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SirsiDynix Expands Service Level Commitments for North American Clients

Industry standard-setting commitments extended to Horizon and Dynix users

HUNTSVILLE, Ala., May 30, 2006 – SirsiDynix, the global leader in strategic technology solutions for libraries, announced today the expansion of its industry standard-setting service level commitments for clients in the United States and Canada. The commitments now apply to Horizon and Dynix users, as well as update the commitments established with Unicorn users in 2003. Plans are being made to expand this world-class level of service to SirsiDynix clients around the world.

Service level commitments ensure SirsiDynix clients receive timely, dependable and effective service from SirsiDynix Client Care, Consulting Services, Education Services and Implementation Services. They establish a set of minimum standards for client interactions with SirsiDynix, provide detailed turnaround times for resolution and help SirsiDynix measure its progress in improving client satisfaction.

“Carrying out our mission – delivering solutions that empower libraries around the world to better serve their user communities – requires that we provide nothing less than world-class service to our clients,” said Patrick Sommers, SirsiDynix chief executive officer. “For this reason, we’ve established service level commitments that clearly define what world-class service should look like in our operations and give us specific goals to aim for.”

Don McCall, SirsiDynix chief operating officer, said, “We understand that SirsiDynix must provide not only quality solutions, but also outstanding service, to effectively assist our clients in serving their users. These commitments ensure that libraries receive quality care from the day they select SirsiDynix and throughout their relationship with us. We diligently measure all aspects of client service, monitoring and analyzing factors such as average call response time, detailed and regular client satisfaction surveys, average request resolution time and other client-related service issues.

“Since implementing service level commitments and client satisfaction measurements for Unicorn users, we’ve seen tremendous progress in our ability to serve our clients more effectively. We are committed to keep improving our processes and working toward even higher levels of client satisfaction,” McCall added.

For more information about SirsiDynix’s service level commitments, see www.sirsidynix.com/Company/commitment.php.

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About SirsiDynix

SirsiDynix is the global leader in strategic technology solutions for libraries – vital institutions whose primary mission is to make sense of the vast world of information for people and communities. This is an exciting role as libraries assist people in discovering and using knowledge, resources and other valuable content for their educations, jobs and entertainment. In concert with key industry partners, SirsiDynix supports this strategic role for libraries by offering a comprehensive integrated suite of technology solutions for improving the internal productivity of libraries and enhancing their capabilities for meeting the needs of people and communities. SirsiDynix has approximately 4,000 library and consortia clients, serving more than 300 million people through more than 20,000 library outlets in the Americas, Europe, Africa, the Middle East and Asia-Pacific. For more information, please see www.sirsidynix.com.

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