

Increase patron convenience and decrease staff time spent on:

Scheduling and management of public PCs

Administration of printing and copying services

Collection of library fees and fines



Quest Suite™ lets patrons schedule their own computer time – no more need for sign-up sheets.



Quest Suite™ enables your patrons to easily and securely print from their Internet-enabled laptop or wireless device.

Quest Suite™ is iTeam's resource management solution for libraries and universities. Quest Suite lets you automate functions that used to be time consuming and labor-intensive for staff. Quest Suite™ improves efficiency in three key areas: public computer access, printer and copier cost recovery, and self-payment of fees and fines. iTeam products are available as individual modules or as a total Quest Suite solution.

Manage public PCs

ReQuest™ automates management of public computers, freeing staff from maintaining schedules and policing user sessions.

- Patrons sign up for their own computer time for the current day or in advance while in the library or from home; there is no need for sign-up sheets
- Session control is automatic, reducing patron conflicts over PC access without requiring staff intervention
- ReQuest is compatible with Internet filtering software

Administer print and copy services

Print Quest™ enables customers to recoup costs associated with public use of printers and copy machines, without staff support.

- Print jobs are sent from public or wireless computers
- Patrons approve or cancel print jobs at a Print Release Station, eliminating wasted paper and toner
- Payments can be made at a self-service station or at the counter to a staff member
- Patrons can pay for printouts and copies with any of the following combinations cash, stored-value cards, on-line accounts and credit/debit cards

Offer self payment of fees and fines

Quest Suite™ is integrated with Self-Serve Payment Stations and Patron Self-Checkout Stations to maximize patron usage and efficiency.

- Patrons are notified of outstanding fees and fines and can pay them with cash, credit/debit cards, stored value cards and online accounts
- Audits of all transactions are available from Quest Suite

iTeam Quest Suite™

Patron Access Services Solution



Combination towers are available, and offer patrons a variety of payment options including dollar bill/coin and credit/debit.

Tailor Quest Suite™ to meet your institutions needs

- Customize the patron experience with:
 - software screens
 - patron messages
 - PC usage and printing policies
 - Multiple languages
- Offer patrons a single card for circulation transactions and payment for library services; Quest Suite works with barcode, credit/debit, magnetic strip, combo, and RFID cards as well as online account balances
- Select from a variety of equipment including card readers, dispensers/revaluators and coin/bill/card payment systems

Improve the bottom line

Quest Suite™ helps customers operate more efficiently by automating manual processes and providing a no-hassle cost recovery system for printing and copying services. With Quest Suite™ you can:

- Replace waiting lists and sign-up sheets with automated computer reservations
- Recover and manage costs for supplies like paper and toner
- Empower patrons to pay fees and fines with standalone payment stations or through self-checkout units
- Customize all aspects of the patron experience
- Use a single vendor for all your collection and resource management needs

Quest Suite™ is compatible with Windows 7, Vista, XP, 2000 and Macintosh

iTeam™ is the only partner you'll need

iTeam builds total solutions designed to meet the requirements of today's colleges, universities and public libraries. With the added convenience of Quest Suite™, your institution will get industry-best features and flexibility for resource management. Add iTeam's unmatched customer service, and you'll have peace of mind knowing your solution is protected.

iTeam Resources, inc.

One Company. One Source. Total Solution.

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