

# D-TECH LIBRARY CUSTOMERS

## What Our Clients Have to Say

### QUOTES



“ The libraries within our system serve as community centers for our patrons. The fact that it's needed and they are being used has been satisfying. Our patrons have expressed their appreciation for the increased programs that are now being offered at our community libraries. The use of the ComputeIT self-service kiosk has freed up our headquarters and community library staff to focus on much-needed programs and services rather than on the logistical requirements of processing computers from one location to another. ”

#### – BINH LE

*Interim Assistant Director, CIO*  
The County of Los Angeles Public Library

“ We wanted to let you know how pleased all at Queen's Library are with the efficient and friendly manner with which D-Tech dealt with updating our self-issue machine for Oxford's new LMS. It has become apparent that libraries using other suppliers are still struggling to get theirs working while we have benefitted from such a smooth transition. ”

#### – LYNETTE DOBSON

*Queen's College*  
Oxford (UK)

“ We are constantly searching for ways to support our city's goal to create raving fans by delivering first-class service. The holdIT™ book locker is a great tool to meet this goal. It gives our customers the convenience of location, the freedom of 24-hour service and the access to all of our materials. No one can provide the service we have received from D-Tech. Our requests were met with enthusiasm and were implemented within months, not years. ”

#### – PETER SIME

*Supervisor of People*  
Grand Prairie Public Library System

“ The other thing that sets D-Tech apart is its exemplary customer service. Whenever we have had an issue, they have responded immediately, and the team has worked hard to solve the problem even when it has been a third-party fault. Online and telephone support has been excellent, but it is the speed at which they send an engineer on-site that has impressed us most. I would recommend D-Tech to any school seeking a reliable security solution with a rapid ROI. ”

#### – ASA NYLINDER

*Rivers Academy (UK)*

“ From a solutions standpoint, the computeIT is a perfect fit within our customer-centric self-service model. It provides our customers with the freedom and independence for how they want to use the library with or without staff intervention and aligns with our goal of providing 21st Century library products and services. ”

#### – MONIQUE SENDZE

*Chief Operating Officer & Chief Technology Officer*  
Tulsa City-County Library

“ In the Systems & Technical Services Department, we are challenged to find new ways to support the “Connecting and Engaging Adaptive Learners” vision of the Library. We have to continue to innovate. In the long term, it will become a more mainstream requirement to offer more online resources to meet the changing dynamics of our students, faculty and staff. ”

#### – ART GUTIERREZ

*Head of Systems and Technical Services*  
Emporia State University Libraries and Archives

