ATG Interviews Tina Feick, Director of Sales and Marketing, Harrasowitz Booksellers & Subscription Agents

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ATG Interviews Tina Feick

Director of Sales and Marketing, North American Library Services Office
HARRASSOWITZ Booksellers & Subscription Agents

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

**ATG:** Tina, you retired from Swets a few years ago, right? You have worked for several other companies, right?

**TF:** Let’s start with the second question first — I am very fortunate to have worked for three great companies. After being Head of Serials at Princeton University, I went to work as a Regional Sales Manager for Blackwell’s Periodicals Division (Oxford, England). This was in 1984. In 2000, Blackwell’s Information Services (new name) merged with Swets and I went along with the merger and held positions in Customer Service and by 2005, I was Vice President for Customer Relations at Swets Information Services in the New Jersey office. So, in reality, with living through company name changes and mergers, I can say that I worked for 24 years for the same name, through company name changes and mergers, I can say that I worked for 24 years for the same organization — just different names, management and operating systems.

I have also been fortunate to be involved in several organizations — such as NASIG (North American Serials Interest Group) and SISAC (Serials Industry Systems Advisory Committee).

Truthfully, I left Swets in March 2008 in order to spend time with my husband. He had retired (Serials Industry Systems Advisory Committee) and operating systems.

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**ATG:** When and why did you decide to start again with Harrassowitz?

**TF:** After three months of traveling and visiting family and friends, I decided that I needed to start exploring job options. My one requirement was that I wanted to work from home.

I had not even started looking when I got a call from Dr. Knut Dorn, Managing Partner of Harrassowitz, the bookseller and subscription agent based in Wiesbaden, Germany. He wondered if I could be coaxed out of “retirement” and come to work for Harrassowitz.

As you know, Dr. Dorn can be very charming and persuasive. Of course, I had always admired Harrassowitz, especially while I was working at Princeton. I was deeply honored to have been offered a position and I gladly accepted. I started in June 2008 as the Director of Sales and Marketing.

**ATG:** Tell us about your job at Harrassowitz. What new initiatives are being planned?

**TF:** As Director of Sales and Marketing for North America for Harrassowitz, my position includes development and implementation of sales and marketing strategies for North America.

I am very pleased to be again part of a sales team. It is a terrific experience to be able to meet with our customers and help continue Harrassowitz’s reputation for quality service along with the support of such great staff.

As you can imagine, with the focus on high quality service, Harrassowitz is constantly evaluating and enhancing its service offerings. Over the past year, the subscription part of the company has, for example, has launched OttoSerials Renewal Management (online renewals) and Harrassowitz E-stats, consolidated COUNTER usage statistics with acquisitions and cost information. Both projects were requests from customers.

On the monographic side of the house, and I am so excited to be working with books again, Harrassowitz has been developing eBook services including partnering with several platform providers. Being both a subscription agent and a bookseller, Harrassowitz is well placed to handle subscriptions for eBook packages and also facilitate individual eBook purchases.

For monographic approval plans, Harrassowitz has added the Scandinavian and Benelux regions to the geographical coverage — due to customer demand. The music score service has also been enhanced to include scores from North America.

I am still surprised that some librarians are not aware that Harrassowitz is truly global for subscriptions (both print and electronic) plus having European coverage for monographic services.

Harrassowitz continues to proudly pass the requirements for the ISO 9001:2008 quality standard. This is one of the reasons that I joined the company.

**ATG:** Your husband was a librarian — what does he do in retirement?

**TF:** Yes, my husband, Howard Zogott, was a public library director and his last position was Director of the Cranbury Public Library which is located not far from Princeton, New Jersey.

He writes amazing poetry, directs plays locally, cooks me breakfast lunch and dinner, and in general keeps me balanced as much as that’s possible. We both love book collecting and when we travel we end up in used bookstores. We have a fairly extensive poetry collection and over 1,200 Asian cookbooks.

Howard also teaches adjunct at the University of Arizona School of Information Resources and Library Science (SIRLS). In the past he has taught the “Public Libraries” course and this past summer he taught “Reference Services” — totally online. And he journeys with me to conferences in order to keep up with the library happenings and meet up with old friends.

**ATG:** I understand you have been traveling — where to?

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TF: Howard and I just returned from a two week trip to Ireland. We had a great time and managed to get to about fifteen bookstores in various cities and towns. We also saw two plays at the Abbey Theatre in Dublin including Alan Rickman starring in an Ibsen play.

This trip was for our tenth anniversary, so we celebrated by spending two nights in a castle — one from the 1200’s. Though it rained a bit every day, the weather was gorgeous including seeing six rainbows — now if only there was a pot of gold to take home.

We did spend time in Trinity College’s library and saw the famous Book of Kells and had the great fortune to see the Yeats’ exhibit at the National Library. The reading room was fantastic.

(Ate too much — potatoes are off the menu for awhile.)

ATG: So, when you really retire, what will you do?

TF: Well, that is a good question. I have a few more years left in me.

Howard and I first met back in 1974 when we both worked at the Free Library of Philadelphia — I was in Acquisitions. He worked part-time in the bookstacks while also directing plays in the Philadelphia area. In 1975, I acted in a play that Howard directed — Thornton Wilder’s “A Happy Journey to Trenton and Camden.” I would love to do more theatre but just have not continued on page 63
Something to Think About — Libraries are Dangerous Places!

Column Editor: Mary E. (Tinker) Massey (Serials Librarian, Embry-Riddle Aeronautical University, Jack R. Hunt Library) <masse36e@erau.edu>

I guess I’ve worked in libraries a little over forty years, and there have been a lot of problems and dangerous situations from the earliest of times. My biggest problem when I first started working was not having a ladder to gain access to the higher-shelved materials. I used desks, chairs, trash cans, and all manner of boxes. Almost invariably, I would end up six feet below in the middle of a trash can full of papers. Well, at least it was a soft landing.

We also had occasion to rescue some of our student workers from electric pencil sharpeners, electric eraser burns, scalpels removing fingertips and not old signage or call numbers, irons to put on labels or take off old ones, and even the typewriters that would catch unwary typists trying to unstick the keys or loosen the new balls. I hated the extra large heavy-duty staplers that would catch you off-guard when you put pamphlets together. THEN, we acquired “Compact Storage,” first with manual controls and then those with electric controls. Sometimes it wasn’t the controls, but a way to move boxes from the shelves onto dollies without wrenching your back into knots so tight that you couldn’t feel your toes anymore.

I can remember a few years when we gave up the unusual machines and dangerous stuff to just sit back and enjoy the dust of coins scattered around us. No band-aids! No splints! No crutches! It was heaven! Then, the electronic age drifted in and we began again finding out what could hurt us. Yet…there were still some old items around that could get you good. Libraries have all kinds of dangerous situations, and we never realize it. A week ago, I stopped to help a patron find some titles he needed and then returned to my business of measuring titles we were about to move. As I came around the corner of some shelving, I ran into something. From the noise and heft of the piece, I knew it was a Kik-Step, our friendly step stool that has wheels on the bottom to move when it is attacked. Whoops! It didn’t move and I went flying over the top step and down on the floor behind it. Crumpled beyond belief, my first thought was why didn’t it move? I heard the jangle as it sprang up from my bodyweight. I just stayed on the floor expecting someone to come to my rescue and help me. Nope! A room full of people, and no one to help. If only they would call Circulation?! Nope! Get up, you fool! You need to get out of the aisle. It’s like falling in the middle of the street, you’re afraid you’ll get run over if you stay there. If there is one thing I hate, its paperwork. I hobbled into the Secretary’s office and began filling out the papers, then I was filling them out with a policewoman. Where did she come from? In shock, I was answering questions from everyone, Scott was bandaging my leg so I wouldn’t bleed on everything, and I was getting worse from the loss of blood sugar, having not eaten at the proper time. Our resident EMT ran for the glucose tablets, then went to my car for my cane. As I sat there, I watched a large goose egg rise on my right leg, and my left knee was swelling into a permanently fixed appendage which wouldn’t bend even a micron. I won’t bother you with the craziness of the rest of the afternoon. It always reminds me of a clown circus filled with prate falls and all kinds of idiocy. I survived and still look forward to seeing what’s around the next corner. I think retirement is not too far away!

Watch out for the cranky chairs and the unruly foot stools! They’ll get you every time!! I should have thought about that one quicker!!

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had the time. This year we did do a poetry reading at our local library and last year I acted in a one act play that Howard directed for the One Act Play Festival in New Jersey.

I look forward to volunteer work — maybe even in a library! And oh yes, continuing to collect and read books.