



Hood College Library
401 Rosemont Ave.
Frederick, MD 21701

January 30, 2007

Mr. Tim Gaia, Sales Manager
MEDI- Micrographic & Electronic Document Imaging
8227 Cloverleaf Drive, Suite 304
Millersville, MD 21108

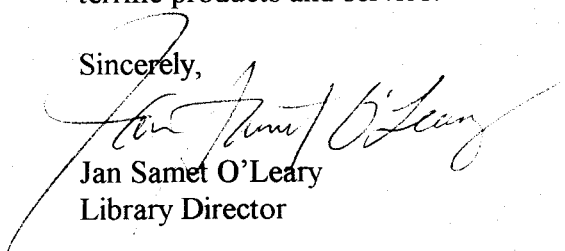
Dear Mr. Gaia:

I write today to let you and the rest of the MEDI staff know how very satisfied we are with our new microform reader-printers and with the HECON system that you installed to track and collect payment for microform prints and for our public photocopying. There was a bit of a learning curve when it came to "touching on and touching off" with the key fobs, but the number of queries about the last place fobs were used seems to have diminished as our patrons become more accustomed to the new system.

We are finding that the microform machines are performing well, and our patrons report that they are, indeed, more "intuitive" than the previous equipment that we had in place. On the whole, they have required little maintenance, but when that need has arisen, MEDI has been very prompt—especially important in a college library—in responding to our requests, and has generally been able to address equipment problems quickly. We especially appreciate the time that the technician takes to "check in" after the maintenance has been performed to let us know what was done.

We are very pleased that we selected MEDI to meet the requirements we had for microform reprographic equipment and for our "pay for print" needs. Thanks for the terrific products and service!

Sincerely,


Jan Samet O'Leary
Library Director

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