

# ¡Que Pasa!

*The Official Newsletter of Amigos Library Services*

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## Registration Underway for 2011 Amigos Online Conference

Registration is well underway for the [May 18-19 Amigos Member Conference Online, Mobilizing Libraries, Designing Experiences](#). [Chris Brown](#), who is coordinating conference registrations, says that registrations thus far have been “brisk” for the online conference, which will focus on enhancing the quality of all the major service points in the patron experience in libraries of all types and sizes.

persons designated as Voting Representatives for their institutions and who plan to participate in the meeting are asked to register.

Complete conference information, including registration instructions, is now available on the [conference website](#). For additional conference information, contact [Chris Brown](#) at Amigos, 1-800-843-8482, ext. 2829. *QP*



Conference planners have assembled another solid lineup of [speakers](#) and [sessions](#). [Jason Griffey](#) and [Dr. Steven J. Bell](#) will headline the program. Griffey, who is Head of Library Information Technology at the University of Tennessee at Chattanooga, will discuss mobile and personal digital devices. Dr. Bell, who is Associate University Librarian for Research & Instructional Services, Temple University Libraries, Philadelphia, PA, will discuss self-service. The two will offer their thoughts and insights on two important trends influencing patron expectations of libraries.

[Conference registration](#) is free to all Amigos Member Libraries. Amigos encourages group registrations as a means of making conference programs available to the widest possible audience. April 30 is the deadline for registrations; after April 30 registrations will be accepted on a space-available basis. As a bonus, Amigos will send all who register by April 30 a conference snack box that was so popular with attendees last year.

The annual Amigos Member Business Meeting is scheduled for Wednesday, May 18, from 2:00-4:00 p.m. Amigos will mail Call to Meeting information to Voting Representatives and Primary Administrative Contacts at Amigos member institutions. Those

### Candidates for 2011 Amigos Board of Directors Election Announced

The Amigos Nominating Committee has announced the slate of candidates for election to the Amigos Library Services Board of Directors. Candidate and voting information will be sent to Voting Representatives as part of an upcoming Call to Meeting mailing.

The nominees are:

Candidates for the Board of Directors – Librarian (three to be elected for three-year terms)

- Ms. Shirley Dickerson, Library Director, Stephen F. Austin State University, Nacogdoches, TX
- Mr. Bill Hair, Associate Dean & Director of University Libraries, Baylor University, Waco, TX
- Mr. Wayne Hanway, Executive Director, Southeastern Public Library System of Oklahoma, McAlester, OK
- Ms. Polly McCord, Librarian, New Mexico Office of the State Engineer Library, Santa Fe, NM
- Mr. Kerry McGeath, Library Administrator, Southlake Public Library, Southlake, TX
- Dr. Michelle Mears, Library Director, Public Library of Enid & Garfield County, OK

Candidate for the Board of Directors – Independent (one to be elected for a three-year term)

- Mr. Joel Valdez, University of Arizona Foundation, Tucson, AZ

Board Member Carla Stoffle, Dean, University Libraries and Center for Creative Photography, University of Arizona, Tucson, (AZ), chaired the Nominating Committee. She wishes to thank her fellow committee members, Ms. Ricki Brown, Director, Abilene Public Library, Abilene, (TX); and Ms. Anne Masters, Director, Pioneer Library System, Norman, (OK), for their work in preparing the slate. *QP*

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## Viewpoint from the Chair

Continuing strategic planning begun last year, the Amigos Board of Directors recently established high-level goals for Amigos to address over the next several years. As I reflect on the goals, I am reminded again of the thoughtfulness of your Directors in addressing today's environment and looking ahead to the ongoing needs of members.

Amigos exists to help all members meet their needs. The goals the Board has established are realistic but require stretch, and they link to current membership programs as well as new initiatives.



Bill Hair

**Goal One:** *strengthen member libraries' ability to meet the needs of library users.* To that end, the Amigos continuing education, imaging, and preservation programs do a first-rate job of meeting member needs for learning and planning. Amigos' leadership in providing online learning makes continuing education affordable and conveniently available to members regardless of geography or type of

library. Our strategies relating to this goal are to expand the range of topics and availability of classes so that even more learning needs of members are met through membership in Amigos.

**Goal Two:** *maximize member libraries' resources and effectiveness.* The Amigos discount programs continue to offer members the latest and greatest in products and services from leading providers at discounted rates. Members can continue to rely on cost reduction through Amigos' group purchasing as we continue to expand this key member benefit. And of course, Amigos continues to offer all members the convenience of paying for a wide variety of programs and services through individual Amigos deposit accounts. The courier programs managed by Amigos make the long-established tradition of resource sharing among members more affordable and help meet your users' continuing needs for paper-based information resources. Our strategies relating to both these programs are to enhance and expand the programs.

An example of a new Amigos program aimed at maximizing members' resources is the hosted open-source library system pilot project. If your library is seeking an alternative to your commercial integrated library system and would like to explore participating in the Amigos pilot, contact [Robert Watkins](#) at Amigos today. And for those who may be ready for this type of change over the next few years, stay tuned! Results of the pilot will be reported to members: our strategy is to start small and expand the service as more and more members become ready for such a change.

**Goal Three:** *enhance member libraries' benefits by extending selected services to affiliated organizations.* Amigos has a long history of working with consortial groups and state libraries as well as individual member libraries. As national, state, and local funding for libraries continues to tighten, Amigos members can benefit from Amigos' expanding relationships. Amigos' fiscal and administrative support for consortial groups helps individual libraries maintain resource-sharing relationships. A shining example of resource-sharing success within Texas is TexShare, a program of the Texas State Library and Archives Commission, for which Amigos provides various administrative and fiscal services. Amigos' role with TexShare benefits not only the members of TexShare but also the broader range of Amigos members because it strengthens resource-sharing within the region.

Amigos has begun expanding its relationships with consortial organizations as a strategic effort to enhance its presence in this vital area. In July of 2010, Amigos entered into an agreement with the Western Council of State Libraries to provide financial and administrative services, including fiscal management, website hosting, and assistance with registration and local arrangements for Western Council meetings. In November of 2010, Amigos entered into a contract with the AIRS (Acquisition of Information Resources Statewide) Committee of the Colorado State Library to provide administrative and fiscal management services to this electronic resource sharing group. Such alliances can help expand the Amigos membership base and serve to strengthen the organization's financial position.

Every member of Amigos has unique needs but each member also has needs that are important to other libraries in the cooperative. As Chair of the Amigos Board of Directors, I urge you to consider the needs of your library that can be met most effectively through group action and share your ideas with the leaders of your network. Contact any member of the [Board](#) or Amigos CEO [Bonnie Juergens](#) to ask questions and share ideas. Amigos exists to serve its members, and all members are better served through a stronger Amigos. Collectively, we are Amigos and together, we can strengthen our individual libraries' ability to serve our users.

Bill Hair, Chair, Amigos Board of Directors

## March Board of Directors Meeting Highlights

At its March 11 meeting in Dallas, the Amigos Board of Directors gave preliminary approval to the FY2011/12 Amigos Business Plan. The Plan is based on the membership fees approved by Amigos Members in May 2009. During the first week in April, members will receive the FY2011/12 Budget Summary in two forms, both in paper and via an e-mail containing a link to the information on the Amigos web site. On April 18, Amigos Treasurer Patrick Heath, Independent Director, Boerne, TX, and Amigos Chief Financial Officer Charles Cason will be available via phone to discuss the planned budget with members. Directors will take final action on the FY2011/12 Amigos Business Plan at their May meeting.

In his Treasurer's report, Heath reported that year-to-date operations as of February 28, 2011, showed a positive variance to the current business plan. For the month, Heath noted the combination of net operations and the performance of the Amigos investment portfolio exceeded expenses.

In other business, Directors approved an Amigos staff recommendation to revise the Amigos Fellowship and Opportunity Award Program guidelines to require that applicants be members of Amigos a minimum of 18 months prior to application and maintain membership throughout their project.

Directors finalized the wording of the new Amigos Strategic Plan, which will be distributed to Amigos Members in the coming months.

Board Chair Bill Hair, Associate Dean and Director of University Libraries, Baylor University, Waco, (TX) requested that each Director sign the revised conflict of interest policy approved by the Board at its December meeting. Hair also appointed Directors Oliver Delaney, Independent Director, Oklahoma City, (OK) Jennifer Goodson, Library Director, Fort Smith Public Library,

*March Board continued on Page 4*

## Amigos CFO Discusses Deposit Accounts

The Amigos Deposit Account program has long been embraced by Amigos Members for the unparalleled ease and convenience it offers in streamlining and simplifying their accounting. Members use their deposit accounts in a variety of ways: to pay for any Amigos service or product – training, databases, and consulting, to name a few – and attendance at online conferences. Individual members and/or consortial groups also use Amigos deposit accounts to pay vendors for technology-related services.



Charles Cason

¿Que Pasa? recently visited with Amigos Chief Financial Officer Charles Cason about deposit accounts.

**QP:** What's happening with the traditional Amigos Deposit Account program that so many Amigos Members have utilized over the years?

**CC:** That program remains very strong. Our billing relationship with OCLC will be changing this summer, but the deposit account program itself remains in place to provide fiscal services as needed by Amigos Members.

**QP:** Will members experience processing changes relating to their Amigos deposit accounts this year?

**CC:** The only change relates to the traditional "estimate" letter members are accustomed to receiving from Amigos. In the past, that letter provided our members with a recap of all their purchases the previous year, including their basic OCLC subscription fees. This year, Amigos Members will receive a letter from Amigos that recaps their non-OCLC purchases to help them determine how much to deposit for the coming year. Members may request invoicing for deposit account holdings they plan to spend on Amigos programs as well as non-Amigos purchases. This year's "estimate" letter will be sent by Amigos the first week in May.

Under the terms of the Amigos Deposit Account program, Amigos Members making deposits to their accounts within 30 days of the July 1 start of the Amigos fiscal year will receive a one percent credit toward their account. Deposits made within 60 days of July 1 receive a one half of one percent account credit, and deposits made within 90 days receive a one quarter of one percent account credit.

We think the Amigos Deposit Account program will continue to be a valuable tool for Amigos Members. For instance, it's easy for members to use their Amigos Deposit Account to pay vendors. Members simply notify Amigos to authorize payment, then advise the vendor to bill Amigos. Deposit accounts also provide Amigos Members the benefit of convenience. Through deposit account deductions, they pay for the many programs and services we offer, thus eliminating the need for writing and mailing multiple checks throughout the year. Amigos Members tell us this convenience reduces their overhead, something everyone looks to do these days.

## Subscribe to AmigosNow

AmigosNow is the bi-weekly digest of the Amigos news feeds on topics of interest to Amigos members.

Click [here](#) to subscribe.



## ¡Vamos a la Cantina! Amigos Now on Facebook

Amigos is now on Facebook and hopes you "like" us.

The Continuing Education Services and Imaging & Preservation Services units at Amigos began a six-month pilot program in January to test the effectiveness of the social medium. Amigos hopes the Facebook page, entitled CE Cantina of Amigos Library Services, becomes a source of information and interaction among Amigos, its



members, and nonmembers in a relaxed, informal environment.

Amigos Continuing Education Librarian Christine Peterson, who heads up the effort, said, "We're hoping this page can

be a place for us to keep folks up to date on what we're doing and planning, to ask for feedback on our ideas, and discuss their needs and how we can work together to fulfill them. We chose the name "CE Cantina of Amigos Library Services" because we wanted it to be an easy-going, welcoming place for all, members and nonmembers alike."

Once completed, the pilot program will be evaluated for its overall usefulness and effectiveness, which will determine whether Amigos eventually expands its Facebook presence organization-wide. *QP*

## Amigos to Participate in Upcoming State Conferences

Amigos will participate as an exhibitor and program presenter at three upcoming state conferences.

### Oklahoma

Amigos staff was on hand March 30-April 1 for the [Oklahoma Library Association's annual conference](#) at the Southern Hills Marriott Hotel in Tulsa. On Thursday, March 31 at 1:15 pm., Bill Walker, Imaging Field Services Officer, presented *Defining Digital Projects*.



### Texas

Amigos staff will be in Austin April 12-15 for the [Texas Library Association's annual conference](#) at the Austin Convention Center. On Friday, April 15, at 10 a.m., Imaging & Preservation Service Manager Gina Minks will participate in the Library Disaster and Continuity of Operations Planning panel discussion. Gina will discuss the American Institute for Conservation's Collections Emergency Response Team (AIC-CERT).



### New Mexico

Amigos staff will travel to Albuquerque for the [New Mexico Library Association's annual conference](#), April 27-29 at the Albuquerque Convention Center. Arta Kabashi, Continuing Education Librarian, will conduct the April 27 preconference session, *Reference & Information Services for Paraprofessionals & Novice Librarians*. On Thursday, April 28 at 3:30 p.m., Bill Walker, Imaging Field Services Officer, will present *Defining Digital Projects*. On Friday, April 29 at 10:30 a.m., Christine Peterson, Continuing Education Librarian, will present *Playing Catch-Up with Technology*.

Amigos will exhibit at all three conferences, and attending staff look forward to visiting with members informally in the exhibit hall. Come say hello and check out what's new at Amigos! *QP*

Fort Smith, (AR) and Bill Parton, Library Director, Pendergraft Library, Arkansas Tech University, Russellville, (AR) to the Officers Nomination Task Force. The task force, chaired by Parton, will contact other Directors about their willingness to serve as officers next year and present a slate of candidates at the May Board of Directors meeting.

Nominating Committee Chair Carla Stoffle, Dean, University Libraries and Center for Creative Photography, University of Arizona, Tucson, (AZ) reported a full slate of candidates for election to the Amigos Board. See *Candidates for 2011 Amigos Board of Directors Election Announced* elsewhere in this issue.

In her OCLC Governance Update, Director Dr. Anne Prestamo, Associate Dean for Collection and Technology Services, Oklahoma State University Libraries, Stillwater, (OK) who serves as Chair for the Americas Regional Council (ARC), reported on the council's recent activities.

Amigos President and Chief Executive Officer Bonnie Juergens provided various reports to update Directors on the operations of the organization.

The next Board meeting is scheduled for May 17, 2011. *QP*

### 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](mailto:godwin@amigos.org), for the opportunity to be featured in an issue of *¿Que Pasa?*

## Welcome to the Newest Amigos Members!

### Colorado State Library

Mr. Gene Hainer  
Assistant Commissioner  
Denver, CO

### Idaho Commission for Libraries

Ms. Ann Joslin  
State Librarian  
Boise, ID

### Nebraska Library Commission

Mr. Rod Wagner  
Director  
Lincoln, NE

### North Dakota State Library

Mr. Hulen Rivins  
North Dakota State Librarian  
Bismarck, ND

### State Library of Kansas

Ms. JoAnne Budler  
State Librarian  
Topeka, KS

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.