MEMORANDUM

To: Mayor and City Council

From: Vicki Chiavetta, Director of Library Services

Date: July 6, 2016

Reference: Consider approval of entering into an agreement with Bibliotheca, LLC for the installation of Automated Materials Handling (AMH) and Radio Frequency Identification (RFID) for the Cozby Library and Community Commons, in the amount of $170,362 as budgeted for in the library expansion project; and authorizing the City Manager to sign any necessary documents.

2030:   Sustainable City Government: Excellent City Services with High Level of Customer Satisfaction
Community Wellness and Enrichment: Community Gathering Places, Community Education Programs and Support of Top Quality Schools

Introduction:
An Automated Materials Handling (AMH) and Radio Frequency Identification (RFID) system has been part of the library's Five Year Plan since FY12/13 and was included in the technology fund as part of the overall project budget for the expansion of the library. Following a Request for Proposal process, the library evaluated the respondents and recommends Bibliotheca, LLC as the vendor whose product will meet the needs of the library.

Analysis:
In 2010 the library began researching technology designed to increase efficiencies in collection management workflow as circulation continued to increase while staffing levels remained the same. RFID and AMH systems were beginning to be utilized by libraries to achieve improvements in reducing the time it takes to check materials in and out, increasing accuracy of check in, sorting items to speed their return to the shelves, and enhancing inventory management. At the time, this technology was still very expensive and was only gradually being adopted by libraries. A cost estimate at that time for the Coppell Library was over $450,000. In addition, the library facility did not have the optimal space requirements for the equipment necessary for AMH.

In 2012, the library conducted a strategic plan process that resulted in several goals related to technology, including RFID. These goals are:

- Evaluate and implement emerging technologies for patrons and staff
- Build and maintain technology infrastructure to provide quality library services including an RFID inventory management system
- Flexibility throughout the facility

In FY12/13, the library included RFID in the Five Year Plan in conjunction with an expansion of the library. By this time, more libraries were beginning in install RFID/AMH systems to improve workflows and the cost of the systems was gradually becoming more affordable with a higher return on investment.

In 2014, when planning for the library expansion project began, staff surveyed area libraries to determine who was using RFID/AMH and learn about the pros and cons of this technology. Costs had come down significantly by then, making the inclusion of RFID in the project more economically viable. As a result, the library was designed to include the space needed to implement an RFID/AMH system.

This technology provides the library and the community with the ability to check in materials from the drive up book return, activate security, and sort items, ultimately reducing the time it takes to return books to the shelves. RFID self-check machines benefit patrons by speeding up check out, reducing long lines during peak business hours, and protecting privacy during checkout. Staff workload reductions include processing more items in a shorter period of time with less handling, accurate multi-item self-check circulation in the patron's preferred language, book returns that automatically check-in items and remove them from patron accounts within seconds, and automatic sorting that distributes material to multiple bins in a fine sort for re-shelving and shorter "return to shelf" periods. Circulation staff can be re-deployed to the public floor to provide direct customer service to patrons. Utilizing this technology also builds capacity for future growth in circulation for years to come by stabilizing staffing needs.

Legal Review:
Agenda item was reviewed by Julie Dosher on June 29, 2016.

Fiscal Impact:
The Radio Frequency Identification/Automated Materials Handling system is included in a technology fund of $225,000, which is part of the overall expansion project budget. Funds will be provided by the ½% CRDC Sales Tax and the General Fund designated Fund Balance. Beginning in 2018, ongoing annual maintenance costs will be approximately $18,990.

Recommendation:
The Library Department recommends approval of this item. Approval of this item by the CRDC will be requested during their meeting scheduled for July 13, 2016.