

Z. SMITH REYNOLDS  
LIBRARY

**ANNUAL**

**REPORT**

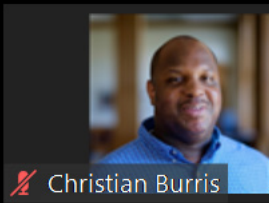
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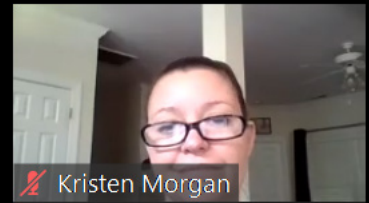
WAKE FOREST  
UNIVERSITY



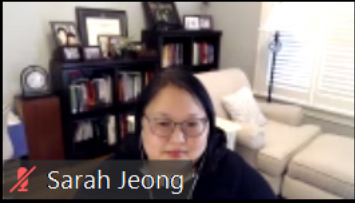
Timothy Pyatt



Christian Burris



Kristen Morgan



Sarah Jeong



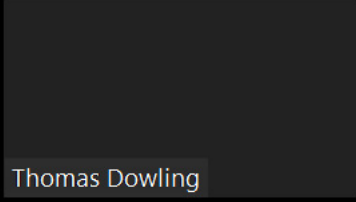
Message



Joy Gambill



Craig Fansler



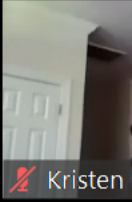
Thomas Dowling



Lauren Corbett



Rosalind Tedford



Kristen



From



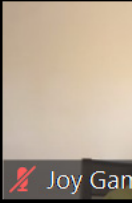
Tanya Zanish-B...



Denice Lewis



Molly Keener



Joy Gan



Kathy Shields



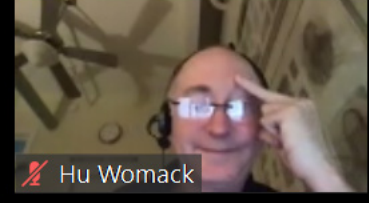
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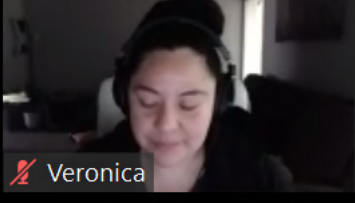
Megan Mulder



Mika Payden-Tr...



Hu Womack



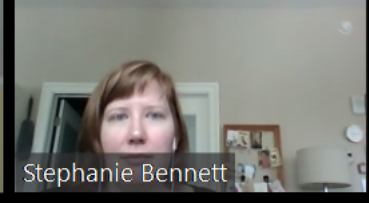
Veronica



Ellen Makarava...



Mary Beth Lock



Stephanie Bennett



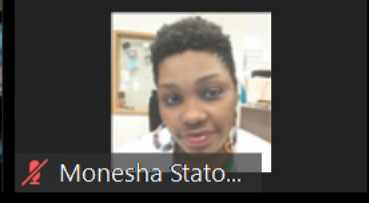
Carol Cramer



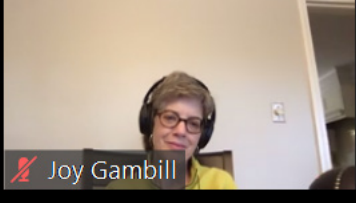
Dean



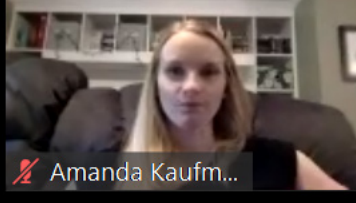
Tim Mitchell



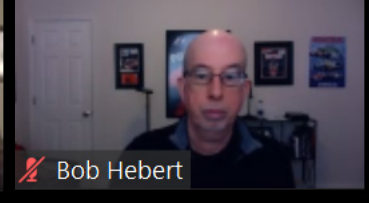
Monesha Stato...



Joy Gambill



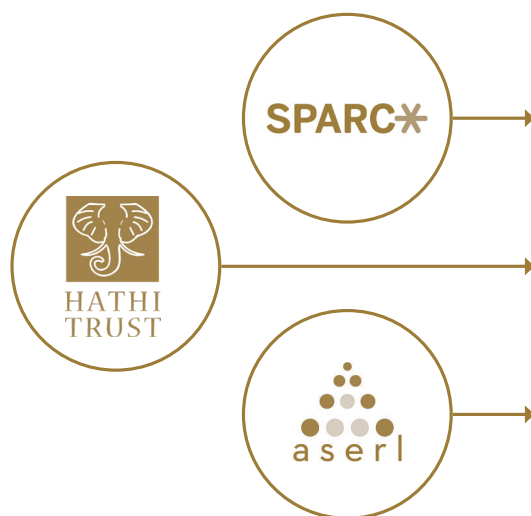
Amanda Kaufm...



Bob Hebert

In an academic year like no other, this is an annual report like no other I have written. After an eventful fall semester, we made an unexpected pivot to remote teaching and learning in the spring. The innovation and creativity shown by my faculty and staff as they rapidly moved all library services online with nearly everyone working from home is one of the highlights of my library career. We learned several things about ourselves during the last quarter of the year:

- We still work well as a team even if we cannot all be together;
- We are really good at online services and our electronic resources helped us rapidly shift to remote instruction;
- The organizations we belong to such as SPARC (the Scholarly Publishing and Academic Resources Coalition), HathiTrust and the Association of Southeast Research Libraries (ASERL), helped us weather this crisis:



**SPARC** provided copyright advocacy with publishers and promoted the use of open educational resources (OER);

**HathiTrust**, the world's largest digital library, allowed us to access electronic versions of print books still under copyright through their [Emergency Temporary Access Service](#);

**ASERL**: Network of library deans that shared what worked (and just as important, what didn't) as we worked remotely and prepared our libraries for the fall; ASERL also offered amazing and timely webinars filling the professional development void for library faculty and staff.

- Our loyal supporters, from the ZSR Board of Visitors to our annual fund donors, stayed engaged with ZSR and helped move our programs and services forward.

This pandemic will change how academic libraries operate long-term; my hope is the skills we have learned will make us more effective and open up opportunities for greater innovation.

Tim Pyatt  
Dean



# Pandemic Response

From late *March to the end of June*, ZSR faculty and staff largely *supported remote instruction* while working from home. In addition to perfecting our bread baking skills like the rest of the country, we also jumped into action to support our faculty and students as they taught and learned remotely:



- After Spring Break, ZSR librarians taught more than 40 virtual instruction sessions for WFU classes that had gone remote.
- Well over 2,000 emails were exchanged as we helped our faculty locate online versions of their course texts, online streaming videos, and online information that could help replace their print and physical course materials.
- We helped more than 120 students through personal research sessions – either via email or online through Google Meet or Zoom.
- In addition, we answered more than 600 questions from students, faculty, and the wider community that came in through our online chat/text/email system.
- We created many publicly available online tutorial videos to share with students and faculty.

- To support remote courses, the library worked especially hard to scan or acquire online materials that our faculty and students needed. We ordered over 150 e-books, 33 streaming videos, and scanned an additional 146 items for faculty to make available online for courses.

- The University-wide support for emergency remote teaching was spearheaded by the four offices in ZSR's Faculty Commons suite: the Center for the Advancement of Teaching (CAT), the Office of Online Education, IS Academic Technology, and the Library's Digital Initiatives & Scholarly Communication (DISC).

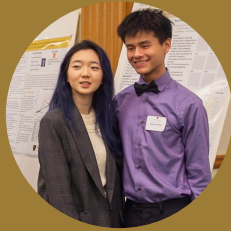
- ZSR librarians participated in a series of open lab sessions for faculty for point-of-need advice, assisting nearly 50 faculty in the first few weeks of remote teaching. Beyond the labs, 93 faculty had consultations on a range of issues from class projects to course materials to copyright.

- Special Collections started collecting documentation and archiving websites as well as other content focused on the [\*Wake Forest experience during COVID-19\*](#).



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In late May we were able to return a small group of staff to campus who helped faculty with materials for their summer courses. We even made our own custom sneeze guard!



# Highlights



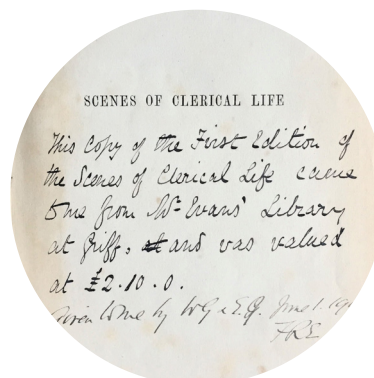




- ZSR librarians participated in a number of summer camps and orientation events, including TIP, Freedom School, World Wide Wake, and New Deac Week. We also held two orientation events for new and returning students in ZSR – *Outbreak* (trying to stop a zombie invasion) and the *ZSR Open*, a mini-golf course laid out in key ZSR locations.
- We hosted a booth at the Bookmarks Festival of Books to promote ZSR Library programs.
- Over 60 alumni and friends attended a ZSR sponsored event at Wise Man Brewing on Oct. 10th we called "*DeaconBrews.*" Wise Man introduced a specially named beer, High Clouds with Haze (a hazy IPA), after Z. Smith Reynolds and his aviation experiences. Special Collections & Archives also created a popup exhibit for the event on Wake in Winston, focusing on the Wake Forest's influence and impact on the city of Winston-Salem.
- ZSR hosted Undergraduate Research Day in the Atrium and Scholars Commons with over 180 posters showcasing outstanding work by our students (Nov. 1st ).

- We held a reception and special exhibit of books from our George Eliot collection, in *celebration of the 200th anniversary* of her birth on Nov. 14th. The exhibit featured first editions of Eliot's novels as well as the newly acquired copy of *Scenes of Clerical Life* that was originally owned by the author's brother, Isaac Evans.

- In partnership with the Writing Center, ZSR held the *3rd Writer's Camp* on January 31st. Students spent the evening in the Library writing an essay, poem, or short story with help from librarians and writing tutors.
- ZSR librarians held "*Shut Up and Write*" workshop for graduate students working on their theses, March 9-10.
- Since we were unable to hold our typical spring Wake the Library events during finals, we created a "*Words of Encouragement*" site for our students and held an online "Mad Lit Mad Libs" finals study break.



- We also pivoted our programming to online events, such as:
  - An online *Summer Reading Social* on May 5th. This inaugural program allowed us to share our favorite titles from the past year and offer literary genre recommendations.
  - A virtual genealogical research workshop for giving society members, Researching Your Ancestry & Family Tree Online: Advice from Wake Forest & Forsyth Library Experts on June 11th.
  - A series of *Mis/Disinformation* Workshops online lead by ZSR faculty for a range of groups, including giving society members.
  - A moderated panel of eight authors from the ZSR Library's Writers' Camp 2020 who spoke about their writing and their experiences at the ZSR Library's 3rd Writers' Camp for students on June 12th.



# Library Development







98

Percent Increase in Gifts

23

New Giving Society Pledges

While giving was down overall due to the pandemic, our growth with annual giving continues to improve. Over the last two years, ZSR has had sustained success increasing annual fund gifts, seeing a 98% percent increase in outright gifts to the annual fund.

We also ended the year with 23 new Giving Society pledges. We are grateful for this support during these challenging times.

Prior to the pandemic, we had some great in-person engagement with our supporters:

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# Library Development

Cont.

- With Bob Baker, Senior Associate Vice President for University Development, Dean Pyatt hosted alumni and friends for a trip to Boston, Sept. 26-29. Events included tours of the Boston College Libraries, a talk at MIT, and attending the Wake-Boston College football game.
- Dean Pyatt hosted a dinner for area alumni and friends in Nashville, TN Oct. 29th while attending the fall meeting of the Association of Southeast Research Libraries.
- The ZSR Board of Visitors meet November 7-8. ZSR librarian and Wake Forest Employee of the Year, Christian Burris, was a special guest.
- Dean Pyatt hosted tables for area library donors at Bookmark's Moveable Feast on February 8 and 9.
- Dean Pyatt hosted a WAKEAustin Brewery tour for Austin, Texas area alumni on March 4th and Wake parent Amy Butler hosted a "Dinner with the Dean Pyatt" at her Austin home on March 5th.

After spring break, we moved to online programs:

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- The Spring ZSR Board of Visitors Meeting was held April 3rd (virtual).
- We also held a virtual Call to Conversation with the ZSR Board of Visitors on April 21st.





Christian Burris  
2019 Wake Forest  
Employee of the Year



# Goals 2020-21

Much like the end of last year, this academic year is unlike any other. The pandemic, while terrible for society and challenging for Wake Forest as an institution, has been a catalyst for change. At ZSR some strategic efforts that we were planning and considering were rapidly implemented. These include:

- Consolidation of public service points;
- Restructuring and reprioritizing how we budget for library collections acquisitions;
- Greater *use of video* and online instruction;
- Greater use of e-resources by our faculty (especially monographs);
- *A reservation system* for study spaces;
- Re-focusing our fund-raising strategy;
- Implementation of smart lockers for material delivery; and
- Removing outdated furnishings.

With the understanding that we must remain flexible and be ready to address the unexpected this academic year, our goals for 2020-2021 are:

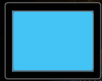
- Develop plans for a new Public Services team that sustains the consolidation of access services, reference services, and media services;
- Continue to refine discovery services through the development of *Alma/Primo*, our new library enterprise system;
- Using the FY20 collections budget analysis and data on the impact of the FY21 cuts, develop a new collections allocation structure for FY22;
- Create and implement an Equity, Diversity, and Inclusion plan for ZSR using the Office of Diversity and Inclusion's *R.I.D.E Framework* (Realizing Inclusion, Diversity, and Equity);
- Prioritize fund-raising to support Outreach, Special Collections and the Dean's Innovation Fund; and
- Create a mini-grant program for ZSR faculty and staff to pursue innovation in library instruction, research, and programming.







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[zsr.wfu.edu/giving/](https://zsr.wfu.edu/giving/)

Z Smith Reynolds Library

P.O. Box 7777, Winston-Salem, NC 27109

**336.758.4931**



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