# 2020 ZRA ANNUAL CONFERENCE:   Q&A RESPONSES

| The Zoo Registrar's Role in Navigating Covid-19 | Ray Lynn Haliday, Registrar / Saint Louis Zoo<br>Lily Moore, Assistant Registrar / Saint Louis Zoo |
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**What were the primary reasons that SLZ had restricted VPN access earlier in the year?**

It was only restricted at first given the work involved for IT to setup access.  Once they perfected it, and adopted a more streamlined process (and later adopted remote support process) they opened the gates for wider use.  Wider access was available by the time budgets had to be completed since we couldn't allow remote access for PowerPlan, the software we use for managing the operating/capital budgets. By having VPN access, managers could access PowerPlan from home.

**Why did you go with DocuSign if DocuWare has a signature function?**

DocuWare's e-signature is not a full blown e-signature program with authentication. They need to improve that feature before we could adopt.  Additionally, our Zoo chose DocuSign zoo-wide so we have to use that, not all departments use DocuWare at this time.

**I would like to know how much pushback do you get from institutions that still want original signatures?**

Our Zoo's Purchasing Department was the lead on establishing DocuSign for use at our zoo, and zoo-wide.  It was already in the works but when a global pandemic hits you have to do something, and business as usual needs to continue as much as it can, so the notion of push back went out the window.

| Tracks Software Update | Tony Niemann, Senior Project Manager / Tracks Software |
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**Are the supporting materials added privately available to the institution that uploads them?**

The suppliers upload supporting materials and they are available to all institutions the supplier has given access to.

**Can Registrar Requests for a New Animal be linked to a Transaction if one had already been created for that animal?**

Not currently, we have a ticket open for that.

**Any chance we can see that last slide that has the features that will be a la carte?**

We are making all features available a la carte. The slide listed the most common requests we've heard but if there is any feature of Tracks that you are interested in we can make that available.

**For Zoo Monitor, is there just one login per institution or is it per person?**

Generally ZooMonitor accounts are set up as a single account for an institution. One administrator, but with many obsevers. For more specifics on configuring ZooMonitor please feel free to reach out to me or even better, the project manager Jason Wark jwark@lpzoo.org

**How long does it take to populate data for the nutrition module?**

It can be time consuming to build it all from scratch. There are a couple of ways to speed it up though. If there is another Tracks institution with a configuration similar to yours who is willing to share (and most of them are), we can copy their configuration as a starting point for you. Also, if you currently have data in a database or spreadsheet we can probably import that. Lastly,  we have an import tool for analysis from Dairy One. If you are getting data from a different lab we can expand that import tool to support their format.

**The screenshot that you had of the welfare assessment bench sheet - was that from pocket Tracks or desktop Tracks?**

 We currently support both orientations in Pocket Tracks, but only horizontal orientation in Desktop Tracks.

**Can you be a Zoo Monitor user if you are not a Tracks software user?**

Absolutely. They are separate projects - we just do the development for both of them.

**Can you search other institution diets?**

Not currently.

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| Animal Welfare Assessments at Lincoln Park Zoo | Adrienne Horrigan, Animal Records & Permits Manager / Lincoln Park Zoo |
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**What program are you using?**

Lincoln Park Zoo uses Tracks. I believe the Tracks Welfare Assessment module is available as a stand-alone product for users of other systems.

**Does this information include groups at your facility?**

Yes, we the same set of observations for individuals and groups. The responses for group inputs are the same, but we use modified responses for group outputs to allow for variation within the population. For example, the assessor would estimate what percentage of group population scored -2, -1, 1 or 2 for each output indicator. We then weight the results for each indicator to reflect the percentage of population with each score. It's a bit complicated on the back end but allows us to use the same ratings for groups as we do for individuals (-2 is always the worst welfare indicator for both individuals and group populations, +2 is always the best). A group will only get a +2 if 100% is judged to show optimal indicators. If half the group gets a +2 rating and half gets a +1, the group will score +1.5 for that indicator. I would be happy to share more on the specifics of how to set this up if anyone is interested.

**Do you have a separate set of criteria for animal ambassadors?**

A couple of years ago we instituted new ambassador guidelines that stipulate that during programs animals remain in their primary habitat, are not touched by the public, can choose whether or not to engage with guests, are not held or restrained, and be able to opt out of the program at any time. This decision predated our current welfare assessment program. Since all our ambassador programs are now totally voluntary, we do not have a separate assessment for those animals. If we still had programs where animals had less choice, we probably would have a separate assessment for ambassador animals.

| Pronghorn Conservation | Dr. Jake Owens, Director of Conservation / Los Angeles Zoo<br>Alisa Behar, Curator of Mammals / Los Angeles Zoo |
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**Can any zoo participate or do you have temperature/climate requirements for places that house pronghorn?**

There are no set climate requirements for a zoo to participate in the program. However, if a zoo is located in a place that experiences harsh winters, they would need to provide an indoor barn and supplemental heat for the animals. Most facilities wouldn't want to keep animals inside for such a long period of time, so that's why you see pronghorn kept in places with a milder climate.

| ZIMS / Species360 Workshop | Josh Courteau, Training Manager / Species360<br>Nannette Driver-Ruiz, Product Owner–ZIMS for Husbandry / Species360<br>Dalia Conde, Director of Science / Species360 |
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**Will that make another R program a little easier to then integrate into other modules since they are using the same type of program?**

Not sure what they refer to making another R program. But we will make all the tools openly available in GitHub once we publish the paper. So anyone will be able to integrate or change the program for their needs

**Can one of your next webinars be to assist with data cleanup, even if it's the repeat of a workshop you did at ZRA few years back.**

Absolutely! Looking for more ideas for webinars in 2021 as well.

**I am curious if your data is encompassing any of the local collections or just the global collections or is it everything we enter?**

It is using the Global

**I am mainly referring to morphometric data we collect on wild animals like snakes and birds so it needs to stay local, but I was wondering if it would be useful and if there was a way to give them access to the data.**

That will be amazing, if we could access this information, it will be very helpful to increase sample size and have much better results.

**I think this also begs the question: should we try to establish some kind of standard among us as to how we record our information - do the differences in how zoos record their data present a challenge to the project?**

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| This is a great question and I will talk with Nannette our Husbandry Product Owner, so we can explore how can set those standards. (DC)  I will talk with Dalia and see if there are any suggestions we can make regarding standards. Thank you! (NDR) |

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| **I did have a member zoo ask about it recently, but I believe they said you had to pay for AAM now?** |
| That is correct. AAM does have a fee associated with it. Due to the lower number of institutions using AAM and the costs of maintaining it, there is a yearly fee calculated based on your membership fee as well as a one-time initiation fee to enable it for your institution. Due to Covid-19, we did offer AAM as a free service for 2020. If you would like more information on using AAM or its fees, please reach out to support@species360.org |

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| **Species360 Panel Discussion** | Nannette Driver-Ruiz, Product Owner-ZIMS for Husbandry / Species360<br>Rachel Thompson, DVM, Product Owner-ZIMS for Medical / Species360<br>Katelyn Mucha, Product Owner-ZIMS for Studbooks / Species360<br>Dalia Conde, PhD, Director of Science / Species360 |

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| **Will the enhancements to the enrichment module that were planned for this year still be done?** |
| For enrichment, so far this year we added the functionality to assign multiple enrichment items at the same time. And we enabled the Inactive button at the taxonomic level. So, you can now mark an enrichment item as inactive for specific taxonomy that are assigned or if no taxonomy are assigned, then it would be inactive for all.<br>We still need to implement the Inactive feature at the individual animal level and we are trying to get that done by the end of the year. In addition, I'm hoping we can get a start on an enrichment report by the end of the year. |

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| **Auto update animal lists??  I missed that!** |
| Yes! Institution preferences > Application Preferences > Animal Lists. It will nor remove animal retroactively, but will going forward once that preference is enabled. |

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| **Will the ability to edit batch entries be made available?** |
| Yes, it is on the roadmap for 2021, starting with the most frequently used batch actions, including provisional data. |

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| **For the accreditation checklist, does it show which associations the zoo is accredited by?  For example, we are accredited by CAZA, AZA and WAZA.  This is now a requirement for our CFIA import permit application to know if institutions we are receiving animals from are accredited and by whom.** |
| As an example, if you go to Institution Search > AZA > view the Association member grid to see the accredited institutions. If you want to know which associations a specific institution is a member of, you can search for that institution and view the 'Member of' information under the Institution Profile > Details |

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| **Can you provide a bit more information on the data migration template services?** |
| While migration is custom per-job, here's some information to follow up on my live answer:<br>https://www.species360.org/products-services/data-migrations<br>We have developed a data import framework that can be used for custom migration projects. If you have specific data migration needs, please reach out to support@species360.org and we will be happy to discuss! |

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| **Curious if the editing in provisional before approval will apply to batch entries?  Or is that just a bug for us.  When we have batch entries we aren't able to edit before approving** |
| This will be coming in 2021! |

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| **Is the animal charting the one enhancement?** |
| I believe this was in regards to the enrichment functionality question? If so, yes, we are hoping to get started on the enrichment reporting this year. |

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| **Can you talk about the target weight range enhancement?** |
| Once this functionality is built, a target weight range can be assigned to individuals and be displayed on the weight graph. |

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| **If we have specific requests for Enrichment Module enhancements, should we be in touch with Nanette directly?  We have a list** |

Please submit enhancement requests through the 'Suggest a Feature' link in ZIMS so other users can vote on them. In addition, you can email support@species360.org to share your requests and discuss further. Nannette is always happy to hear directly from members as well if they want to discuss anything.

**Is editing batch entries only for provisional?**

No, when we build the edit batch option, it will apply to regular batch as well as provisional and be implemented for the record types most used as a batch action first

**Does the auto update of lists include removing animals that are sent out?**

That is correct! There is a preference to turn it on from Institutional preferences, it does not remove animals retroactively, but it will remove them going forward

**Are we able yet to "skip" an entry during batch entries? (Like when you discover one animal in a list of 30 didn't get weighed.) Also, can we combine lists (or combine a list with individual animals) when doing batch entries?**

This feature is not available yet. However, a work-around for that when using custom batch entry is to record data on the record and then when the notification pops up in the bottom right corner that it Saved- click Undo, and it will remove that single record.

**Where do you find the accreditation feature?  I didn't see it in Institution search**

From the Institution module > search for a regional association > once on that page, you can see the Association Members grid. If you still need help finding it or have any other questions, don't hesitate to contact support@species360.org

**Is it possible to keep a list that still contains obsolete animals or is the auto update function "all or none"?  For instance, if you are behind in data entry and still need to add batch comments that include animals no longer in the collection.**

The auto update function has to be enabled from Institution preferences, once it is enabled, it does not remove animals retroactively from lists- only going forward. So, if your friend needs to catch up on data entry, they can enable the feature, catch up on historic records and then going forward dispositioned animals will get removed from animal lists. Hope that helps!

| **USDA Animal Welfare License Update** | Carolyn McKinnie, DVM, Supervisory Veterinary Medical Officer / USDA APHIS |
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**Will there still be unannounced inspections between the renewal periods?**

Yes

**Are there any inspections that are not scheduled?**

All routine inspections are unannounced and not scheduled. Pre-license/Re-license inspections are scheduled. Courtesy visits (new exhibit for example) are scheduled

**Are there any other mega herbivore species besides the 4 listed in the slide?  If so, how are they being determined?  by weight?**

At this time, only the animals listed in the final rule (now blue book as well) will be required to be approved specifically on an AWA license. While there are many animals that may fit under the general animal groups listed, only the specific animals listed fall into this aspect of licensure. If the animal lists are modified (added to) in the future, Animal Care will maintain an updated list on the AC/rule website.  The 4 families listed on the slide are those found in the regulation.

**Is notification based on species or group? If we have tigers, lions, pumas and decided to add jaguars for instance**

It's based on groups. If you have tigers, you can add a jaguar without needing to get a new license

**How do we handle groups of, say, mice when estimating inventory maximum?  Over three years?  How precise does that really need to be?**

Very precise if the animal is a USDA regulated species. Rats of the genus Rattus, and mice of the genus Mus bred for research are excluded from regulation, but others not mentioned above are covered animals and the numbers must be accurate

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| **How is USDA handling vastly increased responsibilities but vastly decreased fees?  I've never heard of fees going down before! It seems unnatural… ;)**<br><br>Well, USDA Animal Care is all about Customer service! |
| **Are there still annual reports that should be submitted, like there are currently, even though the license lasts for three years?**<br><br>Yes, for research facilities, annual reports still need to be submitted in December of each year. |
| **Is there any downside to really overestimating on your predicted number of animals "just in case"?**<br><br>Things to consider if you over estimate: you need to have facilities, space and personnel in place for the additional animals OR a detailed plan outlining how this would occur with the addition of more animals. |
| **Do you upload tax exempt documents as part of E to waive permit fee?**<br><br>We actually do not waive our licensing fees unless there has been an error on the Animal Care side. Our licensing fees are not a tax so a facility having tax exempt status would not pertain to our licensing fees or being waived from paying them. Please let me know if you have any questions. |
| **USDA Animal Care licenses ever be able to be applied for and renewed through the ePermits system, as the VS and PPQ permits currently are?**<br><br>Online submission of applications is something Animal Care is looking into however we do not have any timeframe or if or when that will be available to a customer. We are now accepting applications electronically by email. They can be sent to the AnimalCare@usda.gov inbox and our team will process their application. |
| **USFWS Update**                                   Caroline Harlow, Senior Permit Biologist / USFWS |
| **I still have an outstanding MBTA eagle permit renewal that I have never received.  What is the best way to contact someone about this issue?**<br><br>You will need to contact the MBTA office who last issued your permit. If you find that you misdirected your application to a different office that may be at issue. Start with the issuing office and they can help track down the status of your application. |
| **Will/are law enforcement permits also be on e-permits?  referring mainly to DPEs**<br><br>The law enforcement licenses and permits will only be available through their website; however, we will have a link in the ePermits portal to redirect you to the appropriate web page to apply for those permits. |
| **Can we expect any change in the time required to process an application in the new online system?**<br><br>Ideally, the time should not change; however, with any new system, not only you but we will need to learn the system. That will take some time. During that time, we expect things to back up so initially times may take longer. As always, keep us apprised of when you need your permit and we will do what we can to accommodate your needs. Also, if you have permits that need renewing or amending, those will need to be sent in via paper/mail applications until we get renewal/amendment functionality built into ePermits. Until the new year, we will be working in 2 permitting systems. |
| **Will you need e-permit account? Is the account associated at the institution level or person such as the permit holder.**<br><br>Ideally, business entities or institutions should acquire a business account. The principal officer will receive an access code from which individuals associated with the business entity can set up individual accounts under the business. The idea is that the overarching business would have all permits housed under one roof so to speak and can see the status of all permits associated with that business account. |
| **If you used the e-system is that still valid?**<br><br>Applications received in our office prior to October 20 (the date of launch) are being processed in the old permit system. Anything received after that date, will be processed in the new system. Paper applications received after 20 October will be entered into the new system. Keep in mind that renewal and amendments must be processed by paper for the time being and will be completed in the old system. |

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**Will a DocuSign-ed permit application be allowed now that things are getting automated or do we still need the blue "wet signature?"**

DocuSign-ed applications will be submitted if they are submitted online. If you are submitting a paper application, a wet signature is still required.

**How long are the e-permits kept in the system?**

There are federal regulations regarding record retention. Data from the old system will be maintained in accordance with those regulations.

| Electronic Health Certificates | Jayne Hardwick, Registrar /  Nashville Zoo |
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**I assume like the state level e-CVI process, the licensed vet needs to setup the account?**

As long as the person setting up the account has all the necessary information, it isn't necessary for the administrator to be a veterinarian.  I set up our account at the request of my vet.  You'll need the veterinarians' license numbers and expiration dates.

**Does it also work for preparing international e-CVIs?**

On following up, I received this from AgView Support:  AgView CVI is only for animal movement within the United States and US Territories.  It may not be used for international movement of animals.  For international movement of animals, please continue to use the USDA Pet Travel Website and USDA NIES.

**You said the CVIs will automatically go to the receiving facility and the relevant state agencies.  Does the receiving facility have to be registered, or does it just go to an email?  Also, can you send them to a Customs office, in the case of an international shipment?**

The CVIs are sent based on the email addresses that are entered when the document is created.  The only emails you wouldn't have to enter are the veterinarians for the shipping state and the receiving state.  Otherwise, you can have it sent to anyone whose email address you put in. Yes, you could send it to a Customs Office email address but again, I'm not sure if the AgView CVI would be sufficient for international shipping.

**Our vet has told me he doesn't use eCVIs b/c some states and countries require different statements on the forms from that is universally accepted.  Is that old information or are there some exceptions?**

Recently I called a state veterinarian's office to get an entry permit.  When they called me back they dictated to me statements that they required to appear on the CVI.  I entered those statements at the end of the document that asks for "Statements".  They are now saved so I can add them as needed, for that state or any other that requires it.

**Is there an additional $3.00 charge for each additional recipient?**

The $3.00 is for each issued CVI and not for each recipient.

| Records at Maryland Zoo | Ian Shelley, Registrar / Maryland Zoo in Baltimore |
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**How did you decide which species' history to investigate first (studbook? SSP? Endangered) - other than unique like Picathartes or Karl's preferences?**

Files were examined first by taxonomic order (all the carnivores first, then the primates, then the even-toed ungulates, and so on), then in numerical order, based on the date of the specimen's acquisition.  The decision to investigate the history of a specimen was based on whether there was any information in the file to base an investigation on (correspondence, articles, photos, etc).  In many cases, there was not, and there were many very rare and unusual animals that I came across in the files which I was not able to find any additional information on, beyond a species, an ID number, and a sex.  In some cases even these details might be sparse, and there are some specimens I came across, such as a pair of black-footed ferrets, that I suspect may have been mis-identified in the records and actually been another species.

| Platypus Import by San Diego Zoo Safari Park | Andrea Worely, Registrar / San Diego Zoo Global |
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**Do platypuses fall under the Ambassador Agreement?**

 Yes

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| **How did you reverse their time cycle if they are nocturnal?** <br><br> The lighting in the exhibit is reversed, so that it is dark during day hours, slowly lighting up to mimic dawn, with full-spectrum lights on during night hours. |
| **Are you planning to breed?** <br><br> We are not prohibited from the attempt; it is unlikely, due to the age of the female and general difficulty in breeding this species that it will result in offspring. The exhibit is set up to try. |
| **What is the lifespan?** <br><br> 15 years approximately in the wild, 18 years approximately in captivity. |
| **Were you given ownership or are they on loan?** <br><br> They are on loan. |
| **I think the FAZA - Florida AZA may be interested in doing something similar with a network.  Does CAZA help out?** <br><br>  CAZA was not involved in the negotiations. |