

¿Que Pasa?

The Official Newsletter of Amigos Library Services, Inc.

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Oklahoma Project Seeks to Make College Students Better Learners

Seven academic institutions in Oklahoma are currently participating in a project titled Successfully Completing College. The project seeks, through individual needs assessments and proper application of resources, to transform incoming college students into better learners and ensure their success in meeting their academic goals. It is funded by a grant from AT&T and facilitated by Amigos Library Services.

The participating universities are:

- Cameron University, Lawton
- East Central University, Ada
- Langston University, Langston
- Northeastern State University, Tahlequah
- Northwestern OK State University, Alva
- OK Panhandle State University, Goodwell
- Southeastern OK State University, Durant

The project is spearheaded by Dr. Adrianna Lancaster, Director of the Linscheid Library at East Central University. Dr. Lancaster, along with Sharon Morrison, Director, Henry G. Bennett Memorial Library, Southeastern Oklahoma State University; and Bettye Black, Director of Library Services, G. Lamar Harrison Library, Langston University, presented an overview of the project at the Amigos Member Conference, May 6-7, in Dallas.



The following interview took place August 28, 2009, with Dr. Lancaster.

QP: The name of the project is Successfully Completing College, correct?

AL: Yes, with the subtitle “Developing Integrated Information Skills.”

QP: Tell us how it got started.

AL: “I am at a fairly small regional university in the east central part of the state. I have a relatively small staff, and I’m in a small town. So we generally have some librarian turnover. People often come here for their first professional job out of library school, get two or three years’ experience and then move on. Not everyone, but enough that turnover is an issue for us. Also, since we are small each librarian wears a number of hats. Many schools in Oklahoma are just like us.”

“We have an Oklahoma Council of Academic Library Directors, and several of my colleagues and I were lamenting the fact that we have

these issues of small staffs and turnover challenges. When you lose your instruction librarian, who probably wears three other hats, then you almost have to start over again with your instruction program. We talked about ways we could address that problem.”

“In the last 10 years, we have all ramped up our efforts at addressing the needs of our off-campus students. For us, an off-campus student is more than the student taking online courses or student taking courses at another campus location. It’s also our commuters. The regional universities have a significant number of commuter students. Many of our students work, so we’re not strictly residential campuses where our students live, eat, and breathe the university.”

“We wanted to see if we could develop a system to address our students’ lack of information literacy skills and our ability to provide instruction, while overcoming our challenges of small staffs, limited resources, and librarian turnover. We wanted to create web-based instruction in such a way that we could share it with each library. In the end, seven of us decided to participate. If you plot us on a map, we cover the whole state.”

“One of the things an administrator worries about is how to sustain a project. We decided what we wanted to do was develop a framework for this collaboration. We wanted to design a system that will work for the long haul. We might not have the resources to move quickly, but we’d have the framework in place. So we wrote a grant proposal to AT&T, who agreed to fund the planning stage of the project. That’s how we got started.”

QP: What are the major goals for this project?

AL: “Our project vision is to develop a framework for a sustainable, web-based information literacy program and the means to further facilitate student learning, and strengthen the students’ abilities to be successful in Oklahoma’s colleges and universities. Within that framework we have three goals. The first is to assess the information literacy skills of undergraduate students at the participating institutions. One of the interesting things is that as librarians we know intuitively that our students don’t have information literacy skills, but we don’t have data that supports that conclusion. The first project goal was to assess skills so we

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August Board of Trustees Meeting Highlights

At the August 7, 2009 meeting of the Amigos Board of Trustees in Dallas, Trustees reported on the state of libraries in their respective states, as is customary for the first meeting of the new fiscal year. Sharing such information helps Trustees to better understand issues across the region and alerts Amigos staff to recent happenings that may influence services from Amigos.

In her Chair's report, Carolyn Allen, Dean of Libraries, University of Arkansas Libraries, Fayetteville, reported on the orientation session for new Amigos Trustees held the previous day. She also announced the appointment of Trustees to the Budget and Finance Committee: Treasurer Bill Hair, Associate Dean and Director of University Libraries, Baylor University, Waco, TX, as Chair; Jennifer Goodson, Library Director, Fort Smith (AR) Public Library; Patrick Heath, Non-Librarian Trustee, Boerne, TX; and Ken Morris, Non-Librarian Trustee, Okmulgee, OK.

In Hair's absence, Morris delivered the Treasurer's report, in which he noted a June 30 unaudited year-end financial report showed Amigos finished FY2009 above its business plan. Morris also noted the value of the Amigos investment portfolio declined from the previous year, reflecting yearlong stock market volatility. As Morris noted, most of the losses were unrealized, and early in the new fiscal year the portfolio had begun to recover some of its losses. Director of Amigos Business and Accounting Services Charles Cason reported that the accounting firm Weaver and Tidwell is currently performing the FY2009 audit, which is scheduled to be completed in early September.

Executive Director Bonnie Juergens provided Trustees an analysis of the May 2009 member vote on the new membership structure and fees schedule. She noted that 24 percent of Amigos members participated in the spring election, up slightly from previous years.

Associate Executive Director Robert Watkins reported on the Amigos Member Discount Services program, noting that staff this year will focus on maximizing the program's benefits for Amigos members. He also listed new vendor partners that have been added to the program since the July 1 start of the new fiscal year.

Focusing on new program development, Cason reported that the Amigos working group of which he is a member has completed its initial investigation into a shared off-site storage service. He said the group will begin working with member library directors who have indicated an interest in participating. He also outlined a growth strategy for the Trans-Amigos Express/TEexpress interlibrary courier program.

Trustee Anne Prestamo, who served as Chair of the Amigos OCLC Members Council Delegation prior to the council's June 30, 2009 dissolution, recapped the May Members Council meeting. She said delegates received more information about the newly created regional and global councils.

The next meeting of the Amigos Board of Trustees is scheduled for December 11, 2009. *QP*

Viewpoint from the Chair

As I was visiting the American Library Association website recently to look up some information, I ran across an announcement for [Library Sign-up Month](#). The lovely



Carolyn Allen

Candace Parker, of Women's National Basketball Association fame and an Olympic gold medalist, notes, "The library card is the smartest card in my wallet. Sign up for yours today!" As information professionals, we all see and hear celebrity ads espousing how great libraries are for all humankind. What a wonderful profession we have when people of all walks of life can tell of their experiences reading and roaming

the stacks and being nurtured by a librarian in their youth. No matter what type of librarian you are today, you and the vast majority of us got the library bug in a neighborhood public library.

Libraries of all types help us build on our knowledge. Amigos staff members aid us in providing services that the public does not necessarily see: training for staff, playing middleman with vendors – which saves us time and money – negotiating contracts for the benefit of our patrons, and keeping us informed about new products that will enhance our ability to serve in local, national, and global arenas.

With these activities and more in mind, the Amigos Board of Trustees is about to begin a new round of our ongoing strategic planning for the organization's future programs and focus. Your participation is important in this endeavor. We welcome your thoughts on what the future will hold. We hope to establish objectives that will support your needs and aspirations, and enhance and broaden Amigos' services designed to keep libraries on the cutting edge of technology. Yes, we are all struggling through the economic downturn, but by working together we can continue to provide our communities with top-of-the-line service and a broad array of information.

By the way, if you haven't signed up for your local library card, please do so now. Our public libraries need us librarians to be patrons too! *QP*

Subscribe to *AmigosNow*

AmigosNow is the weekly digest of the Amigos news feeds on topics of interest to Amigos members. To subscribe, visit www.amigos.org/?q=node/93 and click on Subscribe.



View the Amigos Continuing Education Services Training Schedule at www.amigos.org/?q=node/57 for up-to-date training schedule and registration information.

would have documentation of student skill levels. We used the Standardized Assessment of Information Literacy Skills (SAILS). We identified a sample of undergraduate students – freshmen – and during the fall of 2008 we each administered the SAILS test.”

“The results led to our second goal, to identify the information literacy deficiencies of our audience. As a group, we prioritized which of those deficiencies we would address once we had the framework in place.”

“The third goal is to develop a framework for addressing the information literacy skill deficiencies, and within that goal we have four objectives to accomplish. One, we wanted to define design standards for the modules. This allows librarians to focus on content rather than the design of tutorials.”

“Two, we wanted to establish instructional guidelines to ensure each module includes elements necessary to effective instruction.”

“Three, we wanted to have a template that puts the design standards into practice. Then all developers could start from a template and within the design standards and instructional guidelines be creative with the modules.”

“Four, which is to me the most important part and probably the most difficult work, was to develop a policy manual that describes the approval and revision policies. The approval process details how modules are added to the collection. A committee ensures that modules adhere to standards and guidelines. We also wanted to address module revisions. Things need to be updated on a regular schedule and we need to have policies in place for how revisions happen, how they get approved, and the timeline for that process. We believe this framework is crucial to the ongoing success of our project.”

“One of the things we hope is that other schools will see the work we’ve done and want to join us, both in using our materials and sharing new materials based on our framework.”

QP: Moving forward from this point, what happens next?

AL: “We are in the process of wrapping up our planning grant and hope to obtain funding for the next phase of the project, which is actually to start developing the modules and using them on our campuses.”

“Our SAILS results were extremely eye-opening. We each plan to use the data from our results to implement the modules on our campuses.”

QP: Can you comment on the role Amigos has played in this project?

“To me, three things have made the project as successful as it’s been. One is that the seven participating academic libraries have all brought something to the table. Everyone has participated. We also brought in our instruction librarians, who have brought another perspective to our challenges. The instruction librarians were responsible for the instructional guidelines and worked with us on all our goals.”

“The next thing was to bring in talented technical consultants. They helped us make decisions about the technology we’re using and the design standards, then created the template. Our two consultants are Chris Bowden and Mark Chapman. They’re Texans, but we don’t hold that against them (laughs). It’s been an excellent relationship.”

“Third, and I think the smartest thing we did, was to hire Bonnie (Juergens, Amigos Executive Director) to be our facilitator. This project is very near and dear to me. I have a lot invested in it and really wanted it to be successful. However, I think when you have that much investment it’s hard to lead a group. At least for me, I wanted things to go the way I wanted them to go, and that’s not a good way to build a collaboration. So when we wrote the grant proposal we added that we would have a facilitator. That was done very purposely, because I didn’t want to lead. I wanted to participate.”

“When we talked about who we would get to be a facilitator, we wanted a true facilitator. We didn’t want an expert in instruction because we didn’t want anybody else to lead us. We wanted to truly collaborate. We wanted someone who would not bring their own agenda to the table. Someone in the group suggested we call Bonnie and ask her if she could help us find such a person, because everyone knows Bonnie, Bonnie has good ideas, and we all had a lot of faith

and trust that Bonnie would steer us in the right direction.”

“I called Bonnie and told her about our project, which she thought was exciting, and I asked her if she could recommend anyone to facilitate for us. I did not know Amigos offered this service. She said, ‘What do you think about me doing it?’ I took her offer to our group and we invited Bonnie to visit with

us at the 2008 Oklahoma Library Association Conference. Bonnie presented her proposal to us, and everybody was very excited. We started meeting in March of last year.”

“Bonnie has been our facilitator since then, and she is amazing. For example, we would meet and start talking and would be all over the spectrum in terms of what we wanted, and I would think, ‘This is never going to work and our project is doomed to failure.’ Then Bonnie would say, ‘OK, this is what I hear you all saying,’ She would say what she heard and we found we were all in fact saying the same thing. It was fabulous. We had a consensus and then would move on to the next item.”

“It made me realize the value a facilitator brings to a project. We all had our own agendas, all were heard, and Bonnie was able to bring that together for us. And I know everyone in the group feels that way. I would recommend to anyone doing a project that they hire a facilitator, and if they can get Bonnie they should.”

QP: Are there any other acknowledgements you’d like to add? You mentioned AT&T was your funder.

AL: “Yes, my contact at AT&T is Jason Winborn. He helped us get our proposal seen and read, and he’s been just fabulous. We would not have been able to do what we’ve done without their funding. In the world of grants, our amount was not significant, but with the relatively small amount of money they’ve invested in us, we are absolutely going to make a difference for our students and what they learn. We are going to help our students become lifelong learners because of AT&T’s investment. It’s impacted so many different groups of people all across the state of Oklahoma. And we are especially proud that we were able to accomplish each of our goals and stay within budget.” *QP*

“ e smartest thing we did was to hire Bonnie to be our facilitator.”

-Dr. Adrianna Lancaster

Want to Be Featured in *¿Que Pasa?*

Do you have a creative way to engage patrons? Doing something innovative at your library? We want to help you spread the word! Contact Larry Godwin, godwin@amigos.org, for the opportunity to be featured in an issue of *¿Que Pasa?*

IMLS Awards Laura Bush Grants to Two Amigos Members

The Institute of Library and Museum Services in Washington, DC has announced the award of project grants to two Amigos members as part of the Laura Bush 21st Century Library Program:

- The Oklahoma Department of Libraries (ODL), Oklahoma City
Project Title: "Preserving Tribal Language, Memory, and Lifeways: A Continuing Education Project for the 21st Century"
- The University of Texas at Austin (UT) School of Information
Project Title: "Information for People in Crisis: An Assessment"

Over a three-year period, ODL will work with a national advisory group of tribal cultural leaders to sponsor five national educational opportunities for staff members serving in tribal archives, libraries, and museums. These professional development activities will include sponsored sessions at the American Association for State and Local History's conference, a leadership development institute, a museum services institute, and a continuation of the National Tribal Archives, Libraries, and Museums Conference. This project will also design and implement a study of the current condition of tribal cultural institutions, which will assist in the development of a long-term management plan for the national conference.

In an Early Career Development project, UT's School of Information will investigate public library service to victims of domestic violence. Approaching the task from the viewpoint of users and their needs rather than from an examination of existing library services, this project will seek to develop, test, and implement an assessment mechanism that public libraries can use to determine how well they serve these individuals.

Since 2002, the Laura Bush 21st Century Library Program has provided more than \$120 million to support projects to develop faculty and library leaders, to recruit and educate the next generation of librarians, to conduct research on the library profession, and to support early career research on any area of library and information science. It also supports projects to attract high school and college students to consider careers in libraries, to build institutional capacity in graduate schools of library and information science, and to assist in the professional development of librarians and library staff. To learn more about the program and apply for funding, go <http://www.ims.gov/applicants/grants/21centurylibrarian.shtm>. *QP*

Amigos Trustee Participates in June Webcast

Amigos Trustee Dr. Anne Prestamo, Associate Dean for Collection and Technology Services at Oklahoma State University (OSU),



Dr. Anne Prestamo

Stillwater, was a featured presenter at the June 30 webcast "Building ROI Through Discovery: Leveraging the Value of the Library Collection." The webcast was sponsored by Serials Solutions and the *Library Journal* as part of the series "Returning the Researcher to the Library."

Prestamo described several ways in which libraries have attempted to improve access to resources for faculty and students, including link resolvers, federated search, and e-journal portals. Usage

data from OSU indicates these tools are helping. Federated search is driving more traffic to abstract and index databases and reducing the cost per article. In studying user behavior, OSU libraries learned that nearly 33 percent of searches done in the traditional OPAC resulted in no-hits, while no-hits in the next-gen catalog (via AquaBrowser) were less than 10 percent. Prestamo offered suggestions to libraries and content providers on how to assure their resources are consistently and easily available to users.

The webcast is available at <http://www.libraryjournal.com/webcasts>.

-Library Hotline, edited by Amigos

Amigos to Present Programs, Exhibit at Upcoming ARLA, AZLA Conferences

Arkansas

Amigos staff will present three programs at the upcoming Arkansas Library Association's annual conference, October 25-27 at the Embassy Suites and Conference Center in Hot Springs.



Arkansas Library Association

October 25, Continuing Education Librarian Christine Peterson will present *Digital Collection Made Easy with CONTENTdm* at 3:00 p.m., followed by *Playing Catch-up with Technology* at 4:00 p.m.

October 25, Imaging Field Services Officer Bill Walker will present *Choosing a Digital Camera* at 2:00 p.m.

Additionally, Amigos will invite all attendees visit our booth in the exhibit hall. Exhibit hours are 4:00 p.m. to 6:00 p.m. Sunday, October 25, and 8:00 a.m. to 4:30 p.m. Monday, October 26.

Arizona

Amigos will be exhibiting at the Arizona Library Association's annual conference, December 7-9 at the Renaissance Glendale Hotel & Spa. Exhibit hours are 9:30 a.m. to 4:30 p.m. December 8, and 8:00 a.m. to 4:00 p.m. December 9. *QP*



Going Green!

Amigos Online Conference Explores "Going Green @ Your Library"

Amigos' held its first-ever online conference, "Going Green @ Your Library: Lean, Green, Clean Ideas," Wednesday, October 7, from 8:00 a.m. to 4:00 p.m. CDT. Speakers from both academic and public libraries offered ideas on how to keep the environment clean while still providing superior customer service.

Topics included:

- using LEED for construction and renovation projects
- dealing with pests without using toxins
- getting your community involved in being green
- library-based sustainability initiatives

For complete conference information, go to <http://greenlibs.amigos.org>. Questions about the conference may be directed to greenlibs@amigos.org or to Christine Peterson at Amigos, 1-800-843-8482, ext. 2891, peterston@amigos.org. *QP*

Dallas PL to Host *Library Journal* Design Institute "Going Green"

The Dallas Public Library (DPL) will host the 6th Annual *Library Journal* Design Institute December 11, 2009. The theme, "Going Green," is part of a series on sustainable library building and design. Libraries considering new facilities or renovating current facilities will have the chance to ask experts for advice on incorporating "green" ideas and practices into building plans. Admission to the daylong session is free. DPL notes that space is limited and encourages those interested to register as soon as possible. For more information and to register, go to www.LibraryJournal.com/goinggreendallas.

Questions about the session should be directed to

LJThinktank@reedbusiness.com. *QP*

Amigos Members Maximize Discounts through Member Discount Services

Member Discount Services (MDS), a unit of Amigos Library Services, works hard to achieve the best pricing available for Amigos members. Through MDS, Amigos members can take advantage of discounts on thousands of reliable and affordable products and services from leading providers. But MDS is more than just discounts. By allowing MDS staff to research and evaluate offerings, negotiate pricing on their behalf, and process invoices, Amigos members save time as well as money. Amigos Members also have the additional benefit of payment through convenient Amigos Deposit Accounts.

As Alice W. Specht, Dean of University Libraries, Hardin-Simmons University, Abilene, TX. noted, "Working with the budget of a small private university, we have to work as hard as we can to make every dollar count: Reduce duplication, cover the curriculum, stay current in the disciplines, start collections for new programs, make it user friendly, scholarly, and *stay within the budget*. While we do work with colleagues such as Abilene Library Consortium members and TICUL (Texas Independent College and University Libraries) members, we also take advantage of Amigos services. Amigos has professionals who negotiate for the group. Amigos has leverage with vendors that an individual library does not have, and Amigos can work with multistate and multiregional groups. My library staff depend on Amigos to work out pricing that can help us make a wide range of services available to our community and to keep the price as low as possible."

If your institution is interested in maximizing savings through this valuable service, contact Gerrye McEntire, Member Discount Services Manager, at 1-800-843-8482 ext. 2818 or mcentire@amigos.org today. *QP*



Let Amigos Show You the Money!

The Amigos Library Services Fellowship Program awards up to \$7,500 annually to information professionals at member libraries to fund projects in research, demonstration, and education.

Preliminary Proposal Review: January 15

Submission Deadline: March 1

For details, visit
www.amigos.org/fellowship

Welcome to the Newest Amigos Members!

Central Texas Library System

Mrs. Patricia Tuohy
Executive Director
Austin, TX

Join date: September 2009

Galveston College Learning Resources Center

Galveston, TX
Dr. Alan Uyehara
Library Director

Join date: September 2009

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