

FOR IMMEDIATE RELEASE

FOR FURTHER INFORMATION:

Melanie Sollid
1.256.704.7127
melanie.sollid@sirsidynix.com

SirsiDynix Announces New Client Care Portal

State-of-the-art, user-friendly online support tool available to global user community

HUNTSVILLE, Ala., Feb. 12, 2008 – SirsiDynix, the global leader in strategic technology solutions for libraries, today formally announced the release of the new, state-of-the-art SirsiDynix Client Care portal for all SirsiDynix integrated library system users. This powerful website features a range of enhanced capabilities that empower users by making technical support resources more searchable, discoverable and accessible than ever. The portal is available to SirsiDynix users at <http://clientcare.sirsidynix.com>.

The new Client Care portal offers the following features:

- **Attractive, newly organized layout** offers easier navigation for users
- **Upgraded discussion forums** enhance communication among users as they collaborate to share valuable insights and solutions
- **User page comments** that enable users to make comments about any web page visited within the SirsiDynix Client Care portal
- **User bookmarks** offer easy navigation to users' most frequently used information
- **New support center ticket and resolution interface** presents a clearer, easier way for users to submit and follow up on the status of technical support incident reported to SirsiDynix Client Care

The SirsiDynix Client Care department is already working on improvements to the new Client Care portal, including live chat with SirsiDynix Client Care representatives and an electronic information delivery service that will alert users about software upgrades and updates.

“We launched the new SirsiDynix Client Care portal in December and have been very pleased with our customer response — nearly 2 million hits since going live,” said Matthew Hawkins, SirsiDynix chief operating officer. “In fact, many of our customers have requested the ability to review and manage their cases online, perform research about products, register incidents, and perform other tasks via the web.

“Now, as we formally announce the website, we are pleased with the leap forward we have made in our ability to support SirsiDynix users,” continued Hawkins. “We want our customers to be able to access us and our product knowledge bases in convenient, effective ways— whether by phone, email or online.

– more –

We look forward to continuing collaboration with users to make the Client Care portal of even greater value.”

Hawkins added, “Most of all, we are pleased about the new SirsiDynix Client Care portal because it clearly underscores our commitment to maximizing the value of clients’ investments in SirsiDynix technology.”

#

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.

© 2008 Sirsi Corporation, d/b/a SirsiDynix. All rights reserved. Sirsi and SirsiDynix are registered trademarks of Sirsi Corporation in the United States and in other countries. Other brands and product names are trademarks of their respective owners.