

June 23, 2023

RE: Sentry Custom Security

To whom it may concern,

**YORK UNIVERSITY  
LIBRARIES**

It is with great enthusiasm that I am writing to recommend the services of Sentry Custom Security.

133A Central Square  
Scott Library  
4700 Keele Street  
Toronto ON  
Canada M3J 1P3  
Tel 416 736 5904  
Fax 416 736 5451  
www.library.yorku.ca

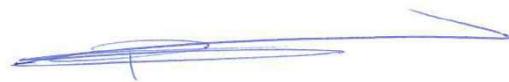
I have worked with Dave Rosen and the team at Sentry for many years. As the Manager of Library Facilities at York University in Toronto, I manage one of the busiest libraries in Canada. Dave and the Sentry team have been a great partner, working closely for several projects over the last few years. We recently updated three of our library's gate systems and Dave has been of invaluable help in discussions about the technology as it evolves as well as seamlessly organizing the install as it happened. The technology is of top quality and does not require continued maintenance to be used effectively.

Ren Cunard, the installer, worked tirelessly, being very flexible and understanding of the sometimes glacial pace of this academic university's bureaucracy. Ren worked closely with Planning and Renovations staff, Property Management staff and contractors that were hired to core and provide power and related the key components of the install with no complexities. In particular, Ren made several site visits to meet with different organizations in the university in what I am sure is a less efficient manner than he is used to. He finds the most efficient solution in all cases.

Dave Rosen has always been a staunch supporter of York and I feel like he always advises what is best for me as a client. He is well-versed in the current technology, responsive to my questions and comments and has taken the time on several occasions to advise me on how to proceed. I feel that I can contact Dave with any issue and he would give me honest and trustworthy advice, even about things that do not directly relate to his area of expertise. In short, I feel that Dave values York as a client and works tirelessly to demonstrate that.

I value Sentry as one of the contract partners that is most reliable and that I most enjoy working with over my 20 years in various fields. Sentry is sound, reliable and I'm sure that this relationship will continue for many years.

If you have any questions, please contact me at the email address below.



Darren Craig  
Manager, Library Facilities  
darren@yorku.ca

