Cristina Yu: Chinese New Year Festival, Planner and Coordinator

Service to the Community: heritage and ethical foundations. Staff members of ZSR embody *Pro Humanitate*, recognizing their social and civic responsibilities.

Elise Anderson: Winston-Salem primary and general elections, Poll worker; Victory in Partnership (VIP) program at Cook Elementary School, Volunteer; Community Roots Day, Stratford Road tree planting project,; Winston-Salem/Forsyth County Schools ThinkPad Distribution Trainer

Prentice Armstrong: Director, Zion-Campbell AME Church Young Adult Choir

Wanda Brown: Victory in Partnership (VIP) program at Cook Elementary School, Volunteer

William Burger: Just Plain Folks (music industry resource), Triad Regional Chapter Coordinator and Outreach Coordinator; TAXI (music marketing resource); Winston-Salem/Forsyth County School System ThinkPad Distribution Trainer

Rhoda Channing: United Way Leadership Circle; Consultant/External Reviewer to American University, Beirut

Ellen Daugman: Jefferson Elementary School Volunteer; Red Cross Blood Drive

Linda Early: Clemmons Presbyterian Church, Visiting Steward

Craig Fansler: Sit-in Marker Re-dedication, Winston-Salem

Doris Jones: Girl Scout #486 Troop Leader; Girl Scout Service Unit #42 Coordinator

Elen Knott: Community Zoning Advocate

Carolyn McCallum: Winston-Salem/Forsyth County School System ThinkPad Distribution Trainer

Erik Mitchell: Winston-Salem/Forsyth County School System ThinkPad Distribution Trainer

Timothy Mitchell: Winston-Salem/Forsyth County School System ThinkPad Distribution Trainer

Peter Romanov: Triad International Reading Service for the Blind, Reader

Mary M. Slate: UNCG Alumni “Lend a Hand” Community Project; Race for the Cure

Susan Smith: LSTA Internet Infrastructure Grant Applications, Peer Reviewer; Victory in Partnership (VIP) program at Cook Elementary School, Volunteer; Winston-Salem/Forsyth County School System ThinkPad Distribution Trainer

Sharon Snow: Forsyth Medical Center contract chaplain; Triad Reading Service for the Blind, Reader; Wake Forest Baptist Church committee member, finance, personnel, van and outreach

Laura Spear: Fostering three Salvadorian families; Teaching English to these families and their friends at St. Anne’s

Linda Sykes: Victory in Partnership (VIP) program at Cook Elementary School, Volunteer; Girl Scout #447 Troop Leader

Rosalind Tedford: Winston-Salem/Forsyth County School System ThinkPad Orientation Coordinator and Trainer

Angela Wilson: Northwest Food Bank Volunteer; United Way’s Kid’s Café Volunteer

H. David “Giz” Womack: Adam Foundation, Vice President; Alternative Resources of the Triad Gay and Lesbian Hotline Volunteer; Winston-Salem/Forsyth County School System ThinkPad Orientation Coordinator and Trainer

Cristina Yu: Winston-Salem Chinese American Association, President

Presentations and Publications: forefront of technology, libraries and academics. ZSR staff share expertise through presentations and professional publications.

Prentice Armstrong: M. L. King celebration, January 20, 2002 “Storms on the Horizon”

Wanda Brown: “Help Wanted: Recruitment and Retention of a Diverse Workforce,” presented at American Library Association Annual Meeting; “Recruitment and Retention of Employees,” Table talk for LAMS/North Carolina Library Association Biennial meeting

William Burger: “Macromedia Flash,” presented to NCLA Biennial Conference, TNT Pre-conference: Web Tools for Librarians.

Jill Carraway: “Collection Development in Multiple Formats” presented to Gale Group Sales and Marketing meeting in Ypsilanti, Michigan

Rhoda Channing: “Staff Development,” presented to North Carolina Independent Colleges and Universities, Library Directors’ Meeting Organizer and Moderator

Ellen Daugman: “Breaking Issues in Library Instruction,” NCLA Bibliographic Instruction Committee panel discussion.

Ellen Gardiner: Consultant, Frederick County, Md.: Writing to Learn; Using Portfolio Assessment (June 17-18)

Deborah Lambert: Lambert, D. (2002) “MAES LibQUAL+ Presentation,” *Library Administration & Management*. 16, 111. “New Employee Orientation – A Departmental Difference,” START Training, Office of Human Resources, Wake Forest University; “Supervisory Training Programs,” NCLA/LAMS Roundtable Discussion Leader.

Elisabeth Leonard: Associate Editor, Business and Economics for Infomine

Erik Mitchell: Using Javascript, CSS, and SSI to enhance Webvoyage. Voyager Users Group Meeting. Chicago, IL.

Peter Romanov: Guest Lecturer High Point University Scriptwriting Class

Susan Smith: Smith, S. S.(2001) “Review of ‘The New York Times - College Times’” *Choice* 39(4), 39-1910. “Research and Classroom Tools Project: A Strategy to Integrate the Library into the Campus Learning Community,” Co-presenter, Poster Session, ACRL President’s Program, ALA Annual Conference; “Using JavaScript and CSS to Enhance WebVoyage,” Co-presenter, Voyager Users Group Meeting (VUGM). Chicago, IL.; "How'd They Do That? Innovative Uses of the Web by Libraries and Other Groups," "Teaching Beyond Library Walls: Using the Web for Library Instruction," "Why Shouldn't I Use a Hot Pink Background? Design Issues for Web Pages and Web Sites," "What Do Your Users Want? Using Focus Groups for User Feedback (co-presenter)," NCLA Biennial Conference, TNT Pre-conference: Web Tools for Librarians.

Sharon Snow: Presentation to Baptist State Convention of North Carolina regarding North Carolina Baptist Collection activities

Rosalind Tedford: Presented Brown Bag lunches for Teaching and Learning Center (TLC) on Blackboard; Participated in the Panel on Plagiarism sponsored by the TLC; Presented Brown Bag Lunch for TLC on Copyright Issues; Hosted and served as presenter for Technology and Trends Round Table NCLA Pre-Conference “Web Tools for Librarians”; EDUCAUSE Mid Atlantic, presented “Front and Center: Getting library resources included in your University’s technology plan.”; American Library Association Annual Conference, 2002: Poster Session for ACRL President’s Panel: “Research and Classroom Tools Project: A Strategy to Integrate the Library into the Campus Learning Community.”

H. David “Giz” Womack: Womack, H. D. and Morton, P. (2001) “Review of Compaq Evo N400c.” *Syllabus Magazine*. Educause 2001, presented “Spreading the Wealth: University Partnership with Community K12 Schools.”; Educause Mid Atlantic, presented “Front and Center: Getting library resources included in your University’s technology plan.”

Formal Coursework: academic excellence. *ZSR staff are committed to their own lifelong learning.*

Elise Anderson: Oracle PL/SQL; Windows XP; XML; XSLT.

Jill Carraway: Beginning Conversation Spanish and Intermediate Conversation Spanish, WFU Human Resources.

Craig Fansler: Computer Graphics Certificate, Guilford Tech Community College, December 2001.

Deborah Lambert: Continuing coursework for Ph.D. at UNCG: Issues in Curriculum and Instruction; Law and Ethics in Higher Education; Intermediate Statistics; Independent Study – “LibQUAL+ 2002”; Practicum – “Student Employment, a Centralized Approach.”

Elisabeth Leonard: Masters of Business Administration, Wake Forest University, May 2002.

Erik Mitchell: Windows XP; Windows 2000 Server Training.

Peter Romanov: Continuing coursework for Masters of Arts in Liberal Studies at Wake Forest University: Cultural Pluralism and Values; Theory and Practice of Poetry Writing.

Angela Wilson: Masters of Library and Information Science, UNCG, August 2001,