

2010

## Profile-John B. McHugh

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**JM:** Profoundly. In that position I was in charge of all the **Society's** businesses and had ten managers reporting to me. **ASQ** made me focus on the customer and his/her requirements for satisfaction. I also learned the vital importance of well-documented processes, measurements, cycle-time, and always listening to the customer (including internal customers). I also started reading the works of the leaders in the quality field, **W. Edwards Deming, Joseph Juran, and Philip Crosby.**

**ATG:** *What three predictions do you have for publishers?*

**JM:** Our industry will see more and more and more digitization of copyrighted content. Copyright protection will become even more vital as content aggregators want more and more free content. Learn all you can about copyrights and licensing. And finally, since a new product has to come from somewhere, namely publishers, solid product development processes will always be contemporary. If it's not coming from **Google** or **Amazon** they are not publishers. 🌱

## against the grain people profile

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John B. "Jack" McHugh

**BORN AND LIVED:** Born and grew up in Evanston, IL., a suburb just north of Chicago on Lake Michigan.

**EARLY LIFE:** BS **Xavier University, U.S. Army**, lived in Cleveland, Boston, and Columbus, OH.

**PROFESSIONAL CAREER AND ACTIVITIES:** Currently publishing advisor and consultant. Prior, publishing executive who worked in commercial and nonprofit publishing. Author of 90 papers on publishing management, available at my Website.

**IN MY SPARE TIME I LIKE TO:** Read, exercise, and follow **Ohio State** and **Green Bay Packer** football

**FAVORITE BOOKS:** Many. I read U.S. History (presidency, Civil War), biographies and fiction, mostly satire and humor.

**PET PEEVES/WHAT MAKES ME MAD:** Moron telemarketers who call me and mispronounce my last name "McHugh"—"McHuge," "McHug," "McUgh"—How hard can it be? Give me a break. It's a common Irish name.

**MOST MEMORABLE ACHIEVEMENTS:** Starting new publishing ventures and my professional writing.

**GOAL I HOPE TO ACHIEVE FIVE YEARS FROM NOW:** To remain professionally active and vital along with good health. 🌱

## ATG Interviews Bipin Patel

### CIO, ProQuest

by **Katina Strauch** (Editor, *Against the Grain*) <kstrauch@comcast.net>

and **Leah Hinds** (Charleston Information Group) <leah@katina.info>

We caught up with **Bipin Patel**, the CIO of **ProQuest**, regarding the all new **ProQuest** platform.

**ATG:** *When will the new platform be operational for libraries that are ProQuest customers? Do you have a specific date or timeline?*

**BP:** We are taking a phased approach to migrating customers to this new, ground-up, modern platform. We alerted them to the migration schedule in July, and as we're doing this interview, we're just shy of the first wave of migration in August. The process will allow customers ample time to preview the platform. Further, we are offering a wide variety of tools to help customers with the migration, including support from our training and technical support teams and access to a large kit of helpful materials called "SwitchedOn." Customers also have access to a special Migration Support Website (linked to our [proquest.com](http://proquest.com) site) to assist them.

**ATG:** *It's difficult to comment on the new platform at this time since we cannot see how it works. Is there a website that we can visit that will show us how a search or searches will work on the new platform?*

**BP:** We're very excited about connecting customers and reviewers with the new platform, and when this interview is published many of your readers will be previewing it. We have been keeping customers updated through a Website that helps them prepare — [http://www.proquest.com/en-US/promos/feature08\\_pg.shtml](http://www.proquest.com/en-US/promos/feature08_pg.shtml).

I hope your readers will visit the Website, but let me preface that visit with a quick summary. We started this project because we kept hearing from our customers that people wanted to link A&I to full-text, the ability to cross-search all their **ProQuest** content, and simplification of administration resources for librarians. That was the beginning of a deep journey into what this platform should be... should do, and end-users have been at the heart of it. We dug into the culture of end-users so we could truly understand them. The result is that we've created a search experience that goes well beyond discovery and propels serious research in exactly the way end-users — whether they're students or librarians or faculty members — want that to happen. The platform is designed for purpose, and because end-user needs are constantly evolving, this is a living platform that will evolve with them. We're using an agile process that will iterate to make the platform ever better and ever more

responsive to needs. Because of the process, changes will come in a disciplined way, always driven by customers and end-users.

This is an entirely new search infrastructure that supports libraries and their users, and we feel it will set a new standard for the search and discovery experience. The platform will get the user to relevant content quickly — whoever they are, whatever they're researching — always providing context that helps them understand the content properly, but also helps them understand where they are in the research process. Further, we're introducing very powerful, but intuitive, research tools that allow users to work with the content they find. These are very thoughtfully introduced — the right tools, at the right time, in the right place. And to support librarians, we're simplifying the administration of library e-resources, using the single platform to ease set up, centralize reports, and streamline training.

**ATG:** *As we understand it, all ProQuest, CSA Illumina, and Chadwyck-Healey products are included in the first release but not databases distributed by ProQuest like Safari, Factiva, and Critical Mention? Will these databases be included as well? If so, when?*

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