

# FOR THE RECORD

ZOOLOGICAL REGISTRARS ASSOCIATION NEWSLETTER



## In this issue

Board of Directors Update .....	1
Committee Updates .....	2
Annual Conference Update .....	2
Bylaws Committee.....	2
History Committee.....	2
Membership Services.....	2
Nominations and Elections Committee.....	2
Professional Development Committee.....	3
Standards Committee .....	3
Lltsserve Hot Topic.....	4
Wildlife Confiscations.....	4
Records Keeping for Good Collection Management:.....	5
An Experience from Colombia .....	5
Member spotlight .....	6
Joann Watson, Houston Zoo .....	6
Member News .....	7
Cincinnati Zoo Mourns Loss of Beloved California Sea Lion "Duke" 7	
Birth Announcements .....	7
Say What?! the far side of daily keeper reports .....	9
Welcome New Members .....	9
ZRA Vendor Members .....	10

**2019 Issue 3**

**July – Sept 2019**

## BOARD OF DIRECTORS UPDATE

I'm having a hard time believing it's the middle of June already! I'm also having a hard time believing I've been at my new institution just over a year (Miss you, Lynn!). Where did the time go? I hope you are all enjoying the beginnings of summer and busier grounds as more visitors flood your gates. Here's what the board has been up to:

### Reviewed and Approved

- 2019 ZRA Budget
- 2018 ZRA Budget Finalized
- Fiscal Year change – will now run November 1-October 31. This will help us manage membership renewals better and allow us to give an “almost finalized” end of year budget at the conference. This should also allow for a smoother transition for any incoming treasurers to learn the process with the help of the outgoing treasurer.
- Strategic Plan Survey

### What the Board is Working On

- Forms/Policy for Professional Development Reimbursement Fund
- RIM Policy Revisions and Naming Conventions
- Strategic Plan

Speaking of Strategic Plan, let's talk about it! Strategic plans are important as they provide the direction and measurable goals for an organization. The plan should help guide our committee work and any board decisions for the next five years. The Strategic Planning Committee went through the results for the survey and came up with 4-5 action items (goals) to work towards. This process has helped us uncover ways we can improve performance for our members, which should make our association more valuable to you! We are hoping to have something for your review prior to the Business Meeting, but time has a tendency to slip away from us. Stay tuned!

Emily Mattox  
President

## COMMITTEE UPDATES

### Annual Conference Update

The 2019 Annual Conference Leadership Team has been busy! Both the Call for Presentations and Registration opened on April 1 for the Annual Conference hosted by Zoo de Granby from October 7 to 13, 2019. Conference Program Chair, Barb Outerbridge, is busy compiling presentations and putting together a great program for us. The team gave members a preview of the Conference workshops and optional events through promotions sent out via email. The 2019 Draft Program is set to be released the first week of July.

Sponsorship Requests were sent in May and reminders will be sent out soon. ZRA is grateful for your support! If you did not receive a request but would like to sponsor, please let Shelly Roach or Jenn Wilson know.

The Annual Conference Committee is working on identifying the 2020 Annual Conference Host which will be announced as soon as a contract is signed. Because the 2020 Annual Conference Leadership Team begins work soon, we asked Joann Watson to join the team. The board has officially approved her future move into the Vice-Chair position as replacement for Shelly Roach, who will move into the Chair Position.

The team continues to use Facebook to promote and disseminate information about upcoming conferences. All members are welcome to join the closed group (search "ZRA Annual Conference"), which currently has 80 members. Official announcements will continue to be available on the website and sent to the entire membership before being posted on Facebook.

Jenn Wilson

### Bylaws Committee

No update.

### External Relations Committee

No update

### History Committee

No update

### Marketing & PR Committee

No update

### Membership Services

No update

### Nominations and Elections Committee

The Nominations and Elections Committee posted a call for nominations for the current vacancies for the BOD and had a wonderful nomination response and nominee acceptance.

The voting period closed on June 24<sup>th</sup> and position results will be posted shortly thereafter. Standing rules are currently in review with the BOD.

Thank you!

Jessica Grote, Kaylin Ackerson, Anna Pelc

### Professional Development Committee

Greetings from the Professional Development Committee (PDC!). We've been busy—this is what the committee has been up to:

#### **Training Certificate Program (TCP)**

- 1) The ZRA Training Certificate Program has been very well received by the zoological community. Since deployment on October 22, 2018, to June 25, 2019 (8 months post deployment), we can report that:
  - a. **46** learners purchased the TCP; of those 46:
    - i. 26 joined ZRA (13 associate and 12 professional)
    - ii. 9 did not join ZRA
    - iii. 11 were existing ZRA members
- 2) Total revenue for the TCP to date is **\$9381** (reference ZRA budget posted by the Board for additional details)
- 3) The demographics of the 46 learners represent: registrars, associate or assistant registrars, veterinarian technicians, keepers, curators, administrative assistants, supervisors, and a few combination roles. We are successfully engaging the key target audiences identified in the TCP Marketing Plan.
- 4) PDC has confirmed ZRA attendance at the following 2019 partner events:
  - a. AAZK Conference, Indianapolis Zoo, 18-22 August
  - b. AZVT Conference, Cheyenne Mountain Zoo, 23-26 September
  - c. ZAA Conference, Montgomery, AL, 15-18 November

#### **Institute of Certified Records Managers (ICRM)**

- 1) ZRA will host its 11<sup>th</sup> Annual ICRM Exam Prep Workshop on Monday, October 7, 2019 at the hotel in Granby. This will be a Certified Records Analyst (CRA) Workshop held at the hotel from 1:00 p.m. – 5:00 p.m. <https://www.zooregistrars.org/conference/updates/872>
- 2) PDC shared the ICRM announcement regarding a new strategic partnership with the University of Toronto School of Continuing Studies (SCS). Please click on the following link to read about this exciting partnership in the joint announcement and digital profile located on the SCS website:

*Announcement:* <https://learn.utoronto.ca/news-announcements/institute-certified-records-managers-%20icrm-and-university-toronto-school>

*Digital Profile:* <https://learn.utoronto.ca/programs-courses/association-partnerships/institute-certified-records-managers-icrm>

If you have any questions about the Institute's partnership with SCS, please contact the ICRM Administrator at [admin@icrm.org](mailto:admin@icrm.org).

Peter Grimm

### Standards Committee

No update

## LISTSERVE HOT TOPIC

### Wildlife Confiscations

While zoos and aquariums are regulated by governmental agencies, relationships with these agencies need not be viewed as adversarial. A facility's proven record of high quality animal care and legal compliance is often recognized by agencies, such as the United States Fish and Wildlife Service, who may seek assistance with providing care for confiscated wildlife. Such cooperative dealings build better working relationships with regulators and advance the conservation and education efforts of each party. Assisting with wildlife confiscations presents challenges to holders, for which the facility should carefully consider and prepare. One such challenge, related to the disposition of confiscated wildlife, was highlighted in a recent discussion on the ZRA member forum (aka the Listserve).

For consideration: What conditions are placed on confiscated wildlife transferred to a temporary holder for care pending litigation; and what conditions, if any, relate to future relocation of the animals should an agency later grant the holder ownership? As revealed in exchanges, answers to these questions can be case specific. The take home messages are:

- 1) to obtain and retain all transfer documentation
- 2) to read and understand the conditions of transfer,
- 3) to retain communications with agency staff regarding approvals for transfers: and,
- 4) when transfer involves commerce, seek input from agency staff and review feedback with your institution's director/president/CEO prior to proceeding.

In the U.S., thousands of wildlife are confiscated by the United States Fish and Wildlife Service (the Service) alone each year. In instances where wildlife is healthy but unable to be returned to the wild or to be used by the Service, zoos or aquariums may be asked to provide temporary care until litigation concludes. Prior to accepting animals, the holding facility should obtain a **Chain of Custody** or **Chain of Custody and Property Receipt**. This document functions as the Service's official transfer documentation for the seizure and outlines the number and type of animals transferred along with a seizure number to identify the confiscation case. For data management purposes, recording the initial acquisition for confiscated wildlife is best done as a loan from the Service. If the property is abandoned 60 days after the case is closed, the holding facility may request and be provided with a Transfer Order of Personal/Surplus Property (**Transfer Order**). The Transfer Order generally outlines the conditions under which the animals are "donated" to the holder. Conditions are often nuanced and may only be referenced (with full terms present in another document).

Future relocation of confiscated wildlife for which a Transfer Order is obtained can be complicated by several factors. Historically, institutions either were not provided with, did not request, or did not retain paperwork related to the acquisition of confiscated animals. Additionally, Service practices related to paperwork have changed over time and may vary regionally, resulting in inconsistency in Transfer Order language. While some clearly state the holder receives ownership of wildlife (through donation), provisions may be included which specifically require a holder to receive permission for transfer of the wildlife to another facility (or reference such a condition within another document, [50 CFR 12](#)). Such stipulations may lead to questions on the nature of the donation transaction term. Other Transfer Orders lack reference to any conditions for future relocation. When in doubt, always consult an appropriate staff member at your [regional Office of Law Enforcement \(OLE\)](#). Since conditions are subject to regional differences in interpretation, contradictory answers might be expected, particularly if the terms of the relocation involve commerce.

Many thanks to all who offered their input on this member forum discussion.

## RECORDS KEEPING FOR GOOD COLLECTION MANAGEMENT: AN EXPERIENCE FROM COLOMBIA

Andrea Echeverry-Alcendra  
Animal Collection Coordinator

It is quite exciting to be writing this from the Barranquilla Zoo—a small institution located in the Caribbean Area of Colombia (not Columbia!) in South America.

I got my job as a Collection Manager in 2009. In 2012, without abandoning my regular duties as a Biologist, I was assigned the management of the zoo animal records. I believed it would be an easy task since I was doing records part-time and was in charge of animal acquisitions and dispositions; therefore, already dealing with permits!. As a fan of mystery novels (Do you know Agatha Christie?), I thought, “*The case of the missing records*” would be a great challenge for me! It was; but it wasn't easy at all!

In 2012 I was granted a scholarship to attend the 2013 AZA Animal Records Keeping Course which helped me immensely! Also, I always read *everything* the registrars share/post on the ZRA members list, despite some topics not applying to my reality as the only member of ZRA from a South American Zoo!

The Barranquilla Zoo began using ARKS in 1998 when floppy disks were still used to keep records. Something happened to those records plus curatorial rotation/changes over time, resulted in our records being a mess. When we finally migrated to ZIMS in 2012, I had to merge hundreds of duplicated records and incomplete accessions plus clean up other data entry mistakes. For example, I found records stating we were hand rearing animals in 1901—we opened in 1953. I then had to go through our collection and accession animals who were alive but not recorded in ZIMS then record the deaths of animals who were still “alive”.

As a result of my efforts mentioned above, I can proudly state all our records and ZIMS is up to date! I have a backup of records in Dropbox (organized by animal groups, species and Local IDs) which is also backed up every three months to an external hard drive. I also keep physical files just in case an environmental agency wants to visit us to check permits!

My work has also allowed the rest of the team to improve their own work as I created roles in ZIMS for all of our coordinators (Animal Health, Laboratories, Nutrition, Training, etc.). Now everyone is in charge of entering their own information! I, as the main local administrator, occasionally help them with troubleshooting and improvements. However, I am still in charge of the husbandry module in ZIMS and of my physical folders (that nobody loves but me!).

Additionally, over the past year I wrote the first draft of our records management protocol. I am still working on it because it not only includes my work, but also the work that has been done by my coworkers from my department (Biology and Conservation) and also the Veterinary department.

Finally, as you have to give back everything you receive; occasionally I have been helping my peers at other Colombian zoos deal with their record problems by phone and even through What'sApp!

PS: Thanks to an anonymous friend for their help with the English grammar!



## MEMBER SPOTLIGHT

Joann Watson, Houston Zoo

**Name:** Joann Watson

**Position/Institution:** Registrar, Houston Zoo

**Number of years in your position:** 9 year as assistant registrar, 7 months as registrar

**Hometown:** Baton Rouge, LA

**Why/How did you become involved in the world of all things Registrar?** I had just finished grad school with a M.A. in

Museum studies. Most of my classmates were looking for careers in the arts but I knew working with animals was more

my speed. I was 2 weeks away from moving North to be a curator at a history museum, when the opportunity for Assistant Registrar came along and I jumped at it.

**What is your favorite part about being a Registrar?** I'm a computer geek so I love finding new ways to help the staff here keep better records. I'm always exploring our animal management procedures and software for new, better, easier, timesaving ways for staff to do better records.

**Who inspired you to become a Registrar?** No one. The registrar life found me.

**What is your least favorite/biggest challenge to working as a Registrar?** The biggest challenge is that people don't know enough about this position or what I do.

**What do you consider to be your greatest accomplishment to date?** Being a mom the greatest kids ever.

**Who would you choose to switch places with for a day?** I would love to experience the rich and famous lifestyle but don't think I would like it so one day would be plenty

**What are you most looking forward to at the next ZRA conference?** I'm so excited to explore Canada. It will be nice being up north for a while.

**Before working at your current institution, what was the most unusual or interesting job you've**

**ever had?** I get teased for working at a "swamp camp". I worked at Bluebonnet Swamp and Nature Center and I loved showing the city kids how fun nature could be. I was once told by a child that I was ruining his life because we were jumping ravines on narrow pathways. By the end of the week, his mom said he had the best time ever.

**Besides being a Registrar, what else do you do for fun?** Any and all things thrifting either for personal use or resale, couponing and deal finding, and of course exploring with my husband and 2 sons.

**What would you do for a career if you weren't a Registrar?**

Realistic- Elementary Teacher; Dream- Business owner-resale

**Would you rather be a tiny elephant or a giant hamster?** Tiny elephant.



**MEMBER NEWS**

Cincinnati Zoo Mourns Loss of Beloved California Sea Lion "Duke"

The Cincinnati Zoo & Botanical Garden's beloved California sea lion Duke, a favorite of many guests and employees, passed away on April 18, 2019. At almost 31 years of age, he was one of the oldest of his kind in any Zoo in North America. The median life expectancy for this species is 23.

"Duke was slowing down but could easily find his way around his habitat and participated in training and play activities with his care team," said Senior Keeper Lisa Potter. "In recent months, his behavior and demeanor changed, and his appetite decreased. He just wasn't the same old Duke."

Duke's care team, which included five veterinary staff members, a nutritionist, and five marine mammal specialists, had been monitoring his health and doing everything possible to keep him comfortable. "He was special...so laid back, smart and sweet. He was a great ambassador and enjoyed interacting with visitors and his caregivers," said Potter. "I always knew this would be hard but still wasn't prepared to lose him. We will miss him so much."

Animals in zoos tend to live longer than their counterparts would in the wild, where there is no such thing as senior care. Duke's longevity is a testament to the exceptional care, including a special senior diet, regular vet checks and TLC, he received at the Cincinnati Zoo.

"Our top priority for geriatric animals is maintaining the highest quality of life until the end of life. We feel we accomplished this with Duke, with a highly capable and passionate group of staff dedicated to giving Duke all he needed to feel comfortable and happy while he was with us," said Cincinnati Zoo Director Thane Maynard.



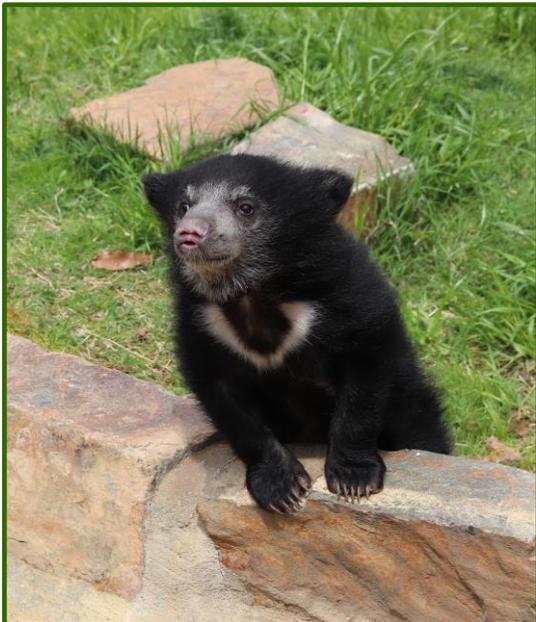
From Michelle Curley (Cincinnati Zoo)

**BIRTH ANNOUNCEMENTS**

It must be spring!



**3.2 Pallas cat**  
DOB: Mar 26, 2019 @ Millar Park Zoo (Grace Mitchell)



**Sloth bear**  
DOB: Jan 1, 2019 @ Little Rock Zoo

# MEMBER NEWS & ANNOUNCEMENTS



**Masai giraffe**  
DOB: June 17, 2019 @ Cincinnati Zoo



**Great one horned rhinoceros**  
DOB: April 23, 2019 Zoo Miami



**Howler Monkey**  
DOB: May 19, 2019 W Cheyenne Mountain Zoo



**Reticulated giraffe**  
DOB: April 16, 2019 Omaha's Henry Doorly Zoo & Aquarium

## SAY WHAT?! THE FAR SIDE OF DAILY KEEPER REPORTS

- Given her more round appearance, weight gain and now enlarged nipples keeper believes she could be pregnant.

---

### WELCOME NEW MEMBERS

#### Professional

Athena Rushka, Assistant Registrar @ Safari West

Christina Reif, Registrar SDZ Global Frozen Zoo @ SDZG Institute for Conservation Research

James Brice, Registrar and Keeper @ Staten Island Zoo

Jamie Morgan, Curatorial Assistant @ Cincinnati Zoo

Melissa Cardenas, Registrar @ SeaWorld San Antonio (returning member)

Sarah Colman, Curator @ Saginaw Children's Zoo

Teri Barney, Assistant Registrar @ Fort Worth Zoo

#### Associate

Caroline Estrada, Keeper @ Lincoln Children's Zoo

Heather Harmon Swain, Animal Interaction Supervisor @ SeaWorld San Diego

Heather Paddock, Keeper @ Oakland Zoo

Indigo Taylor-Noguera, Animal Care Volunteer @ Los Angeles Zoo

Jessica Martinez, Senior 1 Aviculturist @ SeaWorld Discovery Cove

Kelly Nields, Keeper @ North Carolina Zoo

Tuoc Phan, Registrar Intern @ Santa Fe Teaching College

Valene Hautekeete, Registrar Assistant @ Blank Park Zoo

#### Institutional Member

Ricky Garrett, Director of Operations @ Safari Wild Animal Park

#### Vendor Member

Geert Wijnands @ Crossborder Animal Services, B.V. (Netherlands)

---

### 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



SAY WHAT?! & WELCOME NEW MEMBERS

## OUR MISSION

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

### ZRA VENDOR MEMBERS

