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has been working at EBSCO since 2015 and her current position is Customer Engagement Manager. Urszula has master's degree in librarianship from Warsaw University (Poland). Prior to EBSCO, Urszula worked in Ministry of Foreign Affairs as an information management specialist. She gained experience working in an international environment in London, Paris and Lisbon where she found her passion for Portuguese culture and music. Being responsible from Poland, Latvia, Lithuania and Ukraine, Urszula's main tasks are providing online and on-site trainings, delivering training

materials, creating videos in order to increase the usage and awareness of EBSCO resources. Urszula covers multiple EBSCO products facing mainly academicians, graduate students and library professionals of various markets such as academic, medical and government. She works from her home office in Łowicz (Central Poland) where she lives with her family.