

September 1, 2022

To whom it may concern,

I am pleased to recommend Sentry as a library security system provider. The refurbished unit we purchased looks practically new, the installation process was smooth, and the follow up has been stellar.

Our former system was getting quite outdated, but we did not have the necessary funds for a brand new security system. Our state library consortium, Minitex, had partnered with Sentry in the past, and they alerted us to a set of refurbished gates that came available. Upon my inquiry, Dave Rosen was very proactive in reaching out, sharing information, and keeping us in the loop as to the process of purchasing these gates.

Once I received approval from my administration and the agreement was signed, things happened fairly quickly, despite it being their busy season (July-August). The gates were shipped and arrived in excellent condition. We stored everything until the technician, Gerry Hessman, was able to get onsite. He took care in opening each box, and he kept his work area extremely tidy. Because our former system was so old, there was extra work to make sure the new system worked with the extant RFID tags. Gerry was diligent and creative in coming up with possible solutions, even when our own IT team was unavailable to assist or answer questions. Our situation was a bit unique, but after so many years in the field, Gerry said he enjoyed the challenge. He was very kind and was able to work through peak student traffic during opening weekend on our campus.

I would absolutely recommend Sentry to any library looking to upgrade or install new security gates.

Sincerely,



Alyssa K. Inniger
Director of Library Services

