

SERIALS SOLUTIONS AT-A-GLANCE

Serials Solutions

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Mission statement:

Helping your library be the best partner for research

Founded: 2000

Vice President:

Jane Burke

General Manager:

Robert Mercer

Global Employees: 145

Parent Company:

ProQuest
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Company President:

Marty Kahn

Global Reach:

3,000+ clients

SERIALS SOLUTIONS®

Founded by a librarian for librarians

Empowering libraries with solutions for e-resource access, management, and assessment

Founded by a librarian for librarians in 2000, Serials Solutions is the global leader in E-Resource Access and Management Services (ERAMS) and serves more than 3,000 libraries of all sizes and types. As the nature of library collections has changed, Serials Solutions has changed the way people use and manage electronic resources for research.

Since introducing the first A-to-Z title list, Serials Solutions has continued to advance library technology with a series of firsts:

- The first e-resource **knowledgebase**
- The first **MARC records updating service** for e-resources
- The first **federated search engine** featuring results clustering
- The first **e-resource management system** with a hosted knowledgebase
- The first truly **multi-tiered e-resource management system for consortia**
- The first **e-resource assessment service** to deliver cost and usage analysis
- The first **integrated e-resource access and management solution**
- The first **Web-scale discovery service**

Today, Serials Solutions is a global leader in library technology and offers a complete family of solutions for e-resource data, access, management, and assessment:

- **Serials Solutions® KnowledgeWorks**
The authoritative e-resource knowledgebase
- **Serials Solutions® 360**
The only complete and integrated solution for e-resource access, management, and assessment
- **Ulrich's™ Global Serials Intelligence**
The authority for serials knowledge and analysis
- **AquaBrowser®**
The world's leading discovery layer
- **Summon™**
The revolutionary new Web-scale discovery service

Now libraries can take advantage of access, management, and assessment tools that have been designed using consistent software architecture and developed from the ground up to work together. Through its Software as a Service (SaaS) technology model and premier library Support Services, Serials Solutions provides fast implementation, easy customization, and outstanding value to its client libraries.

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MANAGEMENT BIOS

Jane Burke, Vice President

Jane Burke is Vice President of Serials Solutions, a Seattle-based business unit of ProQuest. Jane was appointed to this position in June, 2005. Prior to joining ProQuest, Jane co-founded and served as President/CEO of Endeavor Information Systems. In addition to working as a librarian at Cook Memorial Library in Libertyville, Illinois early in her career, Jane served as President of NOTIS Systems.

Jane earned masters degrees in Library Science from Dominican University (formerly Rosary College) and in Management from the Kellogg School of Northwestern University. Always an involved member of the library community, she now serves on the Board of Governors for the Northwestern University Library and on the Board of Directors for the Dominican University Graduate School of Library and Information Science. Among her many awards, Jane was inducted into the Chicago Area Entrepreneurship Hall of Fame.

Robert Mercer, General Manager

Robert Mercer is the General Manager of Serials Solutions reporting to Jane Burke. He has nearly 20 years' experience in customer-facing executive positions in technology companies, consistently increasing customer satisfaction and developing value-added products and services. He joins Serials Solutions from Ex Libris, where he led the North America Group as President. He has worked around the world for both Dell and SAS, developing a global orientation that is expected to contribute to Serials Solutions continued expansion across the world. Robert holds a bachelor's degree in engineering from University College, Cardiff, in Wales, UK.

John Law, VP, Discovery Services

Joining Serials Solutions in 2008 after more than a decade at ProQuest looking after search platforms and the user experience, John Law conceived the ground-breaking Summon web-scale discovery service and directs its development and market introduction. With over 20 years of experience in multiple high-tech industries, including online media, consumer products in telecommunications, automotive and aerospace, John has contributed considerable leadership and ingenuity to the Summon service team.

John oversees business, technical, and project leadership for building information solutions aimed at getting librarians and end-users to their information "discovery moment" effortlessly. He has conducted multiple studies examining academic researcher behaviors and barriers in access to library resources. John is also a frequent speaker at industry conferences about topics related to technology, user center design, and product development, both from a library market perspective and in relation to new product management practices. He holds a Masters in Engineering from Columbia University in the City of New York.

Peter McCracken, Director of Research

Peter McCracken conceived the idea for Serials Solutions while working as a reference librarian at East Carolina University, and then at the University of Washington. McCracken was frustrated by the difficulty of locating and navigating electronic resources, which his colleagues and patrons seldom knew existed. In 2000, Peter recruited his two brothers, Mike and Steve McCracken, and a high school friend, Chris Pierard, to help him solve this problem for libraries across the country. The four founders developed an effective and affordable

solution that could be implemented at libraries worldwide. After creating the first A-to-Z list in 2000, Peter molded Serials Solutions from a small start-up into an industry leader with a complete suite of E-Resource Access and Management Services. He remains Director of Research at Serials Solutions.

Peter earned his bachelor's degree at Oberlin College, plus master's degrees in Library Science from the University of North Carolina at Chapel Hill and in Maritime History from East Carolina University. In addition, Peter serves on the Council of Advocates for the University of Washington Libraries and on the Board of Visitors for the School of Information & Library Science at UNC-Chapel Hill.

Matt Hall, Director of North American Sales

Matt Hall, Director of Sales for Serials Solutions, leads the company's North American sales efforts and has played a critical role in Serials Solutions' worldwide expansion.

Since 2001, Matt has orchestrated the company's growth to include over 2000 libraries, played a crucial role in the development of all services, and is now a member of Serials Solutions' executive leadership team. Prior to becoming one of Serials Solutions' original staff members, Matt consulted organizations in the areas of technology and resource allocation.

Matt Drury, Director of International Sales

Matt Drury, Director of International Sales for Serials Solutions, leads the company's International sales efforts and has played a critical role in the worldwide expansion of Serials Solutions. Since joining Serials Solutions in 2008, Matt has helped unify the company's global sales force and establish a strong presence in libraries in the European, Australian, Asian, and other markets.

Before coming to Serials Solutions, Matt served as Regional Sales and Marketing Manager for Emerald Group Publishing. Matt has extensive experience in technology, publishing, and library services. He is based in the Serials Solutions Cambridge offices.

Harry Kaplanian, Director of Technology

Harry Kaplanian was appointed Director of Technology in May 2009 after serving as Serials Solutions Director of Product Management for two years. Prior to joining Serials Solutions, he worked for Microsoft developing Live Search Books. Harry also served as Vice President of Development at Mandarin Library Automation and previously Director of Development at SIRS Publishing. Harry graduated from Florida State University with a degree in Computer Science with an emphasis on mathematics.

Harry works with Serials Solutions Product Managers to develop new features and enhancements for Serials Solutions e-resource access and management services. His team collaborates with customers to understand the demands of the library market as it evolves and create products that answer the needs of digital librarians today.

Michael Platt, Director of Library Client Services

Michael G. Platt, Director of Library Client Services, comes to Serials Solutions with over 14 years of successfully providing and managing technical systems and support. Prior to joining Serial Solutions, he led organizations with different technical environments. In his previous positions, he built and managed global technical support and systems for end-users at CBS MarketWatch.com and was Vice President in charge of technical support & services for various software-development companies specializing in health information, payment processing and inventory tracking systems.

Michael earned his Bachelor of Science degree in Business Management from Minnesota State University. He is a member of the Help Desk Institute and has a certification for Support Center Management and IT Services Management (ITIL). Michael is also a Microsoft Certified Systems Engineer.

Richard Bodien, Director of Marketing

Richard Bodien, Director of Marketing, joined Serials Solutions in 2006. He led the effort to introduce the new Serials Solutions 360 and KnowledgeWorks brands. Richard has twenty-five years of experience as a marketing writer, producer, and manager for software and high technology companies including Microsoft, AOL Mobile, and The Boeing Company. He began his career in advertising, and spent several years as a research associate for Booz Allen and Hamilton. His education includes the study of Chinese, Hindi, and Tibetan languages and literatures, with a concentration on the history of Buddhist literature.

Maria Keller, Director of Editorial Content

Maria Keller, Director of Editorial Content, joined Serials Solutions in March 2008 with close to 20 years experience in the information industry leading editorial and technical programs. Prior to joining Serials Solutions, Maria served as Executive Editor at CCH, leading the editorial team responsible for tax research publications in both print and electronic formats. Maria's career includes eight years at Gale, where her responsibilities included both product development and editorial standards for online offerings, including some of the first Resource Centers. Maria also served as the Director of Product Development for Comtex News Network in Alexandria VA, where she introduced the company's first XML data feed in 1999. Maria started her career in the editorial department at ProQuest, then known as UMI, in 1989, eventually supporting the first release of ProQuest Online.