

# cQue Pasa?

*The Official Newsletter of Amigos Library Services*

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## “Thank You So Much for Offering This Conference Online.”

The 2011 Amigos Member Conference is in the books, and judging by the comments received from attendees it appears to have been another big success. 2011 marked the second year Amigos conducted its annual conference as an online event, and in their evaluations many attendees commented that the online format made it possible for them to participate when they could not have otherwise.

### 2011 Amigos Member Conference

Mobilizing Libraries, Designing Experiences

Here's a sampling of what attendees had to say:

*“Thank you so much for offering this conference online. Your organization and presentation are excellent. The online arrangement is easy to use and so effective with the handouts that can be downloaded, presentations that can be viewed later. With appreciation!”*

*“Multiple sessions to choose from. Good opening and closing keynotes. Love the snack boxes!”*

*“Online provides our only access - we never will travel to distance meetings because of time involved and expense. Steven Bell was excellent in content and presentation. Good variety of topics.”*

*“We have no travel budget; the convenience and access were wonderful. I enjoyed the presentations I attended, and even when the main topic was not pertinent to my library, there were applicable ideas.”*

*“Excellent content but no travel costs. The snack box was a delightful surprise! Thank you, Vendors!”*

*“We probably will never be able to travel on our budget. The online environment allows my entire staff to take part in the conference! Thanks!”*

*“Being online was great so more staff could attend. All of the sessions I attended had informative content and we appreciated the choices. Also, the snack box was great. Thanks for putting on an excellent conference!”*

*“I liked that I got to go home every night but didn't miss any of the conference “extras” that come with attending an in-person conference. We had the opportunity to network, the opportunity to comment, the opportunity to move around between sessions, we got vendor information, and we even got goodies!”*

*“It is available to all members regardless of location and budget. Really great cutting edge topics, good presenters. I feel connected to the larger library world when participating in the Amigos conference. And the goody boxes are great too!”*

*“I enjoyed the information sharing among the participants and the presenter. I liked the fact that you could get answers to some of your questions on the spot. I would also like to thank the vendors for the snacks. They were great.”*

Amigos wishes to remind Amigos Members that conference materials and recordings are archived and can be accessed for a limited time by those who registered for the conference, whether or not they were able to attend. If you (or your library) registered for the conference, you already have access to the archives by logging into the conference portal, <http://mycourses.amigos.org/2011conference>. If you were not registered for the conference and wish to access the archives, please go to <http://conference.amigos.org/node/24> and complete the Archives Registration Form. Access to the conference archives and materials is available only to Amigos member institutions and their staffs. Please contact [learning@amigos.org](mailto:learning@amigos.org) if you need assistance logging in. *QP*

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## Viewpoint from the Chair: The Continuing Value of Amigos Membership

In the wake of the announcement earlier this year that OCLC billing services will transition from Amigos to OCLC beginning this July 1, I've been asked by a number of member libraries about the continuing value of their Amigos membership. Here are my thoughts.



Bill Hair

Amigos offers a variety of programs, not all of which are required by every member all the time. A number of these programs work much like insurance policies: your annual membership fee – which Amigos works hard to keep as low as possible – ensures continued access to programs that you only occasionally need. These include training on a wide variety of topics as well as imaging, preservation,

and disaster planning services, and of course the Amigos disaster recovery services that all members hope they will never need!

Other programs are utilized more consistently and long term, but not by all members. These include e-resource subscription discounts and the courier service. The broader Amigos Member Discount Program includes a lengthy list of library suppliers who sell directly to you at a discount when you identify your library as an Amigos member. Only you can know if your library benefits from this “discount direct” program because, to keep overhead low, Amigos receives no usage info from its vendor partners. And Amigos continues to develop new programs that benefit from collaboration, such as the pilot project currently underway to provide hosted open-source ILS systems for members.

I've been asked about Amigos deposit accounts. For many members, the Amigos Deposit Account program will continue to be an important tool in managing library budgets over the course of each year. Amigos welcomes your continued use of the Amigos Deposit Account program and encourages you to retain this service, adding to your account as necessary to provide you with the security, convenience, and timeliness it offers. You alone control your deposit account with Amigos, and your deposited funds can be used to pay for third-party services as well as Amigos services.

I've also been asked about fees being paid to Amigos for current OCLC-related services. In the current structure, in which Amigos processes your OCLC payments, you pay no fees to Amigos for this support activity. This will of course apply going forward when your invoices come directly from OCLC. Amigos will continue to provide training on all OCLC-related topics, which will be available to you at member prices.

Is it necessary to be an Amigos Member to use OCLC ILL and FirstSearch? The answer is no, Amigos membership isn't required to access these services, which will be invoiced directly by OCLC in the future. But Amigos continues to be closely involved in and supportive of resource-sharing among its members. Amigos will continue to sponsor the Amigos Resource-Sharing Agreement, wherein participating members agree not to charge each other for ILL items or shipping.

Attendance at the annual online Amigos Member Conference is free to members. Broader networking and relationship-building among librarians from member libraries continues to be of great value to Amigos members. *No matter which specific Amigos*

*programs you utilize at any given time, a major value of Amigos membership continues to be about relationships, resource sharing, and collaborative opportunity. As long as Amigos Members need the organization and benefit from working collaboratively to solve mutual problems, Amigos will be there for you.*

I hope these reminders about the value of Amigos membership will encourage you to retain your membership as Amigos continues to evolve. Please let me know if you have any questions, or feel free to contact Amigos President and CEO Bonnie Juergens.

We sincerely hope you'll remain a strong and active Amigos member!

Bill Hair, Chair, Amigos Board of Directors

## Board Elections, Fellowship Awards Highlight Member Business Meeting

Elections to the Amigos Board of Directors and announcement of fellowship award recipients highlighted the 53rd Membership Meeting of Amigos Library Services held May 18. Board officers and Amigos President and Chief Executive Officer Bonnie Juergens participated in the online meeting from the Amigos offices in Dallas, while remaining Directors and meeting attendees participated from various locations.

Amigos Chair Bill Hair, Baylor University, Waco, TX, called the meeting to order and proceeded to conduct the election, results of which he said would be announced at the close of the meeting. (*See Amigos Directors Announce New Members, Elect Officers elsewhere in this issue.*) A number of votes had been cast in advance of the meeting by directed proxy ballots submitted by designated voting representatives of Amigos member institutions. Those who did not vote via the directed proxy ballots were able to cast their votes online at the meeting. This year marked the first time that meeting materials and ballots were both mailed and sent online to voting representatives. Next year all meeting materials and ballots will be sent online only.

Following a break, Hair delivered his *Report to Members*, recapping the work of various committees and task forces the previous year and updating attendees on the status of the Amigos Strategic Plan. Hair then acknowledged three outgoing Directors who were completing their Board terms: Shirley Dickerson, Stephen F. Austin State University, Nacogdoches, TX; Rita Hamilton, Scottsdale Public Library, Scottsdale, AZ; and Ken Morris, Independent Director, Stillwater, OK. Amigos Vice Chair Anne Prestamo, Oklahoma State University, Stillwater, OK, then acknowledged Hair, who was also completing his Board term.

Hair was followed by Amigos Treasurer Patrick Heath, Independent Director, Boerne, TX, who delivered the treasurer's report, and Juergens, who presented her CEO's report. Hair then announced the recipients of the 2011 Amigos Fellowship and Opportunity Award. *See Amigos Announces 2011 Fellowship and Opportunity Award Winners elsewhere in this issue.* The meeting concluded with the announcement of the Board election results. *QP*

## Amigos Announces 2011 Fellowship and Opportunity Award Winners

The Amigos Library Services Board of Directors is pleased to announce the winners of its 2011 Amigos Fellowship and Opportunity Award. They are:

- Virginia Kay Williams and Nancy Deyoe, Ablah Library, Wichita State University, Wichita, KS  
Project Title: *Diversity in Library Youth Collections*
- Adrianna Lancaster, East Central University, Ada, OK  
Project Title: *Integrating Interaction into Instruction*
- Stefanie Wittenbach, Texas A&M University, San Antonio, TX  
Project Title: *Core Workforce Competencies for the 21st Century: Building a Comprehensive Academic Skills Program for TAMU-SA Graduates*

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

The Fellowship and Opportunity Award Program evolved out of the Amigos Fellowship Program founded in 1990. In its 20-year history, the program has awarded over \$87,000 to foster professional development. Beginning in 2011, the program's purposes were expanded to include funding that will encourage Amigos member libraries to innovate, cooperate, lead, and educate within their library, their communities, and the library profession. Visit the Amigos Fellowship Program website for previous winners and their project reports. [QP](#)

## Amigos Launches Open-Source ILS Pilot Project

In ever increasing numbers, libraries across the US and around the world are adopting open-source integrated library systems (ILS) as a more affordable alternative to vendor-owned proprietary systems. Open-source software is designed to be, as the name suggests, open and accessible. These are core values shared and embraced by the library community.



Joy Nelson

Recognizing the many benefits of open-source systems for Amigos Members, earlier this year Amigos hired Joy Nelson to serve as project manager for an open-source ILS pilot project. The project is well underway, and *¿Que Pasa?* recently visited with Joy about it.

**QP: For the as yet uninitiated, what is open-source?**

JN: Open-source refers to software whose source code is available for use or modification without licensing fees.

**QP: How has the open-source concept been received by libraries?**

JN: The number of open-source integrated library systems (ILS) and tools available to libraries has increased dramatically over the past few years. In 2010, 32 percent of all library migrations involved a move to an open-source system, and hundreds of libraries across the US are currently using open-source tools. Open-source systems

have reshaped the ILS landscape and are poised to continue this significant growth and be a major force and player in the ILS world.

**QP: How does an open-source system benefit libraries?**

JN: The major benefit of open-source integrated library systems is, of course, the lack of licensing fees. With proprietary systems, licensing fees represent steep upfront costs to libraries. Support and maintenance fees are also high and generally increase annually. With open-source systems, the lack of licensing fees makes it an extremely budget-friendly option. Furthermore, users are not locked into specific software vendors and thus have the ability to purchase support packages for their systems that fit their unique needs.

Another major benefit of open-source software is the collaborative development paradigm. In proprietary systems, updates to system functionality are done out of sight and often with little user input. In open-source development, user input is critical in determining future improvements and fixes. A core mantra of the open-source community is "release early and release often." As a result, more frequent system releases are made available to the user community. Frequent releases of open-source software allow users to have access to new functionality and fixes in a more timely fashion.

**QP: What's Amigos doing with regard to open-source ILS?**

JN: We at Amigos are excited to be in the world of open-source integrated library systems. We are currently in the pilot phase of our open-source ILS project and actively seeking participants. During the pilot, participating Amigos Members will pay no fees but will contribute their staff time for planning and testing the system.

**QP: What's currently available to Amigos Members?**

JN: Through this pilot, we can provide Amigos Members with an affordable, hosted, web-based ILS called Koha, a fully functional system that includes cataloging, circulation, OPAC, acquisitions, and serial modules. All the modules are available to users; there are no costs for individual modules.

We are available to assist an Amigos Member's in-house IT staff with installation and data migration. If member libraries do not have IT expertise, Amigos can handle the technical details for them. We will also provide support and training to Amigos Members. Even before I joined Amigos, I was aware of the organization's long history of providing exceptional service and support to its members, and I'm confident this new service offering will continue that tradition.

**QP: Amigos Members will undoubtedly have interest. They should contact you to learn more, correct?**

JN: Absolutely! I encourage all Amigos Members who want to participate in our pilot project or are interested in learning more about how an open-source system can benefit their library to contact me at [nelson@amigos.org](mailto:nelson@amigos.org) or 1-800-843-8482, ext 3827. [QP](#)

## Subscribe to AmigosNow

*AmigosNow* is the biweekly digest of the Amigos news feeds on topics of interest to Amigos Members.

Click [here](#) to subscribe.





## Robert Watkins Leaving Amigos

Earlier this year, Amigos Chief Operations Officer Robert Watkins announced his retirement from Amigos effective June 30, ending a 24-year career that saw him rise steadily through the ranks of the organization, holding numerous positions of increasing responsibility. On the occasion of his pending departure, *¿Que Pasa?* sat down with Robert and chatted about his Amigos career and future plans.



Robert Watkins

### QP: So what prompted your decision?

RW: Family considerations mainly. I'm originally from Austin and my family lives there. My mom is not in the best of health, and I've had to make several trips there in recent months to help care for her. My goal has long been to get back there someday and, all things

considered, this just seemed like the right time.

### QP: You're putting the cap – should we say sombrero? – on an illustrious Amigos career. What are some of your highlights?

RW: I joined Amigos back in 1987, starting and managing the old Bibliographic Resource Center, where we managed contract retrospective conversion, cataloging, and union listing. I also managed our Computer Services Department, which conducted database prep services for libraries. These services ended as Amigos Members began to automate their libraries and no longer needed this type of assistance. Amigos was one of the first organizations in the country to conduct database prep services for libraries installing online catalogs.

I later moved into managing other service units for Amigos, including Member Discount Services and marketing and sales for the OCLC/Amigos Collection Analysis Systems and BioOne. For the last several years I have been the Associate Executive Director (recently changed to Chief Operations Officer). In this role I've administered all member service programs.

### QP: What are you the most proud of?

RW: Oh, wow. There's so much. Overall, I'd have to say that being involved in the ways Amigos generates revenue to support member programs has been enormously satisfying. Amigos has a history of providing services that extend beyond our membership with the goal of generating revenue to support member programs. The Bibliographic Resource Center, our national marketing and sales roles with the OCLC/Amigos Collection Analysis Systems, BioOne, and other scholarly publications were programs designed to meet that goal.

Amigos Members always benefited when we took on projects that could also be accessed by non-members, and we took on services that were needed by the library community as a whole. I hope all Amigos Members take pride in the fact that through Amigos they are helping to address important issues facing the library community in a positive, supportive manner and, in many instances, in ways that most individual libraries could not do alone. That's the beauty of collaboration through Amigos.

I'm really proud to have been a part of Amigos' senior management team and how we have been able to plow the field, so to speak, so Amigos managers and staff can deliver the high quality services they provide to Amigos Members. I believe one of the most important aspects of my job has been to facilitate the ability of managers and staff to be successful. I'm proud to have been able to work with such smart and dedicated staff.

And as a librarian, I'm proud of how Amigos helps libraries meet their mission to serve their communities. I believe in the vital role libraries play in their communities, not only by enriching people's lives but also helping them better their lot in life.

### QP: So what's next for you?

RW: I don't know yet. As I said, I want to get to Austin to be closer to my family. Once I get there and get settled I'll give it some thought. In the meantime, I'll just be an Austin hippie. *QP*

## Henry Terrill Looks Back on 40-Year Library Career

Earlier this year, Henry Terrill, Professor and Serials and Electronic Resources Librarian, Brackett Library, Harding University, Searcy, AR, announced his retirement effective June 30. *¿Que Pasa?*

recently visited with Professor Terrill about his 40-year career as a librarian.

### QP: Over a career that has spanned so many years, you've doubtless witnessed a number of changes in the library profession. Will you share some of your career highlights?



Henry Terrill

HT: I began my librarian career at Woodsboro High School in Refugio County, Texas, in 1971, and established many friendships through the Texas Library Association. I met my wife in Woodsboro in 1973. She and her family, along

with our children, have blessed me during 38 years of marriage. School library work inspired me to expand my horizons and I experienced so much more than I ever would have imagined in my 32 years here at Harding University in Searcy, Arkansas.

I began my Harding career by typing Interlibrary Loan Requests and consulting the National Union Catalog (green volumes) to try to determine which library to send a request to. It was a slow process. Harding had become a member of Amigos in 1977, using OCLC for cataloging. Then they introduced the new ILL subsystem. Wow, what a change! We could request a title from five libraries at a time, and our request would automatically move to the next library without any personal intervention. What an improvement!

I was also placed in charge of Federal Government Documents. Harding was a depository, but no one was handling what we received and we had an entire room of backlog volumes to deal with. Through the years we migrated through print documents, then microfiche documents, and then phased out both in favor of online documents. I guess a highlight was when I realized that I began Harding's government documents process and I saw it grow and then eventually phase itself out some 28 years later in favor of online access. It was like having a child mature and leave home.

Amigos and OCLC gave us a taste of what a difference a computer could make. Later, we received an IBM PC through a state-side grant and I became the Computer Systems Liaison for the library. Within one budget cycle, we had acquired five more PCs and we began looking for an ILS for our new library building. Building on our positive experience with Amigos, we moved into the world of computer systems with a new building full of computers in 1990. In 1993, we hired a full-time Systems Manager so I could take over the Serials Department. Another of my career transitions to a different job.

Expansion of automation in the library world continued, as we migrated from early ILS technology to higher-level ILS technology and dealt with data migration. This was a multi-year task even as standing orders and e-journals were added to my job description. Space restraints at the Brackett Library forced us to begin a massive weeding project just as online databases and full-text replaced the space-consuming printed volumes in the periodical stacks. We subscribed to some 1,600 print journals at one time, but we are now down to about 600. We currently offer some 50,000 unique online titles across every discipline to our students on the campus and worldwide.

## Amigos Directors Announce New Members, Elect Officers

The Amigos Library Services Board of Directors is pleased to announce that four members have been elected to serve three-year terms on the Board. The directors, whose terms run through 2014, are:

- Shirley Dickerson, Library Director, R.W. Steen Library, Stephen F. Austin State University, Nacogdoches, TX
- Bill Hair, Associate Dean and Director of University Libraries, Baylor University, Waco, TX
- Polly McCord, Librarian, New Mexico Office of the State Engineer Library, Santa Fe, NM
- Joel Valdez, University of Arizona Foundation, Tucson, AZ, Independent Director

Dickerson and Hair were re-elected to their second three-year terms. The newly elected directors will join those currently serving three-year terms. They are:

- Oliver Delaney, Oklahoma City, OK, Independent Director
- Jennifer Goodson, Library Director, Fort Smith Public Library, Ft. Smith, AR
- Patrick Heath, Boerne, TX, Independent Director
- Charlie Kalogeros-Chattan, Library Manager, Los Alamos County Library System/Mesa Public Library, Los Alamos, NM
- Art Lichtenstein, Library Director, Torreyson Library, University of Central Arkansas, Conway, AR
- Bill Parton, Library Director, Pendergraft Library, Arkansas Tech University, Russellville, AR
- Anne Prestamo, Claud D. Kniffin Professor of Library Service and Education, Associate Dean for Collection And Technology Services, Oklahoma State University Libraries, Stillwater, OK
- Carla Stoffle, Dean, University Libraries and Center for Creative Photography, University of Arizona, Tucson, AZ

Board officers for 2011-12 are:

- Anne Prestamo, Chair
- Jennifer Goodson, Vice Chair
- Charlie Kalogeros-Chattan, Secretary
- Patrick Heath, Treasurer *QP*



Anne Prestamo

### Henry Terrill continued from page 4

Through all of these transitions I have always had the full support of our current Library Director, Ann Dixon, and learning opportunities from Amigos. Because of this, I have been able to take on new duties and expand functional expertise as the needs of the library where I work have changed. I have changed along with the times.

My career has been a great blessing and I look forward to a new adventure as I transition to some avocation, yet to be determined, in my retirement years.

**QP: Thank you for sharing some of your highlights with us, and all the best in your retirement.**

HT: My thanks to all of the Amigos staff for your continual spirit of service and the professionalism each of you has rendered during my association with you. I will miss you greatly. ¡Adios mis amigos!

*QP*

## Amigos Board of Directors May Meeting Highlights

The Amigos Library Services Board of Directors conducted its May 17 meeting in conjunction with the annual online Amigos Member Conference. Board officers Bill Hair, Waco, TX; Anne Prestamo, Stillwater, OK; Jennifer Goodson, Ft. Smith, AR; and Patrick Heath, Boerne, TX, participated from the Amigos offices in Dallas and were joined online by the rest of the Board.

In his final Chair's report, Hair reviewed committee and task force appointments for the year and thanked his fellow Directors and members for their service.

Amigos Treasurer Heath reported positive April performances for both operations and the organization's investment portfolio. He noted that Amigos Member Discount Program revenues were a major contributor to an overall robust operational showing.

The Board approved three winners of the 2011 Amigos Fellowship and Opportunity Award. Amigos Chief Operations Officer Robert Watkins reported that five applications were received for consideration. Of those, the board authorized funding for three based on recommendations of the award selection committee. See *Amigos Announces 2011 Fellowship and Opportunity Award Winners* elsewhere in this issue.

In other business, the Board approved the FY2012 Business Plan and the appointment of the Dallas accounting firm Salmon, Sims, Thomas and Associates, PLLC, to conduct the FY2011 audit. Amigos Chief Financial Officer Charles Cason noted his staff will soon begin preparing documents for the auditors' review with a goal of completing the audit early in FY2012. The Board reviewed and approved fee *Schedule A* for FY2011/12, and gave final approval to the new *Amigos Strategic Plan*, which will be distributed to Amigos Members this summer.

Amigos Vice Chair Prestamo, who serves as Chair of the OCLC Americas Regional Council, reported on the Global Council meeting held in April.

Amigos President and Chief Executive Officer Director Bonnie Juergens provided directors a number of reports to update them on the operations of the organization.

The next Board of Directors meeting will be August 5, 2011, preceded by a New Directors Orientation Session to be held August 4 at the Amigos offices. *QP*

## Welcome to the Newest Amigos Member!

### Arkansas Baptist College

Mrs. Sonya Lockett  
Library Director  
Little Rock, AR

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