QUEENS LIBRARY
EXECUTIVE COMMITTEE
THURSDAY, SEPTEMBER 19, 2019

Central Library

89-11 Merrick Blvd., Jamaica, NY 11432

AGENDA

6:45 PM   EXECUTIVE COMMITTEE REGULAR MEETING

I.   CALL TO ORDER

II.   AGENDA

A. Action Items

1. Contract Authorization – Bibliotheca Self Service Checkout Contract (ID # 2023)
2. Online Computer Library Center, Inc. (ID # 2036)
3. Consulting Services - ARosa Solutions, LLC (ID # 2026)

B. Report Items

1. Personnel Report - May 2019 (ID # 2006)
2. Personnel Report - June 2019 (ID # 2041)
3. Personnel Report - July 2019 (ID # 2042)
4. Personnel Report - August 2019 (ID # 2049)

III.   ADJOURNMENT

1. Motion to Adjourn (ID # 2033)

Queens Library Board/Committee Item

BOARD/COMMITTEE: Executive Committee

DATE OF MEETING: September 19, 2019

ITEM ID #:   2023

AGENDA: Contract Authorization – Bibliotheca Self Service Checkout Contract

Background:

This is an action item seeking approval from the Queens Borough Public Library's Board of Trustees to enter into a contract with Bibliotheca LLC for a new self-check-out system. The Board's approval is required pursuant to the Library's Purchasing Policy, which provides, in pertinent part, that contracts for professional services with an annual cost in excess of $35,000 must be approved by the Board of Trustees.

The Library conducted a procurement approximately fifteen years ago for a self-checkout system and selected a solution that uses radio-frequency identification ("RFID") technology leading to the award of a contract to TechLogic. RFID uses electromagnetic fields to automatically identify and track tags attached to objects, such as books and DVDs. The tags contain electronically stored information that is used during the checkout process and doubles as a security tag to help protect library materials from unauthorized removal from the Library building. The Library eventually replaced the solution's software to improve performance and better integrate this system with other systems, while incrementally performing upgrades to the hardware as needed. The existing self-checkout machines are located on desktops in customer accessible areas of branches with staff nearby to assist customers with any questions or issues that arise during the check-out process.

The Library's existing self-checkout hardware is at the end of its useful life, and obtaining replacement parts has become extremely difficult and costly because of the scarcity of such parts. The current system software is difficult to update, thus increasing the risk that it might be subject to security breaches. The Library has only one consultant available to maintain the system and the consultant has expressed a desire not to service the system any longer. Moreover, there does not appear to be any other consultant available to service this aging system.

The existing self-check-out RFID antennas are not shielded and therefore increases the chance

that the self-checkout machines will erroneously pick up unintended RFID signals from library materials. In addition, the existing credit card readers do not meet the current requirements of the Payment Card Industry Data Security Standard, which requires credit card chip readers.

Library Public Service staff presently devote significant time servicing the existing self-check-out machines and frequently need to prepare financial reports. Reducing Public Service staff time in servicing the existing machines will enhance productivity and permit staff to perform additional public service related duties. In summary, replacing the existing system will result in more efficient use of staff time, enhance security and accuracy, ensure compliance with credit card industry standards and provide Library customers with a far more enhanced interactive experience.

Current Status:

On May 24, 2018, the Library issued a Request for Proposals ("RFP"), solicitation number 0518-1, for a library materials self-checkout solution, as well as installation, removal and disposal of existing equipment and support services. The bid was advertised in the New York City Record, BidNet and New York State Contract Reporter, posted on the Library's website, and notification of the solicitation was sent to sixteen (16) firms on the Library's relevant bidder's list.

 The RFP provided an estimated number of one-hundred and twenty-nine (129) desktop self-checkout units and forty-six (46) kiosk self-checkout units for an estimated combined total of one-hundred and seventy-five (175) self-checkout units to be provided by the successful proposer. Proposers were required to provide information about their experience and qualifications in providing self-checkout systems to libraries and were required to provide its pricing for products and services related to the implementation of the solution.

The successful proposer's self-checkout solution was expected to not only include the Library's self-checkout system's current functionality, but also provide innovative features that aim to enhance the customer check-out process and experience. The successful proposer would provide hardware, software installation services and integration of the new system with all other necessary Library systems, the removal and environmentally friendly disposal of existing equipment, and turnkey training of a handful of key Library staff.

The RFP stated that the contract term would be for a five-year period with two five-year options to renew at the Library's sole discretion. Proposers were required to provide initial installation cost as well as pricing for the extended maintenance and support of its proposed solution for all 15 years.

Five (5) firms submitted timely proposals as detailed in the table below.

	Firm Name
1	Bibliotheca LLC
2	EnvisionWare, Inc
3	D-Tech International USA
4	mk Solutions, Inc.
5	Tech Logic Corporation

Each proposal was deemed responsive and, as such, a selection committee comprised of Library staff from various departments, including Information Technology and Development, Library Operations, Customer Service, the Queens Library Foundation, Finance and Procurement, evaluated the proposals in accordance with the stated RFP evaluation criteria and the results were as follows:

	Firm Name	Technical and Cost Score	Self-Checkout Solution Cost + Maintenance Cost
1	Bibliotheca LLC	75.78	$4,701,629.74
2	EnvisionWare, Inc	74.12	$3,287,671.72
3	D-Tech International USA	65.08	$1,738,865.00
4	mk Solutions, Inc.	59.74	$3,309,832.42
5	Tech Logic Corporation	53.30	$7,241,269.36

In addition to scoring the proposals, the RFP specified that the Library would conduct interviews of and require product demonstrations from proposers found to be most qualified by the Library's selection committee. The committee determined that Bibliotheca LLC ("Bibliotheca") and EnvisionWare, Inc. ("EnvisionWare"), as the two top scoring firms, should be selected for the interview and product demonstration phase. In accordance with the RFP, the Library notified the other firms that they were not selected for further consideration by the Library.

After the interviews of and product demonstrations by Bibliotheca and EnvisionWare, the Library notified both firms that they would be invited to participate in the product pilot phase. The results of the interviews, product demonstrations and product pilots were as follows:

	Bibliotheca, LLC	EnvisionWare, Inc
Ranking of Interviews and Product Demonstrations	1	2
Ranking of Product Pilots	1	2
Overall Rank:	**1**	**2**

As part of the product pilots, one desktop machine and one kiosk machine from each company were installed at the Central, Flushing and Hollis branches. After a two-month pilot, the machines from Bibliotheca were determined to be vastly superior to those provided by EnvisionWare. The Bibliotheca units performed appreciably better in the Library's environment, the process of loading coins and emptying money in those units was far easier, and the software in the machines was significantly better, as evidenced by the built-in procedures for managing and troubleshooting issues in a unit remotely regardless of the number of units deployed. The unanimous consensus of the selection committee was that the Bibliotheca units were a viable solution for the Library, whereas the Envisionware units were not.

The Library thoroughly reviewed Bibliotheca's experience, financial stability, references, background, completed vendor responsibility questionnaire and the PASSPort database in assessing the vendor's responsibility. This review did not identify any negative findings or raise any integrity issues that would adversely affect an award to Bibliotheca.

Bibliotheca, in its proposal, noted that it has provided self-check-out solutions to the Brooklyn Public Library, New York Public Library, San Diego Public Library, Barcelona City Central Library, Cologne Public Library, Ottawa Public Library and San Jose Public Library. A reference from the Brooklyn Public Library ("BPL") indicated that BPL has been quite satisfied with Bibliotheca's previous services. Additionally, the reference indicated that BPL recently awarded Bibliotheca a contract for approximately one hundred and twenty three (123) self-check-out machines and associated maintenance services. A reference from the San Diego Public Library stated that their system has used Bibliotheca's products and services at thirty-six (36) locations since 2004 and that they have been very satisfied with the units. A reference from the San Jose Public Library stated that Bibliotheca was awarded a contract for twenty-three (23) locations and that the firm's performance has met all expectations.

Subsequent to the Library selecting Bibliotheca as the top firm, the Library identified a need to decrease the number of desktop units from one hundred and twenty nine (129) units to one hundred and nine (109) units and increase the number of kiosk units from forty six (46) to seventy-five (75) units. This increased the total number of units from one hundred and seventy five (175) to one hundred and eighty four (184) units. At the same time, the Library identified a need for one hundred and thirty nine (139) shielded staff stations. Shielded staff stations are a scaled down version of the self-check desktop units that would be used by Library staff to scan RFID tags into the Library system.

In its original submission, Bibliotheca complied with the requirements of the RFP and provided pricing for forty six (46) kiosk self-checkout units, and one hundred and fourteen (114) 500D desk top units and fifteen (15) lower priced 420D units. Additionally, Bibliotheca provided a unit price for each shielded staff station.

In accordance with the RFP, the Library requested that Bibliotheca provide a best and final offer ("BAFO") for the adjusted self-check-out quantities and required shielded staff stations.

Bibliotheca responded to the Library's request for a BAFO. For the self-checkout desktops, Bibliotheca agreed to provide its newer 1000D model instead of the older 500D model for the same price of $8,554.36. For the self-standing 1000 model kiosk, the vendor lowered its price from $14,651.45 to $14,542.36. For shielded staff stations, Bibliotheca reduced its price from $728.00 to $704.75. Bibliotheca also agreed to reduce its fee to remove and recycle the Library's existing equipment from $35,000 to $24,000.

For software support for the one hundred and seventy five units (175) Bibliotheca originally proposed a first year total cost of $68,624 or $392.14 per unit. In its BAFO, Bibliotheca provided software support pricing for one hundred and eighty four (184) units for a total cost of $71,638.56 or $389.34 per unit. For on-site hardware support, Bibliotheca maintained its fee of $974 for desktops and $1,288 for kiosks. The Library's increase of self-check-out machines, specifically the increase of kiosk machines, increased the on-site annual support costs from $184.894 to $202,766.

Under its original proposal, Bibliotheca proposed that all equipment, software support and on-site support would be subject to annual increases of three (3) percent each year. Under its BAFO, Bibliotheca agreed to limit future increases from three percent to the lesser of three percent or the Consumer Price Index-All Urban Consumers. For the past ten years, the average increase of the Consumer Price Index-All Urban Consumers has been less than two percent.

The Library also requested that Bibliotheca provide the Library with five software customizations. Bibliotheca, in its BAFO, provided no fee for three of the software customizations and a fee of $12,787.00 for the combined costs of the other two software customizations. In addition, at the Library's request, Bibliotheca provided in its BAFO percentage discounts of related equipment, consumables and other products related to the self-check-out system.

Recommended Motion for Consideration by the Executive Committee:

I move that the Executive Committee recommend to the Board of Trustees that the President and CEO be authorized to execute a contract with Bibliotheca LLC. for Library Materials Self-Checkout Solution, Installation and Support Services for a five-year term with two five-year options to renew at the Library's sole discretion at the rates proposed herein.

Attachments:

Bibliotheca LLC Rates   (PDF)

Best and Final Offer - Bibliotheca Rates

Self-Checkout Machines

Product	Quantity	Price Per Unit	Total Price
Self-checkout desktops Includes: selfCheck™ 1000D Desktop with Credit Call Payment System	109	$8,554.36	$932,425.24
Self-checkout kiosks Includes: selfCheck™ 1000 Kiosks with Coin & Bill and Credit Call Payment System	75	$14,542.36	$1,090,677.00
Total Purchase:	184		***$2,023,102.24**

Product pricing firm for 12 months from date of agreement. After 12 months, pricing subject to increase the lesser of 3% or CPI (CPI-ALL Urban Consumers) prior year ending rate.

*Library anticipates purchase to be capital eligible.

Existing Library Equipment

Product	Quantity	Price Per Unit	Total Price
Removal and Recycling of specified existing equipment	122	$200.00	**$24,400.00**

Software Support – 1st year of Implementation

Product	Quantity	Price Per Unit	Total Price
Software - Enterprise Software Only - Access to all software updates - Remote upgrades, updates and technical and software support - libraryConnectTM	184	$389.34	**$71,638.56**

Custom Development Requested by the Library

Custom development to create automated financial/transaction reports to be uploaded to an FTP site daily.	$ 8,525.00
Custom development to create one report to pass the patron ID through the 'User Reference' field, which can be viewed on WebMIS CreditCall reporting system.	$4,262.00
Custom development to integrate the selfCheck™ solution with Communico Broadcast.	No fee
Custom development to display message (at renew list to all patrons) indicating that renewing overdue items can generate fines.	No fee

Custom development to reduce multiple pop-ups when more than one item is not renewable.	No fee
	*$12,787.00

*Library anticipates purchase to be capital eligible.

Year 1 Costs:	$2,131,927.80

Ongoing Software and On-site Support Plan-Year 2

Product	Quantity	Price Per Unit	Total Price
Software - Enterprise Software Only - Access to all software updates - Remote upgrades, updates and technical and software support - libraryConnectTM	184	$389.34	$71,638.56
selfCheck™ 1000D with Credit Call - On-site service and parts	109	$974.00	$106,166.00
selfCheck™ 1000 Kiosk with Credit Call - On-site service and parts	75	$1,288.00	$96,600.00
*Third-party license (Price firm 5 years.)	1	$4,999.00	$4,999.00
*selfCheck™ recommendations, NoveList – Enterprise (Price firm 5 years.)	1	$4,999.00	$4,999.00
Total Base self Check Support Year 2:			**$284,402.56**

*Note: Annual software, on-site pricing subject to increase the lesser of 3% or CPI (CPI-ALL Urban Consumers) prior year ending rate. * Annual price will remain firm for 5 years.*

RFID Workstations

Product	Quantity	Price Per Unit	Total Price
Staff Station – Shielded – to Central Library	139	$704.75	$97,960.25
Staff Station – Shielded – after initial purchase	1	$711.00	
Total Purchase:			***$97,960.25**
Note: Depot repair service pricing subject to increase the lesser of 3% or CPI (CPI-ALL Urban Consumers) prior year ending rate.			

*Library anticipates purchase to be capital eligible.

RFID Workstations- Year 2

Staff Stations- Year 2 Depot Repair Service	139	$39.00	$	5,421.00

Product pricing firm for 12 months from date of agreement. After 12 months, pricing subject to increase the lesser of 3% or CPI (CPI-ALL Urban Consumers) prior year ending rate.

Forecasted 15 year Cost	If Average CPI-U Growth of 1.8%	If Average CPI-U Growth of 3%
Self-Checkout Estimated 15 Year Cost:	$6,607,513.92	$6,978,539.40
RFID Staff Station Estimated 15 Year Cost:	$188,828.01	$190,586.24
Total Estimated Costs:	$ 6,796,341.94	$7,169,125.65

Product	Price Per Unit
Receipt Paper- box of 20 rolls	$ 44.90
Machine Labels	$ 19.00

Product Lines	Percentage off List Price
Consumables	30%
Detection Gates	25%
Staff Products	30%
Other Self-Service products	30%
Automated Materials Handling	30%

Queens Library Board/Committee Item

BOARD/COMMITTEE:	Executive Committee
DATE OF MEETING:	September 19, 2019
ITEM ID #:	2036
AGENDA:	Online Computer Library Center, Inc.

Background:

This is an action item seeking approval from the Queens Borough Public Library's Board of Trustees to enter into a contract with Online Computer Library Center Inc. ("OCLC") for a term of one year at a cost of $222,251.36, which approval is required pursuant to the Library's Purchasing Policy. The Policy states, in pertinent part, that "[p]rofessional service contracts with an annual cost in excess of $35,000 must be approved by the Board of Trustees" and that competitive bidding is not required to award such contracts.

OCLC is a not-for-profit computer service and research organization that provides shared technology services, as well as original research and community programs for its membership and the library community at large. OCLC's systems help libraries locate, acquire, catalog, and lend library materials.

The Library has, for many years, subscribed to OCLC services and, in particular, its cataloging and metadata subscription services whereby the Library obtains and uses existing catalog records from OCLC and contributes to and shares with OCLC original catalog records that it creates. This means that when the Library buys a book that already has a catalog record created by another library, the Library simply downloads it from OCLC's database and adds it to the Library catalog. If the Library were to create a catalog record that does not yet exist in OCLC's database, it would upload it to OCLC for other libraries to use.

Moreover, OCLC and its member libraries cooperatively produce and maintain WorldCat, the largest online public access catalog in the world. The WorldCat catalog contains more than 435 million records, representing over 2.7 billion physical and digital assets in 491 languages. The WorldCat catalog brings together items from the collections of approximately 73,000 libraries in 180 countries and territories that participate in the OCLC global cooperative. It is the world's

largest bibliographic database and the sole source of this size collection of MARC catalog records, which libraries create and use to show the public what materials are available in their collections. Libraries around the world contribute to, and use content from, OCLC.

Current Status:

In FY2017, the Library restored its pre-2008 OCLC subscription services. In 2008, when the Library implemented budget cuts, it limited its OCLC subscription to the bare minimum of cataloging and metadata subscription services and discontinued its WorldCat subscription. These minimum services only included:

- Cataloging services – this service allows the Library to download catalog records for books in its collections instead of having to create them.
- Interlibrary loans – this service allows the Library to work in cooperation with other libraries around the world to send and retrieve books to customers who request them.
- QuestionPoint – a virtual reference management system, integrating chat, e-mail, a reference knowledge base, reports and analytic tools.
- WebDewey – an online version of the Dewey Decimal Classification system that is easy to navigate, streamlines call number creation, and receives regular updates and replaces the print version.

Because the Library renewed its WorldCat subscription in 2017, its holdings are now visible with WorldCat.org, which allows the Library's customers and WorldCat.org users to obtain accurate information about all of the Library's collections. For example, persons using WorldCat to search for a popular book are now able to see whether a Queens Library branch near them has copies of the book.

The Library's Technical Services Department has also been able to leverage back office efficiencies using OCLC's services. By registering the Library's book suppliers with OCLC, records for the books that the Library purchases are automatically delivered through OCLC's WorldShare platform in one, combined file that our catalogers can run through our custom scripts and then load into our catalog for completion.

The Library has also overhauled its monthly data synchronization processes, making the Library's WorldCat holdings more accurate. Continuing the subscription to OCLC's WorldCat services will ensure that the Library's catalog is in synchronization with WorldCat's catalog and that the Library's holdings are optimized and appear in web browser searches. The Library's continued full participation in WorldCat makes it as easy as possible for Library customers to search its collections and find items they want to borrow.

Last year's cost for services was $221,623.51. The costs for this year's services has increased by a fraction of a percent or $627.85 as detailed below:

Cataloging and Metadata Subscription	$142,881.80
WorldShare ILL Subscription	$6,338.83
WorldCat Subscription	$39,309.00
Web Dewey Subscription	$745.90
QuestionPoint Subscription (OCLC has informed the Library that it is working to assign QuestionPoint to Springshare LLC)	$32,975.83
All Services Total:	**$222,251.36**

OCLC is a one-of-a-kind vendor that has and continues to provide valuable services to the Library. OCLC has been responsive and has provided all contractually required services.

<u>Recommended Motion for Consideration by the Executive Committee:</u>

I move that the Executive Committee recommend to the Board of Trustees that the President and CEO be authorized to enter into an agreement with OCLC in the amount of $222,251.36 for the subscription services described above for a one-year period.

Queens Library Board/Committee Item

BOARD/COMMITTEE: Executive Committee

DATE OF MEETING: September 19, 2019

ITEM ID #:   2026

AGENDA: Consulting Services - ARosa Solutions, LLC

Background:
In January 2014, the Library entered into a contract with ARosa Solutions, LLC to:

- support government and community relations efforts;
- broaden strategic partnerships;
- develop new strategies for building and expanding community libraries; and
- develop strategies for new points of service and special projects.

This contract was amended in April 2014 and extended until June 30, 2015. Since that time, the Board of Trustees has annually approved the subsequent one-year contract renewals without exception, with the present contract expiring on June 30, 2019.

Current Status:

ARosa Solutions, LLC has provided critical services and deliverables to the Library. Most notably, working with the Chief of Staff and other staff, Ms. Rosa has been instrumental in the implementation of the Library's strategic plan. Ms. Rosa also manages the Library's submission of the Annual Report for Library Systems and the Annual Report for Public & Association Libraries to the New York State Education Department. She continues to assist in ensuring that the Library is prepared for budget advocacy (both for capital and expense) and has been a key resource to the Director of Government Affairs in tracking and reporting the status of capital budgets and projects for elected officials.

The President and CEO, the Chief of Staff, and the Director of Government Affairs recommend entering into a new contract with ARosa Solutions, LLC to provide services to Queens Library; this work will include but not be limited to:

- assisting with coordinating, monitoring, and reporting current capital projects, and with preparing the capital books for FY20;

- preparing and drafting transfer request letters;

- identifying and leveraging opportunities for collaborative partnerships and potential development prospects;

- continuing to assist the Director of Government Affairs as needed with advocacy and relationship development across the City and the Borough of Queens;

- supporting government and community relations efforts;

- broadening strategic partnerships;

- developing new strategies for building and expanding community libraries;

- developing strategies for new points of service and special projects; helping to develop

- and facilitate implementation of the Library's strategic plan; and

- managing the submission of the Annual Report for Library Systems and the Annual Report for Public & Association Libraries to the New York State Education Department.

Recommended Motion for Consideration by the Executive Committee:

I move that the Executive Committee recommend to the Board of Trustees that the President and CEO be authorized to contract with ARosa Solutions, LLC at a fee rate of $125 *per hour, on an as-needed basis, not to exceed 600 hours, for the term of July 1, 2019 - June 30, 2020.*

Queens Library Board/Committee Item

BOARD/COMMITTEE: Executive Committee

DATE OF MEETING: September 19, 2019

ITEM ID #:   2006

AGENDA: Personnel Report - May 2019

PERSONNEL REPORT - 4/16/19 - 5/15/19

The attached Personnel Report is provided for your information as certified by the Director of Human Resources, for the period of April 16, 2019 to May 15, 2019:

- *Appointments*
- *Promotions*
- *Transfers*
- *Leaves Without Pay*
- *Returns from Leave*
- *Separations: Terminations/Resignations*

Attachments:

Personnel Report - May 2019 (XLS)

Queens Library Board/Committee Item

BOARD/COMMITTEE: Executive Committee

DATE OF MEETING: September 19, 2019

ITEM ID #:   2041

AGENDA: Personnel Report - June 2019

PERSONNEL REPORT -   *5/16/19 - 6/15/19*

The attached Personnel Report is provided for your information as certified by the Director of Human Resources, for the period of May 16, 2019 to June 15, 2019:

- *Appointments*
- *Promotions*
- *Transfers*
- *Leaves Without Pay*
- *Returns from Leave*
- *Separations: Terminations/Resignations*

Attachments:

Personnel Report - June 2019 (XLS)

Queens Library Board/Committee Item

BOARD/COMMITTEE: Executive Committee

DATE OF MEETING: September 19, 2019

ITEM ID #:   2042

AGENDA: Personnel Report - July 2019

PERSONNEL REPORT   6/16/19 - 7/15/19

The attached Personnel Report is provided for your information as certified by the Director of Human Resources, for the period of June 16, 2019 to July 15, 2019:

- · *Appointments*
- · *Promotions*
- · *Transfers*
- · *Leaves Without Pay*
- · *Returns from Leave*
- · *Separations: Terminations/Resignations*

Attachments:

Personnel Report - July 2019 (XLS)

Queens Library Board/Committee Item

BOARD/COMMITTEE: Executive Committee

DATE OF MEETING: September 19, 2019

ITEM ID #:   2049

AGENDA: Personnel Report - August 2019

PERSONNEL REPORT   *7/16/19 - 8/15/19*

The attached Personnel Report is provided for your information as certified by the Director of Human Resources, for the period of July 16, 2019 to August 15, 2019:

- *Appointments*
- *Promotions*
- *Transfers*
- *Leaves Without Pay*
- *Returns from Leave*
- *Separations: Terminations/Resignations*

Attachments:

Personnel Report - August 2019   (XLS)

Queens Library Board/Committee Item

BOARD/COMMITTEE: Executive Committee

DATE OF MEETING: September 19, 2019

ITEM ID #:   2033

AGENDA: Motion to Adjourn

<u>Recommended Motion for Consideration:</u>

I move that the meeting be adjourned.