



***Amigos
Library
Services***

Resource Sharing Through Technology



2009 Annual Report

The mission of Amigos is to provide innovative services to libraries, promote library cooperation and resource sharing, strengthen libraries as leaders in their communities, and support libraries as education and information providers.

An Amigos Member voting representative casts a vote at the 2009 Annual Member Meeting.

From the Chair & Executive Director



*Carolyn Allen, Chair
2009-10 Board of Trustees*



*Bonnie Juergens
Executive Director*

Change driven by the negative economic environment dominated member libraries' planning and operations during FY2009. Concurrently, members planned for changes at Amigos, designing a funding structure to replace the long-standing OCLC-related funding structure. At the May 2009 Member Business Meeting, members overwhelmingly approved the proposed new membership structure and fees schedules developed by the Membership Structure Working Group and the Amigos Board of Trustees.

During the past year, 1,210 staff members from Amigos member libraries expanded their professional knowledge and skills by attending Amigos educational sessions on over 100 topics. Learning took place in face-to-face, live online, self-paced, and videoconference sessions. Member training needs reflect the pace of change in member libraries and the demand for continuous learning by library staff at many levels in order to serve their patrons in ever-changing ways.

Patrons of Amigos member libraries benefit from an array of electronically delivered information resources. Through Amigos' discount programs, members collectively saved millions of dollars on thousands of electronic resources, library and archival supplies, and technology services. Amigos expanded these services by adding 15 new vendor partners in FY2009, again leveraging the consortial buying power of Amigos members. Resource-sharing programs such as the Trans-Amigos Express/TEexpress courier service helped members save time as well as money in delivering materials to library users.

Amigos' Imaging and Preservation Service, funded in part by a grant from the National Endowment for the Humanities, helps libraries, archives, and other cultural heritage institutions across the region ensure that their collections are preserved for the enrichment of future generations.

As change continues to be the norm in libraries, Amigos continues to assist members by providing technology education, access, and support. The benefits of collaboration continue to serve members working together to stretch limited budgets, enhance staff skills, and preserve, share, and expand local resources.

2008-2009 Board of Trustees

The Amigos Board of Trustees, comprised of nine librarians, three non-librarians and the Executive Director, provides leadership, defines strategic direction, and establishes policies to guide the organization's business.



Carolyn Allen, Vice Chair
University of Arkansas
Libraries (Fayetteville)



Danny Amos
(Plano, TX)



Alice Coleman
Texarkana Public
Library (AR/TX)



Shirley Dickerson
Stephen F. Austin State
University (Nacogdoches, TX)



Bill Hair
Baylor University
(Waco, TX)



Rita Hamilton, Chair
Scottsdale Public
Library System (AZ)



Patrick Heath
(Boerne, TX)



Sharon Jenkins
New Mexico Junior
College (Hobbs)



Bonnie Juergens, Ex Officio
Amigos Library
Services (Dallas, TX)



James Karney, Treasurer
Waco-McLennan
County Library (TX)



Sara Lowman
Rice University
(Houston, TX)



Ken Morris
(Okmulgee, OK)



Sharon Saulmon, Secretary
Rose State College
(Midwest City, OK)

2009 Highlights

Members Fostering Development

The following staff at member institutions were recipients of 2009 Amigos Fellowship awards:

Helen Clements and Robin Leech

Oklahoma State University, Stillwater, OK

Project Title:

Early Oklahoma Serials – A Pilot for Digitizing Oklahoma History

Tracey Thompson

New Mexico State University, Las Cruces, NM

Project Title:

Building an Information Commons in Second Life

George Fowler

University of Arkansas, Fayetteville, AR

Project Title:

Arkansas Libraries Collaboration UnConference

Members Maximizing Discounts

Amigos Members benefitted from discounts from 15 new vendor partners added to the Member Discount Services (MDS) program in FY2009: Affordable Library Products, AltaRama, Asia-Studies Full-Text Online, BayScan Technologies, Books 24x7, Budget Library Supplies, Credo Reference, E-Libro, EnvisionWare, Mango Languages, Olive Software, Relais International, Reliance Labels, Quipu Group LLC, and TechLogic.

Through the MDS program, Amigos Members benefit from discounted pricing and ease of purchase on a variety of products and services. In FY2009, Members took advantage of the 58 partnerships Amigos has established with leading providers of electronic databases, electronic journals, e-books, and library technologies as well as library and archival supplies and services.

- 134 members saved \$2,707,696 on subscriptions to LexisNexis.
- 49 members participated in the NetLibrary Shared Resource Collection 9. For a small fraction of the shared collection's total cost, each library gained access to a collection of 1,234 titles worth \$318,188.
- 36 members saved \$324,960 on subscriptions to the Association for Computing Machinery. Also, 80 members saved \$111,386 on subscriptions to Project Muse.
- 114 members saved \$552,146 on subscriptions to Serials Solutions.
- 124 members saved \$254,854 on Oxford products.
- 119 members saved \$215,251 on subscriptions to H. W. Wilson products.
- MDS provided information about discounts and products at five regional state library association conferences.
- 15 MDS vendor partners exhibited at the Amigos Member Conference.

Members Preserving the Past

The Amigos Imaging and Preservation Service (IPS) helps libraries, archives, and other cultural heritage institutions meet their preservation needs and provides comprehensive disaster planning and recovery assistance. Funded in part by a grant from the National Endowment for the Humanities (NEH), IPS provides support and networking, consulting, resources, and a comprehensive array of training courses.

In FY2009, IPS:

- Partnered with the Oklahoma Department of Libraries on their Tribal Libraries, Museums, & Archives Tribal Symposiums, offering classes such as Beginning Book Repair and Identifying Your Photographs.
- Conducted a conservation site survey for the New Orleans Jazz Heritage Foundation in New Orleans.
- Assisted five institutions in developing proposals for NEH Preservation Assistance Grants for Smaller Institutions.
- Teamed with the Texas State Library and Archives Commission on their Train to Share project, a Laura Bush 21st Century Librarian grant, and on their Institute of Museum and Library Services (IMLS) Connecting to Collections planning grant.
- Partnered with the Texas Historical Commission to offer 11 emergency preparedness classes to museums and historical societies throughout the state.
- Received the Arkansas Connecting to Collections grant. With the guidance of an advisory council of cultural heritage professionals, Amigos will identify institutions' preservation needs and offer preservation classes throughout the state.

Members Sharing Resources

Trans-Amigos Express is a regional courier service providing pickup and delivery of library materials two, three, or five days per week to participating institutions. With Trans-Amigos Express, participants can send and receive unlimited interlibrary loan items or packages of all types to any participating institution for one low annual fee that is usually more cost-effective than other pickup and delivery options.

In Texas, the service is known as TExpress. Amigos has partnered with The Texas State Library and Archives Commission to provide low-cost TExpress service to Texas libraries since the program's founding in 1997.

272 institutions participated in Trans-Amigos/TExpress in FY2009, an approximate 30 percent increase from the previous year, reflecting the continuing value of this vital service to libraries across the Amigos operating region.

Members Gaining Knowledge

The Amigos Continuing Education Services (CES) training program received accreditation from the International Association for Continuing Education and Training (IACET) and began offering IACET-approved continuing education units during the first quarter of FY2009.

CES provided free online learning opportunities to 174 library staff through the OCLC Training Free Pass and the Amigos STOP & Learn series.

1,210 participants took advantage of a total of 141 face-to-face, live online, and videoconference educational sessions conducted by CES and Amigos Imaging and Preservation Service (IPS).

Courses delivered by Amigos in FY2009 included:

- 53 face-to-face classes
- 66 live online classes
- 6 self-paced and video classes
- 6 STOP & Learn sessions
- 10 cosponsored courses

Amigos added 12 new courses to its course catalog in FY2009, including:

- CONTENTdm: Editing Viewers and PHP Style Files
- FRBR: What It Is and How It Can Help You Prepare for RDA
- CONTENTdm: Customizing Multiple Collections

- Everything You Always Wanted to Know about ILL But Were Too Busy to Ask
- Virtual Reference Communication
- Reference Sources
- Reference Policy
- Reference Management
- Tools for the Reference Desk
- Choosing a Digital Camera
- Digital Photography Basics
- Care and Repair of Archival Materials

Amigos hosted 145 staff from member institutions and vendor partners at the annual Amigos Member Conference, May 6-7, 2009, in Dallas.

CES expanded its implementation services partnership with OCLC for QuestionPoint, CONTENTdm, and ILLiad training to encompass additional institutions outside Amigos' traditional operating region, including Latin American libraries.

In FY2009, Amigos again provided registration discounts to Amigos members for the popular *Information Today* conferences WebSearch University, Computers in Libraries, and Internet Librarian.

Amigos coordinated the hosting of live online classes used by partnering networks BCR, INCOLSA, MLC, NEBASE, NELINET, PALINET, and SOLINET, thereby reducing technology expenses for members in all eight networks.

CES worked with five adjunct instructors, including staff from member libraries, to enhance and expand the learning topics available in the Amigos course catalog.

Amigos Membership as of June 30, 2009

Arizona - 101

Arkansas - 98

New Mexico - 85

Oklahoma - 82

Texas - 350

50 Members in:

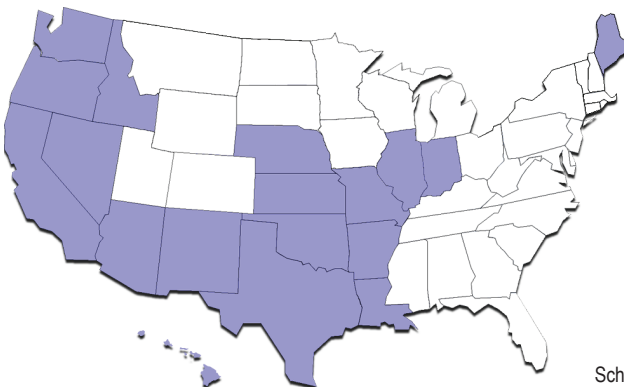
California, Hawaii, Idaho, Illinois,

Indiana, Kansas, Louisiana,

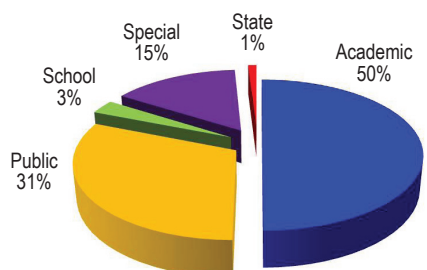
Maine, Missouri, Nebraska,

Nevada, Oregon, Washington

TOTAL: 766



Membership by Type



Members Serving Members

Amigos Board of Trustees Committees

Executive Committee

Rita Hamilton (Chair)
Carolyn Allen (Vice Chair)
Sharon Saulmon (Secretary)
James Karney (Treasurer)
Staff Liaison: Bonnie Juergens

Budget and Finance Committee

James Karney (Chair)
Shirley Dickerson
Patrick Heath
Ken Morris
Staff Liaison: Charles Cason

Nominating Committee

Sara Lowman (Chair), Rice University
(Houston, TX)
Wilma Cunningham, University of Arkansas
at Fort Smith
Pat Weaver-Meyers, Samuel Roberts Noble
Foundation Library (Ardmore, OK)
Staff Liaison: Trisha Mooney

Amigos Officers Selection Committee

Alice Coleman (Chair)
Ken Morris
Sharon Saulmon

Membership Structure Working Group

Bill Hair (Chair), Baylor University
(Waco, TX)
Phyllis Burkett, Crowley Ridge Regional
Library System (Jonesboro, AR)
Rita Hamilton, Scottsdale Public Library
System (AZ)
Fred Heath, University of Texas at Austin
Kathy Hoffman, University of Texas M.D.
Anderson Cancer Center (Houston)
Sharon Jenkins, New Mexico Junior
College (Hobbs)
Sheila Johnson, Oklahoma State University
(Stillwater)
Hana Kapic, Phoenix Public Library (AZ)
Barbara King, Oklahoma City Community
College
Adrianna Lancaster, East Central University
(Ada, OK)
Sue Phillips, University of Texas at Austin
Peggy Rudd, Texas State Library and
Archives Commission (Austin)

Amigos OCLC Members Council Delegates

In the legal governance structure of OCLC, Amigos Library Services, Inc. was one of the 21 members of the OCLC Members Council. Amigos members elected five of the 66 delegates to the Council. This delegation represented Amigos at the international level through active participation on the Council. The Members Council participated in OCLC governance by electing six of the nine librarians on the OCLC Board of Trustees.

Amigos FY2009 Delegation:

- Jeffrey Baskin, William F. Laman Public Library
(North Little Rock, AR)
- Rita Hamilton, Scottsdale Public Library System (AZ)
- Joan Heath, Texas State University-San Marcos
- Bonnie Juergens (Standing Last Alternate),
Amigos Library Services (Dallas, TX)
- Anne Prestamo, Oklahoma State University
(Stillwater)
- Robert Shupe, Mohave County Library
(Kingman, AZ)
- Kathy Hoffman (Alternate), University of Texas
M.D. Anderson Cancer Center (Houston)

OCLC dissolved the Members Council effective June 30, 2009, and instituted a new Global Council comprised of three regional councils: the Americas Regional Council, AsiaPacific Regional Council, and Europe/Middle East/Africa Regional Council.

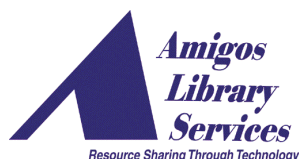
Amigos Fellowship Program Selection Committee

- Nathan Bomer (Chair), Tulsa Community College
Learning Resources Center (OK)
- Susan Beck, New Mexico State University Library
(Las Cruces)
- Yvonne Condron, Frisco Public Library (TX)
- Ann Dixon, Harding University (Searcy, AR)
- Pat Lokey, Scottsdale Community College (AZ)
- Staff Liaison: Laura Kimberly

Amigos Imaging & Preservation Service Advisory Council

- Richard M. Adam, Albuquerque Academy (NM)
- Dwain Gordon, Arkansas State Library
(Little Rock)
- Mary Heady, University of Arkansas at Monticello
- Jennifer Lee, University of Texas at Austin
- John Slate, City Archivist (Dallas, TX)
- Vicki Sullivan, Oklahoma Department of Libraries
(Oklahoma City)
- Staff Liaison: Gina Minks

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Financial Report

Statement of Financial Position June 30, 2009 and 2008

	<u>FY2009</u>	<u>FY2008</u>
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	\$ 4,051,012	\$ 5,145,297
Investments, at market value	4,121,350	3,073,357
Accounts receivable from participating institutions and companies, net	5,225,592	8,160,500
Due from NEH	-	44,008
Prepaid expenses	180,561	66,283
Total current assets	<u>13,578,515</u>	<u>16,489,445</u>
PROPERTY AND EQUIPMENT		
Land	362,760	362,760
Computer service equipment	308,184	269,435
Office furniture and equipment	9,967	10,440
Software	432,890	371,667
Building	1,458,725	1,458,726
Total property and equipment	<u>2,572,526</u>	<u>2,473,027</u>
Accumulated depreciation and amortization	<u>(1,160,760)</u>	<u>(1,039,277)</u>
Net property and equipment	<u>1,411,766</u>	<u>1,433,750</u>
OTHER ASSETS		
Deposits	4,357	4,357
TOTAL ASSETS	<u>\$14,994,638</u>	<u>\$17,927,552</u>
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 7,099,965	\$ 8,563,829
Unearned operating revenues	5,647,356	6,078,293
Total current liabilities	<u>12,747,321</u>	<u>14,642,122</u>
NET ASSETS		
Unrestricted	<u>2,247,317</u>	<u>3,285,430</u>
TOTAL LIABILITIES AND NET ASSETS	<u>\$14,994,638</u>	<u>\$17,927,552</u>

Statement of Activities For the Years Ended June 30, 2009 and 2008

	<u>FY2009</u>	<u>FY2008</u>
UNRESTRICTED REVENUES		
Member fees	\$ 647,272	\$ 643,489
OCLC services	12,570,628	12,906,723
Amigos services	14,038,447	14,805,495
Investment income	225,612	467,371
NEH training - grant	241,176	305,737
NEH training - non-grant	28,640	41,116
Discounts earned	9,270	11,412
Total unrestricted revenues	<u>27,761,045</u>	<u>29,181,343</u>
EXPENSES		
OCLC services	11,334,324	11,589,821
Amigos services	16,039,797	16,790,185
NEH training - grant	345,436	361,506
Total expenses	<u>27,719,557</u>	<u>28,741,512</u>
Excess unrestricted revenues over expenses	41,488	439,831
Realized (loss) on investments	(370,394)	(129,593)
Unrealized (loss) on investments	<u>(709,207)</u>	<u>(483,961)</u>
Decrease in unrestricted net assets	<u>(1,038,113)</u>	<u>(173,723)</u>
Net assets, beginning of year	<u>3,285,430</u>	<u>3,459,153</u>
Net assets, end of year	<u>\$ 2,247,317</u>	<u>\$ 3,285,430</u>