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March 16, 2006

To Whom it May Concern,

We've been using DiscoverStation since April of 2005 and have been very pleased with our decision to use this solution in our library for our public computers. DiscoverStation has greatly improved the experience both patrons and staff have with the public computers.

Patrons love the simplicity of the system and consistently request to use them over our remaining Windows machines. The staff is grateful that the DiscoverStation concept has alleviated the time consuming function of upgrading and maintaining the public computers. This has allowed us to focus our time instead on other projects in the library. We no longer need to concern ourselves with these computers on a day-to-day basis, and, when we do experience a problem, Useful's friendly support staff promptly respond to and resolve the issue.

I would recommend DiscoverStation to any library wishing to minimize the duties and responsibilities associated with maintaining a public computer access hub; wanting to improve service to their patrons; and/or seeking better and more responsive support from their vendors.

Sincerely,

A handwritten signature in black ink that reads "Tessa Nettleton".

Tessa Nettleton, Director
Okotoks Public Library