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First, I think it is appropriate to mention my background briefly so customers and publishers can get a sense of who I am and my experience in the information industry and with EBSCO. Before joining EBSCO, I worked for the public accounting firm Ernst & Young. I think it is important for managers to understand the financial implications of business decisions, and my accounting background has left me well prepared in this regard. As CFO of EBSCO Subscription Services, the financial aspect of the business has, of course, been a vital part of my job. I’ve also had a major focus on operations for some time. Over the past 14 years with EBSCO, I’ve built a critical understanding of the whole business from top to bottom — seeing library customers during the initial sales process, order processing, customer service, IT systems and other areas. Finally, my involvement with various acquisitions of companies, including the RoweCom purchase last year, allows me to look into the details of competing subscription agencies — to understand how they are structured and operate, as well as compare and recognize what EBSCO does well and what other companies do well as we work to improve our business.

Outlined below are some of the things I value most about EBSCO. These are the characteristics that made me comfortable joining the company and are still key reasons I come to work at EBSCO every day. I believe these are the same characteristics our library customers are looking for when they consider vendors for subscription and e-resources services and are things our publisher partners also see as important.

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