

FOR THE RECORD

ZOOLOGICAL REGISTRARS ASSOCIATION NEWSLETTER



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2020 Issue 1

Feb – Mar 2020

BOARD OF DIRECTORS UPDATE

What a whirlwind 2019 has been! I hope you're all jumping in to 2020 with as much enthusiasm as you can muster after the holidays. Here's to permit renewals and annual reports!!

Over the last three months, the Board has reviewed, considered, edited and approved all the following:

- Donations on behalf of ZRA in memory and support:
 - For Andrea Martin to Indianapolis Zoo
 - For Alan Rost to the Endangered Primate Foundation
 - For African Safari Wildlife Park to the Giraffe Conservation Foundation
- Committee Liaison confirmations:
 - Heather Terrell – Governance Committees
 - Joann Watson – Training, Standards, & Professional Development
 - Jenn Wilson – Membership Services
- Committee Appointments
- Strategic Planning Priorities and Timelines
- IRK Scholarship was able to be awarded because of your votes!
- 2019 Budget was finalized
- Website member survey
- The Marketing & Public Relations Committee and the External Relations Committee were merged into one: Marketing & Outreach Committee.

In addition to all of that, the Board continues work on these topics:

- TCP Sustainment – tasking the TCP team to review hosting platform options
- Budget discussions
- Conference subsidies
- Strategic Plan

We had a wonderful time in Granby for the 2019 Annual Conference. Congratulations to the Conference team for hosting such an amazing

event! If you've never been to a sugar shack before, I highly suggest you find one. The fall leaves were at their peak – truly a beautiful week. Unfortunately, we did not reach quorum for the annual business meeting, so we will vote on the Strategic Plan (hopefully) next year; therefore, we will operate under the draft plan until the membership can approve.

Did you know that on October 30, 2019, we had the first fully-elected board meeting in recent memory?!?!?? We are pretty excited about that! Thanks to everyone who stepped up to volunteer your time for our association for the past year and for 2020. We would not be where we are today without the hard work of the membership!

Emily Mattox, ZRA President

COMMITTEE UPDATES

Annual Conference 2019 Recap

The 2019 ZRA Annual Conference commenced October 7, 2019, with the Institute of Certified Records Manager Exam Preparation Workshop.

On Tuesday, October 8, attendees loaded up and headed to the Historic Quebec City where they toured Aquarium du Quebec! The Aquarium staff introduced attendees to their amazing animals and facility with behind the scenes tours. Afterwards attendees had the opportunity to take a guided tour of the city or explore on their own.



On Wednesday, October 9, the ZRA Committee Action Planning (Z-CAP) session took place followed by the Tracks and ZIMS workshops. The evening commenced with the Ice breaker, where attendees toured a working cidery, Cidrerie Milton.

On Thursday, October 10, general sessions began with a nice mix of presentations from our members and local presenters providing a well-rounded program. Thursday night, many attendees opted to experience a traditional sugar shack meal at Cabane à Sucre!

On Friday, October 11, the Annual Business Meeting was held in addition to another full day of presentations at the conference hotel.



On Saturday, October 12, was Zoo Day at Zoo de Granby! Attendees enjoyed presentations from the Zoo's incredible staff before heading off to see all the great exhibits and enjoy the private tours. The evening ended with another successful silent auction and dinner!

On Sunday, October 13, remaining attendees were driven to Montreal to visit another incredible and Historic City which included the Tower of Montreal and many other unique places in the providing a very cool finale to a great conference!

The 2019 ZRA Annual Conference was a great success! Many thanks to Zoo de Granby for hosting; the Conference Leadership Team for pulling it together; the presenters; and the attendees for making it a very educational experience as well as a lot of fun!

Looking forward to seeing you all in Los Angeles October 5-11, 2020!

Shelly Roach, Annual Conference Committee Chair

Bylaws Committee

No update.

History Committee

We have received documents from Donna Bear at Jacksonville that were part of Alan's ZRA files and are currently stored on the google drive. The 2019 conference roster, proceedings, and group picture will be added to the google drive by January 2020.

Kathryn Kinser
History Committee Vice Chair

Marketing & Outreach Committee

The Marketing & Public Relations Committee and the External Relations Committee have officially become one committee. Our new name is Marketing & Outreach Committee with Sylvia Ware and Ashley Arimborgo as co-chairs and Michiko Berceau as vice-chair of the committee.

This was approved by the board on December 18, 2019. We are excited to begin the process of merging our two committees and working together towards our similar goals; growing our membership, strengthening our ties with international organizations, and continuing to be a strong resource for all the Association's marketing and branding efforts.

Sylvia Ware and Ashley Arimborgo
Marketing & Outreach Committee Co-Chairs

Membership Services

No update

Nominations and Elections Committee

The Nominations and Elections Committee prepared and sent out the Bylaw amendment proposal survey and will share the results in early 2020.

Jessica Grote
Nominations and Elections Committee Chair

Professional Development Committee

The Administrators for the Training Certificate Program (TCP) have been meeting monthly to review learner requests and/or technology issues related to the management of the courses. In addition, a manual is being developed to capture primary administrative tasks for the Learning Management System (LMS).

Scholarships

The PDC is pleased to announce a NEW scholarship opportunity for ZRA members established in partnership with the Board of Directors. The **ZRA Professional Development/Training Scholarship** awards funds to cover necessary expenses incurred by its members for professional development and/or training opportunities. Availability of scholarship funds is \$2000 annually (up to \$500 per quarter). For more information, such as eligibility requirements and how to apply, check out the guidelines and application in the general resources section of the ZRA website: <https://www.zooregistrars.org/resources/general>.

Please note this scholarship is not intended for costs associated with other ZRA scholarship programs (i.e. ICRM scholarship, AZA IRK course scholarship) but can be used for registration costs associated with the Training Certificate Program, AZA's Animal Transport course, etc.

If you have any questions, email Peter Grimm, PDC Chairman at peter.grimm@oregonzoo.org .

Training Certificate Program and Partner Events

The Professional Development Committee (PDC) confirmed and facilitated ZRA participation in three partner conferences in 2019 as per the Board approved Marketing Plan for the Training Certificate Program (TCP):

- American Association of Zookeepers (AAZK) Annual Conference in Indianapolis, IN: Heather Terrell presented the TCP marketing presentation and hosted a ZRA booth. Holly Green also assisted with the booth.
- American Association of Zoo Vet Techs (AZVT) Annual Conference in Colorado Springs, CO: Ashley Arimborgo delivered a presentation summary on Module 5: Live Animal Logistics.
- ZRA Annual Conference in Granby, QC: Donna Bear presented the marketing presentation for the TCP.
- Zoological Association of America (ZAA) Annual Conference in Montgomery, AL: Heather Terrell and Melody Brooks were set to present a live workshop for Module 1: Record Keeping Essentials; however, it was cancelled due to not receiving enough registrations.

As of January 20, 2020, 68 learners have purchased individual modules and/or the full Training Certificate Program.

ICRM Mentorship Activities

The Professional Development Committee hosted the 12th annual ICRM Exam Prep Workshop on Monday, October 7, 2019, at the 2019 Annual Conference hosted by Granby Zoo in Canada.

Congratulations to Lillian Moore on becoming a Certified Records Analyst (CRA) and a member of the Institute of Certified Records Managers (ICRM). Because she passed Parts 2, 3 and 4 of the ICRM exam, she has unlimited time to complete and pass Parts 1, 5 and 6 to earn the Certified Records Manager (CRM) designation. Achieving ICRM certification is not easy and takes a lot of dedication and preparation to pass the examinations which includes a robust certification maintenance requirement (100 certification maintenance points every 5-year cycle).

Upcoming ZRA Member Presentations

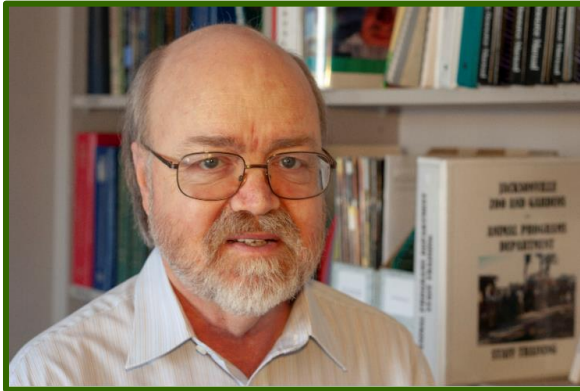
Adrienne Horrigan, MLIS, CRA and Rae Lynn Haliday, MBA, CRM (in conjunction with Dr. Patricia Franks, CRM, CA, IGP and Nick DeLaurentis) will present at the ICRM Exam Prep Workshop at the Managing Electronic Records (MER) Conference in Chicago, Illinois May 2-3, 2020. Rae Lynn will also facilitate a panel discussion with Records and Information Management (RIM) thought leaders and ICRM academic partners. [https://www.merconference.com/agenda?ct=t\(A-01-Full-Agenda-Available-Jan-09\)](https://www.merconference.com/agenda?ct=t(A-01-Full-Agenda-Available-Jan-09))

Peter Grimm
Professional Development Committee Chair

Standards Committee

The Standards Committee welcomed several new members (Laura Armand, Natalie Johnson, Ashley Todd, and Lisa Trusty) and received board approval for a new chair (Melody Brooks) and vice-chair (Laura Armand). In November, committee members reviewed the ZRA website and submitted an assessment with suggested improvements to the Board. Additionally, members worked with the Training Committee to provide input for the creation of a ZRA survey to be distributed to learners who complete the Training Certificate Program (TCP) modules.

Melody Brooks
Standards Committee Chair



FARE THEE WELL, ALAN

Two Remembrances of Alan Rost

By Jean Miller

Alan Rost was one of those quiet people. You didn't often see him at the front in a group photo – he usually appeared at the back. He simply went about his work without attracting attention but he accomplished it with precision. His scimitar-horned oryx studbooks were meticulously researched and were a great source of pride to him.

One of the 1984 group organizers that would become the ZRA, it wasn't until 2007 that he agreed, albeit reluctantly, to be on a ballot for a ZRA leadership position. Even then, he never expected to be elected. Alan confided in me that he was uncomfortable being the “face” of the organization and being its leader, but he carried on in his quiet way.

At our conferences and on our listserv, he usually waited until discussions were nearly over before he gave his thoughts on a subject, summarizing what had been said, then providing his well-thought guiding words. In person, those words were often delivered with a laugh, frequently a self-deprecating one. You often didn't realize he was present but he always made time to advise anyone who asked for help or asked a question. He always encouraged the accuracy and comprehensiveness of records.

Alan's last years were difficult as he battled one physical problem after another. When he was able to come to our conferences, he was always up-beat though he had to stop and rest often. Never did he call attention to his limitations.

A voice of great experience and expertise for ZRA and the zoo world has gone silent. Those of us who knew Alan will miss him; the rest of you will at least have the legacy of his wisdom.

By Linda Bachers

From the day a small group of zoo records keepers informally meeting for dinner in Miami in the fall of 1983, Alan was defined by his interest and commitment to the position. He'd been working as the records keeper at Dickerson Park Zoo in Springfield, MO. Even though Marvin Jones suggested some people get together and referred to them as registrars (Judith Block reminded him there weren't any registrars, only records keepers at that point); the idea of elevating that job into a more useful role in zoos took hold of Alan.

He possessed the kind of mind that enjoyed searching and categorizing data. He was right there to participate in the development of the new science of managing species in captivity with:

- The passing of the Endangered Species Act with the subsequent need for permits;
- ISIS (now Species360) beginning to develop software to keep records on zoo animals; and
- The start of cooperative programs like SSPs which resulted in more breeding and led to the concern that zoos were doing all of this ethically.

All required more people to ask more questions and find the answer to those questions. The zoos needed a registrar and Alan was a good and conscientious one.

I think he liked the camaraderie when the registrars met annually. Though when we visited the host zoo during the conference, frequently Alan walked around alone, taking notes about what he saw, the species, the exhibit and educational signage. That information might later find its way into conversations or written articles.

Alan was gracious, modest and knowledgeable. He possessed a long memory. He would remind younger registrars about the importance of the job and that how they did their job mattered. He was the elder statesman in the registrar world. That's a pretty good legacy.

MEMBER NEWS

A first outside of Australia

The San Diego Zoo Safari Park announced the arrival of two platypuses from Australia and the official opening of the Nelson M. Millsberg Platypus Habitat at the Safari Park's Walkabout Australia on Nov. 22, 2019. The two platypuses were flown to San Diego from their home at Australia's Taronga Zoo Sydney in late October, to serve as ambassadors for the species outside of their native Australia. The San Diego Zoo Safari Park is currently the only zoo outside of Australia to house platypuses—and this is the first time in more than 50 years that platypuses have been cared for outside of Australia.



The two platypuses—an 8-year-old male named Birrarung and a 15-year-old female named Eve—were flown to the U.S. in specially designed platypus travel crates that included insulated panels, ventilation and cameras, as well as temperature and sound loggers. Many months of preparation and training went into ensuring the successful transfer of the platypuses. To appropriately care for the species, three San Diego Zoo Safari Park keepers and a veterinarian traveled to Australia to train in platypus husbandry and health care. A Taronga Zoo platypus keeper accompanied the platypuses on their journey and stayed in San Diego for two weeks to help the platypuses acclimate to their new home. In addition, representatives from Taronga Zoo consulted in all aspects of the habitat design.

The Safari Park's world-class platypus habitat includes three pools, naturalistic river banks, extensive tunnels and nesting areas. Safari Park animal care specialists report the two platypuses have acclimated well to their new home. "They have wasted no time exploring every inch of their habitat, swimming all around their pools, playing in the waterfalls, and foraging and hunting for their crayfish," said Lori Hieber, lead keeper, San Diego Zoo Safari Park. "Every behavior we have seen indicates they are very comfortable, and have settled in nicely."

These platypuses serve as ambassadors for the species outside of their native Australia and communicate the importance of fresh water for both humans and wildlife. Freshwater resources and habitats are being affected by pollution and climate change. People are encouraged to be part of the solution and protect wildlife through water conservation measures and practices that help slow climate change.

To understand what is occurring with platypuses in Australia—and better understand the conditions they live in, and those affecting other river species—San Diego Zoo Global has pledged an ongoing commitment of funds to field conservation of platypuses. San Diego Zoo Global, the University of Melbourne and the conservation group **cesar** have teamed up to begin a unique project designed to learn more about the elusive platypus and the threats to its survival. The project uses innovative technology, in which samples of water are tested for traces of environmental DNA (eDNA) to learn about the species present in freshwater ecosystems. This is the largest survey undertaken for platypuses and will allow researchers to comprehensively map their current distribution. The information will guide future steps for the protection of platypuses and the ecosystems they depend on throughout Victoria and New South Wales. The ongoing study is also important to help better understand and evaluate how human activity is affecting this species.



Omaha’s Henry Doorly Zoo and Aquarium Announces Birth of Eastern Mountain Bongo

Omaha’s Henry Doorly Zoo and Aquarium is proud to announce the birth of an Eastern mountain bongo calf. Marvin, named by his keepers, was born on Sept. 13, 2019. Bongos are native to forest regions in Kenya, Africa, and are the largest of the African forest antelope.

The calf’s parents are Macie and Sherlock. Macie is 8 years old, weighs approximately 588 pounds, and has lived at the Zoo since her birth. Sherlock is 5 years old, weighs approximately 600 pounds, and arrived at the Zoo in 2016. Macie is also the mom to rare male/female twins that were born in 2014. Her daughter, Gemini, is still part of Omaha’s herd.

The Eastern mountain bongo is listed on the IUCN Red list as “Critically Endangered” due to habitat loss and deforestation. This birth is the 47th in the last year. There are 225 Eastern mountain bongos found among 40 institutions across the U.S., but there could be less than 100 remaining in their natural habitat.

Omaha’s Henry Doorly Zoo and Aquarium is one of the dedicated Association of Zoos and Aquariums members of the Bongo Species Survival Plan. The group works closely with the International Bongo Foundation to promote and facilitate bongo conservation in Kenya, with an emphasis on reintroduction efforts to Mount Kenya. This dedicated group began working with The Mount Kenya Wildlife Conservancy in 2004 to manage and maintain a bongo herd that originated from the U.S. zoo population. Along with the herds from Kenya, they form the foundation of the reintroduction program.



BIRTH ANNOUNCEMENTS



Yellow-headed temple turtle (*Heosemys annandalii*)
 DOH: Nov 1, 2019 @ Columbus Zoo
 First ever hatched in an indoor zoological environment for this most endangered species on the planet.



O.O.1 Giraffe
 DOB: Oct 5, 2019 @ LA Zoo



MEMBER SPOTLIGHT

Melissa Cardenas, SeaWorld San Antonio

Name: Melissa Cardenas

Position/Institution: Registrar/SeaWorld San Antonio

Number of years in your position: 5 years

Hometown: Brownsville, TX

Why/How did you become involved in the world of all things Registrar? I

was recommended into the position from my Education Director. She thought I would be the perfect fit into this role and she was SO RIGHT. It opened my eyes to an entirely new career I didn't know existed.

What is your favorite part about being a Registrar? Digging into my institution's history and reading through really old records, looking at picture slides, and digitizing some to add into TRACKS.

Who inspired you to become a Registrar? I am self-taught so I would say no one at first then everyone on the listserv as soon as I joined ZRA. I learn so much from this community and I strive to be better based on what I learn from you all.

Besides the obvious tools of the trade what is one item on your desk you cannot live without? My usb mini essential oil diffuser!

If you could plan a vacation to anywhere in the world, where would you go? Jordan (to see the Dead Sea)/Israel/Egypt

What challenges do you face when working with animal keepers? The idea of change and having to adapt to new processes is always a struggle for them.

What is the best piece of advice you have ever received? Turn the page.

Before working at your current institution, what was the most unusual or interesting job you've ever had? I worked at the University of Miami's Law Library replying to prisoner letters for case requests.

Besides being a Registrar, what else do you do for fun? I love going to concerts in San Antonio & Austin.

What is one item on your bucket list? To see the Northern Lights

SAY WHAT?! THE FAR SIDE OF DAILY KEEPER REPORTS

- Keeper left a note that both birds were seen using the plumber's camera.
- Keeper saw some dried substance around her vagina but cannot say 100% sure if it was seaman
- Loose stool was sampled and sent to the Health Center as per veterinarian.
- The pair has produced approximately 35 futile eggs.

WELCOME NEW MEMBERS

Professional

Samantha Wegman, Zoo Curator, Turtle Back Zoo
Debbie Hancock, Animal Keeper 3/Registrar, The Virginia Living Museum
Joanna Robinson, Registrar, Zoo Atlanta
Amy Haddock, Registrar/Lead Keeper, Brandywine Zoo
Helen Pontillo, Registrar, Aquarium of the Pacific
Allison Malkowski, Assistant Director, Dakota Zoo
Dawn Orozco, Animal Care Administrative Assistant, Columbus Zoo and Aquarium
Kathryn Lippman, Administrative Assistant II, Houston Zoo
Ruth Zavala, Administrative Assistant, Houston Zoo

Associate

Eva Sjodin, Registrar, Rare Species Conservatory Foundation
Angelica Euzarraga, Academic Advisor, St. Louis Community College
Lorraine Harridge, Director, PwC
Marianne Wellington, senior Aviculturist, International Crane Foundation
Blake Harlan, Teacher
Nancy Scott, self-employed
Brian Braitsch, Manager, NatureWorks, Orlando Science Center
Traci Matthews

VALUE OF CROSS INDUSTRY NETWORKING

If your institution uses ZIMS, you may have seen the January 23, 2020, Species360 update where Josh Courteau and Matt Seguin were invited as guest webcast lecturers by program coordinator, Dr. Patricia Franks Ph.D., CRM, CA, IGP, for the Masters of Archives of Records Administration (MARA) Program based out of San José State University School of Information (ISchool). This program is well known and respected in the Records and Information Management (RIM) community and is one the Institute of Certified Records Managers (ICRM) partners with to offer credit for the ICRM exams when graduates meet the established requirements.

This is a great example of the benefits of cross industry networking as Josh and Matt spoke about global records management in the zoological profession! I had the opportunity to meet some of Dr. Frank's students at the ARMA International Conference last year; some expressed an interest in pursuing registrar internships which is a fabulous way to develop a pipeline for future careers in our profession.

If you are at a point in your career where you are considering pursuing a degree and/or records management certification, the MARA Program might meet your needs. It is completely online and through the ISchool's partnership with the ICRM, graduates of the program who meet the requirements can obtain credit for Parts 1-5 of the ICRM exam (obtaining the CRA upon graduation and being eligible to sit for part 6). See full details: <https://ischool.sjsu.edu/cra-and-crm-certifications>. This is a wonderful way to obtain both education and certification in the same effort

Here is the link to the MARA blog featuring Josh and Matt: <https://ischool.sjsu.edu/istudent-blog/global-records-management-aquariums-and-zoos>
Webcast: <https://ischool.sjsu.edu/webcasts/global-records-management-aquariums-and-zoos>

Rae Lynn Haliday, CRM
Co-Vice Chair, ZRA Professional Development Committee

2019 – 2020 Board of Directors

Emily Mattox, President
Stephanie Eller, Vice President
Adrienne Horrigan, Secretary
Jayne Hardwick, Treasurer
Heather Terrell, Director / Board Liaison
Joann Watson, Director / Board Liaison
Jennifer Wilson, Director/Board Liaison



OUR MISSION

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

ZRA VENDOR MEMBERS

