



Eileen Donoghue
City Manager

January 11, 2022

Mayor Sokhary Chau
and
Members of the City Council

Re: Library –Appointment of Trustee – Full Member

Dear Mayor Chau and Members of the City Council:

Pursuant to the authority specified under the Code of City of Lowell Section 39-1, it is with pleasure that I am appointing Katy Aronoff, 677 Beacon Street, Lowell, MA to the Pollard Memorial Library Board of Trustees, to a term which expires December 31, 2024, or such time thereafter until a successor is appointed and qualified.

Confirmation by the City Council is required for this appointment and is hereby requested. I have attached her resumé for your review.

I would be happy to answer any inquiries you may have concerning these appointments.

Very truly yours,

Eileen M. Donoghue
City Manager

cc: City Clerk
City Solicitor
Library-Board of Trustees
City Auditor
Human Relations Manager
MIS

KATY ARONOFF

Lowell, MA •

SUMMARY

Experienced librarian, manager, and solutions architect always looking forward to the next great demo and celebrating my team's wins. With a demonstrated history of success in enterprise software presales practice and management, I embrace the challenge of leading my team to the next big thing and beyond. Thrives in a fast-paced environment and as a member of collaborative teams. Highly regarded by managers and peers for approachable demeanor, resourceful thinking, and superior communication skills.

PROFESSIONAL EXPERIENCE

Ex Libris, a ProQuest Company
Newton, MA, and Remote

2014-present

- **Senior Director of Solutions Architecture, December 2019 – Present**

As Senior Director of Solutions Architecture, I lead the solutions architecture and bid teams for Ex Libris in the Americas:

- We are responsible for more than 300 product demonstrations and technical and user-focused meetings and discussions per year, as well as the production of more than 80 RFP responses and other written customer-facing documents annually. These support the sales process for the industry-leading Ex Libris Higher Ed Cloud Platform SaaS products for libraries and higher education including Alma, Primo, Summon, Esploro, Leganto, and campusM.
- I provide strategic leadership to the team and participate in regional management decision-making and planning with other Ex Libris and ProQuest leaders.
- I also work in close strategic collaboration with company executives and colleagues across the global organization including product management, customer success, implementation, and marketing, and I am deeply involved in the sales and presales strategy and planning for individual accounts, regions, and markets in the Americas. I am responsible for translating these strategic discussions to directly actionable best practices for the team to use in the field.
- As a senior manager, I have a strong commitment to mentoring my team and to professional development for individual team members and the group as a whole. I have personally recruited and hired many current team members and have worked to help talented employees help define career paths within the company and have promoted several people to leadership positions or senior individual contributor roles.
- Staying true to my roots on the team's front lines, I conduct demonstrations for select prospects and attend a variety of customer meetings and industry events to maintain close contact with those in the field and an understanding of trends and concerns among "boots on the ground" library staff.

- **Director of Solutions Architecture, December 2018 – December 2019**

- As director, I took on increased responsibility for the strategic direction of the solutions architecture team, expanding our product coverage to include the Ex Libris Research Suite (Esploro and Pivot) and deepening our collaboration with sales and the other regional Ex Libris presales teams.

- I established the Team Lead role for the solutions architecture team to allow for leadership development within the team.
- **Manager of Solutions Architecture, May 2017 – December 2018**
 - I was promoted from within the ranks of the solutions architecture team to run the day-to-day operations and set strategic direction for the team in product demonstrations and other engagements with customers.
 - I created the senior solutions architect role to recognize leadership within the team and worked with global colleagues to establish a formal collaboration with the EMEA presales team, which allowed us to share expert demo resources for strategic deals across the two regions.
- **Solutions Architect, February 2014 – April 2017**
 - Presented pre-sales product demonstrations to customers and prospects throughout North America with a focus on next-gen library services platform (Alma, Leganto) and discovery (Primo) and an expertise in working with large or complex academic/research libraries and consortia
 - Maintained extensive current knowledge of Ex Libris products and best practices and emerging trends at academic and research libraries, including a personal focus on public services (access services, circulation, consortial functionality, and resource sharing)
 - Prepare Alma topology and architecture recommendations for complex accounts
 - Represent Ex Libris at national and regional library industry conferences and trade shows, including ALA, ACRL, ELUNA and regional Ex Libris user group meetings, and state and regional library association meetings

Northern Essex Community College
Lawrence, MA
Reference Librarian

2013-2014

- Responsible for all Lawrence-campus library operations in the afternoon and evening, including reference, circulation, and instruction sessions; frequently worked as solo librarian.
- Participated in reference department professional staff activities, including collection development, selection and purchase of electronic resources, and goal-setting and strategy for the libraries.
- Represented NECC on consortium-wide NOBLE Technical Services Committee.

Bentley University
Waltham, MA
Special Projects Librarian

2010-2012

- Researched and managed the implementation of new technologies, services, and process improvements for the library.
 - Projects included library website redesign, revamp of circulation department documentation of policies and procedures, successful pilots of QR codes and social media, the “78 Things You Didn’t Know About the Bentley Library” publicity campaign, and the launch of Massachusetts Library Snapshot Day at Bentley.
- Managed cross-departmental and library-wide initiatives, including the university archives, social media outreach, and special events.
- Supervised the circulation desk, including oversight of work-study students, conducting transactions, explaining library policies, and providing assistance with technology and other services in the library.
- Provided backup reference desk coverage, conducting reference interviews and answering questions including business and other academic reference questions, directional questions, and providing assistance with database, internet, and library catalog searches.
- Served as standing member of Bentley Library User Experience committee, a library-wide committee focused on improving patrons’ electronic and in-person user experience.

- Cofounded Bentley Library Information Literacy Series, an event series featuring expert speakers on information literacy in higher education.

**Tufts University
Medford, MA**

2007-2010

Administrative Coordinator, Web Communications and University Photography

- Managed operations of University Photography department:
 - Cultivated and maintained relationships with more than 100 internal clients.
 - Scheduled, assigned, and billed more than 400 jobs per year across the three Tufts campuses and maintained online database of photography jobs.
 - Coordinated coverage of Commencement, Matriculation, and other major university events.
- Managed and supported Web Communications projects:
 - Managed departmental budget, including quarterly and annual projections, allocation of expenses, and purchasing decisions.
 - Maintained network of 20 LCD information screens across the three Tufts campuses, including purchasing hardware and coordinating with vendors to complete installations and repairs on schedule and within budget.

**Radcliffe Institute for Advanced Study, Harvard University
Cambridge, MA**

2004-2006

Public Relations Assistant, Office of Communications

- Managed production of print publicity and communications materials, including postcards, programs, and posters for Radcliffe events and programs; approximately 10 projects per month.
- Researched, wrote, and edited press releases and distributed to more than 100 local and national media contacts, maintaining comprehensive and subject-specific lists of contacts.
- Compiled calendar of Radcliffe events and distributed to media contacts monthly.

VOLUNTEER AND RELATED EXPERIENCE

Barnard College, New York, NY

2004-present

Alumna Admissions Representative

- Interview and evaluate five to 10 local Barnard applicants annually as top Boston-area alumna interviewer.
- Represent Barnard at college fairs and admissions events in the Boston area.

Columbia Daily Spectator, New York, NY

2001-2002

Editorial Page Editor

- Managed content and production of campus daily newspaper opinion section.
- Recruited, trained, and supervised five associate editors, 20 columnists, and five cartoonists.

EDUCATION

MLIS, library and information science, Simmons College, Boston, MA, 2010

BA, history, magna cum laude, Barnard College (Columbia University), New York, NY, 2004