

Amigos Pasa?

The Official Newsletter of Amigos Library Services

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Attendees Offer Kudos for Amigos Member Conference Online

By all accounts, the first-ever [Amigos Member Conference Online](#) was a tremendous success. Librarians at Amigos member institutions clearly supported the online format as a means of eliminating costly travel expense and opening the conference to a significantly wider audience than would have been possible in a traditional face-to-face format. Attendance figures indicate that approximately 980 staff at 152 member institutions participated in the May 5-6 conference and member business meeting.



The interactive format allowed participants to offer comments and questions to presenters during the sessions and share pictures. Many participants shared messages on Twitter using the Amigos hashtag.

Accolades for the online conference poured into Amigos:

“Having this conference online is such a wonderful idea. Half of our staff members are taking advantage of this opportunity. They will be able to listen to all the presentations that interest them. With the traditional Dallas-based conference, they would never be able to attend. It is a great opportunity for us to get professional development without the expense of travel. Thank you,” - *Barbara Spivey, Albuquerque Academy*

“Thanks very much!! BTW, the online conference was WONDERFUL...excellent sessions...very practical...and very well-executed. This is a model for others attempting to do these.”

- *Janet Avery-Sublet, Interim Library Director, Angelina College Library, Lufkin, TX*

“Best wishes and thanks to all who made this a wonderful conference experience. Laura and staff were great. Those who supported the technology and the presenters made the conference successful. Congratulations to all!”

- *Paul Dumont, Director, Educational Resources Support Services, Dallas County Community College District*

“WE LOVED the online conference and we thank everyone for the opportunity! We would not have been able to attend otherwise :0) YAY, AMIGOS!”

- *Maria Martinez, Director of Library Media Services, Eastern Oklahoma State College, Wilburton, OK*

“I’ve talked to, or exchanged emails with 8 of the OSU librarians that participated in the virtual conference. Overwhelmingly, they’ve had GREAT things to say about the virtual format. This week is the wrap-up phase of our Reappointment, Promotion, and Tenure Committee’s deliberations. That would have precluded three of our folks from attending F2F – including one of the OSU librarians that was a presenter. So another reason that virtual enables many more to participate. And on a sillier but still important note, they loved the goodies that were sent for all. Kudos to everyone on a great success!”

- *Anne Prestamo, Claud D. Kniffin Professor of Library Service and Education, Associate Dean for Collection and Technology Services, Oklahoma State University, Stillwater, OK*

Amigos Directors Announce New Members, Elect Officers

The Board of Directors of Amigos Library Services is pleased to announce that four new members have been elected to serve three-year terms on the board. The new directors, whose terms run through 2013, are:

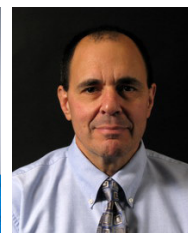
- Mr. Patrick Heath, Boerne, TX
- Ms. Charlie Kalogeros-Chattan, Los Alamos, NM
- Mr. Art Lichtenstein, Conway, AR
- Mr. Bill Parton, Russellville, AR



Patrick Heath



Charlie Kalogeros-Chattan



Art Lichtenstein



Bill Parton

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Viewpoint from the Chair

I am delighted and honored to have been chosen to serve you as the incoming Chair of the **Amigos Board of Directors**. First



Bill Hair

of all, I'd like to thank my immediate predecessor as Chair, Carolyn Henderson Allen, Dean of Libraries, University of Arkansas, Fayetteville, for her dedicated service to Amigos. Under her thoughtful guidance and direction, Amigos began some important new initiatives designed to enhance the array of services available to Amigos members.

Thanks go as well to my colleagues who recently completed their terms on the Amigos Board. Carolyn Allen, Sharon Jenkins, and James Karney loaned us not only their time, but also their wisdom, vision, professionalism, and grace, and we are all better off for that. I thoroughly enjoyed our time together on the Board and wish them all the best. I know you join me in thanking them for their years of dedicated service to us all.

I would also like to welcome the new Directors elected this May: Ms. Charlie Kalogeros-Chattan of Los Alamos, NM; Mr. Art Lichtenstein of Conway, AR; and Mr. Bill Parton of Russellville, AR. These individuals share a commitment to furthering the goals of Amigos and a passion for the library profession that will serve us well in the coming years. I look forward to the fruitful and productive exchange of ideas with them for the benefit of all Amigos members.

As we begin the new Board year, Amigos Directors will continue planning for new member services and continue our focus on strengthening our collaborative. We welcome new members who share our collaborative spirit and our commitment to enriching each member through resource sharing programs of the whole. I am excited and encouraged about the future of Amigos, and look forward to a year of significant accomplishment. I invite you to contact me or any Board member with your questions, comments, or suggestions for how Amigos and your Board of Directors might serve you better.

Bill Hair

Mr. Heath is the immediate past president of the Texas Library Association. He will serve his second three-year term on the board as an Independent Director. Ms. Kalogeros-Chattan is Library Manager of the Los Alamos County Library System. Mr. Lichtenstein is Library Director of the Torreyson Library at the University of Central Arkansas. Mr. Parton is Library Director of the Pendergraft Library at Arkansas Tech University.

The new directors join those currently serving three-year terms. They include:

- Mr. Oliver Delaney, Oklahoma City, OK, Independent Director
- Ms. Shirley Dickerson, Library Director, R.W. Steen Library, Stephen F. Austin State University, Nacogdoches, TX
- Ms. Jennifer Goodson, Library Director, Fort Smith Public Library, Ft. Smith, AR
- Mr. Bill Hair, Associate Dean and Director of University Libraries, Baylor University, Waco, TX
- Ms. Rita Hamilton, Library Director, Scottsdale Public Library System, Scottsdale, AZ
- Mr. Ken Morris, Okmulgee, OK, Independent Director
- Dr. Anne Prestamo, Claud D. Kniffin Professor of Library Service and Education, Associate Dean for Collection and Technology Services, Oklahoma State University Libraries, Stillwater, OK
- Ms. Carla Stoffle, Dean, University Libraries and Center for Creative Photography University of Arizona, Tucson, AZ

Board officers for FY2010-11 are:

- Bill Hair, Chair
- Anne Prestamo, Vice Chair
- Jennifer Goodson, Secretary
- Patrick Heath, Treasurer

May 4 Board of Trustees Meeting Highlights

At the May 4, 2010 meeting of the Amigos Board of Trustees in Dallas, outgoing Chair Carolyn Allen reviewed committee and task force appointments for the year and thanked fellow trustees and members for their service.

Treasurer Bill Hair reported positive performances in March for net operations and the organization's investment portfolio, and noted that year-to-date revenues and portfolio gains have exceeded the business plan.

In other business, Trustees approved the Amigos fee schedule and the reappointment of the Dallas accounting firm Weaver, LLP as auditors for FY2011. Also approved were recommendations of the Amigos Fellowship Ad Hoc Review Committee to retain the basic concept of the program and add an Opportunity Award. The new award will be available to members to support innovation and development of new library services. Revised program guidelines will be posted to the Amigos website. Trustees also approved Amigos staff recommendations to continue exploration of potential new member services previously identified.

Amigos Executive Director Bonnie Juergens provided a number of reports to update trustees on the operations of the organization.

The board's next meeting is scheduled for August. Based on revisions to the Amigos *Bylaws* approved by members in May, the Board of Trustees is now formally known as the Board of Directors and individuals serving on this important governance body are Directors. *QP*

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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?

Clicks to Bricks: Is Your Website Ready for Mobile Access? by Jessie Milligan

Editor's note: Ms. Milligan, who describes herself as a "librarian in waiting," is currently a library school student at the University of North Texas, Denton, due to graduate in August 2010. She works part time at the Fort Worth (TX) Public Library in the adult services section. This article is the final of three Jessie agreed to write for ¿Que Pasa? focused on library websites. Her previous articles were "Does Your Website Help or Hinder Patron Searches?" for the Winter 2009 issue, and "Does Your Website Offer Direct Subject Access?" that appeared in the Spring 2010 issue.



Jessie Milligan

It's called a handheld library or a library in your pocket, but will library sites accessed by mobile phones ever replace the bricks-and-

books library we all know and love?

Not quite, at least not quite yet. Even a casual survey of library websites shows that academic and public libraries are offering mobile web sites designed to draw patrons into the actual buildings.

Want to know where to park? The Cape Fear Community College Library in Wilmington, N.C. offers a web-based application with a map showing mobile phone-using patrons the location of parking lots. You can see their mobile site on your PC or mobile browser at <http://cfcc.edu/lrc/m/>.

Boise State University in Idaho has an application that continually updates the number of available computers in its computer laboratory. Visit its mobile site at <http://library.boisestate.edu/m/>.

Mobile web access is growing faster than the desktop internet did, said Mary Meeker, internet analyst at Morgan Stanley, at a Web 2.0 conference in San Francisco this spring. The information technology research and advisory company Gartner predicts that by 2013 mobile phones will be used more than PCs to access the web.

Academic and public libraries are beginning to configure websites that are easily accessed via mobile phones. There aren't a lot of graphics on these mobile sites. There aren't a lot of links. The interfaces are simple and designed to be read not just on the web-friendly iPhone but also on all small-screen phones.

Texas Christian University's Mary Coats Burnett Library in Fort Worth is a good example of a basic mobile website. It offers very basic catalog searching, as well as ways to contact the library, and, to draw patrons into the building, information on how to find the library and where to park as well as library hours. You can see it at <http://lib.tcu.edu/www/pda/index.asp>.

The mobile web allows students and patrons to use library services such as catalogs and databases without ever stepping through the door. At Rice University's Fondren Library in Houston a Mobile Research link takes users to full-text databases. Visit the site at <http://m.library.rice.edu/>. An increasing number of database vendors offers sites designed for mobile use. They include the subscription-based EBSCOhost Mobile, the open access, web-based PubMed for Handhelds, Encyclopaedia Britannica as a download for the iPhone, and Hoover's Mobile company information via the iTunes store. Yet the trend in libraries is to offer information that draws mobile users inside. Seattle Public Library's mobile website, an iPhone download

from iTunes, allows patrons to check their accounts for holds and fines, renew materials, search the catalog, find out about events and locations, and view lists of new and recommended books, DVDs and CDs. That's a fairly standard array of mobile services, all designed to bring patrons into the actual library building.

Does your website facilitate access for a growing legion of mobile users? Grab an iPhone and find out. *QP*

ACU Library Explores iPad Uses

With June temperatures already hitting triple digits, what better place is there to escape the hot Texas summer than the cool confines of a library, playing with the coolest new gadget around?

The Margaret & Herman Brown Library at Abilene Christian University (ACU) is currently testing Apple Corporation's newest



Margaret & Herman Brown Library

creation, the iPad, to learn how the popular mobile touch-screen device might be used by staff to deliver library services to students more efficiently.

In April, the school's technology department

purchased 20 iPads to distribute among selected faculty as a means of encouraging mobile innovation. Faculty members were urged to submit proposals for how they might employ the iPad in their instruction. The library submitted three proposals and received three of the devices.



The iPad initiative is not the first foray into mobile technology by the university. Since 2008, ACU has distributed iPhones or iPod Touches to its incoming freshman classes through a partnership with Apple and

AT&T. Two classes will receive the mobile devices this fall, giving all ACU undergraduates either an iPhone or an iPod Touch.

Amigos recently spoke with Laura Baker, Emerging Technologies Librarian at the Brown Library, about the iPhone/iPod Touch distribution and iPad initiative.

Amigos: "The iPad experiments are a separate initiative from the university's iPhone/iPod Touch distribution, correct?"

LB: "Yes. The iPad experiment is a way to encourage faculty to explore different ways that the iPad could be used in the classroom and to encourage learning. In some ways, the mobile initiative in the library is simply an extension of a lot of the principles behind our library's Learning Commons (first reported in the April-June 2007 issue of ¿Que Pasa?) The idea behind the Learning Commons was that we want to integrate space, technology, and information to match the way people actually learn. It's about being flexible and innovative and user-centered in the ways we encourage and support learning. We're trying to extend the same principles with regard to mobile devices that we have with our actual library space."

ACU Library continued on page 4

Amigos: “Talk about the iPad proposals the library submitted.”

LB: “One proposal dealt with the potential for an iPad in conjunction with e-reserves, particularly streaming digital media. We think it has big implications for how media can be delivered, and also for how it would be consumed by our students and used by them.”

“Another proposal involved creating some kind of interactive information literacy tutorial that our freshmen use. With our third iPad, we’ll also be trying to figure out how it can be used to make text and other information more accessible to those who have various types of disabilities. iPads could give them the ability to enlarge text and incorporate sound and other media to actually manipulate the text to fit the way the person needs to receive it.”

Amigos: “How are the library’s experiments progressing?”

LB: “The first phase is simply getting acquainted with the devices, to try them out. Of course none of us had ever held one in our hands before. We’d seen them on the internet, and videos and the like, but it’s just a different experience when you hold one in your hand and get to manipulate those icons, carry it around and see what it can do. iPads have a very short learning curve, and are very intuitive. It’s very convenient to be able to carry one around when you’re helping students in the stacks or across the floor, a way to carry a computer with you and show to other people. I think iPads have very big implications for how we teach in the library. That’s been exciting to see.”

“The next phase will be looking at platforms for hosting the content we want to deliver, trying to develop some kind of user interface that works well and is both convenient and effective in how it delivers information. It’s really new ground for us, so we’re trying to figure out what we need to do as it happens.”

Amigos: “What have you learned so far?”

LB: “Most importantly, iPads let us take advantage of teachable moments. The teaching and service we do in the library often don’t happen at scheduled times. More likely they happen when you’re in your office and someone just drops in to ask a question, or when you’re walking across the floor and someone in the stacks stops you and needs some help. It’s often difficult in those situations when you’re asked a question. Usually, you need to take the person to a computer, and sometimes you might have to walk all the way across the building to access that computer. Perhaps you need to go to where you can check on a database, then return to tell them you think there’s some information for them in another part of the library. All that effort may be too much for some students, and they may tell you to just forget it. But with the iPad you can answer a student’s question where they are. They can look on while you access information and you can let them see how it’s done. If you can answer a student’s question when and where it’s asked, then you can take advantage of that teachable moment. Being able to satisfy a need when it occurs is a big difference and a big advantage.”

Amigos: “How long do you anticipate the iPad experiments will continue?”

LB: “We’re looking to make this a summer project. We’ll be working on incorporating the iPads for these specific proposals all through the summer and hope to have something tangible in place this fall in terms of a product that students can use to access our services. As far as I know, the iPads we’ve received will remain in the libraries so we can continue to explore and innovate with them.”

Amigos: “And students no doubt will be purchasing their own iPads and bringing them to campus.”

LB: “Certainly as time goes on and the market opens up, they’ll get cheaper and we’ll be seeing a lot of students with iPads, and we want to be ready for that. Creating mobile formatted content, whether for an iPhone, Blackberry, or iPad, I think is part of the role of the library. Making the learning objects that students need to use is very much part of our role. We’ve had a lot of cooperation in this effort, and it’s great to receive that kind of support.” *QP*

Amigos Announces 2010 Fellowship Winners

The Amigos Board of Directors is pleased to announce the winners of its 2010 Amigos Fellowship Program. They are:

Katherine H. Weimer, Texas A&M University Libraries
Project Title: *Creating a Map-Based Search Interface for Electronic Theses and Dissertations*

Patricia Hewitt, New Mexico History Museum, Santa Fe, NM
Project Title: *Fray Angelico Chavez History Library Map Cataloging Project*

Karen J. Docherty and Karen Biglin, Rio Salado College & Scottsdale Community College, Maricopa Community College District, Tempe, AZ
Project Title: *The Reference Ref: How to Referee the Assessment Process for Virtual Reference Services*

Each year, the Amigos Fellowship Program awards up to \$7,500 to library and information professionals in Amigos member libraries to fund individuals' development projects.

Since the program’s founding in 1990, it has awarded over \$80,000 to foster research and development of resource sharing capabilities among Amigos member libraries. Awards are based on the significance of a proposed project’s contribution to library resource sharing. Visit the [Amigos Fellowship Program](#) website for previous winners and their project reports. *QP*

Amigos Holds Online Member Business Meeting

Amigos held its 52nd Member Business Meeting May 5, 2010, in conjunction with Amigos online member conference. In a first for the organization, the meeting was conducted in a blended format of online and in-person attendance that allowed attendees to select the manner of participation best suited for them.

Board of Trustees Chair Carolyn Allen opened the meeting with the annual Chair’s report to the membership, noting that throughout the previous year the Board had participated in intense strategic planning sessions focused on program planning. As she stated, “The introduction of additional member services is important to the ongoing strength of the network, and meeting member needs is what Amigos membership is all about.” Allen said Amigos members will continue to be asked to participate in pilot projects as further exploration is undertaken. She thanked her fellow Trustees for their energetic and creative engagement in the planning process. In closing, Allen recognized outgoing Trustees Sharon Jenkins, New Mexico Jr. College; James Karney, Waco-McLennan County Library,

Online Member Business Meeting continued on page 5

Texas; and independent Trustee Patrick Heath of Boerne, TX. Vice Chair Karney recognized Allen, who was also concluding her term on the Board, expressing appreciation for her service and leadership as Chair.

Amigos Treasurer Bill Hair presented the annual Treasurer's report. In commenting on the organization's operational and investment performance, Hair noted that as of March 31, net assets for Amigos were the highest in the organization's history.

In other business, voting representatives approved revisions to the Amigos *Certificate of Formation* (formerly *Articles of Incorporation*) and *Bylaws*. The revisions were needed to bring Amigos documents into compliance with the Texas Business Organizations Code that became effective January 1, 2010. The new wording introduces up-to-date terminology and clarity to the documents and reflects changes in the Amigos membership structure adopted in May 2009. With the approval of the *Bylaws* revisions, the Amigos Board of Trustees is now formally known as the Amigos Board of Directors. Trustees are now Directors and Executive Director Bonnie Juergens is now President and Chief Executive Officer.

The Board announced the winners of its 2010 Amigos Fellowship Program. (See *Amigos Announces 2010 Fellowship Winners* in this issue.) Allen reported the Board accepted the recommendations of an ad hoc committee appointed to review the Amigos Fellowship Program. Committee members included Susan Beck, New Mexico State University Library; Earnstein Dukes, Texas Tech University Library; Lynda Reynolds, Stillwater Public Library in Oklahoma; and Staff Liaison Laura Kimberly. The recommendations, which will be implemented for the 2011 awards, include a new Opportunity Award for members to develop new services, implement new tools, advance library services for the community, and create change in their libraries.

Voting representatives also elected new members to the Amigos Board of Directors. (See *Amigos Directors Announce New Members, Elect Officers* in this issue.)

In concluding the meeting with her Executive Director's report for the past year, Bonnie Juergens provided members an update on the operations of the organization. *QP*

Welcome to the Newest Amigos Member!



NASA Ames Research Center Library

Mrs. Marie Schneider
Acquisitions Librarian
Moffett Field, CA
Join date: May 2010

Take Advantage of the Amigos Member Discount Program

The Member Discount Program offers Amigos Members thousands of reliable, affordable products and services from leading providers at discounted rates.

Visit <http://www.amigos.org/node/168> for more information.

Member Job Bank

Member libraries can post their openings for free. Please submit your vacancy descriptions to tgay@amigos.org.

Amigos will post openings for 30 days (or longer upon request) at http://www.amigos.org/job_bank.

View the Amigos Continuing Education Services Training Schedule at <http://www.amigos.org/node/218> for an up-to-date training schedule and registration information.