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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.

ATG Interviews Bipin Patel

CIO, ProQuest

by Katina Strauch (Editor, Against the Grain) <kstrauch@comcast.net>
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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’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_pq.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-Healy 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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