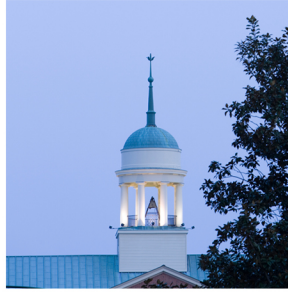


Annual Report 2008-2009

Z. Smith Reynolds Library



WAKE FOREST
UNIVERSITY



REPORT FROM THE
DEAN

The key to success at Wake Forest University is fostering close relationships among students, faculty and staff.

The Z. Smith Reynolds Library savors these very personal connections. On October 2, 2008, the editorial page of the *Old Gold and Black* concluded a column about student happiness with the library by saying, “Our only real concern is that now the library might just be too awesome. We can’t help but wonder if all of these developments will lead to overcrowding. But then again, if the library’s biggest problem is its popularity, then we guess we don’t have too much to complain about.”

The highlight of the past year came on September 22, 2008 when Starbucks® opened in the library, and the campus changed forever. Students, faculty and staff at last had a place to gather, drink good coffee, read good books and enjoy good conversation. Throughout the year, the ZSR Starbucks hosted informal meetings of faculty and students, families regrouping at the end of their campus tour, and students just hanging out. Following the opening of Starbucks, attendance in the library immediately increased by more than ten percent, meeting the original strategic objective of the renovation project.

The other major accomplishment of the year was the implementation of faculty status for librarians. The Reynolda Cabinet, Dean’s Council, University Senate, College Faculty, and the Academic Committee of the Board of Trustees all

voiced enthusiastic support and approval for the proposal. A governing document was written by the ZSR Librarians’ Assembly and approved by the administration. A procedure to assign faculty rank was devised and resulted in the appointment of three Senior Librarians, four Librarians, eight Associate Librarians and eight Assistant Librarians. Faculty status became official on July 1, 2009.

In 2008-2009, the University refined its strategic plan and established four strategic initiatives to realize the goals of the collegiate university. Since the mission of the ZSR Library is to help Wake Forest students, faculty and staff succeed, this year’s achievements are aligned with these overarching priorities.

Without question, the strength of the ZSR Library is the people who work there. Again this year, ZSR staff members were showered with local and national awards. The library’s professional development blog buzzed with discussion of new ideas, new relationships and new ways of looking at old questions. No one works harder or has more fun than ZSR staff. Just ask them.

Onward,
Lynn Sutton
Dean, Z. Smith Reynolds Library



“The library is no longer a quiet, sleepy place. It is jumping with great events that draw faculty, staff, and students....I’ve used the librarians for my courses, both for informative sessions as well as resources for the students outside of class. Lots more too that I probably don’t even know about!”

- WFU faculty member

BUILDING EXCEPTIONAL FACULTY-STUDENT ENGAGEMENT

Faculty-student engagement is palpable everywhere throughout the two floors of the ZSR Starbucks. The original goal to attract faculty, students, staff and visitors to an inviting social space within the library was achieved spectacularly. The graduating class of 2009 voted the arrival of Starbucks as the third most significant change in their Wake Forest careers. The intimate setting and award-winning design have prompted faculty members to hold office hours and even occasional classes in the coffee shop. Many faculty and students then proceed into the library proper to use its resources.

The campus community has come to rely on ZSR staff to enrich and enhance the instructional experience with technology. ZSR has led the way with emerging technologies such as blogs, wikis, Facebook™ and Twitter. Once again embedded librarians demonstrated all of these tools and incorporated cutting edge technology into the *Social Stratification in the Deep South* course in May-June 2009. With assistance from Information Systems, ZSR opened a video studio in the Information Technology Center, thereby providing new opportunities for students, faculty and staff to create high-quality multimedia productions. Staff from all three Wake Forest libraries honed their pedagogical skills in

an internally-developed semester-long continuing education course. Two new online services contributed to the well-earned tech-savvy reputation of the ZSR Library: a new library Toolkit of video tutorials and LibGuides, which enables sharing of research-related classroom materials.

Even in a year of fiscal austerity and a hiring freeze, ZSR made progress toward open-source software with the implementation of DSpace for digital archives and the testing of VuFind as a public search interface for the online catalog. A total conversion to open-source platforms will take years of careful planning and development of in-house capabilities. Throughout the year, staff monitored and participated, to the extent possible, in the OLE: Open Library Environment project, which aims to design and build an open source integrated library system. ZSR used the DSpace platform to create WakeSpace, a new institutional repository that will provide worldwide access to the academic contributions of the entire Wake Forest community, including the Health Sciences. ZSR also used DSpace in 2008 for the acclaimed Digital Forsyth grant project, which concluded successfully on June 30, 2009. Another milestone was achieved this year when electronic submission of theses and dissertations became mandatory for graduate students. Special Collections staff used the Archive-It service to capture and archive the University Web



"I have been in the library all day, and I just wanted to pass on a huge thank you to the ZSR Weather Team who is staying all night. I always say that the library is the best department on campus because it is constantly improving and the staff always tries to meet the needs of the students, and this is true yet again! You guys are amazing!"
- WFU student, when the campus was closed due to bad weather on March 2, 2009, but the Weather Team came in to keep the library open all day and all night so students could study for midterms the next day

presence for the first time. They also implemented a successful pilot of the open source Archivists' Toolkit™ software to process archival collections. Notably, Archivists' Toolkit became the library's first application to use the cloud computing environment. At the request of the Purchasing Department, ZSR assisted with implementation of the new University-wide copy/print system and led the effort to integrate the Pharos print management system for public printing.

ZSR assumed responsibility for copyright compliance in electronic course reserves – a significant change with long-term implications. A review of e-reserve practices revealed that the University risked non-compliance with U.S. copyright law. Leaders in the library's Access Services department decided action was necessary and undertook procedures to secure permission from copyright holders and to pay limited royalty fees to ensure compliance. Royalties for course reserves will continue to incur expense for the library in the future.

CREATING AND PRESERVING OPPORTUNITY FOR STUDENTS

ZSR Library loves its students, and Wake Forest students love ZSR. In addition to the glowing editorial in the Old Gold and Black, students chose ZSR as the site of their

"flash rave" on the night of May 3, 2009. Students released the tensions and pressures of final exams with a brief burst of music and dancing before settling back in to study.

The Z. Smith Reynolds Library provides a safe, supportive environment for all Wake Forest students. With information resources online and readily accessible from residence halls, apartments and academic buildings, students still choose to physically come to the library for serious academic work. "Library as place" is a national phenomenon that has led to the revitalization of libraries across America. The social space in Starbucks is only part of the story. Renovated and refreshed spaces on the main level and the fourth floor have also been well received and are popular with students. Even more study space was created this year by weeding and consolidating the former Microtext and Government Documents departments.

ZSR greatly expanded its information literacy elective course offerings this year by offering 200-level, discipline-specific classes in Business/Accountancy, Humanities, Social Sciences and the Sciences. The success of the information literacy program continues to exceed all expectations. Fifteen sections are now offered each semester at all undergraduate levels. Freshmen learn the skills they will need to succeed in their college classes, and seniors learn how to prepare for the



"I just wanted to express to you my sincere thanks for the individual and collective efforts being made to secure my students and I access to the Holocaust survivor materials. I'm grateful for the time and energy expended on our behalf - your efforts are deeply appreciated. I should also add that I'm extremely excited about the prospects of getting the archived survivor testimonies into my students' hands ahead of their upcoming interviews."

- WFU faculty member

specialization of graduate school or lifelong learning in their chosen careers.

Graduate students at Wake Forest celebrated the opening of the Gerald W. Johnson Graduate Lounge. As a part of the summer 2008 renovations to the ZSR Library, the Johnson Graduate Lounge was transformed from a rarely-used, dark, uninviting space to a bright, cheerful area boasting paintings of Wake Forest writers and ample room to address multiple needs. The lounge is available 24 hours a day, seven days a week to all students in the Divinity School and the Graduate School of Arts and Sciences. Use of key cards ensures that only graduate students utilize the space. This inviting lounge boasts several large study tables in addition to comfortable plush seating so that students may easily work in groups or individually. The Johnson Graduate Lounge has also become an ideal location for graduate students to hold events and socials.

CONNECTING THE LIBERAL ARTS AND THE PROFESSIONS

To bolster interdisciplinary connections on campus, ZSR led an initiative to expand library collections in areas not well represented previously. The library acquired \$50,000 worth of materials in interdisciplinary area studies such as Africa,

Middle East, Latin America and Asia, as well as materials in diversity programs such as Gay/Lesbian, Latino and African-American studies.

In order to strengthen both the collection and liaison relationships between the library and all faculty departments, this year ZSR announced a three-year transition period from faculty to liaison responsibility for ordering monographs. Until now, primary responsibility for individual acquisition decisions lay with the faculty. This change should result in a more balanced collection of resources and greater opportunity for interdisciplinary collecting efforts.

EDUCATING THE WHOLE PERSON

On October 11, 2008, ZSR conducted the first annual Wake the Library 5K and 1 Mile Fun Run. The race took place under beautiful sunny skies and cool fall temperatures. Over 150 people participated in either the Fun Run or the 5K race. Runners and walkers alike enjoyed the campus route that started and ended in front of the library and wound through the cross-country trail. Awards were presented for the fastest men and women overall and in age groups for first through third places. The race raised money for the enormously popular Wake the Library program during final exams when



"The library was what sold me and my daughter on Wake Forest. She liked your open, welcoming atmosphere. We also like the fact that a coffee shop is in the building!"
- WFU parent at Orientation

library staff members serve food to students at midnight.

ZSR staff again collaborated with summer on-campus programs for the Eastern Band of the Cherokee Indians. The "Medical Careers and Technology" and "College Careers and Technology" programs bring youth onto campus to introduce them to the resources of the University, including the Z. Smith Reynolds Library.

The Z. Smith Reynolds Library partnered with the Forsyth County Public Library in a community-wide reading program featuring *Fahrenheit 451*. The Big Read initiative of the National Endowment for the Arts provided a \$10,000 matching grant, and ZSR sponsored a series of lectures discussing censorship, book burning, and banning. In less than two weeks, the library gave away 1,500 copies of the book to students, faculty and staff.

2008-2009 LIBRARY LECTURE SERIES

- *Matt Kendrick*, *The Creators of Jazz*
- *Rian Bowie*, *Andrew Ettin*, *John Llewellyn*, *The Big Read, Fahrenheit 451*
- *Allan Loudon*, *Vote: The 2008 Election*
- *Pat Dixon*, *Protest Music*
- *Denzil Strickland*, *Book Signing and Discussion, Swimmers in the Sea*
- *Panel of Speakers*, *The Dream Realized? What Barack Obama's Election Means to America*
- *Nina Lucas*, *African American Choreographers*
- *Blake Morant*, *Book Signing and Discussion, Law Touched our Hearts: A Generation Remembers Brown v. Board of Education*
- *Peter Weigl*, *Appalachian Grass Balds and Treeless Polish Mountains (Poloninas)*
- *Amy Knox Brown*, *Poetry and Fiction Writing*
- *Peter Perret*, *Music, Mind and Learning*



“Cheers for your ‘move’ as library faculty. I am honored to be able to work with such insightful and forward-looking librarians.”

- WFU faculty member

LIBRARY STAFF

The greatest strength of the ZSR Library is unquestionably the excellence of its staff. The positive morale, abundance of professional development opportunities and sheer love of Wake Forest have engendered an uncommon spirit of creativity and mutual support. This year, in particular, staff demonstrated a resilient ability to positively adapt to change as the move to faculty status, changes in collection development expectations, and consolidation of several departments imposed new responsibilities as well as new benefits. Another strength that became evident through the faculty status process is the support for the ZSR Library in University community. Faculty members were uniformly positive about welcoming librarians as colleagues and collaborators in both teaching and research. ZSR is the first place they look for help in teaching with technology or identifying new resources for their research.

The reputation of staff at the Z. Smith Reynolds Library grew

this year when four librarians won national and local awards. Lauren Pressley, Instructional Design Librarian, was designated a 2009 “Mover and Shaker” by the national trade magazine, *Library Journal*. Library Dean Lynn Sutton won the 2008-09 Sirsi-Dynix Award for Outstanding Achievement in Promoting Salaries and Status for Library Workers, sponsored by the American Library Association-Allied Professional Association. Associate Library Dean Wanda Brown was honored with the Kovacs Award for Outstanding Alumni Achievement by the UNC-Greensboro School of Library and Information Studies. Giz Womack, Instruction and Outreach Librarian, was named an “Emerging Leader” by the *Library Student Journal*.

LIBRARY EMPLOYEE RECOGNITION AWARDS

- *Bobbie Collins*, Helping Hand Award
- *Scott Adair*, Unsung Hero Award
- *Christian Burris*, Dedicated Deacon of the Year Award
- *Erik Mitchell*, Outstanding Employee of the Year Award



"Thank you very much for all that you do for the library. I always love coming there, though I can't say that I love all the studying. Your staff is extremely friendly and helpful. They certainly make some of the stressful work much more manageable."
- WFU student

PROFESSIONAL ACHIEVEMENT

GRANTS (FUNDED)

State of North Carolina - LSTA Outreach Grant (Preserving Forsyth's Past), Grant Awarded for \$33,000 for FY09, collaborating with Forsyth County Public Library, Susan Smith, Principal Investigator.

PUBLICATIONS (BOOKS, CHAPTERS OR JOURNAL ARTICLES)

Collins, Bobbie. (2009). Integrating information literacy skills into academic summer programs for precollege students. *Reference Services Review*, 37(2), 143-154.

Collins, Bobbie, Tedford, Rosalind, & Womack, H. David. (2008, Spring/Summer). 'Debating' the merits of clickers in an academic library. *North Carolina Libraries*, 66(1/2), 20-4.

Jeong, Sarah. (2009, May). [Review of the website ScienceBlogs]. *Choice: Current Reviews for Academic Libraries*, 46(9), 1670-1671.

McCallum, Carolyn, & Pressley, Lauren. (2008, September/October). Putting the library in Wikipedia. *Online*, 32(5), 39-42.

Mitchell, Erik. (2008, Autumn). Exploring the role of metadata in health information applications. *UK health informatics today: The newsletter of the UK health informatics society*, 57, 6-8.

Pressley, Lauren. (2009). *So you want to be a librarian*. Duluth, MN: Library Juice Press.

Pressley, Lauren. (2009). Technology and pedagogy: The best of both for Gen M Students. In V. B. Cvetkovic & R. J. Lackie (Eds.), *Teaching Generation M: A handbook for librarians and educators*. New York: Neal-Schuman.

Pressley, Lauren. (2009). A view from the edge: A first-time attendee's perspective. *College & Research Libraries News*, 70(6), 334.

Sutton, Lynn, & Womack, H. David. (2008). Get game @ ZSR. In A. Harris and S. E. Rice (Eds.), *Gaming in academic libraries: Collections, marketing and academic literacy*. Chicago: American Library Association.

PRESENTATIONS (EXTERNAL)

Collins, Bobbie, Jeong, Sarah, McCall, Leslie, & McCallum, Carolyn. (2009, June). *Developing IL credit courses across the disciplines*. Metrolina Library Association Information Literacy Conference, Charlotte, NC [Poster presentation].

Daugman, Ellen, McCall, Leslie, McMahan, Kaeley, & Snow, Sharon. (2009, April). *From start to finish: Planning an interdisciplinary information literacy course*. Art Libraries Society of North America Conference, Indianapolis, IN [Poster presentation by Kaeley McMahan].

Daugman, Ellen, McCall, Leslie, McMahan, Kaeley, & Snow, Sharon. (2009, May). *From start to finish: Planning an interdisciplinary information literacy course*. LAUNC-CH Research Forum, Chapel Hill, NC [Poster presentation by Ellen Daugman and Kaeley McMahan].



"What an excellent presentation you made for my service learning class. My students stayed around, excited by the fact that they look forward to writing and researching and feel extremely supported by not only you two, but also the other librarians you mentioned. Your good work and generosity always astonished me. Thank you so much."

- WFU faculty member

Fansler, Craig. (2009, May). *The library in the classroom*. LAUNC-CH Research Forum, Chapel Hill, NC [Poster presentation].

Gilbertson, Kevin, & Mitchell, Erik. (2009, May). *Digital libraries and social software: A Case Study of Digital Forsyth*. LAUNC-CH Research Forum, Chapel Hill, NC.

Gilbertson, Kevin, Pressley, Lauren & Smith, Susan. (2008, August). *ZSR Library presents: Blogs & wikis @ Wake Forest University*. MERLOT International Conference, Minneapolis, MN.

Jeong, Sarah. (2009, February). *Teaching scientific scholarly communication in the Open Access era*. Lilly Conference on College and University Teaching, Greensboro, NC [Poster presentation].

Lock, Mary Beth, Mitchell, Erik, & Smith, Susan. (2009, June). *Competing for fun and funds: The first annual Wake the Library 5K and Fun Run*. Inspiration, Innovation and Celebration: An Entrepreneurial Conference for Librarians, Greensboro, NC.

Mitchell, Erik, Numbers, Caroline, & Smith, Susan. (2008, October). *Bringing information literacy into the social sphere: A case study using social software to teach information literacy at Wake Forest University*. Library and Information Technology Association National Forum, Cincinnati, OH.

Pressley, Lauren. (2008, August). *Convergence literacies: Preparing students for life beyond the liberal arts education*. Innovation in Instruction, Elon, NC.

Pressley, Lauren. (2008, August). *Learning from the context: Teaching skills while teaching content*. Innovation in Instruction, Elon, NC.

Pressley, Lauren. (2009, February). *Leading the blended library: Two blended librarians share their leadership program experience*. Blended Librarian Webcast.

Pressley, Lauren. (2009, March). *Extending the impact of online library instructional tools through collaborative development*. Association of College and Research Libraries National Conference, Seattle, WA.

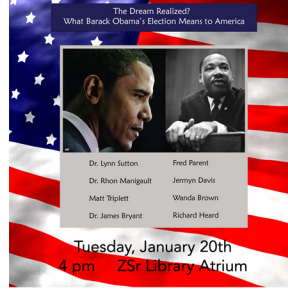
Pressley, Lauren. (2009, March). *Mapping your path to the mountaintop: Planning where you want to be in your career*. Association of College and Research Libraries National Conference, Seattle, WA.

Pressley, Lauren. (2009, March). *Web 2.0 application and usage*. Tri-IT Meeting, Elon, NC.

Pressley, Lauren, Smith, Susan, & Tedford, Rosalind. (2008, November). *Teaching them (2.0) to fish: Web 2.0 as subject and method in information literacy instruction*. Library Instruction 2.0 Conference, Chapel Hill, NC.

Pressley, Lauren, Tedford, Rosalind, & Womack, H. David. (2008, November). *Getting the most out of Google*. Library Instruction 2.0 Conference, Chapel Hill, NC.

Scanlon, Mary. (2008, September). *Accounting resources*. Business Librarians in North Carolina, Greensboro, NC.



"I want to thank you again for the incredible support that you provided me on behalf of the library....My current (and future) research would have greatly lacked this newly published piece, and I am extremely grateful for how quickly and willingly you responded to my request."
 - WFU faculty member

Scanlon, Mary. (2009, June). *Going green in the library: It's not just for contractors*. Innovation, Inspiration, Celebration: An Entrepreneurial Conference for Librarians, Greensboro, NC.

Sutton, Lynn. (2009, March). *Replication of the OCLC perceptions study: The experience of two academic libraries*. Association of College and Research Libraries National Conference, Seattle, WA.

Tedford, Rosalind. (2009, March). *Google Docs*. Association of College and Research Libraries National Conference, Seattle, WA.

OFFICES HELD (IN PROFESSIONAL ASSOCIATIONS)

Brown, Wanda. Bookmarks Board Member; National Black Theatre Guild Board Member; Black Caucus of the American Library Association, Immediate Past-President; 7th National Conference of African American Librarians, Co-Chair, Planning Committee; North Carolina Library Association, Library Administration and Management Section, Chair; Finance Committee, Chair.

Fansler, Craig. President, North Carolina Preservation Consortium.

Corbett, Lauren. Association of Library Collections and Technical Services, Acquisitions Section, Acquisitions Managers and Vendors Interest Group, Co-Chair.

Jeong, Sarah. American Library Association, Asian/Pacific American Librarians Association, Scholarship Committee, Chair.

Kelley, Steven. North American Serials Interest Group, 2009 Conference Planning Committee, Co-Chair.

Mitchell, Erik. NC LIVE Technical Advisory Group, Board Member.

Pressley, Lauren. Library and Information Technology Association, Distance Learning Interest Group, Chair; North Carolina Library Association, Technology and Trends Roundtable, Secretary-Treasurer.

Scanlon, Mary. Business Librarians in North Carolina, Board Member, Secretary and Treasurer.

Smith, Susan. *Journal of Web Librarianship*, Editorial board.

Sutton, Lynn. Lyrasis Executive Board, Personnel Committee, Nominating Committee; SOLINET Executive Board, Joint Coordinating Committee, Nominating Committee, Personnel Committee; Southern Methodist University Libraries Executive Board.

AWARDS

Brown, Wanda. Kovacs Award for Outstanding Alumni Achievement. UNC-Greensboro School of Library and Information Studies.

Pressley, Lauren. 2009 "Mover and Shaker." *Library Journal*.

Sutton, Lynn. 2008-09 Sirsi-Dynix Award for Outstanding Achievement in Promoting Salaries and Status for Library Workers. American Library Association-Allied Professional Association.

Womack, H. David. "Emerging Leader." *Library Student Journal*.



“You guys are just so great. I was having trouble locating a journal article this morning. I wrote an email at 9:30 asking for help. The article was on my desk (via library delivery) by 10:30. Wow!!”
 - WFU staff member

SERVICE HIGHLIGHTS

	FY2008	FY2009
<i>Instruction</i>		
Presentations to Groups	669	749
Number of Participants	7,156	6,612
<i>Reference Transactions</i>		
In Person	4,456	3,658
Virtual	1,314	945
Total	5,770	4,603
<i>Interlibrary Loan</i>		
Loaned to Other Libraries	8,289	7,594
Borrowed for WFU Users	6,419	6,209
<i>Circulation</i>		
Total	184,708	188,607
<i>Attendance</i>		
Daily Average	1,424	1,765
<i>Website</i>		
Daily Unique Visits	1,544	1,641

RESOURCE HIGHLIGHTS

	FY2008	FY2009
<i>Collections</i>		
Print Volumes Held	1,421,249	1,420,770
Monographs Purchased	13,649	15,357
Serials Received (Print)	5,331	4,738
Access to Electronic Serials	34,031	36,505
Films/Videos/DVDs Held	16,101	17,733
Microfilm Units	1,162,305	869,997
<i>Expenditures</i>		
Monographs	\$571,119	\$731,257
Serials	\$2,720,159	\$2,980,118
Other	\$220,652	\$315,153
Total Materials	\$3,511,930	\$4,026,528
<i>Personnel</i>		
Salaries and Wages	\$2,441,670	\$2,634,471
Benefits	\$659,177	\$652,273
Total Personnel	\$3,100,847	\$3,286,744
Total Library Expenditures	\$7,169,501	\$7,432,871

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Mrs. Alice Sherman
Mrs. Elizabeth Skinner
Ms. Allison Smith
Dr. Earl Smith
Ms. Nancy Smith
Mr. and Mrs. Ron Smith
Mr. Alexander Speer, Jr.
Mr. Michael Stewart
Ms. Mae Stimpson
Ms. Lisa Stone
Ms. Magan Stone
Mr. Alexander Sutton
Dr. Lynn Sutton
Ms. Blair Tassell
Dr. Jill Tiefenthaler
Ms. Justine Tien
Ms. Dalia Vasquez-Valdivieso
Ms. Montserrat Vasquez-Valdivieso
Village Tavern
Wake Forest University, Multicultural Affairs
Wake Forest University, Student Government
Wake Forest University, Student Activity Fee
Wake Forest University, Student Life
Dr. Mark Welker
Ms. Sarah Welker
Ms. Karen Wernsing
Mr. John Whittaker
Mr. Heiko Wiggers
Ms. Alexandra Williams
Ms. Holly Wilson
Ms. Lynne Wilson
Dr. Martha Wilson
Mr. H. David Womack
Ms. Brittany Wong
Ms. Allison Wood
Ms. Kristen Wood
Mr. Tim Wray
Mr. Charles Wright
Mr. Xiaoyong Yue
Ms. Jenn Yun
Ms. Linda Ziglar
Mr. Jon Zigman

During National Library Week, students were invited to paint comments on our graffiti wall. Here's a sampling of what they wrote.

Dear Library,
if you had a Facebook,
we would be "in a relationship"

Thanks for
housing my
tired, lifeless
body through countless
all-nighters

Thanks ZSR for providing a sanctuary
to harbor my coffee cravings
and cynicism...

Thanks
Library,
always a
great nook
to find!

Some
Nights I have
more friends @ the
LIBRARY than @ a
party...

I live
here so
thanks
for housing
ME

Dear
Library,
My Friends are
jealous of the time
we spend together.
XOXO



WAKE FOREST
UNIVERSITY

Z. Smith Reynolds Library
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