

FORSYTH COUNTY

BOARD OF COMMISSIONERS

BRIEFING
DRAFT

MEETING DATE: MARCH 4, 2021 AGENDA ITEM NUMBER: 4

SUBJECT: RESOLUTION AUTHORIZING SUBMISSION OF AN APPLICATION TO THE STATE LIBRARY OF NORTH CAROLINA TO APPLY FOR AND ACCEPT, IF AWARDED, A LIBRARY SERVICES AND TECHNOLOGY ACT (LSTA) PROJECT GRANT TO FUND IMPLEMENTATION OF RADIO FREQUENCY IDENTIFICATION (RFID) AT THE CARVER SCHOOL ROAD BRANCH, THE RURAL HALL BRANCH AND THE MALLOY/JORDAN EAST WINSTON HERITAGE CENTER BRANCH LIBRARIES (FORSYTH COUNTY PUBLIC LIBRARY)

COUNTY MANAGER'S RECOMMENDATION OR COMMENTS:

SUMMARY OF INFORMATION:

The Forsyth County Public Library requests authorization to submit an application to the State Library of North Carolina, Department of Natural and Cultural Resources, to apply for an LSTA 2021-2022 Project Grant for RFID technology. These grant funds will be used to support the procurement of RFID Self-Check Library Detection Systems, to include targets, staff and customer conversion stations, self-checkout kiosks and security technology for the Carver School Road Branch, the Rural Hall Branch and the Malloy/Jordan East Winston Heritage Center Branch Libraries.

ATTACHMENTS: YES NO

SIGNATURE: _____ DATE: _____
COUNTY MANAGER

RESOLUTION AUTHORIZING SUBMISSION OF AN APPLICATION TO THE STATE LIBRARY OF NORTH CAROLINA TO APPLY FOR AND ACCEPT, IF AWARDED, A LIBRARY SERVICES AND TECHNOLOGY ACT (LSTA) PROJECT GRANT TO FUND IMPLEMENTATION OF RADIO FREQUENCY IDENTIFICATION (RFID) AT THE CARVER SCHOOL ROAD BRANCH, THE RURAL HALL BRANCH AND THE MALLOY/JORDAN EAST WINSTON HERITAGE CENTER BRANCH LIBRARIES (FORSYTH COUNTY PUBLIC LIBRARY)

WHEREAS the Forsyth County Public Library currently has seven library locations with RFID technology and is seeking to outfit the three remaining locations with RFID technology;

WHEREAS the Forsyth County Public Library administrative staff requests permission to apply to the State Library of North Carolina, Department of Natural and Cultural Resources, for a Library Services and Technology Act (LSTA) 2021-2022 Project Grant in the amount of \$64,016, for RFID technology which will be matched by private and County funds in the amount of \$21,338;

WHEREAS these grant funds will be used to support the procurement of RFID Self-Check Library Detection Systems, to include targets, staff and customer conversion stations, self-checkout kiosks and security technology for the Carver School Road Branch, the Rural Hall Branch and the Malloy/Jordan East Winston Heritage Center Branch Libraries; and

WHEREAS the Forsyth County Public Library will be able to increase customer satisfaction, consistency across all Forsyth County Public Library locations, have more efficient use of staff time and provide secure self-serve options for customers at all library locations;

NOW, THEREFORE, BE IT RESOLVED, that the Forsyth County Board of Commissioners hereby authorizes the submission of a grant application to the State Library of North Carolina, Department of Natural and Cultural Resources, and the Chairman or the County Manager and Clerk to the Board or their designees are hereby authorized to execute, on behalf of Forsyth County and its Public Library, necessary documents to receive grant funds, if awarded, for a 2021-2022 LSTA Project Grant in the amount of \$64,016, for RFID technology, subject to a pre-audit certificate thereon by the County Chief Financial Officer, if applicable, and approval as to form and legality by the County Attorney.

Adopted this the 4th day of March 2021.

State Library of North Carolina
2021-2022 LETTER OF INTENT
LSTA Online Signature Page

Print this page, obtain the required signature, scan the PDF and return it with the application as one attachment to LSTA@ncdcr.gov by 11:59 PM on November 1, 2020.

Project Title: FCPL RFID Completion Project Multi-Year? No
Institution/Library: Forsyth County Public Library
Mailing Address: 660 West Fifth St
City: Winston Salem Zip Code: 27101

Library Director, Name: Brian Hart
Phone: 336-703-3016 E-mail: hartbd@forsyth.cc

Project Manager, Name: Elizabeth Skinner
Phone: 336-703-3015 E-mail: skinneej@forsyth.cc

LSTA Funds Requested this year:	\$	<u>64016</u>
Matching Funds:	\$	<u>21338</u>
Project Total this year:	\$	<u>85354</u>

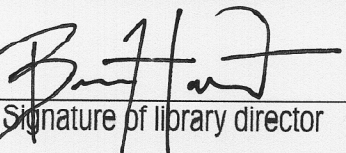
Project Abstract:

Forsyth County Public Library (FCPL) is applying for Radio Frequency Identification (RFID) security gates, staff conversion/workstations, selfCheck kiosks, and supporting software for the final three library system branches--Carver School Road, Rural Hall and the Malloy/Jordan East Winston Heritage Center. RFID technology is already in use at six branches and our Central location. This has resulted in higher customer satisfaction, greater circulation accuracy, improved collection security, and more efficient use of staff time. Implementing RFID at FCPL's final three branch locations will offer all Forsyth County patrons an up-to-date user experience, contact-free circulation, allow staff to provide better customer service, streamline functions, and enhance future developments in collection management. This final LSTA grant will enable the Forsyth County Public Library system to be fully integrated with RFID/self-checkout at all library locations.

Certification and Signature (please sign)

I am aware that submitting this Letter of Intent does not obligate my library to apply for an LSTA grant and that approval of this Letter of Intent does not obligate the State Library to award an LSTA grant to my library.

Brian Hart
Printed name of library director


Signature of library director

11/01/2020
Date

LETTER OF INTENT APPLICATION for 2021-2022 Project Grant

1 LIBRARY USERS AND NEED

Forsyth County Public Library (FCPL) has successfully implemented Radio Frequency Identification (RFID) circulation and security technology, including self-checkout kiosks at seven of its ten libraries: Central, Clemmons, Lewisville, Paddison, Reynolda Manor, Southside and Walkertown.

Self-checkout has become widespread in our supermarkets, airports, and modern libraries. Many of our patrons have responded positively to the familiarity, convenience, and ease of using the self-checkout stations at our seven locations that already have kiosks. Indeed, patrons often express their hope of having this technology at all Forsyth County Public Library locations. With changes in library services due to COVID-19, self-checkout becomes critical, and highly desired by customers, to ensure contact-free service. When combined with FCPL's To-Go Library customers can minimize their interaction with staff and other customers.

Self-check kiosks offer a number of benefits that directly impact customer service, staff workflow, and collection management. Patrons who are only checking out items are able to do so quickly and efficiently, while those with reference questions or other issues benefit from having more quality time with library staff. When librarians spend less time on routine physical tasks, they can pay more attention to the needs of customers. For staff, the improved speed of checking materials in, along with shorter service lines, results in greater availability for other desk duties. Collection management tasks such as inventory and weeding are more efficient with this technology and the collections are more secure.

When RFID technology is combined with automated materials handling systems, it can speed the process for getting CDs, DVDs, and books—including frequently checked-out best-sellers—back on the shelves where customers can use them, increasing customer convenience and reducing frustration. Customers who frequent our branch locations with RFID enjoy checking out materials independently and viewing some of their circulation data. RFID has become a customer expectation and keeps libraries relevant.

Forsyth County Public Library has made a long-range commitment to implementing RFID/self-checkout technology at all locations. This grant will allow the library system to achieve this goal so that library customers can visit all locations with the same circulation and security technology in place.

The final three branch libraries--Carver School Road Branch, Malloy/Jordan East Winston Heritage Center, and the Rural Hall Branch--operate at our leanest staffing levels making self-checkout all the more important. These branches often operate with one full-time staff person on the desk handling all aspects of library service. It can be very difficult to focus on information and readers advisory requests when a constant flow of circulation duties demands attention. Self-checkout will enable staff to more fully focus their attention on customer needs beyond circulation. With focused attention on customer inquiries the Library's mission of leading in lifelong learning through community engagement, innovative programs and inclusion can be fully realized.

2 INTENDED OUTCOME

“Improve users’ ability to obtain information resources.”

Implementing RFID technology at the Carver, East Winston and Rural Hall branches will increase user access by simplifying and expediting the checkout process allowing staff increased availability to provide sophisticated information services such as reference, readers’ advisory, introduction to online resources, and technology assistance. Self-checkout access points will give customers a contact-free circulation option enabling time-savings and control of the library experience.

3 PROJECT DESCRIPTION

RFID tagging was achieved at all three branches as part of the LSTA grant from 2019-2020. RFID implementation will involve installation of a selfCheck 1000 kiosk, single aisle security gates and staff workpads at each branch. Once the staff at each branch is trained, RFID/self-checkout will be ready and available to customers.

A single-corridor detection system for the main entrance/exit doors at each location with one selfCheck kiosk will be installed at each branch. This type of system was just installed at the Walkertown Branch Library in 2020.

4 PREPARATION

FCPL has a well-established relationship with Biblioteka, the vendor who supplied and supports the RFID technology at the Central Library and the Clemmons, Lewisville, Paddison, Reynolda Manor, Southside and Walkertown branches. Because several large segments of the FCPL collection “float,” it is imperative that the software selected for this project be compatible with existing 3M technology already in place at library branches. Floating materials become the property of the branch where they are checked in, regardless of where they originally resided, and their targets must therefore be readable at any location equipped with RFID technology. Our Biblioteka account representative has provided input and quotes for this project.

5 LENGTH OF PROJECT

This is a one year project. The Library will purchase and install permanent detection systems and RFID equipment in the Carver School Road, Rural Hall and Malloy/Jordan East Winston Heritage Center branches. Library staff and customers will be fully trained in all aspects of self-checkout. With the implementation of RFID workpads, library staff will be able to fully process RFID-ready materials in-house.

6 PROJECT ACTIVITIES

Timeframe	Activity	Responsibility
March - June 2020	The library system utilized the time during which all libraries were closed to the public due to COVID-19 to inventory and thoroughly weed the collections at Carver, Malloy/Jordan East Winston Heritage Center, and Rural Hall.	The Library Supervisors at each branch worked with staff to complete these tasks.
October 2020	Obtain quote from Bibliotheca to implement RFID/self-checkout at the remaining three library branches to be compatible with our existing 3M technology at the seven branches already utilizing RFID.	Quote requested by Elizabeth Skinner, Deputy Director.
July 2021	Initiate the contract process to purchase Bibliotheca equipment and software.	Library Director Brian Hart and the Library Fiscal Technician will work with the County Budget Department to develop and issue a contract.
August - September 2021	Place the order for three Bibliotheca RFID/Self-checkout systems and plan implementation.	Manager of Organizational Initiatives, Harweda Coe, in conjunction with County Management Information Services will place the order, plan and oversee installation, and verify functionality.
September- November 2021	Receive equipment and oversee installation with Bibliotheca and the County MIS department.	Deputy Director Elizabeth Skinner will coordinate work with Harweda Coe and each Library Branch Supervisor.
September 2021	Install equipment and train staff in all aspects of RFID including security, processing new materials, and circulation functions at the Carver School Road Branch Library.	Deputy Director Elizabeth Skinner will coordinate work with Harweda Coe and the Library Branch Supervisor. Technical Services Supervisor, along with his/her staff, will schedule and provide this training.
October 2021	Install equipment and train staff in all aspects of RFID including security, processing new materials, and circulation functions at the Rural Hall Branch Library.	Deputy Director Elizabeth Skinner will coordinate work with Harweda Coe and Library Branch Supervisor, Julia Smith. Technical Services Supervisor, along with his/her staff, will schedule and provide this training.
November 2021	Install equipment and train staff in all aspects of RFID including security, processing new materials, and circulation functions at the Malloy/Jordan East Winston Heritage Center.	Deputy Director Elizabeth Skinner will coordinate work with Harweda Coe and the Library Branch Supervisor. Technical Services Supervisor, along with his/her staff, will schedule and provide this training.

September - November 2021	Signage and public relations materials will be developed to inform and educate customers on use of the new technology.	The Library Director Brian Hart will work with the Public Information Officer to develop marketing and instructional materials for patrons.
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7 BUDGET TABLE

FISCAL YEAR 2021-2022 Carver, Rural Hall, MJEWHC

	Budget Item	Page #	Quantity of Items	Cost per Item	Total
A	Salaries/Wages/Benefits				
	1 Library Director, oversight of the LSTA grant project		20 hrs	49.52	991.00
	2 Deputy Director, administration of the LSTA project grant		40 hrs	52.70	2,108.00
	3 Organizational Initiatives Manager, coordinate installation with MIS and Bibliotheca		40 hrs	32.34	1,294.00
	4 Public Information Officer, design signage, public relations introducing RFID/self-check at three branch libraries		10 hrs	23.00	230.00
	5 Library Supervisor, Carver School Road Branch		40 hrs	23.00	920.00
	6 Library Supervisor, Rural Hall Branch Library		40 hrs	23.00	920.00
	7 Library Supervisor, Malloy/Jordan East Winston Heritage Center		40 hrs	23.00	920.00
	8 Library Fiscal Technician		10 hrs	20.00	200.00
	<i>(Combined total 225 hours = \$7,268)</i>				
B	Consultant Fees				
	<i>None</i>				
C	Travel, library staff only				
	<i>None</i>				
D	Supplies/Materials				
	RFID workstation shielded		6	1,211.00	7,266.00
	libraryConnect Devices subscription 1 license/device		3	325.00	975.00
	selfCheck 1000 Integrated Unlocker		3	4,737.00	14,211.00
	Shipping and Administration		1	4,511.00	4,511.00
E	Equipment that exceeds \$5,000 per item				
	RFID gate Direct mount, 1 cable		3	9,674.00	14,211.00
	selfCheck 1000 freestanding kiosk (white)		3	12,199.00	36,597.00
F	Services				
	<i>None</i>				
G	Subtotal				85,354.00
H	Indirect Costs, applicants must choose one				
	<input checked="" type="checkbox"/> The library chooses not to include Indirect Costs.				
	<input type="checkbox"/> The library chooses a rate not to exceed 10% of modified total Direct Costs AND declares it is eligible for the 10% rate.				

<input type="checkbox"/>	The library has a rate of _____ % that has been negotiated with a federal agency.				
	Project Total (G + H)				
	Minus Matching Funds 1 Forsyth County Public Library will pay all salaries/wages/benefits for staff who work on this project (see A above)				7,583.00
	2 Winston-Salem Foundation Lucy Hanes Chatham Fund (FCPL + WS Foundation = 25% match)				13,755.00
I	Total LSTA Funds Requested (Carver, Rural Hall, MJEWHC) Round up to nearest dollar				64,016.00

8 ABSTRACT

Forsyth County Public Library (FCPL) is applying for Radio Frequency Identification (RFID) security gates, staff conversion/workstations, selfCheck kiosks, and supporting software for the final three library system branches--Carver School Road, Rural Hall and the Malloy/Jordan East Winston Heritage Center. RFID technology is already in use at six branches and our Central location. This has resulted in higher customer satisfaction, greater circulation accuracy, improved collection security, and more efficient use of staff time. Implementing RFID at FCPL's final three branch locations will offer all Forsyth County patrons an up-to-date user experience, contact-free circulation, allow staff to provide better customer service, streamline functions, and enhance future developments in collection management. This final LSTA grant will enable the Forsyth County Public Library system to be fully integrated with RFID/self-checkout at all library locations.