



February 4, 2006

Mr. Marcel Nauer
Bibliotheca RFID Library Systems AG
Baarerstrasse 59
6300 Zug
Switzerland

Dear Mr. Nauer:

We have recently opened our new library building at the American University of Sharjah and I would like to take this opportunity to let you know how important our RFID implementation has been to the overall success of the new library, and how pleased we have been with Bibliotheca as our RFID partner.

We were very proud to offer the new RFID self-check circulation service on our first day of operations in the new library on January 21st, 2006. The self-check machines are a prominent feature of our circulation desk, look very attractive in our new environment, and have functioned perfectly since they were installed. Students, faculty, and staff are very impressed with the new system and have been very pleased with this new development in our library service.

We were on a very tight implementation schedule, and I am particularly grateful for the speed with which Bibliotheca deployed all aspects of the RFID system, from providing labels to installing the software on site. Your priority handling of our project ensured that we were operational on day one.

I would specifically like to thank both you and Jacques for assistance and information provided prior to our selection of the Bibliotheca system, Gregor Hotz for the technical expertise and support during the installation of the system, and Darshan at BCL for his attention to our requirements on a local level.

We are very pleased with our RFID system and I and my colleagues would be delighted to showcase the Bibliotheca RFID system to others in the region. If we can provide any further information to other libraries regarding our experience, please feel free to pass on our contact details.

Once again, please accept our sincerest thanks and appreciation for assisting us in reaching this new library service milestone.

Sincerely,

Lorin Ritchie
University Librarian

cc: Jacques Nauer, Bibliotheca RFID Library Systems AG
Gregor Hotz, Bibliotheca RFID Library Systems AG
Darshan B. Rajshekar, BCL
Ron Berry, Systems Librarian, AUS Library
Kathy Ray, Associate University Librarian, AUS Library