

December 2000

## Joe Reynolds, President and Chief Executive Officer, Bell and Howell

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### Recommended Citation

Mays, Allison P. (2000) "Joe Reynolds, President and Chief Executive Officer, Bell and Howell," *Against the Grain*: Vol. 12: Iss. 6, Article 22.

DOI: <https://doi.org/10.7771/2380-176X.3108>

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# Profiles Encouraged

**Name:** Joe Reynolds

**Position:** President & Chief Executive Officer, Bell & Howell

**Born where and when:** Mt. Vernon, NY. July 7, 1949

**Current residence:** Whitmore Lake, MI

**Education:** BA, Philosophy, 1972, Catholic University of America, Washington, DC.

**Job experience summary:** Almost ten years at subsidiaries of Prentice Hall, Inc. in sales and marketing roles within the college textbook industry; 16 years with The Thomson Corporation, the first 8 in Sales and Marketing roles at Delmar Publishers, the last 8 in general management roles, starting with CEO of Delmar Publishers 1990-1995, COO of School and Career Education in Thomson's Education business, now known as Thomson Learning, then CEO of the School and Career Education Group, also responsible for technology strategy for creating and delivering products across the Education Group, as well as sales, marketing, and channel strategies for the Education Group. Joined Bell & Howell Information and Learning as President and CEO in April 1998.

**Proudest/most recent accomplishment(s):** Launch of Digital Vault, Launch of XanEdu, our higher education curriculum business, creation of bigchalk.com, The Education Network by merging the K-12 assets of Bell & Howell Information and Learning and Infonautics' Electric Library, acquisition of Chadwyck Healey in 1999, and the creation of a new product dynamic at Bell & Howell Information and Learning that has us now developing over 100 new product/services for introduction over the next 18 months.

**First job:** Paper route for *The Herald Statesman* in Yonkers, NY. First professional job out of college was as a college textbook sales representative for Prentice Hall in the SE US.

**Biggest recent surprise:** Finding new wines on a recent trip to Sonoma, CA.

**Favorite pastimes:** Boating (anything in, on, or around water!), reading, fine wines, and stimulating conversations.

**Last book read or literary tastes:** Historical Novels. *Gone for Soldiers* and military techno thrillers like Tom Clancy's *The Bear and the Dragon*.

**What would you like to be doing seven years from now?:** Enjoying life with my wife as empty nesters with new grandchildren, traveling, and teaching on the college level.

**Had I but world enough and time...** I would have taken up the piano again...I love music and love to sing!

## A Journey Through Time from page 54

automated online check-in system—to assist clients by providing a complete management database of serials from ordering to payment history, Faxon becomes the first subscription agent to promote the value-added concept of service to clients, offering them more than they might even think they need.

1980—Faxon unveils **DataLinx**, a new online system with remote access to the Westwood mainframe. This revolutionary new system provides clients with online access to Faxon's catalog of titles.

1981—**Albert H. Davis, Jr.**, sells **The F. W. Faxon Company** to his daughter, Judy Davis, and son-in-law, **Dr. Richard R. Rowe**.

1984—**The F.W. Faxon Company** changes its name to **The Faxon Company**.

1984—With the advent of the personal computer in the workplace, Faxon develops a desktop system called **MicroLinx**. The initial specifications for this new personal computer-based check-in service were developed around **Dan Tonkery's** kitchen table with **Amira Aaron**, **Becky Lenzini**, and **Bonnie Postlethwaite** as key members of the development team.

1990—First EDI X12 transmission in the serials industry between Faxon and **The Royal Society of Chemistry**. Address changes are sent in an X12 860 transaction set.

1994—UK-based **Dawson Holdings PLC** acquires **The Faxon Company**, and its subsidiaries, making **Dawson** the second largest library information services organization in the world.

1994—**Dr. Richard Rowe** incorporates **RoweCom, Inc.**, the world's first provider of automated library subscription services. Its Subscribe service uses the Internet for orders, payments and claims related to more than 20,000 academic, scientific, technical and medical journals.

1995—Faxon rolls out industry's first Website and FTP service by a subscription agent at ALA Midwinter. Faxon introduces the first business system designed by an agent explicitly for the purpose of conducting business using standard electronic interfaces to both libraries and publishers.

1995—**Fredrick "Fritz" Schwartz**, Faxon Manager of Client Technical Service and industry pioneer in EDI implementation and education, passes away and is honored with a NASIG scholarship in his name.

1997—Dawson announces the launch of a new electronic information access service called **Information Quest (IQ)**. IQ provides one-stop worldwide access to scientific, technical, medical, and business journals in electronic form through the

Internet. IQ searches the original journal text and then delivers the selected original journal article, including graphics, right to the user's desktop.

1997—**Dan Tonkery** is appointed President and Chief Operating Officer, Dawson North American Subscription Operations, which includes The Faxon Company and Turner Subscription Agency.

1998—The company announces the industry's first Y2K compliant subscription management system.

1998—An industry first, Faxon launches a new electronic journal licensing resource called **License Depot**. The new Web-based service provides access to information about electronic journal titles plus links to over 200 publisher Websites.

1999—Faxon launches **Subscription Depot**, a Web-based subscription ordering and management system, at ALA Annual.

1999—Major subscription agents, including Faxon, sponsor the development of standardized electronic journal license agreements.

1999—**RoweCom, Inc.** acquires the subscription operations of UK-based **Dawson Holdings PLC**. The units acquired from Dawson Holdings included: The Faxon Company, Faxon Canada, Faxon Quebec, Information Quest (IQ), Dawson UK, Dawson France, Dawson Espana and Turner Subscription Agency, collectively known as the Dawson Information Services Group (ISG).

2000—Another industry first, Faxon, RoweCom Academic & Medical Services enters in an agreement with the **IUPUI University Library** that empowers Faxon with "durable power of attorney" to act on IUPUI's behalf when negotiating electronic journal licenses with publishers.

2000—**RoweCom** announces a partnership with **AsiaSmart.com**, the first and largest Internet-based magazine subscription service provider in Asia. As a result of the agreement, Singapore-based AsiaSmart.com will provide business titles to its Asian clients for the first time by offering RoweCom's kStore catalog, ultimately reaching 100,000 additional individual users.

2000—At the ALA Annual Conference in Chicago, Faxon, **RoweCom Academic & Medical Services** unveils the industry's first start-to-finish e-journal strategy that helps libraries greatly simplify the entire e-journal acquisition process from identification and license negotiation to access and ongoing maintenance.

2000—RoweCom launches an enhanced version of its kStore subscription management service, featuring unified searching, integrated shopping carts, and streamlined administrative and member customization capabilities. 