

2022 June 29

Dave Rosen  
Inside Sales Manager, Marketing Coordinator  
Sentry Custom Security

To whom it may concern:

Morris Library at Southern Illinois University Carbondale recently upgraded our 3M 3900 Security Gates with Sentry Custom Security's WAM/MM -RT Controllers with the built-in patron counter. The shells of our gates are original to the library renovation that was completed in 2011, and we knew that we were going to have to either invest in new technology now for our current system – or plan to make a substantial investment in the future for a complete replacement. Fortunately, we already had an existing relationship with Dave Rosen when our library began discussing the need to explore the options available, and he was incredibly helpful in supplying us with different technical specifications, quotes, and information regarding how their product could work with our existing hardware.

We are absolutely ecstatic with the improvements and value that the WAM/MM -RT Controllers' technology has provided to our library. We can now download our patron counts directly, the sensors are more reliable, and any necessary adjustments can be handled remotely by Sentry. Additionally, this will extend the life of our system for many years, and it was a fraction of the cost without sacrificing any quality of the product.

Finally, I would be remiss if I didn't acknowledge that this upgrade was in part possible because Morris Library was the lucky winner of the 2021 Sentry Custom Security Crossword Contest. Winning the grand prize was quite a shock to all of us, but we appreciate that Sentry does this as it can take a big project from being a dream to a reality.

I look forward to continuing to work with Sentry Custom Security in the future and finding new ways to maintain and enhance our current services. Their products are exceptional, but it's the customer service and care that make them great to work with.

Sincerely,

Marissa Ellermann  
Head of Circulation Services  
Morris Library – MC 6632  
Southern Illinois University Carbondale  
Carbondale, IL 62901

