LIBRARY GAZETTE
January 2006, Vol. 18, No. 1

From the Director

On Monday January 16, ZSR will celebrate the Martin Luther King holiday with a reading of Dr. King's "I Have a Dream" speech. Micah Andrews, a Wake Forest sophomore theater major and running back on the football team, will perform the Dream speech in the library atrium at 5:30 pm introduced by Denise Franklin of WFDD radio.

Dr. King's message of peace, justice and equality is as relevant today as the day he was assassinated. We miss his voice in these troubled times. Dr. King has long been a hero of mine. I have a collection of his speeches on CD that I keep in the car and listen to regularly on long rides to Michigan.

Wake Forest has never been known for its student diversity and in fact was once voted the most homogeneous campus in America. However, Admissions sets aggressive minority recruiting goals each year and was exceptionally pleased that this fall’s freshman class included 16% under-represented minorities and 8% African-American students, both all-time highs. The library has an opportunity to be a leader on campus in making all students feel welcome and in serving as a rich cultural resource for all students in the university. We will keep working until, as the prophet says, "justice rolls down like water, and righteousness like a mighty stream." - Lynn Sutton

Sharon and Vicki in Charlotte

On December 8th, Vicki & I traveled to The Charlotte Museum of History for "Photographic Formats: Identification and Preservation for Archival Processing," a workshop sponsored by the North Carolina State Historical Records Advisory Board and the Society of North Carolina Archivists. This one-day workshop, funded by the National Historical Publications and Records Commission, discussed 19th and 20th century photographic processes and formats as well as their corresponding preservation issues. Specifically, the workshop included:

- Brief history of photography focused on the formats typically found in local and regional collections such as daguerreotypes, ambrotypes, tintypes, and cabinet photos.
- Presentations and in-class exercises concerning the identification of photographic processes.
- Discussions of the deterioration of photographic materials.
- Discussions of proper storage environments and enclosures.

The workshop was taught by Stephen J. Fletcher, Photographic Archivist of the North Carolina Collection at the University of North Carolina at Chapel Hill. Steve’s background includes the B.F.A. degree from Rochester Institute of Technology and more than 20 years of experience in photography and photographic archives in Indiana, California, and at Eastman Kodak. - Sharon Snow

Staff Development Update

On December 13th, the Staff Development Committee arranged a visit to the Reynolda House in which 16 ZSR folks attended! Stephanie Abdon gave us an introduction to the Reynolda House and turned us loose to explore. We checked out everything from a video on the history of the house to the bowling lane and the swimming pool. Reynolda House even has a display that includes one of Z. "Smith" Reynolds' report cards from the school in Reynolda Village. The Reynolda House is an impressive place, and your Wake Forest University ID will get you in for free.
The Staff Development is currently working on plans for the Spring semester. We know that there will be a few brown-bag lunches (details to be announced) and a Dinner & Secrest Event. We're also working on participating in the tours of the Old Campus that are being organized in celebration of the 50 year campus anniversary. We have several other things up our sleeves that we're working on. As soon as details firm up, we'll send out announcements. Hope to see you at some of the events! - Lauren Pressley

Wake Forest edges NC State 65-64

What a game to guest coach!! The headline says it all! On January 7th in a "Jam the Joel" showdown, the Lady Deacs played with grit and determination to beat NC State. As guest coach for a day, I was screaming from the bench in a nail biting win for our Lady Deacs. Guest coaching was totally awesome! I had media parking privileges, a front row seat on the bench, and was in the locker room with players and coaches before, during, and after the game. The pre-game strategy was a combination of plays, positive reinforcement, and toe-to-toe strategies for one-on-one action. Back to the locker room at halftime we heard Coach Petersen's pointed words for changing the tone and level of play. And then the post game revelry! I’ll have pictures to prove the happiness and elation of all! - Sharon Snow

Did You Know...

Waits Raulerson, the library's Library Technician, Database Maintenance, has been employed here since 2004? And did you also know...

..."Waits" is his mother's maiden name? And that his parents' final two choices for a boy's name were "William Waits" (the winner) and "William Henry" (the runner-up). If it had been the latter, he would have been known as "Hank"?
...he has attended at least one football game in every on-campus SEC football stadium? And that he's now working through the ACC? (Still to go: Boston College, Maryland, Virginia, Virginia Tech, Clemson, Florida State, and Miami)?
...Christian and he will celebrate their 9th anniversary next month?
...his grandmother makes him a coconut cake for his birthday every year?

Deadline for the next Gazette

The deadline for submitting articles for the February issue is Wednesday, February 1st, at 4 p.m.

Contributors to this Issue

Renate Evans, Lauren Pressley, Waits Raulerson, Peter Romanov, Sharon Snow, and Lynn Sutton
LIBRARY GAZETTE
February 2006, Vol. 18, No. 2

From the Director

One of my goals as Director is to engage in fundraising for the Library. I anticipate that ZSR will participate in the University's next capital campaign and as an interim measure, we have been included in a new program called the Presidential Trust for Faculty Excellence. The University seeks to generate at least $10 million over the next two years with this program.

The purpose of the Trust is to enable Wake Forest to recruit and retain superior faculty members who exemplify the teacher-scholar ideal. As the library is a key component to faculty success, ten percent of the gifts under this program will be designated to support faculty information resources at the Z. Smith Reynolds Library.

The first gift has already been received from this program and our new Head of Collection Management, Jim Galbraith (welcome, Jim!), has plans to initiate an internal competitive mini-grant program, whereby liaisons can work with departments to propose projects for one-time expenditure of funds in areas that are currently under-represented in the collection. This will go a long way toward securing the research and instructional materials that faculty need to be successful teacher-scholars. I hope that this program will grow over the years and continue to bring new resources into our collection. - Lynn Sutton

Lauren at ALA Midwinter

Midwinter was a whirlwind for me of all kinds of new experiences. I went as a member of the Committee on the Status of Women in Librarianship (COSWL) and ACRL's Women's Studies Section's Instruction Committee.

COSWL is busy at work planning their 30th year anniversary program, bringing in panelists from the beginning, middle, and current eras of the committee. Our goal is for the program to be the beginning of an oral history project in which we'll interview former COSWL leaders about their experiences as in the committee and as women in librarianship. We're also talking about working on a new edition of On Account of Sex, an annotated bibliography of works dealing with women and librarianship/libraries.

ACRL's WSS's Instruction Committee is focused on gathering resources for instructors in the area of information literacy in Women's Studies. We have several projects we're going to work on including starting a blog for internal communication, creating guides for how to use several Women's Studies databases, maintaining the resources on our website, and contributing to a program for the Annual ALA conference dealing with information literacy in "Other" disciplines.

Since I was at ALA, I attended the Top Tech Trends discussion meeting and blogged about it for LITA. I also participated in the WSS discussion group: "You Mean I Can Use a 'Zine in a Research Paper?" This discussion focused on using 'zines, blogs, wikis, and other non-traditional materials as primary source materials. I am writing this session up for the WSS newsletter.

Finally, thanks to Debbie, I found out about ARL's leadership program. Part of it was designed for Spectrum Scholars as part of ARL's Diversity Initiative. Part of it was open to all MLS/MLIS students. I was able to attend sessions dealing with topics from leadership to writing for publication to library instruction to pursuing a PhD. It was a wonderful way to tie together some of my coursework from the MLIS program and my practical experiences from
WFU.

Midwinter was wonderful and busy, and I’m thrilled to have had the opportunity to participate. Now it’s time to get down to the business of committee work! - Lauren Pressley

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**WorldCat Collection Analysis Tool**

Last fall, Reynolds Library subscribed to OCLC’s WorldCat Collection Analysis Tool, this product allows a library to analyze its holdings data as stored in the WorldCat database and to compare to its collections to those of other libraries. It should enable us to study and fine-tune our collections much more easily than in the past.

OCLC offers two types of subscription for the CAT, a group membership which limits a library to comparisons within a designated group and an individual subscription which allows access to the data of any library. However, a library with an individual subscription must have the written permission of the library whose collection it wishes to analyze, but an analysis can compare just 5 libraries at a time. With our group subscription, based on our ASERL membership, we can analyze all 52 ASERL libraries simultaneously and as often as we like.

With the Collection Analysis Tool a library’s collection can be analyzed and grouped by subject, date of publication, format, language, and audience. Once the data is grouped, a user can click on the appropriate link and see an actual list of the titles in a particular category. The data can be displayed in reports and graphs and exported for further analysis.

The two most intriguing features of this tool are first, the ability to see how much our collections overlap with those of other libraries and second, the ability to determine how much of our material is unique to this library. For instance, only one title is present in all 52 libraries - the American Library Directory. Of the 885,165 EWF titles tracked by the Collection Analysis Tool, slightly more than 62,000 titles are unique to Wake Forest.

The $10,000 grant won by Jill Carraway to enhance the bioethics collection provided us with an opportunity to use this tool under live conditions and we discovered some of the things it can not do. For a detailed description of this small collection, Erik Mitchell and Voyager proved a readier source of information. This spring, Jim Galbraith, Sarah Jeong, and I will use the Collection Analysis Tool to compare specific portions of our science collection to those of other libraries, a use better suited to the features of this exciting new product. - Elise Anderson

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**Sarah at ALA Midwinter**

As Co-Chair of ACRL’s Science and Technology Information Discussion Group, I organized a panel discussion on recruiting science librarians. Recruitment is a hot topic these days among science librarians, and Science and Technology Libraries is going to publish a special issue focusing on recruitment and retention. The panel consisted of 4 speakers: Emily Barton from Michigan State, Catherine O’Clair from Arizona State University, Cecelia Brown from the University of Oklahoma, and Jack Becker from Texas Tech. Everyone agreed that there is currently a shortage of science librarians, and as a result, there is a need to recruit potential science librarians at the undergraduate level. One person commented that student assistants working in our libraries should be given interesting, engaging tasks and projects.

The University of Tennessee has developed a website called [Science Links](http://www.lib.utk.edu/sciencelinks/faq.html), which has a section called “Why would I want to become a science librarian?” In addition, the Science and Technology Section of ACRL (ACRL-STS) is currently developing a brochure and video focusing on recruitment. 50 people attended the session, and we had a lively, informative discussion.

I also got a chance to visit the Alamo and Market Square (El Mercado) while I was in San Antonio. There was a beautiful garden inside the Alamo. Overall, my first ALA Midwinter Conference was a productive and enjoyable one. -
Staff Development Update

The staff development committee is working on the details for the spring semester. As soon as the schedule has settled a bit, we'll get the dates out. For now we thought you might like to know about upcoming events.

February

- **Tuesday, February 7, 12:00-1:00** in Library 476 (reference classroom)
  Brown-Bag lunch with **Cristina** about her semester in Japan
- **Tuesday, February 7, 3:00-4:00** in the ITC screening room
  Courtesy of **Debbie**, there will be a Blended Librarian webcast on the topic of "Designing Library Experiences for Users"
- **Thursday, February 23, 12:00-1:00** in Library 476 (reference classroom)
  Brown-Bag lunch with **Debbie** about Information Commons in Academic Libraries
- **Tuesday, February 28**: Dinner & a Secrest event.
  We'll get together at 6:00pm at La Caretta for dinner and come to campus for I Musici, the legendary chamber orchestra from Italy. In honor of the 250th anniversary of Mozart's birthday the program will be entirely Mozart's music. If you'd like to go to dinner and/or the concert, let me know so that I can make reservations.

Upcoming (but in the works)

- Graylyn Tour: it looks like we'll be able to arrange a special session for library staff! I'm still working on the details.
- Junebug lunchtime movie: March 2-3 at noon
- Investment talk from Lou Morrell on April 18 at 2:00pm
- Library 2.0 Brown-Bag lunch
- Others in the works, but it's still too early to put anything on the calendar.

We hope to see you at some of these events! I'll send out reminders beforehand! - **Lauren Pressley**

Human Resources FAQs

**Q: What is the difference between non-exempt and exempt status?**

**A:** This question has been asked several times during the library's review of positions this year. All the details are found on WFU's [Decision Making on Exempt/Non-Exempt Status](http://www.wfu.edu/hr/forms/decision-making.pdf) and [Exemption Work Sheet](http://www.wfu.edu/hr/forms/exemption-worksheet.pdf).

For your convenience, here are some excerpts:

**Background:** The Fair Labor Standards Act (FLSA) provides the testing criteria to assist in classifying jobs as exempt or non-exempt. The Fair Labor Standards Act (FLSA), also called the Wage and Hour Law, is enforced by the U.S. Department of Labor. Its primary objective is to eliminate detrimental working conditions. FLSA establishes protections for employees regarding minimum wage, child labor and overtime pay provisions. In addition, the regulations identify and exclude certain workers (exempt) from FLSA coverage.

**Q: What does it mean for a position to be exempt or non-exempt?**
A: Simply put, employees holding non-exempt positions are those that must be paid in accordance with the overtime provisions of FLSA. Exempt positions, on the other hand are excluded (exempted) from coverage and do not need to be paid overtime.

The law's objective is to protect the employee, so FLSA assumes all positions are non-exempt and subject to the law. It is important that the employees assigned to exempt classifications perform work that meets the standards for exemption. It is the employer's responsibility to prove that a job is exempt.

Generally, the federal (FLSA) guidelines provide the information to make an informed decision regarding exempt or non-exempt status. In all cases, Wake Forest University imposes a strict guideline as to percent time spent performing exempt duties (80%). And, when a position is borderline, it can be especially difficult to make a judgment between the exempt and non-exempt designation. When the exempt designation is in doubt, the decision must be for non-exempt status.

Q: How does an employer decide if a position's duties and responsibilities are exempt according to the FLSA regulations?

A: There are three types of exemptions under FLSA: Executive, Administrative and Professional. The exempt test criteria differ by type. The FLSA regulations provide guidelines and examples to assist the employer in making exempt/non-exempt determinations. Essentially, the law guides the employer in the evaluation of two key criteria:

1. The importance of the work as defined by the law's guidelines, and
2. Within the context of its importance, the extent and magnitude of the position's independent discretion.

Q: What about computer-related positions?

A: WFU designates exempt computer related positions as Information Systems Technical (IST), Information Systems Professional (ISP), or Information Systems Management (ISM). The criteria for meeting this exempt status are provided in the Exemption Work Sheet <http://www.wfu.edu/hr/forms/exemption-worksheet.pdf>.

Q: It's still confusing to me. Where can I get more information?

A: To read the FSLA guidelines provided by WFU's Human Resources, go to their web pages at Decision Making on Exempt/Non-Exempt Status <http://www.wfu.edu/hr/forms/decision-making.pdf> and Exemption Work Sheet <http://www.wfu.edu/hr/forms/exemption-worksheet.pdf>.

I hope this Human Resources FAQ is helpful! If you need additional guidance, please let me know. - Debbie Nolan.

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Welcome Jim Galbraith

Hello, my name is Jim Galbraith and I am the new Head of Collection Management. I recently arrived from New York where I was Assistant Director for Collections at Columbia University.

I grew up in Elmira, N.Y., but my academic and library careers have taken me around the country. I have an MA in History from the University of Illinois and an MLS from SUNY Buffalo. I also worked at the University of Mississippi, University of Oregon, and Michigan State University. Exploring the country has been fun and I plan to visit the Southwest to complete my survey of the U.S.

I like to listen to music, read, play golf, and - when I am near water - sail. I also collect ancient Greek and Roman coins.

I look forward to settling down in Winston-Salem and anticipate many seasons of Wake Forest basketball and golfing...
in the winter. Thank you all for being so welcoming; Winston-Salem already feels like home!

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Did You Know...

**Lynn Sutton**, the library's Director, has been employed here since 2004? And did you also know...

...she still has sod from the infield taken from the Detroit Tigers pennant-winning game in 1968 (stored in her mother's refrigerator)?
...she once rode in a weeklong bicycle tour of Michigan's Upper Peninsula (where the terrain is flat and the shoulders are broad)?
...she is planning to walk 20 miles a day for three days in the Phoenix Arizona Breast Cancer 3-Day on November 3-5, 2006 in support of her best friend from high school Toni Garvey (2004 Librarian of the Year)?
...she loves to surf dog adoption web sites (favorite is [Sious Falls Area Humane Society](http://www.sfhumanesociety.com/available_pets/pet_view.asp?category=dog) )?

**Deadline for the next Gazette**

The deadline for submitting articles for the March issue is Wednesday, March 1st, at 4 p.m.

**Contributors to this Issue**

Elise Anderson, Renate Evans, Jim Galbraith, Sarah Jeong, Debbie Nolan, Lauren Pressley, Peter Romanov, Sharon Snow, and Lynn Sutton
LIBRARY GAZETTE
March 2006, Vol. 18, No. 3

From the Director

At the University's Executive Council meeting this month, President Hatch invited those present to discuss the booklet "Good to Great and the Social Sectors: Why Business Thinking is not the Answer" by Jim Collins. The premise of the piece is that social institutions such as hospitals, universities and cultural organizations must pursue success in different ways than the business model. Too often, well-intentioned corporate leaders urge university presidents to make their enterprise "more like a business." However, Collins points out that successful leadership in a social institution looks and behaves much differently than in a business. The top-down, authoritative style that works decisively in business often fails miserably in a complex and diffuse power structure such as a university (the recent demise of Lawrence Summers at Harvard is a prime example). Leaders who rely more upon persuasion, political currency and shared interests go further by creating the conditions in which the right decisions can happen.

Likewise, success in a business may be judged simply by bottom line performance but success in a social institution such as a university is measured by the superior performance of its mission over a long period of time. Key factors in reaching this sustained level of excellence include: getting the right people on the bus (and getting the wrong people off the bus), confronting the brutal facts that stand in the way of success, employing the "Hedgehog Concept" (identifying what you are passionate about, what you can be best in the world at, and understanding what drives your resource engine), and achieving consistency over time through a culture of discipline.

Those present at the meeting debated these concepts and their applicability to Wake Forest. Each of us could envision a Hedgehog Concept for our own units as well as for the University at large. I suggest that we at ZSR are passionate about superlative library service and that we could set the "Big, Hairy, Audacious Goal" of being the best provider of academic library service in the whole, wide world. We don't have that far to go! - Lynn Sutton

The 2006 Technology Consortium at WFU

On Friday, February 24th, Erik Mitchell and I presented with Assistant Chief Information Officer Nancy Crouch in a session on using mobile devices outside of the classroom. This session examined how mobile devices can add value to the daily life of students, faculty and staff. We discussed a variety of applications students used during the MobileU pilot, including the ZSR Library's mobile website, location-based services, Mobile WIN, shuttle-tracking services and LaundryView ™.

This session was part of the 2006 Technology Consortium at WFU, a two-day conference sponsored by the Wake Forest Information Systems department. This conference focused on mobility and convergence. Presenters from WFU spoke on the MobileU pilot program as well as other technology initiatives underway at Wake Forest. More than 70 academic professionals from all over the Southeast attended the event.

Erik did a wonderful job explaining the ZSR Library's mobile website and how it focuses on information relevant to mobile users. In addition, he demonstrated how to search the online public access catalog from a mobile device and showed the audience the mobile version of the stack guide, which participants in the pilot found very useful. I focused on the location-based services available via the Herecast application as well as some of the other applications students commonly download such as AOL Instant Messenger for the PocketPC.
Erik and I were not the only members of the ZSR Library asked to present, Caroline and Rosalind gave a presentation along with Claudia Stitt from Information Systems on Copyright Compliance. Their program included both information on the latest developments in copyright law and information on copyright awareness programs and marketing efforts of Wake Forest staff through programs known as Digi Get It, Think For Yourself and You are the Key.

All in all it was a fun and successful presentation, and the next morning I woke up to discover my picture in the Winston Salem Journal next to an article about the Technology Consortium! - Giz Womack

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### Staff Development Update

Two brown-bag lunches and a webcast made up the staff development offerings for February. Cristina gave the first brown bag session to a packed house on her semester in Japan. She showed pictures and told stories of her family's time there.

"Designing Library Experiences for Users" was a webcast from the Blended Librarian [blendedlibrarian.org](http://blendedlibrarian.org/). Aradhana Goel of MAYA Design explained her experiences designing library environment for patrons at Carnegie Library of Pittsburgh.

This idea carried through to a brown bag lunch session that Debbie led on information commons in academic libraries. Participants saw images from libraries that have implemented information and learning commons and shared examples from libraries that they've visited.

**Our upcoming events include:**

Tour of Graylyn, Tuesday, March 28, 1:00
There are still a few slots open if you're interested in going. I'll get in touch with those who have RSVPed a little closer to the date about carpooling, etc. This should be a great time!

Trek to the Wake Forest Birthplace, Saturday, April 1st
I am working with the folks who are coordinating the official Trek to the Wake Forest Birthplace for the library folks who would like to participate. Please refer to the email I sent to Lib-L or contact me for more information. - Lauren Pressley

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### The Unintended Gift

It is 2006. Do you know where your High School diploma is today?

More than 70 years after "Pomp and Circumstance" a Concord, NC high school diploma surfaced in Z. Smith Reynolds Library in a box of well aged gift books.

Julius Caesar Herrin graduated from Concord High School May 17, 1935.

The back of the document contains two lists: one gives the names of 38 boys and the other records 49 girls. Julius Caesar had some good company in his graduating class since, among others, he shared the honor with Benjamin Franklin Scott. The little document is now on its way to the issuing institution to take its place in local history. - Jill Carraway

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## Intern from UNCG
Adrianne Leonardelli, an M.L.I.S. student from UNC-Greensboro, has been interning in the Reference Department and in Technical Services this semester. I am supervising Adrianne’s practicum. Adrianne has been working at the Reference Desk and is helping me update the Biology Collection Development Policy. She has also been working with various people in Technical Services in order to gain some practical experience in cataloging. Thanks to Wanda, Carolyn, Steve, Waits, Leslie, and Linda Early for working with her! - Sarah Jeong

Notable Documents 2004

The annual Library Journal “Notable Documents” column (LJ May 15, 2005), again lists a number of important and informative titles. Take at look at some of these titles recently added to our collection; or, you can browse many of the titles right from your using the supplied URL.

- World War II Memorial. General Services Administration. GS 1.2:M 51

- Mary Horton

Halo2 Tournament @ ZSR!

On Friday, February 17th at 4pm, the Z. Smith Reynolds Library hosted its first Halo2 tournament. For those of you not up on your video games, Halo 2 is a first-person shooter developed for the Xbox video game console. For those not up on gaming lingo, first-person shooter games are games where the player’s on-screen view of the game world simulates that of the character; for example, when playing a flight simulator game, you would see the world from the perspective of the pilot of the aircraft.

This was the second event our new “Get Game@ZSR” series. Unlike the first event back in September, this was a tournament focused on one platform, the Xbox, and one game, Halo2. We also changed the venue this time and discovered that the Rhoda Channing Reading Room was an excellent venue for such an event, plenty of room, the ability to dim the lights, and a great place for all the food!

I want to once again thank everyone who helped set up for this event! Jim, Chris, Waits, Tim, Erik, Susan,
Carolyn, and Lynn along with the RTAs were instrumental in setup for and breakdown of the event!

Caroline proved to be a hostess extraordinaire when it came to getting these players in the room, signed up and on the proper team, ready to play! All the help and excellent organization by the RTAs had us setting up players by 3pm and ready to start the tournament by 4pm sharp! We were surprised when at the end of the tournament, at 5:45pm, the students packed up and left! While we thought they might like to stay and play, they were ready to go!

In case you were curious for more details, this was an individual tournament which means it was the player versus everyone. We tried to have games of eight people and move on the top 4. It was double elimination so the top four from each bracket met in the final round and the person with the most kills, Stephen Deutsch, was crowned champion.

I also want to thank everyone again who came by to support us and see what was going on, Debbie, Kristen, Wanda, Jill, Carol, Ellen, Mary H., and Mary R. and all the others who braved the sounds of gunfire and explosions to see what this event was about. Thanks to some extra planning, we did not suffer from the same power blackouts as the September 2005 Get Game@ZSR event, and we had plenty of food and drinks to keep the players happy! Each time we do these events, we learn a little bit more!

Now it is time to start planning our next gaming event here at ZSR! Hmm, I wonder what the popular video game will be next time? - Giz Womack

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Did You Know...

Heather Gillette, the library's Document Delivery Assistant, has been employed here since 2005? And did you also know...

...she has visited 45 of the 50 United States?
...she can trace her heritage back to Pedro Menendez de Aviles who founded/settled Saint Augustine, FL?
...she was nearly shot while playing a prank on a professor in graduate school?
...she is allergic to chocolate?

Deadline for the next Gazette

The deadline for submitting articles for the April issue is Wednesday, April 5th, at 4 p.m.

Contributors to this Issue

Jill Carraway, Renate Evans, Heather Gillette, Mary Horton, Sarah Jeong, Lauren Pressley, Peter Romanov, Lynn Sutton, and Giz Womack
From the Director

Last week, the University received an accreditation visit from the Southern Association of Colleges and Schools (SACS). The accreditation process has changed substantially from the last time Wake Forest was accredited seven years ago.

Before the SACS team arrived on campus, months of effort went into answering a detailed compliance questionnaire for various units of the University, including the Library, and providing the planning and assessment documents they requested. A peer review committee from SACS conducted this assessment off-site and reported where they thought the University was in compliance with the core requirements of accreditation and where it was out of compliance. The Library came out very well in this assessment in terms of quantity and quality of staff, adequacy of library collections and services, and instructional activities.

A major focus of the on-site visit was to assess the University's Quality Enhancement Plan (QEP), required by SACS to "describe a carefully designed and focused course of action that addresses a well-defined topic or issue related to enhancing student learning." Wake Forest chose international education as the theme for its QEP, "Beyond Boundaries: Preparing Students to Become Global Citizens". This plan builds on Wake Forest's tradition of excellence in undergraduate education and commitment to broadening the liberal arts education of our students through international experiences. A close examination of this document reveals a number of ways that the Library can be involved in this effort. For example, the plan calls for enriching interdisciplinary area-studies minors such as the Middle Eastern minor and expanding programs with the possible addition of minors in European studies and African studies. This would have a profound effect on the literature needed to support these areas. The plan also calls for more preparation for students before they travel, which could include orientation to library resources in each international location as well as virtual resources available to all Wake Forest students. At the next Administrative Council meeting, I will call for the formation of a new working group to address library services to students and faculty who are abroad. A comprehensive assessment of the three library facilities in the Venice, London and Vienna houses is also needed.

As the University works through the final stages of the accreditation process, the Library will continue to be centrally involved in the compliance, assessment and enhancement activities needed for full accreditation.

- Lynn Sutton

ZSR Digital Collections talk at State Library

On Thursday, March 2, I traveled to the State Library in Raleigh to talk about our digital projects with the NC Echo Digitization Institute. I attended the Digitization Institute in March 2004, and they asked me to discuss some of the projects I'd worked on as well as our successes and problems.

NC ECHO - Exploring Cultural Heritage Online is a grant-funded state group that promotes the use of technology to preserve North Carolina cultural heritage. NC Echo does this through education in the use of metadata and instruction in the process of developing digital projects. NC Echo is a great group of people who have helped ZSR in our digital projects, creation of online finding aids, applying for and getting grants and metadata instruction.
I began by discussing my first project, the Cigarette Cards Collection. The Cigarette Cards Collection is a group of 19th century "trading cards" that were inserted into Duke Tobacco Company cigarettes circa 1888. This project went swimmingly. I scanned the cards over a 2 week period. Next, Erik Mitchell gave me a crash course in Encompass, and I created Dublin Core records for each card. At this point, we enter the realm of 'smoke and mirrors', as each large scanned image (600 dpi) is used to create two smaller resolution images for a thumbnail (75 dpi) and access (150 dpi) image for the web interface. This combination of images and data is then "merged" into an online representation that organizes the images with the metadata for researchers and patrons to access. The Cigarette Cards Collection can be viewed from the ZSR Digital Collections link on the ZSR homepage (I'd give you the URL here, but it's way too long).

I next took time to talk about some of the problems we encountered as we tackled other projects, such as:

- Organize a team or working group for each digital project that is comprised of the key players
- Make sure you have copyright permission to display your images
- Establish a process and follow it
- Talk to everyone that will be involved in the project before you begin, to make sure everyone is on the same page
- Ensure your technological limits (hardware and software) are boundaries you honor as you go forward with the project
- Hold periodic meetings with everyone involved to track progress
- Make sure your scans are in the correct format

It was both gratifying and disconcerting to see our new Digital Projects Coordinator, Kevin Gilbertson, in the audience that day. Afterwards, Kevin was kind to me.

One of the major things I realized when I began my first project is- you can’t do it alone! I was so grateful for the Tech Team and all the help I got from them to do this project. We’re lucky to have such a great group of competent folks on that team. I don’t see how smaller institutions do these digital projects by themselves. The digital projects at ZSR continue to move forward as we refine our process and improve our procedures. The latest project is the Dolmen Press Printing Plates Collection. More are on the way, so stay tuned to the ZSR Digital Collections page.

- Craig Fansler

2006 LAUNC-CH Conference

The Librarians' Association of the University of North Carolina at Chapel Hill held its annual conference on March 13th at the Friday Center. This year’s theme was entitled, "Looking beyond the Five Year Plan: the Academic Library in 2025." It was a day well spent.

John Price Wilkin from the University of Michigan spoke concerning their participation in the Google Books Project. John's take on the Google project, in a nutshell: If it doesn't kill you, it will make you stronger. He sees research libraries as places that provide collaborative spaces; as conduits for licensing content; as partners with faculty and
students; as the responsible parties for archiving and digitizing; and as publishers, advocators, and curators of intellectual content. We should connect our users with information through skilled partnering efforts designed to develop rich collections. How do we get there? We re-shape our spaces, and we re-shape our services and the staff to support them.

Diane Straus, AUL for Public Services at UNC-Chapel Hill and Mary Reichel, University Librarian at Appalachian State each presented views on "Library spaces of the future." Library space should be stimulating, inspiring, and motivating. Study spaces should be full of natural light and beautiful colors, and be healthy with good air quality. Spaces should be easy to re-purpose and able to provide smaller more intimate learning environments. As the spacing requirements for bound periodicals decrease, teaching spaces should increase. Library space should be centered on users and the various ways in which they learn and work. There should be spaces which promote social, interactive, and collaborative learning, yet there also have to be spaces which foster quiet individual reflection.

Irene Owens, Dean of the School of Library and Information Sciences at North Carolina Central University, and Rebecca Vargha, Librarian at the School of Information and Library Science at UNC-Chapel Hill, shared insight on staffing needs of the future. Their observations included the following: staff sizes are shrinking as we do more with less, job descriptions are broadening, and staffs are performing at higher levels than ever. Their helpful recommendations were to constantly rewrite library mission statements as expectations of students, faculty, and administrators change; likewise, re-write job descriptions as position responsibilities continue to change and then address pay inequity. Also, we need to appreciate what others bring to the table and be able to work with them. We need to hire folks that learn quickly and that have the propensity for taking risk and the capacity to work independently while remaining flexible enough to work effectively in a group setting. And lastly, we need to give assignments to staff that help them grow and offer lots of support for continuing education opportunities.

The final component of the day featured a panel discussion with library directors from UNC-G, Duke and NC State. Here are some of their thoughts on planning for the future:

- It's neither the technology nor the kind of services you offer; instead, it's the kind of people you have and your ability to assemble resources. If you have the money and the right people, you can accomplish almost anything.
- We are the ones responsible for embracing change. Remember this: every device, tool, equipment, and technology will go away. It will be replaced by something cheaper and smarter. We don't know what it will do, but we know it is coming.
- Get rid of the arrogant mindset that we are the gateway to information. We can choose what we subsidize. The question remains, where do we apply the standards?

- Wanda Brown

**Daugman at LAUNC-CH**

The Librarians' Association of the University of North Carolina at Chapel Hill sponsors an annual conference every spring at the University's Friday Center, this year peering into the future with topics centered on the theme, "Looking beyond the Five Year Plan." Although one panelist pleaded wariness, citing the fate of the Soviet Union's notorious Five Year Plans, others were less cautious, and prognostications, pronouncements, and injunctions certainly abounded.

The keynote speaker was John Price Wilkin, Associate University Librarian for Information Technology at the University of Michigan, whose most celebrated digital undertaking will surely be UM's participation in the Google Books Project, for which he is coordinator. Expanding the horizon from five to ten years, he predicted, not surprisingly, that libraries would cease to be organized around the management of print inventories. There would still be a role for print, he conceded, but it would revolve around significant local collections and shared repositories (having conceded that print is, after all, a very handy medium). Research libraries would exist as collaborative spaces
(transformed to meet new research and teaching needs), conduits for licensed content, archives for unique special collections, publishers pursuing new publication models that will emerge to promulgate information and widen its availability, and finally as advocates in an altered intellectual property landscape. But the impetus to connect users with information would remain.

He then turned to the revolutionary project all were eager to hear about: the Google/University of Michigan plan to digitize UM's entire print collection. He repeatedly (surely not defensively!) characterized the project as a preservation surrogate, emphasizing the non-destructive nature of the conversion, which captures high quality images according to benchmark standards and provides better content access than microfilm. It is but a "transformative action," he maintained. He also argued that the project extends beyond providing access, since it also is a significant collaborative initiative and seeks to improve usability and access, OCR and encoding. As for the nagging copyright issue, he pointed out that the project does not involve getting around copyright even though it will include digitizing material beyond the confines of the public domain. Rather, this is to be "transformative" use, not providing full content access to copyrighted material but creating finding tools for them: "fair use of snippets" will be the question. Of the UM files, approximately one-third will be restricted to UM users, one-third will be open to the world, and the remaining third will shortly be open to the world. Acknowledging the looming challenges, both technical and legal, he pronounced that "we must build the bridge as we cross it." (So footing may be slightly precarious.) The Google Book Search Library Project <http://print.google.com/googleprint/library.html> shows examples of the three ways (snippets, limited pages, and complete work) in which books will be displayed; for additional information, see about the Michigan Digitization Project <http://www.lib.umich.edu/mdp/>.

Greg Raschke, Interim Associate Director for Collection Management, Organization, and Preservation at NC State paired with Paul Jones, founder and director of iblio.org and Clinical Assoc. Prof. at SLIS, UNC-CH, to survey and to speculate upon collections of the future, ca. 2025. Raschke issued a rapid-fire litany of predictions and injunctions, positing that hybrid collections are here for the foreseeable future—print and electronic, open access and subscription-based. He spoke of the "information ecosystems"-- legal, economic, and cultural-- that surround collections, e-book publishing poised for new growth with improved breath and depth, and the digitization of special collections. The challenge is now how to provide access to vastly disparate collections, and how to present a coherent collection to users; the danger in lack of integration is the cacophony of a Tower of Babel. Integration and collaboration necessitate pooling resources, and here libraries need to do better. He advocated collaborative action to coordinate collections, long term archiving, new models of scholarly communication, and finding efficiencies. He noted that local and national digitization projects of unique collections are moving beyond the cottage industry phase and are becoming more strategic, and cited Michigan and Cornell as prime exemplary instances of librarians becoming publishers in order to create content.

Paul Jones' eclectic talk tended to veer back to issues of publishing—on demand, self-publishing, and off-site publishing. He intrigued the audience by alluding to the the "blook:" a book that started out as a blog on a webpage. Much of his commentary addressed a situation specific to UNC-CH, that the research in biomedicine which brings in the most money for the university also brings with it a concomitant problem of retaining access to the information if and when researchers move elsewhere. He predicted that institutional repositories will become a large part of collections because of their unique nature.

The second breakout session considered the futuristic library desktop, as perceived by Andrew Pace, head of Systems at NC State (and writer of the "Technically Speaking" column in American Libraries), and Professor Gary Marchionini of SILS at UNC-CH. Pace spoke all too briefly, unfortunately, stressing the problem of impediments and the "library disintegration" that exists since various library systems fail to fit together very well at present: the online catalog, serials, A & I/full text databases, and the Web. Brick walls stand between local digital collections and the world, and we do not do much to eliminate such barriers and to expose collections to the world; this arrogance needs to be abandoned His guiding maxim was greeted with laughter but also resurfaced in a later panel session as one to carry away from the conference: that "indecision is the key to flexibility."

Professor Marchionini echoed similar themes, commencing by branding books the most trivial part of the library yet
admitting that electronic format does not necessarily have the same value as the original artifact. He predicted that library desktops will be characterized by a multiplicity of types of information, not just text or music or video but other data streams as well. He, as many others that day, stressed the value of local specialized collections (since this is where unique ownership actually resides), and the responsibility libraries have to preserve such resources. He bemoaned "metadata bloat," arguing that anchor text is more valuable than metadata; Google uses the former, not the latter. And he advocated what he termed social tagging: more people doing the describing and commenting, with the result that the public comes to own collections. As did other speakers, he urged libraries to replace publishers, becoming active participants in the creation of new knowledge, and proposed using business models for intellectual property and copyright issues. There need to be new kinds of services to attract a new generation with different ideas of how to interact with information sources. Will the desk top, he asked, be built by user demand or by librarians? If libraries stand between information and users of information, he warned, users will flock to the lowest common denominator—Google.

The final closing session was a panel discussion on managing the library of the future, moderated by Sarah Michalak (Associate Provost and University Librarian at UNC-Chapel Hill), with panelists Rosann Bazirjian (University Librarian at UNC-Greensboro), Deborah Jakubs (Rita DiGiallonardo Holloway University Librarian and Vice Provost for Library Affairs, Duke University), and Susan Nutter (Vice Provost and Director of Libraries at North Carolina State University).

Although opinions diverged at times, the panelists were unanimous about the need for flexibility in response to changing technology. (Andrew Pace's dictum was invoked at this point.) Administrative wisdom intoned that resources and talent enhance flexibility, and avert rigidity in view of the fact that the library is an evolving concept, not a fixed set of resources, place or plan. The panelists concurred that the library can be enhanced by serving as the locus for new technologies that are not yet ubiquitous on campus. High on the list of imaginative suggestions for library uses were group spaces, quiet floors, group/talk floors, and creative spaces such as pod-casting stations, blog stations, theater/drama spaces, a teleconference center. The theme of institutionally-created knowledge bases re-emerged here, too: that people who own and create knowledge should get on board; that it is ideal to retain ownership and to create virtual collections; and that digital preservation and archiving should be the means of creating and maintaining knowledge being created by institutions.

LAUNC-CH is always a worthwhile, enjoyable, and eminently manageable conference. Wanda, Steve, and I were happy to have a chance to spend the day there, and found that post-conference talk helped speed the commute back to Winston-Salem.
- Ellen Daugman

Giz, Roz, and Caroline at Tri-IT at NCSU

On Monday, February 13, 2006, Giz Womack, Rosalind Tedford, and I traveled to Raleigh, North Carolina to attend the Tri-IT conference at NC State's Friday Institute. The focus of the conference was WebCT and Blackboard and touching on how Blackboard's buyout of WebCT will impact their users.

As far as "what happens next," this question could not be answered at that time since the buyout was not complete. The Blackboard and WebCT representatives were unable to answer which format would be used or whether there would be a combination of the two platforms. The goal that was stated was a lot of integration between the two companies. During a session that compared and contrasted the two platforms, it was obvious that there are some similarities between Blackboard and WebCT, however both have advantages and disadvantages at this time. Only time will tell the answers to our many questions concerning this buyout.

The most interesting discussion was the introduction to the conference. We were given information on and goals of the Friday Institute, a brand new structure for NCSU. The mission of the Friday Institute is to advance education through innovation, teaching, learning, and initiative. Their stance is that there are gaps in American education. We
were presented with several astonishing statistics. In China, 60% of all bachelors' degrees are Science and Engineering. In America that same statistic is 5%. United States fourth graders score well against the international community, but by high school that statistic falls drastically. North Carolina is currently ranked 43rd nationally in education, K-12.

The focus for the Friday Institute is to transform education, such that today's students graduate able to deal with ambiguity and are capable of higher order analysis. Members of the Friday Institute are serving populations in North Carolina primarily by engaging students, incorporating 21st century skills into our system of education. What is meant by 21st century skills, according to members of the Friday Institute, is digital age literacy (scientific, technological, and cultural information, as well as global awareness), inventive thinking (adaptability, curiosity, creativity, higher order thinking, and sound reasoning), and interactive communication (teaming and collaboration). If the Friday Institute can attract and educate some of the best teachers, something that is a concern to members of the Institute, and continue to acquire funding, we feel confident that they can make a difference in statewide education.

Overall this was an interesting conference and Roz, Giz, and I were happy to have been able to attend.

- Caroline Numbers

Computers in Libraries 2006

On Wednesday, March 22nd I had the pleasure of presenting at the Computers in Libraries conference in Washington D.C. My topic was Get Game@ZSR: The How and Why of Gaming in Libraries. Along with wikis and blogs, game nights in libraries turned out to be a hot topic! Well over 100 people attended my presentation and I got some very positive feedback from the attendees.

As the conference began we learned there were 2,386 attendees from 49 states. Sadly, Mississippi was absent this year. There were 150 speakers and 60 companies present. Additionally, there were three keynote speakers for the conference, one to start each day of the conference. Chris Sherman editor of SearchEngineWatch spoke on Wednesday about trends in the search engine market. On Thursday, Megan Fox, the Web and Electronic Resources Librarian at Simmons College spoke on "Planning for a Handheld Mobile Future." The WFU MobileU project got a nice mention in her program! Finally, on Friday, Lee Rainie, the director of the Pew Internet and American Life Project, gave a keynote titled "The Internet: Enhancing Digital Work and Play." Rainie's program focused on the "Millennials" and their expectation of ubiquitous connectivity on whatever device they have at hand.

Other interesting programs that I attended included:

- "Thirty Search Tips in 40 Minutes" by Mary Ellen Bates of Bates Information Services. This program is always a crowd-pleaser. You can see her Tip of the Month <http://www.batesinfo.com/tip.html> online.
- The "Wikis in Action" program was two sessions back to back with seven speakers and was well attended! The use of wikis for staying in touch with student assistants and sharing information was described in the program and is something Lauren Pressley is already doing at ZSR!
- "Creative Visibility: Toolbars and Game Nights." Scott Rice, from UNCG, began this session with a demonstration and discussion of his Library toolbar for the Firefox browser. I was particularly interested in this as Firefox will be the default web browser on the standard software load at Wake Forest next year! I followed up with a discussion of our video game nights at ZSR.
- "Plagiarism: Confrontation or Collaboration?" In this program a panel talked about how librarians can assist faculty in teaching students about plagiarism. One text that was suggested was "The Plagiarism handbook" by Robert Harris. Also discussed were the court challenges to the Turnitin plagiarism software in Canada. These challenges had to do with giving notice to students and with consistency of use.
- "Digital Preservation and the Open Web" by Joanne Kaczmarek and Terence Huwe. This program described a California initiative to create a toolkit other institutions can use to archive important parts of the web such as political campaigns. The logistics of such a project are legion! Questions such as what requires permission to
archive, when to archive, how "deep" to go when following links to archive, and how to decide exactly what to archive have all proved challenging for this multi year project sponsored by a 2.4 million dollar NDIIPP grant.

- "Utilities for Safeguarding Your Computing Environment" by Frank Carvone of Northwestern University. This session was primarily a listing of utilities designed to keep computers safe in the modern world. Carvone focused on the free utilities, making this a very useful program. Some of the applications he mentioned are already on our WFU standard software load!

- "Catalogs/OPACs for the Future" by Roy Tennant of the California Digital Library and Andrew Pace of North Carolina State University Libraries. This session ROCKED! More than 300 people packed a room designed for 250 to see NC State's Endeca driven faceted browsing. If you haven't seen it in action yet, search the NCSU catalog <http://www.lib.ncsu.edu/searchcollection/> and see what library catalogs of the future will look like.

In addition to the obligatory conference receptions as well as a reception for speakers, on Wednesday, there was a 90 minute program on Dead and Emerging Technologies. This was an engaging and entertaining look at old technologies that were tagged as "so 1.0" and new emerging technologies that were described as "so 2.0".

It was great to learn about so many new projects as well as to share some interesting projects we have doing at ZSR with other institutions. It was also gratifying to see that we have been doing some excellent work at WFU that is being recognized in the library community at-large.

The CIL conference had both a wiki <http://cil2006.pbwiki.com> and a blog <http://www.infotodayblog.com/>! Check them out!

- Giz Womack

"O this learning, what a thing it is!"

- William Shakespeare –

The birth of what is today ZSR's "Marketing Committee" began when the late Director of the library, Rhoda K. Channing, conceptualized the idea of changing the library's traditional image of a static entity — patiently waiting for clients to seek out its rich resources — into what is becoming an innovative institution, ever-seeking more creative ways to serve the campus and community.

With this sound foundation, Director Lynn Sutton formally established what is now known as our "Marketing Committee" in August of 2005. Members include: Kevin Gilbertson, Kaeley McMahen, Mary-Lib Slate, Heather Gillette, Carol Cramer, Mary Scanlon, and Renate Evans. Notable mention also should go to Craig Fansler for his artistic creations and the support of the Information Technology Team.

The ZSR's Marketing Committee evolved and gained momentum with Ed Wilson's reading from Catcher in the Rye in the fall of 2004 during Banned Book Week. This was followed by Dr. Anthony Parent's presentation on the history of slavery from his book Foul Means, followed by Ed Wilson's presentation on the History of Wake Forest.
This year's presentations and performances included:

- "Good Old Wake Forest, Then and Now", Dr. Edwin Hendricks
- "Shooting Kennedy: JFK and the Culture of Images", Dr. David Lubin
- "Fiction" - a poetry reading, Conor O'Callaghan
- "Christmas Carols" by the acappella group 'Plead the Fifth'
- "I have a Dream", Reading from Dr. M.L. King's speech by student and football player, Micah Andrews
- "Social Stratification in the American South", Dr. Angela Hattery and Dr. Earl Smith
- "The Democratization of American Christianity", President Nathan O. Hatch
- "Book Lovers Road Show", Jack Walsdorf
- "Pathways for Peace", Dr. Susan Borwick and Dr. Kitty Amos

Attendance for all of the above was excellent, both filling the room to capacity and followed by extremely positive responses. The goal is to encourage more faculty and students to contribute to these outstanding events in the future.

Beyond sponsoring these presentations the ZSR’s Marketing Committee also has acquired a light-box in the front lobby with a welcome message from the Director; a library Logo for promotional materials; document delivery bags; and a grant proposal written and submitted to the State Library by Mary Scanlon. In the future we also hope to acquire a sandwich board, and a plasma screen for the front lobby, and continue our outreach into the campus community.

The ever-adapting ZSR Library of tomorrow will be forward-thinking, and shed its image as a static historical, reference, and archival institution. Its metamorphosis will include becoming a creative, pro-active entity that both welcomes and embraces technological innovations that promote stronger, ever-changing delivery of services in a positive atmosphere of learning.

I would like to extend special thanks to Craig (art work), Kevin (web master), Mary (grant-writing and the committee's "keeper of the minutes"), Mary Lib and Laura...two special friends; and thanks to all library staff for their subtle, yet incredibly significant help. Without their willing assistance and hard work, these events would not have taken shape...we thank you all!

- Renate Evans

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Staff Development Update

The staff development opportunities for March took us away from the Reynolda Campus.

On March 28th, eight ZSR staff members went to Graylyn for a class, tour, and information session on WFU employee benefits. The folks at Graylyn really know how to show visitors a good time. Christy Lennon and Amy Willard introduced themselves, offered a selection of refreshments, and presented a session on the Grays and the history of Graylyn. A driver and van drove us around the property and we were able to see many of the facilities and several the guest rooms.

On April 1st, four ZSR staff members and two ZSR staff member friends went on a trek to the old campus. We were picked up on Saturday morning, in a bus, and rode with students to Wake Forest, NC. We had lunch, a nice tour of the campus, a stroll down Main Street, and ended up at the Wake Forest Birthplace Museum. If you'd like to see a little of what we were up to, check out the photographs of the Trek to the Old Campus <http://www.flickr.com/photos/lauren_pressley/sets/72057594096635938/>.

Coming in April:
Lou Morrell will give a talk on investment, focusing on most common mistakes people make when planning for retirement and how to avoid them. This talk will be held on Tuesday, April 18 at 2:00 in Room 204.

- Lauren Pressley

Did You Know...

Vicki Johnson, the library's Archives Librarian, has been employed here since 2005? And did you also know...

...she graduated from Furman University in 1993 with a degree in History?
...she and her younger sister have the same birthday, but they’re 4 years apart (By the way, Roz Tedford was also born on this day)?
...she went to the same high school (Irmo High, Columbia SC) that Erik Mitchell went to?
...she likes to fish, especially for bass, and caught a 6 pounder this past November?

Deadline for the next Gazette

The deadline for submitting articles for the May issue is Wednesday, May 3rd, at 4 p.m.

Contributors to this Issue

Wanda Brown, Ellen Daugman, Renate Evans, Craig Fansler, Vicki Johnson, Caroline Numbers, Lauren Pressley, Peter Romanov, Lynn Sutton, and Giz Womack
From the Director

We have just completed a hugely successful pilot Wake the Library (see photos) event. For five nights, ZSR stayed open all night so that students could study for their final exams. The number of students each night clearly indicated that the service was needed and appreciated:

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<thead>
<tr>
<th>Wake the Library</th>
<th>Total</th>
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<tr>
<td>Thursday/Friday</td>
<td>265</td>
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<tr>
<td>Friday/Saturday</td>
<td>218</td>
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<tr>
<td>Sunday/Monday</td>
<td>287</td>
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<tr>
<td>Monday/Tuesday</td>
<td>198</td>
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<td>Tuesday/Wednesday</td>
<td>139</td>
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Building counts were taken every two hours by walking the floors to count students studying in every nook and cranny. Predictably, the highest count was at 1:00 am when the food was served and it fell steadily until about 7:00 am when early birds started coming back. A number of students stayed the entire night, sometimes in creative napping positions!

The food was the biggest hit; whatever we put out (pizza, sub sandwiches, bagels, fruit) was typically devoured in 20 minutes or less. The coffee and water were much appreciated throughout the night also. Special thanks go to Renate, Laura and Mary Lib for soliciting over $3,000 in donations from campus officials and departments to subsidize the cost of the food. Other groups contributed in-kind donations (University Police provided one night of free police coverage, the Retirees contributed food one night, and the Bookstore sold us the tie-dye shirts at cost.)

In all, 27 staff members participated in the event by staying up all or part of the night. Others took part in the planning, coordination and publicity. Many, many students stopped by to say thank you and express amazement at our willingness to do this for them.

Congratulations, one and all! Can't wait to do it all over again in December!
- Lynn Sutton

"Living the Future 6" Conference according to Bobbie

I was very pleased when Lynn asked me to attend "Living the Future 6" in Tucson, AZ. Carolyn McCallum and I arrived in Tucson on Wednesday, April 5 after a long flight from Winston-Salem. On Thursday morning Carla Stoffle, Dean, UA Libraries and Center for Creative Photography welcomed us to the conference. Stoffle noted this was the largest conference so far. Although many of the people attending the conference were from Arizona, the conference also drew attendees from California, Ohio, Florida, Tennessee, Washington, North Carolina, Hawaii, Maine, and Ontario (to list a few).

Stoffle delivered an excellent "welcome" speech. She noted that in the early 1990s, the libraries at Arizona were facing difficult problems including insufficient budgets, loss of staff, and increasing service needs. In order to survive, the library needed to develop a new model and under Stoffle's leadership and vision, the library reinvented itself. In
her opening remarks, Stoffle stated libraries cannot continue to do business in the same old way, and in her own words "libraries must stop muddling through and undergo transformation to thrive."

Stoffle's brief remarks at the beginning of the conference set the theme for the rest of the conference. Other speakers would pick up on some of Stoffle's keywords/phrases such as "collaboration," "coordinated repositories" and "planned abandonment." In her concluding remarks, she noted "it is important that we learn to anticipate, welcome, and exploit change."

Following Stoffle's speech, I attended The Directors' Panel which included: Paul Gherman, University Librarian, Vanderbilt University; Duane Webster, Executive Director, Association of Research Libraries; and Brinley Franklin, Director of Libraries, University of Connecticut. The panel addressed some of the critical opportunities for libraries by 2011 and some strategies that librarians need to learn to be successful. Gherman told the audience that Vanderbilt Libraries are currently involved in a number of digital initiatives. For example, Vanderbilt Television News Archive <http://tvnews.vanderbilt.edu/> is currently working on digitizing its entire collection of 40,000 hours of news programming.

"Going Beyond the One-Shot Instructional Session for Freshman English" focused on a topic near and dear to my heart. The presenters were Victoria Mills and Leslie Sult, (both from the University of Arizona Library). Mills and Sult described an innovative way to deliver library instruction. Beginning in 2001 the Library collaborated with the University's English Composition Program to develop an "instructor-led, librarian facilitated" approach to integrating IL instruction into the English Composition Curriculum. During Spring 2005, the librarians at UA were facing several difficult problems including loss of several staff. Mills and Sult shared with us websites which were created to support the teaching of research skills to English 102/108 instructors. ZSR LIB 100 instructors may want to visit the instructor's site at UA for some tips on additional instructional ideas and activities: Resources for English 101, 107 <http://aquarius.library.arizona.edu/help/tutorials/courses/engl/101/> and Resources for English 102, 104, 108 <http://aquarius.library.arizona.edu/services/faculty/engl102/>. UA librarians have also developed a site for students which includes tutorials and guides: site for students <http://www.library.arizona.edu/help/tutorials/courses/engl/102/>.

Another interesting program that I attended was entitled "Pathway to the Future: Library Bibliographic Services for the 21st Century." The presenters were Amy Kautzman, Head of Research and Collections, Doe/Moffitt Libraries, UC Berkeley and Terry Ryan, Associate University Librarian, UCLA Electronic Library. The presenters stressed that due to changes in technology and changes in the publishing industry, the old models for library organization and building of library collections are collapsing in the face of our changing information environment. Library bibliographic systems have not kept pace with these changes. In 2005, the University Librarians of the University of California charged a task force to tackle this question: "How must our fragmented bibliographic systems and practices evolve to remain relevant to scholars in the future?" Kautzman and Ryan shared with us recommendations for action that the library must undertake to remain viable. Follow the link to the UC Bibliographic Services Task Force report <http://libraries.universityofcalifornia.edu/sopag/BSTF/Final.pdf>.

For me, "Living the Future 6" Conference challenged me to "think" about new roles for library staff in the future. It will be interesting to see where the ZSR library will be in the next five years. What new technologies will we have? What will our students be like? Will we have a new organizational structure? What new services will we be providing? What will our collections be like? As we prepare for the future, we may need to remember the words of one of our speakers (Brinley Franklin) who noted: "Accept the fact that CHANGE is not a four letter word. While chaos may cause us anxiety, disruption of the status quo is inevitable and almost complete re-invention may be necessary for academic libraries to survive."

- Bobbie Collins

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"Living the Future 6" Conference according to Carolyn
Having never been to Arizona, I was excited when Lynn asked me if I would attend the "Living the Future 6" conference. The focus of the conference was academic libraries and issues and trends that will affect them in the future.

Bobbie mentioned in her article about attending a Directors’ Panel where the panelists discussed critical opportunities and risks that libraries will face in the next five years and successful strategies that libraries will need to adopt. I was there as well and will elaborate a little more on the major points listed below. They are:

- Scholarly communication - Open access science - Libraries will pay for publishing cost at the front end, then distribute the information freely through the Internet.
- Create digital repositories - Libraries should collect and digitize their unique and archival materials.
- Build partnerships with academic departments - Vanderbilt library took over management of Blackboard. The writing and learning centers are housed in the library as well. The library is no longer just the library, but the "center for academic life".
- Legacy collections will be less important - Why should libraries continue to store the same books that other libraries have in their collections? Libraries should compare and weed their collections using OCLC collections analysis software, and they should digitize materials based upon the best available copy.
- Stop being perfect - Vanderbilt is going to start beta testing when 60% of an electronic project is ready to go live and let their patrons report problems, errors, etc.
- Stop worrying about ownership.
- Rethink our core values (i.e. start thinking about service in a different way).

Brinley Franklin, Director of the University of Connecticut Libraries, remarked, "Our biggest danger is not being able to rethink our position in a research library. The resulting outcomes may be irrelevance, under-funding, and obsolescence."

The Executive Director for ARL, Duane Webster, stated that he believes that there will be less people holding the MLS degree as well as paraprofessionals working in libraries in the future. He believes library personnel will consist more of persons with computer technology and programming skills.

During Thursday's lunch David Lewis, Dean of the University Library at Indiana University Purdue University Indianapolis, gave a talk based on his article "The Innovator's Dilemma: Disruptive Change and Academic Libraries" that can be found in the journal Library Administration and Management 18(2):68-74 April 2004 and IUPUI Digital Archive <http://idea.iupui.edu/dspace/handle/1805/173>. Lewis' talk focused on theories of business strategies that were developed by Clayton Christensen in his book Innovator's Dilemma. He applied Christensen's theories to academic libraries and scholarly communication.

Although I haven't been to many conferences, this one, in my opinion, has been the best that I've attended so far. I liked that its focus and programs were directed towards academic libraries and librarians. I enjoyed meeting other academic librarians and chatting with them about how they do things at their respective libraries. The information that I heard and brought home with me gives me much to think about as far as my role as an academic librarian and what the future holds for me, my colleagues, and ZSR Library.

- Carolyn McCallum

Lauren "at" the ACRL/CNI/EDUCAUSE Joint Virtual Conference

Is a conference a conference if you never leave your desk? I'm not sure, even after "attending" my first virtual conference. It may not have been a conference in the traditional sense, but it was definitely an interesting professional development opportunity! I was fortunate to participate in the ACRL/CNI/EDUCAUSE Joint Virtual Conference on April 20th and 21st. The theme was "Innovate and Motivate: Next Generation Libraries" which, as some of you know, is one of my favorite topics.
Presentations typically dealt with the "library 2.0" theme and discussed issues of blogging, wikis, social bookmarking, instant messaging, and other social software. One of the challenges for presenters was that audience members were all over the map in their experiences with these technologies. Some people hadn't heard of some of the earliest social software developments, others were pushing the cutting edge, and many people were somewhere in the middle. I suspect it was not easy for presenters to keep presentations interesting for a majority of their audience. Fortunately, for those who took advantage of the accompanying discussion boards, participants could ask targeted questions that helped shape the discussions following the presentations.

I could go on and on about the conference, so I'm going to distill my experience into a few lists.

You may love virtual conferencing if:

1. You are a multitasker.
2. You don't like choosing between two sessions (virtual conferences often include access to an archive for a year after the event).
3. You think it's fun (not stressful!) to have two computers on your desk.
4. You don't want to miss a meeting or on-campus event that will occur during the conference.
5. You don't mind getting to know people via e-mail, instant messaging, or discussion boards.

You may not love virtual conferencing if:

1. You don't like multitasking.
2. You want to focus 100% of your attention on the conference.
3. You enjoy conferences in part because you can connect names with faces.
4. You want to check out the vendors (and get the swag).
5. You like going to a conference and being done with it when it's over!

I attended (at this point in time) several sessions including:

- Two keynotes
- Cut and Paste Libraries: The Transformation of Information Services for the Millennials and Beyond
- Gonna Change My Way of Thinking: Blogging in Education (poster session)
- Assessing Information Literacy: Incorporating a Systems Approach Using Technology
- Building the Better Mousetrap: The Information Commons as an Agent of Change (poster presentation)
- Leadership and the Next Generation Librarian: Envisioning the Future (round table)
- Hear, See, Do, and Learn! Incorporating Multimedia Elements into an Online Library Research Skills Course
- Social Bookmarking: What are the Implications for Teaching and Learning (poster presentation)
- Best Practice to Standard Practice: A Team-Based Approach to Library Outreach and Information Literacy
- Keeping Up and Keeping Ahead: A Strategic Approach for Library Leaders

There are several more sessions I'm going to attend… once I finish up with my semester at UNC-G. If you want to chat about any of these sessions, just let me know!!

Due to problems with file size, my presentation for the conference, Wikis as Training Tools [http://www.wfu.edu/zsr/about/presentations/] is also available on the library's website. I am blogging sessions of the conference as I participate. If you want to read my notes, just let me know and I'll send you the link.

All in all, the ACRL/CNI/EDUCAUSE Joint Virtual Conference was (and is!) a fun event for someone who is more "Millennial" than "Generation X."

- Lauren Pressley
On April 20th, I had the pleasure of visiting Blacksburg, VA for a meeting of the Learning Technology Consortium (<http://www.learningtechnologyconsortium.org>), a collaboration of nine universities (Delaware, Florida, Georgia, Maryland, North Carolina, Notre Dame, Pittsburgh, Virginia Tech, and Wake Forest) with common interests and challenges in the area of teaching and learning with technology.

Held at Virginia Tech’s impressive Inn at Virginia Tech and Skelton Conference Center (<http://www.innatvirginiatech.com>), the day featured updates from each university’s representatives, discussions, and special presentations of Virginia Tech learning technology initiatives.

The first presentation of the morning showcased the Virginia Tech’s Graduate Education Development Institute (<http://www.gedi.vt.edu>), or GEDI (yes, like the Star Wars protagonists). The GEDI’s instructional “force”, if you will, lies in its programmatic challenging of the assumptions of technology use in education, thus providing a level of critical engagement necessary for assessing today’s technology-enhanced pedagogy.

We then moved on to the university updates. Although each university was proceeding in individual directions with specific technology initiatives and projects, a sense of the shared challenges and an awareness of collaborative opportunities provided a consistent framework for each discussion. The day’s theme centered on developing systems for increasing student-faculty interaction and learning success, both in the classroom (through instantaneous technology-mediated feedback) and beyond (with the availability, interactivity, and enrichment of online lectures and assignments). Discussions formed around podcasting, online learning environments, and Tablet PCs. In fact, both of the afternoon’s presentations highlighted the reported substantial educational benefit spurred by the use of Tablet PCs, i.e. how the instructor’s use of the device created a vast and remarkable opportunity to (re)engage and (re)invoke the dynamism inherent in teaching.

The enthusiasm of the day was contagious. Look for exciting things to come from the Learning Technology Consortium.
- Kevin Gilbertson

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**Staff Association Update**

First, I want to thank everyone for helping make this semester’s student pizza party a success. We had a steady stream of students come in, and it was a good time for our students as well as ZSR staff who attended. Special thanks go to those who brought desserts, drinks, and helped set-up and clean-up.

Second, it’s time again for Staff Association elections.

Nominations for next year’s officers will be accepted through Monday, May 22nd at 5:00 pm. You can nominate yourself or someone else. If you nominate someone else, check with them first to see if they agree to run. To submit a nomination, contact Sarah, Vicki, Kristen, or me by the end of the day on the 22nd.

In order to participate in the election, you must be a member in good standing of the Staff Association (with your dues paid up). In order to nominate someone, to be nominated to be an officer, or to vote in the election, you must have your dues paid up.

We have four nominees already. They are as follows:

- For President - Sarah Jeong
- For Vice-President/President Elect - Vicki Johnson
- For Treasurer - Kristen Morgan
- For Secretary - John Ake
If there are any other nominations the election will be held in the Staff Lounge on Monday, June 5th at 2:00 pm. If you are unable to attend the meeting, you can submit your vote by email to me before the election.

If you have any further nominations you would like to submit, please contact Sarah, Vicki, Kristen, or me.

- Lauren Pressley

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**Staff Development Update**

This staff development year concluded with a presentation given by Lou Morrell on investing. The presentation was informative and was geared to discuss the specific retirement plans available through Wake Forest University. The university also provides many useful documents on managing your retirement funds [here](http://www.wfu.edu/hr/benefits/managing-your-retirement.html).

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**2005-2006 Staff Development Events**

**October**
- Lunch Time movie: *Party Girl*

**November**
- Brown Bag lunch: Debbie discussing Millennials
- Tour: The Reynolda Campus

**December**
- Love Feast
- Tour: The Reynolda House

**February**
- Brown Bag lunch: Cristina discussing Her Semester in Japan
- Webcast: Blended Librarian on the topic of "Designing Library Experiences for Users"
- Brown Bag lunch: Debbie discussing Information Commons in Academic Libraries

**March**
- Tour: Graylyn International Conference Center
- Lunch Time movie: *Junebug*

**April**
- Tour: Trek to the Old Campus, Wake Forest, NC
- Lou Morrell Investment Talk

This year has shown great turn out for most events! Thanks to Doris, Giz, Laura, and Mary Reeves, members of the Staff Development committee, for a year full of diverse staff development opportunities!

- Lauren Pressley

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**Did You Know...**

Beth Tedford, the library’s Special Collections Assistant, has been employed here since 2005? And did you also
know...

...she has an Associate Degree in Paralegal Technology from Forsyth Tech?
...she is an avid cross stitcher and has even designed some?
...she loves British historical medieval mysteries?
...she went to Mars Hill for a year and a half before transferring to Wake?

**Deadline for the next Gazette**

The deadline for submitting articles for the June issue is Wednesday, June 7th, at 4 p.m.

**Contributors to this Issue**

Bobbie Collins, Renate Evans, Kevin Gilbertson, Carolyn McCallum, Lauren Pressley, Peter Romanov, Lynn Sutton, and Beth Tedford
From the Director

I hereby proclaim June 2006 to be **Debbie Nolan** month at the Z. Smith Reynolds Library! As most readers of the Gaz already know, **Debbie** will be leaving us July 5 to begin her new life as University Librarian at Towson University on August 1.

**Debbie** came to the Z. Smith Reynolds Library as Assistant Director for Administrative Services in February 1997. Her responsibilities have focused on budget, planning, facilities, human resources, statistical and reporting functions. In the course of carrying out these duties, she has coached countless staff members, inspired a number of individuals to pursue a library degree, mentored new professionals, and made a large number of lifelong friends. **Debbie's** leadership became most evident and appreciated when she served as Interim Director in the difficult year following Rhoda's death. Despite the devastation of losing a close personal friend and mentor, **Debbie** rallied the troops to carry on and continue the tradition of unparalleled library service to students and faculty. In recognition of her extraordinary efforts, **Debbie** was promoted to Associate Director of the Library in June 2004. She has spent the past year in a comprehensive review and overhaul of the library's classification and compensation system. In a crowning achievement, salary letters were distributed this week that bear the fruit of that extraordinary effort. **Debbie** is also nearing the end of her doctoral studies in Education at the University of North Carolina - Greensboro. We look forward to the day when we can call her **Dr. Nolan**!

**Debbie** has been invaluable to me personally in the last two years as I learned my way around the library and the university. She gently schooled me in the various customs, values and personalities on campus. She resisted the temptation to say, "We already tried that" when I would come up with one wacky idea or another and was consistently supportive in whatever new venture I wanted to try. I will be eternally grateful for the grace and style with which she has carried out the transition.

And now **Debbie** is off to become the wise and wonderful Director we know that she can be. She will be insightful and caring, yet decisive. The staff will grow to love her as we have done here. Towson is not that far away, so we must make her promise to keep in touch and not forget us.

Please join us at **Debbie's** farewell reception on Thursday, June 29 from 3:00 to 5:00 pm in the Rhoda Channing Reading Room. We love you, **Debbie**!

- **Lynn Sutton**

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**Carol's NASIG impressions**

By far the most interesting presentation was a keynote address by Robin Sloan. He's a member of the millennial
generation, which showed in his popped collar (example <http://www.flickr.com/photos/morgankowalski/120218421/> , not Robin Sloan), and his engaging, multimedia presentation style. He showed us EPIC 2014 <http://www.robinsloan.com/epic/> , a short movie he created for journalists. Next he gave us a narrated PowerPoint which was similar to EPIC, but was geared toward librarians. It imagined how an "access army" will take on many of the roles now done by librarians.

Another exciting presentation was about social software in the library, including blogs and wikis. A few applications I’d like us to try:

- A blog for posting library news <http://library.lib.binghamton.edu/mt/librarynews/>.
- The next time I’m on a committee that produces working documents (strategic planning, anyone?), I’d like to try an internal wiki for the drafting stages.
- Another internal wiki could take over the job of the Reference Desk’s spiralbound notebook. I could post temporary database outages to it without leaving my own desk. Messages that have short life spans ("Sunglasses left at computer #6") could be deleted when obsolete and not crowd out items that need to stay "live" for a longer period of time.

In "Envisioning the Future of ERM Systems," the presenters mentioned some tasks that an ERMS like Meridian could potentially handle automatically in the future:

- IP registration
- Trial administration
- Subscription activation
- Renewals
- Problem reporting
- Sample license review
- License exchange

I hope someone from Endeavor was in the audience!

This presentation also covered e-journal statistics harvesting. They mentioned that XML-formatted statistics could be more flexible. SUSHI <http://www.niso.org/committees/SUSHI/SUSHI_comm.html> is an emerging standard for automated statistics gathering. I was happy to see that Endeavor and SerialsSolutions were both listed as development partners for this standard. Speaking of SerialsSolutions, they cited improving their brief MARC records as a top development priority during their Users’ Group meeting.

A session on the OpenURL (e.g. WFU Full Text Options) was mostly repeat for me, since I’ve now helped implement two OpenURL services. However I did have one takeaway. Williams College (another school that blogs their library news <http://www.williams.edu/library/news.php>, by the way) routes users to a special page when they search for Dissertation Abstracts <http://www.williams.edu/library/how/dissertation.php>. What if we could create similar pages for Dissertation Abstracts and ERIC documents? I’ve already started discussing the possibility with Erik (the person, not the database).

Finally I learned a little more about some of the latest buzz-acronyms floating around library-land, including FRBR <http://www.ifla.org/VII/s13/frbr/frbr.htm> and COinS <http://www.oclc.org/productworks/coins.htm>. I still don’t know enough to be able to explain them to the sophisticated Gazette readership, but now I know what to watch for as these developments, well, develop!

- Carol Cramer

Steve at NASIG Conference

In early May, I attended the North American Serials Interest Group (NASIG) Conference in Denver, along with Chris and Carol. As always, it was a very informative conference and fun as well. I have whittled my experience down to
the four points that I think will be of the most general interest to ZSR. If you'd like more specifics on anything, please ask me.

1. Sharon Wiles-Young of Lehigh University talked about a database driven website application called MyLibrary that allows libraries to organize electronic resources in a portal environment. This allows for a customized presentation of library databases and resources for each patron. It can be initially organized by major (that is, giving Psychology majors a page that prominently features Psychology databases and resources), but allows for personal customization.

2. I learned that the International ISSN Center is starting a service called ISSN-L, which will provide "linking" ISSNs that will have links to the ISSNs for each manifestation of a work. The ISSN-L will be the "main" ISSN for the title. This service would save serialists a lot of problems, and I can't wait for its implementation.

3. Roger C. Schonfeld of Ithaka, a non-profit organization affiliated with JSTOR and ARTSTOR that studies the transition to electronic resources in academia, gave a very good presentation on the work that his organization does. He boiled his presentation down to three cogent points:
   1. Libraries need to consider how traditional society and university publishers make the transition to electronic-only publication, because the process may involve large price increases and/or changes in their business models, a process we have already begun observing with commercial publishers.
   2. A strategic format review of print, electronic and other serial formats will be more efficient and cost-effective than a chaotic transition from print to electronic (active planning beats panicked reaction).
   3. Libraries must not allow publishers to forget archiving of materials, and should also be active in their own archiving activities.

4. I attended a session on Resource Description and Access, or RDA, the new cataloging code that will replace AACR2. It's still a year or more away from implementation, but it's coming. Briefly, RDA is based on FRBR principles (which I don't have the space to explain here) and is a format- and medium-neutral code (meaning the code is not particularly interested in whether you're cataloging a print book or an electronic book). RDA has been designed to harmonize well with the MARC21 format, but it can work with other formats, including older MARC formats. The presenter, Ed Jones, used the amusing formulation, "RDA and MARC will live together but will not get married, ever."

Okay, so that's probably only amusing to catalogers, but, as cataloging jokes go, that's a good one.

- Steve Kelley

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**NASIG according to Christian**

This year, NASIG (the North American Serials Interest Group) held its twenty-first annual conference in Denver, Colorado from May 4-7. The theme was "Mile High Views: Surveying the Serials Vista". Electronic resources were the primary focus, but there were other topics of interest to the serials community.

Electronic resources, of course, were heavily discussed in several sessions. These sessions covered the spectrum of the electronic environment, particularly electronic resource management (ERM) systems. Many libraries share the challenge facing our library with Meridian: entering reliable data in order to return information in a format that is accurate and can be used effectively. One session, "Envisioning the Future of ERM System", attempted to predict the future of an ERM, such as inclusion as another component within the integrated library system package that a library would purchase. It also discussed the committees and groups that have formed in order to develop standards for data structures regardless of the ERM being used. Another session, "Electronic Resource Management", discussed the changing roles and relationships within libraries once an ERM is introduced. Above all else, they stressed the need for flexibility in the changing environment- something that we know very well in our work with Meridian so far.

However, there were other sessions that focused on other areas. "Today's Journal Cost: Print vs. Online" discussed the cost of print versus electronic journals from a publisher's perspective- one that is not heard very often at a conference like NASIG. "E-Resources = E-Opportunity: Connecting Systems, Technical Services and Patrons" presented new ideas for libraries to reach their patrons in the electronic age, such as a user-specific library portal...
that can be customized by interests and research. "Getting from Here to There, Safely" covered approaches the libraries can take as publishers begin moving more of their journals online and how a "legacy" print collection can survive. "Old Is New Again: Using Established Workflows to Handle Electronic Resources" showed how one institution applied their serials check-in procedures for print titles to their electronic counterparts. Finally, a meeting of Endeavor users covered topics that ranged from the forthcoming Voyager 6.1 and Meridian 1.5 products.

Three visioning sessions opened the conference, and they each brought a unique perspective to the past, present, and future. "Things Fall Apart", presented by Robin Sloan of Current TV, gave a humorous (GoogleZon, anyone?) yet thoughtful glimpse into one possible future where an alliance of Internet users assume the roles of librarians to keep information accessible to everyone. "All the News that's Fit to Digitize: Creating Colorado's Historic Newspaper Collection", presented by Brenda Bailey-Hainer of the Colorado State Library, detailed the statewide effort to digitize newspapers published in Colorado between 1859 and 1928 and to make them available to the public. Finally, "What's a Serial When You're Running on Internet Time?" was presented by T. Scott Plutchak, the Director of the Lister Hill Library of the Health Sciences at "University of Alabama at Birmingham" and moved the contemporary definitions of serials in a print environment of only summaries into a purely electronic realm where articles can connect with research, graphics, and other data sources while framed by a summary and conclusion.

This year's conference was as informative as the one last year for sharing current issues and opening up new ideas. I hope that future conferences continue setting such standards for pertinent discussion.

- Christian Burris

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**Craig and Vicki at the NC Museum of History**

On Friday, May 12, Vicki Johnson and I traveled to the North Carolina Museum of History in Raleigh for a board meeting of the NC Preservation Consortium. I know, zzzzzzzzzzzzzzzzzzzzzzzzzzzzzz. I agree, board meetings are not usually riveting affairs. The board discussed business, upcoming workshops, and our next annual conference (tentatively scheduled for November 17 in Greensboro). Our conference theme this year will be "The State of Paper Preservation", and we hope to have a great group of expert presenters-possibly including Don Etherington.

The good part of the day came when our meeting ended, and we met Anne Peranteau, the NC Museum of History's Textile Conservator. Anne is a reformed biochemist who found a calling in her conservation training at Winterthur Program at the University of Delaware. Anne showed our group microscopic photos of metallic thread from a 17th century garment she treated in Boston. She also showed us an 1830's wedding dress of silk for which her assistant was making a slip; a Civil War flag from Greensboro being treated; and Iraqi and Afghani native clothing for an upcoming exhibit. Anne had another assistant performing a custom dying project. It was fascinating to see the care taken to freeze and thaw (several times) the clothing the museum accepts that may possibly have pests. The textile lab has a very high end water filtration system and its own washer and dryer! All textiles removed from a public exhibit are vacuumed and stored in archival containers. There is currently a great African American quilt exhibit at the museum until August 6th, called "Stitched from the Soul". I recommend visiting this great resource.

- Craig Fansler
RTSS Workshop according to Ellen

The Resources and Technical Services Section of NCLA offered a most ecumenical workshop at Elon College in late May centered on the theme of "Moving to a New Frontier," which included sessions that appealed even to the reference-bound worldview.

One of the morning sessions, "The Web in our Libraries and Catalogues: A Ten-Year Retrospective," was given by representatives from various library realms, offering perspectives on how the shifts from print to digital, and from ownership to conditional access, have altered librarianship and the expectations of library users. After a humorous stroll down Memory Lane, Bao-Chu Chang (Cataloging, NCSU) noted that the proliferation of electronic resources includes cataloguing tools as they also morph into digital. She characterized the workflow as virtual in itself, with "just in time" maintenance, an increasingly rapid pace, and blurring lines of job responsibilities. Peering into the future, she ventured to predict that MARC is not facing imminent demise, that federated searching with single interfaces and interoperability will triumph, that digital repositories of unique collections will expand (demanding appropriate cataloguing, of course), and that ultimately there will be "more access, less description."

Allan Scherlen (Collection Development, ASU) examined the trends that have arisen as hybrid collections have become the norm. Format decisions have come to be based on user statistics and user input. The selection process is becoming less individualized in a variety of ways: single serial title selection has already been transformed into multi-product package deliberations that inevitably involve a group rather than single-selector decision process, and such groups are based not only within the home library or university setting, but also may involve external consortia agreements and negotiations. Similarly monograph selection is a transformed process as vendor approval plans become increasingly automated, offering features such as OPAC integration, reviews, shelf ready status, and statistics. He predicted that even as collection development has evolved into collection management, increased access to resources will bring about greater emphasis on collection mediation and analysis. He foresees collection development librarians continuing to make individual title selections to some extent, but devoting more time to analysis of user statistics and product packages, as well as becoming increasingly involved with digital repositories and alternative modes of scholarly communication.

Marlee Evans of Solinet presented multiple sessions during the course of the day, including one on the WorldCat Collection Analysis Service. The hour consisted of a demonstration of the service's features, which permit a library to analyze its own collection or to compare its holdings to one or more libraries. The basis of comparison is a conspectus which in broad brushstrokes outlines the subject categories; fortunately, one can mouse-over a breakdown to see the corresponding LC classification. The service provides figures not only for holdings in subject areas, but also gives the numbers of titles that are unique or overlap with other libraries in the comparison group; one can then click on these results to view the titles. In addition, it is possible to generate reports graced by tables and graphs derived from the analysis results. Since the session was fully consumed by the demonstration, there wasn't time to develop an analysis from the start, e.g. creating a peer group, etc.

Finally, an interesting presentation by the Electronic Reference Services Librarian at UNC-Chapel Hill, Pam Sessoms, provided an update on the ways in which reference transactions and article- and OPAC-linking technologies have altered the ways in which libraries meet patrons' research needs. It was gratifying to hear her extol the virtues of IM-based chat reference as opposed to a provider-based service, such as Question Point, which we initially used and happily relinquished. Although IM does not offer statistical and evaluation features, its familiarity and ease of use outweigh other considerations. At UNC-CH, IM reference has taken off and soared (as here at ZSR), although email has remained steady and clearly meets another type of patron preference. It was surprising to see a link to Google Scholar on the UNC-CH library's homepage; this must reflect a level of demand for this approach but also legitimate optimism that users will successfully locate the free resources available in their academic library of choice.

This workshop may have assumed a primarily RTSS audience, but I benefited from a generous amount of either new
or comparative information relevant to my reference niche.

- Ellen Daugman

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**RTSS Workshop according to Leslie**

On May 30, I attended the Spring workshop of NCLA’s Resources and Technical Services Section, held at Elon University. Fellow liaisons Ellen Daugman and Sarah Jeong joined me.

The morning’s general session featured an interesting retrospective, led by presenters from NC State and Appalachian, on the impact of the Web on libraries over the past decade. Trends identified included: how the advent of e-packages have moved us from "collection development" to "collection management" to "collection mediation and analysis"; cataloging practices trending towards "more access, less description" as tech-services operations have adopted "rapid" or "just-in-time" cataloging, in the attempt to provide access for a burgeoning volume of materials in new formats; and the growing variety of outside sources from which the records in web-based catalogs are now derived.

Breakout sessions I attended included a refresher session on authority control, and a presentation given by Marlee Givens from SOLINET on the latest buzzword in cataloging circles: Functional Requirements for Bibliographic Records, or FRBR. This is a theory of cataloging that aims to render relationships between "works" ("Moby Dick") and their various "expressions" (translations, formats, etc.) and "manifestations" (specific editions) more transparent to the user. It’s the sort of thing we've been doing with uniform titles for years, only re-conceptualized for the electronic environment. The next revision of AACR (the cataloging rules), due in 2008, will, we’re told, use FRBR terminology and concepts, so if you hear catalogers prattling on about "Furbur," you can give a knowing nod!

- Leslie McCall

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**News from Special Collections**

In reflecting upon the end of the academic semester, I’d like to share in the Gaz a few Special Collections projects and efforts worthy of mention for those of you who read our newsletter from afar. In March we celebrated the Dolmen Archive Collection and founder Liam Miller with an all-afternoon affair in the Rare Books Reading Room. Derval Tubridy, Kings College, London, Dillon Johnston, Washington University, and Thomas Redshaw, University of St. Thomas, Minnesota, joined Jeff Holdridge, WFU Professor of English and me in speaking about Liam Miller and the collection. I was interviewed by local TV and radio hosts as was Candide Jones, Manager of the WFU Press. Megan, Craig, and Beth were instrumental in all phases of the opening and exhibition. And, we enjoyed a delicious reception prepared by Candide.

The Lloyd Biebigheiser Collection went live on the Library’s homepage. Biebigheiser was the official photographer working alongside architect Larson as the new campus was constructed in the mid-1950s. Slides were scanned from the collection so that a large array of buildings, wrought iron, and geometric designs can be viewed in the web site. Thanks to Craig, Megan, Erik, and Kevin for patiently working on this historically rich collection.

Vicki and Sharon survived the first semester of team teaching Library 100 with a successful semester end. We enjoyed the student interaction and are looking forward to a new semester in August.

Sharon, Mary Horton, and Ellen Daugman worked alongside the faculty’s Committee on Academic Planning to determine and categorize core requirements from institutions who compete for students with WFU, that is, our cross admit institutions such as Vanderbilt, William and Mary, and Emory. Based on this information, the core requirements at WFU will be modified.

Julia and Vicki have entertained a host of researchers in the Baptist Collection as folks have come from near and far to work on the Henlee Barnette, Doris Walters, Olin T. Binkley collections, WFU Faculty files, to name only a few.
My tenure has ended as a member of the Planning Committee of the Society of NC Archivists. Maggie Hurst, invited to lecture and introduced by Sharon at the spring conference in Carrboro, led a lively discussion on the life and works of Bishop Henry B. Delany, father of the Delany sisters of Having Our Say.

Vicki, Craig, and Sharon continue to serve on the board of the NC Preservation Consortium. Vicki serves as Treasurer and Craig is President Elect.

Craig will be attending ALA in New Orleans in June on a grant he received from the Department of NC Cultural Resources and the State Library.

I will again advise a group of freshmen in the upcoming academic year. And, I was very grateful and surprised in April to receive a Certificate of Appreciation from WFU students who nominated me "in recognition of valuable contributions to the students of Wake Forest University."

- Sharon Snow

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**Salvaging the Salvageable**

On Tuesday, June 6th, 2006 at approximately 1:30 pm, an appalling item waltzed into Preservation. The appalling item was escorted by two of my favorite people and co-contributors to the Preservation repair shelf, Colleen Lerner and Heather Gillette. I was given a Nelson Gallery of Art Handbook, which had arrived via Lantern and smelled like a diaper. There’s just no other way to describe it. Immediately donning latex gloves, I removed the barcode, and deposited the book in the trash outside the library. I tried to clear my head (and my nose) and process what just happened. I then asked Waits Raulerson to remove the title from the catalogue. Some materials can be so contaminated that no preservation tools can revive them from their nastiness. This title was one such item. Harsh criticism and gnashing of teeth go to the library (which shall remain unnamed) who actually returned this item to us in that condition! Thanks to the ever-vigilant ILL Staff who constantly brave smells, insects and other unsavory elements to do their jobs.

- Craig Fansler

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**Podcasting and Libraries**

On June 6th, Erik attended a workshop at UNCW to learn about how libraries are using podcasting to distribute information. The presentation began with an overview of the use of recorded audio and concluded with a hands-on component where the participants created and published an audio file for podcasting. Wikipedia offers a good overview of the technologies involved.

The participants had some interesting ideas for library and information centered podcasting. Several were interested in using podcasts to distribute orientation or instructional material, some libraries were considering using it for electronic reserves, and others were considering newsletter distributions.

At some point in the near future, look for a short presentation on podcasting technologies!
Marketing Committee's Year-End Report

This Year

I. Committee Structure

The committee formalized its activities and structure:

- We met the 1st Friday of every month at 10:00 a.m.
- Agendas were distributed in advance of meetings.
- Meeting minutes were recorded and distributed.
- Committee members were expected to attend its events.

II. Promotion and Communication

- Logo: The committee established a logo for the library – a stylized cupola – to be used on all promotion and communication elements.
- Lightbox: The committee conceived, designed, purchased and installed a lightbox in the library's foyer. Its purpose is to welcome visitors with a special message from the director.
- Sandwich Board: Likewise, the committee obtained a sandwich board for promoting the library's activities. Its placement in the open area outside the main entrance informs and invites visitors to its events.
- Unified electronic calendar: The committee published and maintains a unified electronic calendar on the library's website. It lists all special events being hosted here as well as the library's hours.
- Document delivery bags: The committee produced document delivery bags – heavy plastic bags carrying the library's logo and name. They're used for its new document delivery service and to protect books during inclement weather.
- Two members of the committee produced the library's annual report.
- The committee developed and published a plan of its priorities and activities for the coming year.

Each lecture or event was publicized via the following:

- Posters were placed all over campus.
- Lectures/events were listed in Windows on Wake Forest.
- Lectures/events were listed on the library’s web page.
- Posters were mailed to all new faculty and all faculty in a department related to the lecture's topic.
- Press releases were sent to the Winston-Salem Journal for certain events.

III. Lecture Series

- The committee scheduled an event and sometimes two during most months of the academic year. Attendance exceeded expectations at most events.
- In September, Dr. Edwin Hendricks delivered "Good Old Wake Forest, Then and Now" in room 204 to a standing room only crowd.
- In October, the committee presented Dr. David Lubin who spoke on Shooting Kennedy, his award-winning book. The overflow crowd enjoyed his lecture.
- In December, we hosted Conor O'Callaghan, Wake Forest's Poet in Residence. In the atrium, he read selected poetry from his just-published book; afterward, the WFU Press sponsored a reception in the Johnson Room. Estimates place attendance at the reading and the reception between 80 – 100 visitors.
- In January, the committee celebrated Dr. Martin Luther King, Jr. day with a reading of his famous speech "I Have a Dream" by student Micah Andrews. Mr. Andrews gave his speech in a crowded atrium following an introduction by Ms. Denise Franklin of WFDD.
- In February, we had another overflow crowd in room 204 for the presentation by Dr. Angela Hattery, Dr. Earl Smith and two of their students, "Social Stratification in the American South". They shared observations made
during a field trip through the Deep South that capped off their class of the same name.

- Also scheduled for February was Dr. John Pickel, who was to have spoken on "Digital Art".
- In March, Dr. Nathan Hatch spoke about his book *The Democratization of American Christianity*. This event was held in the Rhoda Channing Room to accommodate the large crowd of 125 guests.
- In April, we produced the "Book Lovers Road Show" at which a book appraiser spoke on the art of book collecting and evaluated patron’s rare books. Each patron was limited to 2 books. The audience was estimated at 35 – 50 people.
- Later in April, we presented Dr. Susan Borwick and Dr. Kitty Amos who spoke on "Pathways for Peace: Using Artistic Metaphors for Dialogue and Collaboration". This was a condensed version of the presentation they made at ForumBarcelona 2004.

A thank-you note was sent to each lecturer and several were given library coffee mugs as supply permitted.

IV. Music Series

The committee wanted to start a music series to complement the lecture series. It was conceived in conjunction with the music department. The original schedule included:

- November – a string quartet to perform in the atrium
- December – a choir to sing holiday music in the atrium
- January – a gospel choir was scheduled to accompany the MLK Day celebration.

A gospel group opened and closed the MLK Day celebration by singing from the 4th floor bridge over the atrium.

Unfortunately, the music group scheduled for November cancelled very near their performance date and couldn’t be replaced.

Plead the Fifth, an all-male acaapella group sang in the atrium in December.

V. Book Sale

In the fall, Jill generously agreed to pay for the light box from the book sale’s proceeds.

In return, the committee's members vigorously supported the book sale during setup, sale hours and tear-down.

Next Year

The committee has already begun setting priorities planning events for next year:

I. Projects and Priorities

- Establish a coffee shop in Rhoda’s Cafe
- Purchase and mount a flat panel display in the foyer to list each day’s events
- Propose the purchase of several benches for the courtyard in front of the main entrance
- Print revised book marks
- Publish policies and procedures in support of the marketing plan
- Initiate the production of two new READ posters featuring Dr. David Lubin and Dr. Allen Mandelbaum.

II. Lecture Series

- Dr. John Hope Franklin of Duke University had been approached as a potential speaker for Black History Month in 2006, but he was unable to come. We propose to collaborate with other departments in inviting him again next year, and to develop other programs that would benefit from his involvement and justify his trip to Winston-Salem and Wake Forest.
- Dr. Mandelbaum has agreed to present a lecture.
Dr. Wilson will read during Banned Book Month.
Micah Andrews will read "I Have a Dream" in January.
Dr. Pickel will be re-scheduled.
Plead the Fifth will sing in December.
Sharon Andrews has asked to present an act from Romeo and Juliet on the atrium steps.

We won't schedule any events after mid-April; students and faculty are busy with end-of-semester exams and papers.
- Mary Scanlon

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Zephyrs Breeze across Campus in Summer Olympics

On our near silent, almost deserted campus this summer, a group of buff librarians again take the field of competition. Coveting the brass and walnut of the Reynolda Cup, these athletes are mounting up on wings of metadata to compete for the Summer Olympics Challenge. This event, run by Campus Recreation, pits teams of seven staff members from various departments in a six week long contest which includes weekly group contests, as well as individual fitness. ZSR has such a good team: Prentice Armstrong, Craig Fansler, Kevin Gilbertson, Steve Kelley, Erik Mitchell, Waits Raulerson, and Susan Smith. The first weekly contest—a triathlon of rowing, cycling and running put the Zephyrs in first place.

For those who'd like to follow the progress of the ZSR Zephyrs, you can see team and individual results at: Campus Recreation <http://www.wfu.edu/campusrec/> (Click on Summer Olympic Challenge).
- Craig Fansler

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Did You Know...

Caroline Numbers, the library's Technology Training Specialist, has been employed here since 2005? And did you also know...

...she is the oldest of 4 and the only girl?
...she likes football, basketball, hockey, and lacrosse?
...her favorite author is Nicholas Sparks?
...La Carreta is her favorite place to eat?

Deadline for the next Gazette

The deadline for submitting articles for the July issue is Wednesday, July 5th, at 4 p.m.

Contributors to this Issue

Christian Burris, Carol Cramer, Ellen Daugman, Renate Evans, Craig Fansler, Steve Kelley, Leslie McCall, Erik Mitchell, Caroline Numbers, Peter Romanov, Mary Scanlon, Sharon Snow, and Lynn Sutton
From the Director

I would like to thank everyone who helped make Iyanna Sims two-week exchange experience here at ZSR so meaningful. The program was funded by a grant from the Mellon Foundation as part of the HBCU (Historically Black Colleges and Universities) Library Alliance, administered by SOLINET, our regional library cooperative. Iyanna volunteered as an individual from North Carolina A&T, an HBCU institution, and I volunteered Wake Forest as a host non-HBCU institution. It seemed to be a match made in heaven. Those of you who met Iyanna know that she is an exceptionally open, warm, and enthusiastic young librarian, who is eager to learn anything and everything she can about web delivery of services and electronic resource management. She learned many things from ZSR staff members, and we learned just as much from her. She told me she was particularly grateful for the warm hospitality that was sent her way, as she has never had so many pleasant lunches and dinners in a two week period in her life!

You will remember when I came to Wake Forest two years ago (so soon?) I said I would make it a priority to increase the diversity on the staff and in our cultural offerings. We have made some progress in that direction (the Martin Luther King Day presentation last year was a particular hit) but the challenges remain, not only in the library, but on the campus at large. Whenever I see opportunities to increase the richness of the fabric we are weaving here at ZSR, I will reach for them. More than that, I will seek them out and try to create them. I invite you all to do the same and let me know what ideas you have.

- Lynn Sutton

Craig at ALA

The sight of the Superdome was a little unsettling as my bus entered New Orleans. So many memories of the Superdome during Katrina entered my mind. In my first visit to an ALA conference, I was able to see and learn a lot, as well as meet many colleagues from all around the US. I also was able to sample the famous beignets and coffee au lait at the Cafe du Monde two times! OK- I know the wrought iron balconies and old houses in the French Quarter are famous, but give me a warm piece of fried dough covered in powdered sugar with a coffee any day!

I attended these sessions at ALA:

- **Portico** - A dark archive maintaining archival files of publishers journals. This is a growing area of interest for libraries who are concerned with preserving their digital collections.
- **An inspiring keynote session** with former Secretary of State, Madeline Albright, Mayor Ray Nagin, and Lt. Governor Mitch Landrieu and a video presentation by Winton Marsalis.
- **Serial Solutions** - Presentation on electronic journal management system.
- **Big Ideas, Small Staff: Successful Tactics for College Librarians** - Seven college libraries presented their ideas on beefing up their offerings by holding special events or projects. These included: information literacy (Augustana College), an authors reading series (Linfield College), open source subject-searching based on PirateSource from ECU (Ithaca College), a Special Collections event based on Jane Austen called "Austenmania" (Goucher College), a paid library intern program (Gettysburg College), Peer mentoring (University of New Hampshire at Manchester), and a digitization and multimedia project (Quinnipiac College)-I saw Charles Getchell!
- **ReImagineering Special Collections** - A panel of library directors and architects discussed the special problems of creating spaces for Special Collections.
I was also able to meet a mentor from Yale, Todd Fell, who gave me many good ideas for my future professional development in Special Collections. I had an enjoyable lunch with Caroline Gilson (Luchsinger), a former colleague and now Science Librarian at Depauw University in Indiana. Jim Galbraith became my new best friend by helping me through a few rough spots and giving me a tour of the French Quarter. Thanks Jim!

- Craig Fansler

Giz at ALA

In an effort to avoid the style of my usual conference reports that always seems to resemble a "What I Did On My Summer Vacation" report, this report will just list the highlights of a very long two days carrying a 3x4 poster on my back.

What I Learned from my Favorite Sessions

- **The Copyright Office Comes to ALA** - Due to some career changes of the presenters (Mary Rasenbeger no longer works for the copyright office), this session became "Copyright and Libraries." In this session, Mary Rasenberger and Chris Weston described the work of the Section 108 Study Group which is chaired by Lolly Gassaway. Their mandate is to re-examine the exceptions applicable to libraries and archives. They began the program by reading quotes from publishers regarding copyright that sounded as if they were plucked from recent headlines. Actually, they were from 1965 and focused on the latest technology of the time, photocopying. This was an excellent example of how publisher's fears remain the same regardless of the changes in technology. Rasenberger pointed out how section 108 is all about analog. It doesn't take into account that you can't experience a digital work without copying it.

- **Use What They Own, Go Where They Are: Plugging the Library into Student Gadgets and Habitats** - In this session, Nancy Davenport and Lynne Obrien gave a broad brush presentation of the Net Generation, describing how libraries are moving from focusing on collections to customers. Their most insightful comment regarded a study of what students do to begin a paper. The vast majority of students call their parents first, so some libraries are targeting parents with information on research resources, knowing that when the time comes, the parent will point them in the right direction.

- **The Kids are Alright! Millenials and their Information Behaviors** - Stephen Abram (<http://stephenslighthouse.sirsi.com/> is the vice president of innovation for Sirsi/Dynix. He does a great job of explaining Millenials to Boomers and Gen Xers. Additionally, his insight into the behavior of Gen Xers was very enlightening. As we Gen Xers are such a small group (half the size of the Boomers or the Millenials) we tend to identify with one group or the other. This is a characteristic I often see in my peers!

- **Are We There Yet? Digital Delivery of Motion Image Media in Libraries** - In this session, I learned we are not there yet and that many libraries are buying streaming content from companies like Films Media Group to avoid the copyright complexities of digitizing DVD content. I also learned that some schools are far less concerned about copyright law than others. I'm not sure their legal offices would feel the same way.

- **Copyrights and Licensing Wrongs: When Two Worlds Collide** - Here I learned that fair use is a defense, thus those declaring fair use are required to defend that use in court, often an expensive endeavor even if you are in the right.

What I Learned from my Poster Session

- Gaming in academic libraries is a hot topic and many people were interested in the nuts and bolts of how to offer such events.

- There is often resistance by the administration to such events. Not everyone has such a progressive director as ZSR! Many people at the poster session were surprised to hear it was our director who instigated this program.

- Music, video games, and handouts make a poster session fly by quickly.

- Always travel with a roll of duct tape in case the conference center has concrete block walls immune to push pins.
What I Learned from the Vendors

- EndNote X will include access to EndNote Web which means by this time next year it may be very easy for students to use EndNote without a training class.
- Google had one of the largest vendor booths and best giveaways, but they weren't actually selling anything, and lots of people noticed that fact.
- Endeavor's theme was "Outa Control" which many people found fitting. Still, they threw a great party on Bourbon Street!
- College Prowler writes "off the record" books about colleges. They hire a current student from the college newspaper to write the text. If you "chat them up" you can get a free copy of their book about WFU.
- CDIGIX is still offering to digitize DVDs for e-reserves and still looks puzzled if you ask them about the Digital Millennium Copyright Act.
- Many vendors made donations to Katrina funds.

What I Learned about New Orleans

- Everyone (except the other tourists) was happy to see the ALA conference.
- The city worked very hard to be ready for this conference.
- They need tourists to come back to New Orleans.
- Many stores are still taking cash only.
- The Saks Fifth Avenue and Kenneth Cole store will not re-open until Thanksgiving. (I know, I was stunned too!)
- The Ernest N. Morial Convention Center is one LONG building.

- Giz Womack

Lauren at ALA

I could go on and on about the ALA sessions that I attended. Instead, I'm just going to include links to my notes on the sessions. (My notes are somewhat cryptic, but they go into a lot of detail.)

I was able to attend several sessions:

- I was fortunate to be able to get there in time to go to the OCLC Symposium, "Preserving Library Core Value and Envisioning the Future <http://laurenpressley.com/library/?p=156>." This was a fascinating event with a panel of three futurists.
- With Giz, I was able to hear one of my favorite bloggers, Stephen Abrams, at "The Kids are Alright! Millennials and Their Information Behavior <http://laurenpressley.com/library/?p=161>.
- Speaking of Giz, I went to the standing-room-only "Use What They Own—Go Where They Are: Plugging Into Student Gadgets and Habitats <http://laurenpressley.com/library/?p=160>" and saw Giz's "Got Game" poster afterwards.
- "Be It Resolved: Information Literacy is a Fad and a Waste of Librarians' Time and Talent <http://laurenpressley.com/library/?p=165>" was as controversial as might be expected
- The LITA Distance Education Interest Group <http://laurenpressley.com/library/?p=159> batted around some interesting trends and ideas for future programming.

I also blogged the LITA president's program,"We are Here. Where are our Users? <http://litablog.org/2006/07/06/lita-presidents-program-we-are-here-where-are-our-users-2/>" for the LITA blog.

Committee work was productive and interesting. The Committee on the Status of Women in Librarianship celebrated its thirtieth anniversary <http://laurenpressley.com/library/?p=163> and is beginning work on digitizing our archives. We're also going to start a blog to raise awareness of women's issues in the profession. The ACRL's
Women’s Studies Section committee on instruction is looking at social software too. I’m investigating wikis (surprise!) as a way to share women’s studies information literacy resources and blogs as a way for the committee to communicate.

ALA was busy (as you can tell if you look at my unformatted notes!) but interesting and useful. Hopefully we’ll see more social software in ALA committee work (at least in the women’s issues ones) by this time next year!

- Lauren Pressley

Sarah at ALA

One of the highlights of the conference was hearing Madeleine Albright give her keynote address at the ALA Annual Conference. I really liked her point that the “freedom of the mind” is an important human right, and libraries help safeguard this personal liberty.

I also attended a Research Forum sponsored by ACRL- Science and Technology Section (STS). Ada Emmett and Judith Emde from the Univ. of Kansas presented their research, which assessed the impact of a chemistry bibliography course on the chemical information literacy skills of Ph.D. students. Emmett and Emde administered a pre-test and post-test for a chemistry bibliography course for 3 years, and they found that the Ph.D. students improved their test scores by an average of 54.3% after taking the chemistry bibliography course. Their findings shed light on the value and significance of bibliographic instruction in higher education. The value of bibliographic instruction and information literacy courses lies in compelling students to go beyond the textbook and into the world of scholarly research.

Another highlight of the conference was a short preview of the Hollywood Librarian: Librarians in Cinema and Society, a documentary about librarians in the context of American movies by Ann Siedl. Siedl spoke about the need to promote awareness of the profession of librarianship in society. The documentary is currently in production.

Overall, it was a great conference. The residents of New Orleans were very nice and welcoming. I was amazed at the national attention ALA received for holding their conference in New Orleans. I hope that more organizations will plan to hold their conferences in New Orleans.

- Sarah Jeong

Government Documents Workshops

I attended two Government Documents workshops in May. The first was a workshop organized by the Government Resources section of NCLA in Raleigh which Mary Lib and I both attended. We spent the morning learning about Documents Dataminer 2 <http://govdoc.wichita.edu/ddm2/gdxnavpan.htm>. DD2 is an extremely powerful tool that can be used in government documents work in many ways. You can do everything from checking on shipping lists to printing shelf-lists to seeing what other libraries are collecting.

We spent most of the afternoon learning about the State Library of North Carolina’s ideas about the future of North Carolina Documents and the recent Digital Preservation Best Practices Exchange. We also heard about what’s going on in libraries around the state.

The second Government Documents workshop was the NC State Depository Libraries Meeting. In this meeting we learned the outcomes of last fall’s NC Depository Libraries survey and helped shape a vision for the North Carolina Documents Clearinghouse. Some of the interesting philosophical questions posed were: What is a depository library? If everything is available online and the State provides catalog records, would every library be a depository? What is a government document? In a time when so much information is available on the internet, are websites government documents? Not surprisingly, most attendees suggested that we move from fiche to digital documents (particularly in light of the increasing number of "born digital" documents). There was also discussion of using the Internet Archive...
<http://www.archive.org/> to save websites. Through the meeting, it became apparent to me that North Carolina is staking out ground to be a leader in this discussion.

- Lauren Pressley

### Special Library Association Annual Conference

For three days in June more than 5,000 librarians gathered in Baltimore for SLA's annual conference where there was much to be learned, both in the programs and in the exhibit hall. Because the association is more narrowly focused on a few library specialties such as business, science and law each specialty's presentations can delve more deeply into narrower topics than one might find at a larger conference. Among business librarians, SLA has divisions in various disciplines such as business and finance, marketing and advertising and competitive intelligence. Each division offered its own programs at the conference. Of the presentations I attended, my favorite was given by the editor-in-chief of the *Economist* in which he reviewed economic and demographic trends and offered some predictions. His main points were that globalization will continue unabated and underdeveloped countries will take on more importance because their populations are growing quickly while those in developed countries are growing slowly or shrinking.

The keynote speaker was Gwen Ifel, the host of *Washington Week in Review* on PBS. She talked about the importance libraries held for her while growing up, the importance of research to her as a journalist, and the importance of the principles for which librarians stand. She is an engaging speaker and I would encourage you to hear her if you have the opportunity.

I belong to the Business and Finance Division and enjoyed a number of their programs. However, much of my business experience was in marketing and it was for the Marketing and Advertising Division that I made my presentation: "Information-Seeking Behavior of Millennials". Millennials were of great interest at the conference; although mine was the day’s second presentation on them, attendance was double the division's estimate. The audience was both attentive and appreciative of the content and a lively discussion among the attendees followed the presentation.

The exhibit hall was another source of information and I spent valuable time with some of our database vendors. Standard & Poor's, Thompson Financial, EBSCO Host, Bureau of the Census and Euromonitor GMID were some of the very worthwhile visits I had. The company representatives showed me what was new, including new content and new interfaces. We also talked about upcoming enhancements to their products.

The Business and Finance Division had receptions on 2 evenings after the close of the conference. I met other academic librarians and enjoyed sharing with and learning from them. We talked about the resources our respective libraries use, how we market ourselves to students and faculty and what's the best way to reach students. These conversations were very informative and I enjoyed meeting other business librarians.

It wasn't all work, however; on the last evening LexisNexis held a reception at the Baltimore Aquarium for us. We had access to the exhibits free of charge and they provided live music, appetizers and dinner. The crowd was very appreciative of the access we had to the exhibits, since the crowd was relatively small compared to the aquarium's capacity. It was easy to get right up to the glass and see the colorful and sometimes frightening marine life.

It was a very worthwhile conference; I learned a great deal, shared what I know and met some very nice people. I hope I'll be able to attend it again.

- Mary Scanlon

### Did You Know...

Kevin Gilbertson, the library's Webmaster & Digital Projects Coordinator, has been employed here since 2005? And
did you also know...

...that he is the 2nd of 4 (he has an older brother who lives in Colorado and is spending his summer in Alaska, a younger brother who is an engineering major at Clemson, and a younger sister who plays violin, piano, and does ballet)?
...that, while in college, he played electric bass in an original rock band, Hot Lava Monster?
...that he lived and worked for a year in the Berkshire Mountains in western Massachusetts where, in the winter, he'd snowshoe to work in 3 feet of snow?
...that he met his fiancée in library school and they're getting married in October (a week after Lauren)?

Deadline for the next Gazette

The deadline for submitting articles for the August issue is Wednesday, August 9th, at 4 p.m.

Contributors to this Issue

Renate Evans, Craig Fansler, Kevin Gilbertson, Sarah Jeong, Lauren Pressley, Peter Romanov, Mary Scanlon, Lynn Sutton, and Giz Womack
From the Director

It is August once again, one month into the new fiscal year with the academic year about to begin. When I came to the library in August 2004, I thought about engaging in strategic planning right away but I knew already that a new President was coming in a year and that would likely mean a university-wide strategic planning effort. That is indeed what happened and our own strategic planning process is now well underway. The Environmental Scan Group, ably led by Susan Smith, is hard at work assessing the state of higher education, academic libraries, and our own ZSR environment. When they complete their work, Wanda Brown and the Blue Sky Group will look at the possibilities to do even better what we already do and to do entirely new things to advance our mission.

At last month's staff meeting, I offered first drafts of new vision and mission statements for ZSR:

**Vision**

The Z. Smith Reynolds Library will be the first and favorite source for users in their quest for knowledge.

**Mission**

The mission of the Z. Smith Reynolds Library is to help our students and faculty succeed.

We do this by providing unparalleled service in managing, delivering, and teaching the use of scholarly content and information technology.

While we are engaged in long-term strategic planning for the library, we have not forgotten to seek making progress in the short term. Each team worked to identify team goals for the new fiscal year. Next year when we plan for annual goals, we will look to our strategic plan for direction on the priorities that we identified for long term success. The work (and fun) never ends...

- Lynn Sutton

Lauren at the Library 2.0 Technology Summit

On August 3rd, two car-loads of Z. Smith Reynolds folks drove to Charlotte to see two rock stars of the library blogging world (or “blog stars” as Kevin calls them) talk about Library 2.0. There were nearly 150 people there and about 40 of the participants were from academic libraries or systems other than PLCMC.

Michael Stephens took the stage first with a talk called "Towards Library 2.0: Planning, People & Participation." Though it was a technology talk, he focused on themes dealing with people. He explained that Library 2.0 is about conversations and connecting with other people. He said that Library 2.0 is about fewer rules and less work for users and argued that libraries should want presence. He said libraries should want to be where people might not expect to find them. Stephens also talked about Librarian 2.0 as a librarian who harnesses social tools, understands The Long Tail, uses the Wisdom of Crowds, and plans for physical experience, online experience, and
collaboration. Librarian 2.0 is a trendspotter, builds a culture of trust, and gets the importance of "content." What should you do if you want to be Librarian 2.0? Michael Stephens says "Play!" Read the biblioblogosphere <http://freerangelibrarian.com/archives/071005/glossary.php> and see what people are doing. Play with blogs, wikis, and other social technologies. Have fun with it! (I'm not kidding... he really did talk with exclamation marks.)

Michael Casey <http://www.librarycrunch.com/2006/08/plcmcs_technology_summit_and_l.html> spoke next with a talk called "Library 2.0/Web 2.0 at the Branch Level." He spent a lot of time talking about change in libraries and how stretched for resources and staff time a lot of libraries are. He also talked about how our patrons have changed. They're busier, they know more, they expect more, and they expect us to come to them. He suggested that we look at other types of organizations and interview people who don't use our services to learn what we can do to make ourselves useful to more of the population. He also talked about how to make up for these changes we need to manage time, knowledge, and our social interactions better. He talked about using technology like blogs and wikis to allow communication that might be missing in a fast-paced setting and to keep an archive of important information that can't be lost. He also pointed out that the idea "you get what you pay for" is changing a little bit. We're getting better and better products, free to end user.

At the end of the day, PLCMC unveiled a training program for their staff in these new technologies. If you're interested in the activities they'll be doing, you can find that on the PLCMC Learning 2.0 blog <http://plcmcl2-things.blogspot.com/>.


- Lauren Pressley

**Government Documents Workshops**

I attended two Government Documents workshops in May. The first was a workshop organized by the Government Resources section of NCLA in Raleigh which Mary Lib and I both attended. We spent the morning learning about Documents Dataminer 2 <http://govdoc.wichita.edu/ddm2/gdxnavpan.htm>. DD2 is an extremely powerful tool that can be used in government documents work in many ways. You can do everything from checking on shipping lists to printing shelflists to seeing what other libraries are collecting.

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The second Government Documents workshop was the NC State Depository Libraries Meeting. In this meeting we learned the outcomes of last fall's NC Depository Libraries survey and helped shape a vision for the North Carolina Documents Clearinghouse. Some of the interesting philosophical questions posed were: What is a depository library? If everything is available online and the State provides catalog records, would every library be a depository? What is a government document? In a time when so much information is available on the internet, are websites government documents? Not surprisingly, most attendees suggested that we move from fiche to digital documents (particularly in light of the increasing number of "born digital" documents). There was also discussion of using the Internet Archive <http://www.archive.org/> to save websites. Through the meeting, it became apparent to me that North Carolina is staking out ground to be a leader in this discussion.

- Lauren Pressley

**Susan "Abroad"**

This week Susan is very fortunate to have the opportunity to attend her first international conference, in Ottawa,
Canada. I am at the Merlot International Conference. Rather than fill all of the Gaz space with everything I want to share, I decided to blog the trip. You can see my report at ZSR Merlot blog.

- Susan Smith

ZSR Zephyrs Zoom

From left to right: Waits Raulerson, Prentice Armstrong, Erik Mitchell, Kevin Gilbertson, Susan Smith, Steve Kelley, and Craig Fansler

For eight weeks this summer, seven members of the ZSR Staff, also known as the Zephyrs, ran, biked, jumped, tossed, sprinted, rowed, walked, and generally sweated their way to victory in the Summer Olympic Challenge. The Zephyrs members include: Prentice Armstrong, Craig Fansler, Kevin Gilbertson, Steve Kelley, Erik Mitchell, Waits Raulerson, and Susan Smith.

The Zephyrs put new meaning to the phrase: "the race is not to the swift" by outdistancing all teams on daily "Lifestyle Points" while only winning one weekly competition. At the final competition, the Zephyrs captured the Reynolda Cup to live in the library for another year, as well as individual honors for Waits and Erik! The gleaming trophy can be seen at the Circulation Desk.

- Craig Fansler

Did You Know...

John Ake, the library's Library Specialist III, has been employed here since 2005? And did you also know...

...he had dinner with the Smothers Brothers?
...he once had his contact lenses "ripped out" by the tallest roller coaster in the world?
...he has never been beaten at the board game Risk?
...in the sixth grade he won the spelling bee, the geography bee and was the MVP of the flag football league?

Deadline for the next Gazette

The deadline for submitting articles for the September issue is Wednesday, September 6th, at 4 p.m.

Contributors to this Issue

John Ake, Renate Evans, Craig Fansler, Lauren Pressley, Peter Romanov, Susan Smith, and Lynn Sutton
FROM THE DIRECTOR

A preliminary look at our 2005-06 annual statistics reveals that almost every category has increased over the previous year! This is indeed good news, as a number of key service categories such as daily attendance, circulation, and reference had shown steady declines in the past.

Interlibrary Loan led the way in productivity with an incredible tripling in the amount of lending to other institutions in the last three years and a substantial increase again last year. It is particularly gratifying to see average daily attendance in the library on the upturn, reversing a five year downward trend. Total circulation also increased for the first time in a while, including all categories of initial check-outs, renewals, and both print and electronic reserves.

Reference transactions were up in every single category, even walk-up reference, which had suffered in recent years, a trend that most academic libraries experienced. But virtual reference has transformed the industry with a 50% rise over the past year and is thought to have been the catalyst for the walk-up increase as well. Instruction sessions have increased in number, as have the number of Lib 100 sections and participants.

While the amount spent on library materials declined very slightly, the number of volumes added and monographs purchased increased. The number of print periodicals declined but the increased number of electronic journals more than made up for it. The number of Rare books cataloged increased substantially, with the addition of the Liam Miller personal library.

Business in all technology areas rose also, with increases in training sessions, use of facilities and equipment checked out. The newly redesigned ZSR website must be a hit with users, as the number of daily unique visits increased.

I think it is no coincidence that this year of significant increase in library usage occurred in a year focused on library outreach. The gaming events, the increased late-night hours, the Wake the Library phenomenon, the ZSReads faculty newsletter, and the Marketing Committee’s lecture series, all contributed to a heightened awareness of library services and it has paid off in increased library usage.

Remember the cover story in a November 2003 Chronicle of Higher Education issue called "The Deserted Library?" (I used it in my ZSR interview presentation). The subtitle said, "Students disappear from reading rooms preferring to do research online or to study at Starbucks." I said then that it doesn’t have to be that way, and we are living proof that libraries that focus on user needs are booming!

- Lynn Sutton

BILTMORE BACK ROOMS

On Friday, August 11th, Sharon and I traveled to the Biltmore House in Asheville for a North Carolina Preservation Consortium Board meeting that was hosted by two of our board members who work as archivists at the Biltmore, Suzanne Durham and Jill Hawkins. Walking up to the Biltmore, it’s hard to believe the beauty of the place-and the views! The meeting rooms were formerly bedrooms for stable hands and have been converted into offices for the Biltmore Staff. The NCPC board meeting was spent discussing pending issues, as well as our upcoming Annual Conference on Paper Preservation being held at the Greensboro Public Library on November 17th. The speakers this year will be made up of professionals who will discuss library binding, collection management/fund allocation, and
preservation field notes from two conservators from the Etherington Conservation Center. The NCPC board also approved sending a letter in support for the Federal Research Public Access Act of 2006. This act "requires federal agencies that fund over $100 million in annual external research to make electronic manuscripts of peer-reviewed journal articles that stem from their research publicly available on the internet."

Following our meeting, we took a tour through the Biltmore archives. The archives are inside a suite of bedrooms that have been converted. It's a little strange to see a nicely carved wood and marble fireplace in the same room as compact shelving! The Biltmore staff has struggled with preservation issues, and has recently upgraded their HVAC system. We also got a behind the scenes look at the large banquet room form the organ loft. The view out of the windows even in these small rooms was spectacular. The Biltmore <http://www.biltmore.com/> is a worthwhile trip for any interested in this huge historic home.

- Craig Fansler

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**ZSR hosts Open House and library tours**

To kick off this year's fall semester the ZSR Library hosted our annual Open House and library tours from 1-3 p.m. on Tuesday, August 21. This year 68 students dropped in for a library tour. Thanks to the following staff who volunteered to help with the tours: Elise Anderson, Prentice Armstrong, Wanda Brown, Chris Burris, Carol Cramer, Ellen Daugman, Craig Fansler, Jim Galbraith, Mary Horton, Sarah Jeong, Vicki Johnson, Tim Mitchell, Carolyn McCallum, Kaeley McMahen, Caroline, Numbers, Lauren Pressley, Mary Lib Slate, and Susan Smith. Also thanks to Lynn Sutton, Waits Raulerson, and Linda Early who also assisted with the tours and to Sharon Snow who provided information on Rare Books.

- Bobbie Collins

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**ZSR's New Evening Security Guard**

Hi! My name is Cindy Shultz. I live on my own little 11 acre piece of "earthly heaven" with eight dogs, three cats and two purebred Arabian horses. Up until recently, I cared for my own and up to six more horses, owned by others who trusted me with their beloved equine companions. My interest in animals has given me the opportunity to experience many different challenges with mostly domestics such as horses and dogs, but I have been known to throw out a command or two to a white tiger, and I have the photos to prove it!

Not only have I fostered a life-long passion for animals, but I am also passionate about books. Though I can't compete with the collection at Z. Smith Reynolds Library, I sometimes joke that I could open my own bookstore. I particularly enjoy non-fiction, including autobiographies, nature, gardening and other books that offer knowledge to satisfy my insatiable curiosity. I also love a huge variety of music, including, but not limited to: John Mayer, Cheryl Crow, Pussycat Dolls, Aerosmith, Nickelback, Martina McBride, Toby Keith, the "Oldies" and beach music.

For much of my life, I have worked with horses, professionally training Arabian horses, traveling the East Coast of the United States, showing those magnificent creatures and learning how to be part of a "six-legged" team. I also hold a North Carolina Real Estate license and an advanced open water scuba certification. I cherish my experience as a police and fire E911 operator/dispatcher, as well as my server/bartender gig, where I enjoyed working with the energy and enthusiasm of young men and women, many of them being college students.

Which brings me to today: In the short time I have been at ZSR library, I have discovered that it is the lifeblood of the entire campus. There is so much promise walking through those doors! So, to borrow the talented works of Steve Robson and Jeffrey Steele, "my wish" for all attending Wake Forest University fits perfectly with the words recorded by Rascal Flatts:

"My wish for you is that this life becomes all that you want it to; your dreams stay big, your worries stay small; you never need to carry more than you can hold..."
Please stop by the exit desk and introduce yourself to me. I look forward to meeting all of you!

- Cindy Shultz

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**Did You Know...**

**Jim Galbraith**, the library's Head of Collection Management, has been employed here since 2005? And did you also know...

...he has a Masters Degree in History from the University of Illinois?

...he has lived in 8 different states: Maryland, New York, Illinois, Pennsylvania, Mississippi, Oregon, Michigan, and North Carolina. (N.C. has the best golfing weather)?

...for a few years, he worked as a "rock and roll" researcher/writer with his brother for this guy: Geoffrey Giuliano <http://en.wikipedia.org/wiki/Geoffrey_Giuliano>?  

...he collects ancient Greek and Roman coins?

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**Deadline for the next Gazette**

The deadline for submitting articles for the October issue is Wednesday, October 4th, at 4 p.m.

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**Contributors to this Issue**

Bobbie Collins, Renate Evans, Craig Fansler, Jim Galbraith, Peter Romanov, Cindy Shultz, and Lynn Sutton
LIBRARY GAZETTE
October 2006, Vol. 18, No. 10

From the Director

Last week, we enjoyed a very pleasant Homecoming and 50th anniversary celebration of Wake Forest's move to Winston-Salem. Our book-signing and lecture events were well-planned and well-attended (thanks to Mary Scanlon and the whole Marketing machine). The open house at the Archives was a stroke of genius (for which we can thank our friend Iyanna Sims from NC A&T, as well as Sharon, Vicki, and Julia) and yielded much new metadata for our Digital Forsyth project.

So often when alumni would walk into the library they would say something like, "We used to spend many hours studying in this library!" and they would go on to reminisce about the good old days. That reminded me that as we go about the business of strategic planning for the future, it is good to remember the strong foundations of the library. The building and the collections and the deeply ingrained service patterns did not spring up overnight. For fifty years this library has served its campus well and we are all grateful that we have had the opportunity to stand on the shoulders of ZSR giants!

- Lynn Sutton

Vicki Johnson at SAA in DC

It's always an interesting experience to get a group of archivists, preservationists, and other special collections librarians together. This year's SAA (Society of American Archivists) conference was no exception. The Hilton on Connecticut Ave. in DC was the gathering place for hundreds of archivists and special collections librarians from around the country and the world.

The sessions addressed lots of interesting topics related to archives and special collections, all from different points of view. One talk was about the National Park System and the African-American Historic sites and resources that are a part of it. The archivist at the Mary McLeod Bethune Council House discussed the ways that he helps researchers compile information as well as the ways they deal with space constraints and storage. He mentioned that there are currently 2000 linear feet of unprocessed materials in their collection, which made me feel better about our boxes waiting to be processed. Obviously, it isn't uncommon to have more materials than people to process them!

I also attended a session presented by the archivists at WGBH Media Archives and Preservation Center (where PBS programming is coordinated), the national Public Broadcasting Archives, and the University of Kentucky. They discussed the way that digital TV materials are (or aren't) archived. According to them, archiving at TV stations is poor on non-existent most of the time. Poor storage conditions, lack of appraisal and minimal description all contribute to the loss of many broadcast materials. They feel that selection criteria and appraisal tools are very important because they help preserve the materials that fit the goals of the TV station. By preserving the materials, the stations contribute to lifelong learning and serve as a community resource for local history. The TV materials are crucial documentation of our times, and archivists should be involved with the stations to make sure that the materials are properly preserved and not lost.

Our keynote speaker on Saturday was Cokie Roberts. "Cokie Roberts serves as a senior news analyst for NPR, where she was the congressional correspondent for more than ten years. In addition to her work for NPR, Roberts is a political commentator for ABC News, serving as an on-air analyst for the network." (See website for more info NPR News <http://www.npr.org/templates/story/story.php?storyId=2101090>). After a humorous introduction and joke
about Strom Thurmond, she extolled the virtue of archives, and told how invaluable archival collections had been in her research to write her books. She encouraged archivists to “advocate and accommodate”, or to be available for the users while promoting the value of archives. Having records available online is a wonderful resource, enabling people to find what they need without having to travel long distances. She also said that archivists need to be the sources that people go to for information- not Wikipedia! Archivists let the people know that the documents and sources are authentic. Her final bidding to us was this: "We have to have the records, we have to promote the records, and we have to make the records accessible”.

Attending the conference gave me a new appreciation for the work that archivists and special collection librarians do everyday in settings other than just universities. There is a huge demand for services to help preserve and save the things that will be our history, and I am glad to be able to do my small part at WFU/ ZSR.

- Vicki Johnson

Marketing Committee Kicks Off Semester

with a Series of Fortunate Events

The Marketing Committee started the semester with a flurry of activities. In September, the committee organized a wine and cheese reception for new faculty, department chairs and faculty representatives. Turn out for our reception was strong and the library liaisons used the opportunity to meet their new faculty and promote the library’s services and resources.

In the past week, the committee has organized three lecture and book-signing events. The first, with Wake alumna and NYTimes best-selling author Emily Giffin was very successful. In addition to members of the Wake Forest community, the event drew Giffin fans from Winston-Salem who were eager to hear her talk about her newest book, Baby Proof. Although her books are categorized as 'chick lit' and appear to be light reading, Ms. Giffin discussed the surprisingly deep themes that run through all of her books.

On the Friday of Homecoming Week, we were fortunate to present Dr. Ed Hendricks who addressed the question "Why did Wake Forest Move to Winston-Salem?" He spoke to a full crowd, which included numerous alums who contributed some of their own recollections to those of Dr. Hendricks. It was fascinating to hear them talk about important people in Wake's history whom I only know as the names on campus buildings.

On October 4th, we enjoyed a reading by Dr. John McNally of the English department. He entertained us with a reading of his short story “Return Policy” before answering questions about his most recent books America’s Report Card and The Book of Ralph. Following the Q&A, Lynn unveiled ZSR’s latest READ poster which features Dr. McNally.

The committee's next event will be a celebration of banned books; on October 17th, Professors Ed Wilson, Harold Tedford, and Charles Sligh will read from banned books. Dr. Wilson will read from Of Mice and Men; Dr. Tedford will read from The Gospel According to Harry Potter; and Dr. Sligh will read selections by Shelley, Byron, and Swinburne. The celebration will take place in the atrium at 3:30 pm.

- Mary Scanlon

Update from the ZSR Staff Development Committee

Well, with two programs under our belt and two more scheduled in the next two weeks, the ZSR Staff Development Committee (Giz Womack, Vicki Johnson, Peter Romanov, and Cristina Yu) is off to running start this year.
Giz climbing the CRUX bouldering wall

On Wednesday, September 13th at 5pm, Susan Smith, Tim Mitchell, Caroline Numbers, Craig Fansler, Carolyn McCallum, and myself braved the rain and visited the CRUX bouldering wall in the Reynolds Gym. Mark Henley of Campus Recreation gave us a tour of the converted racquetball court and we all had the chance to put some chalk on our hands and climb around. The walls are black and covered with a textured surface for climbing traction, additionally there are numerous oddly shaped plastic knobs to assist in climbing. After a few climbs, I was worn out, and by the next day I was also a bit sore. Mark explained how the student who staff CRUX regularly create new paths across the walls to the workout is always challenging, with new problems to solve!

ZSR Staff Development MobileU talk

The committee followed up this event with a program on Thursday March 28th by Anne Bishop, Director of Research and Development in Information Systems. Anne spoke about the University's MobileU project. Anne explained part of the purpose of the project, to improve contact with students. She reminded us how students were harder to stay in contact with these days as they don't read E-mail and all have a long distance cell number instead of a campus phone. Anne then showed us the device being used by over 100 students this year, the Cingular 8125, and explained a bit about the MobileU program, including the fact that faculty and staff can join and receive 20% off their Cingular bill. Finally, she demoed some of the MobileU applications, including several that were written by the R&D department at WFU. Linda Ziglar won the door prize at this event, a 256MB USB drive!

On Wednesday, October 4th at 2:30pm, Ray Liguori for the Bowman Gray campus will be here to talk about ergonomics and share some exercises with us, and on October 11th at 2pm, we will have a tour of the Reynolda campus, including a trip to Information Systems, the Scales Fine Arts Center, and other less traveled locations on campus. We will use the Student Life van to make this an easy tour! Just send an email to Giz Womack to sign up for an event, and you never know, there may be another great door prize, but you have to attend to find out!

- Giz Womack

Mary Horton's Avian Visitor
Red-tailed hawk

A few weeks ago, I had an unusual visitor. As I was working at my computer I saw a large bird swoop in and land on a tree branch outside my window. Not being a bird expert, I called Sharon Snow (who shares my view) and asked, "Is it an owl?" Sharon told me that this specimen is known as a red-tailed hawk. He lives nearby and has been seen making off with baby squirrels and chipmunks. He stayed by my window for over thirty minutes, looking for lunch no doubt, before flying off again. In that time Craig had a chance to come and take some photos.

- Mary Horton

Dedicated Deacon Nominations for September
<table>
<thead>
<tr>
<th>Person Recognized</th>
<th>Scott Adair</th>
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<tbody>
<tr>
<td>Given By</td>
<td>Kristen Morgan</td>
</tr>
<tr>
<td>Reason</td>
<td>Scott does so much for this Library! I want to recognize him especially this month for taking over facility requests while I was on vacation!</td>
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<tr>
<th>Person Recognized</th>
<th>John Ake</th>
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<tbody>
<tr>
<td>Given By</td>
<td>Brigett Beck</td>
</tr>
<tr>
<td>Reason</td>
<td>John struggled so hard with the manual can openers - that's how we got the electric one!</td>
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<tr>
<th>Person Recognized</th>
<th>John Ake</th>
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<tbody>
<tr>
<td>Given By</td>
<td>Carolyn McCallum and Carol Cramer</td>
</tr>
<tr>
<td>Reason</td>
<td>John updated the current stacks guide handout for us so that we could make copies and distribute them to our Lib100 students. This was done 10 minutes before class was to begin per our request.</td>
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<tr>
<th>Person Recognized</th>
<th>Prentice Armstrong</th>
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<tbody>
<tr>
<td>Given By</td>
<td>Lynn Sutton</td>
</tr>
<tr>
<td>Reason</td>
<td>Cheerfully taking on the impossible task of replacing Kristen for a week!</td>
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<tr>
<th>Person Recognized</th>
<th>Prentice Armstrong</th>
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<tbody>
<tr>
<td>Given By</td>
<td>Kristen Morgan</td>
</tr>
<tr>
<td>Reason</td>
<td>Prentice is the ultimate Dedicated Deacon for helping me out with hiring the students, etc. while I was on vacation!</td>
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<tr>
<th>Person Recognized</th>
<th>Ann Bailey</th>
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<tbody>
<tr>
<td>Given By</td>
<td>Brigett Beck</td>
</tr>
<tr>
<td>Reason</td>
<td>Ann's suggestion that the new toaster oven be easier to clean; that's how we got the continuous self-cleaning toaster oven.</td>
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<tr>
<th>Person Recognized</th>
<th>Ann Bailey</th>
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<tr>
<td>Given By</td>
<td>Susan Smith</td>
</tr>
<tr>
<td>Reason</td>
<td>When I showed up at the back door after an early morning run, I was exhausted and THIRSTY! Ann quickly slipped into her mailroom and offered me a big bottle of water! It was really appreciated. Ann is always here for us no matter what our need!</td>
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<tr>
<th>Person Recognized</th>
<th>Ann Bailey</th>
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<tbody>
<tr>
<td>Given By</td>
<td>Heather Gillette</td>
</tr>
<tr>
<td>Reason</td>
<td>Ann shared her hand wipes with me when my hands were filthy from the incoming packages for ILL.</td>
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<tr>
<th>Person Recognized</th>
<th>Charles Bombeld</th>
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<tr>
<td>Given By</td>
<td>Carolyn McCallum</td>
</tr>
<tr>
<td>Reason</td>
<td>I appreciate Charles for looking out for me; he let me know that my car had a flat tire. After contacting Campus Gas for assistance with my predicament (which was his suggestion), he waited with me outside in the pouring rain until a Campus Gas employee...</td>
</tr>
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arrived to fill my tire with air so that I would be able to drive my car to their business and get my tire plugged.

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<tr>
<th>Person Recognized</th>
<th>Linda Early</th>
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<tbody>
<tr>
<td>Given By</td>
<td>Mary Reeves</td>
</tr>
<tr>
<td>Reason</td>
<td>Linda has just been spectacular about processing the NUMEROUS last minute book/film requests for fall Reserves! I can’t thank her enough.</td>
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<tr>
<th>Person Recognized</th>
<th>Linda Early</th>
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<tbody>
<tr>
<td>Given By</td>
<td>Carolyn McCallum</td>
</tr>
<tr>
<td>Reason</td>
<td>Linda is always willing to answer my questions that I have concerning the acquisitions process. She has also helped me with issues concerning my liaison fund and the Anthropology’s department library fund.</td>
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<tr>
<th>Person Recognized</th>
<th>Joy Gambill</th>
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<tr>
<td>Given By</td>
<td>Carol Cramer</td>
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<tr>
<td>Reason</td>
<td>I had created a decent ATLA handout, but didn’t have any time to make it better. Joy took over and made it look really good! Watch out! I’m going to ask her to help me again next time.</td>
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| Person Recognized | Kevin Gilbertson |
|--------------------| Heather Gillette |
| Reason            | Kevin helped me create a wiki to store all information that was taped to my desk walls and on sticky notes - very efficient! Go wikis! |

| Person Recognized | Sarah Jeong |
|--------------------| Brigett Beck |
| Reason            | For picking up the can opener for the lounge and her help in getting it and the toaster oven approved for purchasing through the Staff Association Committee. |

| Person Recognized | Leslie McCall |
|--------------------| Waits Raulerson |
| Reason            | Leslie has done an amazing job keeping the marking process from grinding to a halt during intersession and the first few weeks of the semester when student training (and re-training) tends to eat up so much time. Thanks for working so hard to keep materials flowing through the department! |

| Person Recognized | Kristen Morgan |
|--------------------| Lauren Pressley |
| Reason            | Thanks to Kristen, hiring students is a smooth process! It can be quite chaotic, but Kristen is always there with information and friendly suggestions. Thanks Kristen! |

| Person Recognized | Kristen Morgan |
|--------------------| Craig Fansler |
| Reason            | I’m definitely a charter member of the KM Fan Club - the girl is Phat, she’s the bomb! Need a form - got it; info on student assistants - oh yes; can I pay for that with the Library MC - uh huh; where’s Lynn? - You name it and Kristen can do it - one of |
the most efficient and professional people I've ever worked with.

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<tr>
<th>Person Recognized</th>
<th>Reason</th>
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<tbody>
<tr>
<td><strong>Kristen Morgan</strong></td>
<td>Kristen helps with big things and small with kindness, professionalism, and the patience of Job! She manages office affairs systematically and efficiently and is always friendly.</td>
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<tr>
<th>Person Recognized</th>
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<tbody>
<tr>
<td><strong>Kristen Morgan</strong></td>
<td>Kristen placed the order for the new toaster oven for the lounge.</td>
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<th>Person Recognized</th>
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<tr>
<td><strong>Lauren Pressley</strong></td>
<td>Lauren took time out of her day to meet with us and explain in detail wikis, blogs, social software (ie Facebook) and how these technologies are being utilized in libraries. This meeting was precipitated by the trip we all three made to the Charlotte public library for an information session on Library 2.0 and emerging technologies. Lauren is very knowledgeable and is excellent at making new technologies understandable.</td>
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<tr>
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<th>Reason</th>
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<tbody>
<tr>
<td><strong>Mary Reeves</strong></td>
<td>Mary always drops what she's doing to help anyone at anytime...always with a smile.</td>
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<tr>
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<th>Reason</th>
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<tbody>
<tr>
<td><strong>Mary Scanlon</strong>, Dedicated Deacon Winner</td>
<td>Mary did a lot of work to make the New Faculty Reception a success. Many new faculty and department chairs came to the reception. Kudos!</td>
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<th>Person Recognized</th>
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<tr>
<td><strong>Mary Lib Slate</strong></td>
<td>Mary Lib created a lot of new study space in Gov Docs in an amazingly quick amount of time. This is just one example of Mary Lib's constant drive to provide better service for our students.</td>
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<th>Person Recognized</th>
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<tr>
<td><strong>Beth Tedford</strong></td>
<td>Beth &quot;Dolmen&quot; Tedford has completed cataloging 3900 volumes of the Liam and Jo Miller (Dolmen Press founders) personal library. Beth plowed through shelves of uncataloged monographs, working also on updating a spreadsheet of all titles. She managed all with efficiency and great attention to particular detail in this special collection. Thanks, Beth, for a great job!</td>
</tr>
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</table>

**Deadline for the next Gazette**

The deadline for submitting articles for the November issue is Wednesday, November 8th, at 4 p.m.
Contributors to this Issue

Renate Evans, Mary Horton, Vicki Johnson, Caroline Numbers, Peter Romanov, Mary Scanlon, Giz Womack, and Lynn Sutton
From the Director

For me, October 25, 2006 will be one of those dates that I will always remember where I was and what I was doing when I heard the News. Just like November 22, 1963 when President Kennedy was killed (yes, I am THAT old) or September 11, 2001, the day of the accident that injured Wanda, Waits and Scott will be forever etched on my memory. At 8:20 am I had just dropped my car off at Campus Gas and was walking to the library when my cell phone rang - a most unusual occurrence at that time of the morning. It was Susan, saying that Renate had a voice mail message from Scott saying that they were in a car accident on their way to the library workshop at Western Carolina and that they were all going to separate hospitals. Hospitals? Was it that bad? Of course, we learned later that it was indeed pretty bad but thankfully their injuries were not life-threatening.

In the days that have followed, ZSR staff members have demonstrated the generous, caring qualities for which they are famous. John Ake immediately drove down to Statesville to pick up Scott. Erik and Tim went to stay with Waits until he was discharged from Baptist. Sharon drove down to Charlotte with me that day to see first-hand the extent of Wanda's injuries. Many, many people sent cards and gifts. Giz stopped in the day of Wanda's first surgery. Chris and Susan drove down to Charlotte with me on a Monday night and didn't complain when we didn't even get to see Wanda because she was still in surgery. Mary and Charles delivered a gift basket to Scott. Waits, Brigett and Carolyn, have called Wanda frequently and given updates to the rest of us. Waits has handled a myriad of details with Wanda's various professional responsibilities, while recovering from his own injuries. In a particularly touching gesture, Renate and Doris gave Wanda great relief by washing her hair in the hospital, when the staff neglected to do it. Linda, Carolyn, Doris and Renate took Wanda soft food and soft robes to her new hospital room. I am probably forgetting someone or something (forgive me) but the point is that ZSR is a shining example of the genuine feeling of *community* to which the rest of the campus aspires. This library is a wonderful and fulfilling place to work, for which I, at least, am still grateful.

- Lynn Sutton

Steve at SOLINET North Carolina Users Group Meeting

On October 20th, I attended the SOLINET North Carolina Users Group Meeting at Guilford College, along with Lynn, Waits, and Heather. Since they may have their own takes on the meeting, I'll just describe a few things that struck me. The day began with an informative introduction by Kate Nevins, whose description of the main goals of SOLINET were as follows: to provide effective member service (such as having a consolidated help desk, and web-based self-serve help), to diversify the programs and services offered by SOLINET, and to improve member outreach and communications (through newsletters, training lists, etc.). SOLINET truly does seem to be more responsive and helpful than it has been in the past, and I think these new initiatives are a nice step forward. Another interesting session at the meeting was Danny Overstreet's discussion of NetLibrary. He said that NetLibrary has a new search engine and interface for accessing ebooks, and discussed NetLibrary's shared collections, which allows a group of libraries to share access to a group of ebooks. Danny also discussed the patron-driven acquisition function. With this process, a library loads bib records for ebooks into their catalog. The first time a patron selects the title, it is free, but the second selection of the ebook by a patron triggers a purchase. Libraries can limit the amount of money they are willing to spend on this type of acquisition. Also, Danny mentioned new NetLibrary features that are in the works, such as a subscription payment model, a payment-per-circulation model, more audio and video content, and new shared collections. Other sessions at the meeting were devoted to the Scholarly Stats service, the WorldCat Collection Analysis service, and copyright law, among other topics. If anyone is interested in what else was covered
at the meeting, I'd be glad to discuss it with you.

- Steve Kelley

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**Erik visits Nashville, TN & LITA**

On the weekend of Oct. 27th I traveled to Nashville, TN to attend the LITA (Library information Technology Association) forum. The theme of the forum was "Web Services as Library Services" and featured a presentation by one of our previous employees Jennifer Roper.

One of the most popular themes at the conference was the future of the Online Catalog. There were several sessions on this topic including a presentation by Andrew Pace at NCSU regarding their Endeca based catalog [http://www.lib.ncsu.edu/catalog/](http://www.lib.ncsu.edu/catalog/), a presentation that discussed ways in which libraries could use Worldcat.org as their primary catalog, and a session on an catalog development project at the University of Rochester called the Extensible Catalog [http://www.extensiblecatalog.info/](http://www.extensiblecatalog.info/).

There were also a number of interesting poster sessions including a library that is generating RSS feeds from their Voyager catalog, a library who is checking out Ipods with music and digital library content, and a session on different approaches to 'quiz based' evaluation in library instruction. My own poster session (an OpenURL based approach to digital library services) proved to be very enjoyable (at least for me) and I learned quite a few things about poster sessions including: bring candy (handouts & toys are also acceptable), plan for all possible poster hanging scenarios (I had to use tablecloth clips), and be ready to clear discarded coffee mugs, plates, and napkins regularly.

A full list of sessions & notes from attendees are available on the LITA2006 blog [http://litablog.org/2006/](http://litablog.org/2006/). If you want to find out more about any of the sessions or find out whether or not I think outsourcing the OPAC to OCLC is a good idea, stop on by!

- Erik Mitchell

---

**Leslie at SEMLA**

On October 12-14, I attended the annual meeting of the Southeast Music Library Association, in Columbus, Georgia, hosted by Columbus State University. In their impressive New River Center for the Performing Arts, we heard presentations on the digitization of rare sheet-music collections reflecting the musical heritage of the Southeast; a colleague's internship at the Library of Congress, working on the papers of an important 20th-century woman composer, Louise Talma; and a useful comparison of music audio-streaming products.

For extracurricular activities, we toured the exquisitely restored ca.-1900 Springer "Opera House" (the term was used loosely in frontier towns at the turn of the century: these local theaters hosted everything from vaudeville to Shakespeare productions).

It had been a while since I had attended a SEMLA meeting, and I immensely enjoyed re-connecting with colleagues, and meeting the heartening number of students there who were interested in becoming music librarians (many with folklore or ethnomusicology backgrounds). The future seems to be in good hands!

A fun and productive outing all round.

- Leslie McCall

---

**Lauren at Northeastern University**

As part of the information gathering mission of the environmental scan [http://wiki.zsr.wfu.edu/strategicplanning/index.php/Scan:Index> committee, and as part of the brainstorming
function of the blue sky group, I went to Boston in November to participate in an Aaron Cohen Associates workshop at Northeastern University.

The workshop focused on evaluation of the Snell Library media center. We learned how to grade space from "A" to "D," and what each grade means in terms of renovation. Then, we walked around the media center in order to practice these skills. The day concluded with a discussion of innovative proposals for the existing space.

During the course of the day we debated some challenging ideas including the removal or reduction of specific service points, the possible reduced need for a traditional reference or circulation desk, staff office locations vs. student study space, and flex vs. formal space. It was an educational workshop, and hopefully some of the ideas will be useful in our strategic planning process.

While in Boston, I was able to squeeze in a few general library visits including the main library at Northeastern University, the arts and science library at MIT, and the main library at Boston University. Notes will be added to the wiki soon!

- Lauren Pressley

Mary at Depository Program Meeting

The recent Fall Depository Library Council/Federal Depository Library Program Meeting was notable for the fact that it was the last meeting attended by the current Public Printer and Superintendent of Documents, who have both announced their retirements.

In his farewell address, Public Printer Bruce James shared the following questions he had upon taking his position:

- Could GPO be saved?
- Should GPO be saved?
- What's the purpose of GPO?
- How can we move GPO from the 19th to the 21st Century?
- Where will the money come from?

Mr. James then went on to outline what he considered his successes during his four-year tenure: GPO's finances under control and outlining a strategic vision for the future. In working with the Federal Depository Library Program, Mr. James learned that the FDLP provides a valuable service to the citizen: informing the citizen and, by doing so, protecting the citizen. Finally, Mr. James outlined some challenges for the future:

- The provision of information has historically been a one-way street (from Washington to the people). Having learned about the large problem of fugitive documents, Mr. James said that libraries should work to get those locally held items back in to the federal system.
- Although the GPO has been planning to digitize its "legacy collection," others (notably Google) have perhaps passed them by. It may be time to look in to partnerships with them.
- Electronic deposit of document files spread across the country is a real question. GPO needs to make this electronic information so redundant that it won't go away, even if it remains under government control.

Mr. James predicted that at some point in the future all government information will be electronic. This may not happen in five or ten years, but maybe in twenty years. GPO shouldn't be the entity deciding when and what goes electronic. The community needs to agree on keeping some essential titles in print now, until everyone is satisfied that we can rely on an e-only system (authenticity, version control, permanent access).

Although Superintendent of Documents Judy Russell did not give a farewell speech as such, she also outlined some of the challenges and accomplishments of her tenure.
Another highlight of the conference was the keynote address given by Dean José-Marie Griffiths, Dean of the School of Information and Library Science at UNC-CH. Dean Griffiths made the argument that librarians will still be needed in the digital age; however, she began with this disheartening sentiment:

Brought up on the web and the endless flow of marginally organized information that is CNN, MTV or ESPN - a flow that makes almost no distinction between the important and the trivial, fact and speculation, authority and gossip - students have little patience with the formal organizational structure of the library and the authority of the librarian. John V. Lombardi, University of Florida.

Dean Griffiths cited the traditional roles of librarians:

- Collectors and stewards
- Organizers of knowledge
- Enablers of access
- Educators
- Contributors to value and the economy

And argued that these roles will continue to be important in the digital world.

Dean Griffiths cited a recent study conducted in Florida, which found that for every dollar invested in the public library, the economic impact was a return of $6.54, or an annual economic return of $2.93 billion. Also, one new job is created for every $6,448 invested in the public library system. Dean Griffiths argued that information will continue to be an important "economic driver".

Dean Griffiths outlined some key issues for libraries in the digital age:

- Digitization
- Expensive, labor-intensive, industrial process
- Long term costs of digital preservation are expected to be "significant"
- Need new digitization tools, at the same time more sophisticated and cheaper
- Work force issues
  - Retirements
  - Need new types of skills
  - Need training and retraining
- Copyright and privacy issues
- New challenges and complexities in digital age
- Organizational change
- Digital world breaks down traditional boundaries
- Requires new types of collaboration and sharing

Dean Griffiths then closed with the following quotes:

"We live in a moment of history where change is so speeded up that we begin to see the present only when it is already disappearing" **R.D. Laing**

"Change has a considerable psychological impact on the human mind. To the fearful it is threatening because it means that things may get worse. To the hopeful it is encouraging because things may get better. To the confident it is inspiring because the challenge exists to make things better." **King Whitney Jr.**

- Mary Horton

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**SAA August 2006**
Back in August Vicki and I attended the Society of American Archivists annual meeting in Washington, D.C. The unofficial conference theme was Wow, It's Really Hot! We endured triple-digit temperatures in downtown D.C. and were most grateful for the hotel air conditioning. (Incidentally, the conference hotel was the D.C. Hilton at Dupont Circle, which was where the Reagan assassination attempt took place. This isn't mentioned in the hotel's promotional literature, but you can bet that a bunch of archivists were not going to let a bit of historical trivia like this pass by unnoticed.)

Highlights of the conference included plenary addresses by journalist and author Cokie Roberts, who has an impressive collection of Strom Thurmond jokes; and by Internet Archive founder Brewster Kahle, whose enthusiasm for creating and disseminating digital resources was matched only by his optimism about the flexibility of copyright law. The future of archives in a digital world was a topic of many sessions at this year's conference. It was encouraging to see that archivists in general are eager to explore digital possibilities, even though we are all having to deal with some of the practical problems that digitization entails.

One of the more interesting sessions showcased digital projects going on at institutions in the D.C. area. Former ZSR employee Jennifer Roper was a presenter at this session, discussing the digital collections at The University of Maryland <http://www.lib.umd.edu/dcr/collections.html>. UMD has been grappling with an issue facing all archivists who undertake digital projects: namely, how to provide item level access to individual images, documents, etc., while still preserving and making clear the archival context - the larger manuscript or other collection of which these items are a part—which gives meaning to individual items. The UMD prototype provides a collection level (EAD) record, with embedded item level descriptions.

Another thought provoking session was the extremely well-attended "Finding Aids: The Next Generation". Speaking to a packed house, Peter Van Garderen discussed his research and ideas about how web-based technologies can enhance access to archival collections and make finding aids for archival and manuscript collections more interactive. (Webcast of his paper is available here <http://www.archivemati.ca/papers-presentations>.) James Sweeney of the University of Michigan had a similar theme in his presentation of the Polar Bear Collection <http://polarbears.si.umich.edu>, which has nothing to do with bears (it's about U.S. army troops in Russia after WWI). This digital collection is set up to allow users to share information with each other, as well as gain access to documents and images. This in turn allows researchers to form their own online communities. Archivists can also reassess their finding aids and archival procedures in response to immediate user feedback. Of course, interactive finding aids create challenges for archives and systems staff. Traditional archival description does not lend itself to systematic retrieval (techies hate EAD!), and creating an integrated collection while keeping user-generated content separate from authoritative description is not easy. But interactive finding aids are an important first step in creating access that transcends the limitations of paper indexes.

The last speaker in this session was Merilee Proffitt of RLG's Archive Grid project. The design team for Archive Grid, a subscription search engine/database of archival and manuscript collection index records, did extensive usability studies with faculty, graduate student, and independent researchers. Proffitt shared some results of these user studies, which provided a fascinating glimpse into how researchers actually find and use online information about our collections. Her video clips of user interviews brought knowing laughs, and sighs, from the audience of archivists. (One professor, for example, complained at great length about a piece of information not being available in a finding aid... when in fact she could have found the information by scrolling down the page.) All of the researchers expressed appreciation for accurate scope, contents, and biographical information and for consistent authority control in name and subject headings. They became frustrated when this information was inadequate or unreliable, or when entire collections remained unprocessed and unavailable for scholarly, sometimes for years. I found this session most useful, and reassuring in a way, because it confirmed my own observations about how researchers use finding aids, and because it showed that researchers do use and value the things on which archivists spend a lot of time and effort.

- Megan Mulder
Askzaklive Tops 1,000!

On Sunday, October 8th, the Reference Department hit a milestone - we answered our 1000th question via our IM service, askzaklive. We're delighted that chat reference is catching on with students and faculty; this October's experience represents a 54% increase over October 2005. Even more exciting is the fact that chat reference now represents more than one quarter of all the reference questions we handle.

- Sarah Jeong, Mary Scanlon

Dedicated Deacon Nominations for the Month of October, 2006

<table>
<thead>
<tr>
<th>Person Recognized</th>
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<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brigett Beck</td>
<td>Mary Reeves</td>
<td>Thank you for making the lounge a nicer place to visit.</td>
</tr>
<tr>
<td>Kevin Gilbertson</td>
<td>Anonymous</td>
<td>Thanks to Kevin for getting the wiki up - and pretty - so quickly!</td>
</tr>
<tr>
<td>Tim Mitchell</td>
<td>Carol Cramer</td>
<td>The entire Tech Team was helpful during my recent login switch, but Tim especially went out of his way to help me re-register my ThinkPad and to clear up my Library2 problems.</td>
</tr>
<tr>
<td>Tim Mitchell</td>
<td>Kaeley McMahan</td>
<td>Thanks to Tim for moving my old desk to storage!</td>
</tr>
<tr>
<td>Waits Raulerson</td>
<td>Kaeley McMahan</td>
<td>Waits volunteered to move my old desk to storage, not once but twice! Thanks to Waits for helping with my move!</td>
</tr>
</tbody>
</table>

Deadline for the next Gazette

The deadline for submitting articles for the December issue is Wednesday, December 6th, at 4 p.m.

Contributors to this Issue

Renate Evans, Mary Horton, Sarah Jeong, Steve Kelley, Leslie McCall, Megan Mulder, Caroline Numbers, Lauren Pressley, Peter Romanov, and Mary Scanlon
LIBRARY GAZETTE
December 2006, Vol. 18, No. 12

From the Director

The University is at the stage in its strategic planning process where it has released its Strategic Framework <http://groups.wfu.edu/planning/20061120.priorities.html>. This document contains five broad goals that will guide units in their own strategic planning efforts. Open Forums are being held this week and again in January to gather input and answer questions. These five goals are:

1. Enhance faculty distinction
2. Build academic programs of nationally recognized excellence
3. Attract a talented and diverse student body and develop exceptional young leaders
4. Create a richer sense of community throughout the University
5. Strengthen Wake Forest's connections to communities beyond our campus

ZSR's Environmental Scan and Blue Sky groups will be considering these goals carefully as they go about the process of planning the future of the library. It is through this framework that the specific goals and objectives of the library must be transmitted. All of our hopes and dreams for a better library must be channeled through the University's priorities in order to have a chance for success. Remember our first rule of strategic planning in the library? It's not about us! It's about success for the faculty and student we serve. If realized, these bold university priorities will have significant impact on ZSR's services, resources and programs. I look forward to the challenge. Onward!
- Lynn Sutton

NCPC Annual Conference

At the Greensboro Public Library

Vicki, Craig, and Sharon attended the annual conference of the North Carolina Preservation Consortium on November 17 at the Greensboro Public Library on the topic "The State of Paper Preservation." Vicki, Sharon, and Craig serve on the board of NCPC with Vicki serving as Treasurer and Craig as Vice President. Craig and Sharon introduced speakers for the event.

Speakers included Tom Camden, Director of Special Collections, the Library of Virginia. Tom discussed management decisions for long term preservation of special collections, selection of materials for conservation, and using the Library of Virginia conservation program as a model for smaller institutions.

Jay Fairfield, President, the HF Group, talked about the current state of the commercial binding industry, services, trends and implications for collections managers and collections.

Beth Doyle, Collections Conservator at Duke University's Perkins Library spoke about the challenges of caring for special collections, applying personnel and financial resources, and interactions with curators and collection specialists from the perspective of the conservator.

Sarah Koonts, Head of Collections Management Branch, North Carolina State Archives, discussed conservation programs for archives collections, maximizing conservation budgets and applying for grants; she also talked about guidelines for working with conservation centers and conservators in private practice.
Matt Johnson, Associate Rare Book Conservator, Etherington Conservation Services, shared a case study of "The Conservation Treatment of John James Audubon's Birds of America" from the North Carolina Museum of Art.
- Sharon Snow

Carol Cramer at Charleston Conference

I attended a table talk with the same title of "Subject Encyclopedias: A Subjective Scrutiny," but the abstract implied that we'd discuss whether narrow subject encyclopedias are a big waste of money. Three-quarters of the attendees were reference publishers, so the few librarians there had plenty of opportunity to share their views. One publisher said that librarians say they want only electronic encyclopedias, but they actually buy mostly print encyclopedias. I speculated that this is because it's easy to buy print, but you have to jump through a lot of hoops to buy electronic. I really enjoyed the discussion. I especially enjoyed making up fictitious encyclopedia names like "Establishment Clause of the First Amendment: An Encyclopedia" and "The Encyclopedia of Zachary Taylor's First 100 Days." These are not far off from what I actually see in catalogs and on our new reference book shelf.

One major theme was the need for a revolution in our finding aids (think OPAC, Find a Database, Find a Journal etc., but especially the OPAC). Andrew Pace gave an Endeca presentation. Erik wrote about this last month so I won't repeat except to say that this must be a hot topic indeed if it's showing up at every library conference. (Our conference, unlike LITA, is supposed to focus on "Issues in Book and Serial Acquisition.")) After the conference I showed Endeca to my LIB100 students and they seemed to like it. The annual rump session -- an informal talk for those who stay until the very end-- was supposed to be about web usability, but the conversation was dominated by a discussion of the OPAC, metasearching, and student search behavior. Kathryn Silberger from Marist noted that her students finally began to "get" federated searching when they added Google and advertised it as "search Google and the library's databases at the same time."

UNCG's Tim Bucknall shared several interesting ideas about vendor statistics:

- If a journal title receives no use, check to see if its link is working in the various finding tools.
- Use cost-per-session instead of cost-per-search to compare databases. Otherwise you may be rewarding databases with lousy search interfaces and punishing highly browsable ones.
- Use pay-per-view as much as possible. If you add a pay-per-view title, and no one uses it, you have spent $0.

Finally I heard a presentation about Project Transfer <http://www.uksg.org/transfer.asp>, an initiative to better communicate details of journal title transfers among all interested parties. Right now the Project is developing a Code of Practice for publishers. Guidelines may include

- Keep a referring URL live for at least one year
- Provide a 6-month grace period for all subscribers after transfer
- Update the Transfer database that the project will develop.

Publishers that meet the guidelines will be labeled as Transfer-compliant. I wish this project all the best. In days of print it was mainly EBSCO's job to keep up with transfers, but now more of the burden is shared since we must update links in SerialsSolutions (a.k.a. Find a Journal).
- Carol Cramer

WakeOBX: ZSR Library's Runners Take on a Beach Challenge
Go, WakeOBXers!

Last June, a casual chat about how it would fun to get a bunch of ZSR staff members to sign up for the November 2006 inaugural Outer Banks (OBX) marathon morphed into the formation of a runners' training group. Members included ZSR staffers, staff from other WFU departments and a few motivated spouses. We established weekly motivational meetings, set up training schedules and all committed to either running the marathon (26.2 miles) or walking/running the half marathon (13.1 miles). Among the entire original group, only two had ever completed a marathon; the rest of us naively thought "how hard could it be???

We soon found out, as the weekly "long" runs extended to 10 miles, then 15, then 18, then 20. Four months in, most of us were questioning our sanity. But, the core group stayed committed by encouraging and prodding each other when necessary :-) We entered local races to train, met at Salem Lake for multiple loops around the 6.9 mile route and gathered for early morning 6 mile routes around campus.

By the time the race weekend rolled around, we fielded 8 participants (sadly without Wanda and Waits who had trained diligently but were sidelined by the accident). The marathoners included Craig Fansler, Bill Kane, Erik Mitchell, and Susan Smith while the half-marathoners included runner Karen Wernsing (Residence Life and Housing) and walkers Carolyn McCallum, Ron Smith (IS), and Lynn Sutton.

The planned marathon event included a Runner's Expo on the day before the race. Thanks to Bill Kane, ZSR Library sponsored a booth (in partnership with Alibris and WFU's Health & Exercise Science). The booth showcased the library, along with the University and we gave away all sorts of great WFU schwag (donated t-shirts, mugs, pens, koozies). We all had great fun chatting it up with all the racers as they strolled by; there was much conversation on the success of Wake’s football team this season. Folks were also interested to learn that a bunch of librarians were there to race!

Race day was exciting, with the weather throwing in an extra challenge. Mary Horton and Mark McCallum volunteered to act as race support and they made the day work for all of us. They hauled us to the start line, cheered for us along the way and waited patiently for everyone to arrive at the finish line, in spite the rainy weather. Each person accomplished the goals we set for ourselves and all had a grand time to boot.

Being the librarians we are, we set up a blog back in June to chronicle our training and progress. Take a look at our...
WakeOBX blog <http://wakeobx.blogspot.com/> if you'd like to read about all our months of training adventures and our reflections on the marathon experience.

We are already planning for next season. We would love to have all of you join us!
- Susan Smith

"Get Game@ZSR" Gets Published in Marketing Library Services Newsletter

After presenting on "Get Game@ZSR" at the Computers in Libraries conference in March, I received an E-mail from Kathy Dempsey asking me if I would be interested in writing a "how-to" article on holding gaming events in academic libraries. Kathy is the Editor-in-Chief of Marketing Library Service Newsletter, an Information Today publication. I jumped at the chance, and this fall I heard from Kathy again when she was ready to publish the article!

I quickly pulled together all the presentations and short articles I had written on this topic and added our recent experiences with "Get Game" from the fall along with various event photos to come up with Gamers Come Out to Play in Wake Forest University's Library for the November/December 2006 issue of Marketing Library Services.

The purpose of the article was to show libraries how they can create gaming events for little money by using resources readily at hand and by tapping other external resources. Writing this article gave me a chance to go back and examine our three "Get Game@ZSR" events looking for success stories and lessons learned. I was reminded how challenging it was to get end-of-life LCD projectors and screens for our first event as well as the importance of knowing where the fuse boxes are located. I was also reminded how generous Edward McKay Used Books and More was in donating our perpetual plaque for these events.

I've been surprised by how much interest there was from other libraries regarding our gaming events. Lynn definitely got us into this area ahead of the curve. It will be interesting to see if the recent releases of new game consoles like the Nintendo Wii and Sony Playstation 3 will inspire more libraries to hold gaming events.

Since the article is not available on the Information Today website, I've placed a copy in the staff lounge if anyone is interested.
- Giz Womack

Recent ZSR Staff Development Events

The Candle Tea in Old Salem and the LoveFeast in Wait Chapel

The ZSR Staff Development Committee has hosted a number of events this semester, ranging from a program on the University's MobileU program to an outing to the new Crux climbing wall in the Reynolds Gym. This past week, we ended the semester by attending two traditional Moravian events, the Candle Tea in Old Salem, and the Lovefeast in Wait Chapel.

The Candle Tea in Old Salem
Lynn, Chris, Lauren, and John in front of the gift shop in Old Salem

On Thursday, November 30th at 5pm, Lynn, Giz, Caroline, Chris, Lauren and John, and one of the ITC student assistants, Maggie Harris, braved the rain to attend the Candle Tea hosted by the Women's Fellowship of Home Moravian Church in the Single Brothers' House on Salem Square.

We were greeted by hosts in early Moravian costumes and guided through the Chapel for singing Christmas carols, the dining room where beeswax candles were being made, on to the kitchen where sugar cake and coffee were being served, and finally to two rooms in the sub-basement where the Putz is on display. (The word “putz” is of Germanic origin and means “to decorate”.) The two sections of the Putz include a replica of Salem as it would have appeared in the early 1900’s and the Nativity scene. After the event I took the picture below with my camera phone under less than ideal conditions.

We all enjoyed the Candle Tea and learned a great deal about Moravian customs while singing carols and eating sugar cake!

The 42nd annual Lovefeast in Wait Chapel

For those of you not familiar with this Moravian tradition, a lovefeast is a service dedicated to agape, or Christian love. The first lovefeast was served in Germany on August 13, 1727, following the renewal of the Moravian Church. The Lovefeast is not the sacrament of Holy Communion, but a common meal partaken in love and fellowship.

Susan, Norman, and Ron in front of Wait Chapel

Susan, Ron, Norman and I met in Shorty’s at 7pm to make sure we would have time to enjoy the luminaries on the quad. (and the toilet paper still blowing in the breeze) We carefully chose our seats for optimal viewing and by 8pm we were ready for the Lovefeast to begin. Then, in the middle of a carol, just as the sweet buns were approaching our row, there was a loud “pop” above us in the ceiling and suddenly it was raining indoors over about a dozen of us sitting in three rows. Susan and Ron stuck it our and remained, but Norman and I were very wet and cold and decided to call it a night. At last check, Jay Lawson still did not know what caused the leak and had yet to find the source of the water.

In spite of the water, the Lovefeast was a wonderful event that, like the Candle Tea, helps get one into the spirit of the holidays!

- Giz Womack
Working the Late-Night Breakfast

On Tuesday, December 4th, Giz and Caroline joined a cadre of other faculty and staff volunteers at the Fresh Foods Company (aka-the pit) from 9:30-11:30 p.m. to serve breakfast to the students. The Late-Night Breakfast is a tradition that occurs at the start of exams in the Spring and Fall of each year. Faculty and staff serve breakfast staples like pancakes, french toast, grits, scrambled eggs and bacon to the students and then carry the student's trays to the table.

Every semester, live music, door prizes, and the promise of a study break and a cheap meal bring more students to this event. This year an eating contest turned out to be the hit of the evening. Student shoveled milk and cereal until they could take no more and the winner took home a new portable DVD player!

The Eating Contest at the Late-Night Breakfast

In addition to the eating contest, another highlight of the evening was a student who took a bowl of tater tots, added whip cream to the top and proceeded to make a meal of the dish while Ken Bennett, the University photographer, caught it all on film. Caroline and I worked as servers with Carolyn Dow and Kriss Dinkins, and by 11:15 p.m. our station was out of both pancakes and french toast and ready to call it an evening! We will be working this event again in the Spring and encourage anyone interested to join us for this fun event!

- Giz Womack

Dedicated Deacon Nominations for the Month of November
Person Recognized | John Ake
--- | ---
Given By | Sarah Jeong
Reason | Many thanks to John for helping out with the Research Reception last month and the faculty reception and dinner last Friday (11/10).

Person Recognized | John Ake
--- | ---
Given By | Lynn Sutton
Reason | For driving to Statesville to pick up Scott from the hospital.

Person Recognized | Christian Burris and Waits Raulerson
--- | ---
Given By | Sharon Snow
Reason | Both Chris and Waits take care of online record problems quickly and efficiently - it's easy to forward questions and corrections to them knowing they'll be right on it!

Person Recognized | Linda Early and Kelly Fetty
--- | ---
Given By | Craig Fansler
Reason | As a new liaison, I've encountered a bit of a "learning curve." Linda and Kelly have both gone out of their way to help expedite orders, and teach me the ropes. Much appreciation!

Person Recognized | Linda Early
--- | ---
Given By | Sarah Jeong
Reason | Thanks to Linda E. for ordering books for the book display at last Friday's (11/10) faculty reception. She made sure that the books arrived and were cataloged in time for the reception!

Person Recognized | Linda Early
--- | ---
Given By | Sharon Snow
Reason | Religion and divinity professors often send orders piece meal to me for books and DVDs. Linda always handles these orders smoothly and efficiently - true for years! She also is great at managing the Library's personal orders.

Person Recognized | Craig Fansler
--- | ---
Given By | Sarah Jeong
Reason | A big thanks to Craig for helping out with the faculty reception and dinner last Friday (11/10). He moved tables and made signs and helped with the book display!

Person Recognized | Patrick Ferrell
--- | ---
Given By | Peter Romanov
Reason | Patrick spent many hours working with the students shifting books on the 7th floor! It looks great!

Person Recognized | Erik Mitchell and Tim Mitchell
--- | ---
Given By | Lynn Sutton
Reason | For going over to Baptist Hospital to stay with Waits until he was released.
<table>
<thead>
<tr>
<th>Person Recognized</th>
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<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Erik Mitchell</td>
<td>Craig Fansler</td>
<td>Erik met with Alicia Vitti and me to help streamline the process we’re using to create metadata for the De Santis digital collection. He did a great job of explaining the process to Alicia, as well as setting her up to work from home.</td>
</tr>
<tr>
<td>Erik Mitchell</td>
<td>Scott Adair</td>
<td>For helping us repair and maintain our decrepit card readers. Move over MacGyver, Erik can fix almost anything.</td>
</tr>
<tr>
<td>Kaeley McMahans</td>
<td>Sarah Jeong</td>
<td>Thanks to Kaeley for last Friday’s (11/10) faculty reception and dinner. She also helped with clean up! Thanks again!</td>
</tr>
<tr>
<td>Lauren Pressley</td>
<td>Carolyn McCallum</td>
<td>Much thanks goes to Lauren for her individual help in starting with the Environmental Scan wiki. It is clearly evident that technology is a passion for her, and her enthusiasm and willingness to help others is an asset to ZSR Library!</td>
</tr>
<tr>
<td>Peter Romanov</td>
<td>Patrick Ferrell</td>
<td>Going the extra mile for a patron who is doing genealogy research. Peter has spent many Sundays and hours locating books in the ZSR catalog, online journals and WorldCat for the alumnus.</td>
</tr>
<tr>
<td>Sharon Snow</td>
<td>Sarah Jeong</td>
<td>Thanks to Sharon for helping with clean up with last Friday’s (11/10) faculty reception and dinner!</td>
</tr>
<tr>
<td>Sharon Snow</td>
<td>Lynn Sutton</td>
<td>For driving down to Charlotte with me to see Wanda in the hospital.</td>
</tr>
<tr>
<td>Kristen Morgan</td>
<td>Brigett Beck</td>
<td>For the extreme patience she’s had with all the staff lounge questions and issues. Seemingly simple things have turned into complex situations. She has followed through on all of them even when it required contacting others on or off campus! Thank you Kristen for all of your help and hard work!</td>
</tr>
<tr>
<td>Kristen Morgan</td>
<td>Craig Fansler</td>
<td>Thanks go to Kristen for a special order of preservation materials.</td>
</tr>
</tbody>
</table>
I was out of archival board for box-making and she faxed an order specially. Awesome!

<table>
<thead>
<tr>
<th>Person Recognized</th>
<th>Given By</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kristen Morgan</td>
<td>Scott Adair</td>
<td>For cheerfully taking care of my payroll while I was out. Kristen rocks!</td>
</tr>
</tbody>
</table>

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<tr>
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<th>Reason</th>
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</thead>
<tbody>
<tr>
<td>Susan Smith, Erik Mitchell, Giz Womack, and Caroline Numbers</td>
<td>Kaeley McMahan and Lauren Pressley</td>
<td>Thanks to Susan, Erik, Giz, and Caroline for putting EndNote 9 on our Lib100 students' computers and to Susan for teaching a quick intro to EndNote. We know it will help our students - and save us a little grading time!</td>
</tr>
</tbody>
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<tr>
<td>Giz Womack</td>
<td>Scott Adair</td>
<td>For putting a temporary message on my voice mail for me while I was out. Thanks, Giz!</td>
</tr>
</tbody>
</table>

Deadline for the next Gazette

The deadline for submitting articles for the January issue is Wednesday, January 10th, at 4 p.m.

Contributors to this Issue

Carol Cramer, Renate Evans, Caroline Numbers, Peter Romanov, Susan Smith, Sharon Snow, Lynn Sutton, Giz Womack