D-Tech

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. For our US, customers, we focus our solutions development for the requirements of the library sector. We have developed our award-winning EM, RF, RFIQ and RFID technologies for self-service, stock control and management, library security, people counting and 24-hour vending.

With an impressive track record of 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 recognize 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 track record of 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** - When we develop our range of 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

StoreIT, ChargeIT, UseIT ComputeIT securely stores, charges and dispenses your laptops, tablets and notebooks. The same kiosk also allows patrons to securely charge their own devices. With more than 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 while 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. LendIT holds up to one thousand items consisting of books, CDs and DVDs, and is available in modules ranging from 200-500 and 1000 items. LendIT's unique technology enables automatic re-shelving of returned items for the next user.

LendIT is secure and reliable and can be installed internally or externally. Extend your library service beyond the walls of your library – the location is only limited by your imagination!

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AppIT™ A library app developed exclusively for patrons to use on mobile devices

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. Utilizing 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 funding. Ensuring that accurate and reliable visitor data is being collected from people counters helps libraries in optimizing their staff requirements.

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.

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ReturnIT™

A fully-automated Materials Handling machine (AMH)

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's record. The items are collected in one or more of our media-friendly book bins.

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 to self-service Kiosks. All products and software are developed and manufactured by D-Tech.

List product names and place pictures of Gates, Jet, Staff Pad, labels, inventory wand.

US CUSTOMER QUOTES

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:

"In the Systems & Technical Services Department, we are challenged to find new ways to support the "Connecting and Engaging Adaptive Learners" vision of the Library. We have to continue to innovate. In the long term, it will become a more mainstream requirement to offer more online resources to meet the changing dynamics of our students, faculty and staff."

ART GUTIERREZ, HEAD OF SYSTEMS AND TECHNICAL SERVICES, EMPORIA STATE UNIVERSITY LIBRARIES AND ARCHIVES

"The libraries within our system serve as community centers for our patrons. The fact that it's needed and they are being used has been satisfying. Our patrons have expressed their appreciation for the increased programs that are now being offered at our community libraries. The use of the ComputeIT self-service kiosk has freed up our headquarters and community library staff to focus on much-needed programs and services rather than on the logistical requirements of processing computers from one location to another."

BINH LE, INTERIM ASSISTANT DIRECTOR, CIO, THE COUNTY OF LOS ANGELES PUBLIC LIBRARY

"We are constantly searching for ways to support our city's goal to create raving fans by delivering first-class service. The holdIT book locker is a great tool to meet this goal. It gives our customers the convenience of location, the freedom of 24-hour service and the access to all of our materials. No one can provide the service we have received from D-Tech. Our requests were met with enthusiasm and were implemented within months, not years."

PETER SIME, SUPERVISOR OF PEOPLE, GRAND PRAIRIE PUBLIC LIBRARY SYSTEM

"From a solutions standpoint, the ComputeIT is a perfect fit within our customer-centric self-service model. It provides our customers with the freedom and independence for how they want to use the library with or without staff intervention and aligns with our goal of providing 21st Century library products and services."

MONIQUE SENDZE, CHIEF OPERATING OFFICER & CHIEF TECHNOLOGY OFFICER, TULSA CITY-COUNTY LIBRARY

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