

FOR THE RECORD

ZOOLOGICAL REGISTRARS ASSOCIATION NEWSLETTER



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2019 Issue 2

Apr – June 2019

BOARD OF DIRECTORS UPDATE

How is it March already?!? Where did the time go?!? I'm sure most of you have hit 2019 running with permit renewals and annual reports – tis the season. Here's what the board has done:

Reviewed and Approved:

- Vendor offer for ad space in the newsletter.
- TCP Pricing update:
 - Members – a la carte \$30 each / \$150 for whole program
 - Non-members – a la carte \$50 each / \$250 for whole program
- Annual Business Meeting minutes
- External Relations Committee Mission Statement
- TCP module 1 in-person offering

What the Board is Working On:

- Updating the remaining Standing Rules for Board Positions
- 2018 Budget review/finalization (yes, continued work – we are very close)
- 2019 Proposed Budget
- New Strategic Plan survey

COMMITTEE UPDATES

Marketing & PR Committee

No update

Membership Services

No update

Annual Conference Update

The Annual Conference Leadership team met in Granby, Quebec, Canada on January 21 to 23, 2019.

The first day, the team met with Chateau Bromont staff to view and plan the meeting space, menus, and other needs to ensure a smooth conference in October. On the second day the team met with the amazing staff at Granby Zoo to discuss Zoo Day and other details of the upcoming conference. We accomplished many things during this valuable time such as: program ideas plus pre-, post- and optional conference events.

Since our meeting in Quebec, the team has been busy fine-tuning everything in order to open the call for presentations and registration in early April.

The dates of the conference are: October 7-13, 2019 at Chateau Bromont



Chair: Jenn Wilson

Vice Chair: Shelly Roach

**Jenn received permission from Hotel to use this photo*

Nominations and Elections Committee

The Nominations and Elections committee has recently revised the Standing Rules and those are currently with the Board for review. We are also getting ready to begin the nominations and elections process for 2019—more to come!

History Committee

No update

Bylaws Committee

No update.

ZRA TAKES THREE DECADES OF TRAINING ONLINE WITH ITS TRAINING CERTIFICATE PROGRAM (TCP)

As the Zoological Registrars Association (ZRA) celebrates its 35th Anniversary this year, it seems a good time to review its history of advancing the zoological registrar profession and highlight recent achievements.

In 1984, the foundations of ZRA were laid as 12 zoo professionals met at the Brookfield Zoo to discuss their common problems and solutions. At that time only two or three members of that original group were registrars; the majority of them were record keepers. By 1990, this loose association formalized and elected its first Chairman. Two short years later, the 1992 publication of *Animal Records-Keeping*, created by two ZRA members and supported by an Association of Zoos and Aquariums (AZA) Conservation Endowment Fund grant, provided an early foundation for standardized data entry.

In 1996, several members proposed a course on zoological records keeping for AZA. As a result of those efforts, the Institutional Records Keeping course (the first comprehensive training for zoological records keepers and registrars) was offered in Wheeling, WV in 1998 as part of AZA's Professional Development curriculum. Currently and historically, instructors and/or administrators of the AZA Institutional Records Keeping (IRK) course have been members of ZRA. The course was significant in helping professionalize the registrar role and garner institutional support for training. AZA implemented a new accreditation standard during this same time period, requiring members to have a role with oversight for the animal record keeping function, and citing the IRK course as an option for training.

In 1998, the *Standards for Data Entry and Maintenance of North American Zoo and Aquarium Animal Records Databases*, funded by a Conservation Project Grant from the Institute of Museum and Library Services and published by Lincoln Park Zoo, included major contributions and editing by ZRA members.

At about the same time, AZA approved the creation of a scientific advisory group called the Institutional Data Management Scientific Advisory Group (IDMAG). This was proposed by ZRA members to assist in the standardization of data entry in the existing computer program. Since its inception, IDMAG has published 30 documents. Approximately half of the IDMAG membership is made up of ZRA members, a notable number of which have served on its steering committee.

Also in 1998, several ZRA members and data specialists met with the International Species Information System (ISIS), now called Species360, to discuss a revolutionary computer program for animal records. The Zoological Information Management System (ZIMS) would later become the vision for an industry-specific, global, web-based, real-time collection of animal data. The number of ZRA members aiding in its development continued to grow in the years prior to the program's initial release in 2011.

In 2007, ZRA created committees for Training, Standards, and Professional Development, thereby establishing a structure and expanded platform for fulfilling its mission in these three core areas. The work of these committees over the last 12 years includes developing presentations and workshops for delivery at ZRA Annual Conferences, as well as the administration of several scholarships implemented to support members with their training and professional development goals.



ZRA
ZOOLOGICAL
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ASSOCIATION

Training Certificate Program

ZRA provides scholarships for the AZA Institutional Records Keeping course, for Records and Information Management (RIM) certifications managed by the Institute of Certified Records Managers (ICRM), and a Professional Development Scholarship for activities not covered by the other scholarships.

Training presentations and workshops have been a part of every ZRA Annual Conference for the better part of its history. Topics represented included new and evolving data entry standards, shipping and transport, governmental regulations, records management, and conservation.

Despite the many projects centered on training, all of them were place-based education and required the learner to travel. In 2016, a formal proposal to create an online comprehensive training program for the registrar position was submitted to the ZRA Professional Development Committee. The proposal was approved by the membership on March 8, 2017 and is now called the ZRA Training Certificate Program (TCP). The first of six modules was presented at the 2017 Annual Conference to an audience of 49 attendees (ZRA members and non-members). At that same conference, the membership also approved a contract with San Diego Zoo Global Academy and CypherWorx to provide the means for ZRA to deliver and administer the entire program online.

ZRA's goals of providing a training program for zoological registrars (or any job that includes the same duties regardless of title) included being able to offer members on-demand resources for professional development. The TCP provides an affordable, flexible, and accessible resource for training and professional development without the requirement to be a ZRA member or to travel. The program is software neutral and focuses on core principles, standards, and best practices that are relevant to registrar duties (despite title or role) and regardless of the choice of record keeping system.

The entire process, beginning with membership approval to the full deployment of the Training Certificate Program, took approximately 14 months and involved many ZRA members as well as agencies, association partners, and special advisors who had an interest in the initiative.

The Training, Standards, and Professional Development Committees shared in the workload and collaborated with many volunteers to put together course outlines, develop educational content in the Academy's Learning Management System, create a Marketing plan, build new and expanding partnerships, and ultimately deliver a product that can be embraced by the zoological community.

Since the TCP's initial deployment on 22 October 2018, an average of 5 learners per month representing a diverse audience including and beyond ZRA members, have registered to take individual modules and/or the entire Program.

The TCP has been 35 years in the making as we look at the preceding milestones achieved through countless hours of volunteerism provided by dedicated members of ZRA and partners with an interest and passion for the zoological registrar profession. The following list of those individuals, agencies, and special advisors is provided to acknowledge the professionals that committed their time, skills, and talent to making the ZRA Training Certificate Program a reality. Thank you all!

The TCP module descriptions and registration information for the individual modules or the entire Training Certificate Program can be found at www.zooregistrars.org/training.

Jean D. Miller
ZRA Emeritus Member
Member, TCP Deployment Team

Rae Lynn Haliday, CRM
Co-Vice Chairman
ZRA Professional Development/TCP Administrator

Training Certificate Program Acknowledgement of Contributors

Module 1: History and Established Tenets of Animal Records



Workgroup Lead: Melody Brooks, Registrar, San Diego Zoo (author, TCP Deployment Team)
 Susan Greer, Registrar, Dallas Zoo
 Lindsey Herron, Registrar, Birmingham Zoo
 Jean D. Miller, Retired (Buffalo Zoo), (TCP Deployment Team)
 Heather Terrell, Registrar, Pittsburgh Zoo & PPG Aquarium (author, TCP Deployment Team)

Module 2: Records and Information Management (RIM)



Workgroup Lead: Rae Lynn Haliday, MBA, CRM, Registrar, Saint Louis Zoo (author, TCP Project Manager/Deployment Team)
 Krista Adelhardt, Registrar, Woodland Park Zoo (author)
 Sherie Bradley, Registrar, Maryland Zoo (author)
 *Lisa Daulby, Ph.D., CRM, IGP, Professor, San Jose State University iSchool (author, special advisor)
 *Patricia Franks, Ph.D., CA, CRM, IGP, Professor, San Jose State University iSchool (special advisor)
 Adrienne Horrigan, MLIS, CRA, Manager, Animal Records & Permits, Lincoln Park Zoo (author)
 *Wendy McLain, Manager Enterprise Content & Records Management, Records & Information Management Services, Valero Energy Corporation, and Chairman of the ICRM Board of Regents (reviewer)

Module 3: Transactions



Workgroup Lead: Jean D. Miller, Retired (Buffalo Zoo) (author, TCP Deployment Team)
 Linda Cover, Registrar/Animal Records, Fresno Chaffee Zoo (reviewer)
 Wyn Hall, Registrar, Registrar, Toledo Zoo (reviewer)
 Jayne Hardwick, Registrar, Nashville Zoo
 Dawn Petefish, Curator of Collections, Peoria Zoo (author)
 Anne Rockmore, Retired (Wildlife Conservation Society)

Module 4: US Federal Wildlife Permits and Regulations



Workgroup Lead: Mary Noell, Curator of Animal Records and Logistics, Cincinnati Zoo & Botanical Garden (author, workgroup lead, TCP Deployment Team)
 Krista Adelhardt, Registrar, Woodland Park Zoo
 *Olivia Baez, Wildlife Biologist, Region 8, U.S. Fish and Wildlife Service, Migratory Bird Permit Office (reviewer)
 Paula Carlson, Director of Husbandry, The Dallas World Aquarium (author)
 Natalie Johnson, Animal Registrar, Kansas City Zoo (author)
 Lynn McDuffie, Permits and Regulatory Affairs Manager, Disney's Animal Kingdom (author)
 *Jennifer Skidmore, Fisheries Biologist, Office of Protected Resources, Permits and Conservation Division, National Marine Fisheries Service (reviewer)

Module 4: US Federal Wildlife Permits and Regulations (Continued)

*Wayne Wehling, Ph.D., Senior Entomologist, USDA APHIS, Plant Protection and Quarantine, Pests, Pathogen, and Biological Control Permits (reviewer)
Ingrid Russell-White, Curator of Collection, San Francisco Zoological Gardens (author)

Module 5: Live Animal Logistics



Workgroup Lead: Ashley Arimborgo, Registrar/Commissary Manager
Cheyenne Mountain Zoo (author)
Lillian Moore, Assistant Registrar, Saint Louis Zoo
Matt Sequin, M.S., Curator of Husbandry & Records, Mote Marine Laboratory & Aquarium
Deanna Snell, Registrar, Calgary Zoo

Module 6: Biological Samples and Biofacts



Workgroup Lead: Adrienne Horrigan, MLIS, CRA, Manager, Animal Records & Permits, Lincoln Park Zoo (author)
Donna Bear, Associate Registrar, Jacksonville Zoo (author, TCP Co-Administrator)
*Elise V. LeCompte, Registrar and Coordinator of Museum Health & Safety
Florida Museum of Natural (reviewer)
Mary Noell, Curator of Animal Records and Logistics, Cincinnati Zoo & Botanical Garden (author)
*Marisa Shender, Manager, Zoo Programs, Lincoln Park Zoo (reviewer)
*Laura K. Nemmers Museum Collections Consultant (reviewer)
*Terri Roth, Director of CREW, Cincinnati Zoo & Botanical Garden (reviewer)

Note: All members without specific roles in parenthesis contributed to the general content development process of researching and organizing educational topics for the module outlines and contributing related content.

*Non-ZRA Member Advisors and/or Reviewers

Beta Testers

Ashley Arimborgo, Registrar/Commissary Manager/Cheyenne Mountain Zoo
Linda Bachers, Retired (Milwaukee County Zoo)
Donna Bear, Registrar, Jacksonville Zoo
Sheri Bradley, Registrar, Maryland Zoo
Melody Brooks, Registrar, San Diego Zoo
Josh Courteau, Training Manager, Species360
Lisa Daulby, Ph.D., CRM, IGP, Professor, San Jose State University iSchool
Rae Lynn Haliday, CRM, Registrar, Saint Louis Zoo
David Kleven, President, AnimalCare Software, LLC.
Emily Mattox, Registrar, Point Defiance Zoo & Aquarium
Wendy McLain, Manager Enterprise Content & Records Management, Records & Information Management Services, Valero Energy Corporation, and Chairman of the ICRM Board of Regents (reviewer)
Jean D. Miller, Retired (Buffalo Zoo)
Mary Noell, Curator of Animal Records & Logistics, Cincinnati Zoo & Botanical Garden
Dawn Petefish, Collections Manager, Peoria Zoo

Beta Testers Continued . . .

Ingrid Russell-White, Registrar, San Francisco Zoo
 Gloria Rivera, Associate Registrar, Cleveland Metroparks Zoo (TCP Co-Administrator)
 Heather Terrell, Registrar, Pittsburgh Zoo & PPG Aquarium
 Susan Reno, ZRA Member, Retired (Riverbanks Zoo)
 Marla Waddell, ZRA Member, Retired (Point Defiance Zoo)
 Joann Watson, Registrar, Houston Zoo (TCP Deployment Team)

ZRA Committees Participating in the Development and Management of the TCP

Professional Development Committee (PDC)

Peter Grimm, Chair, Registrar, Oregon Zoo
 Ashley Arimborgo, Co-Vice Chair, Registrar/Commissary Manager
 Cheyenne Mountain Zoo
 Rae Lynn Haliday, Co- Vice Chair, Registrar, Saint Louis Zoo
 Susan Greer (board liaison), Registrar, Dallas Zoo
 Jessica Grote, Registrar, Denver Zoo
 Kathleen Juliano, Zoo Attendant, Sequoia Park Zoo
 Emily Mattox (ex-officio member), Registrar/Hospital Administrator, Point Defiance Zoo
 & Aquarium
 Jean D. Miller, ZRA Emeritus Member, Retired (Buffalo Zoo)
 Alan Rost, Biological Programs Registrar, Jacksonville Zoo
 Jennifer Wilson, Registrar, Omaha's Henry Doorly Zoo
 Deanna Snell (ex-officio member), Registrar, Calgary Zoo

Standards Development Committee

Mary Noell, Chair, Curator of Animal Data & Logistics
 Cincinnati Zoo & Botanical Garden
 Melody Brooks, Vice Chair, Registrar, San Diego Zoo
 Stephanie Eller, Registrar, Philadelphia Zoo
 Susan Greer, (board liaison), Registrar, Dallas Zoo
 Jessica Grote, Registrar, Denver Zoo
 Rae Lynn Haliday, Registrar, Saint Louis Zoo
 Lindsey Herron, Registrar, Birmingham Zoo
 Adrienne Horrigan, Manager, Animal Records & Permits, Lincoln Park Zoo
 Kathleen Juliano, Zoo Attendant, Sequoia Park Zoo
 Emily Mattox (ex-officio member), Registrar/Hospital Administrator, Point Defiance Zoo
 & Aquarium
 Jean D. Miller, Retired (Buffalo Zoo)
 Joan Ryscamp, Retired (John Ball Zoo)
 Deanna Snell (ex-officio member), Registrar, Calgary Zoo

Training Committee

Joann Watson, Chair, Registrar, Houston Zoo
 Donna Bear, Co-Vice Chair, Associate Registrar, Jacksonville Zoo
 Gloria Rivera, Co-Vice Chair, Assistant Registrar, Cleveland Metroparks Zoo
 Krista Adelhardt, Registrar, Woodland Park Zoo
 Susan Greer (board liaison), Registrar, Dallas Zoo
 Lindsey Herron, Registrar, Birmingham Zoo
 Natalie Johnson, Registrar, Kansas City Zoo
 Kathleen Juliano, Zoo Attendant, Sequoia Park Zoo
 Emily Mattox (ex-officio member), Registrar/Hospital Administrator, Point Defiance Zoo
 & Aquarium

Training Committee Continued . . .

Lynn McDuffie, Animal Records & Regulatory Affairs Manager, Disney's Animal Kingdom
 Jean D. Miller, Retired (Buffalo Zoo)
 Brigid Randle, Registrar, Living Desert
 Anne Rockmore, Retired (Wildlife Conservation Society)
 Deanna Snell (ex-officio member), Registrar, Calgary Zoo
 Diane Tetreault, Registrar, Zoo New England
 Tricia Webster, Registrar, Houston Zoo

Marketing and Public Relations Subcommittee

Lori Augustoni, Chair, Registrar, Zoo Atlanta
 Ashley Arimborgo, Vice Chair, Registrar/Commissary Manager, Cheyenne Mountain Zoo
 Krista Adelhardt, Registrar, Woodland Park Zoo
 Lori Andrews, Office Manager, Registrar, David Traylor Zoo of Emporia
 Michiko Berceau, Registrar, Loveland Living Planet Aquarium
 Ellen Dickinson, Animal Health Registrar, National Aquarium
 Emily Mattox (ex-officio member), Registrar/Hospital Administrator, Point Defiance Zoo & Aquarium
 Barbara Outerbridge, Registrar, Bermuda Zoo
 Anna Pelc, Collection Manager, Potawatomi Zoo
 Jen Zak, Registrar, Columbian Park Zoo
 Deanna Snell (ex-officio member), Registrar, Calgary Zoo
 Stephanie Eller (board liaison), Registrar, Philadelphia Zoo

Association Partners Assisting with Deployment of the TCP

CypherWorx (special thanks to Chris Glenn)
 San Diego Zoo Global Academy
 Zier Niemann Consulting (special thanks to Austin Sisson)

Final Approvals for the Training Certificate Program (TCP)

ZRA Board of Directors (2017-2018 & 2018-2019 terms)

2017-2018

Deanna Snell, President
 Emily Mattox, MBA, Vice President
 Adrienne Horrigan, MLIS, CRA, Secretary
 Dana Duke, Treasurer
 Stephanie Eller, Director
 Susan Greer, Director
 Heather Terrell, MS, Director

2018 - 2019

Emily Mattox, MBA, President
 Stephanie Eller, Vice President
 Adrienne Horrigan, MLIS, CRA, Secretary
 Jayne Hardwick, M.Ed., CPBT-KA, Treasurer
 Susan Greer, Director
 Heather Terrell, MS, Director
 Krista Adelhardt, Director



MEMBER SPOTLIGHT

Stephanie Eller, Philadelphia Zoo

Name: Stephanie Julianna Eller

Position/Institution: Registrar, Philadelphia Zoo

Number of years in your position: 9

Hometown: Live in Glenside now; I was born in Norristown. Both are northern suburbs of Philadelphia so I guess I haven't moved all that much!



Why/How did you become involved in the world of all things Registrar? The normal route☺. I was a keeper, but not a very *good* keeper. I don't like cleaning. I also kept forgetting to check my locks. I found the paperwork to be MUCH more satisfying, and I was lucky that a spot opened up here.

What is your favorite part about being a Registrar? I love the variety of this job and the tricky problems it presents me. I actually enjoy putting together permit applications (even if I grumble about it) and I like trying to craft Animal Department policies that are thoroughly considered and hold us to a high standard while still being realistic. My annual inventory is very detailed with lots of extra photographs and charts and lists and I have a lot of fun putting that together. Basically: I love my job!

What is your least favorite/biggest challenge to working as a Registrar? There is SO MUCH that I want to do...and just not enough time to do it all. Setting priorities is really hard, and sometimes frustrating when a particularly interesting project has to be lower on the To Do List.

Besides the obvious tools of the trade, what is one item on your desk that you cannot live without? A cup of coffee. Or maybe some Chai tea. Something caffeinated anyway.

If you could plan a vacation to anywhere in the world, where would you go? There is pretty much nowhere in the world that I *don't* want to go to. I think any spot could be interesting and different from my own day-to-day world, so there isn't ONE spot I would go to. I would go to ALL the spots!



What is the best piece of advice you have ever received? Your mind is your greatest weapon. Don't lose it.

Do you have an office nickname? What is it? I probably do but my curators are kind enough not to tell me what it is.

Besides being a Registrar, what else do you do for fun? Scuba diving, rock climbing (not too high because I get scared), going somewhere different, and playing with my sons.

Would you rather be a tiny elephant or a giant hamster? A giant hamster, elephants are overrated☺.

BIRTH ANNOUNCEMENTS

Southern White Rhino
DOB: January 29, 2019, @ Fresno Chaffee Zoo
Photo by: Zoo Staff



Tamandua—"Peanut"
DOB: December 20, 2018 @ Cincinnati Zoo



1.1.0 Amur Leopard
DOB: January 25, 2019 @
Beardsley Zoo
Photo by Zoo Staff



0.0.1 Meerkat
DOB: Late February 2019 at LA Zoo
Photo by: Jamie Pham

Member News & Announcements

SAY WHAT?! THE FAR SIDE OF DAILY KEEPER REPORTS

- *Meleagris gallopavo* Wild turkey #32826 Johnny Cash lost his band sometime last night.
- Hippo only ate fruit where she only put 2 front legs in not reaching any farther.
- Their heat lambs are not left on overnight anymore due to possible fire hazard.
- Noticed a small lump on left neck."
- At around 10 am she moved into the front stall and started eating a rat, and ran into the back stall when I reopened it and started eating both the quail and the rat.
- A female sample was submitted for pre-shipment.
- This afternoon the bump on her upper gum "popped" and was bleeding, it did not seem to bother her as she was acting normal and ate her training bucket

WELCOME NEW MEMBERS

Professional

Sophie Dumont, Assistant Director @ Parc Safari
 Ailsa Burns @ Al Bustan Zoological Centre
 Sarah Pechtel, General Curator @ Potter Park Zoo
 Tori Malley, Vet Tech/Registrar @ Caldwell Zoo
 Vickie Musselman, Assistant Keeper/Registrar @ Rolling Hills Zoo
 Catherine Carroll, Registrar @ Buffalo Zoo
 Ariel Miller, Animal and Record Keeper @ Leesburg Animal Park
 Tori Spinoso, Zoo Manager @ City of Baraboo Parks and Recreation Department-Ochsner Park Zoo
 Sarah Triplett, Lead Zookeeper @ Butterfly Pavilion
 Jennifer Heinsius, Registrar @ California Science Center
 Kristi Heffron, Animal Registrar @ Vancouver Aquarium
 Crysteena Tillie, Animal Care Registrar and Volunteer Coordinator @ Odysea Aquarium

Associate

Gretchen Dempewolf, Records Volunteer-Bio Programs @ Minnesota Zoo
 Dana May, CVT @ Oregon Zoo
 Jenifer Joseph, Lead Hospital Zoologist @ Dallas Zoo
 Alison Rackley, Curatorial Assistant @ Dallas Zoo
 Tammy Michael, Ambassador @ Dickerson Park Zoo
 Kimber Hendrix, Operations Coordinator/Fox Curator @ Wolf Park
 Kevin McKenna
 Alecia Benware, Administrative Specialist II @ North Carolina Zoo
 Angela Macy, Administrative Specialist @ North Carolina Zoo
 Jonathan Rea

2018 – 2019 Board of Directors

Emily Mattox, President
 Stephanie Eller, Vice President
 Adrienne Horrigan, Secretary
 Jayne Hardwick, Treasurer
 Susan Greer, Director / Board Liaison
 Heather Terrell, Director / Board Liaison
 Krista Adelhardt, Director / Board Liaison



OUR MISSION

ZRA CONNECTS, TRAINS AND
EMPOWERS THE COMMUNITY OF
ZOO AND AQUARIUM REGISTRARS.

ZRA VENDOR MEMBERS



Global information
serving conservation.