



Training Certificate Program

## ZRA Training Certificate Program (TCP) Acknowledgement of Contributors



Training Certificate Program  
History and Established  
Tenets of Animal  
Records

### *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)



Training Certificate Program  
Records and  
Information  
Management  
(RIM)

### **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)

\*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  
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  
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