

# 2011 ACRL Excellence in Academic Libraries Award Program

## ENTRY FORM

ASSOCIATION OF COLLEGE AND RESEARCH LIBRARIES  
A Division of the American Library Association

The signed entry form and supporting documentation must be electronically submitted to the ACRL Excellence in Academic Libraries Award Program. For further information, please visit the Awards section of our Web site at: <http://www.acrl.org>. Faxed entries will not be accepted.

### PLEASE TYPE OR PRINT THE FOLLOWING:

Name of Nominated Library Z Smith Reynolds Library

Name of Institution Wake Forest University

Name of Library Director/Dean Lynn Sutton

Address PO Box 7777

City Winston-Salem State NC Zip Code 27109

Phone ( 336 ) 758-5090 Fax ( 336 ) 758-3694 E-mail suttonls@wfu.edu

Institution's Mission Wake Forest is a distinctive university that combines a liberal arts core with graduate and

professional schools and innovative research programs. The University embraces the teacher-scholar ideal,

prizing personal interaction between students and faculty. It is a place where exceptional teaching,

fundamental research, discovery, and the engagement of faculty and students in the classroom are paramount.

### TYPE OF LIBRARY (Please Check One):

*Carnegie Classifications are available at [www.carnegiefoundation.org/classification](http://www.carnegiefoundation.org/classification).*

#### University

- Doctoral/Research Universities-Extensive  
 Doctoral/Research Universities-Intensive  
 Master's Colleges and Universities I  
 Master's Colleges and Universities II

#### College

- Baccalaureate Colleges-Liberal Arts  
 Baccalaureate Colleges-General  
 Baccalaureate/Associate's Colleges

#### Community College

- Associate's Colleges

Submitted by (Full Name/Title): Lynn Sutton, Dean, Z Smith Reynolds Library

Name of Institution Wake Forest University

Name of Library Z Smith Reynolds Library

Address PO Box 7777

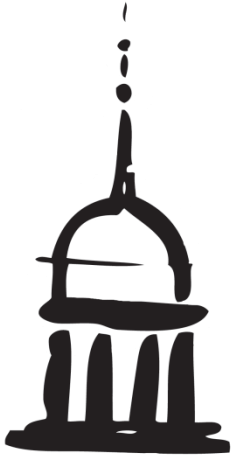
City Winston-Salem State NC Zip Code 27109

Phone ( 336 ) 758-5090 Fax ( 336 ) 758-3694 E-mail suttonls@wfu.edu

*I understand that applications will be kept in the award pool for three years. If my institution is selected for the Excellence in Academic Libraries Award, I will organize and sponsor a ceremony on campus for the presentation of the award.*

Signature of Library Director/Dean of Nominated Institution  Date 12-3-10

*(All entries must be received by December 3, 2010. They become the property of ACRL and will not be returned.)*



This is an exciting time for academic libraries. Users have access to information never before available. Institutions are embracing new technologies and teaching methods. Librarians, as a profession, are grappling with access, electronic materials, and a redefinition of libraries and librarianship. In the midst of this, the Z Smith Reynolds Library has redefined itself. Drawing on its already strong reputation within the community, it embarks on innovative projects and shares them with the world, breaks new ground in the field of librarianship and never forgets its primary mission – to help its students, faculty and staff succeed.

The Z Smith Reynolds (ZSR) Library serves a medium-sized institution. With a combined undergraduate and graduate student body of 5,300 and a library staff of 52, it is not a large scale research institution library. It does, however, face the same challenges of higher demand and competition for resources. In this climate it approaches projects, responsibilities, and ideas with an inventive and creative approach and often finds solutions that can be replicated to other libraries facing similar constraints. Most recently it has developed a comprehensive information literacy program, transitioned its Information Technology systems to the cloud, and is piloting new ways of integrating ebooks into the collection in much the same way ejournals transitioned over a decade ago.

This application for the 2011 ACRL Excellence in Academic Libraries Award outlines ZSR Library's creativity and innovation, its leadership within the field, and its substantial relationships with faculty and students. An accompanying multimedia version of this application is available at [cloud.lib.wfu.edu/blog/zsr\\_excellence/](http://cloud.lib.wfu.edu/blog/zsr_excellence/). All of this is driven by its mission: to help Wake Forest students, faculty, and staff succeed.

## INSTITUTIONAL CONTEXT

Wake Forest is the nation's premier "collegiate university," balancing the personal attention of a small liberal arts college with the breadth and depth of a large research university. Wake Forest's relatively small size – less than 5,000 undergraduates – enables the University to create rich interdisciplinary programs within and across all programs of study. The campus is small enough for students and faculty to know one another, to forge strong links among schools and departments and to create an academic atmosphere that few other schools can match.<sup>1</sup>

Wake Forest further distinguishes itself through its beautiful residential campus, extensive study-abroad programs, an SAT optional admissions policy, and sophisticated computing and networking technology. The University is committed to personalized education, inquiry and exploration. The heart of Wake Forest's mission is rooted in its motto, Pro Humanitate, service to humanity.

The Z Smith Reynolds Library serves the Reynolda campus community. With collections of over 1.7 million volumes and a staff of 52, its reach expands beyond its size, providing excellent research resources while remaining able to be intimately involved with its community.



Z Smith Reynolds Library

In addition, the Library has historically been a central participant in the technology programs of the University. Beginning with the Plan for the Class of 2000<sup>2</sup> in 1996, library staff were the primary instructors for the ThinkPad program, teaching students and faculty about their computer and the software load. Since then, library staff have been the principal campus instructors for all student and faculty technology training, and have evolved to be support and instructional designers for faculty interested in integrating technology into their teaching more effectively.

---

## A COLLEGIATE UNIVERSITY LIBRARY

Wake Forest University defines itself as a collegiate university. This is:

“a place where essential questions and contemporary issues are studied and debated in an environment of intellectual freedom and humane concern, within and across all disciplines; and a place where undergraduate liberal arts curricula and graduate and professional school programs are mutually enriched by collaboration and mentoring.”<sup>3</sup>

It occupies a unique position between a small, personal college and a large and productive research institution. As such, the Library bridges these two communities as well. It aims to offer a personalized and hands-on experience while still supporting the rigorous research expectations and needs of faculty and students.

The motto of the University is “Pro Humanitate,” or “for humanity.” This is reflected on every page of the institution’s website as “Serving Humanity Through the Pursuit of Knowledge.”<sup>4</sup> The Library also embodies this ideal by working tirelessly on outreach and by offering community programs to further knowledge and share campus resources with the larger Winston-Salem community.

At the completion of the most recent strategic plan, Wake Forest University laid out a comprehensive mission statement that emphasizes the teacher-scholar ideal, a diverse learning community, educating the whole person, and the goal “to be a place where a vibrant and

diverse learning community weaves knowledge, experiences and service that lift the human spirit.” Further, the University crafted a vision statement comprised of five points that the Library uses to guide any project or service it offers.

Wake Forest aspires to

1. Emphasize exceptional teaching, discovery, and student engagement within a dynamic academic community;
2. Integrate the intimacy of an undergraduate liberal arts college with the academic vitality of a research university;
3. Become a crossroads of discussion on the important national and international issues of its time;
4. Attract a diverse community of the brightest educators and students from throughout the country and world;
5. Link intellectual curiosity, moral reflection and a commitment to service, shaping ethically informed leaders to serve humanity.<sup>5</sup>

The Library strives to meet all of these goals under its simple mission:

“The mission of the Z Smith Reynolds Library is to help our students, faculty and staff succeed. We do this by providing unparalleled service in managing, delivering and teaching the use of scholarly content and information technology.”<sup>6</sup>

This mission does not focus on a specific metric or information container. Instead, it focuses on service and doing whatever it takes to help the Wake Forest community succeed. The Z Smith Reynolds Library faculty and staff does this in a number of ways, from traditional and innovative librarianship, to spending the night giving out food to hungry students during exams, to working with different constituencies across campus to represent technology and student needs, to sending a team of librarians to build a Habitat House.

## CREATIVITY & INNOVATION

The culture of ZSR Library is one of creativity and innovation. The administration encourages its faculty and staff - to think imaginatively, then experiment. They are given the freedom to innovate by creating new programs that will engage their community. This culture results in projects that range from an exam week graffiti wall for students to a “cans for fines” program for the holidays. This section will outline some of the creative and innovative projects that the faculty and staff of ZSR Library have implemented with a focus on how their outcomes tie to the University’s strategic vision.

---

## VISION ONE: EMPHASIZE EXCEPTIONAL TEACHING, DISCOVERY, AND STUDENT ENGAGEMENT WITHIN A DYNAMIC ACADEMIC COMMUNITY

The Z Smith Reynolds Library constantly looks for ways to promote exceptional teaching, discovery, and engagement within the larger University community. In particular, it has focused its efforts on finding innovative ways to support its own instructional efforts and develop its collections within the scope of the library budget and mission.

---

### EXCEPTIONAL TEACHING

The Z Smith Reynolds Library's core instructional service is a credit-based information literacy class. In addition, many librarians teach library instruction sessions and do technology training. With such an emphasis on the classroom, librarians know the benefit of developing support for library instructors to help them teach more effectively. They have done this in a number of ways including designing a template course complete with content for new instructors to use, pairing experienced library instructors with new, and providing formal and information opportunities for sharing instructional techniques.

The most effective project was a structured year-long weekly "Teaching Teaching" course where the Instructional Design and Information Literacy librarians taught other library instructors about pedagogy and instructional design<sup>7</sup>. These sessions came from an interest, willingness, and even enthusiasm for the initiative. This program changed the instructors, making them more confident, experimental, and skilled in incorporating active learning into their classes. From this, Wake Forest students have experienced better instruction and are more engaged in our classrooms. The librarians have had training to provide exceptional teaching and promote student engagement within our academic community.<sup>8</sup>

---

### DYNAMIC COLLECTIONS

#### A PRESIDENTIAL TRUST

---

In 2006, President Nathan O. Hatch began the Presidential Trust for Faculty Excellence campaign, aimed to attract \$10 million in funds for faculty support. As part of this, the Library received 10% of the raised funds for library support of faculty. The library developed an innovative program to award funds for faculty research. During the three year campaign, the Library received and then distributed \$650,000 to acquire resources and collections.<sup>9</sup> This project was about more than just the funds and materials, however. Faculty who required specialized materials or collections to support their research collaborated with their library liaison to write a grant proposal. The collection management team evaluated grant proposals and awarded the funds as made sense for the collection. This creative approach allowed faculty

members to request larger than typical requests, work closely with their librarian, and have an invested approach to the collection.

#### 10% OF INDIRECT COSTS FROM GRANTS

---

In 2008, the Library negotiated with the University Office of Research and Sponsored Programs to secure 10% of the indirect costs from all Reynolda campus grants when allowed. This funding has been used to expand the Library's approval plan and provides support for the Science Direct Freedom Collection. Access to this external funding source has allowed the Library to enhance the current and rapidly developing collection in order to meet increased needs for faculty scholarship.

#### AN EBOOKS APPROVAL PROFILE INTEGRATION

---

It is clear that electronic monographs are gaining a legitimate place in the publishing world. However, there are challenges because of the proliferation of ebook platforms. The Z Smith Reynolds Library has been systematically exploring how to adapt to this new monograph environment and how to help its users adjust to these new content containers. The Library has set aside \$100,000 to invest in patron-driven acquisitions of ebook titles. Users request the title from the Library's online catalog and after 4 uses, the title is purchased. This allows the Library to spend smaller amounts on ephemeral use without the cost of adding every title into the collection and means being able to meet a broader range of needs in a more economically effective manner. The Z Smith Reynolds Library continually strives to create a dynamic collection that can meet the needs of today's and tomorrow's users, however their needs and preferences might change.

---

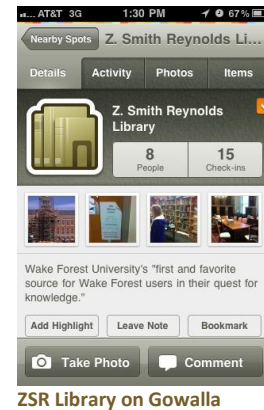
#### INTRODUCING EXCEPTIONAL DISCOVERY



QR Code for ACRL Library of Excellence Nomination Website

As technology enables new ways of finding information and interacting with the internet, ZSR Library works to push the boundaries of discovery within its community. One example of this was the library's implementation of Quick Response (QR) Codes within the physical building.<sup>10</sup> These codes allow students to find out about the services offered at a number of points within the Library. Some of these codes refer to methods to get in touch with library faculty and staff or links to tutorials. For example, QR Codes by the photocopiers link to instructions for use. The QR Code by the reference desk points students to contact information or library tutorials in the event that the student arrives at the reference desk in the early hours of the morning when the desk is not staffed.

More recently, the Library has begun to use the service Gowalla to enhance the discoverability of its archive materials around campus. Students using this location-based social network check in to different venues to share their location with their friends. When checking in, Gowalla users can see pictures related to their current location. The Z Smith Reynolds Library is adding archived campus construction images to the appropriate venues on Gowalla so that students will be able to see historic images when they check in. These new ways of embedding information in the physical environment introduces the Wake Forest community to an exceptional and new way to discover and interact with information.



ZSR Library on Gowalla

## VISION TWO: INTEGRATE THE INTIMACY OF AN UNDERGRADUATE LIBERAL ARTS COLLEGE WITH THE ACADEMIC VITALITY OF A RESEARCH UNIVERSITY

The Z Smith Reynolds Library’s 2007 Strategic Plan called for a place on campus that “draws together, in one location, various student support systems including... the Writing Center, IS Help Desk and Teaching and Learning Center.” In an effort to provide the intimacy and support of an undergraduate liberal arts college while providing the services and resources of a research university with a creative and innovative approach, the University has co-located a number of services in the ZSR Library building. These co-located services allow for a synergy that comes from collaboration due to proximity while also making it easy for people to have face-to-face interactions with support and quick access to the resources the Library provides.

### WRITING CENTER



Writing Center

In 2010, space was carved out to move the University’s Writing Center, a place for collaborative learning and conversation about the writing process, to ZSR Library. Extensive renovations took place over the summer of 2010 and the Center opened for the fall semester. The Writing Center’s Director had this to say about their move to the new space, “One of the most exciting things about the Writing Center’s move to our new space in ZSR... is the fact that we

will be even more accessible to students throughout their writing processes. Wake Forest students are already spending time at the library studying, conducting research, drinking coffee, and, of course, writing. Our proximity to a student resource staple like the library’s research and information department means, for example, that students will have the benefit of coming to the library for assistance with writing topic generation, responsible research



strategies, drafting and revision, and citation management.” This move helps ZSR Library users become better researchers and writers, thinking about the entire scholarly process.

---

## BRIDGE

The Bridge is a new collaborative venture between ZSR Library and WFU Information Systems. A central space in the Library that previously housed a computer lab and the Information Technology Center was transformed to create a convenient place for technology assistance on campus. It combines the information technology services of ZSR Library with the Information Services Help Desk. Services include laptop troubleshooting and repair, instructional technology support, videography, and multimedia services. The service is co-managed by ZSR and IS staff and student assistants. The new operation has exceeded expectations; during the first 6 months of operation, the number of people visiting new location for technology assistance increased by 90%. This change integrates two distinct units into one physical location, allowing users to have quick access to support and helping them think about information and technology and their relationship in new ways. The motif of The Bridge is “you are welcomed, valued and empowered” as a technology user at Wake Forest University.



The Bridge

---

## VISION THREE: BECOME A CROSSROADS OF DISCUSSION ON THE IMPORTANT NATIONAL AND INTERNATIONAL ISSUES OF OUR TIME



Gretchen Edwards,  
Cisco Fellow

As Wake Forest University seeks to become a crossroads of discussion, it has thought about how to support this with innovative and creative programs and services. During the 2009-2010 academic year, Cisco collaborated with WFU Information Systems to sponsor a University Fellow. In discussions with Cisco, it became clear that this position would be one that would bridge technology, users, and education. As soon as it became clear the position would be focused on the user and effective use of technology and information management, the position was slated to report through the Library. The Cisco Fellow works to reach out to faculty and support their use of collaborative technology in teaching. This unique position allows the Library to focus on video as a new medium and consider issues such as preserving, indexing, and disseminating information. This also provides a person who can focus on changing the culture of the organization to recognize the power and effectiveness of video and to empower people to create them on their own. Today, this innovative position extends not only to collaborative technology for the classroom, but beyond Wake Forest’s campus. As Wake Forest University aims to become the first University to have a site-wide license for WebEx® web-based conferencing software, it will use this technology to reach out to speakers and



audiences far beyond campus walls and host conversations on issues of this time. The Library will be the campus leader on adoption and development of the best academic uses of these tools, while Wake Forest will be a leader in higher education for the integration of WebEx software.

---

## VISION FOUR: ATTRACT A DIVERSE COMMUNITY OF THE BRIGHTEST EDUCATORS AND STUDENTS FROM THROUGHOUT THE COUNTRY AND WORLD

Wake Forest strives to attract a diverse student body, and the Library seeks creative and innovative ways to reach out to students from a variety of backgrounds and perspectives. In 2009, librarians developed an outreach program to introduce new international graduate students to the resources and services that are available to them. The program was expanded this fall and its success will be chronicled in a chapter in the forthcoming book *International Students and Academic Libraries: Initiatives for Success*. The editors noted that a “chapter about the programs developed for international graduate students are excellent examples that readers might replicate at their own institutions.” Outreach to diverse audiences can even manifest itself in art contests and Capture the Flag events.

---

### MURAL CONTEST

With the renovation of space, the Library had many new surfaces available to be covered or decorated. It wanted to invite the students to help make the space their own. The Library created a mural contest for students to design murals and paint them on the walls. It reached out to an entire segment of the student body that might not have thought about the Library as their space before: the artists. A contest was held and students and library staff selected two. This was such a successful program that three additional murals are being installed during this semester by students from an introductory drawing class taught in the WFU Department of Art. An additional art student will be taking journal volumes we were planning on weeding to create a sculpture project for her public art class. Today student artists can see a piece of themselves in the Library, and can identify it as their place along with those who think of the Library as their home for research.



Artist Carleigh Morgan

---

### CAPTURE THE FLAG

This year Campus Life, Student Activities Fee group, and Resident Student Association approached the Library about hosting a Capture the Flag game in the Library during the first few weeks of school. Always eager to reach out to a diverse new pool of students to introduce



The Red Team Rocks

them to the Library in creative ways, the Library embraced this and hosted the premier Capture the Flag in the Library. Students stormed the building, defending the stacks and descending on collections, introducing the Library to a new class of Wake Forest University students. The event was such a success, it will be repeated in the spring semester.

## VISION FIVE: LINK INTELLECTUAL CURIOSITY, MORAL REFLECTION AND A COMMITMENT TO SERVICE, SHAPING ETHICALLY INFORMED LEADERS TO SERVE HUMANITY

In 2008, the Library Dean and University Chief Information Officer were chosen by the Provost to co-chair the Strategic Planning Committee for Innovation in Technology and Information (SPITI). The committee was charged to “investigate the importance of future advances in the field of technology and information and develop a plan to enable Wake Forest to take best advantage of them.”<sup>11</sup> The Library was selected for such responsibility because of its historical role providing technology support, and because of its innovative and creative approach to technology. The committee was asked to think about the technology and information access required to support students in the next ten years. The task was approached in the framework of helping students learn to be effective leaders in the future. Intellectual property issues were identified as a central issue in the future of technology in higher education. The Library was deemed the appropriate campus leaders on these issues. The Z Smith Reynolds Library’s approach to technology and information gave it a place at this important table and through this work it will lead the campus in helping students learn to be ethical and informed leaders when they graduate.

## LEADERSHIP

The Z Smith Reynolds Library faculty and staff love to share information. Whenever it develops a program that is successful, it shares the lessons learned with the campus as well as with the larger library community. It has collaborated with local institutions to form groups to discuss relevant topics and find solutions for common issues. For example, fourteen Triad libraries joined to form the Triad Academic Library Association that has established reciprocal borrowing privileges and meets regularly to discuss topics of mutual concern. The Z Smith Reynolds librarians share information at any number of conferences<sup>12</sup>, and frequently write and present<sup>13</sup>. This section will outline some of the specific ways that the faculty and staff of ZSR Library lead with a focus on how their outcomes tie to the University’s strategic vision.

---

## VISION ONE: EMPHASIZE EXCEPTIONAL TEACHING, DISCOVERY, AND STUDENT ENGAGEMENT WITHIN A DYNAMIC ACADEMIC COMMUNITY

A number of the Library's large-scale projects have made a strong impact on teaching and information discovery. The Library solutions to new challenges attract interest from the larger field. The Z Smith Reynolds Library instituted a credit-based information literacy program that evolves constantly to meet changing student needs. In 2010, the Library moved its web-based services to the cloud to allow for a more agile adoption of new services and discovery methods as the potential arises. Upon gaining faculty status, a mentoring committee was established to help shepherd library faculty through new professional responsibilities.

---

### LIB100/200

The Z Smith Reynolds Library offers one-credit information literacy classes<sup>14</sup> every semester. When this program began in 2003, one section was offered during which a different librarian taught each day. Since its inception, the program evolved from co-taught sections to individually taught sections totaling more than ten each semester. The curriculum has evolved from highly proscribed to adaptive, depending on the needs of the students and interests of the instructor. Most recently, the LIB200 series introduced subject specific versions of Lib100. There are separate courses on business, humanities, social sciences, and the sciences. These focus on research methods and resources specific to these disciplines. Librarians frequently write and present about the work they have done in these classes. WFU academic faculty, who know the importance of students having good research skills, value the classes. Students who take them



LIB100 Class

become students who know how to find, evaluate, and use information, as well as learn about the changing information environment. As one student stated it in the course evaluation: "I would recommend this course to others because it is so helpful. I am quite sure that everything that I learned in Lib100 will help me in some form or fashion. In fact, the class helped me with projects I had been assigned while in the class. It is one of the most beneficial classes I have ever taken. I walk away from it feeling fully capable of doing effective research and accessing information."

---

### THE CLOUD

The Z Smith Reynolds Library has led the academic library world in moving its online services from local servers to the cloud. Over the last year, the ZSR Technology Services team orchestrated a migration to cloud-based services for the Library's entire information technology infrastructure including Digital Forsyth, campus blogs and wikis, the discovery layer for the

catalog, the Library website, and the institutional repository. This project involved moving away from servers located in-house on the Wake Forest campus to the Amazon EC2 cloud computing service. To accomplish this, the team collaborated to self-educate about establishing a cloud environment, developed a plan for migrating library services, and established a new management structure for administering these services once in the cloud. The process, from idea to full implementation, spanned several months, beginning with learning and experimentation and concluding with implementation and migration. This innovative project shows that running IT infrastructure in the cloud is not only realistic, it offers libraries the opportunity to benefit from economies of scale. Adopting cloud platforms allows libraries to run complex IT services and support without the same level of overhead required in traditional IT environments. It can position libraries to save costs as they transition to cloud environments, and also enable them to offer faster and more effective, agile services.



New Students Online

The success of this project also served to demonstrate to the library community how cloud computing can be leveraged to provide better technology service. As one of the few libraries in the country to turn to cloud computing to serve its key IT services, ZSR library has been able to demonstrate its success to other libraries considering making this move. Over the past several months, the Assistant Director for Technology Services and his team have shared the experience at conferences including ALA Annual and LITA National Forum.

---

## MENTORING

When ZSR Librarians voted in 2008 to become faculty, they knew there would be a new focus on presenting, publishing, and service to the field. As part of this, the Librarians' Assembly created a Mentoring Committee charged with setting up programs to help librarians (and interested staff) learn how to participate in the larger field. Mentorships were established based on expertise of the current faculty. This allows library faculty to share information internally on how to be more effective leaders within the field as well as help them participate in a more dynamic academic community. The Z Smith Reynolds librarians learn to share more effectively, helping them to share information in ways that other libraries can emulate.

---

## VISION TWO: INTEGRATE THE INTIMACY OF AN UNDERGRADUATE LIBERAL ARTS COLLEGE WITH THE ACADEMIC VITALITY OF A RESEARCH UNIVERSITY

In many ways, ZSR Library strives to keep to its roots as a college library while meeting the new demands of a research university. It wants to keep and expand the collections while making space for collaboration, it wants to provide service at all hours of the night even when librarians are not in the building, and it adapts positions when possible to meet new needs agilely.

---

## MOVING OFF SITE

In many academic libraries space is a premium, so ZSR Library is looking at creative ways to open up existing space. As part of this focus, it has collaborated with the University to establish a new offsite storage facility. This new space is optimized for maximum storage, made possible by an installation of the tallest movable Spacesaver shelving in existence. Unlike many other academic libraries, ZSR Library is only storing the low use materials for which it does not have permanent digital rights.



Setting Up Remote Storage Shelving

---

## TOOLKIT

When the Library expanded to a 24/5 schedule in 2008, there were many hours in which the Library was open with no librarians on site to help users with their research needs. The Toolkit was created to meet address this gap. The Toolkit<sup>15</sup> is a *PRIMO* recognized collection of short videos, text, and audio that is designed to answer students' research questions quickly and effectively. The Toolkit can be searched or browsed, and is designed so that the content can be reused in a variety of contexts. The Toolkit has been designed to be simple and fast to use. This section of the website is very popular and has generated a number of publications and presentations. As a result, libraries interested in emulating the program have contacted the Library.

---

## NATIONALLY VALUED MILLENNIAL LIBRARIANS

### ALA EMERGING LEADERS

---



ZSR's ALA Emerging Leaders: Pressley, Eagle and Keener

Three newly minted ZSR librarians have been recognized as ALA Emerging Leaders. The ALA Emerging Leader program “enables newer librarians from across the country to participate in problem-solving work groups; network with peers; gain an inside look into ALA structure, and have an opportunity to serve the profession in a leadership capacity. It puts them on the fast track to ALA and professional leadership.”<sup>16</sup> Applicants are selected based on personal statements as well as references. In 2008, Instructional Design Librarian Lauren Pressley was a LITA sponsored Emerging Leader; in 2009, Project Archivist Audra Eagle was an Emerging Leader; and in 2011, Scholarly Communication Librarian Molly Keener was an Emerging Leaders Interest Group sponsored Emerging Leader.



In 2009 Instructional Design Librarian, Lauren Pressley, was recognized as a *Library Journal* Mover and Shaker. This award was created to “identify librarians, vendors, and others who are ‘shaping the future of libraries’...these individuals comprise the coming generation of library leadership.”<sup>17</sup> Pressley was featured in the “Tech Evangelists” category for being a “2.0 Toolmaker.”<sup>18</sup> In the award she was recognized for “knowing users' expectations lets library staff ‘tailor our building, web presence, services, and teaching to best meet their needs’ and focus on ‘how we can be more relevant and useful for them.’” The Toolkit was described in this award as an example of her work.

---

### VISION THREE: BECOME A CROSSROADS OF DISCUSSION ON THE IMPORTANT NATIONAL AND INTERNATIONAL ISSUES OF OUR TIME

Whether through specific events or online, ZSR Library creates a place for important national and international discussion.

---

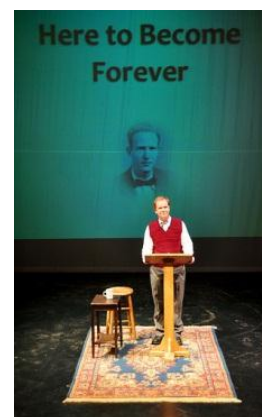
#### AMMONS SYMPOSIUM



Dean Sutton Welcomes Participants

In November 2010, ZSR Library hosted *Single Threads Unbraided: A Celebration of the Work of A. R. Ammons*.<sup>19</sup> The event honored one of Wake Forest's most famous and talented alumni, by examining his poetry, art, and letters, as well as his contributions to American culture and the arts. Events included a

discussion of Ammons' paintings, an original one-act play based on Ammons' letters to his future wife, and readings of selected poems. The two-day event brought together world-class scholars and 200 participants from all over the country to join in discussions about Ammons. In creating this crossroads conversation ZSR Library has modeled how libraries can contribute to academic discourse and build community while doing so.



One Act Play:  
Here to Become Forever

---

#### SHARING OUR KNOWLEDGE

Crossroads are not always physical. The Z Smith Reynolds Library has two popular blogs with the library community. One, the Professional Development<sup>20</sup> blog, is focused on sharing what librarians and staff learn at conferences and continuing education activities. The other, The Gazette<sup>21</sup>, is an in-house newsletter to share information about Library events and work, or



conversations about current issues in information. Both of these blogs were designed for internal communication when they were created in 2007. But they have been discovered outside Wake Forest and librarians read them all over the country, allowing the Library to extend its reach to a larger audience. Library faculty and staff enthusiastically contribute their experiences and insights, and look forward to sharing their knowledge with colleagues across the country.

---

## VISION FOUR: ATTRACT A DIVERSE COMMUNITY OF THE BRIGHTEST EDUCATORS AND STUDENTS FROM THROUGHOUT THE COUNTRY AND WORLD

The Z Smith Reynolds Library does all it can to attract the brightest library faculty and staff to support the mission of the University. It does this informally, as a community, and formally, with help from administration.

---

### RECOGNITION AS GRASSROOTS

In 2006, the library's Employee Recognition committee designed a comprehensive recognition program that combines recognition for small acts as well as larger projects. The cornerstone of this program is the Dedicated Deacon.<sup>22</sup> Through a simple web form, library faculty and staff can easily nominate colleagues who go above and beyond the call of duty on a daily basis. Each person who is recognized gets a copy of their recognition and one is randomly drawn from the pool of Dedicated Deacons to be recognized publicly at the monthly staff meeting. All of the year's Dedicated Deacon nominees are eligible to receive the annual overall Dedicated Deacon of the Year award. This program has been so successful that the University has recently replicated a campus wide version.<sup>23</sup>

In addition to the annual Dedicated Deacon award, the library awards three other annual awards.<sup>24</sup> The Unsung Hero/ine Award is for continual and effective fulfillment of obligations to the mission of the Library for someone not commonly recognized as doing so, the Helping Hand Award for someone who has gone out of his or her way to help a fellow ZSR Library employee in a unique situation of unusual stress, and the Employee of the Year award for continued exemplary service to the Library's mission. The Employee of the Year is then nominated for the campus employee of the year award if eligible, and the Employee Recognition Committee seeks out potential national awards for the employee's field and nominates the candidate as appropriate.

These internal awards create an environment in which everyone knows the work they do will be recognized. This helps create a compelling culture to recruit and retain librarians and staff who come from a variety of backgrounds. These programs are simple to administer and easy to replicate, as illustrated by the adoption of the Dedicated Deacon by the University. It also

provides a framework by which ZSR Library is able to share some of the innovative work of its employees with the larger library world.

## HUMAN RESOURCES INITIATIVES

In 2005, librarians' salaries at ZSR were 25% lower than the median level of their peers according to national salary surveys. The then library director (now Dean) Lynn Sutton spearheaded a major initiative that included compensation and classification reviews, revised job descriptions, and advocacy within the University to raise the wages for both exempt and non-exempt workers. A five year plan was approved to bring all employees to the median level. Thanks to Dr. Sutton's efforts, the plan actually was completed 2 years ahead of schedule, in 2008. This work helped create an environment in which it is easier to attract a more diverse pool and the brightest candidates for new and open positions, contributing to the University's mission. For this, Dr. Sutton was recognized by ALA-APA with the Award for Outstanding Achievement in Promoting Salaries and Status for Library Workers,<sup>25</sup> giving her a platform to share her work and method with a national audience.



Lynn Sutton Receives ALA-APA Award

## WEB SERVICES



NextGen Librarian Kevin Gilbertson (left)

Today's students have different expectations when it comes to the role of the library on the web. The Web Services Librarian, Kevin Gilbertson, continually looks for ways to make the website exceed the expectations of today's students. This web presence helps raise the profile of the University online and contributes to its ability to recruit a strong pool of students.

This year, his work was recognized with a LYRASIS 2010 Excellence and NextGen Librarian Award.<sup>26</sup> Specifically this award recognized Gilbertson's innovative approach to the Library's website, VuFind (the discovery layer for the online catalog), and his custom online study room reservation program.<sup>27</sup> The Web Services Librarian frequently hears from other libraries about various innovations they would like to implement and they often seek advice on how they can replicate the services they find on the ZSR Library website. These services not only create an online environment that appeals to a diverse group of excellent students, but are so innovative that other libraries seek to emulate them.

---

## GET GAME @ZSR



ZSR Library Atrium is Gaming Central

The Library explores ways to reach out to students and to bring in a more diverse body of students into the Library. One way has been to create programming that will connect to less traditional students. The highly successful, and much emulated “Get Game” series is an example of just that. This program, started in 2005, evolved each semester, drawing on the involvement of different groups each semester. The game nights brought in attendees from various campus constituencies. Since its inception it has been featured in a number of conference programs, articles, and has spun off as an event at other academic libraries.

---

## VISION FIVE: LINK INTELLECTUAL CURIOSITY, MORAL REFLECTION AND A COMMITMENT TO SERVICE, SHAPING ETHICALLY INFORMED LEADERS TO SERVE HUMANITY

---

### EMBEDDED LIBRARIANSHIP

One of the most effective ways to make real change with an individual is to become part of their life. At a medium-sized institution ZSR Library is able to do this through embedded instruction with courses. This takes place in specific classes: the special collections librarian works closely with a history of the book class throughout the semester, for example. But it also takes place in grander ways such as sending librarians on a bus trip through the Deep South as part of a service learning course that explored race, class and gender issues in that region. In two iterations of this course (2007 and 2009), librarians accompanied two sociology professors to teach research as well as support the educational technology components of the course.<sup>28</sup> This role allowed the librarians to be intimately involved with the education process and help students gain a stronger commitment to service and ethical leadership. This was such an innovative program that Susan Sharpless Smith, Director of Research, Instruction, and Technology Services, was awarded the 2008 ACRL/IS Innovation Award<sup>29</sup> for her work with the project, allowing ZSR Library to share its approach to embedded librarianship with a large academic audience.



2009 South Trip Service Learning Project in New Iberia, LA

## DIGITAL FORSYTH AND PRESERVING FORSYTH'S PAST GRANTS



JE Mickey Shop in 1899

Some of the change that ZSR Library creates is not face-to-face in the classroom, but rather is part of the online environment it creates. The Z Smith Reynolds Library led the effort in 2004 to pursue a three-year \$250,000 grant through the State Library's North Carolina ECHO (Exploring Cultural Heritage Online) Digitization Grant Program. This program, made possible by the federal Institute of Museum and Library Services through the Library Services and Technology Act, promotes the use of digital technologies to broaden and enhance access to North Carolina's

cultural heritage.

Library faculty and staff had a desire to work with other local libraries to improve services to citizens. Digital Forsyth has done just that, through the collaborative work of ZSR Library, Wake Forest's Coy C. Carpenter Medical Library, the Forsyth County Public Library, Winston-Salem State University's C.B. O'Kelly Library, and Old Salem Museums and Gardens.

When the project was completed in 2009, more than 12,000 photos from the special collections of all five institutions were fully accessible on the site.<sup>30</sup> Besides perusing the photos, site visitors can post identification of people seen in the photos or personal comments on the places and events shown. The site was designed by customizing WordPress, a flexible blogging application. The framework for Digital Forsyth has been highly acclaimed and a number of institutions have inquired how they could use WordPress to host their own collections.

Librarians worked with LEARN NC, a program of the University of North Carolina at Chapel Hill School of Education, to design a state history curriculum for fourth- and eighth-graders using Digital Forsyth.

The success of Digital Forsyth led to a follow-up outreach project. Librarians and staff from ZSR Library and the Forsyth County Public Library secured another grant to educate small local non-profit organizations on how to preserve, organize, digitize and provide access for their own cultural heritage materials. The "Preserving Forsyth's Past" outreach project resulted in 5 public digitization centers in Forsyth County, opening up new solutions for local community members.

Today our users have engaging access to materials that can change their perception of their community, giving them a view of how things have changed and the progress we have made.

## RELATIONSHIPS

For all its innovation and leadership, ZSR Library is really all about relationships. It prides itself on its role within the University, its outreach to students, faculty, and staff, and the high regard its community has for it.

### VISION ONE: EMPHASIZE EXCEPTIONAL TEACHING, DISCOVERY, AND STUDENT ENGAGEMENT WITHIN A DYNAMIC ACADEMIC COMMUNITY

#### COLLABORATIVE SPACES

The Library knows that to provide exceptional teaching, discovery, and student engagement it has to collaborate. It also knows that to have a dynamic academic community it needs spaces to interact. The Z Smith Reynolds Library knows it is the heart of the campus and seeks to be in the center of intellectual and academic life on campus. As such, it has repurposed its space as outlined above, and also created other spaces specifically for collaboration.



Z Smith Reynolds Library Starbucks

In September 2008, Starbucks® opened in the Library, and the campus changed forever. Students, faculty and staff at last had a place to gather, drink good coffee, read good books and enjoy good conversation. Since then, faculty-student engagement is palpable everywhere throughout the two floors of the ZSR Starbucks. The original goal to attract faculty, students, staff and visitors to an inviting social space within the Library was achieved spectacularly. The graduating class of 2009 voted the arrival of Starbucks as the third most significant change in their Wake Forest careers. This store was awarded Starbucks Store of the Year (for design) in 2008, an unusual award for both a licensed store and a campus store. The intimate setting has prompted faculty members to hold office hours and even occasional classes in the coffee shop. Throughout the year, the ZSR Starbucks hosts informal meetings of

faculty and students, families regrouping at the end of their campus tour, and students just hanging out. Following the opening of Starbucks, attendance in the Library immediately increased by more than ten percent, meeting the original strategic objective of the renovation project. Since its opening the Library's gate count has increased 36% and they have seen the benefits of impromptu meetings with people from across campus.

At the same time the Library also renovated another study area and created a graduate student study lounge. This space was designed to give graduate students a place of their own on



campus and to encourage interdisciplinary conversations amongst them, allowing new relationships and interdisciplinary work that might not have been possible otherwise.

---

## EMPLOYEES OF THE YEAR



2010 WFU Employee of the Year: Linda Early

In addition to creating spaces that enable relationships and changed users, the faculty and staff of the Library reach out to establish relationships themselves. Their exceptional commitment to the mission has gained ZSR recognition many times over the past several years. Since the University's Employee of the Year program was introduced in 2001, three of the Library's professional staff have won the honors.<sup>31</sup> Each time a library employee wins this award, it is recognizing the relationship-building each has done outside of library walls. In turn, it enhances the importance of the role of the Library in our larger academic community.

---

## VISION TWO: INTEGRATE THE INTIMACY OF AN UNDERGRADUATE LIBERAL ARTS COLLEGE WITH THE ACADEMIC VITALITY OF A RESEARCH UNIVERSITY

Wake Forest has the intimacy of a liberal arts college, allowing it to know the members of its community personally and have close relationships with them, while having the output of a research university. As such, the Library facilitates ways to provide opportunities for students to share their research, to recognize faculty's accomplishments, and push itself to contribute to the scholarship of its own field as well.

---

## SENIOR SHOWCASE

In an effort to connect with undergraduates while promoting their research and scholarship, the Library initiated a senior research showcase in 2010.<sup>32</sup> Senior students were nominated by their faculty advisor for their thesis research. Honorees were selected by a library faculty review panel. The three selected honorees shared their research with an audience of library faculty, staff, and academic faculty. These students gained experience that helped them learn how to present academic work professionally, as well as gaining perspectives that will help them in their future academic career. This inaugural event was well received by faculty and students, further establishing ZSR Library as a crossroads of academic life.



Senior Honorees and Faculty Advisors



---

## FACULTY AUTHOR DINNER



Faculty Author Dinner in the Library Atrium

The Library also participates in honoring academic research output for the university faculty. Since 2005 it has hosted the campus reception and dinner for Wake Forest faculty who have published books or significant creative expressions in the previous year. This gives the Library the opportunity to recognize and encourage scholarship, to connect with productive faculty members, and reinforce the connection between its mission to support and archive research while still forming intimate relationships with these faculty in a conversational setting. Faculty leave these events knowing that they are a valued part of the community and that the Library seeks to maintain a strong relationships with them.

---

## FACULTY STATUS BY CHOICE

Library administrators raised the possibility of pursuing academic or faculty status in 2006. Beginning in 2007, a self-identified working group of librarians studied the issue and presented their colleagues with evidence of best practices and pros and cons of the issue. In May 2008, the 23 librarians of ZSR Library voted to officially pursue library faculty status with the University, completing a yearlong study of the issue. A system providing four librarian ranks – assistant librarian, associate librarian, librarian, and senior librarian – as well as long-term contracts instead of tenure was accepted at every level within the University. A major benefit to faculty status is the increased visibility and recognition for librarians as part of the education process, as well as expectations for research and professional achievement that require librarians to remain active in the profession. As faculty members, librarians participate in the governance of the University, serve on University wide committees and engage in self-governance using peer review. The ease in which this transition was made is a testament to the relationships the Library has with the University and local academic community.

---

## VISION THREE: BECOME A CROSSROADS OF DISCUSSION ON THE IMPORTANT NATIONAL AND INTERNATIONAL ISSUES OF OUR TIME

In 2005 ZSR Library initiated a Library Lecture Series. This program has grown over time to more frequent sessions on a wide variety of subjects. The fall 2010 semester, for example, included lectures on “Teaching Modern and Contemporary French Songs and Musicals,” “Don’t Ask, Don’t Tell,” and “License to Snoop.”<sup>33</sup> These lectures allow the Library to be a crossroads of discussion on the current research and findings of the University’s local scholars and provide an opportunity



Professor Mary Dalton Presenting at a Library Lecture Event

to help share this new knowledge with a broader audience within the University and local community.

---

## VISION FOUR: ATTRACT A DIVERSE COMMUNITY OF THE BRIGHTEST EDUCATORS AND STUDENTS FROM THROUGHOUT THE COUNTRY AND WORLD

---

### CLIMATE SURVEY

The Z Smith Reynolds Library is *the* place to work at Wake Forest University. A 2009 campus climate survey found that ZSR's faculty and staff are the most satisfied with their work campus-wide. One hundred percent of those who identified ZSR as their workplace agreed with the statement "All in all, I am really satisfied with my job." With such a positive feeling about their work environment, they easily reach out to let others know what a wonderful place this is when they are recruiting, enabling them to reach out to an excellent and diverse community and make it clear this is a compelling place to be a professional. This speaks highly to the culture of the Library, the faculty and staff's relationship to their work, and their relationship to this community.

---

### CHEROKEE OUTREACH PROGRAM

The Library is passionate about collaborative public engagement outreach programs that extend their academic relationships, in particular, those that allow them to reach a diverse audience of future students. In particular, their participation in the annual collaborative program for high school students from the Eastern Band of Cherokee Indians was a highlight. Over a three day workshop, a librarian was embedded to teach information literacy skills and technology-based research tools to develop their problem-solving research skills in the sciences.

---

### WAKE THE LIBRARY

What do students want at exam time? They want a place where they can study around the clock. This need was the genesis for Wake the Library. The first week-long Wake the Library was in 2006, before 24/5 hours were put in place. Library staff volunteered to keep the Library 24 hours a day throughout fall and spring exams. To add a bit of extra motivation, the Library provided students with a free food break mid-way through the night. Students immediately loved this event. Since then, the normal schedule has transitioned to 24/5, but the Library continues to provide food during exams and students are always enthusiastically grateful. A stress-relieving



Graffiti Board Detail



Wake Students at Wake the Library

graffiti board has become a popular part of the event as well. In 2010, Wake the Library was named a new Wake Forest “tradition.” Wake the Library gives the Library a chance to demonstrate its interest in student success and experience, and helps it form a closer relationship to its users. It also helps subtly change students thoughts about what a library is and who the people working in the Library are.

---

## WAKE THE LIBRARY 5K RACE

Providing food during exams is not free, though! To support the semi-annual event, the Library started looking for ways to fund the Wake the Library event. Soon, the Wake the Library 5K was born. This race touches nearly every person who works in the Library from marketing to registration to race day tasks. Nearly 200 racers include students, faculty, staff, family, and general community members. This event has evolved to be part of the University’s homecoming weekend events allowing alumni to reconnect with the Library and their registrations to go help fund the event for students to fortify themselves while studying during exams.



ZSR Annual Wake the Library 5K

---

## VISION FIVE: LINK INTELLECTUAL CURIOSITY, MORAL REFLECTION AND A COMMITMENT TO SERVICE, SHAPING ETHICALLY INFORMED LEADERS TO SERVE HUMANITY.

Z Smith Reynolds Library faculty and staff strive to be leaders and contributors to the local community as well. Members participate in a number of community events from the local book festival to computer skills training to church-based programming. As an organization the staff pulls together each year to participate in Habitat for Humanity activities and the student-led Hit the Bricks event that supports cancer research.<sup>34</sup> It is done because it is right, but, additionally, these actions help staff model what it is to be an ethical leader serving in the community. When students see us at the campus Habitat house or running around the Quad, they see that that the Library faculty and staff are more than just University employees, they are community participants.

---

## HABITAT FOR HUMANITY



Craig Fansler Hammering for Habitat

Wake Forest University regularly sponsors local Habitat for Humanity houses. Each year, the Library sends a team to this event. Along with other Wake Forest departments that contribute to these houses, the Library teams find this collaborative community engagement provides a special feeling of connection with the community and assist them in forming stronger relationships with the larger academic community.

---

## HIT THE BRICKS

Each year Wake Forest University students, faculty, and staff participate in an eight hour relay race around the Hearn Plaza. Teams race around the quad to raise money for the Brian Piccolo Cancer Research Fund. This fund was established in memory of the great Wake Forest athlete and alumnus, Brian Piccolo.<sup>35</sup> The Library regularly fields a team to support this cause while also interacting with other departmental and student teams around campus.



Team member Mary Beth Lock Earns Extra Points for Carrying a 15 lb. Backpack

## NOW IS THE TIME

Over the last five years, the Z Smith Reynolds Library has rapidly transformed, embracing creativity and innovation. It shares its successes with the larger library world that other libraries might emulate these programs. Throughout this time the Library has continually strengthened as a team to support of Wake Forest's vision. It strives to increase the strength and productivity of its relationships with Wake Forest faculty and students. Its mission is to help its students, faculty, and staff succeed, and they are successful because of what the Library does.

This is a particularly exciting time for the Z Smith Reynolds Library as it receives resounding messages from its community affirming it is excelling on multiple fronts. The Z Smith Reynolds Library's innovation, leadership, and strong relationships with the academic community prove that it is a library of excellence.

## NOTES

- <sup>1</sup> Wake Forest Admissions Page: <http://admissions.wfu.edu/>
- <sup>2</sup> Plan for the Class of 2000: <http://www.wfu.edu/new/publications/faculty-staff/ugp2000.pdf>
- <sup>3</sup> Wake Forest: The Collegiate University: <http://www.wfu.edu/strategicplan/strategic.plan.summary.html>
- <sup>4</sup> Wake Forest University: <http://www.wfu.edu>
- <sup>5</sup> Vision and Mission Statements: <http://www.wfu.edu/strategicplan/vision.mission.html>
- <sup>6</sup> Library Mission & Vision: <http://zsr.wfu.edu/about/mission-vision.html>
- <sup>7</sup> A Presentation on Teaching Teaching: <http://laurenpressley.com/library/2010/02/a-presentation-on-teaching-teaching/>
- <sup>8</sup> Best Practices for Credit-Bearing Information Literacy Courses: <http://www.alastore.ala.org/detail.aspx?ID=3222>
- <sup>9</sup> Presidential Trust Program: <http://zsr.wfu.edu/services/resource/presidentialtrust/>
- <sup>10</sup> Quick Response Codes...First in Japan... Now in ZSR Library:  
<http://cloud.lib.wfu.edu/blog/gazette/2010/04/24/quick-response-codes-first-in-japan-now-in-zsr-library/>
- <sup>11</sup> Innovation in Technology and Information: <http://provost.wfu.edu/committees-and-advisory-boards/innovation-in-technology-and-information/>
- <sup>12</sup> Conferences:  
<http://maps.google.com/maps/ms?ie=UTF8&hl=en&msa=0&msid=109466214225159193749.0004904c1bceab083a06f&t=h&z=4>
- <sup>13</sup> Professional Achievement: <http://zsr.wfu.edu/about/professional/>
- <sup>14</sup> Information Literacy, LIB100: <http://zsr.wfu.edu/services/instruction/infolit.html>
- <sup>15</sup> Toolkit: <http://zsr.wfu.edu/toolkit>
- <sup>16</sup> 2011 Emerging Leaders: <http://connect.ala.org/node/65571>
- <sup>17</sup> Movers & Shakers 2009:  
<http://www.libraryjournal.com/csp/cms/sites/LJ/LJInPrint/MoversAndShakers/moversandshakers2009.csp>
- <sup>18</sup> 2.0 Toolmaker:  
<http://www.libraryjournal.com/csp/cms/sites/LJ/LJInPrint/MoversAndShakers/profiles2009/moversandshakerspressley.csp>
- <sup>19</sup> Single Threads Unbraided: <http://cloud.lib.wfu.edu/blog/ammons/>
- <sup>20</sup> Professional Development: <http://cloud.lib.wfu.edu/blog/pd/>
- <sup>21</sup> The Gazette: <http://cloud.lib.wfu.edu/blog/gazette/>
- <sup>22</sup> Dedicated Deacon: [http://zsr.wfu.edu/staff/dedicated\\_deacon/](http://zsr.wfu.edu/staff/dedicated_deacon/)
- <sup>23</sup> Inside WFU: <http://inside.wfu.edu/>
- <sup>24</sup> Annual Employee Awards: <http://zsr.wfu.edu/about/admin/committees/erc/nominate.html>
- <sup>25</sup> Award for Outstanding Achievement in Promoting Salaries and Status for Library Workers: <http://ala-apa.org/improving-salariesstatus/awards/sirsidynix-ala-apa-award/>
- <sup>26</sup> LLYRASIS Announces 2010 Excellence and NextGen Librarian Awards: <http://www.lyrasis.org/News/Press-Releases/~media/Files/Lyrasis/News/Press%20Releases/2010/PRESS%20RELEASE%20Awards%202010.ashx>
- <sup>27</sup> Study Room Reservations: <http://zsr.wfu.edu/studyrooms/>
- <sup>28</sup> Social Stratification in the Deep South: [http://cloud.lib.wfu.edu/wiki/social\\_stratification/](http://cloud.lib.wfu.edu/wiki/social_stratification/)
- <sup>29</sup> ACRL | IS | Innovation Award Winners:  
<http://www.ala.org/ala/mgrps/divs/acrl/about/sections/is/awards/innovationinstruction.cfm>
- <sup>30</sup> Digital Forsyth: <http://www.digitalforsyth.org/>
- <sup>31</sup> Meet Linda Early, Z Smith Reynolds Library: <http://inside.wfu.edu/news/meet-zsr-librarys-linda-early/>
- <sup>32</sup> Senior Showcase: <http://cloud.lib.wfu.edu/blog/gazette/2010/04/26/seniorshowcase/>,  
<http://cloud.lib.wfu.edu/blog/zsreads/issue/summer-2010/#zsreads-202>
- <sup>33</sup> Library Lecture Series: <http://zsr.wfu.edu/lectures/>
- <sup>34</sup> Hit the Bricks: [http://hitthebricksforbrian.org/?page\\_id=81](http://hitthebricksforbrian.org/?page_id=81)
- <sup>35</sup> History and Purpose: <http://www.wfu.edu/studentdev/4piccolo.php>



November 30, 2010

Association of College and Research Libraries  
Excellence in Academic Libraries Selection Committee  
American Library Association  
50 East Huron Street  
Chicago, IL 60611

Dear Excellence in Academic Libraries Selection Committee:

I am delighted to place the Z Smith Reynolds Library of Wake Forest University in nomination for the ACRL Excellence in Academic Libraries award. As President of Wake Forest University since 2005, I have noted the exceptional way the library has anticipated and met the needs of faculty and students alike.

I understand that the first criterion for this award is the degree to which academic librarians and staff work together as a team to develop an academic library that is outstanding in furthering the educational mission of its parent institution. I have learned in my time here that Wake Forest is a deeply personal place, dedicated to community and face-to-face interaction. We help students connect who they are with what they do, helping them to find meaning and purpose in their lives and work. The library has been uncommonly effective in furthering this mission by connecting students and faculty with each other, with the information resources and technology they need to be successful, and with librarians and staff who partner with them to boldly embrace the future.

The library has played a strong leadership role on campus by anticipating trends in information resources and technology and creating programs to guide faculty and students. The transition from traditional print resources to new digital formats can be difficult on any campus. Librarians have successfully used deep knowledge of departmental culture and personal interactions with individual faculty to lead the way to systemic change in scholarly communication.

On a campus with a decentralized approach to technology support, the Z Smith Reynolds Library is often the source of innovative and useful approaches to adapt technology to enhance the teaching-learning process. From the award-winning use of social networking tools in an experiential sociology class, to the most recent bold departure of web-based platforms and services to the cloud, the library has been fearless in its quest to enhance the learning experience.

Library leaders were perceptive in seeing the need for warm, welcoming community space and transformed an ordinary library reading room into an award-winning Starbucks café that has become the most popular collaborative spot on campus. I have used this space myself to meet

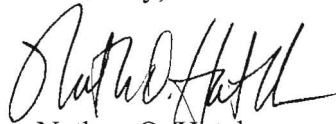


with students on various University issues. The library, as a place, is beloved by students who hold very personal attachments to the building and to the staff therein.

Earlier this month, I had the pleasure of welcoming over 200 participants to a major humanities symposium sponsored by the Z Smith Reynolds Library. The success of this symposium, as well as the bold programming of the Library Lecture Series and innovative Senior Showcase, has demonstrated the centrality of the library to the spirit of academic inquiry that is the heart of any institution of higher education.

In closing, I would like to comment on the elegantly simple mission of the Z Smith Reynolds Library: *to help Wake Forest students, faculty and staff succeed*. In their mission statements, many academic libraries talk about the functions they perform: collecting, preserving, providing access, etc. The Z Smith Reynolds Library goes beyond that to appropriately focus on the outcome of those processes, that is, to ensure the success of the academic endeavor and the university itself. That is why I believe the Z Smith Reynolds Library is deserving of the Excellence in Academic Libraries award.

Sincerely,

A handwritten signature in black ink, appearing to read "Nathan O. Hatch". The signature is fluid and cursive, with a large initial "N" and "H".

Nathan O. Hatch  
President

December 3, 2010

Excellence in Academic Libraries Selection Committee  
Association of College and Research Libraries  
American Library Association  
50 East Huron Street  
Chicago, IL 60611

Dear Excellence in Academic Libraries Selection Committee,

It is my great pleasure to support the nomination of the Z. Smith Reynolds Library for the Excellence in Academic Libraries award. Wake Forest University occupies an uncommon place in higher education, a collegiate university small enough so that faculty, staff and students know and care about each other personally and large enough to engage a broad array of intellectual questions. As Provost of the University, responsible for all academic programs, I consider the ZSR Library to be one of the most innovative and productive units on campus. I will list only a few of the creative ways in which it meets its mission of helping Wake Forest faculty and students succeed:

- Culture of creativity and innovation. Library staff members have won an impressive number of awards, both on and off campus, attesting to a spirit of creative thinking. Awards include the ACRL Instruction Section Innovation Award, *Library Journal* Mover and Shaker award, Lyasis Next Gen Librarian award, Sirsi-Dynix Promoting Workers award, and three of the last ten Wake Forest University Employees of the Year. From gaming to social networking to the cloud, library staff are constantly seeking new ways to further the academic mission of the university.
- Engagement with students. The ZSR Library cultivates and enjoys deep personal relationships with its primary clientele. In particular, students **love** their library. Perhaps because library staff stay up late to serve food at midnight in the atrium every night during exams, students respond in kind by surreptitiously hanging decorations in the eight-story atrium, hold celebratory raves each semester, and use the library as the site for “Capture the Flag” and other ice-breaking events at the beginning of the year. But the close relationship is not just for fun, students have responded to library instruction and services in record-breaking numbers. While some Provosts worry about a decline in library utilization, at Wake Forest we have seen rapid growth in attendance, personal research sessions, and the numbers of students taking for-credit information literacy classes.

Excellence in Academic Libraries Selection Committee  
December 3, 2010  
Page Two

- Partnership with faculty. As Provost, it was particularly rewarding to oversee the transition of librarians from university staff to library faculty in 2009. At the initiative of the Library Director and with strong support from librarians, governance of the university was enhanced to include a self-governing collegial unit of library faculty with representatives to the Senate and all other elected faculty bodies. I have seen the relationship between faculty and librarians grow from a service model to a more equal partnership in the teaching-learning process. Library faculty now function as thinking partners in the full range of faculty functions, including teaching, technological innovation, research, data management, publishing and other new models of scholarly expression.

It is my privilege to support the nomination of the Z. Smith Reynolds Library for the ACRL Excellence in Libraries award. If I can provide any further information or advance the nomination in any other way, please let me know.

With warm regards,



Jill Tiefenthaler  
Provost, Wake Forest University