We, at ZSR, believe in our faculty and students.

**We Believe** is the theme of the recently launched initiative at Wake Forest University to honor the best of the past and invest in our shared future. **We Believe** is also an apt depiction of the spirit of the Z. Smith Reynolds Library. We, at ZSR, believe in our faculty and students. Our stated mission is not to build something for ourselves, but to help our faculty and students succeed. Again this year, ZSR faculty and staff have worked hard to embed ourselves deeply in the fabric of the curriculum, to be present in the classroom, to guide students during the day and offer a safe haven at night, and to encounter faculty virtually with new online technologies and tools.

In this first year of faculty status for librarians, we have demonstrated the value of collaborating with colleagues whose business is information and whose ethos is sharing. We have joined the global scholarly communication initiative to take back our scholarship in an Open Access environment. We have taught our students to respect and value the power of the word. We have collaborated with partners in the community to educate our fellow citizens on preserving our combined cultural heritage. We have extended the reach of our unique primary source materials to scholars worldwide. We have gone to the cloud and back to preserve our priceless data.

At ZSR, we work hard, and we play hard. We challenge each other, and we celebrate each other. We know that it’s not about us, but all about you.

We Believe.

Lynn Sutton  
Dean, Z. Smith Reynolds Library
BUILDING EXCEPTIONAL FACULTY-STUDENT ENGAGEMENT

Library and IS Service Desk Meet at “The Bridge”: The Bridge commenced full-service operations in January 2010 and combines the information technology services of the ZSR Library with the Information Systems Help Desk to create a central place for technology assistance on campus. Services include ThinkPad troubleshooting and repair, instructional technology support, videography, multimedia services, and assistance with University standard load software. From the beginning, The Bridge exceeded expectations in terms of use and client satisfaction. The combined service desk is housed in a newly renovated space near the Atrium in the former Information Technology Center. The Bridge features the service desk, a multimedia lab and the recently redesigned ministudio.

Senior Showcase Highlights Undergraduate Research: This year, the ZSR Library hosted its inaugural Senior Showcase, an event honoring exemplary research completed by Wake Forest College undergraduates. Students shared their thesis research in a three-part lecture in the Allen Mandelbaum Reading Room. The 2010 honorees were:

- Anna Nicodemus (History, Division I)
  Nominated by Reynolds Professor Paul Escott
- Courtney Vris (French Studies, Division II)
  Nominated by Associate Professor Kendall Tarte
- Mallory Durr (Political Science, Division IV)
  Nominated by Professor Helga Welsh

Wake Forest senior Jermyn Davis first proposed the Senior Showcase because he felt that the level of scholarship attained by his classmates for their senior theses merited recognition. The Showcase was originally envisioned to honor one senior per division of the College. While only three divisions were represented in the nominations received this first year, the review panel of library faculty looks forward to full representation in the future.

Library Migrates Web-based Services to the Cloud: The ZSR technology staff completed a move of all major web-based services away from local servers to cloud services hosted by Amazon. ZSR staff systematically migrated library services including library blogs, wikis, website, institutional repository and the online catalog. This move of all web services to the cloud is unprecedented among U.S. academic libraries. A number of publications and conference presentations have already resulted from this innovative work, and additional coverage is being planned. Best of all, the use of cloud computing has returned control of library services to library personnel who are in the best position to meet the information needs of library users.

“There is a multitude of things that I did not know when I entered this class but I feel that I have truly grown. By being able to decipher between scholarly and popular journals among other things, I have become a force to be reckoned with.”
- WFU Undergraduate student
Library Implements VuFind, Open-source Discovery Layer, to the Online Catalog: Academic libraries are moving away from inflexible legacy online catalog interfaces in favor of systems that add more functionality in searching. Instead of buying an expensive add-on system from a commercial library technology vendor, ZSR chose to implement the open-source product VuFind, developed by library peer Villanova University. The ZSR technology staff participates with the international open-source community to support this award-winning software.

Storage Facility to Preserve Materials, Make Them More Accessible: Despite the rise of electronic media, the library still buys thousands of printed books and periodicals every year to meet faculty and student needs. The long-held dream of an off-site library storage facility became real this year as renovation planning began in earnest for the newly acquired University storage building. Soon, the ZSR Library will join many other research libraries in North America in operating a remote storage facility. In addition to planning the space, work began in earnest to plan the intricate relocation of existing collections from commercial storage, as well as the selection of materials to move from the ZSR stacks. With a convenient location near the Wake Forest Baseball Park; a climate-controlled environment to optimize preservation of rare and archival materials; on-site consultation space for faculty and students; and the ability to scan and deliver needed materials to users’ desktops, this facility will be a significant improvement over the current leased commercial storage arrangement.

Consultants Evaluate Rare Books and Archives Operations: A team of external consultants spent two days in September 2009 visiting Special Collections, talking with staff, inspecting facilities and assessing collections. The 33-page report of observations and recommendations offered a roadmap for future management of this important University resource. Acting immediately on one of the recommendations, ZSR hired Audra Eagle in February 2010 as Project Archivist to reduce the backlog of unprocessed archival collections. The assessment informed the search for a new Director of Special Collections and University Archivist, which concluded successfully with the hiring of Katherine Gill in July 2010.

Microtext Collection Downsized to Make Way for Writing Center: The microtext collection was weeded of items with exact digital equivalents, and remaining items were moved to the former Government Documents area. The fourth floor of the library is now served by a single central service point, i.e. the Reference Desk on the Wilson Wing side. The former microtext room will be the site of the College Writing Center in fall 2010.

Irish Scholar Uses Dolmen Archive: Fiona Brennan, doctoral candidate from University College Cork, Ireland, received the inaugural Provost’s Grant for Library

“The individual sessions you had with most of the members of the class were extremely useful for them. It seemed for a while there that every time I visited the library I’d pass by one of you with one of my students.”
- WFU Faculty member

Scott Adair, Monograph Resources Manager, inspects the high-density shelving during a site visit at a nearby university.

Art professors from the University of Portsmouth, UK discuss art journaling in the Rare Books Reading Room.
Research. She was in residence for a week in March 2010 to conduct research in the Dolmen Press Archives. She also gave a public lecture on William Fitzmaurice, Abbey Theatre playwright. She contextualized Fitzmaurice’s work in terms of his cultural heritage, the local landscape, and his use of Hiberno-English dialogue. Her talk focused on her PhD research and the importance of archival sources to her studies.

CREATING AND PRESERVING OPPORTUNITY FOR STUDENTS

ZSR Addresses Information Needs of the Class of 2013: The Class of 2013 differed appreciably from previous groups of incoming Wake Forest students. From the first week, these students visited the library more, studied more and harder, asked more questions, took advantage of more services, and challenged faculty and staff to meet their needs. ZSR rose to the challenge, significantly increasing key categories of service:

- ↑ 63% personal research sessions
- ↑ 44% instruction sessions
- ↑ 26% students in LIB 100/200 classes
- ↑ 10% general attendance in library

CONNECTING THE LIBERAL ARTS AND THE PROFESSIONS

Scholarly Communication Initiative Begins: With the hiring of Molly Keener, Scholarly Communication Librarian, ZSR began the process of educating faculty and students on their intellectual property rights, exploring alternative publishing options, and building a digital archive of the intellectual output of the University. Work continues on populating the WakeSpace institutional repository with faculty publications. A highlight of the year came on February 1, 2010, when the ZSR Librarians’ Assembly unanimously voted to adopt an Open Access policy for library faculty scholarship, setting an example that we will encourage the rest of the campus to follow.

ZSR Enhances Collaboration with Other Libraries on Campus: ZSR teams from Access and Resource Services assisted other campus libraries in a variety of ways. They closed the Psychology Library at the request of the department, decreased the footprint of the Military Science Library to prepare for its move to a smaller space, helped the Education Library get its collection in order, and shared a student worker to preserve the Education Library’s hours of operation. Access Services worked with staff from the Professional Center and Carpenter Medical Libraries to

“An incredible thing about Wake Forest is how friendly our library staff is.”

-WFU Student tour
remove barriers to the free flow of information resources to all Wake Forest students, faculty and staff.

**EDUCATING THE WHOLE PERSON**

**Preserving Forsyth’s Past:** ZSR and the Forsyth County Public Library collaborated on an LSTA grant called “Preserving Forsyth’s Past.” The grant entailed reaching out to small Forsyth County organizations to educate them about how to organize and preserve their organizations’ cultural heritage materials. Five public digitization centers were established in the Central Library downtown, the ZSR Library, at the Walkertown and Lewisville branch libraries, and at the Malloy/Jordan East Winston Heritage Center. The centers have equipment, software and trained staff that can provide a practical solution to preserving important local history.

**Big Read:** For the second year, ZSR collaborated with the Forsyth County Public Library on the Big Read project, funded by the National Endowment for the Arts. The community-wide reading program focused on Zora Neale Hurston’s *Their Eyes Were Watching God.* The Rare Book Room hosted an overflow crowd listening to Assistant Professors of English Rian Bowie and Erica Still discuss this much-loved African-American tale.

**Wake the Library 5K:** The second annual Wake the Library 5K/Fun Run was held October 10, 2009 during Homecoming weekend. The number of registrants nearly doubled over the previous year to almost 300 participants. Different challenges were designed to increase participation: a Homecoming challenge for the reunion classes ending in 4s and 9s, which was won by the Class of 1989; a Winston-Salem/Forsyth County Schools challenge to win school library materials, which was taken by Southwest Elementary; and a repeat of last year’s Greek Challenge for WFU students to win intramural sports points for their series (winners: Sigma Chi and Kappa Delta). For the first time, a grand prize was awarded to the top male and female finishers in the 5K race. The prizes, IdeaPads, were donated by Lenovo.
2009-10 LIBRARY LECTURE SERIES

- Terri LeGrand, *Piedmont Environmental Alliance: Connecting People to Preserve our Planet*
- Rian Bowie and Erica Still, *The Big Read: Zora Neale Hurston’s "Their Eyes Were Watching God"
- David Coates and Peter Siavelis, *Book Launch and Signing: "Getting Immigration Right: What Every American Needs to Know"
- Harriet Nordlund, *Storytelling and Remembrance*
- Ian Taplin, Clay Hipp, Terry Baker, *Wine Industry in North Carolina*
- Sarah Lischer, *Never Again? Human Rights Atrocities and the Legacy of the Rwandan Genocide*
- Herman Eure and Nathaniel French, *Are We There Yet? Perspectives on Diversity at Wake Forest Across the Decades*
- Dianne Caesar, *African-American Art of the 20th & 21st Centuries*
- Shannon Gilreath, *The Metaethics of Gay Liberation*
- Jacquelyn Fetrow, Natalie Holzwarth, Gloria Munday and Rebecca Alexander, *Women in Science at WFU*
- Lynn Neal, *From Classroom to Controversy: Academic Freedom and the Study of Religion*
- Jamin Rowan, Robert Browne, Emily Wakild, and Ulrike Wiethaus, *Campus as a Living Classroom*

LIBRARY STAFF

2009-10 was the first year that librarians were recognized on campus as library faculty. A remarkably smooth transition took place as librarians did many things for the first time: held regular faculty meetings, implemented the promotion and contract renewal processes, elected representatives to the University Senate, enjoyed representation on a number of campus committees and boards, and generally embedded themselves more deeply into the fabric of the campus.

Results of the 2009 campus climate survey revealed that the ZSR staff is one of the happiest and most satisfied groups at the University. Particularly high marks were given to feeling valued as a member of the department, organizational justice and fairness in terms of race and gender, and amount of job training and development received. It was particularly gratifying that 100% of those who identified ZSR as their workplace agreed with the statement, “All in all, I am really satisfied with my job.”

Again this year, we celebrated with an award-winning colleague as Kevin Gilbertson, Web Services Librarian, received the Lyris 2010 NextGen Librarian Award. His nomination says it all, “He doesn’t see barriers to making complex changes and improvements, he sees only the possibilities, and then makes it happen (like magic!).”

LIBRARY EMPLOYEE RECOGNITION AWARDS

Linda Ziglar, Helping Hand Award
Barry Davis, Unsung Hero Award
Travis Manning, Dedicated Deacon of the Year
Heather Gillette, Outstanding Employee of the Year
Rebecca Whaples, Student Employee of the Year
PROMOTIONS
Craig Fansler, Assistant Librarian to Associate Librarian
Sarah Jeong, Assistant Librarian to Associate Librarian
Kaeley McMah, Assistant Librarian to Associate Librarian
Mary Scanlon, Assistant Librarian to Associate Librarian

PROFESSIONAL ACHIEVEMENT

Presentations (External)


Mitchell, Erik, & Smith, Susan. (2010, June). Social stratification: Leveraging social and mobile technologies in experiential courses. EDUCAUSE Southeast Regional Conference, Atlanta, GA.

“Once again, the wonderful folks in the library have shown compassion and kindness to me.”
- WFU Staff member


**Offices Held (In Professional Associations)**


Corbett, Lauren. Association for Library Collections and Technical Services, Chair of Acquisitions Section.


Kelley, Steve. North American Serials Interest Group, Executive Board.

Pressley, Lauren. Library and Information Technology Association Distance Learning Interest Group, Chair.

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


Sutton, Lynn. Lyrisis Executive Board; Southern Methodist University Libraries Executive Board.
Awards
Gilbertson, Kevin. NextGen Librarian Award. Lyrasis.
Mitchell, Erik. Open Access Week Award. DuraSpace/SPARC.

Publications

Grants (Funded)
SPITI Technology Exploration Grant – (2010, June) Awarded $5,579 to Principal Investigators Susan Smith and Erik Mitchell.
SPITI Technology Exploration Grant – (2010, June) Awarded $1,495 to Principal Investigator Giz Womack.
## SERVICE HIGHLIGHTS

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<th>FY2009</th>
<th>FY2010</th>
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<tr>
<td><strong>Instruction</strong></td>
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<td>Presentations to Groups</td>
<td>749</td>
<td>658</td>
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<tr>
<td>Number of Participants</td>
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<td>In Person</td>
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<td>Virtual</td>
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<td>1,435</td>
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<td><strong>Interlibrary Loan</strong></td>
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<td>Loaned to Other Libraries</td>
<td>7,594</td>
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<td>Borrowed for WFU Users</td>
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<td><strong>Website</strong></td>
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<td>Daily Unique Visits</td>
<td>1,641</td>
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## RESOURCE HIGHLIGHTS

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<td><strong>Collections</strong></td>
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<td>Print Volumes Held</td>
<td>1,420,770</td>
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<td>Monographs Purchased</td>
<td>15,357</td>
<td>17,700</td>
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<td>Serials Received (Print)</td>
<td>4,738</td>
<td>4,533</td>
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<td>Access to Electronic Serials</td>
<td>36,505</td>
<td>38,400</td>
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<td>Films/Videos/DVDs Held</td>
<td>17,733</td>
<td>19,047</td>
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<td>Microfilm Units</td>
<td>869,997</td>
<td>770,412</td>
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<tr>
<td><strong>Expenditures</strong></td>
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<tr>
<td>Monographs</td>
<td>$731,257</td>
<td>$614,373</td>
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<tr>
<td>Serials</td>
<td>$2,980,118</td>
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<td>Other</td>
<td>$315,153</td>
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<td>Total Materials</td>
<td>$4,026,528</td>
<td>$3,707,003</td>
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<td><strong>Personnel</strong></td>
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<td>Salaries and Wages</td>
<td>$2,634,471</td>
<td>$2,680,811</td>
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<td>Benefits</td>
<td>$652,273</td>
<td>$671,235</td>
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<td>Total Personnel</td>
<td>$3,286,744</td>
<td>$3,352,046</td>
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<td>Total Library Expenditures</td>
<td>$7,432,871</td>
<td>$7,574,595</td>
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