

**Lee County Board Of County Commissioners
Agenda Item Summary**

Blue Sheet No. 20090176

1. ACTION REQUESTED/PURPOSE:

Approve award of Formal Quotation No. Q-080511 Annual Purchase of RFID Equipment to 3M Company and Demco, Inc. at the prices listed on the attached Lee County Tabulation Sheet. The initial term of this quote is three years; also request authority to renew the quote for seven additional one-year periods, at the same terms and conditions if in the best interest of Lee County. Therefore, authority is requested to make expenditures relative to the implementation of the radio frequency identification (RFID) and automated materials handling (AMH) technology throughout the Library System. The awarded sections total \$1,916,622 – it is also requested that Options C, E, G, I, and J be awarded at the prices listed on the tab sheets.

2. FUNDING SOURCE:

Library Division. The FY08-09 operating budget includes \$1.2 million for this project. The Library has earmarked this year's State Aid award of \$772,000 for the RFID conversion. Additionally, \$300,000 from the 2008 State Aid was also earmarked for this purpose; making the total \$2,270,000 to be funded for FY08-09. The Friends of the Lakes Regional Library have pledged \$18,000 to help fund the cost of the AMH that will be installed at the Lakes Library. Annual maintenance is quoted at \$158,908, however due to decreases in the amount of equipment to be procured under this quote maintenance cost will go down as well.

3. WHAT ACTION ACCOMPLISHES:

Provides funding for continuation of the implementation of RFID throughout the Library System and AMH at the two libraries with the highest circulation volume.

4. MANAGEMENT RECOMMENDATION: Approve.

5. Departmental Category: CO1

6. Meeting Date: 3/24/2009

7. Agenda:

Carryover

8. Requirement/Purpose: (specify)

- ☐ Statute
☐ Ordinance
☒ Admin Code AC-4-1
☐ Other

9. Request Initiated

Commissioner:

Department: LIBRARY

Division: No Divisions

By: Sheldon Kaye

10. Background:

On December 2, 2008, the Division of Purchasing received sealed quotations for the annual purchase of RFID Equipment for the Library. On that date, three responses were received; of which one was a no-bid. The quotations have been thoroughly reviewed, and a recommendation is being made to award to 3M Company and Demco, Inc. at the prices listed on the attached tabulation sheet.

In order for the Lee County Library to provide resources to all users, it is critical that the status of these resources be accurate at all times in the integrated library system which underlies the Library catalog. Lee County Library has a collection of 1.4 million items and an annual circulation of almost 5 million. To meet the challenges of managing a collection of this size and ensuring items are available to patrons as quickly as possible, the Library began converting to RFID technology in FY07-08, installing RFID equipment in three libraries and investing significant staff and volunteer resources to tag every book, DVD, CD and other item at those locations. East County Regional as well as the new Boca Grande and Riverdale branches are the three libraries that have already been equipped. The Northwest Regional library project, currently under construction, includes RFID technology. The Lakes Regional

11. Required Review:

<i>Sheldon Kaye</i>	<i>Janet Sheehan</i>	<i>Melody Bowers</i>	<i>Thelma Davis</i>	<i>Dinah Lewis</i>	<i>Holly Schwartz</i>
LIBRARY	Purchasing	County Attorney	Budget Analyst	Budget Services	County Manager

12. Commission Action:

and North Fort Myers libraries RFID conversions are almost complete, and the Bonita Springs, Fort Myers and Dunbar libraries have begun their conversions. We now look to complete the conversion at these libraries this fiscal year, and convert the remaining branches in FY09-10. Final installation of RFID and AMH equipment will occur in FY 10-11.

RFID is an alternative to the use of barcodes and electro-magnetic security, providing higher workflow efficiency, better customer service and better shelf management of materials. RFID technology has been in use in other sectors for more than 20 years. It has been in use in libraries for at least nine years. This is the opportune time for the Lee County Library to be making this conversion as library usage has increased; and continues to do so. "According to the ALA's 2008 State of America's Libraries Report (www.ala.org/2008state), Americans visited their libraries nearly 1.3 billion times and checked out more than 2 billion items in the past year, an increase of more than 10 percent in both checked out items and library visits, compared to data from the last economic downturn in 2001." Lee County Library usage stats are in line with (or exceed) the national average. Here in Lee County, at 30 September 2008:

- ☐ There were 2,878,829 visitors—a 10% increase over the same twelve-month period for 2007
- ☐ Circulation increased 22 percent when compared to the same twelve-month period at 30 September 2007 (or 883,502 more items).

This is on top of comparable increases over the last three years. Over this same time, library staffing has decreased 9 percent; from a high of 282 positions to 256.

The Library's staffing budget cannot keep pace with visitor and circulation growth. RFID technology will allow a staff static in size to cope with an ever increasing volume of circulating materials. Some of the most time-consuming tasks—check-ins, checkouts, searching for holds or lost items, and shelf management—are fully or partially automated. The RFID system will not replace staff, but will allow the Library with its ever-increasing public demand improve productivity and customer service without adding personnel.

The RFID system has essentially two parts—a tag and a reader. RFID tags are used to identify individual books, CDs, DVDs and other circulating items. The tags communicate minimal data (an item number only) via radio signals and serve to automate sorting, handling and inventory management. RFID technology eliminates the need for checking out/in one item at a time; thus simplifying check out and return for both patrons and staff are simplified. The security for CDs and DVDs will be enhanced, ensuring only checked out materials are unlocked (to protect from theft, cases are locked until checked out to a borrower) and it will also identify missing items or items in the wrong case. Thus we should realize a decrease in theft of these materials and hence, a reduction in replacement costs. In RFID-equipped libraries, the readers can be found at the circulation desk, self-check stations and security gates. By pairing the RFID system with an AMH system and RFID-equipped self check machines, we anticipate productivity gains will be dramatic. The AMH is designed to handle more than 99% of the Library's circulating material flow. It will allow for unattended and automatic check-in of lending items.

RFID-enabled self-check systems reduce the number of staff needed at the circulation desk. The new SelfCheck systems will enable patrons to pay their fines and fees in addition to check out library materials without the assistance of staff. This in turns allows the Library to put its human resources to better use—staff will be able to provide better and more personalized service to patrons. Additionally, the SelfCheck system provides fast checkout of many items simultaneously. The real-time check-in feature will allow items to be returned to the shelves quickly so that they may be checked out more often.

Another component of the RFID system includes the digital library assistant (DLA), a cordless, handheld device that instantly reads RFID tags on library materials. It simultaneously performs shelf-reading, searching and inventory scans, thus saving time, increasing productivity. This component alone will prove to be invaluable in aiding us to track and inventory the 1,410,281 items on our shelves.

A library's AMH system is composed of three components: a library sorter, the automated check-in station(s), and a staff induction station. The automated check-in station allows patrons to insert their returns into the sorter for immediate check-in and sorting to one of several bins. The induction station functions like the automated check-in

station but is designed for staff use. Both feed into the sorter via a system of conveyors.

RFID and AMH technology will greatly improve Library customer service, the ability to manage the Library's collection and increase staff efficiency. The Library is confident that this technology will pay for itself in the long term.

Ongoing maintenance (FKI & 3M equipment) and tagging supplies (180,000-200,000 tags per year based on materials budget)

Project timeline

2007-2008

Collection conversion for BG, EC, LK, NF and RL.

Equipment installed for BG, EC and RL.

BG, EC and RL complete.

2008-2009

Equipment installed for LK and NF.

Collection conversion for BN, DB, and FM.

LK and NF complete.

2009-2010

RFID equipment installed for BN, DB and FM.

AMH equipment installed for LK.

Collection conversion for CC and SC.

BN, DB and FM complete.

2010-2011

RFID equipment installed for CC and SC.

AMH installed for CC.

CC and SC complete.

Funds will be available in:

KG5710114800.506410.163

KG5710114800.505290.163

12089214800—FY 07-08 State Aid

12093114800—FY 08-09 State Aid

Please see attachments:

- (1) Tabulation Sheet
- (2) Specifications
- (3) 3M Company Quotation
- (4) Demco, Inc. Quotation