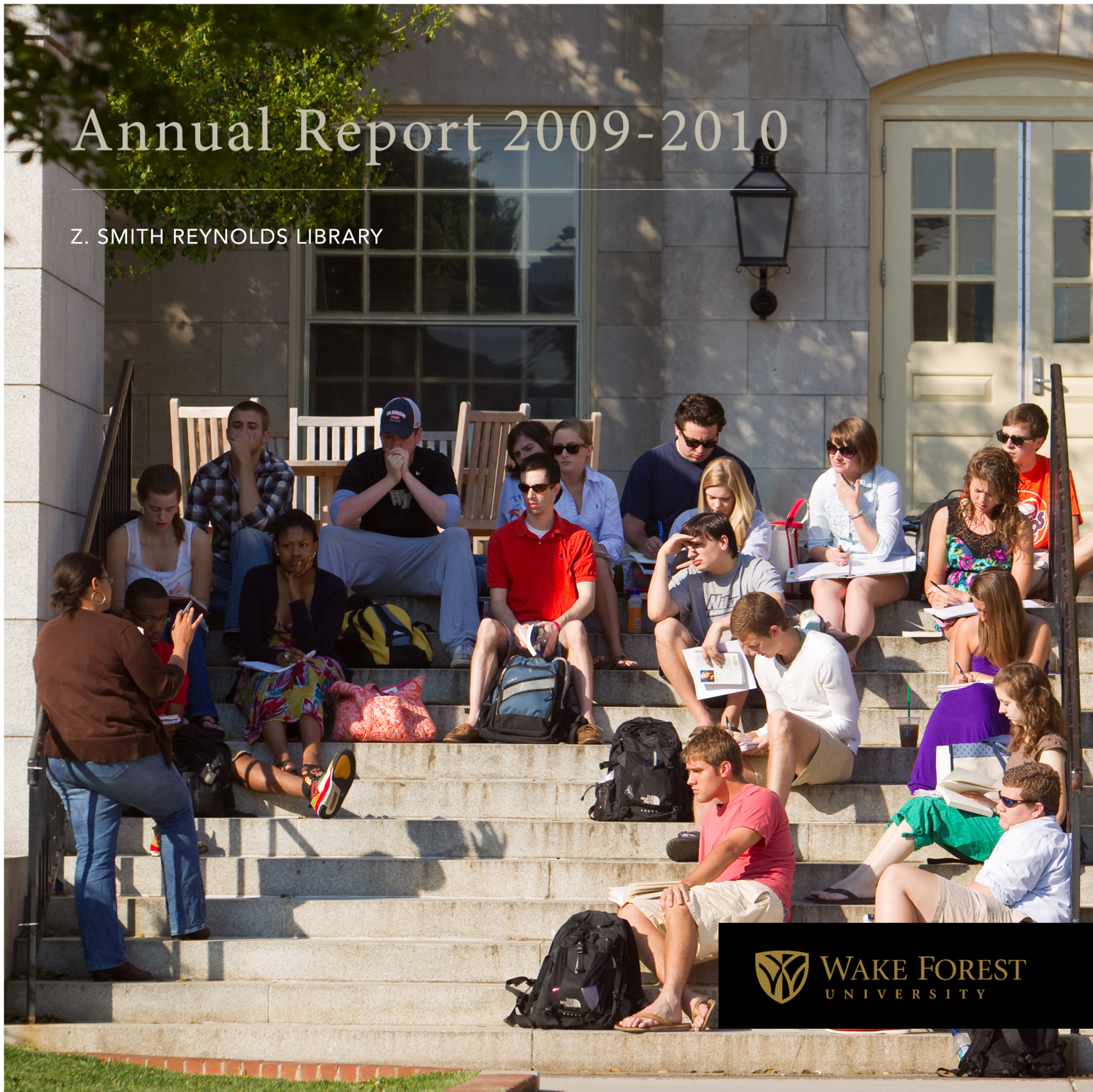


Annual Report 2009-2010

Z. SMITH REYNOLDS LIBRARY



WAKE FOREST
UNIVERSITY

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



In March 2010, a faculty author reception was held in the library's Mandelbaum Reading Room.

BUILDING EXCEPTIONAL FACULTY-STUDENT ENGAGEMENT



The Bridge and multimedia lab see heavy use from students during the semester.



Left to right: Anna Nicodemus, Mallory Durr, Courtney Vris.

“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 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.

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.



Jermyn Davis ('10) studies in the library Atrium.



Student Carleigh Morgan designed a mural for the library's east entrance.

“An incredible thing about Wake Forest is how friendly our library staff is.”
- WFU Student tour

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

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

EDUCATING THE WHOLE PERSON

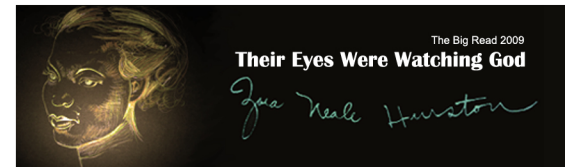
Preserving Forsyth's Past: ZSR and the Forsyth County Public Library collaborated on an LSTA grant called "Preserving Forsyth's Past." The grant entailed reaching out to small Forsyth County organizations to educate them about how to organize and preserve their organizations' cultural heritage materials. 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.



Barry Davis, Multimedia & Digital Production Services Coordinator, explains scanning and digitization equipment.



The Big Read Project featured Zora Neale Hurston's *Their Eyes Were Watching God*.



All ages enjoy the start of the Wake the Library one mile Fun Run.



Library faculty at a Convocation.

“Every encounter I’ve had with your staff has been amazingly positive. You have some of the most helpful, professional, knowledgeable, and friendly folks working for you.”
- WFU Staff member

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 Muday 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 Lyasis 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 McMahan, Assistant Librarian to Associate Librarian
Mary Scanlon, Assistant Librarian to Associate Librarian

PROFESSIONAL ACHIEVEMENT

Presentations (External)

Brown, Wanda. (2009, December). *Creating a vision for personal excellence*. Commencement Ceremony, University of North Carolina-Greensboro, Masters of Library and Information Science, Greensboro, NC.

Cramer, Carol. (2010, May). *Serials assessment*. North Carolina Independent Colleges & Universities Purchasing Committee Annual Meeting, Raleigh, NC.

Fansler, Craig. (2009-2010). *Preservation: Best practices and hands-on preservation*. Forsyth County Public Libraries, Forsyth County, NC.

Fansler, Craig. (2010, March). *Preserving Forsyth's past*. Society of North Carolina Archivists Annual Conference, Pinehurst, NC.

Jeong, Sarah. (2009, July). *Information technology and communities of color: Issues and opportunities in a global context*. American Library Association Annual Conference, Chicago, IL.

Keener, Molly. (2010, May). *Scholarly communication 101: Starting with the basics*. Association of College and Research Libraries Communication Road Show, Dayton, TN.

Keener, Molly. (2010, May). *Translating government policy into campus services*. Association of College and Research Libraries Strengthening Programs through Collaboration, Webinar.

Keener, Molly, & Tedford, Rosalind. (2010, June). *Take five: Using documentary film in information literacy instruction*. Metrolina Library Association 5th Annual Information Literacy Conference, Charlotte, NC.

Keener, Molly. (2010, June). *Blogging as scholarship*. Beyond Impact Factor: Understanding and Supporting Scholarly Work in the New Academy, UNC University Libraries Scholarly Communication Committee, Chapel Hill, NC.

McMahan, Kaeley, & Pressley, Lauren. (2009, July). *Instructional design for librarians: The what, why and how of ID*. American Library Association Annual Conference, Chicago, IL.

Mitchell, Erik. (2009, August). *Digital Forsyth and learning*. Winston-Salem/Forsyth County Public Schools, Forsyth County, NC.

Mitchell, Erik. (2010, March). *Digital Forsyth and Open Access*. Sun/SPARC OA Week, Webinar.

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



Clockwise from top left: Barry Davis, Lynn Sutton, Travis Manning, Heather Gillette, Linda Ziglar, Rebecca Whaples

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

- WFU Staff member



Sarah Jeong, Research & Instruction Librarian for Science (right), works with Rebecca Alexander, Associate Professor of Chemistry.

“ I want to compliment you on the new issue of ZSR Reads [newsletter] – it is interesting, is very concise and readable so that you can take the time to read it, and the photographs add another dimension to it – matching a face with an accomplishment. Great job.”
 - WFU Academic administrator

Mitchell, Erik. (2010, June). *Cloud computing for library services*. American Library Association Annual Conference, Washington, DC.

Pressley, Lauren. (2009, October). *Adapting to a changing world: Exceptional services for a new information environment*. South Carolina Library Association, Columbia, SC.

Pressley, Lauren. (2009, October). *Bite-sized repositories: The benefits of small scale repositories for local use*. Library & Information Technology Association, Salt Lake City, UT.

Scanlon, Mary. (2009, October). *Social networking for career advancement: It's not your teenager's Facebook*. North Carolina Library Association 58th Biennial Conference, Greenville, NC.

Scanlon, Mary. (2009, October). *A place at the table: Business research skills to support small businesses, entrepreneurs and economic development*. North Carolina Library Association 58th Biennial Conference, Greenville, NC.

Smith, Susan, & Womack, Giz. (2010, May). *Preserving a county's past: Cross-institutional collaboration to archive a community's history*. LAUNC-CH Research Forum, Chapel Hill, NC.

Womack, Giz. (2009, October). *Google tools*. North Carolina Library Association 58th Biennial Conference, Greenville, NC.

Womack, Giz. (2009, November). *Now/then: A journey in collecting contemporary art*. Reynolda House Museum of American Art, Winston-Salem, NC.

Offices Held (In Professional Associations)

Brown, Wanda. Black Caucus of the American Library Association, Immediate Past President; 7th National Conference of African American Librarians, Co-Chair; North Carolina Library Association, President-Elect.

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

Fansler, Craig. North Carolina Preservation Consortium, President.

Jeong, Sarah. North Carolina Library Association Women's Issues in Libraries Roundtable, Web Coordinator; Asian/Pacific American Librarians Association Scholarship Committee, Chair.

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.

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

Sutton, Lynn. Lyrasis Executive Board; Southern Methodist University Libraries Executive Board.

Awards

Gilbertson, Kevin. NextGen Librarian Award. Lyasis.

Mitchell, Erik. Open Access Week Award. DuraSpace/SPARC.

Publications

Fansler, Craig. (2010, June). A workshop with Don Rash. *Guild of Book Workers Newsletter*, 190, 8-9.

Fansler, Craig. (2009, December). The library in the classroom. *Library Worklife*, 6(12).

Mitchell, Erik, & Smith, Susan. (2009). Bringing information literacy into the social sphere: A case study using social software to teach information literacy at WFU. *Journal of Web Librarianship*, 3(3), 183-197.

Mitchell, Erik. (2010). Cloud computing and your library. *Journal of Web Librarianship*, 4(1), 83-86.

Mitchell Erik. (2010). Using cloud services for library IT infrastructure. *Code4Lib Journal*, 9.

Mitchell, Erik. (2010). Something this popular has to be good: Why libraries love intranets. *Journal of Web Librarianship*, 4, 283-286.

McCallum, Carolyn, & Collins, Bobbie. (2010). Information literacy in the social sciences at Wake Forest University. *ANSS Currents: The Newsletter of the ACRL Anthropology & Sociology Section*, 25(1).

Pressley, Lauren. (2010). *Wikis for libraries*. New York, NY: Neal-Schuman.

Smith, Susan. (2010, April). [Review of the website EdITLib: Education & Information Technology Digital Library.] *Choice: Current Reviews for Academic Libraries*, 47(8), 1453.

Smith, Susan. (2010). *Web-based instruction: A guide for libraries* (3rd ed.). Chicago, IL: American Library Association.

Sutton, Lynn, Bazirjian, Rosann, & Zerwas, Stephen. (2009). Library service perceptions: A study of two universities. *College and Research Libraries*, 70(5), 474-495.

Sutton, Lynn. (2009). Internet filtering software and its effects. In M.J. Bates and M.N. Maack (Eds.), *Encyclopedia of library and information sciences* (3rd ed.). London, England: Taylor & Francis.

Grants (Funded)

Provost's Fund for Academic Excellence – (2009, October) Ammons Symposium- Awarded \$7,000 to Principal Investigator Lynn Sutton.

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.

“ I just wanted to let you know that as I'm writing my 20-page econ research paper, I'm realizing that my data is more relevant than ever before. I feel like for the first time, I searched adequately and the results are actually useful. Anyway, I just thought you should know that I obviously gained a lot of valuable insight from your class and it's really coming in handy! I really appreciate it!”

- WFU Undergraduate student



Lynn Sutton, Dean of the Library (left), and Lauren Pressley, Instructional Design Librarian, talk with students during freshman orientation.

SERVICE HIGHLIGHTS

		FY2009	FY2010
<i>Instruction</i>			
	Presentations to Groups	749	658
	Number of Participants	6,612	6,423
<i>Reference Transactions</i>			
	In Person	3,658	3,249
	Virtual	945	1,435
	Total	4,603	4,684
<i>Interlibrary Loan</i>			
	Loaned to Other Libraries	7,594	8,605
	Borrowed for WFU Users	6,209	7,745
<i>Circulation</i>			
	Total	188,607	184,824
<i>Attendance</i>			
	Daily Average	1,765	1,939
<i>Website</i>			
	Daily Unique Visits	1,641	2,651

RESOURCE HIGHLIGHTS

		FY2009	FY2010
<i>Collections</i>			
	Print Volumes Held	1,420,770	1,418,149
	Monographs Purchased	15,357	17,700
	Serials Received (Print)	4,738	4,533
	Access to Electronic Serials	36,505	38,400
	Films/Videos/DVDs Held	17,733	19,047
	Microfilm Units	869,997	770,412
<i>Expenditures</i>			
	Monographs	\$731,257	\$614,373
	Serials	\$2,980,118	\$2,945,235
	Other	\$315,153	\$147,395
	Total Materials	\$4,026,528	\$3,707,003
<i>Personnel</i>			
	Salaries and Wages	\$2,634,471	\$2,680,811
	Benefits	\$652,273	\$671,235
	Total Personnel	\$3,286,744	\$3,352,046
	Total Library Expenditures	\$7,432,871	\$7,574,595

DETAILS

<i>Instruction & Reference</i>	FY2009	FY2010	
Personal Research Sessions	421	686	↑ 63%
Instruction Sessions	153	221	↑ 44%
LIB 100/200 Enrollment	330	417	↑ 26%

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