LIBRARY SELF-SERVICE MANAGEMENT SOLUTIONS

You’ll wonder how you managed without them
ABOUT THE COMPANY

D-Tech International is a leading supplier of high performance technology products and services for public spaces in the USA and UK. Whilst our success has been built in the library sector, in recent years we have seen an increase in cross-sector demand for our award-winning EM, RF, RFIQ and RFID technologies for tracking, managing, protecting and forecasting demand.

With an impressive record of continued success, we have earned a reputation as creative solution providers and forward-thinking developers of new products to meet rapidly changing consumer demands. Research, development and system design are an important part of the company’s strategy for future growth and with that comes a responsibility and commitment to developing environmentally friendly products.

We recognise the importance of our team and we strongly believe that our employees should be happy and fulfilled in their roles. We commit to professional development and creating a happy, friendly and relaxed working environment where achievement is acknowledged and creativity encouraged.

“With an impressive record of continued success, we have earned a reputation as creative solution providers and forward-thinking developers of new products to meet rapidly changing consumer demands”
D-TECH’S COMPANY VALUES

D  DELIVER - We are industry experts and we make sure we deliver the solutions you need, within budget and representing value for money

T  TECHNOLOGY - We never stop innovating, because technology does not stand still

E  EXCELLENCE - We strive for excellence in every aspect of our business

C  CUSTOMER - We build and maintain excellent relationships with our customers because we are always mindful of their needs

H  HUMAN TOUCH - Although we develop and supply technology products, we never forget the end user, and the need for our solutions to be accessible to all.
OUR PRODUCTS

**ComputeIT™**
**LAPTOP SELF-SERVICE WITH SECURE STORAGE AND CHARGING**

ComputeIT securely stores, charges and dispenses your laptops, tablets and notebooks. The same kiosk also allows patrons to securely charge their own devices. With over 800 installations and excellent customer reviews, it is no wonder the computeIT Laptop self-service kiosk has been awarded Platinum at the Modern Library awards.

12 to 96 Lockers, fully integrated to your ILS or supplied with its own database.

**ChargeIT™ Secure device charging**
**POWER UP YOUR PATRONS**

The latest addition to our range of products is the ChargeIT. The kiosk allows patrons or students to charge their devices whilst they are securely locked in the lockers. Keypad locks effortlessly enable users to set their own PIN each time they use ChargeIT, providing enhanced security.

**LendIT™ Secure dispensing unit**
**BE WHERE YOU WANT TO BE**

LendIT is the latest product from D-Tech which dispenses items to library patrons anywhere in your service area. From your local hospital, train or coach stations, to government office buildings or community centers; locations are only limited by your imagination!

LendIT can hold up to one thousand items consisting of books, CD's and DVDs, and is available in modules ranging from 200-500 and 1000 items. Its unique technology can automatically reshelve returned items for the next user.

LendIT is secure and reliable and can be installed internally or externally. Extend your library service to wherever you want.
AppIT™ A mobile app exclusively for patrons
GIVING FINGERTIP CONTROL TO YOUR PATRONS

AppIT is the first app of its kind in the library market and has been designed and developed by D-Tech. Utilising either barcode or RFID technology, D-Tech has developed the library app to perform multiple functions remotely. These functions include checkout of items, checking of account status, account payments, item renewals, check library locations and hours of operation, chat with a librarian and more. The app also has the capability to switch the RFID tag's security OFF to allow full integration with all RFID implementations.
**HoldIT™ Automated self-service kiosk**

**BECAUSE BUSY PEOPLE READ TOO**

The holdIT automated self-service holds kiosk facilitates extended library hours by providing a self-service holds pick-up point that can be positioned in either internal or external environments. The patron can simply scan their user card and the screen will display the items that they have on hold, once accepted by the customer, the locker opens and the items are issued.

HoldIT allows libraries to extend their service and meet the needs of more customers.

---

**CountIT™ Thermal imaging people counter**

**WORK SMARTER WITH PEOPLE COUNTERS**

Visitor usage data is a very effective tool for public space buildings to monitor and evaluate traffic by location and at individual service points. Most libraries rely on patron traffic data to preserve government funding. Ensuring that accurate and reliable visitor data is being collected from people counters aids libraries in optimising their staffing.

Our thermal imaging counter is the most reliable and accurate on the market. Using the latest technology, our cloud based solution is 98% accurate and is fully supported and backed up. It facilitates an unlimited count line, directional counting, and mapping of direction, so you can make sense of the who, where and when of your space.
RFID
CUTTING-EDGE TECHNOLOGY TO FUTURE-PROOF YOUR LIBRARY

D-Tech International supplies a full range of award winning RFID products for libraries. We can supply everything from RFID Tags through to self-service Kiosks. All products and software are developed and manufactured by D-Tech.

ReturnIT™ Fully-Automated Materials Handling
WE’VE GOT RETURNS SORTED

The functionality to return items outside of standard library hours is a service offering that is an advantage for patrons, as well as library staff. returnIT integrates with the library ILS and removes the items from the patron record. The items are collected in one or more of our media-friendly book bins.
CUSTOMER TESTIMONIALS

Excellent customer service, with an emphasis on direct contact and support, is fundamental to our continued success. We provide our customers with the very best care so that they can provide excellent service levels to their customers, without interruption.

This is what our customers say about us:

All done efficiently with the minimum of fuss, and nothing seemed to be too much trouble to sort out"
ROSEMARY GOOD, COTHAM SCHOOL

"I certainly can recommend them! D-Tech were quick to respond to our needs, and very good at helping me to decide which system we should go with"
KAREN SYLVESTER, LEICESTER COLLEGE

"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

"The rapid response time is just another demonstration of the excellent after sales service that D-Tech is renowned for and another reason we chose them for our library solution. I would certainly recommend D-Tech"
MELKORKA OSKARSDOTTIR, LAMDA

"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 me most. I would recommend D-Tech to any school seeking a reliable security solution with a rapid ROI"
ASA NYLINDER, RIVERS ACADEMY

"We find D-Tech to be very flexible in its approach. We have found them to be very responsive as far as any support issues are concerned and would definitely recommend D-Tech to other similar libraries"
CLARE WHITE, ST ANNE’S COLLEGE, OXFORD

"Working with D-Tech International is a pleasure"
RUSSELL HALL, SOUTH TYNESIDE LIBRARIES