CITY OF SALINAS
COUNCIL STAFF REPORT

DATE: **JULY 11, 2017**

DEPARTMENT: **LIBRARY AND COMMUNITY SERVICES (LCS)**

FROM: **CARY ANN SIEGFRIED, LCS DIRECTOR**

TITLE: **ENVISIONWARE RFID/SELF-SERVICE TECHNOLOGY AGREEMENT**

RECOMMENDED MOTION:

A motion to authorize a vendor agreement to facilitate installation of radio frequency identification (RFID)/self-service technology systems for the Library and Community Services Department.

RECOMMENDATION:

Staff recommends that the City Council approve the proposed resolution to authorize a three-year agreement with Envisionware Inc. of Duluth, Georgia, in the amount of $243,382 for the purchase of technology, supplies, professional services and hardware/software maintenance to facilitate installation of RFID/self-service technology systems for the Library and Community Services Department.

EXECUTIVE SUMMARY:

In assessing library operational factors and public library best practices, Library and Community Services (LCS) Department management has been studying methods of bringing more efficient and effective infrastructure into the department that will offer improvements in customer service, as well as increased job satisfaction for library staff. RFID technology has been in operation in other libraries for the past two decades and has proven advantages. Staff is recommending implementation of this technology at the City's libraries with the assistance of Envisionware, Inc.

BACKGROUND:

The Library and Community Services Division issued a Request for Proposals (RFP) for Library RFID and Self-Service Technology Systems and Software on March 31, 2017, and received responses from six vendors on April 20, 2017. A committee of Library and Information Technology staff members evaluated the responses according to the criteria specified in the RFP and chose to interview three of the companies responding. From the three finalists, Envisionware, Inc. was chosen as the vendor able to deliver the best value for the City.

A three-year agreement covering supplies, technology, professional services for installation and training, as well as hardware/software maintenance is recommended. Purchases will include RFID tags to be installed in each library collection item, self-service checkout kiosks that will allow for checkout of material, as well as for payment of fines and fees, library security gates that will aid in securing the library's collection, and software that will assist in reporting and management operations for the system.

One-time hardware, software, supply and installation costs for the first two phases of the system total $137,874. Ongoing hardware and software maintenance costs, most of which will not begin until one year after system installation, will be $16,138 annually. Costs for hardware, software, supply and installation for the El Gabilan Library will total $49,460 and will add $7,902 annually to the maintenance costs after the first year of operation.

DISCUSSION:

One of the greatest advantages of RFID technology in libraries is the ease and speed of checkout. A stack of RFID-equipped books can be read and checked out at the same time, and because the technology is so easy to use, and so fast, customers are easily able to serve themselves. Check-in is also much faster and easier with an RFID system. A self-check machine with e-commerce technology installed, as well as a coin and bill changer, allows for customers to also pay fines and fees quickly and easily without staff intervention.

Increases in self-service allows library staff to spend less time handling items—turning them, scanning them, stacking them for customers—and more time assisting with the information needs of customers. Job satisfaction goes up and repetitive stress injuries may go down when library staff members spend more time helping customers and less time handling materials. In addition to improved self-service, RFID security gates and mobile inventory technology assist library staff in securing and managing the collection with greater ease.

The project will be implemented in three phases, with the first phase including placing RFID tags in each collection item. The second phase will include the installation of self-check kiosks and security gates in the John Steinbeck and Cesar Chavez libraries and the implementation of e-commerce capabilities for payment of fines and fees. The third phase of the project will occur with the installation of equipment in the new El Gabilan Library when it is completed.

CEQA CONSIDERATION:

The City of Salinas has determined that the proposed action is not a project as defined by the California Environmental Quality Act (CEQA) (CEQA Guidelines Section 15378). In addition, CEQA Guidelines Section 15061 includes the general rule that CEQA applies only to activities that have the potential for causing a significant effect on the environment. Where it can be seen with certainty that there is no possibility that the activity in question may have a significant effect on the environment, the activity is not subject to CEQA. Because the proposed action and this matter have no potential to cause any effect on the environment, or because it falls within a category of activities excluded as projects pursuant to CEQA Guidelines section 15378, this

matter is not a project. Because the matter does not cause a direct or foreseeable indirect physical change on or in the environment, this matter is not a project. Any subsequent discretionary projects resulting from this action will be assessed for CEQA applicability.

STRATEGIC PLAN INITIATIVE:

Providing convenient and effective library service supports the City Council Strategic Plan Goal V: Quality of Life, and secondarily, Goal III: Effective Sustainable Government.

FISCAL AND SUSTAINABILITY IMPACT:

The funding source for this agreement is the City's FY 2017-2018 Capital Improvement Program Budget, CIP Project 9195 (Computers Upgrade LCSD) and the Library and Community Services Department's 2017-2018 Operating Budget. One-time hardware, software, supplies and installation costs for the first two phases of the system total $137,874. Ongoing hardware and software maintenance costs, most of which will not begin until one year after system installation will be $16,138. Costs for hardware, software, supplies and installation for the El Gabilan Library will total $49,460 and will add $7,902 annually to the maintenance costs after the first year of operation. Maintenance costs will be absorbed into the existing LCSD budget allocation and will not require additional funding.

While no reductions in current regular staffing levels are expected, the use of on-call staff is expected to be reduced and in addition, expansion of the El Gabilan Library will likely occur with no additional full-time staff needed, despite the increase in size and business level. Increasing library hours, without a corresponding increase in staff is also a possible result of this project. And finally, many libraries have seen worker compensation expenditures, as well as costs due to absenteeism reduced because of the decrease in repetitive, manual tasks related to checking material in and out or standing for long periods of time.

ATTACHMENTS:

Proposed Resolution
Envisionware, Inc. Agreement
Attachment A Quotations