

# Proposal for Cozby Library and Community Commons RFID Conversion

Submittal date: April 26, 2016

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April 26, 2016

Victoria Chiavetta  
Director  
William T. Cozby (Coppell) Public Library  
500 Southwestern Boulevard  
Coppell, Texas 75019

Re: RFP for Cozby Library and Community Commons RFID Conversion

Dear Victoria,

The Coppell Public Library wants to transition to RFID and reap its many benefits: self-checkout for your patrons and increased efficient workflows for your staff. Another great feature of transitioning to RFID and implementing our SelfCheck™ Kiosks is increasing visibility for your 3M Cloud Library directly to your patrons. Your patrons will be able to check-out digital books from the Cloud Library directly from our kiosks, increasing the Cloud Library usage rates.

Bibliotheca has a thorough understanding of the Coppell Public Library challenges. Based on our understanding of your needs, we have designed an RFID and AMH solution that will maximize self-service usage rates and enhance patron service.

With more than 45 years as a library-only vendor, we will provide the following:

- **Increased Patronage.** Our revolutionary SelfCheck™ QuickConnect Interface allows you to better connect patrons with the Coppell Public Library and its community. With the help of the Patron Promo tool, your patrons are more likely to take advantage of library services and events. And, the Recommended Reads tool helps your patrons' plan their next reads and visits to your library. Combined, these tools help drive circulation. Our user interface is also configurable to leverage your existing branding strategy for your community.
- **Maximized Self-checkout Usage.** With the help of the SelfCheck™ System, you will achieve your strategic project goals. The intuitive user interface makes self-checkout quick and simple for your patrons. This leads to satisfied patrons and return visits. Maximizing patron self-service means your staff will have more time to assist patrons with the services they value most.
- **Quiet and Effective AMH.** Our AMH system is noise level rated for library use – providing your staff a quiet and comfortable working environment. The highly accurate sorting of returned materials virtually eliminates the need for your staff to manually resort materials.
- **Guaranteed System.** The Coppell Public Library can rest assured that our products will efficiently and smoothly interact with your existing 3M equipment. In October 2015, OEP purchased 3M Library Systems, but the same products and people are available to our patrons. If the Coppell Public Library is not completely satisfied with the performance of our proposed RFID and AMH Systems within one year of installation, you may return the systems for a complete refund. That is our guarantee to you.

Another great benefit of choosing Bibliotheca to be Coppel Public Library's RFID partner is that we have worked on previous projects with the chosen Architect, Hidell Associates. Bibliotheca has worked with Hidell Associates on the Farmington Public Library, in New Mexico.

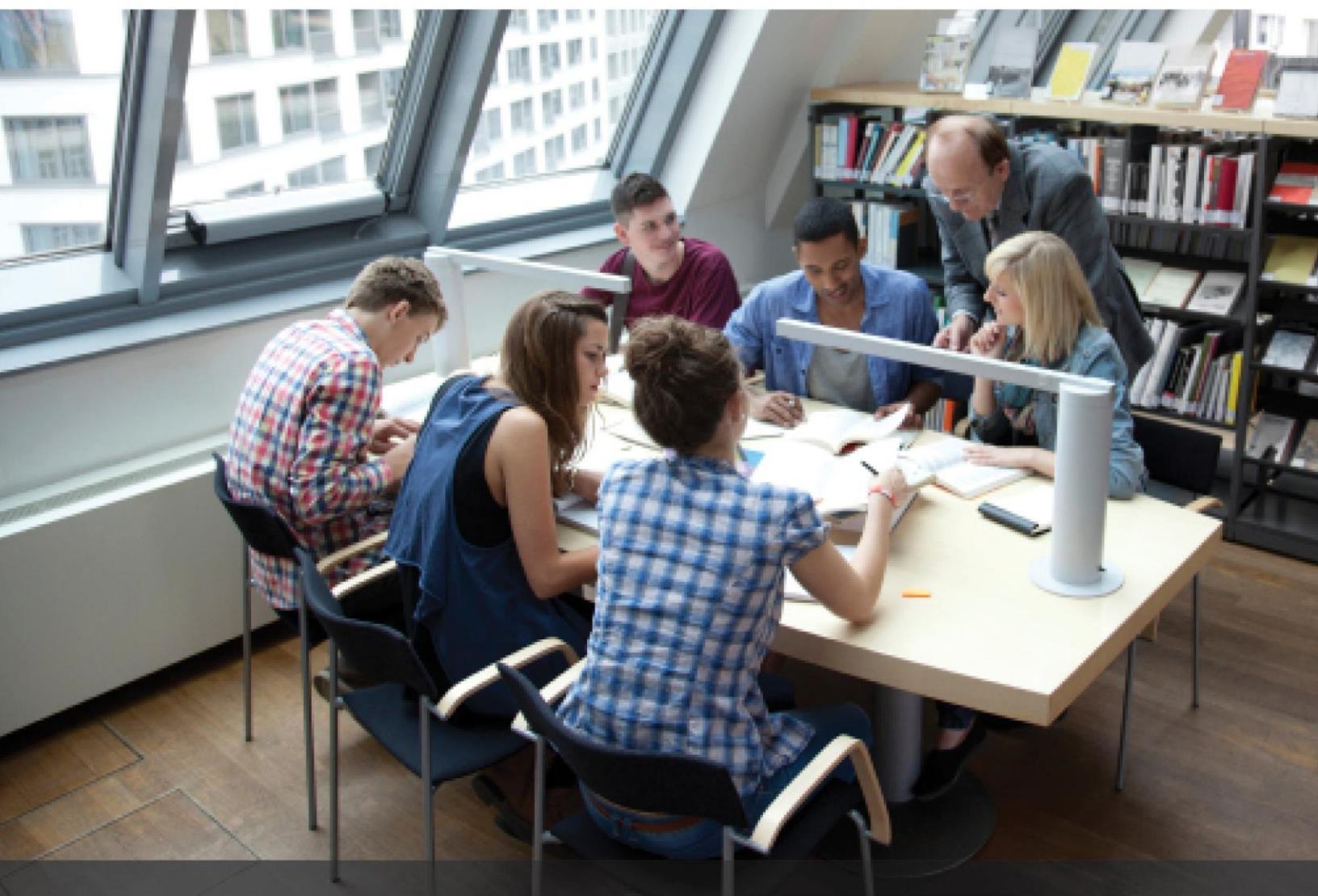
We look forward to building on our partnership with the Coppel Public Library for all its current and future RFID and AMH needs. If you have any questions, please contact me.

Sincerely,

A handwritten signature in black ink that reads "Shawn C Brumley". The signature is written in a cursive, flowing style.

Shawn Brumley  
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## Executive Summary

### **Executive Summary**

As libraries around the world know, our proposed RFID System is very easy to use and highly efficient. Such benefits give your staff more time to work on your library system's new public service activities. Additional benefits to choosing Bibliotheca as your RFID partner include:

**Strategic Vision.** Shawn Brumley, your Bibliotheca account representative, and our project team will provide your staff with expert advice regarding your current and future library technology needs. This includes a thorough assessment of your branch footprints and staff needs. The result is a detailed roadmap that includes the best location and configuration of your products – helping to increase product visibility to maximize usage by your patrons.

**Outstanding Service.** You can trust our technicians to be onsite quickly to keep your RFID equipment running at peak performance. We have technicians in and around your area that are specifically trained on our RFID products. And, our technicians carry the most commonly used parts in their service vehicles. This ensures prompt onsite repairs. In addition, we have a 24/7 hotline to answer any of your questions.

**Unmatched Security.** We offer high-performance, ISO-compliant RFID tags that reliably detect items throughout your collection. And, our Detection System gates greatly enhance materials security – minimizing unauthorized removal of print and multi-media items from your library. With the addition of our Command Center software, your staff is alerted when unauthorized materials are removed from your libraries.

**Easing the Transition.** We specialize in change-management services. Our dedicated onsite team takes the time to ensure your staff is comfortable with its new RFID System. And, we help guide your team members as roles expand so they can help patrons with the services they value most. Our team's job is not done until your staff is completely satisfied.

**Maximize Digital Collection.** Now there is yet another way to drive circulation of the Cloud Library. The Recommend Reads tool on the QuickConnect Interface now lets patrons browse, check out or put eBook and eAudiobook titles on hold – directly at the SelfCheck™ System unit. And, your staff can easily promote any categories from the Cloud Library digital book shelves, such as local authors, monthly best sellers, children's categories, etc.

**Please see the following pages to see how our RFID solution will revolutionize the Coppell Public Library, its patrons, and staff.**

### Model 895 Pad Staff Workstation



- ✓ "Plug-and-play" technology
- ✓ Staff use the same ILS screens they've always used, with added integration of RFID
- ✓ Minimum 8 inch read range
- ✓ No additional mouse clicks required by staff

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### Digital Library Assistant

For inventory management, we recommend our Digital Library Assistant



- ✓ Lightweight, ergonomic design that packs a punch: can read books as thin as 1/8<sup>th</sup> thick at a rate of ten per second
- ✓ Touchscreen with programmable keys
- ✓ Powerful battery that lasts seven hours, with only 4 hours downtime to recharge at night
- ✓ Powerful software comes pre-installed, which allows staff to upload multiple lists of desired items directly from your ILS



## Security Gates

To protect your collection, we recommend our Model 9100 Security Gates.



- ✓ 18 to 20 inches bi-directional read range-one of the most powerful in the market
- ✓ Attractive clear corridor design
- ✓ Several options for alarm lighting colors
- ✓ ADA-compliant
- ✓ Variety of flexible mounting options for your library's needs: direct mount, buried cable, or base plate
- ✓ All options are configured by staff, which include: lighting options (including color and intensity), alarm level noises, and alarm settings based on direction of travel (in/out)

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For self-checkout stations, we recommend our R-series. For Coppell Public Library, we specifically our Tabletop version to integrate into the library's current design and furniture.



- ✓ **The complete solution:** integrated barcode reader, RFID reader, 22" touchscreen monitor, and payment solution with a receipt printer
- ✓ Easy-to-use interface, designed for library patrons
- ✓ Frees up staff to complete other tasks
- ✓ Integrated payment
- ✓ Real-time integration with your ILS

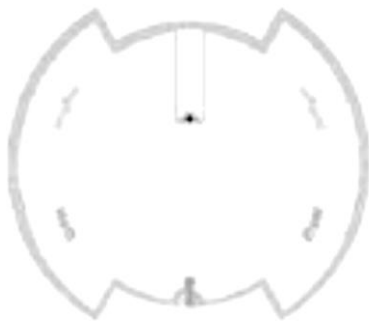
### RFID Tags

For RFID Books tags, we recommend the smartlabel™ 100 RFID tags.



- ✓ Fully ISO compliant
  - ✓ Guaranteed for the life of the item that it's affixed to
  - ✓ Keeps every book or magazine in your collection safe and secured
  - ✓ Only 2 x 2"
  - ✓ Can be clear, or made with pH-neutral paper
- 

For multimedia items, we recommend our Stingray tags.



- ✓ Fully ISO compliant
  - ✓ Guaranteed for the life of the item that it's affixed to
  - ✓ Keeps every CD/DVD in your collection safe and secured
- 

### Mobile Conversion Station

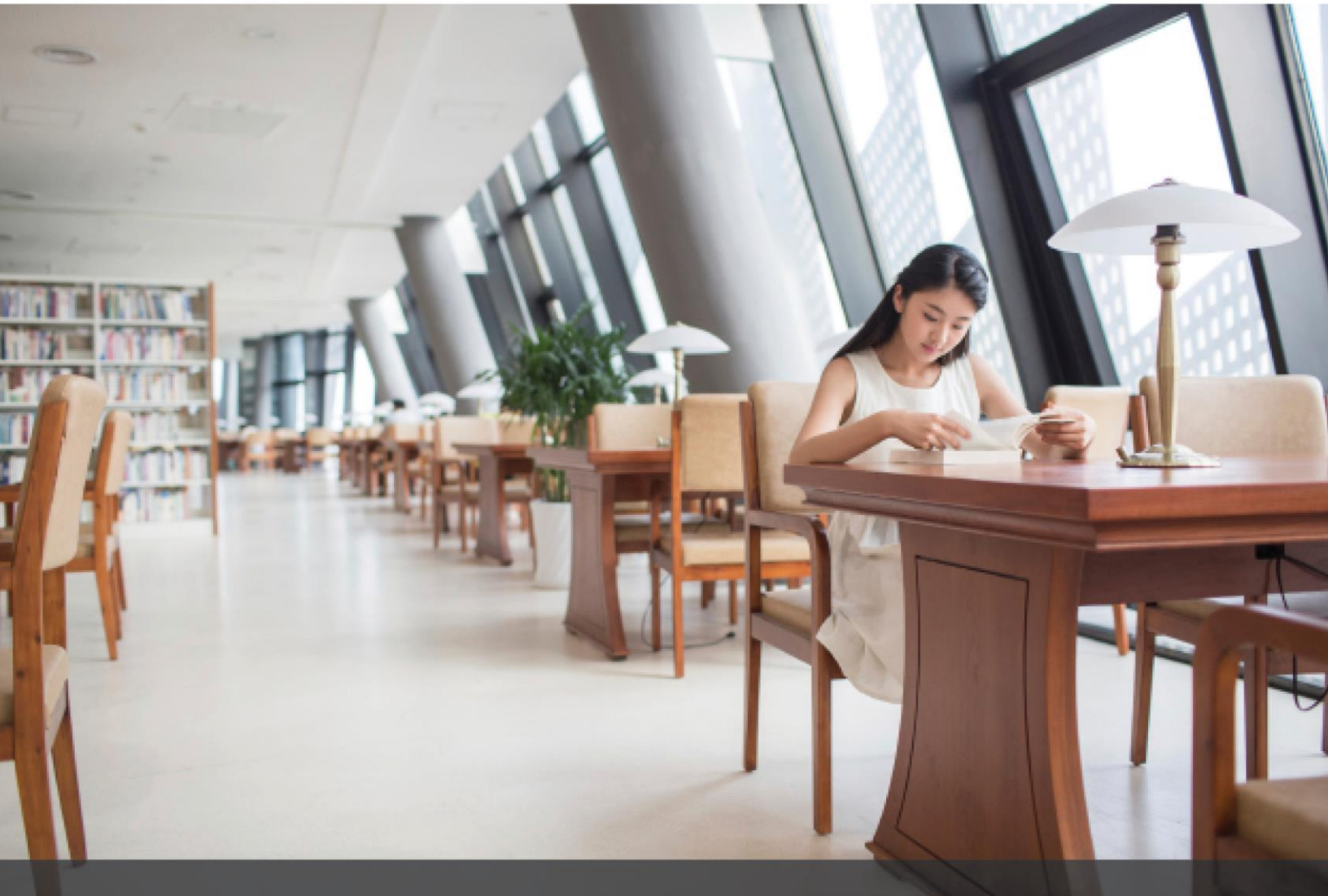
For Conversion Stations, we recommend the Mobile Conversion Station. These carts are slim, mobile carts that are designed for wireless tagging in the stacks. Hundreds of libraries across the United States have used these carts and our conversion process to convert their entire collections: big and small.



- ✓ Developed for fast mass conversions
- ✓ Battery with 8 hours of power
- ✓ Includes everything you need: tag dispensers, laptop, barcode scanner, and an RFID pad
- ✓ No ILS connection required
- ✓ Available for lease and purchase

All of these stellar products come backed with our support, professional project management, and transitional training. Our solution for Coppell Public Library has many facets that are not immediately obvious to patrons, or even to staff. But it's these facets that set us apart from the competition: our support team, project management team and implementation, and software solutions that keep our products running at peak efficiency.

- **Real-time Interface to the ILS:** When required, all of our products will integrate seamlessly with your ILS, Polaris, via a SIP2 connection. This protocol ensures that all of our products will connect with your ILS to ensure that all transactions are uploaded and automatically your patrons' items, fines, holds, and more.
- **Transition Training:** Training is provided for the initial implementation at no charge. Onsite installation and training will take place once Bibliotheca has delivered all hardware and software. Trainers will not leave the premises until the library agrees that staff is up and running. We aim to deliver a comprehensive training program to optimize staff refocus to customer service.
- **Professional Project Management:** Bibliotheca will assign a project manager, who will consult with the library to ensure that the perfect product mix is decided upon, installation is seamless, training is effective, and ongoing support remains a priority. Our project manager will meet with your staff to develop a plan that enables you not only to have a smooth transition to RFID, but also to take advantage of the capabilities that RFID offers. Our team will review floor plans to better understand how to work within your space. This site plan help determine implementation recommendations.
- **Product Support:** The solution will be maintainable throughout the life of the equipment while the Library has a support contract. Bibliotheca can offer a number of options, including annual maintenance with no signed contract, annual maintenance with a signed contract, and even prepaid maintenance, with discounts of up to 20%.
- **Support and Maintenance:** Our products are backed with installation and training, project management, and support, provided through our help desk. With our telephone and web-based support, should a library ever experience a problem, technicians are able to provide knowledge and guidance.
- **Best Warranty in the Industry:** Bibliotheca is offering a two year warranty at no additional cost, with the hope that this will eliminate any perceived risk the library might have in selecting Bibliotheca as its technology partner.
- **100% System Performance Guarantee:** Should you decide that our solutions do not meet your expectations, we will refund the purchase price of the system. In addition, please note that the first year of maintenance and support is included in the purchase price of the system.



## Specifications

Section	Requirement	Vendor Code and Notes
<b>General Requirements</b>		<b>(C, D, DV, P, N)</b>
5.3.1	All system components must be UL, CE, and FCC Part 15-Certified; SIP2, RS-232 TCP/IP Ethernet 10/100/1000 and 802.11b/n (wireless) compliant.	C
5.3.2	The proposed system and all its components must be entirely compatible with, and in no manner interfere with, the integrated library system, its computer clients, reporting criteria, day end processes, back up process or other components.	C  Our products integrate with your ILS via a SIP2 connection.
5.3.3	Proposed system must provide application-specific software to incorporate all hardware (detection systems, staff station readers, cataloging stations, patron self-check stations, inventory wand and book return system), the	C  Our proposed products each have its own specific software, and can be monitored in our Command Center Software.



	circulation RFID tags and any other RFID related hardware into the system.	
5.3.4	Proposed system must interface with the Library's existing automated library system using SIP2 protocol.	C
5.3.5	Proposed system must not interfere with other equipment, automated library system clients or PCs that may be nearby.	C Our products will not interfere with any other equipment.
5.3.6	Proposed system must be able to connect through Library's Ethernet network via wired connector and/or secured wireless network.	C
5.3.7	RFID system must be upgradeable for changes in technology, such as, but not limited to; tag size and function.	C We are compliant with all of the current ISO standards.
5.3.8	Vendor must work with the integrated library system vendor to resolve any RFID-ILS functionality problems.	C
5.3.9	Proposed system must be capable of working with	C

	the latest version of Polaris.	
5.3.10	RFID system must be ISO 28560-1 and ISO 28560-2, 18000-3 Mode 1 complaint	C
<b>5.4 Vendor Information</b>		
5.4.1	Provide a brief description of your company including the name(s) of its owners and/or principal officers, date of origin and/or incorporation, length of time in the library automation field, and length of time supporting the System being bid in response to this RFP.	Bibliotheca has two offices in the United States, and more throughout the world, originating in Switzerland. Our US operations were incorporated in Delaware in 2011. We have over 45 years of experience creating and perfecting RFID and AMH solutions for libraries. Our current proposed products have been in US libraries for approximately the last 10 years, with hundreds of satisfied customers in every state.
5.4.2	How many FTEs work for your company?	In our two US offices, approximately 150 fulltime employees.
5.4.3	What is the percentage breakdown of staff among sales, R&D, support, and other vendor functions?	Approximately 25% make up our sales team; 25% R&D; 25% support; and 25% in other various areas.
5.4.4	Identify the number and location of sales and support personnel accessible to The Library.	We will have at least three people who will be a point of contact at all times for your various needs for project fulfillment. They will be located out of our Atlanta or Minneapolis office.

5.4.5	If your company is currently for sale or involved in any transactions to expand or to be acquired by another organization, explain.	Bibliotheca is not currently for sale or involved in any transactions to be acquired by another company. However, bibliotheca has recently expanded to include the former company 3M Library Systems. For more information, please see our answer below.
5.4.6	If your company has been involved in a reorganization, acquisition, or merger in the last three (3) years, explain.	In October 2015, 3M Library Systems was acquired by One Equity Partners, which heads up the Bibliotheca Group. The new Bibliotheca Group will combine the best assets of each company to help libraries captivate their communities, providing innovative library-focused products. Each company brings unique services to the market, which combined will provide libraries with an unparalleled portfolio of solutions to help them serve their community at home, at the library and on the go. Between the four companies, we share nearly a century of experience providing self-service solutions to libraries.
5.4.7	If your company has been involved in the last three (3) years in public litigation with a client or a third-party vendor related to the System that is being bid in response to this RFP, explain.	Our company has not been involved in any litigation procedures within the last three years.
5.4.8	Describe your firm's experience in providing automation services to mid-sized public libraries. Be specific.	We have installed, maintained and supports hundreds of AMH products across the United States. We have found many solutions for our customers, whether it's a 3-bin system or a 20 bin, multi-branch solution.
5.4.9	Describe your position in the RFID marketplace.	With our two product line offerings, no other company can offer the full suite of RFID products for libraries that bibliotheca can.

5.4.10	How many years has your company worked within the library automation industry?	For more than 45 years.
5.4.11	Describe your company's commitment to product development in the last three years.	Bibliotheca is constantly evaluating our current product offering, to determine what needs the library market currently possesses. Because we can offer more RFID, AMH, and digital products for libraries, more than any other company in the market, we have evaluated what we can offer to our potential and current customers. With our newest product line addition, we continued 3M Library Systems vision and goals with products like 3M Cloud Library.
5.4.12	How long has the System that you are bidding in response to this RFP been actively marketed?	For more than 10 years.
5.4.13	How does your company actively participate in the development and use of industry standards?	Bibliotheca actively participates in the development and use of industry standards in many ways. We utilize SIP to connect our RFID products with a library's ILS; we are compliant with every ISO standard
5.4.14	Name the System that you will bid in response to this RFP and describe it in several succinct paragraphs.	We are proposing several different products; please see the Executive Summary in our proposal for product descriptions and to see how bibliotheca will solve problems for Coppell Public Library.
5.4.15	State the dates and general content of the last three general releases or major upgrades of that System.	<p style="text-align: center;">C</p> <p>From the last major update to liber™ software, dated 29 May 2015: the main feature for that release was an added option to disable manual typing of patron barcode.</p> <p>Our revolutionary smartlocker™ received an overhaul with lots of product upgrades, such as having the RFID antenna directly in the aperture instead of using a separate smartserve™ 400; another huge update to our system is of course</p>

		the introduction of the 3M Cloud Library. Adding Cloud functionality to our products is an on-going project.
5.4.16	How many customers are currently running production versions (not experimental or test versions) of the System that is being	We have hundreds of happy customers across the United States who are currently utilizing all or a mixture of our proposed system for Coppell Public Library.
5.4.17	List libraries of similar size and characteristics to Purchaser that are currently using the System. Identify a central contact person for each, including name, address, telephone number, and email address.	C  For references, please see the Reference section in our proposal.
5.4.18	If customized code is required, this source code must be included in future upgrades of the software and must be fully documented by the vendor.	N/A  No such customized code is required.
<b>5.5 Self-Check Units</b>		
5.5.1	Proposed system's RFID self-check units must be able to read item specific identification numbers, communicate to	C



	the host circulation system to update the Library's inventory, and turn the security bit off.	
5.5.2	Option must be available to notify a staff person whenever a patron is blocked in any part of the transaction. Notification should be done in the form of a pop-up window that appears on a designated staff computer.	C
5.5.3	Proposed system must be dual function – capable of processing RFID tags or item bar codes in the same transaction.	C
5.5.4	Proposed system must read the type of library cards currently in the library, and should be able to facilitate a migration to other technologies under consideration by the library. The library currently uses a MOD-10 barcode.	C

5.5.5	Proposed system must have the ability to be built into circulation desks, with touchscreen monitors that display instructions for use.	C  For Coppell Public Library, we recommend our R-Series SelfCheck™ Kiosk, Tabletop version. This kiosk has all of the components of our full free-standing model, but can be installed on top of your counters.
5.5.6	Proposed system must be touch screen.	C
5.5.7	Proposed system must have the ability to print out all information for a patron transaction on a single receipt. Such receipt should be customizable to incorporate library identity, hours etc.	C  Your staff can customize your receipts in Command Center, our reporting and monitoring software.
5.5.8	Proposed system must have the ability to perform check in and check out functions using RFID tags	C
5.5.9	Proposed system must simultaneously process multiple RFID-tagged items up to 30cm (1 foot) from reader.	C
5.5.10	Proposed system must be capable of reading item barcodes located in various	C

	positions, including inside or outside, top or bottom of the front or back cover, or inside on the top or bottom of the front or back fly page	
5.5.11	Proposed system's self-check units should have customizable messages based on patron and item status.	C
5.5.12	Proposed system must display ILS system information relating to patron or item status.	C
5.5.13	Proposed system must provide visual and audible feedback during the transaction.	C
5.5.14	Proposed system must have the ability to display select information from patron record, such as number of items checked out, number of items on hold, outstanding fine/fee information without compromising patron privacy	C
5.5.15	Proposed system must have	C

	customizable instructions.	
5.5.16	Proposed system must currently display multiple language options on self-check unit banners, instructions and messages. They must be available in languages, including but not limited to English and Spanish.	<p>C</p> <p>We currently offer approximately 60 different languages.</p>
5.5.17	Proposed system stations must deactivate the theft or security bits on the materials when checked out.	<p>C</p> <p>When a patron checks out an RFID-tagged item, the SelfCheck™ kiosk or staff workstation will turn the security setting in the RFID tag to 'off'.</p>
5.5.18	Proposed system must have the ability to perform off-line transactions and maintain records of all barcodes checked out when the ILS is offline, and then upload transactions when the ILS is back online	<p>C</p> <p>Both our SelfCheck™ Kiosks and staff workstations utilize the same Store and Forward™ function. If communication with your ILS is lost, these system components will store any transaction information on those local components, and then forward them to the ILS when communication is restored.</p>
5.5.19	Proposed system must provide performance statistics that can be accessed through the web. Data must be broken down by day of the week	<p>C</p> <p>Reports showing this type of data is available through our Command Center software. It's accessible through a web browser. Staff can view and save all performance statistics reports.</p>

	and hour of the day. Data to include: Number of transactions, type of transaction, and number of successful and unsuccessful transactions.	
5.5.20	Proposed system must offer the patron the option of either email or paper receipt.	C
5.5.21	Proposed system must offer web-based remote monitoring which must include instant email notification, monitoring of check-in and out rates, web-based troubleshooting, and the ability to obtain statistics for each machine from any location	C  All of these features are available through Command Center.
5.5.22	Proposed self-checkout system must provide at least 90% first time user success for the library customers.	C
5.5.23	Proposed system must offer the option of a stand-alone kiosk or the ability to build into a RFID friendly counter.	C  For Coppell Public Library, we are recommending the Tabletop version of our R-Series SelfCheck™ Kiosk. This version sits on top of any surface that the library chooses.



5.5.24	Proposed system must allow remote access to self-check machines from staff stations.	C  Using Command Center, staff can change certain settings on different selfcheck kiosks remotely.
5.5.25	Self-checkout system must have the ability to pay fines/fees with a credit and debit card.	C
<b>5.6 Staff Workstations</b>		
5.6.1	Proposed system must have a thin (less than 1") reader pad that provides easy installation.	C  Our proposed product, the Model 895 Staff Pad Workstation, is only .6 inches thin.
5.6.2	Proposed system shall be compatible with Library's standard circulation desk computers, barcode scanners, and receipt printers.	C  Our solution is a "plug-and-play" product: your staff member plugs it into the staff computer via its USB cable, and it's ready to go.
5.6.3	System hardware must be attractive and contemporary and be able to be integrated into Library's own furniture.	C
5.6.4	Proposed system must be able to mount in, on, or under the work surface of a circulation station	C
5.6.5	Proposed system readers must	C

	function when positioned under existing Library slate, granite, wood or laminate-topped desks.	
5.6.6	Proposed system must have an RFID read range of 8 inches minimum for book tags.	C
5.6.7	Proposed system must provide dual function: capable of processing RFID tags or bar codes in the same circulation transaction	C
5.6.8	Proposed system readers must be able to read tags and display the information thereon	C
5.6.9	Proposed system must be able to be used for checkout and checkin of library materials	C
5.6.10	Proposed system must simultaneously process multiple RFID-tagged items for check-in/out	C
5.6.11	Proposed system must provide a displayed count of the number of items processed simultaneously to	C

	ensure complete check-in/out transaction processing.	
5.6.12	Proposed system must have the ability to read, program, and reprogram RFID tags.	C
5.6.13	Proposed system must allow configuration of item identifier parameters to automatically prevent programming of partially scanned or incorrectly scanned barcodes.	C
5.6.14	Proposed system must be able to work with a weed list (a list of items to be removed from the Library), to automatically alert staff to weed an item upon scanning the barcode, before applying an RFID tag on conversion.	C
5.6.15	Proposed system must have a "hot key" feature that can be set up to mimic the Integrated Library System (ILS) F – Key setup so there is only one key	C

	stroke to change the system from check-out to check-in module.	
<b>5.7 Security (Detection) System</b>		
5.7.1	Proposed system must have a read range of at least twenty-four inches (24") in either direction of each gate.	D  Our proposed product, the Model 9100 Security Gate System, has a read range of 18-20" of read range of either side.  Due to how RFID works and current standards in place, it is actually not possible for a security gate to have this wide of a read range.
5.7.2	Detection systems must be shielded from external interference from light fixtures, elevator motors, etc.	C
5.7.3	Proposed detection system must include a patron counter which can be reset by library staff.	C  The patron counter for all of our security gates is integrated into the gate itself.
5.7.4	Proposed system must be able to issue visible and audible warnings	C
5.7.5	Tags with theft or security bits that are "on" must immediately trigger an alarm.	C
5.7.6	Proposed system must provide item security even when the Library's integrated library system (ILS) host system or network	C  Our Security Gates do not require a connection to your library's ILS to operate.

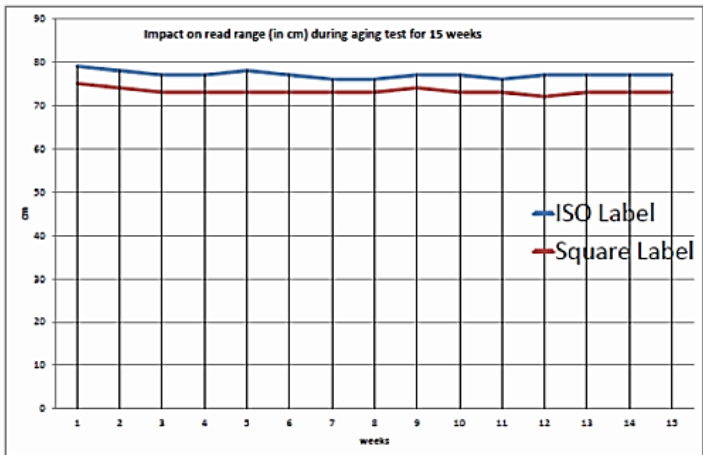
	is off-line or not functioning	
5.7.7	Self-diagnostics will insure that the system is operating correctly.	C
5.7.8	Proposed system must offer multiple install options, including: a. Direct mount w/ADA compatible threshold plate b. Base plate, only minor floor modification e.g. drilling required for installation. c. Buried cables (recessed conduit under finished floor) d. Dual aisle exit detection systems must create an opening of at least 36 inches.	C  We offer all of these installation options. For requirement d.: our gates are ADA compliant.
5.7.9	Proposed system must provide tags that are 13.56 MHz to allow for wider security gates	C
5.7.10	Proposed system shall be fully compliant with ISO 18000-3 Mode 2, and include both mandatory and optional commands specified in ISO 28560-1/58560-2.	C



<b>5.8 RFID Tags</b>		
5.8.1	Proposed system tag must be guaranteed for the life of the item on which it is originally affixed	C
5.8.2	Proposed system must provide tags that are 13.56 MHz to allow for wider security gates	C
5.8.3	Proposed system must provide tags with a range of memory options from 256 to 2048 bits that can be used simultaneously in the library	C
5.8.4	All data on the RFID tag, including the item identifier field, must be fully rewriteable.	C
5.8.5	Proposed system tags must enable the security status to be stored directly on the tag and must trigger an immediate alarm if an item not charged is read by the detection systems.	C
5.8.6	Proposed system must offer tags in blank, generic library or library	C

	customized versions.	
5.8.7	Proposed system tags must provide both security and inventory control functionality	C
5.8.8	Proposed system tags must use an anti-collision algorithm that does not limit the number of tags which can be simultaneously identified and read.	C
5.8.9	Proposed system tags must be adhesive-backed and one piece (tag and label integrated into one piece) to adhere to library materials without addition of an adhesive cover label.	C
5.8.10	Proposed system tags must use a low acid, or neutral pH, adhesive	C
5.8.11	Proposed system tags must be easily applied in one step, with no need for mouse clicks, keyboard input or touch screen entries for most item conversion	C

5.8.12	Vendor must offer a portfolio of tag options that will give the choice of tag memory bit size.	C
5.8.13	Proposed RFID tags must offer opaque black flood coat to hide antenna	C
5.8.14	Proposed RFID system must offer punched tags feature to mark those that are inoperative	C Instead of physically "punching" tags, we mark incorrectly working tags with a mark or sticker.
5.8.15	Proposed system must offer RFID tags that utilize the RTF (Reader Talks First) architecture.	C
<b>5.9 RFID Tag Standards</b>		
5.9.1	System must offer a clear migration path to ISO recommended standards when they are announced.	C Bibliotheca stays involved in meetings that discuss currently-used ISO standards, so that we can anticipate any changes.
5.9.2	System must provide a product that can read multiple published tag data formats at the same time	C
5.9.3	Vendor must publish their tag data format	C
5.9.4	System must allow for reading of existing tag data standard as well	C

	as a new ISO tag data standard when it is announced.																																																	
5.9.5	Vendor must show participation on the U.S. NISO working group for library RFID standards.	C																																																
<b>5.10 RFID Tag Quality</b>																																																		
5.10.1	Vendor must test tags for long term reliability using accelerated aging testing and show the data.	C																																																
5.10.2	Vendor must show the test methods used.	<p>C</p> <p>To ensure longevity and serviceability, tags are quality checked at the production line. Defective tags are replaced with working tags. Each tag is provided with a performance guarantee and capability to provide over 100,000 read/write operations (or an approximately ten year lifespan). This assumes tags have been applied to items kept within conditions between 15-25° of 40-60% humidity.</p>  <table border="1"> <caption>Impact on read range (in cm) during aging test for 15 weeks</caption> <thead> <tr> <th>Weeks</th> <th>ISO Label (cm)</th> <th>Square Label (cm)</th> </tr> </thead> <tbody> <tr><td>1</td><td>78</td><td>75</td></tr> <tr><td>2</td><td>77</td><td>74</td></tr> <tr><td>3</td><td>76</td><td>73</td></tr> <tr><td>4</td><td>77</td><td>73</td></tr> <tr><td>5</td><td>78</td><td>73</td></tr> <tr><td>6</td><td>77</td><td>73</td></tr> <tr><td>7</td><td>76</td><td>73</td></tr> <tr><td>8</td><td>75</td><td>72</td></tr> <tr><td>9</td><td>76</td><td>73</td></tr> <tr><td>10</td><td>77</td><td>73</td></tr> <tr><td>11</td><td>76</td><td>72</td></tr> <tr><td>12</td><td>75</td><td>72</td></tr> <tr><td>13</td><td>76</td><td>73</td></tr> <tr><td>14</td><td>77</td><td>73</td></tr> <tr><td>15</td><td>78</td><td>74</td></tr> </tbody> </table>	Weeks	ISO Label (cm)	Square Label (cm)	1	78	75	2	77	74	3	76	73	4	77	73	5	78	73	6	77	73	7	76	73	8	75	72	9	76	73	10	77	73	11	76	72	12	75	72	13	76	73	14	77	73	15	78	74
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5.10.3	Vendor must show tag quality test data for a	<p>C</p> <p>Please see the above image.</p>																																																

	period greater than 10 weeks for the tag being proposed.	
5.10.4	Vendor must demonstrate the data in both graphical and numeric formats.	C
5.10.5	Vendor should demonstrate that the read range on the RFID tag will not decrease more than 50% over 10+ years	C  We guarantee our RFID tags for over 100,000 read/write operation (or an approximately ten year lifespan).
<b>5.11 Portable Handheld Reader</b>		
5.11.1	Portable handheld reader must be a cordless, one-piece design, to be held in one hand	C
5.11.2	Portable handheld reader must feature a touch screen display and may use a removable memory card.	C
5.11.3	Total weight of the portable handheld reader must weigh less than 10 ounces, including battery, RFID reader, antenna, display and computing unit, and any other components that	D  There is no portable handheld reader on the market today that weighs less than 10 ounces. Our proposed solution, the Digital Library Assistant, is the lightest product on the market, and only weighs 1.4 pounds, or 22.4 ounces.

	must be carried by the user (except receipt printer)	
5.11.4	Portable handheld reader must be easily set down on a library shelf or cart when necessary to free the user's hands.	C
5.11.5	Portable handheld reader must incorporate an ergonomic design, to aid user in reading shelves at all levels, be easy to use and be relatively non-stressful to wrist, arm, shoulder and elbow.	C
5.11.6	Portable handheld reader battery life must allow the user to work for at least 4 hours before charging or changing batteries is required.	C  The batter on our DLA allows a staff member to work for 6-8 hours at a time.
5.11.7	Portable handheld reader must be able to perform basic circulation functions including checkout, check-in, access patron account information, accept payment	D

	for fines and fees, search item and bibliographic information, and remove/enable item security.	
5.11.8	Must be compatible with RFID and the Polaris ILS system	C
5.11.9	Must have a print receipt option either built in or as an additional portable unit	NP
5.11.10	Portable handheld reader must have built-in diagnostics for troubleshooting.	C
5.11.11	Portable handheld reader must use an anti-collision algorithm that does not limit the number of tags which can be simultaneously identified and read.	C
5.11.12	Portable handheld reader must have the capacity to download at least 100,000 items from Library's automation system onto the portable handheld reader memory medium	C  Our DLA can store up to three million items' information from your library's ILS.
5.11.13	Portable handheld reader system must have	C



	the capacity to read multi-line, fixed-length-field, or delimited-field records from an electronic file containing shelf or search lists and create a portable database for use in a portable handheld RFID reader	
5.11.14	Proposed portable handheld reader must accommodate data collection simultaneously with other functions. These other functions must include shelf reading, inventory, claim returned and weeding.	<p>C</p> <p>Our DLA can accomplish the following functions:</p> <p><u>Shelf Order</u> – Allows staff to scan shelves and easily identify items that are miss-shelved, on a search list, unsecured, not in the database, or spine label error, etc.</p> <p><u>Collect Data</u> – Allows staff to save collected Item IDs to a memory card which can be import to a PC as formatted text files. You can use these text files to update the data in your circulation system (for example, inventory reporting, or in-house use).</p> <p><u>Sort and Shelf</u> – Allows staff to pre-sort a group of library items, allowing easier re-shelving.</p> <p><u>Search for Items</u> – Will alert staff when an item is found on any of the active search lists, such as lost, missing, claims return, weed, etc.</p> <p><u>Shelf Item</u> – Designed to help staff shelf an item in its correct location.</p> <p><u>Pull Items</u> – Designed to help staff locate and pull items from a list such as a holds, or paging lists.</p> <p><u>Find Items</u> – Provides a quick way to use the DLA to find items without having to create a pull list or search list. This function uses a simple user-defined search function (Specify Find Criteria) to find any item on a shelf-order list that is on the DLA's memory card.</p>
5.11.15	Handheld reader must direct the user to items on “pull” lists and provide a method to keep track of	C

	which items have been found and which have not been found	
5.11.16	Portable handheld reader must be multi-functional to provide efficient collection management	C
5.11.17	Proposed portable handheld reader must accommodate shelf order checking to locate items that are out of place on the shelves. For duplicate items, the barcode (or order entry into the system) should not be accounted for. This capability must be sensitive enough to locate items that are out of place by as much as 5 inches.	C  <u>Shelf Order</u> – Allows staff to scan shelves and easily identify items that are miss-shelved, on a search list, unsecured, not in the database, or spine label error, etc.
5.11.18	Proposed portable handheld reader must accommodate data collection to collect and store identifiers of items scanned, and store those items in user-defined categories for	C

	upload. This capability must allow storage of up to 100,000 items prior to upload.	
5.11.19	Proposed system must accommodate Sorting: to assist a user with sorting items on a shelf or cart.	C  <u>Sort and Shelf</u> – Allows staff to pre-sort a group of library items, allowing easier re-shelving.
5.11.20	Proposed system must accommodate Shelving: to assist a user with shelving an item.	C  Please see our answer to the previous question.
5.11.21	Proposed system must accommodate Searching: to identify items on multiple, user defined search lists, (e.g. Missing, Claims Returned, Billed, Lost and Paid, inventory, shelf check)	C
5.11.22	The Search capability must be active during order checking, data collection, sorting, pulling, and finding functions, with option to turn it off if desired.	C
5.11.23	Proposed system must accommodate Pulling: to assist	C

	the user with finding items on hold (reserve) or weed lists, or other user-defined lists available from the circulation system	
5.11.24	Proposed system must accommodate Finding: to allow a user to quickly enter search criteria directly into the device, then search for items that meet that criteria. Must allow display of the title of item on the device.	C  <u>Find Items</u> – Provides a quick way to use the DLA to find items without having to create a pull list or search list. This function uses a simple user-defined search function (Specify Find Criteria) to find any item on a shelf-order list that is on the DLA's memory card.
5.11.25	Proposed system must accommodate Secure Status Checking: to allow a user to identify individual items that have not been properly checked out and have caused an alarm of the detection system.	D  Our DLA can change the security status of an item, allowing a staff member to scan a patron's items to see which item set off the alarm.
5.11.26	Secure Status checking capability must also allow the user to scan items on library carts or shelves to identify individual items that have not been properly	C

	checked in and sensitized, before re-shelving	
5.11.27	Proposed system must validate item identifier (barcode) data from input lists and provide a log of errors found.	C
5.11.28	Proposed system must process results of data collection sessions or pull sessions, reading these results from the memory card and creating PC files containing lists of collected data, lists of items pulled, and lists of items not pulled.	C
5.11.29	Proposed portable handheld reader must have the ability to upload barcodes to the Library's circulation system	C
5.11.30	Proposed portable handheld reader must have an audible tone and visible indicators to verify item has been identified. The audible tones shall be adjustable by the user	C

<b>5.12 Conversion Station</b>		
5.12.1	Proposed system must include a touch-sensitive screen and an optical bar code reader.	C
5.12.2	Proposed system must be integrally designed on a compact cart with wheels for easy conversion in the narrow library aisles.	C
5.12.3	Proposed system must be able to automatically dispense tags as they are programmed.	C
5.12.4	Proposed system must function in standalone mode, not requiring an interface with the integrated library system	C
5.12.5	Proposed system must be easy to use and able to convert at a rate of at least 200 items per hour.	C
5.12.6	Proposed system must have a visible scan line to facilitate correct placement of material on the conversion station.	C

5.12.7	Proposed system must be able to handle varying bar code locations and orientations	C
5.12.8	Proposed system must allow configuration of item identifier parameters to automatically prevent programming of partially scanned or incorrectly scanned barcodes.	C
5.12.9	Proposed system must be able to convert items from a list (when an optical bar code is unavailable or unreliable).	C
5.12.10	Proposed system must be able to work with a weed list (a list of items to be removed from the Library), to automatically alert staff to weed an item upon scanning the barcode, rather than applying an RFID tag.	C
<b>RFID Book Drop and Automatic Material Handler</b>		



5.13.1	Proposed system must read an individual RFID tag on an item, identify location and destination codes, sort and distribute an item by home location, item type, transit location, hold to fill a request, offer automatic hold receipts and an audio tone when materials with holds are checked in or any combination of the above. As an option, read barcode labels and desensitize items from other libraries	<p>C</p> <p>To read barcoded items, an optional barcode scanner can be added to our RFID AMH solution. Re-sensitizing EM security from other libraries is available, by adding one optional EM Kit at each return point.</p>
5.13.2	Proposed system must allow staff to manually add materials to the sorter and sort process without using the public kiosks and without negatively affecting the automatic conveyance operation. This staff insertion point must have a barcode scanner.	<p>C</p> <p>We have included an option for a Staff Return Induction, which would include its own barcode scanner.</p>
5.13.3	Proposed system must include flash memory drive and software to	<p>Our AMH solution automatically uploads all data from processing returned items to your ILS. If staff need to download information to our Digital Library Assistant, this info can be uploaded to the memory card on the DLA.</p>

	transfer data to the RFID handheld wand.	
5.13.4	Proposed system must provide remote monitoring and diagnostics to monitor the return rate, troubleshoot and obtain usage statistics from any location	C  Our monitoring and reporting software, Command Center, can be used to monitor your AMH solution.
5.13.5	Proposed system must have the ability to connect to a full size printer.	C
5.13.6	Proposed system must have data to prove at least 96% accuracy when items are placed in the RFID book drop one at a time.	C  The 3M Intelligent Returns utilize two RFID readers and multiple sensors to identify and track each item throughout the system for optimal accuracy and speed. The Intelligent Return requires the patron to enter one item at a time so that it can validate the item, and return it to the patron if the item cannot be identified. The Intelligent Return can also be configured to accept all items and send those it cannot identify to the exceptions bin. Therefore accuracy is close to 100%.
5.13.7	Proposed system must offer a gravity fed RFID book drop that provides real-time check-in	C
5.13.8	Proposed system must offer a red, yellow, green light at patron insertion point.	C
5.13.9	Proposed system's public material return kiosks must accept all materials, even	C  Our solution includes a touchscreen monitor, receipt printer, clear operating instructions, and

	<p>those that cannot be read or identified immediately. It should include a touch screen monitor, receipt printer, clear operating instructions as to when to insert materials, to wait to insert items, how many items to insert at one time, when to wait, and when to continue to insert items. The public should be able to insert an item every 2 seconds. As an option, a red, yellow and green light system as visual clues to assist the public in when to insert items, and a patron option to print a receipt or not.</p>	<p>visual and audible cues to aid the patron with returning their items.</p>
5.13.10	<p>Proposed system must handle a minimum of 600 items per hour at the public kiosks, 1,000 items per hour at the staff insertion point and total capacity for the sorter and conveyer system should be 2,300</p>	<p>C</p> <p>Our Intelligent Return patron and staff units can handle 1200 items per hour, and our sorter unit can process 2700 items per hour. Our proposed bins have a maximum capacity of 250 items, with an average capacity of 215 items.</p>

	items per hour. The bins/material storage container should have a minimum capacity of 200 items	
5.13.11	Proposed system should operate at a noise level of 65 decibels or less	C  Our proposed system operated at 55 dB or less.
5.13.12	Proposed system should use a standard 120 volt outlet	C
5.13.13	Proposed system should give the library the ability to expand or reconfigure the system with minimum effort, with no vendor intervention required, and the ability to reuse pieces already purchased.	C  When reconfiguring any system components, we highly recommend involving our AMH team, in order for optimum efficiency and troubleshooting.
5.13.14	State whether your company manufactures materials sorting equipment. If not, who is the manufacturer of the equipment?	Bibliotheca manufactures our own equipment, via reputable, industry-leading fabricators. We assemble, install, and service all of our products and service offerings.
5.13.15	Installation of materials sorting equipment must be included. If the installation is subcontracted or outsourced, the company doing	C  bibliotheca installs our own equipment.

	the installation must be named.	
5.13.16	Describe the maintenance and support plans and costs for the material sorting equipment. Include policies for replacement of part and equipment. If you are not the manufacturer of the materials sorting and handling equipment, identify the manufacturer. Describe the warranty and any phone or live support included.	<p>C</p> <p>For more information about the details of our support and maintenance plans, please see the Support section in the appendix of this proposal. Policies for replacing parts and equipment are included in all of our service offerings. Bibliotheca manufactures our own equipment, via reputable, industry-leading fabricators. We assemble, install, and service all of our products and service offerings.</p> <p>We offer a one year warranty on every part of our solution for Coppell Public Library. For information about our phone and live support, please see the Support section in the appendix of this proposal.</p>
5.13.17	Describe how much staff (in FTE), the Cozby Library and Community Commons will need for system implementation, management, operation, routine maintenance and troubleshooting. Describe the level of experience staff will need to work directly with the system.	<p>If chosen, one staff member will be designated as the routine maintenance and troubleshooting point of contact.</p> <p>If this method is chosen as a part of our support offering,</p>
5.13.18	Describe how the proposed system will be customizable.	<p>Our proposed AMH solution is a customized offering. Small details, such as receipts and screens that your patrons see can be customized as well in Command Center.</p>

	What parameters, values, codes or settings can be changed by library staff without vendor intervention?	
5.13.19	Describe the training you will provide to Cozby Library and Community Commons staff in the use of the equipment and system components. Provide an outline or summary of the training; include a list of topics covered and a sample of training handouts. Include the costs for all training required for installation and implementation, travel expenses, the number of days of training provided, the number of trainers and how many library staff can be trained per session.	All of these requirements are addressed in the Training section in the appendix of this proposal.
5.13.20	Describe your customer support operation; include days and hours of availability, method for	For more information about our support offerings, please see the Support section in the appendix of our proposal.

	handling problems reported by customers, onsite service, notification or contact of third party support organizations, guaranteed time for response to or resolution of problems and how many days of onsite support you will provide.	
5.13.21	System must be integrated with our Polaris ILS	C  Our system integrated with your ILS via a SIP2 connection.
<b>5.14 PC Time and Document Control</b>		
5.14.1	Staff must be able to customize the following parameters on individual or groups of PCs, as specified by the library: opening time, closing time, session length, number of sessions per day	No bid.
5.14.2	Must minimize staff oversight while still allowing for staff management of exceptions	No bid.
5.14.3	Must be able to print guest passes for computer	No bid.



	access by scanning DL or inputting ID information with a session length predetermined by staff which may be different than the default session length	
5.14.4	Must have touch screen ability (GUI)	No bid.
5.14.5	Must be able to provide the same service for both Windows and MAC based computers	No bid.
5.14.6	Must provide flexible options for filtering	No bid.
5.14.7	Must communicate with Polaris ILS via SIP2 to block computer access based on staff-defined parameters such as account balance, expired cards etc.	No bid.
5.14.8	Must be able to allow for printing to various stations, and for various types of print options including paper size and type (black and white or color)	No bid.
5.14.9	Must work with Wireless printing station to allow	No bid.

	multiple locations within the library to place a PC reservation or to release requested print job	
5.14.10	Must work with 30 Public PCs and Laptops	No bid.
<b>5.15 Wireless Printing and Faxing</b>		
5.15.1	Must have touch screen ability (GUI)	No bid.
5.15.2	Must be able to scan library card or type in card ID or other ID information including but not limited to driver license and email address(es).	No bid.
5.15.3	Must be customizable with library name, color scheme and logo(s)	No bid.
5.15.4	Must include the following functions: copying, printing (both from Library owned networked equipment and wirelessly), and document handling including emailing and faxing (sending only)	No bid.
5.15.5	Must have additional	No bid.

	functionality (add-ons) including but not limited to scanning to email and USB.	
5.15.6	Must be able to be used as an additional public PC time and document management station	No bid.
5.15.7	Must be able to accept credit cards and work with a coin operated device (either proprietary or 3rd party – please specify which 3rd party)	No bid.

## 6. Training and Service Requirements

The Library seeks to train key circulation, technical services, system administrator and public services staff in the use of all equipment. Total number of staff to be trained is approximately 25.

1. All training will be performed by vendor and will take place at the Cozby Library and Community Commons. The training will be conducted on multiple dates to be determined.

**Complies.**

2. The Library requires user manuals, plus any other materials that are typically distributed during training. Operation manuals must be provided with the equipment.

**Complies. Please see our Documentation section in the appendix of this proposal.**

3. The Library requires that manuals also be available in electronic format with unlimited distribution within the Library, and shall be supplied free of charge.

**Complies. Please see our Documentation section in the appendix of this proposal.**

4. The Library requires interaction with the vendor sales staff and technical support staff during installation planning, the installation phase and follow-up immediately after such installation.

**Complies. Our designated Project Manager, Business Development Manager Shawn Brumley, and Customer Account Manager will always be available during installation and implementation to assist with issues and answer your questions.**

5. Introductory operator/user/staff training shall be provided at no charge.  
**Complies.**
6. Indicate options and pricing for additional staff training periods and topics.  
**For any additional options and pricing for extended training, please see the Training section in the appendix of this approval.**

## **7. Installation Requirements**

1. Vendor must provide re-installation media for all software.  
**Complies. If any software needs to be reinstalled for whatever reason, our Support team can take care of this for Coppell Public Library.**
2. The proposed system must be installed according to a schedule determined in coordination with the Library staff to minimize disruption.  
**Complies. Our Project Manager will schedule all installations and other potential disruptors at a time that is most convenient for your library, staff, and most importantly: your patrons.**
3. Vendors should recommend an installation plan. The Library anticipates starting the retrospective conversion-tagging project in 2016.  
**Complies. We have included a generic installation plan in the Implementation section in the appendix of this proposal.**
4. Vendor must also be available for consultation on design and placement of hardware to accommodate network infrastructure, power and ventilation requirement, building restrictions, etc., and to maximize the workflow, staffing and patron convenience issues.  
**Complies. Our designated Project Manager will work with our Installation and AMH team to ensure that all potential issues are addressed and handled, before any products are installed.**

## **8. Warranty and Service Requirements**

1. The circulation RFID tags must be guaranteed to be effective for the life of the item to which they are originally affixed and, if found to be defective, they must be replaced at no cost to the Library.  
**Complies.**
2. The vendor must provide an all-inclusive 12-month warranty on equipment, software, and components and offer a maintenance/service contract thereafter. All proposed maintenance/service contracts are subject to negotiation by the Library.  
**Complies. For more information about our warranties on hardware and software, please see the sample SLA that has been included in the appendix of this proposal.**

3. The vendor must offer a 12-month 100% money-back satisfaction guarantee on all equipment purchased and covered by 12-month warranty or service agreement.  
**Complies. If for any reason your library is not happy with our products or service within the first year of installation, we will refund the purchase price of the system.**
4. Software warranty: Software patches and service pack releases must be supplied at no additional charge to the Library.  
**Complies.**
5. Service technicians must be fully trained, factory authorized and certified by the manufacturer to perform service.  
**Complies.**
6. Technicians shall be centrally dispatched.  
**Complies.**
7. The Library shall be able to request service on a 24-hour basis using a toll free 800 number or online portal.  
**Complies.**
8. Technical software phone support will be provided via an 800 number.  
**Exceeds. Our software support is also provided through our in-house Support team.**
9. Service technicians will be equipped with parts normally required to service the equipment and reduce downtime.  
**Complies.**
10. The response to a request for service should come within four working hours of the request. If a technician is required on-site, the service should come within 24 hours.  
**Complies.**
11. Service Agreements to extend the warranty period on parts and labor must be available for a period of 12, 24, 36, or 48 months.  
**Complies.**
12. Failure of vendor to meet specified standards may result in termination of service contract.  
**Complies.**
13. Vendor must provide upon request the results of an annual customer service satisfaction survey that demonstrates that the offered service meets satisfaction by a minimum of 90% of respondents  
**Complies.**
14. The Service Agreement must be renewable on an annual basis.  
**Complies.**

15. The Service Agreement must include remote maintenance for expert technical consultation and software support.

**Complies.**

16. Warranty and Service requirements apply to both Standard and Optional system components.

**Complies.**



Pricing



**Pricing Table**

<b>Products</b>	<b>Number Required</b>	<b>Price Per Unit</b>	<b>Total Price</b>
Regular RFID Tags (6,000 per case)	102,000	\$780	\$13,260
RFID Tags for CD & DVDs (1,000 per roll)	10,000	\$590	\$590
Conversion Station-Mobile Conversion Station – Model 815 RFID Conversion Kit	1	\$795	\$795
Conversion Station (Leased)-Mobile Conversion Station – 3 Month Rental	2	\$495 per month per unit	\$2,970
Security (Detection) System- Model 9100 Security Gate System	1 (3 Gates)	\$9,385	\$9,385
Self Check System- R-Series Tabletop	2	\$7,199	\$14,398
Self Check Fines & Fees – Heartland	2	\$1,299	\$2,598
Central Management Software – Command Center Enterprise	1	\$1,995	\$1,995
Handheld System-Digital Library Assistant (DLA)	1	\$4,995	\$4,995
Automatic Material Handler	1	See options below	See options below
Bins (Potential)	3	\$95,747	\$95,747
Bins (Potential)	5	\$113,016	\$113,016
Bins (Potential)	7	\$132,606	\$132,606
Staff Pads – Model 895 RFID Pad Workstation	4	\$945	\$3,780
Wireless/Faxing Kiosk/Workstation	1	No bid	No bid
RFID Book Drop System	1	\$30,250	\$30,250
RFID Book Drops System- Bins	2	\$600	\$1,200
Public PC System/Station	2, 1 if Wireless workstation can be used as an additional station	No bid	No bid

Shipping (for total RFID solution and 7-bin AMH option)	1	\$5995.00	\$5995.00
Installation	1	Included	Included
<b>Total (with no AMH solution)</b>	<b>\$60,761.00</b>		

### Maintenance Costs

Year 1: Included  
Year 2: \$18,990.00  
Year 3: \$19,559.00  
Year 4: \$20,146.49  
Year 5: \$20,750.88



## Appendix

### **Company Background and Experience**

Bibliotheca has provided RFID technologies around the world for nearly seventeen years. The Bibliotheca Group formed in 2011, when Bibliotheca (founded in Rotkreuz, Switzerland in 2001), Intellident (founded in Manchester, England in 2002) and Integrated Technology Group (founded in Atlanta, Georgia in 1999) merged to create a global entity.

The formation of this Group created the world's largest company dedicated to the development, deployment, and support of RFID-based solutions, with focus on public, private, and academic libraries.

In October 2015, 3M Library Systems was acquired by One Equity Partners, which heads up the Bibliotheca Group. The new Bibliotheca Group will combine the best assets of each company to help libraries captivate their communities, providing innovative library-focused products. Each company brings unique services to the market, which combined will provide libraries with an unparalleled portfolio of solutions to help them serve their community at home, at the library and on the go. Between the four companies, we share nearly a century of experience providing self-service solutions to libraries.

### **Financial**

Bibliotheca is a large, stable company with a long history of serving the library community.

- Bibliotheca's operating performance is one of the strongest in the industry, and we have increased our operating margins and profitability for three consecutive years.
- Bibliotheca's financial results are audited annually, and we continue to receive clean audit opinions. Bibliotheca's cash flow from operations in 2014 was eight-figures large.
- Bibliotheca has a solid credit report, with on-time payables, no liens or judgments, and a low financial stress score.
- To ensure you are protected, Bibliotheca is pleased to offer source code escrow through Iron Mountain for a nominal fee.

### **Facilities**

Bibliotheca maintains numerous offices around the world, including two offices in the United States: one in Norcross, Georgia, and the second in Minneapolis, Minnesota; and Canadian headquarters in Ottawa, Ontario. With offices in 11 countries – such as the UK, France, Australia, and Brazil – and distribution partnerships in 28 others, we are proud to hold over 30,000 library customers here and abroad.

### **Legal**

As of the date of this proposal, no company within the Bibliotheca Group has any pending litigation, which would impair our ability to provide the products and services as quoted in this response; nor has it ever filed for bankruptcy or insolvency proceedings. Our North American division is comprised of over 100 employees, and worldwide, we employ nearly 400 diverse employees.

### **Technology Expertise**

The core expertise of our global operations remains seated in the delivery of our range of library-based RFID products, which include self-service, automated materials handling, security solutions, handheld devices, and a range of novel peripheral items. The Group employs Research and Development (R&D) professionals in each of its core offices, providing

distributed development capabilities. The benefit to our customers is that the Group maintains local skills and expertise in our entire product range, which helps us to design, specify, and support our solutions for our entire customer base.

### **Location of Manufacturer**

Manufacturing occurs in all three of our major geographies; however, each product is designed and produced to adhere to the requirements for each territory in which the products are sold, including meeting all local electrical, radio, and health and safety regulations. In some cases, products may be produced in more than one location if savings can be made for the customer.

Bibliotheca adheres to the Buy American standards ([www.americanmanufacturing.org](http://www.americanmanufacturing.org)). "Made in USA" matters to us. For an increasing number of our customers, purchasing US manufactured goods is a key bid evaluation criterion. Bibliotheca utilizes metals and components (to the extent possible) which are manufactured/sourced in America. Design, manufacturing, integration, and factory support services come directly from our North American offices.

US-sourcing is not only an important consideration in the purchasing cycle, but becomes a distinct logistical and cost advantage when units are deployed. When parts/field service management is needed, logistics are orchestrated in our Atlanta facility. Centralized manufacturing and support accelerates lead times, service response times, and contributes to lowest total cost of ownership.

In the past year, Bibliotheca has increased new jobs by 20% in Engineering, Sales, and Support positions. Bibliotheca is proud to be leading a flourishing industry that contributes directly to the health of domestic manufacturing.



## Company Leadership



### **Matt Tempelis, President of Americas**

Having spent over 20 years within the 3M Corporation, Matthew comes with a wealth of experience in sales, product management, business development and management. He was the previous CEO of the 3M Library Systems division for 5 years, during which time he transformed them from a security business into one of the leading digital providers in the library industry. Coming from Seattle, Matthew grew up in the grunge era (think Pearl Jam, Soundgarden and Nirvana) and still loves that music today. He is fluent in Spanish and lives in St. Paul, with his wife Lori and 3 children; Alexia, Connor and Lianna.

### **Al Coalla, President of Sales**

Al has worked in sales and technical support management as well as account & product development and library service companies for more than 22 years. Al has served as President, North America for Bibliotheca since October 2012. Since taking the reins, Al realigned the North American organization by growing the Support and Project Delivery teams, doubling the Sales team, and creating a Customer Account Management team. He is interested in the perpetual improvement of products and services for libraries.



### **John Lehman, Operations Manager**

Before joining Bibliotheca in 2015, John served as the Service Manager at 3M Library Systems since 2002. He was responsible for leading technical services, field services, and software support activities and programs that were designed to meet and exceed customers' expectations. John was also a valuable resource for providing input on technical responses to customer requests for proposals, and participated in product demonstrations and periodic onsite customer visits. John received his Bachelors in Organizational Management and Communications, with a focus in Information Technology Systems and Support from Concordia College in St. Paul, MN. John also holds a Six Sigma Green Belt Certification.



### **Bryan Pasteryk, Director of Sales**

Bryan has been in technology sales for more than 20 years, where he has held many positions in companies large and small. Bryan has been dedicated to the library market since 2003, and has extensive experience with RFID, Automated Materials Handling, and time and print management. Throughout Bryan's 10-year career in the industry, he has helped hundreds of libraries convert to RFID. Bryan graduated from Mercyhurst College with a degree in Education and Business

Administration.

## **Bibliotheca Project Team**



### **Shawn Brumley, Business Development Manager**

877-207-3127 ext. 375 | [s.brumley@bibliotheca.com](mailto:s.brumley@bibliotheca.com)

Shawn joined 3M Library Systems in January 2000. Throughout his 3M career, he has held various sales positions and covered 18 different states. Shawn's experience allows him to utilize best practices from past library implementations to work with new accounts to ensure their installations are successful. This includes developing the proper product mix to align with the library's goals to ensure success. Shawn is Six Sigma Green Belt certified, and is also a 13-time recipient of the 3M 100% Club Award. Some of his most recent projects include Austin

Public Library, Wichita Falls Public Library, Rio Rancho Public Library, San Antonio Public Library and Houston Public Library. Shawn received his bachelor's in Business Administration in Marketing at the University of North Texas. He lives in Denton, Texas with his wife, son and daughter.



### **Megan Franklin, Customer Account Manager**

877-207-3127 ext. 314 | [m.franklin@bibliotheca.com](mailto:m.franklin@bibliotheca.com)

Megan joined Bibliotheca in 2015, after working at 3M Library Systems since 2012. While at 3M, Megan helped many libraries across the United States implement Tattle-Tape, SelfCheck and RF solutions. Some of her accounts included Purdue University and Boston Public Library. One particular project that Megan is especially proud of is the Tattle-Tape™ implementation at VR Eaton High School in Fort Worth, Texas. The district

built a brand new high school for their community, and were able to upgrade their system from RF to a brand new Tattle-Tape™ system with five Select Series gates, Tattle-Tape™ strips and circulation hardware. The library staff were thrilled to be using the new technology, and students enjoyed the modern, updated look. Megan received her Bachelor's of Arts degree in Business Management and Dance from Luther College in Decorah, Iowa.

## References

1. Rio Rancho Public Library- *Sierra*  
755 Loma Colorado Blvd NE  
Rio Rancho, NM 87124  
Lynette Schurdevin, Library Director  
505-896-8817 | [lschurdevin@ci.rio-rancho.nm.us](mailto:lschurdevin@ci.rio-rancho.nm.us)

Circulation: 686,638  
Collection: 184,427  
Installation year: 2014

Products: Transitioned to RFID with the Mobile Conversion Station, Model 9102 Detection Systems, 6 R-Series Kiosk and Tabletop SelfCheck™ unit, Staff Pad Workstations, and several Intelligent Return and Sorting Systems

2. Colleyville Public Library- *TLC*  
110 Main Street  
Colleyville, TX 76034  
Mary Rodne, Library Director  
817-503-1153 | [mrodne@colleyville.com](mailto:mrodne@colleyville.com)

Collection: 69,736  
Circulation: 250,737  
Installation year: 2003

Products: In 2003, RFID implementation began with installation of SelfCheck™ unit, staff workstations and detection system gates, and staff utilized the DLA to manage its collection. In 2011, CPL took their RFID implementation up a notch by acquiring a 3-bin Intelligent Return and Sorting System SL for the drive-up book return. This installation was so successful that the library installed another 3-bin Intelligent Return and Sorting System SL in the library in 2012. In 2013, the kiosk software was upgraded to Windows 7 to prepare for the upcoming release of our QuickConnect Interface. They also received more Model 9100 Security Gates, Command Center, and Staff Pad Workstations.

3. Mesa Public Library- *Polaris*  
64 East 1st Street  
Mesa AZ 85201  
Brandon Williams, Library Director/ Library Technology Administrator  
480-644-2472 | [Brandon.williams@mesaaz.gov](mailto:Brandon.williams@mesaaz.gov)

Collection: 3,500,000  
Circulation: 816,314 items  
Installation year: 2011

Products: In April 2011, installed an Intelligent Return and Sorter System in Red Mountain and MEL branches; includes a five-bin external patron return unit at Red Mountain, as well as a 3-bin SL system, all of which complemented their existing R-Series SelfCheck™ System units, staff workstations, C-Series Book Drops, and DLA's. In January 2012, we installed more Intelligent



Return and Sorter Systems at their other branches; an 11-bin, 2-patron returns with a staff return at the Main Library; a 3-bin SL system at the Dobson Ranch Library; a 7-bin, 2-patron return units with a staff return; and an additional two bins to their existing AMH system at their Red Mountain Branch.

4. High Plains Library District-*Horizon*  
2650 West 29th Street  
Greeley, CO 80631  
Dan Alcazar, District Materials Coordinator, RFID Project Manager  
970-506-8583

Circulation: 5,230,000  
Collection Size: 750,000  
Installation year: 2006

Products: added SelfCheck™ kiosks, and converted the collection to RFID using the Mobile Conversion Station. In addition, installed in 2010 5-bin Intelligent Return and Sorter Systems FX that included three staff and three patron induction points. Two of these patron induction points are tied to external drive-up bookdrop, which were installed in November 2010 and January 2011.

## Proposed Solutions

### smartlabel™ RFID Tags



**smartlabel™ 100**  
Clear | Square

**smartlabel™ 110**  
Paper | Square

**smartlabel™ 200**  
Paper | Rectangle

Bibliotheca tags are ISO 18000-3 and ISO 15693 air-interface protocol compliant; the SLI-X chips are capable of storing data in the industry-standard ISO 28560 format. In addition, we offer tags with a 50 year or 100,000 re-write data retention guarantee. Bibliotheca ensures that tags are tested to meet demanding performance and longevity requirements, and maintain optimal performance over the course of a hundred thousand read/write cycles. Tags are guaranteed for the life of the items to which they are affixed.

### **Book Tags**

Square tags measure 1.97" x 2.09" and operate at the standard 13.56 MHz frequency; feature NXP ICode SLIX and an aluminum coil antenna; and have white, wood-free paper that is pH neutral and ISO 9706 compliant. Tag adhesive is permanent, pH neutral, and solvent and Phthalates free. The total tag memory is 1,024 bits, or 32 blocks. Credit card sized tags measure 1.89" x 3.15", and are otherwise the same. Square, credit card sized, and media RFID tags adhere to the following standards: ISO 18000-3; ISO 15693; ISO 28560-1; and CE certified. In addition to square and rectangular tags, we also offer smartlabel™ 100 clear tags.

Bibliotheca offers pre-printed tags as an option, with a three week lead time. If selected, the Library will be asked to provide an electronic proof of its graphic prior to production. Maximum usable area for graphic and text is 1.75" x 1.75" for square tags, and 1.75" x 2.75" for credit card sized tags. Standard colors are black, red, green, blue-thermal printed (custom colors are available) in one or up to four colors.



**smartlabel™ 300**  
CD | Hub



**smartlabel™ 320**  
Full Coverage Media Tags

### Media Tags

smartlabel™ 300 hub tags have a 1.41" diameter inlay, while full coverage tags measure 4.25" in diameter. The tags are one cohesive piece and are easily applied to media. The label adhesive is of the same construction listed above and standard face material is white, wood-free, mid-gloss paper that is thermal transfer printable; and pH neutral (pH > 7).


smartlabel™ 320 full coverage tags are transparent with an aluminum antenna, providing maximum security while not obscuring important disc information, like name, artwork, etc. The tags are NXP ICODE SLIX, with 32 bit password protection and a data retention rate of 50 years. They meet ISO 18000-3, ISO 15693, ISO 28560-1, ISO 28560-2 and CE standards.

Bibliotheca's smartlabel™ 500 is a high-performance tag designed to be permanently affixed to a range of high value assets, such as laptops, tablets, computers and other high-metallic content items that have been unable to be tagged in the past. The product makes use of standard NXP SLI-X silicon, with an antenna tuned to 13.56 MHz. This means that tags take advantage of existing security gates, handheld readers, and staff stations in the library.



*smartlabel™ 500 high value asset tags*

smartlabel™: RFID tags			
<b>smartlabel™ 200</b> 	<b>For books and magazines</b> <ul style="list-style-type: none"> <li>• White facestock paper</li> <li>• 2,000 units per reel</li> <li>• 100% minimum yield</li> <li>• NXP ICODE SLIX</li> <li>• Aluminium antenna</li> <li>• 32 bit password protection</li> </ul>	<ul style="list-style-type: none"> <li>• Standards: ISO 18000-3, ISO 15693, ISO 28560-2, CE</li> <li>• Operating Frequency: 13.56 MHz</li> <li>• Total memory: 1024 bit / 32 blocks</li> <li>• IC Write Endurance: 100,000 Operations</li> </ul>	<b>Dimensions</b>  2.13" x 3.39"

		<ul style="list-style-type: none"> <li>• Data Retention: 50 Years</li> </ul>	
<b>3M RFID Hub Tag</b> 	For CD/DVD <ul style="list-style-type: none"> <li>• White facestock paper</li> <li>• 4,000 unites per case</li> <li>• 100% minimum yield</li> <li>• Aluminium antenna</li> <li>• Specially designed adhesive and paper chose to avoid damage to library materials and corrosion of the inlay.</li> </ul>	<ul style="list-style-type: none"> <li>• Standards: ISO 18000–3, ISO 15693, ISO 28560-2, CE</li> <li>• Operating Frequency: 13.56 MHz</li> <li>• Total memory: 1024 bit / 32 blocks</li> <li>• IC Write Endurance: 100,000 Operations</li> </ul>	<b>Dimensions</b> 0.5" OD x 0.7" ID x 0.02"
<b>smartlabel™ 310</b> 	For CD/DVD/Blu-ray <ul style="list-style-type: none"> <li>• Transparent synthetic facestock</li> <li>• 100% minimum yield</li> <li>• NXP ICODE SLIX</li> <li>• Aluminium antenna</li> <li>• 32 bit password protection</li> </ul>	<ul style="list-style-type: none"> <li>• Standards: ISO 18000–3, ISO 15693, ISO 28560-2, CE</li> <li>• Operating Frequency: 13.56 MHz</li> <li>• Total memory: 1024 bit / 32 blocks</li> <li>• IC Write Endurance: 100,000 Operations</li> <li>• Data Retention: 50 Years</li> </ul>	<b>Dimensions</b> 4.25"
<b>smartlabel™ 320</b> 	For CD/DVD <ul style="list-style-type: none"> <li>• White facestock paper</li> <li>• 2,000 units per reel</li> <li>• 100% minimum yield</li> <li>• NXP ICODE SLIX</li> <li>• Aluminium antenna</li> <li>• 32 bit password protection</li> </ul>	<ul style="list-style-type: none"> <li>• Standards: ISO 18000–3, ISO 15693, ISO 28560-2, CE</li> <li>• Operating Frequency: 13.56 MHz</li> <li>• Total memory: 1024 bit / 32 blocks</li> <li>• IC Write Endurance: 100,000 Operations</li> <li>• Data Retention: 50 Years</li> </ul>	<b>Dimensions</b> 4.25"
<b>smartlabel™ 500</b> 	For high value assets <ul style="list-style-type: none"> <li>• High visibility orange glossy acrylic</li> <li>• NXP ICODE SLIX</li> <li>• Ferrite core copper antenna</li> <li>• 32 bit password protection</li> </ul>	<ul style="list-style-type: none"> <li>• Standards: ISO 18000–3, ISO 15693, ISO 28560-2, CE</li> <li>• Operating Frequency: 13.56 MHz</li> <li>• Total memory: 1024 bit / 32 blocks</li> <li>• IC Write Endurance: 100,000 Operations</li> <li>• Data Retention: 50 Years</li> </ul>	<b>Dimensions (w x d x h mm)</b> 1" x 0.1" x 5.1
Environmental Considerations: <ul style="list-style-type: none"> <li>• Non WEEE disposable, but recyclable where metal content can be removed sufficiently.</li> <li>• Long life and extensive read/write performance</li> </ul>			

Product feature (technical description)	Product benefit
High Frequency 13.56 MHz	Provides optimum performance working with self-service and security solutions even when placed on or near metallic objects.

100,000 read/write operations with 50 year data retention	Long-life, value for money solution with lifetime guarantee
Standalone product that works with existing equipment	No other hardware or software required. Can be deployed by writing the tag and affixing to the item.
Fully compliant to standards: <ul style="list-style-type: none"> <li>• ISO 18000-3</li> <li>• ISO 15693</li> <li>• ISO 28560-1</li> </ul>	Ensures peace-of-mind when working with non-Bibliotheca solutions.

### Testing & Quality Control

Bibliotheca conducts a regular review of RFID tag suppliers to analyze quality, performance, price, and supplier innovation in silicon and antenna design. We ensure that every label is tested, resulting in 100% yield. As part of the QA testing, the manufacturer tests each tag as they are rolled on the spindle; any tags that do not work are marked with a black line or dot, and an additional working tag is added to the roll. Each roll is further marked with an inspection sticker indicating roll yield.

This testing method is found to be more effective as the end user does not need to verify that the tag is working correctly before applying it to an item. In addition, the customer can be assured that they are receiving 100% of the tags they order. Bibliotheca then sample-tests every delivery to ensure that the supplied labels do not deviate from the specification. This relates to performance testing for resonant frequency, yield, label quality and adhesive quality.



Bibliotheca has a proactive relationship with our tag suppliers to articulate the requirements from our patrons. This includes future developments and performance improvements, such as enhanced security, data retention and frequency offsets for different library material types.

We work with our suppliers to develop and test new products, such as the use of new silicon to improve read range. We are also involved in testing new manufacturing techniques to reduce complexity and cost and increase production consistency.

Tags are tested at multiple production stages, and non-functioning labels are removed or marked and supplemented with additional tags to replace each marked tag. Antenna manufacturing, inlay assembly, and converting are integrated, assuring high quality end products. Environmental and mechanical characteristics for tags are as follows:

- Operating temperature of -25°C to 70°C
- Storage temperature of 22° (+ or - 5°) C
- Shelf life time of one year
- Maximum bending radius of 50 mm
- Peeling strength (FTM2/90° stainless steel; dwell time of 20 min.) of 228 N/m
- Peeling strength (FTM9, tack on glass) of 460 N/m

Bibliotheca's manufacturers operate state-of-the-art production facilities, which are certified for ISO 9001:2000 Quality and ISO 14001:2004 Environmental Management System standards.

Tags and inlays must pass performance and accelerated aging tests at 85° C with 85% relative humidity. An additional test is performed 15 weeks later, with criteria set at 65° C with 95% relative humidity.

**Tag Guarantee**

To ensure longevity and serviceability, tags are quality checked at the production line. Defective tags are replaced with working tags. Each tag is provided with a performance guarantee and capability to provide over 100,000 read/write operations (or an approximately ten year lifespan). This assumes tags have been applied to items kept within conditions between 15-25° of 40-60% humidity.

### **PAD Staff Workstation Model 895/896**

The Pad Staff Workstation is an all-in-one circulation desk or tag programming station. Capable of processing both barcodes and RFID tagged materials in the same circulation transaction, our Pad Staff Workstation is designed to work with any ILS.

Included with the Pad Staff Workstation 895/896 are a unique tapered and textured RFID reader pad designed for libraries, a reader and software.



#### **Features:**

- Only .6 inches thin, making installation seamless into current library furniture
- Reader pad enables staff to simply slide materials on and off for processing, improving ergonomics by reducing the need to lift materials.
- Antenna pad is shielded to the sides to reduce unintended reads.
- Low-profile reader pad can be installed on counter or in counter.
- Designed to install on your existing staff workstations with a standard USB connection and will work with your barcode scanners and receipt printers.
- Pad Staff Workstation comes with conversion software so it will function as a programming station for converting items to RFID.
- "Case set" feature prevents item substitution during checkout and return. It connects to the library's circulation system client computers via an USB connection.
- The Pad Staff Workstation comes with staff workstation software for check-in and check-out and conversion software for converting items to RFID. The 3M Pad Staff Workstation is compatible with Windows 2000 SP3, XP SP2, Vista, and Windows 7.

**Model 895 only:** The workstation has synchronized keyboard hot key features that allow for simultaneous mode selection (check-in or out) for the ILS and workstation. It also has a unique software wedge that allows compatibility with most ILS. Model 895 Pad Staff Workstation is always on looking for RFID tags.

**Model 896 only:** The software communicates seamlessly with your library's ILS and uses two-way communication to ensure that there is a simple, accurate processing of materials. It allows library staff to operate in their familiar ILS circulation mode, without any additional steps, providing fast, accurate check-in and checkout of materials and the ability to quickly address holds and other special messages with confidence. Integrates with many ILS vendors including SirsiDynix and Polaris. Compatible with Innovative Interfaces Incorporated's Millennium Item Status API. The 3M Model 896 Enhanced Pad Staff Workstation has the ability to turn off the reader transmitter when the ILS is not requesting RFID reads.

Pad Staff Workstation Stats:

- Read range: 8 – 12 inches (approx. 200 – 300mm). Simultaneously reads multiple tags in a stack of items.
- Pad dimensions: 11.4" x 11.4" x 0.6" (28.9 cm x 28.9 cm x 1.5 cm)
- Reader dimensions: 5.125" x 3.0" x 1" (13 cm x 7.62 cm x 2.54 cm)
- Weight: Pad & Reader 2.2 lbs (1.0 Kg)
- UL certified, and meets the EU WEEE and RoHS Directives.



**Mobile Conversion Station Model 812**

Our conversion station is a self-contained unit that fits easily in the stacks of your library. This cart features a touchscreen, optical barcode scanner, RFID reader and an automated tag dispenser. It doesn't require an internet connection to work, so libraries don't have to worry about weak Wi-Fi spots during the conversion process.

The conversion process is easy and simple. Hundreds of libraries have used this station and our process to convert their collection to RFID in a matter of days or weeks, dependent on the size of the collection and the process that the library chose to accomplish it.

After an item's barcode is read, an RFID tag is automatically dispensed. The RFID reader reads the tag, and confirms that the data was written correctly to it through audio and visual prompts. This station also has a large level work surface that make it much easier for the tagging team to stage, scan, and program items.

The Conversion station can also be used to identify any items on a list from your ILS, such as a weed list. This process saves your team time, so that they don't have to convert items that are being pulled from the collection.

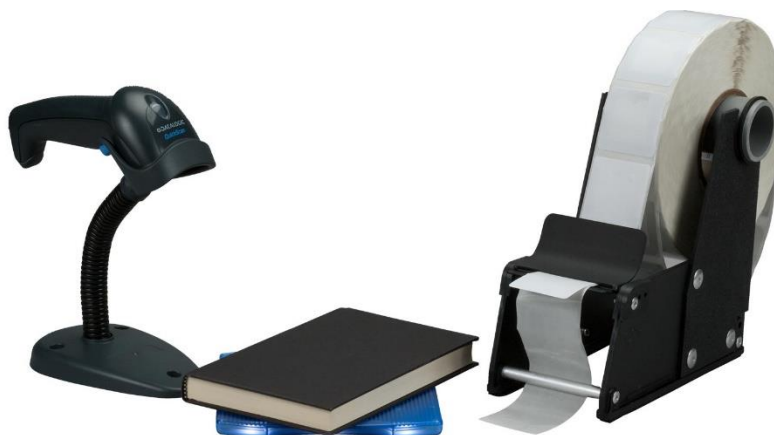


Mobile Conversion Station stats:

- Dimensions: 18" d x 56.7" h x 30" w (460 mm x 144 mm x 760 mm)
- Weight: 160 lbs (72.6 Kg)
- UL certified, and meets the EU WEEE and RoHS Directives.

### **USB-Conversion Station Kit Model 815**

The 3M Mobile Conversion Kit is designed specifically for mobile conversion, so any member of your staff can perform RFID conversion in the library, regardless if they have an ILS connection or not. This kit features a barcode scanner, RFID pad antenna, RFID tag dispenser, and Conversion Software. This mobile solution is battery powered from your PC or notebook. Our USB-powered RFID reader integrates with our Conversion Software, which is installed on your library-supplied PC or netbook. In addition, our Conversion Kit leverages your bar code scanner.



### **Conversion Software**

This Conversion Software is the same for the Model 812 and Model 815. The user interface is very easy to use and does not require mouse clicks or screen taps between items.

A green status box appears when a tag has been programmed successfully, and it will play a unique beep sound indicating it is ready to do the next tag. No mouse clicks or screen taps are required. The operator simply scans the next item barcode, removes a new tag from the tag dispenser and applies it to the item for programming.

A red status box appears if a tag has not been programmed successfully, and a unique buzz sound will play indicating the operator should try again. In addition, Conversion Software keeps two counters. One can be used by staff to show how many items they have converted during their session. The second can be used by the library to show how many items have been converted by the system overall.

Our Conversion Software can use search lists, which will alert staff when an item is found on any search list. Such lists include lost items, missing items, or items to weed can be loaded as search lists. And, our Conversion Software uses Tag Manager, which will allow the library to read or program tags in a variety of tag data formats.

- Staff log in using an admin card via the liber8™ welcome screen.
- They will see the locker with the pending allocation indicated in orange – the same as the desk side software.
- Staff member selects the locker, and it will show the items that have been allocated
- Staff member confirms the allocation and then opens the locker to place the items inside, all using the buttons at the bottom of the screen.

The patron will need to scan or enter a library card (and, optionally, enter a PIN) at which point, they will see a table showing reserved items and general account information. The patron can

select either all lockers or just one. Once the patron has selected their locker(s), it is confirmed via the ILS, the locker(s) are opened, and a receipt can optionally be printed.



### **Detection System Model 9100 Series**

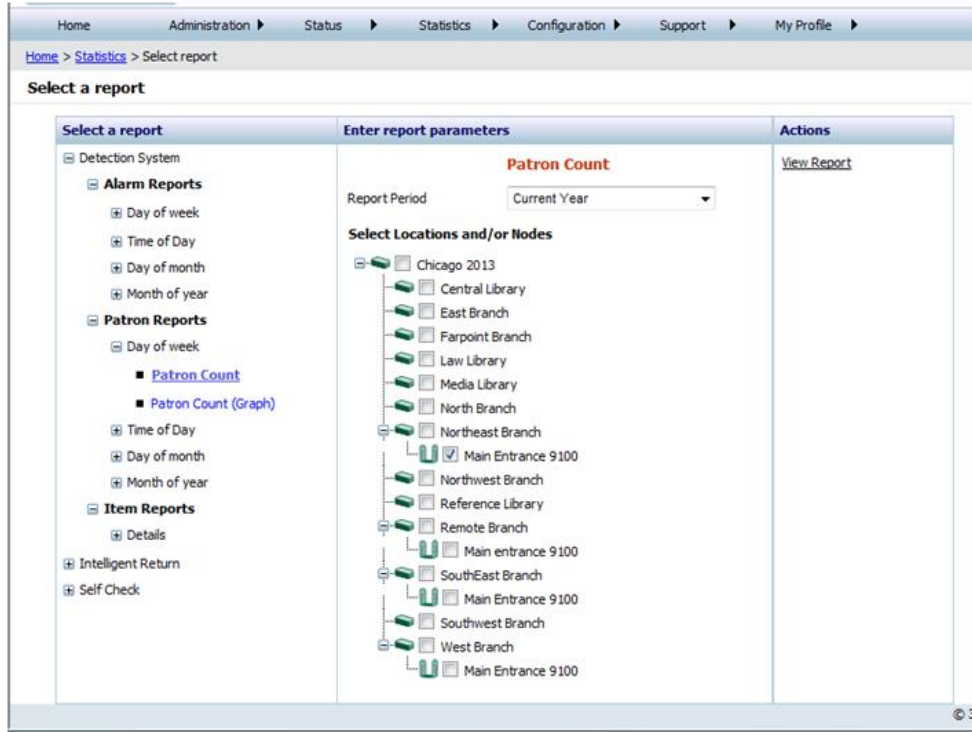
The Model 9100 Security Gate system combines flexibility and style with state-of-the-art technology that provides excellent detection and reliability.

#### **Features:**

- 18 to 20 inches bi-directional read range-one of the most powerful in the market.
- Attractive clear corridor design.
- Choose between a clear and a custom finish option.
- Several options for alarm lighting colors.
- ADA-compliant.
- Variety of flexible mounting options for your library's needs: direct mount, buried cable, or base plate.
- Available in one, two, or up to seven corridor set-ups, the Model 9100 Security Gate can suit almost any library's security needs.
- All options are configured by staff, which include: lighting options (including color and intensity), alarm level noises, and alarm settings based on direction of travel (in/out).

## Command Center

When used in conjunction with our Command Center Software, our security gates provide your library with superior protection and knowledge. This software is easy to use, and provides your staff with statistics and notifications. Staff can see real-time daily reports of foot traffic, by aggregate or by a single gate. Library staff can utilize this software from any PC on the Library network via web browser.



Command Center provides staff with pop-up notifications when an unsecured item has passed through the gates, including the title of the unsecured item and the patron information. Your staff won't have to call back any patrons to the circulation desk anymore; they can simply retrieve the unsecured item and quickly remedy the situation and have a happy, un-harassed patron.

### Features:

- Intuitive real-time updated dashboards provide green / yellow / red status indicators to alert interruptions or changes in status
- Separately monitors 3M-supplied hardware components so that the specific cause of a problem is flagged in real time, including the monitor, scanner, coil (if EM) and reader pad (if RFID)
- Provides connection status of other networked devices
- Provides pop-up detection system alarm notification

### **SelfCheck R-Series**

Our R-Series is our most contemporary, modern durable design with the latest version of our QuickConnect software. It also comes in four different designs, so it can fulfill your libraries unique needs:

#### **Tabletop Station:**

With its easy, portable placement, this model doesn't skimp on durability or ease of patron use. This model can be incorporated into pre-existing library furniture if empty floor space is lacking. It has a barcode scanner, receipt printer, and has fines and fees payment functionality.



#### **Kiosk Station:**

The freestanding kiosk version can be placed close to the library exits for ease of patron use. It's designed to be ADA compliant, with a height adjustability option. It's meant to withstand heavy daily use, with a rugged thermoplastic cabinet with a large work surface where patrons can stack their books and other belongings.





### **Desktop Station:**

If your library doesn't need to introduce self-check kiosks to your patrons yet, but still need a powerful platform to perform fast and easy check-ins and outs for your patrons, the Desktop station of the R-series fulfills this requirements. It's the same platform at a great value, and fits on any surface. It's components are built at the same durability level as the other models too, meant to withstand heavy daily use for years to come.

### **Custom Kiosk:**

If none of the above options work for your existing library surfaces, then Bibliotheca can create a custom kiosk for your library's needs. We can edit the design to fit into your library deco, and utilize unique hardware and electronics that fit this solution. We have detailed architecture packages available for planning.







### **Digital Library Assistant**

The Digital Library Assistant greatly shortens the amount of time library staff would spend reading the shelves and ensuring that all items are in the correct order. Instead of spending weeks manually reading each label on every book, now staff can wave the Digital Library Assistant along the rows of books.

The DLA takes a pre-loaded list from the library's ILS, and reads the RFID tags and ensures that they're in the correct order. The DLA can also be used to find lost or missing items, or assist in pulling holds. Its cordless, ergonomic design makes it any librarian's job much easier. Our DLA has the capacity to store and work with up to 3 million items (dependent on memory card capacity selected). Using a flash card for memory frees staff from the need for a device with a cord. And because the DLA is not dependent on a wireless connection, librarians do not have to worry about losing data while in areas with weak wireless connections.

Super lightweight and comfortable to use, the DLA's swivel antenna maximizes the user's comfort by minimizing stooping to reach the lower shelves.

Powered by a 7.4 volt rechargeable battery, with 4 hours of read time between recharges. Typically 6-8 hours of use dependent on the application. The DLA comes standard with two batteries and a charger.

### **DLA functions:**

- Shelf Order – Allows staff to scan shelves and easily identify items that are miss-shelved, on a search list, unsecured, not in the database, or spine label error, etc.
- Collect Data – Allows staff to save collected Item IDs to a memory card which can be import to a PC as formatted text files. You can use these text files to update the data in your circulation system (for example, inventory reporting, or in-house use).
- Sort and Shelf – Allows staff to pre-sort a group of library items, allowing easier re-shelving.
- Search for Items – Will alert staff when an item is found on any of the active search lists, such as lost, missing, claims return, weed, etc.
- Shelf Item – Designed to help staff shelf an item in its correct location.
- Pull Items – Designed to help staff locate and pull items from a list such as a holds, or paging lists.
- Find Items – Provides a quick way to use the DLA to find items without having to create a pull list or search list. This function uses a simple user-defined search function (Specify Find Criteria) to find any item on a shelf-order list that is on the DLA's memory card.

### **DLA stats:**

- Weight: 1.4 pounds (623 g). It's the lightest assistant on the market.
- Handheld unit dimensions: 9.5" x 7" x 4" (240 mm x 180 mm x 100 mm)
- Antenna dimensions: 9.5" x 4" x 0.5" (240 mm x 100 mm x 12.5 mm)
- UL-Certified, and meets the EU WEEE and RoHS Directives.



## QuickConnect Interface

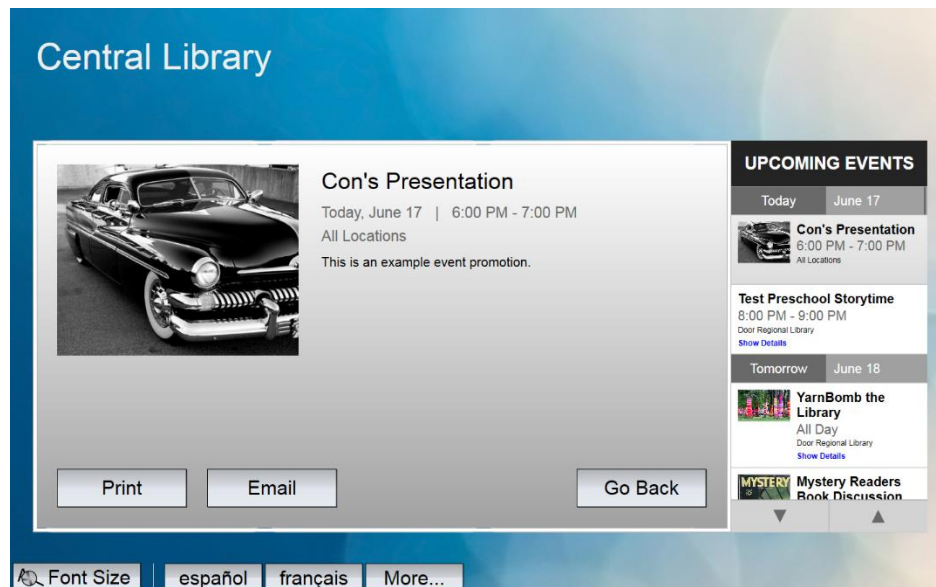


Our new software has everything your library needs to keep patrons coming back. This interface offers numerous on-screen features that encourage patron discovery and increases circulation. This software is a powerful last point of patron contact that shows your patrons what's going on in their library and community, and encourages them to read more.

With the new System manager, library staff can customize the user interface quicker and easier than ever before. Flexibility ranges from dozens of customizable templates and design choices to choosing what features and functions work best for your library. You can also manage functionality and reporting features from your PC or tablet.

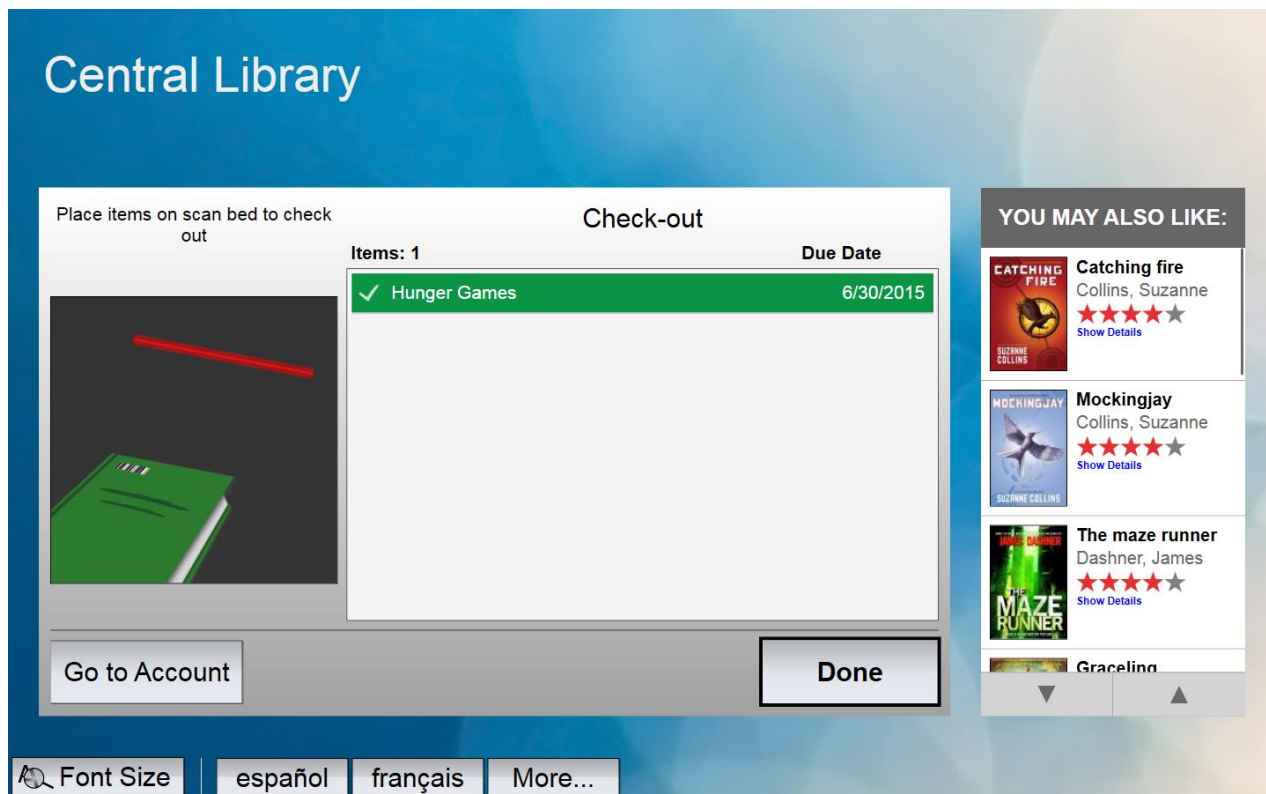
## QuickConnect Features

**Patron Promos:** The only tool of its kind available in the library industry, this feature creates awareness and captivates your community. The library can customize on-screen banners, raise awareness of library events that are happening soon, or community events.

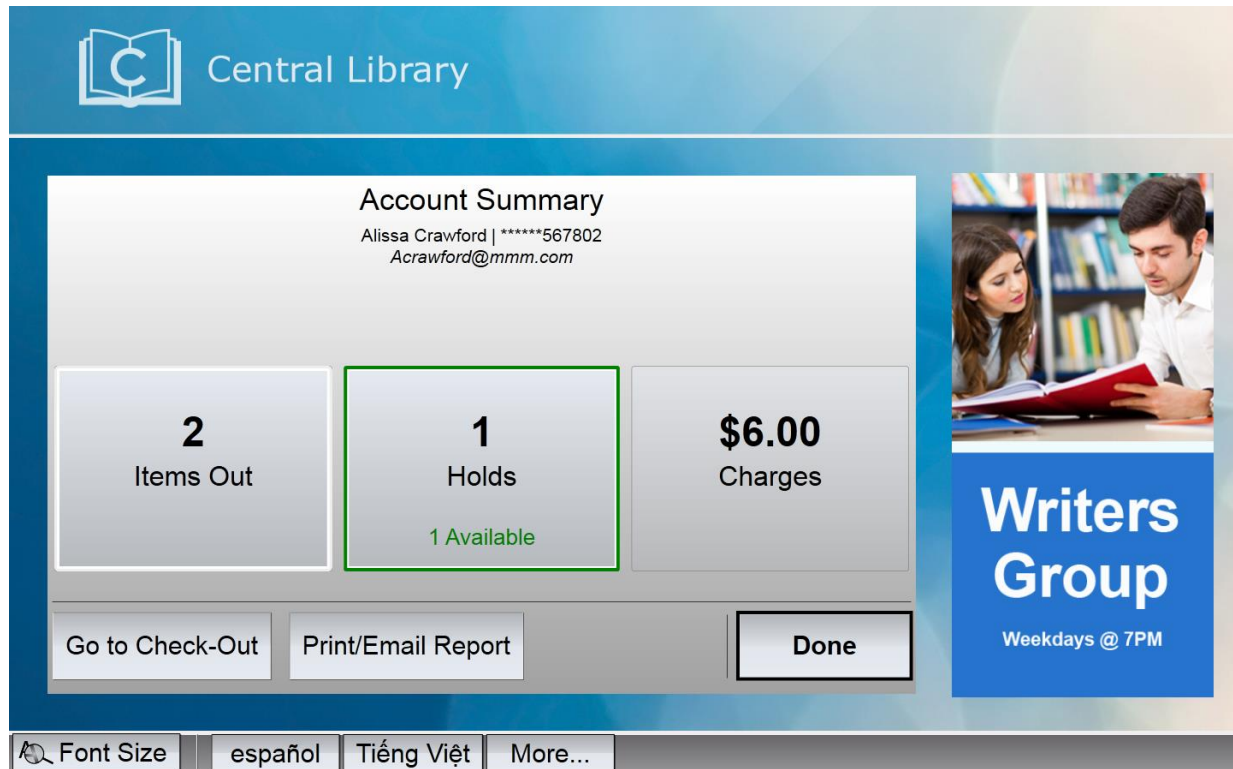


Your library will see increased attendance in workshops and children's programs. Promote all your library events directly from your website event calendar or choose event calendar programs to highlight on the Patron Promos banner

**Recommended Reads:** Increase your library's overall circulation by advertising other books directly on the self-checkout kiosk, based off of what that patron is checking out right then. This feature is powered by your library's NoveList® Select account.



**Intuitive interface design:** Checking out materials out at our kiosks is now easier than ever. Our software walks the patron through the process step by step. These same features help make the process faster, and need less staff support. This means that the library staff can concentrate on increasing patron satisfaction and other important tasks for the library, instead of helping patrons check out patrons. Our software mimics a mobile device screen, something that we all use every single day, with easy-to-understand graphics, prompts and instructions.



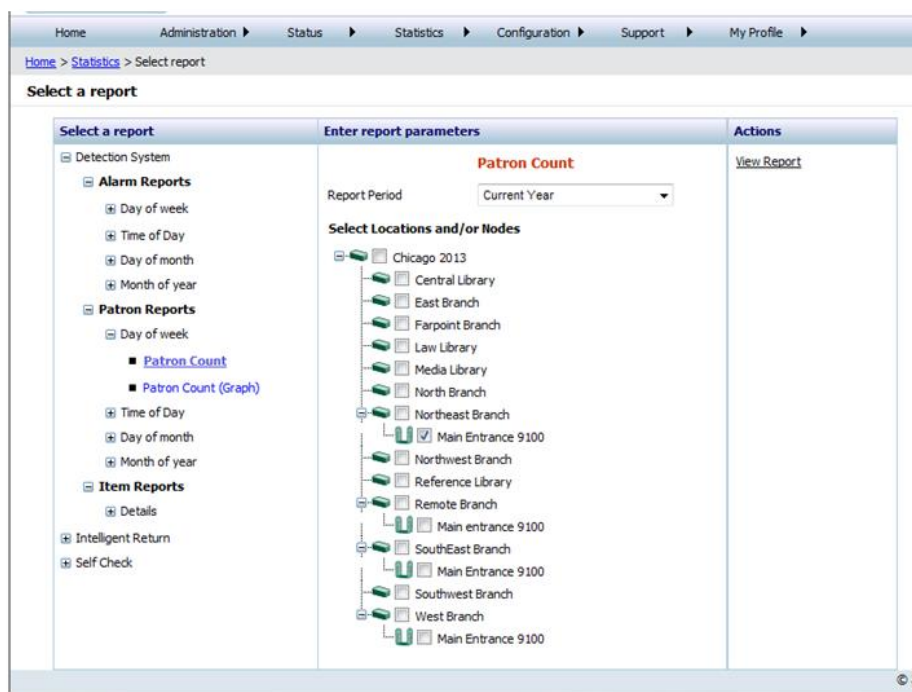
**Real-time reporting:** Powered by our new System Manager tool, your staff can easily create, customize and control the user experience – all with a few mouse clicks. From custom graphics and home screen features, to library branding and custom reporting, the System Manager allows your staff to manage its SelfCheck System anytime, anywhere.



## **Command Center**

When used in conjunction with our Command Center Software, our security gates provide your library with superior protection and knowledge. This software is easy to use, and provides your staff with statistics and notifications. Staff can see real-time daily reports of foot traffic, by aggregate or by a single gate. Library staff can utilize this software from any PC on the Library network via web browser.

Command Center provides staff with pop-up notifications when an unsecured item has passed through the gates, including the title of the unsecured item and the patron information. Your staff won't have to call back any patrons to the circulation desk anymore; they can simply retrieve the unsecured item and quickly remedy the situation and have a happy, un-harassed patron.



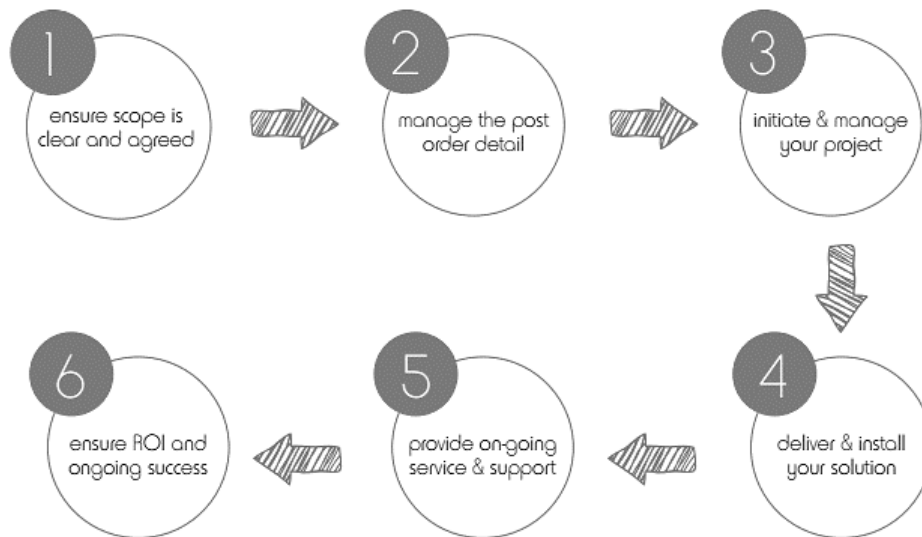
*Above: How Detection System reports are generated.*

## **Features:**

- Intuitive real-time updated dashboards provide green / yellow / red status indicators to alert interruptions or changes in status
- Separately monitors 3M-supplied hardware components so that the specific cause of a problem is flagged in real time, including the monitor, scanner, coil (if EM) and reader pad (if RFID)
- Provides connection status of other networked devices
- Provides pop-up detection system alarm notification

### Implementation

Bibliotheca provides engineers specifically trained in RFID technology for installation of the solution. Our experience shows that – by using RFID-trained engineers – installation time is reduced, and any problems can be solved on-site, ensuring that installation is kept on track. It is advised that each library have a site survey to assess security requirements and suggested methods of installation. The site survey will identify the best location and actual space required for product operation and servicing.



### Management of System Implementations

#### Considerations

The smartstation™ 200 antenna is compact and takes up little space. It is usually positioned on top of the staff work desk when used for check-in and checkout. Also, it provides an added security feature in that the antenna is hidden and cannot be easily accessed. Staff pads should be located away from metallic surfaces and around 20" from each other, where two or more staff stations are deployed. They should also be kept at least 40" away from other RFID devices and metallic surfaces or substances (where possible) to avoid interference, especially during the tag writing process.

When installing security gates, engineers will ensure the correct levels of protection are provided, local factors have been accounted for, and access restrictions have been identified. The gates provide an outward coverage extending approximately 8" – 12" on either side of the aisle. It is recommended that a minimum of 40" separation is provided between the security gates and any electronic equipment or shelving with RFID-enabled material.

Kiosks (especially concerning antennas/readers) should be at least 30" from each other to prevent interference. Data cables should not be coiled around the power cable.

### **Installation Responsibilities**

The responsibilities of Bibliotheca and the library in the installation process are detailed below:

<b>Activities</b>	<b>Bibliotheca</b>	<b>Library</b>	<b>Joint</b>
<b>General</b>			
Project kick-off meeting			√
Day-to-day operational responsibility and accountability	√		
Establish communication channels and agree on reporting procedures, including reporting frequency	√		
Produce and update project plan to include all steps	√		
Review and agree on installation plan, including change control			√
Exception planning/risk identification and assessment	√		
Organize site surveys			
Manage item tagging			√
Provide documentation (user guides and manuals)	√		
<b>Solution Set-Up</b>			
Arrange installation of power and network access points for solutions and conduits as defined by the site survey		√	
Gather information to establish configurations, including preparing smartstation™, kiosk configuration, gate set-up, tagging software, confirming data model and installation of smartstation™ manager circ software for back and front office operations			√
Establish arrangements with the library, IT, and stakeholders to undertake system set-up and testing			√
Confirm sign-off for installation of implemented solutions			√
Supervise configuration of software solutions	√		
<b>Delivery and Installation</b>			
Arrange delivery of consumables and equipment	√		
Resource coordination/mobilization	√		
Establish installation/sign off acceptance procedures			√
Deliver staff training to agreed schedules			√

### **Acceptance Tests**

Bibliotheca will arrange for an engineer/technician to install the required solutions in order to check connectivity, define configuration and test functionality, particularly in relation to conducting testing with the ILS. After this, software can then be signed off. Where any software changes are identified, these are addressed as soon as possible and returned to the library for further testing and sign off.



By using this method, we are able to sign off on software early in the project, and delays and issues at installation are minimized. When hardware is installed, testing and training is performed on-site with staff. Some tests carried out on-site are as follows:

- Connection to SIP2 server
- User and item information lookup
- User information lookup with PIN number
- Borrowing item that works/fails
- Renewing item that works/fails
- Retrieving charge details and making payments
- Retrieving reservation details
- Returning item that can be re-shelved, needs attention, and cannot be returned

### **Timeline & Approach**

The Coppell Public Library wishes to begin tagging on [Date here] and have implementation completed in 2016. From a process perspective, project management ownership is clearly defined at the kickoff meeting where Bibliotheca outlines roles and responsibilities for project personnel; project monitoring and review; escalation; change management; and frequency and reporting method for status meetings.

#### **Phase 1 | Initial Project Activities**

In the initial phase, **within five calendar days after contract award**, the following steps occur:

1	Review product mix to determine products and quantities to be ordered and implemented.
2	Draft and sign agreements between Library and Bibliotheca.
3	Set up billing/accounting between Library and Bibliotheca.
4	Bibliotheca briefs on-site Project Manager and rest of project team.
5	Bibliotheca send new customer welcome packet to Coppell Public Library. This packet includes: <ul style="list-style-type: none"> <li>• A Welcome Letter</li> <li>• Sales Order Confirmation</li> <li>• All required questionnaires</li> <li>• Support and Maintenance Agreement</li> <li>• Service Level Agreement</li> <li>• Lifecycle Policy document</li> </ul>
6	Library assigns a Project Lead.
7	Hold initial project management meeting between Bibliotheca and Library to review, refine, and update project plan. Project plan includes initial rollout schedule.
8	Hold kick off meeting: <ul style="list-style-type: none"> <li>• Review, refine, and approve overall project plan, including rollout schedule;</li> <li>• Introduce all players/provide contact information;</li> <li>• Provide samples of all communications and tracking documents.</li> </ul>

**In Phase 1**, the processes required to monitor and guide project progress are designed and put into place, including status reporting, issue tracking/resolution, scope, and quality assurance.



## Phase 2 | Collection Conversion & Equipment Configuration

**Within Phase 2**, activities fall into three sub-phases: Library Project Set Up; Tagging; and RFID/self-checkout configuration. **Phase 2 will be complete when all items have been converted to RFID.**

Bibliotheca will create a document that indicates the required configuration for all equipment, software, and tags as well as testing criteria for each. This document will be deemed acceptable once the Library reviews and agrees all steps for set up and configuration have been identified, and testing plans and criteria are acceptable.

### Sub-Phase 1: Library Project Set Up

	<b>Bibliotheca</b>	<b>Library</b>
1	Receive purchase order (PO) for Library. Final products set and agreed upon.	
2	Set up Library in Bibliotheca system. Bibliotheca will validate PO and accept order into system.	

### Sub-Phase 2: Tagging

	<b>Bibliotheca</b>	<b>Library</b>
1	Send tag programming questionnaire and planning/installation materials to Library.	
2		Complete/return tag questionnaire.
3		Provide item samples indicating bar code locations.
4		Create/finalize artwork for tags, if required.
5	Review tag programming questionnaire and	verify that everything has been obtained.
6	Review tag programming questionnaire with Bibliotheca technical staff.	
7		Submit artwork for tags or overlays to Bibliotheca, if required.
8	Receive tag artwork from Library, submit to production, and create proof, if required.	
9	Configure tag programming model and produce pre-printed tags, if required.	
10	Review technology issues and training requirements.	
11	Verify software and tag readiness.	
12	Verify shipping information.	
13	Ship training materials and tags to Library.	
14		Receive equipment.
15		Review tagging training materials.
16	Provide remote tagging training for staff.	
17		Tagging teams convert all items on the shelves to RFID.

*Sub-Phase 3: Hardware Configuration & Confirmation*

	<b>Bibliotheca</b>	<b>Library</b>
1		Finalize configuration preferences.
2	Review outstanding planning and installation questions with staff.	
3	Request list of patron & item numbers (and test materials if required) from Library.	
4		Compile list of sample patron and items numbers for use during testing.
5		Return completed questionnaire.
6	Review questionnaire and verify that all materials and information have been obtained.	
7		Review questionnaire with Bibliotheca.
8	Begin software configuration.	
9	Address final outstanding tech issues.	
10	Receive sample items from Library.	
11	Follow up on technical issues and provide progress report.	
12	Verify software configuration and customization is complete.	
13	Test functionality and connectivity.	
14	Review test results, verify configuration.	
15	Make final corrections based on review.	
16	Provide progress report, and develop preliminary installation schedule.	
17	Schedule installation of security gates.	

**Phase 3 | Install & Train Library Staff**

**Phase 3** includes the installation of the RFID and self-checkout systems and all staff training. **Within Phase 3**, activities fall into two sub-phases: Installation/Training and Go Live/System Acceptance.

*Sub-Phase 1: Installation and Training*

	<b>Bibliotheca</b>	<b>Library</b>
1	Refine and complete installation schedule.	
2	Provide installation and training schedule to Library.	
3		Schedule staff training and availability.
4	Ship remaining equipment to Library.	
5	Schedule installer/trainer and make travel arrangements.	
6		Receive and verify equipment.
7	Install security gates with contractor.	
8	Verify security gate installation complete.	
9	Install remainder of equipment.	
10	Hold training sessions.	

*Sub-Phase 2: Go Live/System Acceptance*

This phase **concludes installation** and allows the Library to validate that all steps and processes are **working as desired**.

	<b><i>Bibliotheca</i></b>	<b><i>Library</i></b>
1		Operate as instructed by Bibliotheca.
2	Monitor library; make adjustments.	
3		Verify system is operational; complete acceptance test plan.

Acceptance plan will be delivered and executed by Bibliotheca and library. All items on the acceptance plan will be signed off on by the Library and Bibliotheca.

### **Customer Account Management**

Your Customer Account Manager assumes responsibility for all contractual and commercial concerns surrounding implementation and forms the principle point-of-contact between the library and Bibliotheca for general queries, including meeting requests to address any customer service issues and also to discuss any aspects of the solution.

This includes monitoring, reviewing, and discussing performance; addressing inquiries and support issues; presenting technical updates including software updates; and discussing any opportunities to add value/improvement.

A crucial element of a successful implementation is ensuring that our library customers are happy with the 'end product.' More than that, after the actual installation itself, libraries need to know that they will have a point of contact in regards to how they feel about the support they are receiving. The Library's Account Manager ensures that your experience with Bibliotheca meets your highest expectations.

The value is the assurance of a successful and mutually beneficial relationship between our two organizations. Your Account Manager has a singular focus – to ensure that every interaction between your library and our company demonstrates Bibliotheca's commitment to customer satisfaction.

### **Concerns and support issues**

Your Account Manager will assist in dealing with any concerns and issues resulting from the service and your product solution. From the point of any concern or issue arising, she will work with the library and proactively manage the call, ensuring that the relevant departments are involved and are acting to ensure any issues are resolved in a timely manner.

### **Reporting on the quality of services**

Your Account Manager ensures you receive high quality service and will monitor and report back on the quality of the services we provide. This will be achieved by a combination of approaches, including face-to-face meetings, email, and telephone calls.

Regular contact enables us to gain valuable feedback, which ensures any Bibliotheca internal issues are addressed and that overall performance targets and objectives set out by the Library are met. All feedback will be reported, discussed, and overseen by the VP, Sales for that region in the first instance and, ultimately, the Director of Sales. Both your Account and Project Managers work together and hold regular meetings to ensure that responsibility overlap does not occur and no gaps appear in the day-to-day account management.

## **Project Management**

Bibliotheca offers a consultative approach, providing input from Account and Project Management, Software, Engineering, and Support, with each contributing to deliver your project on time and within budget. Our philosophy is to provide integrated end-to-end service, which is why we have qualified staff assisting at every step, from pre-sales advice to project management and after-sales support, as well as an Account Manager, committed to meeting the project objectives.

**Roles and Responsibilities:** The roles and responsibilities of the Project Manager are shown below, with further information provided under each heading.

### **General**

- Day-to-day operational responsibility and accountability
- Establishment of communications channels
- Production and update of a project plan
- Agreement of reporting procedures
- Exception planning and risk identification and assessment
- Site survey organization
- Tagging/conversion management
- Provision of documentation

### **Solution Set-Up**

- Gather library specific information to establish system configurations
- Establish arrangements to undertake system set-up and testing
- Confirm sign-off of all implemented solutions
- Supervise configuration of software
- Establish change control mechanisms

### **Delivery and Installation**

- Arrange delivery
- Resource coordination and mobilization
- Installation, commissioning and sign off acceptance
- Staff training

**Formulating the Project Plan:** Our Project Managers undertake discussions to form detailed plans to deliver the project. The process begins early, and considers all solutions, configuration requirements, and any other needs. All hardware requirements will be confirmed, including non-standard finishes or other customizations.

The Project Manager coordinates technical planning, including site survey confirmation, software configuration and testing, and equipment installation.

**Managing Personnel:** The responsibility of the Project Manager is to oversee Bibliotheca involvement. The Project Manager sets out a plan and lines of communication to ensure all roles and responsibilities are defined, understood, and managed.

**Relationship Building:** Another role of the Project Manager is to foster a strong relationship with staff. This contributes to the overall understanding and staff buy-in, and planning and implementation of the roll-out, including where third party contractors are deployed.

**Risk and Contingency Arrangements:** The Project Manager manages risk and contingency according to preferred methodology; a detailed risk log is maintained and reviewed by the project team. A formal escalation route is defined so that if and when a risk element comes into scope, contingency arrangements can be put into action.

**Responding to Change:** The attention our Project Managers provide includes resource allocation time and investment at all levels, from attending board meetings to liaising with staff. The Project Manager provides a range of means for communications to offer flexibility and to report back on project progress – via face-to-face meetings, video or telephone conferences, and email. This approach ensures that we pass on our knowledge of your project to individuals who may join later in the process. Bibliotheca addresses and determines customer support and involvement at the kick-off meeting, when a thorough, detailed schedule of requirements is determined. The level of internal resource depends upon implementation size and complexity.

The Project Manager works with staff, including those responsible for software configuration as well as field engineers who carry out installations. To promote a successful installation, Bibliotheca requires staff communication and IT and management availability. This includes confirming activities such as considering network issues, testing Bibliotheca software, ILS integration, and organizing training.

Optionally, we offer on-site support during 'go-live' dates, particularly during deployments in the early phase. This, we hope, provides reassurance that any problems are handled quickly and without impact. A table of our typical lead times can be found below; please note these are standard details:

Aspect	Typical Lead Time	Scoped Project Lead
RFID tags and EM strips	1-2 weeks	Bibliotheca confirms tag delivery upon receipt of purchase order. Note: lead times may differ for other tag consumables, e.g. square tags and alternative if required.
Staff work stations	2-4 weeks	Unit availability in line with tag conversion project. Any staff station used during tagging may be redeployed to any destination library.
Self-checkout kiosks	4-6 weeks	Confirmed through choice of self-service unit. Lead times may differ with opportunity of reduced time to delivery. Lead time expectations for the units required have been considered.
Security gates	4-6 weeks	May be installed with security gate manager software. This is an optional module.
Automated Materials Handling Systems	16-18 weeks	Bibliotheca recommends that decisions are made as early as possible following award. We are taking necessary steps to prepare suppliers and installation engineers.

The steps in delivery require a response from staff to ensure we remain on track. We appreciate that decisions on the type and deployment of the solution are made leading up to or at the

initial kick-off meeting and anticipate that decisions may need to be made following the introductory phase.

However, we highlight the necessity for commitment on the main aspects that affect lead times and ultimately installation of the system as specified by the library. The project team's experience ensures that any adjustment to planning may be made without disruption to implementation.

## **Training**

Bibliotheca provides training for the initial implementation free of charge. On-site installation and training will take place once the Library has tagged its collection. Tagging training is conducted via the web and takes about 30-60 minutes. Bibliotheca provides customized staff and technical training, scheduled in consultation with the library; training is broken down according to audience, related to library function.

Training plans and documentation are developed in detail with the customer project teams. The level of training usually varies on the role of the staff member. It is important to note that the Bibliotheca system has been designed to be intuitive in all aspects.

Training is provided during installation and is typically delivered on-site to groups of 6-8 people; sessions last between 30 minutes to 2 hours depending on the level of training.

As a brief overview, training is provided on each aspect of the solution and includes:

### **RFID tags**

- Tag apply: the process of conversion: function, monitoring, reporting

### **Self-checkout kiosks**

- Patron facing usability
- Staff monitoring
- System management and reporting
- Software functionality

### **Staff stations**

- Circulation: checking-in and checking-out items
- Reporting
- Tag programming and other software functionality

### **Digital Library Assistant:**

- Staff use: data capture, data transfer, reporting
- Software functionality

### **Security gates**

- Staff use: Alarming, RFID security functions, resetting the gates, etc.
- Software functionality

### **Automated Materials Handling Systems**

- Sorting
- Reporting
- Patron Interface and use, staff interface and use, etc.
- Software functionality

### **System monitoring and administration software**

- Local administration & configuration
- Reporting



Training is provided by a combination of Bibliotheca staff, including SIP2 and RFID specialists, who are conversant in the solution. Bibliotheca staff are responsible for providing training to all levels of staff from those with a technical background and responsibility through to general staff using the system. It is important that staff are comfortable and confident in using and managing the system.

We are experienced in helping customers prepare for 'go live' and introducing the new services to patrons. Staff are trained to be able to show patrons how to use the system confidently. Bibliotheca advises the use of staff as 'greeters,' helping patrons approach and use the solution. Patrons typically see how simple the solution is to use and gain trust in using self-service. Bibliotheca provides Train-the-Trainer and/or end-user product training as part of the system implementation. When training is completed, the Library should be able to:

- Perform all system operator functions and supervisory override functions;
- Know common causes of system failure and the remedy for each;
- Follow oral instructions given by telephone for the correction of system problems;
- Identify and perform preventive maintenance not routinely performed by Bibliotheca;
- Provide additional internal training without vendor assistance.

### **Technical Training**

It is recommended that technical training be performed prior to staff training. This will allow all systems to be configured to suit specific needs and address workflow related questions prior to working with staff. Training sessions may or may not follow the outline shown below, or may be revised to meet the staff needs more closely. This can be determined during the kick-off meeting.

### **Staff Station Technical Training Topics**

- Software installation and usage
- Determining best item-processing method (RFID singles or multi-item stacks)
- Configuration changes, and backing up settings files

### **Self-Checkout Technical Training Topics**

The library technical services staff will be instructed on the following topics.

- Systems overview and customer usage (mirrors much of the staff training, below)
- Using the self-checkout configuration application
- Setting or changing the communication settings (SIP settings, remote-messaging, etc.)
- Customizing the screen layout (editing text, changing images, sounds, colors, etc.)
- Changing hardware settings (printer settings, adding RFID modules, etc.)
- Setting up and using smartadmin™ and Command Center
- Other preferences (patron information, usage statistics, diagnostics files, etc.)
- System administration (security settings, performing system updates, file sharing, backing up system files, remote administration, etc.)
- Technical support (system maintenance and repair, remote support, etc.)
- Extensive training on liber8™ and Quick Connect software

### **RFID Security Technical Training Topics**

- Installation of security gate item identification software
- Changing pedestal settings within security gate software
- Changing the pedestal settings using the security gate software

- Changing the pedestal settings using a direct serial connection (using HyperTerminal)

#### **Security Gate Technical Training Topics**

- Software installation and usage
- How to read/interpret security items shown

#### **Digital Library Assistant Technical Training Topics**

- Software installation and usage
- Proper wand-handling procedure for RFID detection
- Data importing/exporting requirements (setting up search files, etc.)

### **Staff Training**

#### **Staff Station Staff Training Topics**

- How to start up and use the reporting software
- How to check items in or out – “How do I do this?”
- How to process “alerts,” and security-only functions
- System capabilities and limitation (what it can and can't do)
- Best practices (what to do, and what NOT to do)
- Questions and answers

#### **Self-Checkout Staff Training Topics**

Circulation staff (or others, as needed) will be instructed on day-to-day usage of the system, including how to:

- How to use liber8™ or Quick Connect
- Assisting/instructing library patrons
- Starting up, shutting down and rebooting the system
- Transaction-level questions: How the system allows or blocks items and patron account
- How to address patrons when security alerts occur (if security is used)
- How best to increase user traffic at a self-checkout station
- Using smartadmin™
- Day-to-day maintenance (cleaning the touch screen, changing printer paper, etc.)
- Questions and answers

#### **RFID Security Overview Staff Training Topics**

- How does RFID security work?
- System capabilities and limitation (what it can and cannot do)
- How to turn on/off or reset the security pedestals
- What to do when the alarm sound (how to address with patrons)
- Questions and answers

#### **Automated Materials Handling**

- Daily, monthly and yearly maintenance on the sorter
- Troubleshooting
- Changing receipt paper
- Customizing and configuring software
- Bin alerts
- Sort criteria
- Questions and answers

Standard or custom courses are available (on-site (\$1,500) or web (\$750)). The training schedule for all other items will be decided after system installation.

### **Documentation**

Documentation is provided free of charge in electronic and print formats for all products and for each release of software and/or hardware. This includes, as applicable:

- Staff stations
- Tagging cart (Conversion station)
- Handheld inventory device (Digital Library Assistant)
- Self-checkout kiosks
- Fines and Fees Payment, plus payment gateway provider
- Security gates (smartgate™ 400)
- Sorting systems
- Software, including tagging and circulation, inventory, self-checkout (liber8™ and Quick Connect), sorting, and item tracking for security gates.

Documentation consists of user guides, configuration and set up guides, and, in some cases, installation guides. Staff can request additional copies or have the documentation sent via email. Staff will be able to configure (as necessary), operate, and, if needed, diagnose products. All manuals feature clear, instructional images and step-by-step guidelines.

### **Ongoing Training**

These manuals are also available for quick download by library staff on our liber8:portal™ Self-Help section, as shown on the left of the image below. In addition, staff can also view self-help videos – quick, informational clips – on pertinent topics related to your implementation.

### **Service & Support**

Bibliotheca provides support for its products through email, web, and phone, which is available 24/7-365. Our in-house Support team is always on call from 7 am- 7 pm, Monday through Friday.

### **Web Support Portal**

In addition to phone and email support, the library is also able to use our web-based support portal.

Staff are able to view current assets and their locations across the system as well as the date they were installed, see open and closed support cases, log new support cases, view help desk notes relating to cases, and more.

### **Help Desk**

Bibliotheca's systems are designed so that almost all problems can be diagnosed remotely. Plus, most products have plug-and-play components that are easily removed and replaced by library staff using replacement parts shipped to arrive within twenty-four hours.

If a software issue is identified, Bibliotheca will address it using a remote connection to the application. Should a hardware issue be identified and the component(s) can be fixed or replaced with limited effort and technical expertise by staff, the required component(s), if readily available, is dispatched for delivery the next business day.

Where technical expertise working with remote guidance from Bibliotheca is not sufficient to address the problem, Bibliotheca will initiate a responding contact within two business hours from receipt of such report, either by phone, web, or email.

If, during the response contact, the malfunctioning equipment is determined to be a 'Depot Maintenance Repair' component, return/replacement arrangements can be made. If the malfunctioning equipment is determined to be an 'On-Site Repair' component, Bibliotheca will contact the Library again within one business day to arrange a site visit.

Bibliotheca commits to the following objectives:

- Log all calls and emails into the support tracking system.
- Provide a reference number for the logged problem.
- Respond to logged calls within two hours during the working day.
- Prioritize all logged Severity 1 problems.
- Resolve all level 1 logged problems as soon as possible. This may result in a "patch and release" strategy. A customer may be offered a quick fix that has been tested, but not subjected to full beta testing. Customers will be made aware of this; it will be their decision if they wish to progress the fix or wait for the enhancement to be part of an upgrade release procedure.
- Ensure that the customer agrees to close a ticket.

It should be noted that problem type and complexity may impact service levels, which are described as an indication rather than a guarantee. In many cases, resolution time is reduced; while in other cases, times may be extended where resolution is required, from a third party supplier, for instance. Major problems are allocated the highest priority to support staff for identification and resolution.

### **Tasks**

- **Submission:** Customer submits an issue via email, the portal, or our toll-free number. If Bibliotheca support staff does not assume responsibility for an issue within two hours, the issue is escalated to Bibliotheca support management, ensuring that calls are answered promptly.
- **Review:** Bibliotheca support is notified when an issue has been submitted. After researching the issue, a representative responds by phone, portal, or email.
- **Work with the Customer (Responses/Updates):** Further updates to the issue, provided by the customer or the support representative, are captured in Bibliotheca's support system with information sent to the customer.
- **Resolved/Public Issue:** Once the question is resolved to the satisfaction of the customer, the issue is closed.

### **Benefits – Why Buy Support?**

Bibliotheca uses multiple notification methods (email, text messaging to support cell phones, etc.). If the issue needs to be reassigned based on providing the right expertise to solve the problem, or needs to be escalated to a senior representative, the technician can re-assign the issue to the right person, who is notified by email. This methodology ensures that the most appropriate representative is assigned to the issue. When purchased, support and maintenance is inclusive of service level agreements (SLA), field engineering response, parts and labor, and software upgrades.

### **Case Management**

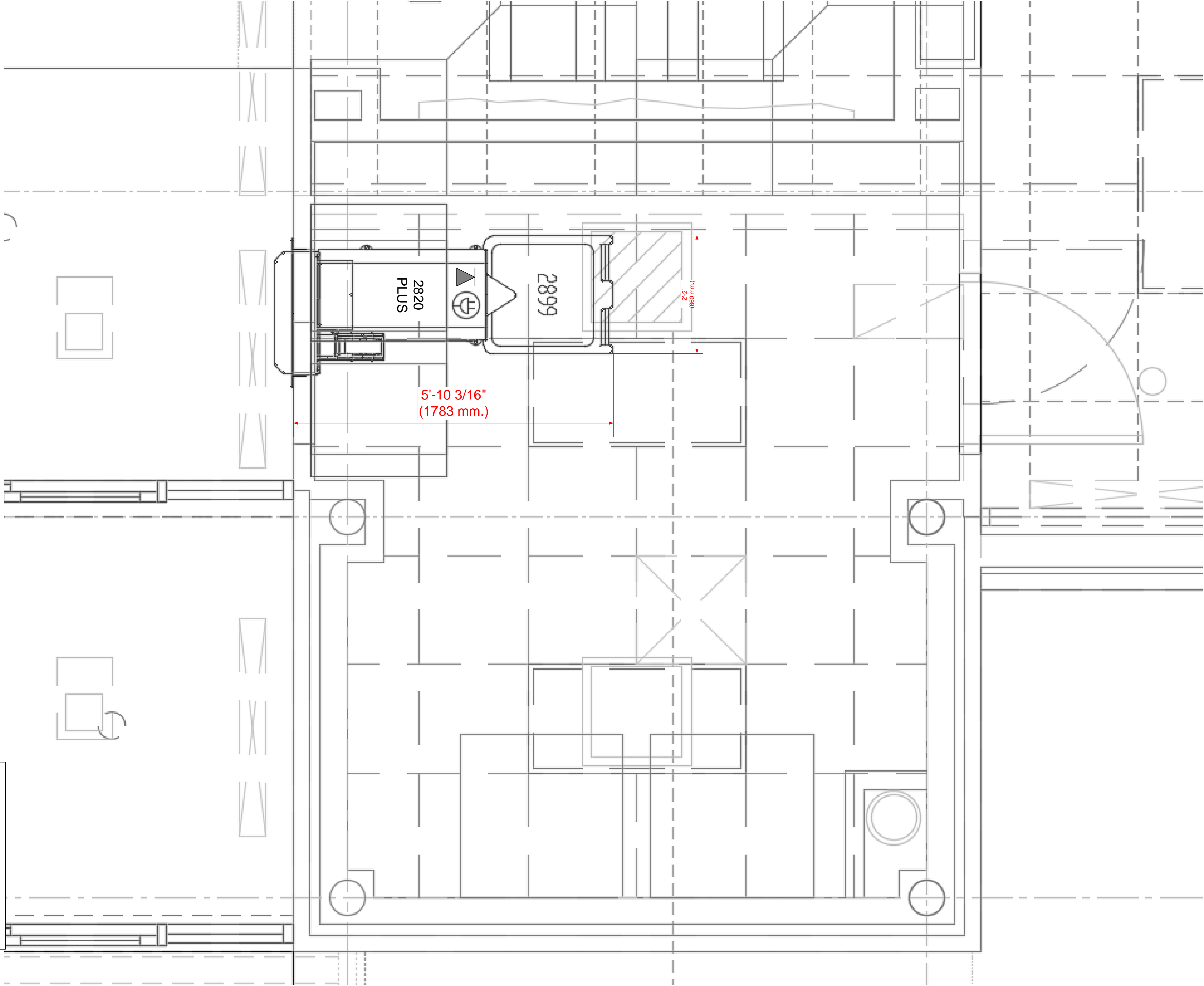
Customers are able to report faults with the help desk. Where not possible to handle via telephone, support portal, or email, the fault is escalated to hardware or software engineers. Bibliotheca may request secure access to undertake remote support.

A remote connection to the library's system may be established, e.g. using a VNC connection to allow Bibliotheca support to carry out fixes. When a fault is received, the help desk opens a case in the tracking system. The help desk staff member, who logs the case, will manage the case while it is open.

Cases are reviewed to ensure efficient allocation, whether escalated to engineering, software, hardware, or research and development.

Your Account Manager will liaise internally with the Help Desk team, ensuring that the relevant departments are involved to ensure issues are resolved timely.

## AMH Drawings



110VAC 20Amp Duplex  
Outlet Dedicated Circuit

CAT5 or higher Data  
Outlet

\*Unless otherwise specified, installed according to  
local electrical/building code specifications. Should  
be installed and activated by qualified personnel  
prior to AMH system installation.

Customer Final Approval

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

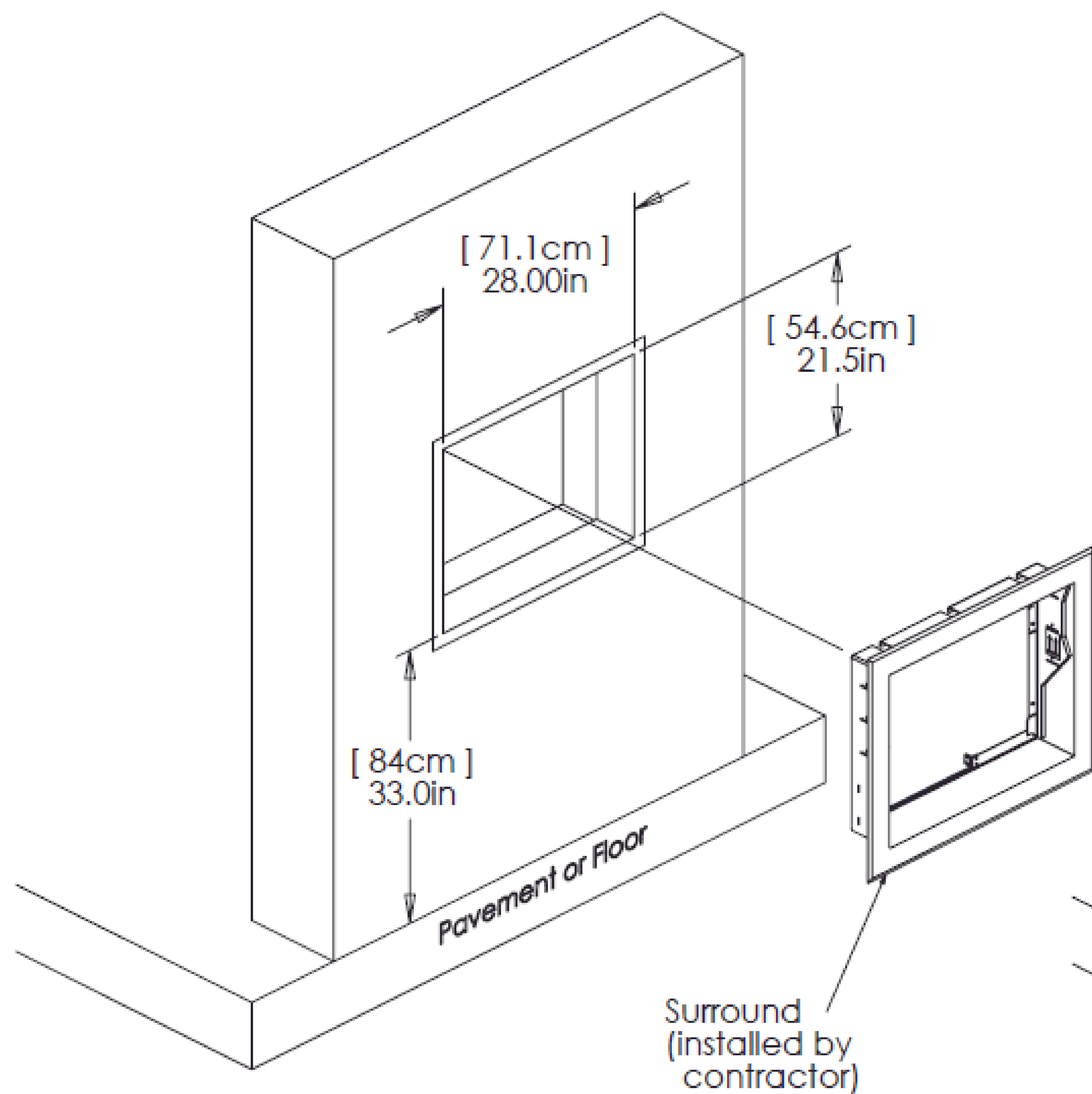
Conceptual Drawing Only  
Not for Construction

Coppell FX-1 Bin .vsdx

**bibliotheca + 3M**  
the best of both worlds

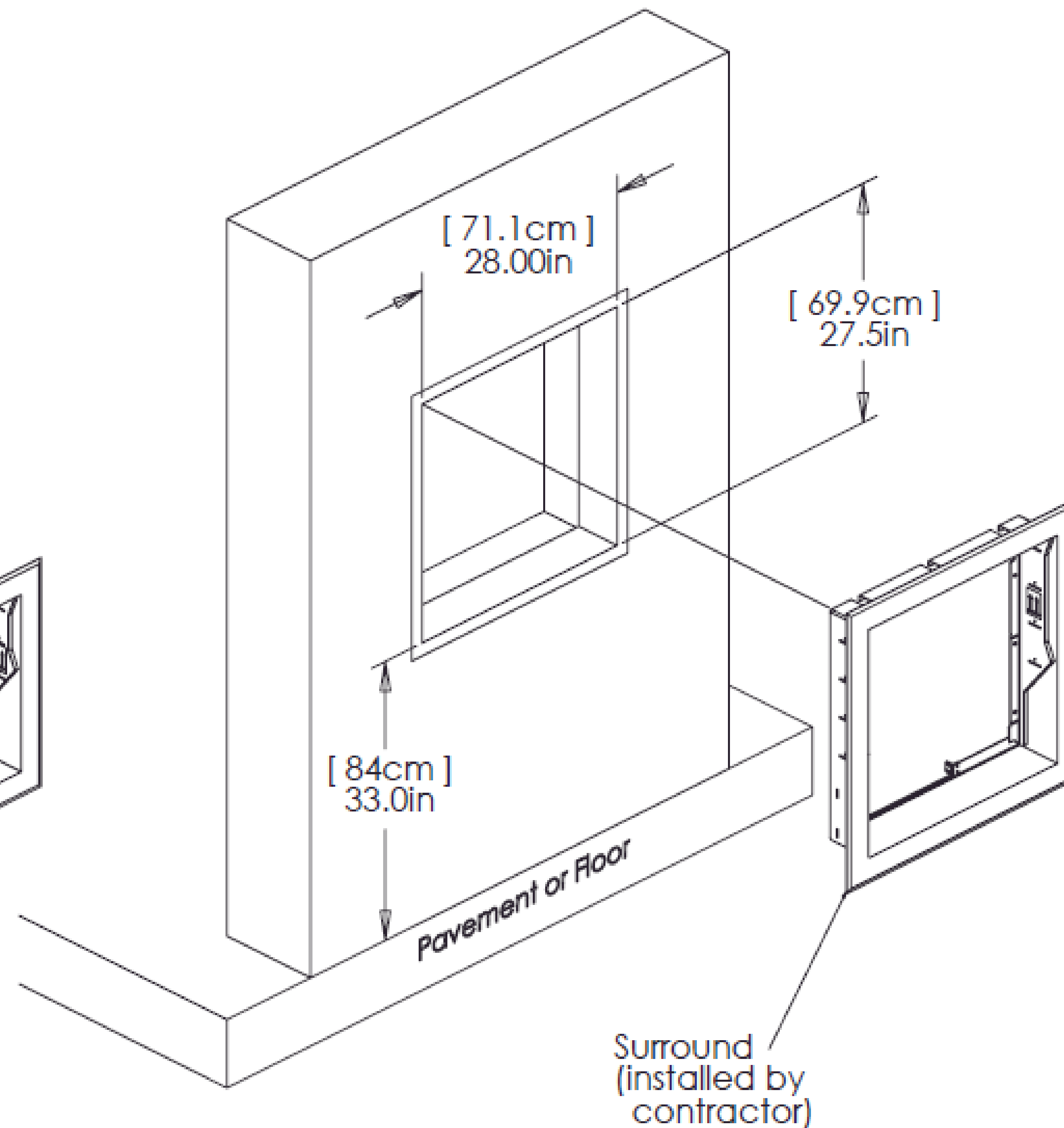
Author:	Craig Chandler
Last Modified	4/22/16 1:58 PM
Drawing Template	02.16 w/Data

--- FINISHED WALL OPENING - FOR REFERENCE ONLY ---  
SEE CONTRACTOR/ARCHITECT PACKAGE FOR DETAILS



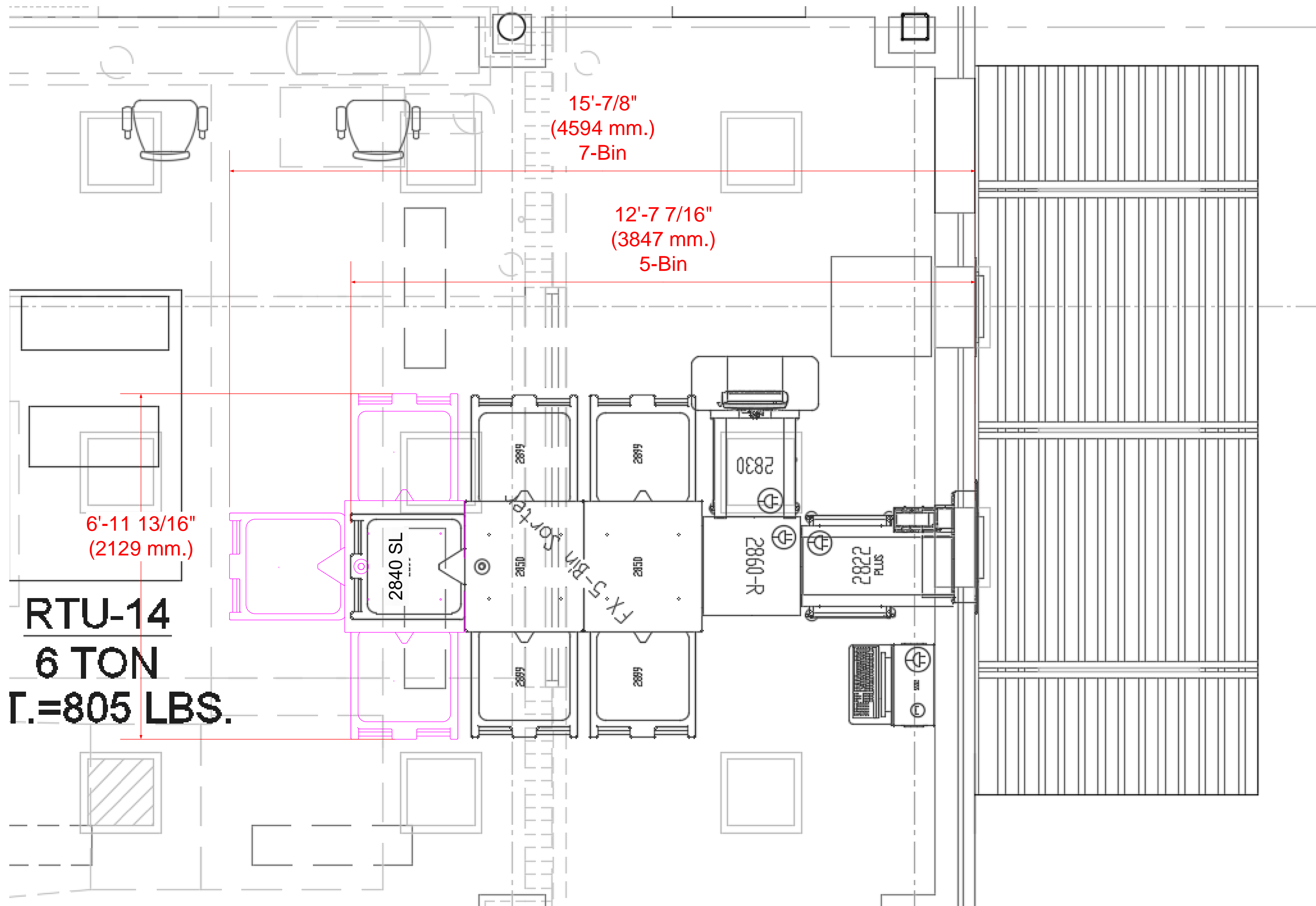
MODEL 2810/2812 "CLASSIC"

--- FINISHED WALL OPENING - FOR REFERENCE ONLY ---  
SEE CONTRACTOR/ARCHITECT PACKAGE FOR DETAILS



MODEL 2820/2822 "PLUS"





Customer Final Approval

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

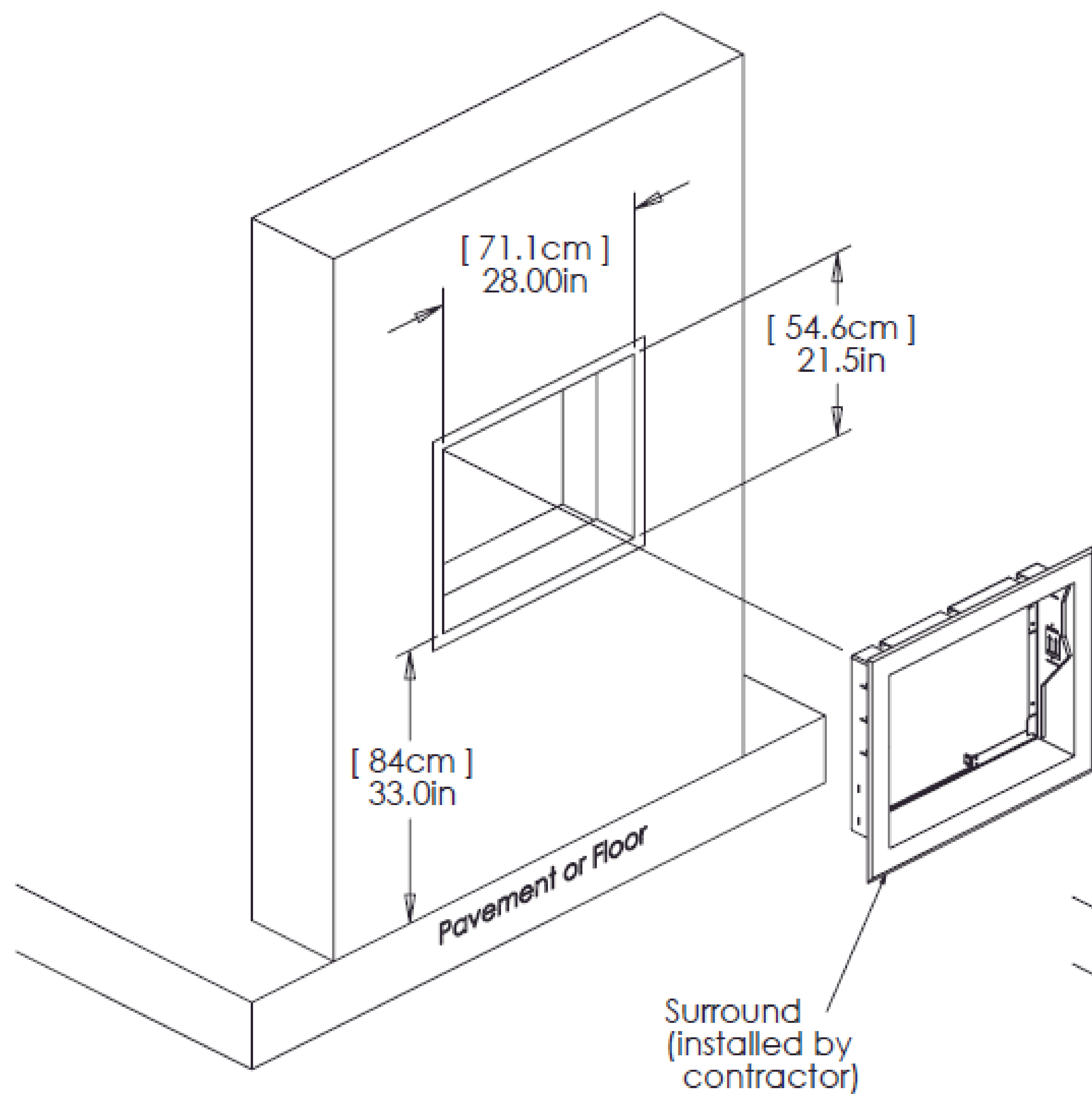
Conceptual Drawing Only  
Not for Construction

Coppell FX-5 and 7 Bin Staff.vsd

bibliotheca + 3M  
the best of both worlds

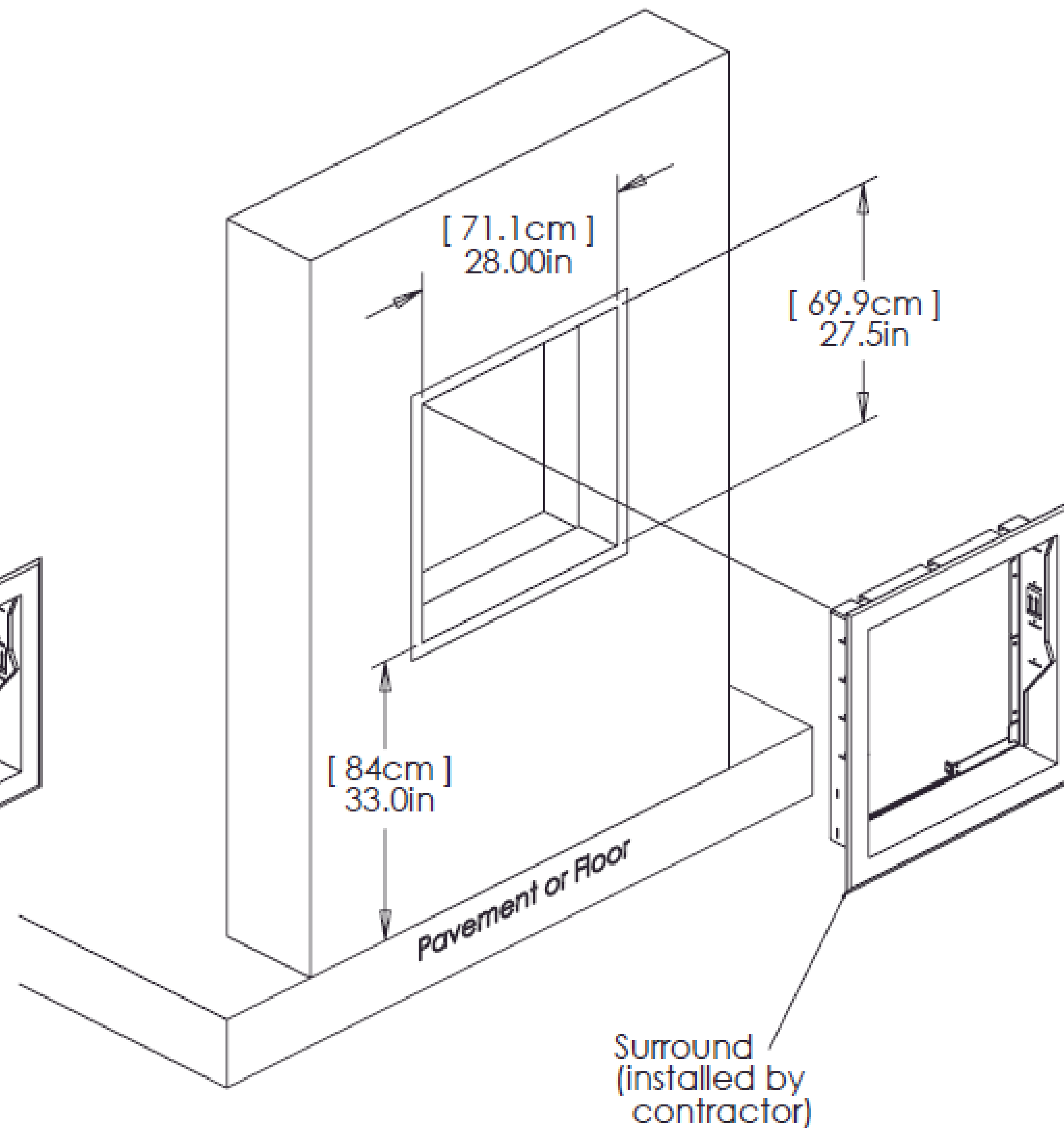
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Last Modified	4/22/16 1:46 PM
Drawing Template	02.16 w/Data

--- FINISHED WALL OPENING - FOR REFERENCE ONLY ---  
SEE CONTRACTOR/ARCHITECT PACKAGE FOR DETAILS



MODEL 2810/2812 "CLASSIC"

--- FINISHED WALL OPENING - FOR REFERENCE ONLY ---  
SEE CONTRACTOR/ARCHITECT PACKAGE FOR DETAILS



MODEL 2820/2822 "PLUS"

## Customer Official System Quote



**Quote Number:** QUO-32381-Y2W1, Rev: 0

**Quote Date:** April 25, 2016

**Name:** Shawn Brumley

**Email:** S.Brumley@bibliotheca.com

**Telephone:** 877-207-3127 ext. 375

### Quote To

Coppell Public Library

Jane Darling

255 Parkway Blvd,

Coppell, TX 75019

United States of America

jdarling@coppelltx.gov

+1 972 304 3660

### Quote Details:

Coppell RFP AMH Interior Drop 1-Bin

Includes IR Plus Indoor, Surround, Sensor Kit and One Bin. No Exceptions Printer.

Quote expires sixty (60) days from Quote Date above.

**If applicable, the hardware includes 12-month warranty, set-up and configuration**

Item ID	Item Type	Quantity	Sale Price	Sub Total
AMH404029-000-US	3M IR Model 2820 Intelligent Return Plus Indoor (w/o Surround)	1	\$33,955.000	\$33,955.00
AMH404034-000-US	3M Surround 2820/2822 IR Plus Unit	1	\$1,000.000	\$1,000.00
AMH404027-000-US	3M Optional IR Sensor Kit for One-Bin IR Return Systems	1	\$800.000	\$800.00
AMH901297-000-US	3M FX Bin - Standard	1	\$600.000	\$600.00
AAA901342-000-US	3M AMH Pre-Site Visit	1	\$840.000	\$840.00
SHP000001-000-US	Shipping, Handling, and Administration	1	\$910.000	\$910.00

**Total** \$38,105.00  
**(Less Sales Tax):**

<b>Discount:</b>	\$7,855.000
<b>Grand Total:</b>	\$30,250.000

### Additional Details

All prices including Service and Maintenance do not include any applicable sales tax. If tax exempt, please provide Tax Exempt Certificate.

Terms are NET 30 Days from Date of Invoice. Invoice is generated at the time of Shipment.

A copy of Tax Exemption Certificate is required with purchase order for all tax exempt customers.

Quotations are good for 60 days. All dates are based on ship dates. Order must ship within the 60 day window.

After 60 days, quotation expires. Contact Bibliotheca for a New Quotation.

**Manager Approval:** \_\_\_\_\_

### Bibliotheca, LLC

3169 Holcomb Bridge Road, NW, Suite 200,  
Norcross, GA 30071, USA

Phone No - 1-800 328 0067

Fax No - 1-877 689 2269

www.bibliotheca.com

## Customer Official System Quote

*Submit Purchase Order by fax to 1-877-689-2269 or by email to [orders-us@bibliotheca.com](mailto:orders-us@bibliotheca.com)*

Accepted By: \_\_\_\_\_

Accepted Date: \_\_\_\_\_

Customer Purchase Order Number: \_\_\_\_\_

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**Bibliotheca, LLC**

3169 Holcomb Bridge Road, NW, Suite 200,  
Norcross, GA 30071, USA

Phone No - 1-800 328 0067

Fax No - 1-877 689 2269

[www.bibliotheca.com](http://www.bibliotheca.com)

## Customer Official System Quote



**Quote Number:** QUO-32936-W0M3, Rev: 0

**Quote Date:** April 25, 2016

**Name:** Shawn Brumley

**Email:** S.Brumley@bibliotheca.com

**Telephone:** 877-207-3127 ext. 375

### Quote To

Coppell Public Library

Kevin Carrothers

255 Parkway Blvd,

Coppell, TX 75019

United States of America

kcarrothers@coppelltx.gov

+1 972 304 7048

### Quote Details:

Coppell RFP - 3 Bin FX

Quote expires sixty (60) days from Quote Date above.

If applicable, the hardware includes 12-month warranty, set-up and configuration

Item ID	Item Type	Quantity	Sale Price	Sub Total
SHP000001-000-US	Shipping, Handling, and Administration	1	\$2,235.000	\$2,235.00
AAA901342-000-US	3M AMH Pre-Site Visit	2	\$840.000	\$1,680.00
AMH901297-000-US	3M FX Bin - Standard	3	\$600.000	\$1,800.00
AMH404031-000-US	3M IR Model 2830 Intelligent Return Staff Induction Station	1	\$31,046.000	\$31,046.00
AMH901447-000-US	3M FX 2860 - 2' Directional (Right) - Domestic	1	\$10,986.000	\$10,986.00
AMH901398-000-US	3M FX 3 Bin Sorter System	1	\$33,845.000	\$33,845.00
AMH404026-000-US	3M Optional Staff Return Holds Slip Printer	1	\$585.000	\$585.00
AMH404034-000-US	3M Surround 2820/2822 IR Plus Unit	1	\$1,000.000	\$1,000.00
AMH404030-000-US	3M IR Model 2822 Intelligent Return Plus Outdoor (w/o Surround)	1	\$40,290.000	\$40,290.00

**Total** \$123,467.00  
**(Less Sales Tax):**

<b>Discount:</b>	\$27,720.000
<b>Grand Total:</b>	\$95,747.000

### Additional Details

All prices including Service and Maintenance do not include any applicable sales tax. If tax exempt, please provide Tax Exempt Certificate.

Terms are NET 30 Days from Date of Invoice. Invoice is generated at the time of Shipment.

A copy of Tax Exemption Certificate is required with purchase order for all tax exempt customers.

Quotations are good for 60 days. All dates are based on ship dates. Order must ship within the 60 day window.

After 60 days, quotation expires. Contact Bibliotheca for a New Quotation.

**Manager Approval:** \_\_\_\_\_

### Bibliotheca, LLC

3169 Holcomb Bridge Road, NW, Suite 200,  
Norcross, GA 30071, USA

Phone No - 1-800 328 0067

Fax No - 1-877 689 2269

www.bibliotheca.com

## Customer Official System Quote

*Submit Purchase Order by fax to 1-877-689-2269 or by email to [orders-us@bibliotheca.com](mailto:orders-us@bibliotheca.com)*

Accepted By: \_\_\_\_\_

Accepted Date: \_\_\_\_\_

Customer Purchase Order Number: \_\_\_\_\_

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**Bibliotheca, LLC**

3169 Holcomb Bridge Road, NW, Suite 200,  
Norcross, GA 30071, USA

Phone No - 1-800 328 0067

Fax No - 1-877 689 2269

[www.bibliotheca.com](http://www.bibliotheca.com)

## Customer Official System Quote



**Quote Number:** QUO-32378-N3G9, Rev: 0  
**Quote Date:** April 25, 2016  
**Name:** Shawn Brumley  
**Email:** S.Brumley@bibliotheca.com  
**Telephone:** 877-207-3127 ext. 375

### Quote To

Coppell Public Library  
Jane Darling  
  
255 Parkway Blvd,  
Coppell, TX 75019  
United States of America  
jdarling@coppelltx.gov  
+1 972 304 3660

### Quote Details:

Coppell RFP AMH 5-Bin  
Includes IR Plus Outdoor, Surround, Staff Return, Exceptions Holds Printer, 5  
-Bin Sorter and 5 Bins

Quote expires sixty (60) days from Quote Date above.

If applicable, the hardware includes 12-month warranty, set-up and configuration

Item ID	Item Type	Quantity	Sale Price	Sub Total
AMH404030-000-US	3M IR Model 2822 Intelligent Return Plus Outdoor (w/o Surround)	1	\$40,290.000	\$40,290.00
AMH404034-000-US	3M Surround 2820/2822 IR Plus Unit	1	\$1,000.000	\$1,000.00
AMH404031-000-US	3M IR Model 2830 Intelligent Return Staff Induction Station	1	\$31,046.000	\$31,046.00
AMH404026-000-US	3M Optional Staff Return Holds Slip Printer	1	\$585.000	\$585.00
AMH901440-000-US	3M FX 5 Bin Sorter System - Domestic	1	\$49,712.000	\$49,712.00
AMH901447-000-US	3M FX 2860 - 2' Directional (Right) - Domestic	1	\$10,986.000	\$10,986.00
AMH901297-000-US	3M FX Bin - Standard	5	\$600.000	\$3,000.00
AAA901342-000-US	3M AMH Pre-Site Visit	2	\$840.000	\$1,680.00
SHP000001-000-US	Shipping, Handling, and Administration	1	\$4,125.000	\$4,125.00
<b>Total (Less Sales Tax):</b>				\$142,424.00

<b>Discount:</b>	\$29,408.000
<b>Grand Total:</b>	\$113,016.000

### Additional Details

All prices including Service and Maintenance do not include any applicable sales tax. If tax exempt, please provide Tax Exempt Certificate.

Terms are NET 30 Days from Date of Invoice. Invoice is generated at the time of Shipment.

A copy of Tax Exemption Certificate is required with purchase order for all tax exempt customers.

Quotations are good for 60 days. All dates are based on ship dates. Order must ship within the 60 day window.

After 60 days, quotation expires. Contact Bibliotheca for a New Quotation.

Manager Approval: \_\_\_\_\_

**Bibliotheca, LLC**  
3169 Holcomb Bridge Road, NW, Suite 200,  
Norcross, GA 30071, USA

Phone No - 1-800 328 0067  
Fax No - 1-877 689 2269  
www.bibliotheca.com

## Customer Official System Quote

*Submit Purchase Order by fax to 1-877-689-2269 or by email to [orders-us@bibliotheca.com](mailto:orders-us@bibliotheca.com)*

Accepted By: \_\_\_\_\_

Accepted Date: \_\_\_\_\_

Customer Purchase Order Number: \_\_\_\_\_

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**Bibliotheca, LLC**  
3169 Holcomb Bridge Road, NW, Suite 200,  
Norcross, GA 30071, USA

Phone No - 1-800 328 0067  
Fax No - 1-877 689 2269  
[www.bibliotheca.com](http://www.bibliotheca.com)



## Customer Official System Quote



**Quote Number:** QUO-32376-N3G0, Rev: 0  
**Quote Date:** April 25, 2016  
**Name:** Shawn Brumley  
**Email:** S.Brumley@bibliotheca.com  
**Telephone:** 877-207-3127 ext. 375

### Quote To

Coppell Public Library  
Jane Darling  
  
255 Parkway Blvd,  
Coppell, TX 75019  
United States of America  
jdarling@coppelltx.gov  
+1 972 304 3660

### Quote Details:

Coppell RFP AMH 7-Bin  
Includes IR Plus Outdoor, Surround, Staff Return, Exceptions Holds Printer, 7  
-Bin Sorter and 7 Bins

Quote expires sixty (60) days from Quote Date above.

If applicable, the hardware includes 12-month warranty, set-up and configuration

Item ID	Item Type	Quantity	Sale Price	Sub Total
AMH404030-000-US	3M IR Model 2822 Intelligent Return Plus Outdoor (w/o Surround)	1	\$40,290.000	\$40,290.00
AMH404034-000-US	3M Surround 2820/2822 IR Plus Unit	1	\$1,000.000	\$1,000.00
AMH404031-000-US	3M IR Model 2830 Intelligent Return Staff Induction Station	1	\$31,046.000	\$31,046.00
AMH404026-000-US	3M Optional Staff Return Holds Slip Printer	1	\$585.000	\$585.00
AMH901442-000-US	3M FX 7 Bin Sorter System - Domestic	1	\$73,228.000	\$73,228.00
AMH901447-000-US	3M FX 2860 - 2' Directional (Right) - Domestic	1	\$10,986.000	\$10,986.00
AMH901297-000-US	3M FX Bin - Standard	7	\$600.000	\$4,200.00
AAA901342-000-US	3M AMH Pre-Site Visit	2	\$840.000	\$1,680.00
SHP000001-000-US	Shipping, Handling, and Administration	1	\$4,725.000	\$4,725.00
<b>Total (Less Sales Tax):</b>				<b>\$167,740.00</b>

<b>Discount:</b>	\$35,134.000
<b>Grand Total:</b>	\$132,606.000

### Additional Details

All prices including Service and Maintenance do not include any applicable sales tax. If tax exempt, please provide Tax Exempt Certificate.

Terms are NET 30 Days from Date of Invoice. Invoice is generated at the time of Shipment.

A copy of Tax Exemption Certificate is required with purchase order for all tax exempt customers.

Quotations are good for 60 days. All dates are based on ship dates. Order must ship within the 60 day window.

After 60 days, quotation expires. Contact Bibliotheca for a New Quotation.

Manager Approval: \_\_\_\_\_

**Bibliotheca, LLC**  
3169 Holcomb Bridge Road, NW, Suite 200,  
Norcross, GA 30071, USA

Phone No - 1-800 328 0067  
Fax No - 1-877 689 2269  
www.bibliotheca.com

## Customer Official System Quote

*Submit Purchase Order by fax to 1-877-689-2269 or by email to [orders-us@bibliotheca.com](mailto:orders-us@bibliotheca.com)*

Accepted By: \_\_\_\_\_

Accepted Date: \_\_\_\_\_

Customer Purchase Order Number: \_\_\_\_\_

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**Bibliotheca, LLC**  
3169 Holcomb Bridge Road, NW, Suite 200,  
Norcross, GA 30071, USA

Phone No - 1-800 328 0067  
Fax No - 1-877 689 2269  
[www.bibliotheca.com](http://www.bibliotheca.com)

**Sample SLA**

Bibliotheca & [Library]  
Sales Agreement

Effective: [Date], 2016

CONFIDENTIAL, [Library] and Bibliotheca use only

## **Sales Agreement**

THIS AGREEMENT is made and entered into this [ ] day of [ ], 2016, by **Bibliotheca, LLC**, a corporation in the State of Delaware, USA, with offices at 3169 Holcomb Bridge Rd., Ste. 200, Norcross, Georgia 30071 and 403 Hayward Ave. North, Oakdale, MN 55128 (hereinafter referred to as "Bibliotheca") and **[Library]**, located at [ ] (hereinafter referred to as "Customer").

### **RECITALS**

WHEREAS, Customer desires to implement **Automated Materials Handling (AMH) and Radio Frequency Identification (RFID)** systems on its premises, and;

WHEREAS, Bibliotheca is willing to provide such products and services that together comprise the system(s) listed above and is willing to provide such products and services pursuant to all the terms and conditions in the Agreement;

NOW THEREFORE, in consideration of the mutual covenants of the parties, and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, Bibliotheca and Customer have agreed and do hereby enter into this Agreement according to the provisions set forth herein:

WITNESSETH: In the event of conflicting provisions, all documents shall be construed according to the following priorities:

1. Any properly executed amendment or change order to this contract (most recent with first priority), and
2. This contract, and
3. Any attachments included with this contract.

### **SCOPE OF WORK**

**[Here]**

### **TERM AND TERMINATION**

#### **Term**

The Effective Date of commencement of this Agreement shall be the date indicated above. The Term of this Agreement shall begin on the Effective Date and shall extend for the length of the term outlined below, unless terminated earlier under one of the termination provisions contained in this Agreement.

The initial term of this agreement shall be not less than five (5) years commencing on the Effective Date, with the first year warranty commencing on the Go Live date. Go Live Date means, with respect to Bibliotheca Software license orders, the date on which the Software is available for operational use for normal daily business, including performing core functions for which it was intended. **Maintenance and support shall be paid in 12-month installments in advance and shall auto-renew on an annual basis of the Go Live date.**

**Subsequent years of maintenance and support and subscriptions fees are to be paid annually in advance on the anniversary of the Go Live date.** Service and Maintenance auto-renew annually after the initial five (5) year term on the Go Live date unless 60 days prior to termination notification is received in writing to accounts-us@bibliotheca.com. Following the first year of System operation, Maintenance and Support, and subscription fees will be subject to annual increases. Any discounts that may be listed on the quote will be applied to the final invoice.

### **Termination**

- a. This Agreement may be terminated by Customer upon ninety (90) days written notice to Bibliotheca should Bibliotheca fail to perform in accordance with all the terms of this Agreement.
- b. Notwithstanding Clause A., Bibliotheca shall have right to redress, with thirty (30) days to remedy the issue(s) from the date of notification from the Customer.
- c. Regardless of reason for termination, Customer is responsible for payment for all products and services delivered according to the terms and conditions of this Agreement up until the date of termination of this Agreement.

### **DUTIES OF BIBLIOTHECA**

1. Bibliotheca agrees to provide the products and services (hereinafter collectively referred to as the "Work") as listed in its quotation (Exhibit 1).
2. Except where explicitly noted and agreed to by the Customer upon receipt of proper waivers, Bibliotheca will comply with all local laws, ordinances, and regulations bearing on the performance of the Work.
3. Bibliotheca shall enforce good order and discipline among its employees and subcontractors, if any, and shall keep work areas reasonably free from waste materials and rubbish resulting from its operations.
4. Bibliotheca shall deliver products and perform its services as expeditiously as is consistent with professional skill and care and the orderly progress of the Work.
5. Bibliotheca will compensate all company employees and subcontractors, if used, for all work performed in the execution of the project.
6. Bibliotheca will have the authority to act on behalf of the Customer only to the extent provided in this Agreement unless otherwise modified by written instrument.
7. Bibliotheca will supply Customer with written invoices according to the payment schedule specified in the Agreement or, if not specified, following shipment of products to the Customer. Unless otherwise stated and agreed to in writing, Bibliotheca is not responsible for the collection or payment of any duties, excise, sales, use property, retailers, occupation, business, or similar tax. The amount of any such taxes which are payable in accordance with the provisions of any statute or rules, regulations or decision of any taxing authority, will be paid by the Customer.
8. Bibliotheca agrees that title to all Work covered by an invoice for payment will pass to the Customer upon receipt of such payment.
9. Bibliotheca warrants products in accordance with the warranty attached to this Agreement (Exhibit 2).
10. Bibliotheca agrees to support and maintain products during the first year of operation in accordance with document entitled Annual Maintenance and Support for Bibliotheca Products (Exhibit 3).

11. Following the first year, Bibliotheca agrees to continue to support and maintain products supplied under this Agreement for the period(s) specified in the Product Maintenance and Lifespan Policy (Exhibit 4), on a year by year basis, contingent upon the Customer's payment in advance for such support and maintenance.
12. Bibliotheca represents that in the performance of the work, duties, and obligations assumed by it under this Agreement that it is acting and performing as an independent contractor and shall act in an independent capacity and not as an officer, agent, servant, employee, joint venturer, partner, or associate of the Customer.
13. Bibliotheca agrees to indemnify and hold harmless Customer from all claims and suits for loss of or damage to property, including loss of the use thereof, or injuries including death to persons, and from all judgments recovered therefore, and from all expense in defending said claims or suits, including court costs, attorney fees and other expenses, caused by an act or omission of Bibliotheca and/or its subcontractors, their respective agents, servants and employees working on the project and not caused by the fault or negligence of the Customer.
14. Without limiting its liability under this Agreement, Bibliotheca will maintain at its expense during the life of this Agreement Workman's Compensation insurance as mandated by law and comprehensive General Liability insurance in amounts no less than:

Bodily Injury Each Person - \$1,000,000  
Bodily Injury Each Occurrence - \$2,000,000  
Property Damage Each Occurrence - \$1,000,000

Customer will be named as an additional insured and noted as such on each policy.

#### DUTIES OF CUSTOMER

1. Customer will inspect all products immediately upon delivery, noting damage to external packaging and/or contents on the delivery receipt or bill of lading. Customer will immediately notify Bibliotheca of such damage. Customer understands that failure to immediately report damage may result in the inability to file claims with the shipper or insurance companies. Damages not covered as a result of the Customer's failure to examine or report are the full responsibility of the Customer.
2. Customer will issue purchase orders to Bibliotheca in writing for the products and services listed in Exhibit 1, noting desired delivery dates that will not be earlier than sixty days following receipt of the purchase order by Bibliotheca.
3. Unless noted otherwise on the purchase order, Customer will be prepared to receive products from the date of its purchase order. The specific date for delivery and commencement of installation shall be agreed upon in consultation between the Customer and Bibliotheca. Should Customer, due to delays in construction or for any other reason, not be prepared to accept delivery on or before the stated desired delivery date on the purchase order, Bibliotheca will delay without penalty the shipment of product for up to two weeks following that date as long as no cost-incurring changes are required in the Bibliotheca technician's installation schedule. If, after two weeks following the stated desired delivery date, Customer is still not ready to accept delivery, Bibliotheca will invoice Customer according to the percentages below and delay shipment of the products on condition that the Customer remit payments as if shipment and installation had taken place

at the latest possible dates that fall within this two week period: 35% of the total contract seven days following the date of the delivery specified on the purchase order and 15% fourteen days following the date of delivery specified on the purchase order. In all cases, Customer will be fully responsible for all costs incurred by Bibliotheca as a result of a change in the Bibliotheca technician's installation schedule. Furthermore, as Bibliotheca will be required to store the equipment until Customer accepts delivery, Customer will be charged 0.5% of the purchase price of the system and/or products each month until system and/or products are shipped and accepted by Customer.

4. Customer will accept delivery of products delivered to its truck high dock during normal business hours. If Customer does not have a truck high dock or can accept deliveries only during specified hours, it must note these and any other special delivery requirements on its purchase order. The absence of a truck high dock and the presence of special delivery requirements may result in increased delivery costs, for which the Customer will be fully responsible.
5. Customer will remit payment in U.S. Dollars to Bibliotheca in no more than 30 days following the date of invoice. Interest will accrue on the amount due at the rate of two percent (2%) per month for each full calendar month or part thereof during which such amount shall be outstanding, such interest to commence to accrue on the fifteenth (15<sup>th</sup>) day after such amount is due and payable. If this interest rate exceeds the maximum interest rate permitted by law, then the interest payable shall be at such maximum permissible rate.
6. Payments for products/services are due within thirty days of invoice receipt.
7. Support and maintenance is invoiced prior to the start of the contract period and is due within thirty days of invoice.
8. If Customer claims exemption from any taxes imposed by any taxing authority, Customer will save Bibliotheca harmless from any such tax, together with any interest, fines, or penalties thereon, which may at any time be assessed against it by reason of the fact that such Work or portion thereof is held to be taxable by the taxing authority. In the event that the Customer is exempt from such taxes or should Customer elect to pay such taxes directly to the taxing authority, then Customer shall provide Bibliotheca with a valid tax exemption certificate or similar document in form satisfactory to Bibliotheca.
9. Customer is responsible for supplying materials, equipment, and services as described in Exhibit 1 and other documents that have been provided to the Customer relating to the work proposed.
10. Customer is responsible for security and paying for all licenses and permits required for the execution of the work.
11. Customer will designate a primary and secondary contact person for the purpose of coordinating with Bibliotheca representatives all technical aspects and implementation of the system(s).
12. Individuals designated above will promptly provide to Bibliotheca all information needed by Bibliotheca for implementation of the system.



13. Customer warrants that the project is located on real property owned by the Customer and that access to such real property will be furnished to Bibliotheca at such times and on such dates as Bibliotheca may reasonably require in connection with the execution and completion of the Work. Customers will provide a clear path for access to and from the installation site for personnel and equipment. Customer will ensure that not later than the scheduled start of installation date, the installation site is free and clear, that all civil work and necessary removal or modifications of existing equipment or buildings is concluded, and that all necessary Customer provided infrastructure, including but not limited to electrical and network connections, is in place according to Bibliotheca specifications. Customer will be fully responsible for all costs associated with the failure of the Customer to meet these requirements. These costs include, but are not limited to, additional work performed by Bibliotheca to prepare the site, additional time required for installation and training, and the additional costs associated with required travel.
14. Customer understands that the proper performance of the system depends upon a thorough understanding and implementation of the installation and operating instructions provided by Bibliotheca. Customer is responsible for ensuring that all staff, volunteers and others who perform services at the Customer's behest are fully trained in the operation of the system components with which they are working.
15. Customer will immediately report all system problems to Bibliotheca.
16. At Bibliotheca's request, Customer will generate system reports as may be needed by Bibliotheca and, if requested, maintain a log detailing all problems experienced with the system.
17. Customer will not modify Bibliotheca hardware or software without first consulting Bibliotheca.
18. Customer agrees to permit Bibliotheca reasonable remote access to support the System as demonstrated in Exhibit 1.
19. Customer will maintain the confidentiality of all information, be it in written, unwritten, or any other form, provided it by Bibliotheca. Only such information as may be necessary for Customer's agents to perform their duties shall be shared with such agents.
20. Customer represents that Bibliotheca software is the intellectual property of Bibliotheca and is protected by law, including copyright laws and international treaties. Copies of software may not be made without the expressed written consent of a Bibliotheca representative authorized to legally obligate the company.
21. Customer shall take all reasonable steps to protect Bibliotheca's intellectual property rights.

#### MISCELLANEOUS

1. Force Majeure. The parties to this Agreement will not be liable for any delay or failure to perform their obligations if that failure or delay is due to any cause or condition beyond the control of that party and, in particular, without limitation, any failure, damage or loss due to fire, flood, exposure or any act of God, industrial disturbance, failure of electrical telecommunications networks, acts of vandalism, sabotage, civil services, war, changes in legislation or regulations of any government or governmental agency, refusal or revocation of any license or consent by the government of any authority.

2. **Limitation of Liability.** The liability of Bibliotheca, its agents, employees, subcontractors and supplies with respect to any claims arising out of the performance or non-performance of obligations under the Agreement, or the design, manufacture, sales, delivery, installation or use of the Work or materials or the condition of other services hereunder irrespective of the theory upon which any claim may be based, including, without limitation, breach of the Agreement, breach of warranty or tort (including negligence), indemnity, strict liability or otherwise (i) shall in no event include consequential, indirect, special or similar damages including, but not limited to, loss of profits or revenue, or loss of business, and Customer hereby irrevocably waives any right it may have to any damages in excess of actual and incidental and (ii) except with respect to indemnity claims for personal injury (including death) or damage to property of third parties, shall in no event exceed in the aggregate 100% of the Purchase Price or the scope and limits of insurance required to be maintained under the terms of the Agreement, whichever is less. The limitation of liability shall prevail over any conflicting or inconsistent provisions contained in the Agreement except where such conflicting or inconsistent provisions provide a more restrictive remedy.
3. **Indemnification by Customer.** Customer agrees to indemnify, defend (at its own expense with counsel satisfactory to Bibliotheca) and hold Bibliotheca harmless from any and all claims demand, liabilities, causes of action, suits, costs and expenses of any kind or nature (including attorney's fees) for loss or damage which suffered by Bibliotheca as a result of injury to persons (including death) and property arising from:
  - (i) removal or modification to Bibliotheca-furnished safety features,
  - (ii) the disregard of Bibliotheca-furnished user safety instructions,
  - (iii) any portion of the Work which includes Customer's existing Work or Work furnished by Customer,
  - (iv) improper use of the Work,
  - (v) any information, representation, reports or data furnished or prepared by Customer or
  - (vi) Customer's failure to properly instruct employees regarding the proper use and maintenance of the Work.
4. **Change orders.** Customer is fully responsible for any and all costs that are incurred as a result of changes initiated by Customer to this Agreement, to any other contract signed between Bibliotheca and the Customer related to the Work, to any Purchase Order issued to Bibliotheca by the Customer related to the Work, and to any instructions provided to Bibliotheca by the Customer related to the Work.
5. **Assignment.** The provisions of this Agreement shall inure to the benefit of and be binding upon the respective successors and assignees of the parties hereto. A party to this Agreement will not sell, transfer, assign, license, franchise or otherwise part with possession or mortgage, charge or encumber any right or obligation under this Agreement without the proposed assigned agreeing in writing with the non-assigning party to observe and perform the terms, conditions and restrictions on the part of the assigning party to this Agreement whether express or implied as if the proposed assignee was an original contracting party to this Agreement.
6. **Severability.** Should any court of competent jurisdiction declare any provision of this Agreement invalid, then such provision shall be severed and shall not affect the validity of the remaining provisions of this Agreement.

7. Choice of Law: Venue. The laws of the State of Georgia shall control the validity, construction and effect of this Agreement and also any extensions and/or modifications of it. Any action, suit, or other proceeding concerning this Agreement must be brought and maintained only in a court of competent jurisdiction sitting in Gwinnett County, Georgia.
8. Costs and Expenses. Each party will pay its own costs and expenses in relation to the negotiations leading up to and in relation to the preparation, execution and carrying into effect of this Agreement and all other documents referred to in it. In the event that either party deems it necessary to take legal action to enforce any provisions of this Agreement, in the event that Bibliotheca prevails, the Customer shall pay all expenses of such action including attorney fees and court costs at all stages of litigation.
9. Entire Agreement. The complete understanding between the parties is set out in this Agreement and this Agreement supersedes and voids all prior and contemporaneous understandings, proposals, letters, agreements or conditions expressed or implied, oral or written, except as herein contained. Any amendment, modification, waiver or discharge of any requirement of the Agreement will not be effective unless in writing signed by the parties hereto or by their authorized representatives.
10. Headings. The headings in this Agreement are for convenience and reference and are not intended to define or limit the scope of any provision of this Agreement.
11. Third Parties. Nothing contained in this Agreement shall create a contractual relationship with or a cause of action in favor of a third party against the parties to this Agreement.
12. Inter-Local Purchase. To the full extent permitted by local, state and federal law, the prices, terms and conditions of this agreement, in part or in whole, may be extended to other similar governmental and non-governmental bodies without restriction and without compensation. The aforementioned bodies may or may not be affiliated with the parties to this agreement through a purchasing cooperative, inter-local participation agreement, consortium or other cooperative agreement designed to extend contractual terms agreed to by any one member to all members of the cooperative group.
13. Access to all Bibliotheca products. As part of this Agreement, Customer may purchase any and all products that are listed in the adjoining Price List (Exhibit 7). Prices shown in the Price List are subject to change and may be based on quantities.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the date first hereinabove written. Signature below indicates agreement to all written terms in this document and its exhibits:

**BIBLIOTHECA, LLC DBA BIBLIOTHECA**

**[LIBRARY]**

**Signature:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Name: Al Coalla**

**Name:** \_\_\_\_\_

**Title: Chief Executive Officer**

**Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Exhibit 1: Quotation of Work & Products to Be Provided**

Following this page and forming a part of the Sales Agreement is Bibliotheca's quotation for work to be performed and products to be provided to the Library.

[A note will be written here if maintenance is purchased up front.]

## **Exhibit 2: One Year Limited Warranty**

**Bibliotheca warrants that the equipment provided in conjunction with any Bibliotheca developed and supplied system(s) to be free from factory defects for a period of one year from the date of installation.**

This limited warranty does not extend to any Bibliotheca product which, in the sole judgment of Bibliotheca has been subjected to abuse, misuse, neglect, improper installation, or accident, or any damage due to use or misuse produced from integration of the products into any mechanical, electrical, or computer system. Further, any abuse, misuse, neglect, improper installation, accident, enhancement, modification, alteration or change made without Bibliotheca's written consent will invalidate Bibliotheca's Limited Product Warranty.

In the event that it is determined the equipment failure is covered under this warranty, Bibliotheca shall, at its sole option, repair or replace the piece of equipment with functionally equivalent or better equipment and return such repaired or replaced equipment without charge for service or return freight.

This limited warranty, except as to title is in lieu of all other warranties or guarantees, either express or implied, and specifically excludes, without limitation, warranties of merchantability and fitness for a particular purpose under the uniform commercial code, or arising out of custom or conduct. The rights and remedies provided herein are exclusive and in lieu of any other rights or remedies.

In no event shall Bibliotheca be liable for any indirect or consequential damages, incidental damages, damages to person or property, or other damages or expenses due directly or indirectly to the purchased equipment, except as stated in this warranty. In no event shall any liability of Bibliotheca exceed the actual amount paid to Bibliotheca for a specific piece of equipment involved in the incident.

Unless specifically contracted otherwise, warranty service is provided under the terms and conditions of Bibliotheca's standard yearly support and maintenance agreement with the exception of any reference to software updates.

### **Exhibit 3: Terms and Conditions of Support and Maintenance**

These Terms and Conditions of Support and Maintenance are evergreen in nature and do not expire. Billing cycle for Support and Maintenance will be on an annual basis beginning with the Go Live Date.

- I. Coverage. Bibliotheca will provide Customer support and maintenance services on an annual basis subject to Bibliotheca's Equipment Lifecycle Policy and payment of the annual Product Support and Maintenance Fee. The following services will be provided during the period covered as described below:
  - i. With the exception of consumable supplies (e.g. print ribbons) and parts with specified limited usage life spans (e.g. printer heads), Bibliotheca will repair or replace hardware components unless such failure is caused by Customer, as determined by Bibliotheca in consultation with the Customer.
  - ii. Replacement parts, whether new or refurbished, will be equal to or better than the parts being replaced. Replacement parts will be provided on an exchange basis. End of Support (EOS) for Hardware products is specified in the attached document entitled Bibliotheca Maintenance and Equipment Lifecycle Policy.
  - iii. In the event that the Customer reports material bugs or defects in the Software, Bibliotheca shall use commercially reasonable efforts to correct or replace the Software or provide the services necessary to remedy any programming error attributable to Bibliotheca that significantly affects the functionality of the Software.
  - iv. Bibliotheca shall provide points of contact for Customer to report Product problems, failures, and defects and to request Product changes and enhancements. Only those individuals specifically designated by the Customer shall contact Bibliotheca in regard to such matters and Bibliotheca is not obligated to respond to any other employees except those specifically designated.
  - v. Bibliotheca shall provide the maintenance and support services during the service period by telephone, facsimile, email, on site visit or any other means which it deems appropriate, at its sole discretion, to adequately provide those services.
  - vi. Bibliotheca shall be responsible for outbound shipping costs of products and components covered under this agreement. The Customer is responsible for shipping costs of products and components that are returned to Bibliotheca for replacement or repair.
  - vii. As a part of this agreement, Bibliotheca shall supply Customer any and all updates, improvements, and modifications to the Licensed Programs that Bibliotheca makes available to its licensees generally without charge, provided that Bibliotheca reserves the right to charge separately for new options or new applications that, in the discretion of Bibliotheca, constitute a new software product.
  - viii. Such updates, improvements, and modifications shall be provided to the Customer within the framework of periodic official releases. Software support will be limited to the two most recently distributed releases.

- ix. Maintenance services to be provided by Bibliotheca under this Agreement do not include:
- i. Correction of errors arising from changes, alterations, additions, or modification by persons other than the employees or agents of Bibliotheca or caused by the operation of the Product other than in accordance with the operating specifications.
  - ii. Correction of errors arising from the fault, neglect, misuse, or omission of the Customer or its servants, agents, contractors, invitees, or any other person whether or not that person is under the control or direction of the Customer.
  - iii. Rectification of errors or defects caused by the incorrect or unauthorized use, modification, revision, variation or translation of the software by the Customer or its servants, agents, contractors, or invitees.
  - iv. Repair of damage arising from the failure or surge of electrical power, fusion, fire, air conditioning malfunction, damage caused in transportation, or any other environmental factor or cause other than a cause arising from normal use of the Product.
  - v. Correction of errors caused by the use of computer programs not licensed by Bibliotheca for use by the Customer.
  - vi. Customer shall be responsible for ILS/LMS-related changes and will bear the responsibility and costs incurred when these changes result in changes to Bibliotheca system configurations.
- II. Assignment of Warranties on Hardware Products. In addition to Bibliotheca's obligations under the Maintenance Agreement, Bibliotheca hereby assigns to the Customer all rights of Bibliotheca under any manufacturer's warranties applicable to Hardware Products purchased under this Agreement to the extent such assignment is permitted under such warranties. Such assignment will be effective upon payment of the Total Purchase Price and all other charges invoiced for the shipment of the Products. Except as provided hereunder or pursuant to an executed Maintenance Agreement, Bibliotheca shall have no obligation to provide maintenance support or other services for Hardware Products purchased under this Agreement.
- III. Limitation on Services. Notwithstanding the above, in the event that Customer or any third party enhances, modifies, alters, or otherwise makes any change to the Products without the prior express written consent of Bibliotheca, Bibliotheca shall have no obligation whatsoever to provide maintenance or support of such Products at any time after such enhancement, modification, alteration, or change. Notwithstanding anything herein to the contrary, Bibliotheca's obligation to provide maintenance and support for the Licensed Programs shall extend only to the most recent version and the next most recent version of the Licensed Programs provided to Customer.
- IV. Upgrades. The information technology industry is dynamic and marked by frequent product replacement and upgrades. With respect to hardware and third party software, Customer retains the responsibility for the costs of purchase and installation of said upgrades necessary to maintain the functionality of system.

V. Customer Obligations. During the term of this Agreement:

- i. Customer shall provide Bibliotheca with sufficient documentation, information, assistance, support, and test time on Customer's computer system to duplicate any reported problems, certify that the problem is with the Products, and certify that the problem has been corrected. Bibliotheca will be provided with remote access to systems to aid the troubleshooting and repair process.
- ii. Customer shall designate specific employees who will be trained in all aspects of the products, including trouble shooting. These, and only these employees, may contact Bibliotheca for matters related to this Agreement.
- iii. Customer shall perform problem definition activities and any remedial or corrective actions as described in the Licensed Programs customer manuals and other system documentation provided to Customer by Bibliotheca prior to seeking assistance from Bibliotheca.
- iv. Customer is responsible for performing scheduled preventative maintenance as per product specifications.
- v. Customer shall provide Bibliotheca's Maintenance personnel with proper and safe access to the equipment and software at all requisite times for the purpose of providing the maintenance services.
- vi. Customer will provide Bibliotheca with at least thirty days written notice of the Customer's intention to move the equipment to a location other than the premises.



#### **Exhibit 4: Product Maintenance and Lifespan Policy**

The supplied self-service solution will be maintainable throughout the life of the equipment while it has a valid support contract. We recommend investing in a support contract for five years with agreed service level agreement. By investing in a support and maintenance agreement, all parts are replaced and/or repaired free of charge should they become defective during the life of the equipment. This excludes any consumables. Our solutions are based upon industry leading design and the high quality materials we use in our manufacturing processes.

We recommend a practice of powering and shutting down your systems on a daily basis to preserve the operating capabilities of the internal PCs and peripherals. Our systems have been designed with quality components that minimize the risk of failure. We suggest that the system is monitored to ensure that any staff actions, such as replacement of consumables or bin emptying, are carried out regularly as required.

Our recommended remote management solution, smartadmin™, provides staff with extensive capabilities in monitoring and managing aspects of the solution both on the library floor and remotely, as well as collecting detailed transactional information.

**Quality Products:** Our dedication to high quality in manufacture is a contributory factor in Bibliotheca self-service solutions regularly achieving 90% plus self-service statistics for all lending transactions.

**For All Products but Security Gates:** Bibliotheca recommends that for planning purposes the expected lifespan of all hardware products (excluding security pedestals) is six years. After this period, Support will continue to be made available on a contractual year by year basis if this is considered economically viable (based on availability/cost of major components at that time). Bibliotheca's intention is to meet the customer's ongoing requirements and all efforts will be made to affect repairs on said equipment, but results may be limited by availability of parts or inventory. In all cases and to ensure that the customer uses the latest available technology, Bibliotheca allows customers to upgrade their equipment to the current levels at a 35% discount.

**Security Gates:** Bibliotheca recommends that the expected lifespan for security pedestals is eight years. After this period, Support will continue to be made available on a contractual year by year basis if this is considered economically viable (based on availability/cost of major components at that time). Bibliotheca's intention is to meet the customer's ongoing requirements and all efforts will be made to affect repairs on said equipment, but results may be limited by availability of parts or inventory. In all cases and to ensure that the customer uses the latest available technology, Bibliotheca allows customers to upgrade their equipment to the current levels at a 35% discount.

**RFID Tags:** Bibliotheca guarantees its tags for the life of the items to which they are affixed. Should the Library find a tag that is inoperable, Bibliotheca will replace it, free of charge.

**Automated Materials Handling:** Bibliotheca recommends that the expected lifespan of the smartsort™ 100, smartsort™ 200, and smartsort™ 300 is ten years; the smartsort™ 400 is set at eight years. Bibliotheca's trade-in program allows customers to trade smaller sorters toward the purchase of larger ones at any time, with a yearly straight line depreciation of just 15%, with a sorter up to five years old. For example, if the Library spends \$20,000 on a sorter and in three years elects to trade up to a larger unit, it will receive \$11,000 in credit toward that new purchase.

## Exhibit 5: Software License Agreement

Bibliotheca, LLC hereby agrees to grant [Library], who agrees to accept the following licensed rights and limitations ("License") for Library's use of Vendor-provided software.

1. Software: Software, under the terms and conditions of this License (referenced hereinafter as "Software"), means any of the following components provided to Library by Vendor:
  - i. Any computer programs provided by Vendor, either consisting of a set of instructions, calculations and/or statements loaded in a computer (or a device which incorporates a computer) or recorded on a computer readable medium for loading in a computer;
  - ii. Supportive instructional/reference materials such as: training materials, manuals, on-screen tutorials, and other computer program relevant materials whether on paper or computer readable media ("Documentation"); and
  - iii. Any new release, update, upgrade, enhancement, addition, supplement, modification of a program or additional Vendor Software and/or its Documentation provided by Vendor, subsequent to the initial delivery, that is not licensed by specific reference under a mutually agreed upon separate license agreement.
2. Grant of License: Vendor hereby grants Library and Library hereby accepts a non-transferable, non-exclusive license, under applicable copyrights and/or trade secrets, to use Vendor-provided Software only on the specific computer(s) for which it was registered and delivered to Library. All Software (other than Documentation) will be provided by Vendor to Library in machine-readable object code only. Library acknowledges that it does not acquire any rights of title or ownership in the Software (including Documentation) and agrees that all proprietary rights to the Software shall at all times remain with Vendor or its relevant third-party provider. Library may, for its internal use only, print or otherwise reproduce Vendor-developed Documentation if all included Vendor markings, e.g. trademarks, copyrights and statements of confidentiality, are included on each copy. Library acknowledges and agrees that any third party documentation supplied by Vendor, which is marked as copyrighted and/or confidential, shall not be copied or reproduced in any manner.
3. Term of License: This License shall remain in force from the date of delivery and continue until Library ceases all use of the Software or Library's licensed rights are terminated for cause. Library acknowledges and agrees that if this Agreement terminates for any reason, all of Library's licensed rights to the Software (including Documentation) are relinquished and, within five business days thereafter, Library (at Vendor's option) will either deliver to Vendor or destroy the original and all copies of the Software including its Documentation. Upon Vendor's request, Library agrees to certify to Vendor in writing its full compliance with this provision.
4. Assignment: This License and any rights granted herein shall not be transferred, sub-licensed or assigned to any third party without the prior written consent of Vendor.
5. Termination: If Library neglects or fails to pay the specified license fees, or fails to adhere to any of its obligations hereunder, this license may be immediately terminated by Vendor for cause.
6. Security and Limitations of License: Library acknowledges and agrees that:

- i. All Software and upgrades of Software (including its Documentation), which are provided to Library by Vendor, contain proprietary copyrighted, trade secret and/or confidential information of Vendor or its relevant third-party provider;
- ii. Library shall not decrypt, reverse engineer, reverse compile, modify, or create derivative works of the Software;
- iii. Library and its employees shall take all reasonable precautions to safeguard and hold all Software, including upgrades, additions and enhancements, in confidence, at least to the same extent that it protects its own most valuable confidential information;
- iv. If Library violates this License or does not pay the agreed upon licensing fees, Vendor will have all of the rights provided herein and available under law, including the right to injunctive relief;
- v. If any other communication, agreement or purchase order conflicts with, or may affect interpretation of, the understandings set forth herein, this License shall control as the singular expression of licensed rights.

## Exhibit 6: Notices

### If to Bibliotheca:

Al Coalla, Director  
Bibliotheca  
3169 Holcomb Bridge Rd., Ste. 200  
Norcross, GA 30071

877-207-3127 ext. 121  
[a.coalla@bibliotheca.com](mailto:a.coalla@bibliotheca.com)

### If to Customer:

[Name, Title]  
[Place]  
[Street]  
[City, ST Zip]

[Phone]  
[Email]

**Exhibit 7: Access to All Bibliotheca Products**

Price list of all Bibliotheca products will follow this page and forms a part of this Agreement.

## Exhibit 8: liber8:Payment™ Service Provision

This addendum covers the provision of services to the customer for acceptance of Mag stripe credit and debit cards at payment terminals; once signed, it is binding on both parties. The service is provided by Creditcall and managed by Unattended Card Payments Inc. (hereafter referred to as UCP) as its official distributor.

- **Period:** minimum of 12 months, thereafter the customer may cancel with one full calendar month notice; after this period, no further charges are liable.
- **Cards accepted:** Visa, MasterCard, American Express, Visa Debit, Discover, Solo, and Maestro (subject to Codes of Practice).

**Processing Charges:** PSP Charges including refunds made via WebMIS.

Number of Terminals	Number of Transactions	Annual Cost	Number of transactions	Annual Cost
1 - 100	up to 750 per month	\$228	between 750 - 1,500 per month	\$456
101 - 250	up to 750 per month	\$210	between 750 - 1,500 per month	\$420
251 - 500	up to 750 per month	\$198	between 750 - 1,500 per month	\$396
500+	up to 750 per month	\$174	between 750 - 1,500 per month	\$348

- **Refund charges:** \$2 per refund (manual refunds made by Creditcall).
- **Set-up charges:** \$285 per merchant ID, this includes unlimited terminals added at set up and one WebMIS log-in. The customer should allow one week for the Merchant Account to be set-up and 48 hours for terminals to be added to an existing Merchant Account.
- **Subsequent terminal set-up charges:** \$15 per terminal where added to an existing Merchant ID capped at \$150 per request.
- **Additional WebMIS Log-ins:** \$70 per log-in.
- **Payment terms:** Net 30, delay in receipt of due payments may mean UCP will terminate the service.

### 1. Changes to this Agreement

- 1.1 UCP must provide 60 days' notice to the customer of any change in pricing. The customer may cancel the agreement with 30 days written notice due to an increase in pricing.

### 2. Rights

- 2.1 The Intellectual property in the service provided shall remain exclusively owned by Creditcall.
- 2.2 Neither party may use each other's name, logo, trademark or Intellectual property without written approval of the other.
- 2.3 Both parties will use their best endeavors to ensure that they do nothing that will bring disrepute to the other party's name or reputation,

### 3. Data Protection

- 3.1 Both parties shall observe and comply with the requirements of Data Protection laws.

### 4. Force Majeure

- 4.1 Neither party shall be liable of any breach of this agreement due to any cause beyond its reasonable control.

## **5. Liabilities/Obligations**

Customer obligations – the customer shall:

- 5.1 At all times throughout the duration of this agreement ensure that all publicity, signage and/or promotional material issued by the customer in respect of or in connection with the PSP service complies in all respects with the codes of practice. The customer shall not in any publicity or other promotional activity state or imply any approval by UCP or Creditcall of any offering in any way without the prior written approval of a duly authorized officer of UCP or Creditcall, which shall not be unreasonably withheld.
- 5.2 Ensure that all rights, authorizations, licenses, exemptions, consents and permissions have been obtained or granted and all such requirements of law or of any other competent authority or public body have been complied with as are necessary or prudent in connection with the provision of the PSP service and shall at all times throughout the duration of this agreement maintain in full force and effect all such rights, authorizations, licenses, exemptions, consents and permissions and comply with all such requirements.
- 5.3 Undertake not to disconnect or interfere with the operation of the PSP service except where explicitly agreed in writing between the parties and to use its best endeavors to prevent such disconnection or interference by a third party.
- 5.4 Ensure that only the sale of those services and/or products as agreed with UCP and as documented in the customer account information will take place. UCP reserves the right to treat any breach of this clause as a material breach for the purpose of this agreement.
- 5.5 Not use the PSP service in any manner whatsoever which constitutes a violation of any law or regulation or which may cause UCP or Creditcall to be subject to any investigation, prosecution or legal action. UCP reserves the right to terminate this agreement with immediate effect in the event that this clause is subject to a breach by the customer.
- 5.6 Acknowledge that UCP/Creditcall does not have access to the customer's merchant account and that it is therefore the customer's responsibility to reconcile the payments being made into the customer merchant account with the transactions processed by the PSP service. In the event that the customer identifies a discrepancy, they must notify UCP as soon as reasonably practical. UCP will treat any such notification as a high priority problem. UCP/Creditcall shall have no liability for discrepancies, which have occurred more than 14 days prior to the date any such problem is notified to them.

## **6. Payment Card Industry Data Security Standards (PCI DSS)**

- 6.1 The customer shall not:
- 6.1.1 Store any element of the card transaction, other than temporarily to process the transaction with the PSP service: this explicitly includes (but is not limited to) any card numbers, CVV, CVV2, CVV3, or PW information and any track 2 information derived from the chip or magnetic strip; or

6.1.2 Log any element of the card transaction for any purpose at all including debugging or auditing and nor will any other record of the card transaction be held electronically or on paper.

6.2 The customer will encrypt or obscure the card numbers either by masking all digits except the first 6 and the last 4 numbers; using the last 4 digits only or by applying a secure one-way hashing algorithm such as SHA-1.

## **7. Financial Provisions**

The customer is responsible for:

7.1 The set-up of the merchant account with the merchant acquiring bank.

7.2 Any and all set up and bank charges associated with the merchant account.

## **8. Limitation of Liability**

8.1 All risks in respect of authorization and/or settlement of transactions and refunds by the bank system lie with the customer and/or the relevant financial institution and UCP/Creditcall shall have no liability in respect thereof to the customer except where a transaction or refund fails due to UCP/Creditcall's negligent act or omission in which case UCP/Creditcall's sole liability will be to reprocess the transaction or refund.

8.2 The customer acknowledges and agrees that UCP/Creditcall will have no liability in contract or in tort for:

8.2.1 The timeliness, standard, quality and /or suitability of the offering.

8.2.2 In respect of any charge, cancellation or dispute relating to the offering.

8.3 The customer will fully indemnify UCP/Creditcall against any and all expenses, losses or damages resulting from claims or demands brought against UCP/Creditcall in respect of the offering. UCP shall as soon as reasonably possible give notice to the customer of any such action proceeding, claim or demand and shall not settle or compromise any claim against UCP/Creditcall without the prior written consent of the customer, which shall not be unreasonably withheld or delayed.

## **9. Service Availability**

9.1 UCP will use all reasonable endeavors to provide and maintain the Services 24 hours in every day on every day of the year, but UCP shall not be liable for any failure to provide or maintain the Services in such manner where this arises from a technical or other failure of the Public System, the Bank System or any product or service supplied by the Customer or by a third party. UCP does not warrant that the Services, the Bank System or the Public System will be fault free or free of interruptions.

9.2 UCP have the right from time to time to improve or alter the services as it deems appropriate provided such changes do not materially change the nature of the Services.

9.3 Service obligation for each year is 99.5%. Planned outages previously notified to the customer shall not be deemed occurrences of unavailability for the purposes of the service



availability obligation. UCP will work with the customer to ensure any planned outages are scheduled at low traffic periods.

**10. Law**

10.1 This agreement shall be governed by and construed in accordance with Nevada State law.

Accepted by Creditcall:

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Rob Chilcoat, President, N. American Operations

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Date

Bibliotheca, LLC  
403 Hayward Ave. N.  
Oakdale, MN 55128  
United States

3169 Holcomb Bridge Rd., Ste. 200  
Norcross, GA 30071  
United States

[www.bibliotheca.com](http://www.bibliotheca.com)  
[info-us@bibliotheca.com](mailto:info-us@bibliotheca.com)

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**CONFLICT OF INTEREST QUESTIONNAIRE - FORM CIQ****For vendor or other person doing business with local governmental entity****This questionnaire reflects changes made to the law by H.B. 1491, 80th Leg., Regular Session.**

This questionnaire is being filed in accordance with chapter 176 of the Local Government Code by a person who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the person meets requirements under Section 176.006(a).

Page | 37

By law this questionnaire must be filed with the records administrator of the local government entity not later than the 7th business day after the date the person becomes aware of facts that require the statement to be filed. *See* Section 176.006, Local Government Code.

A person commits an offense if the person knowingly violates Section 176.006, Local Government Code. An offense under this section is a Class C misdemeanor.

**1 Name of person who has a business relationship with local governmental entity.**

Bibliotheca, LLC

**2** ☐ **Check this box if you are filing an update to a previously filed questionnaire.**

(The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7<sup>th</sup> business day after the date the originally filed questionnaire becomes incomplete or inaccurate.)

**3 Name of local government officer with whom filer has an employment or business relationship.**

\_\_\_\_\_  
Name of Officer

This section, (item 3 including subparts A, B, C & D), must be completed for each officer with whom the filer has an employment or other business relationship as defined by Section 176.001(1-a), Local Government Code. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer named in this section receiving or likely to receive taxable income, other than investment income, from the filer of the questionnaire?

☐

Yes

☒

No

B. Is the filer of the questionnaire receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer named in this section AND the taxable income is not received from the local governmental entity?

☐

Yes

☒

No

C. Is the filer of this questionnaire employed by a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership of 10 percent or more?

☐


Yes

☒

No

D. Describe each affiliation or business relationship.

Submitting a proposal in response to RFP #0138.

**4** ☒ **I have no Conflict of Interest to disclose.****5** 

Signature of person doing business with the governmental entity

April 26, 2016

Date

## TRANSMITTAL OF ADDENDUM 1

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### INSTRUCTIONS:

1. ACKNOWLEDGE RECEIPT OF ADDENDUM IN PROPOSAL, ON OUTER ENVELOPE OF BID.
- 

I acknowledge the receipt of Addendum No. 1

City of Coppell

### PROJECT NAME:

COZBY LIBRARY AND COMMUNITY COMMONS RADIO FREQUENCY  
IDENTIFICATION CONVERSION

APRIL 8, 2016



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Contractor's Signature

Bibliotheca, LLC

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Company Name

CHRISTA CHRISTIAN  
PURCHASING DEPARTMENT  
(972) 304-3643

**COZBY LIBRARY AND COMMUNITY COMMONS RADIO FREQUENCY  
IDENTIFICATION CONVERSION**

Corrections have been made to **5.3 General Requirements**. The changed are as follows:

5.7.9 Proposed system must provide tags that are 915MHz to allow for wider security gates

Becomes

5.7.9 Proposed system must provide tags that are 13.56 MHz to allow for wider security gates

5.8.2 Proposed system must provide tags that are 915MHz to allow for wider security gates

Becomes

5.8.2 Proposed system must provide tags that are 13.56 MHz to allow for wider security gates

Add:

5.14.10 Must work with 30 Public PCs and Laptops.

**A new proposal packet has been uploaded to reflect the changes.**

## TRANSMITTAL OF ADDENDUM 2

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### INSTRUCTIONS:

1. **ACKNOWLEDGE RECEIPT OF ADDENDUM IN PROPOSAL, ON OUTER ENVELOPE OF BID.**
- 

I acknowledge the receipt of Addendum No. 2

City of Coppell

### PROJECT NAME:

COZBY LIBRARY AND COMMUNITY COMMONS RADIO FREQUENCY  
IDENTIFICATION CONVERSION

APRIL 21, 2016



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Contractor's Signature

Bibliotheca, LLC

---

Company Name

CHRISTA CHRISTIAN  
PURCHASING DEPARTMENT  
(972) 304-3643

**COZBY LIBRARY AND COMMUNITY COMMONS RADIO FREQUENCY  
IDENTIFICATION CONVERSION**

A correction has been made to **Section 5.7.10**. The change is as follows:

- 5.7.10 Proposed system shall be fully compliant with ISO 18000-3 Mode 2, and include both mandatory and optional commands specified in ISO 28560-1/58560-2.

The following files have been uploaded to Bidsync.com:

Floor Plan in jpg format and dwg file



## Customer Official System Quote



**Quote Number:** QUO-32373-R8R1, Rev: 0

**Quote Date:** April 25, 2016

**Name:** Shawn Brumley

**Email:** S.Brumley@bibliotheca.com

**Telephone:** 877-207-3127 ext. 375

### Quote To

Coppell Public Library  
Jane Darling  
255 Parkway Blvd,  
Coppell, TX 75019  
United States of America  
jdarling@coppelltx.gov  
+1 972 304 3660

### Quote Details:

RFID - AMH RFP

Quote expires sixty (60) days from Quote Date above.

If applicable, the hardware includes 12-month warranty, set-up and configuration

Item ID	Item Type	Quantity	Sale Price	Sub Total
SHP000001-000-US	Shipping, Handling, and Administration	1	\$1,680.000	\$1,680.00
TAG300010-000-US	smartlabel™ 110 50x50 HF Tag (6,000 tags/Box)	17	\$780.000	\$13,260.00
TAG000112-000-US	smartlabel™ 320 StingRay Full Coverage CD/DVD Tag (1000/Roll)	10	\$590.000	\$5,900.00
SCK331008-000-US	3M™ SelfCheck™ System Model 8422 (R-Series) Tabletop (Black)	2	\$9,681.000	\$19,362.00
SER901177-000-US	3M Con. Station M811/812 One Month Rental Fee*	4	\$495.000	\$1,980.00
SCK904000-000-US	Heartland Terminal S300	2	\$1,467.870	\$2,935.74
STF316004-000-US	3M™ Staff Workstation Model 895 with USB Reader	4	\$1,697.000	\$6,788.00
GAT313017-000-US	RFID Detection System Model 9102 36" Direct Mount (Wired Network Card)	1	\$11,911.000	\$11,911.00
HND303009-000-US	3M™ Digital Library Assistant Model 804 (DLA)	1	\$5,943.000	\$5,943.00
SER325004-000-US	3M™ Command Center Enterprise (25 Networked Devices) (SC, 9100, IR)	1	\$1,995.000	\$1,995.00
STF313001-000-US	3M™ USB Powered Conversion Station Kit Model 815	1	\$1,533.000	\$1,533.00
<b>Total (Less Sales Tax):</b>				<b>\$73,287.74</b>

<b>Grand Total:</b>	<b>\$73,287.740</b>
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### Additional Details

All prices including Service and Maintenance do not include any applicable sales tax. If tax exempt, please provide Tax Exempt Certificate.

Terms are NET 30 Days from Date of Invoice. Invoice is generated at the time of Shipment.

A copy of Tax Exemption Certificate is required with purchase order for all tax exempt customers.

Quotations are good for 60 days. All dates are based on ship dates. Order must ship within the 60 day window.

After 60 days, quotation expires. Contact Bibliotheca for a New Quotation.

Manager Approval: \_\_\_\_\_

### Bibliotheca, LLC

3169 Holcomb Bridge Road, NW, Suite 200,  
Norcross, GA 30071, USA

Phone No - 1-800 328 0067

Fax No - 1-877 689 2269

www.bibliotheca.com

## Customer Official System Quote

*Submit Purchase Order by fax to 1-877-689-2269 or by email to [orders-us@bibliotheca.com](mailto:orders-us@bibliotheca.com)*

Accepted By: \_\_\_\_\_

Accepted Date: \_\_\_\_\_

Customer Purchase Order Number: \_\_\_\_\_

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**Bibliotheca, LLC**  
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Norcross, GA 30071, USA

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Fax No - 1-877 689 2269  
[www.bibliotheca.com](http://www.bibliotheca.com)