



Malden Public Library

July 14th, 2006

To whom it may concern:

The folks at Useful have a great product on their hands. I had many people tell me when I was upgrading how great the machines were, how "cool" it was that four or six machines could run off one box with no lagging. The best thing though, is that they just *work* and Useful considered all the things that computers are subjected to at public libraries. There are a lot of products out there that say that they were designed with public libraries in mind, but DiscoverStation is the only one I've run into that truly makes me believe it was.

I highly recommend them, not only for their product, but for their service. I have never come across anyone at Useful who has not had the time to sit down and explain exactly what was happening in any part of the process, from purchase to upgrades to maintenance.

Though I am no longer a systems librarian at Malden, I will certainly sing the praises of this system to every librarian that will listen. I feel comfortable that though I am no longer maintaining the machines there, my hometown library will have a stable, secure, and healthy system with minimal maintenance and cost.

Sincerely,

Kristin Shoemaker

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