

**Request for Proposal for
RFID Self-Checkout and Tagging System**

Garfield County Public Library District

RFP #: 22-001

Due: July 1, 2022

I. Schedule of Events

RFP Release:	June 1, 2022
Deadline for Bidder Questions:	June 17, 2022
Answers provided no later than:	June 20, 2022
Proposals due by:	July 1, 2022
Bid awarded and vendor notification no later than:	September 4, 2022
All inquiries and submissions must be sent to:	
Library:	Garfield County Libraries
Contact:	Jenn Cook
Title:	Technical Services Manager
Street Address:	207 East Avenue
City, State, ZIP:	Rifle CO 81650
Email	jcook@gcpld.org

The Library seeks to obtain a proposal on the hardware, software and support services necessary to install and enable the management of a hybrid RFID/barcode enabled self-checkout system, to be installed on library-provided computers.

II. General Information

II.1 Introduction

This procurement for a hybrid RFID/barcode self-checkout and RFID tagging system is being made by the Garfield County Libraries. The project includes a migration to a new RFID system for six branch locations and the administration office, including RFID equipment, hardware, and software integration with the Library's integrated library management system (ILS), 34 staff RFID reader pads, 12 patron self-checkout stations installed on library-provided computers, 6 portable handheld devices for inventory control, and ISO compliant RFID tags for new materials.

II.2.1 Critical Requirements

The Bidder of the self-checkout proposed must meet the following critical requirements by the date proposals are due. The Bidder should have available for review and be in a position to refer to an operational site or sites to showcase the functionality listed below.

The Library originally implemented RFID in 2010 using ITG Data Model ID #16, before the data model standard ISO 28560 was established. These tags continue to be used today, in addition to RFID tags ISO 18000-3:2008 and ISO 15693-3:2009 placed in new materials processed by the Library's book jobber, Ingram Book Group LLC. The Library is seeking a Bidder to upgrade its RFID system and successfully lead the migration through the implementation of current RFID standards.

All information submitted by bidders will be made a matter of public record. No confidential or proprietary information is to be submitted, nor will it be considered for evaluation in this bid.

II.2.2 Library Information and Statistics

The Garfield County Libraries has six library locations located in Garfield County, Colorado, that together circulates a total of approximately 250,000 items per year. The Library has a floating collection of approximately 28,000 items. Additionally, the Library is a member of the Marmot Library Network and Prospector consortia and annually circulates approximately 40,000 items from other library jurisdictions, each with its own RFID and barcode configurations.

II.3 Scope of the Project

Proposals are sought for hardware, software, shipping, installation, training, project management, and ongoing maintenance--in other words, the proposal is for a "turnkey" system. While proposals are sought for all components, this RFP differentiates between those components to be included as a base solution and components to be offered as options.

Currently, the Library's ILS is managed by Marmot Library Network. Any system selected must be compatible with the current ILS, which is Sierra Version 5.1.0_8, and other ILS systems in the event of future migration. The Bidder will be required to work with Marmot Library Network staff as necessary throughout the migration. Barcodes are used for patron's library cards and are used as a backup on each circulating item. The Library does not currently have security systems in place, but the new RFID system should be able to accommodate the installation of such systems in the future, should the Library elect to install them. The Library currently does not charge fees for overdue materials. However, fees continue to be collected for lost or damaged items, and the Self-Check stations should be capable of handling these fees and their payment. In addition, the Library would like to integrate print management and payment into the self-check machines, if possible.

A comprehensive training program is a critical component of this project. The RFID system currently in place is aged, and many of the benefits that RFID should provide, such as the ability to simultaneously check in and out multiple items, unmediated patron use of self-check machines, or the use of handheld readers to facilitate paging tasks and conduct inventory, have not been recognized by current staff. The successful implementation of the new RFID system is dependent upon a training program that ensures staff understands the potential that the system offers and a thorough understanding of how to use it.

While the proposal is to include only RFID/Barcode-based hardware and software, the proposal must include minimum specifications for PCs and LAN (local area network) that may be required in conjunction with the operation of the system.

II.4 Role of the RFP

The RFP represents the minimum functional capabilities, performance characteristics, and hardware desired except for any specification that says MANDATORY, in which case the Bidder must have references that can attest to this functionality in a library. The requirements are intended for the protection of the

Library and Bidders by reducing the possibility of misinterpretation of the Library's needs.

Questions about the requirements in the RFP should be submitted by e-mail to the name and person listed on the Schedule of Events. All those receiving the RFP will be sent copies of responses to questions.

II.5 Responses to the RFP

Proposals will only be accepted from a single firm, not from joint ventures. When two or more vendors desire to submit a single proposal, they shall do so as prime/subcontractor(s).

Submit one (1) electronic copy via email and/or one (1) printed copy accompanied by an electronic copy on a thumb drive.

The Proposal Format is as follows:

- Cover letter
- Executive Summary describing the system being proposed and any unique attributes that make your company different or unique
- Response to Functional and Technical Specifications
- Pricing
- Company Background/History/Financial Information/Biographies
- References
- Appendix to include sample contract and any language required for contracting, description of Service Level Agreement including any voluntary penalties for failure to perform, product information, and certification documents.

Bidders are required to comply with the quantities, requirements, and format of the pricing section. If the bidder recommends alternate quantities or configurations, provide an alternate quote and a maximum 2-page justification for the alternate quotation.

Also, provide an OPTIONS quotation with information to explain the added value of each option to the system described in the RFP.

II.6 Exceptions

If the Bidder's specifications for furnishing products or equipment are in any respect not the equivalent of the requirements in the RFP, this discrepancy must specifically be called out in the proposal.

II.7 Proposal Submission

Proposals are due at the time and date shown in Section 1 and shall be delivered in a sealed package to the address shown in the Schedule of Events section.

Proposals may be delivered via email or by hand, U.S. Mail, or overnight courier service. Proposals received beyond the deadline will not be opened or accepted.

II.8 Quantities, Appropriation, and Delivery

Unless otherwise stated, quantities listed are estimates only, and the Library does not guarantee to purchase the quantities specified. The quantities purchased will be limited to the amount of monies budgeted and appropriated for it. Transportation shall be Free On Board (F.O.B.) origin, prepaid, and charged back with delivery to the central site and/or the facilities where they are to be installed.

II.9 Pricing

Prices reflected in the proposal shall include any discounts extended. Unit prices shall be quoted for all components, hardware, software, installation, and service. The Bidder must indicate whether or not shipping is included. The Bidder must include prices of all equipment and any options needed to meet specifications.

No Bidder will be allowed to withdraw and resubmit its proposal, for any reason whatsoever, after the proposals have been opened.

II.10 Project Schedule

The proposal shall include an example project schedule from a previous project of the same size and scope as the Library for the first phase of the implementation: installation of hardware and loading of software, and appropriate supplies.

The proposal shall include a project manager to oversee the project to ensure that it meets the requirements of the Library and to be the key contact for the entire installation.

II.11 Guarantees and Warranties

All guarantees and warranties should be stated in writing and submitted as part of the proposal.

The Bidder shall warrant that the system will meet the reliability and performance requirements set forth in the RFP and will continue to do so as long as the system remains under Bidder maintenance. The Bidder must include all costs for all products and services, training, freight, and any subscription fees to include a full one-year software and hardware warranty.

II.12 Installation

Bidder shall install the system as specified in the RFP, by manufacturer-trained technicians subject to exceptions made in the response and agreed upon in writing.

II.13 Award of Contract

The Library shall have a period of 60 calendar days after the opening of the proposals in which to award the contract, a period during which the prices shall remain firm. The Library reserves the right to waive any immaterial informalities as may be permitted by law.

II.14 Selection Criteria

The criteria which will be used in evaluating proposals include:

(1)	Responsiveness to functional requirements and configuration	50%
(2)	Suitability of technical specifications	15%
(3)	Total project cost and five-year maintenance cost	15%
(4)	Suitability of project implementation plan and timeline	10%
(5)	Corporate experience, capacity, and financial viability	5%
(6)	Client references for similar work performed	5%

II.15 Demonstrations

A Bidder whose offer has not been rejected may be required to provide a virtual or physical demonstration of its self-checkout system for the Library at no additional cost to the Library.

II.16 Negotiation

The Library reserves the right to enter into negotiations with one or more Bidders.

II.17 Contract Documents

The documents that shall constitute the contract between the parties shall include the RFP, the Bidder's response, the summary of negotiations, and any and all other additional materials submitted by the Bidder.

Contractors must clearly understand that the only official answer or position will be the one stated in writing.

II.18 Response to Specifications

Bidders must respond to every requirement contained in the Technical Requirements and Training and Service sections (V and VI) of the RFP using the following criteria specified below:

- **YES.** Feature, function, product, or service is available as requested and is fully operational using the version proposed and operating at Library sites.
- **NO.** Feature, function, product, or service is not available as defined
- **PLANNED.** Feature, function, product, or service is not currently available but is firmly committed to a release to be delivered in the next 12 months.

III. Functional Requirements and Configuration

III.1 RFID Migration

1. Has the Bidder undertaken a similar migration with other customers? If yes, please describe the project and its outcomes.
2. Can new hardware, including RFID pads, mobile readers, and self-check equipment, be configured to read the ITG Model ID#16 tags as well as the ISO 15693 and ISO 28560 tags? What problems, if any, do you anticipate with the Library's existing RFID tags and the support of multiple data models?

3. Can new hardware, including RFID pads, handheld readers, and self-check equipment, automatically reprogram the ITG tags to the new standard format?
4. Is the Bidder able to develop a comprehensive migration plan for the Library? If yes, briefly describe.

III.2 General Requirements

1. All system components must be ETL or UL, and FCC Part 15-Certified; SIP2, TCP/IP Ethernet 10/100, and 802.11n (wireless) compliant.
2. The proposed system and all of its components must be entirely compatible with, and in no manner interfere with, the integrated library system, its computer clients, or other components.
3. The proposed system must provide application-specific software, to be installed on library-provided, industry-standard computers that incorporate all Bidder-provided hardware (staff station readers, portable readers, cataloging stations, fee system hardware, and patron self-check equipment), the circulation of RFID tags, and any other RFID/Barcode-related hardware into the system.
4. The proposed system must interface with the Library's existing automated library system using the SIP2 and any other protocols necessary for integration with III Sierra. This must not use a proprietary ILS connection.
5. The proposed system must not interfere with other equipment, automated library system clients, or PCs that may be nearby.
6. The proposed system must be able to connect through the Library's Ethernet network via an RJ-45 connector and/or secured wireless network.
7. All products must comply with internationally recognized standards for RFID/Barcode-based library self-service systems.
8. Bidder is committed to working with Marmot Library Network and Innovative Interfaces, Inc. as necessary to troubleshoot and resolve any ILS functionality or RFID performance issues arising from the initial migration and future upgrades.

9. Bidder must provide FCC and UL information for all relevant equipment proposed.

III.3 Training

1. The Bidder will provide on-site training for Library staff.
2. Training will include a hands-on component, with the Bidder providing real-time use of:
 - The portable RFID readers to download and upload data from the ILS, page materials for hold lists, and perform shelf inventory.
 - The Self-check machines.
 - Utilizing the RFID readers at Circulation Desks to check in and check out multiple items simultaneously.
 - Utilizing the RFID readers at Staff Workstations to program RFID tags.
 - Use of the system status features to administer and monitor self-check systems.
3. The Bidder will provide unlimited interaction with the sales and technical support staff during installation planning, the installation phase, and follow-up immediately after such installation.
4. Manuals will be provided for all hardware and software, as appropriate, in electronic format with unlimited distribution within the Library.

III.4 Warranty and Service Requirements

1. The Library expects to call one toll-free telephone number to obtain all support including software and hardware service for all elements of the system, including RFID pads, portable readers, self-check equipment, and all transaction assistance with the payment systems.
 - a. Does the bidder directly provide all hardware and software support for all items proposed? If not, who provides the service?
 - b. Does the bidder provide all support for the credit card software and hardware? If not, who provides the service?
 - c. How many full-time support technicians are available in the US?

2. The circulation RFID tags, if found to be defective, must be replaced at no cost to the Library.
 3. The Bidder must provide an all-inclusive 12-month extended 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.
 4. The Bidder must offer a 12-month 100% money-back performance guarantee on all equipment purchased and covered by a 12-month extended warranty or service agreement
 5. Software patches and service pack releases must be supplied at no additional charge to the Library while under maintenance.
 6. Feature updates and new software versions must be included at no additional charge while under maintenance.
 7. Service technicians must be fully trained, factory authorized, and certified by the manufacturer to perform Service.
 8. The bidder must have fully factory-trained technicians stationed throughout the country for onsite hardware support and service that are centrally dispatched.
 9. Service technicians will be equipped with parts normally required to service the equipment and reduce downtime.
10. Which of the following does the bidder provide as an online service?
- a. Submitting support tickets
 - b. Tracking tickets
 - c. Tracking enhancement requests and defects
 - d. Allowing the Library to view product release details for at least the current and prior software versions
 - e. Obtaining documentation
 - f. Downloading patches and new versions of software
 - g. Engaging in a chat session from any workstation
 - h. Providing remote access without having to log into any system

- i. Viewing the status of installation projects
 - j. Viewing details about software and hardware maintenance costs
 - k. Paying maintenance online with a credit card
 - l. Joining a customer-to-customer forum
11. What is the guaranteed onsite response time after receipt of a call?
12. Describe the process for obtaining night or weekend support.
13. Service Agreements to extend the warranty period on parts and labor must be available for a period of 12, 24, 36, or 48 months.
14. The Service Agreement must be renewable on an annual basis.
15. State the maximum maintenance escalation from one year to the next for the life of the product.
16. The Service Agreement must include remote maintenance for expert technical consultation and software support.
17. Warranty and Service requirements apply to both Standard and Optional system components.

IV. Technical Specifications

IV.1 Self-Checkout Equipment

1. The proposed system's self-checkout equipment must be able to read item-specific identification numbers and communicate to the host circulation system to update the Library's inventory.
2. The proposed system must be capable of processing both RFID tags and item barcodes in the same circulation transaction, and barcode readers can operate concurrently with the RFID readers.
3. The system must be able to read and interpret RFID tags encoded according to the ISO-28560-2 standard, Danish Data Model, and the proprietary models used by US vendors prior to the standard adoption, specifically ITG Model ID #16.

4. The support of multiple data models must have no impact on performance.
5. The proposed system must read the type of barcode patron cards currently in the Library.
6. The proposed system must utilize a touch screen.
7. The proposed system must display animation for each step in the process to illustrate how patrons are to interact with the system. The animation must mimic the actual hardware being proposed.
8. The proposed system must have the ability to print out all information for a patron transaction on a single receipt using Library-provided printers that use standard 80mm paper.
9. Receipts must be printed in the language selected by the patron.
10. The system must provide a browser-based preference setup for receipt header and footer text that can be consistently applied to all languages offered.
11. The proposed system must have the ability to perform check-in and check-out functions using RFID tags or barcodes without reconfiguration.
12. The software must offer a staff mode to use the application for rapid staff returns. The software must print hold slips and display information about the item destination.
13. The proposed system must allow the patron to perform item renewals without being required to have the item physically present.
14. The proposed system must display ILS system information and messages so that the text can be customized in each of the languages supported by the system and based on patron and item status.
15. The proposed system must allow preference-based customization of colors, branding, and text on all screens and buttons and customization must persist through upgrades to new versions.

16. The proposed system must be ADA-compliant and provide visual and audible feedback during the transaction.
17. The proposed system must have the ability to display select information from the patron record, such as the number of items checked out, number of items on hold, and outstanding fees information without compromising patron privacy.
18. The system must display an alert that blocks the completion of the transaction until a patron acknowledges the message if any item fails to properly check out.
19. Bidder must offer a wide variety of languages to meet the current and future needs of our community and demonstrate this by providing a list of the languages we can currently choose from. At a minimum, the system must provide translations for:
 - a. English
 - b. Spanish
20. The system must allow the patron to select from all of the supported languages to be used on one self-checkout system on any screen during the checkout process.
21. The proposed system must have the ability to perform off-line transactions and maintain records of all items checked out when the ILS is offline, and then upload transactions when the ILS is back online.
22. The proposed system must offer the patron the option of email, printed receipt, or no receipt.
23. The proposed system must provide a menu that lets the Library enable/disable multiple options including:
 - a. Check-out
 - b. Check-in
 - c. Query account
 - d. Pay fees
 - e. View / Print Holds
 - f. View / Print items checked out on the patron account

- g. Print ILS account status
- 24. The proposed system must support the ability to display a series of custom graphic images for program promotion.
- 25. The system must provide patron control to increase the font size on all screens
- 26. The change to the font size must be returned to the default at the end of a session and any change to the font must timeout if the user walks away.
- 27. The system must provide patron control to change the system display to a high contrast mode.
- 28. The software must support the ability to scan a library card and start the checkout process from the menu screen without needing to select checkout.
- 29. All systems must be supplied with shielded RFID readers to control reading below and to the sides to within 3 inches in all directions except above the surface.

IV.2 System Status Features

1. Bidder must provide a means of automatically gathering diagnostic logs and uploading software diagnostic logs directly from a computer to a support record.
2. The proposed system must provide performance statistics that can be accessed at each station. Data must include the ability to report on (must not be connected to patron-identifying information):
 - a. The length of a checkout session
 - b. The number of items checked out during a session
 - c. Media types
 - d. Languages used
 - e. Menu options selected
 - f. Assistance requested use

3. Monitoring for SIP2 Connection, printer status, and help requests must work with multiple self-checkout devices at a single location and must allow for additional self-checkout devices to be added to the network in the future.
4. Monitoring must permit reporting of alerts based on alert type and station to which an alert is sent.

IV.3 Self-checkout System Configuration Feature

1. The software configuration option must allow library staff to copy a configuration from a self-checkout device to multiple self-checkout devices at the same location or across networked locations remotely.
2. Configuration system must display the current version of the application for each station.
3. System must offer the ability to define a custom name for each station.
4. Configuration system must provide the ability to search for a computer by NetBIOS name or friendly name.

IV.4 Fee Payment Solution

1. The Bidder may recommend fee system hardware to accommodate credit and/or debit card payment methods.
2. The fee system shall be integrated into a self-checkout system, using the native user interface of the self-checkout system.
3. The fee system shall be integrated into the self-service process so that a blocked patron is presented with the option to pay fines and continue once blocks are cleared.
4. The fee system must provide both audible and visual feedback when responding to the interaction with the user interface.
5. The fee system shall allow the Library to determine minimum, partial, or full payment of fees.
6. The fee system must use P2PE-compliant Credit card terminals

7. The fee terminal must be EMV-certified and support swipe, chip, and contactless.
8. The fee system shall print a credit/debit card receipt separate from the checkout receipt.
9. The system must support the option to print or email a receipt.
10. The fee system must offer the option to calculate and display the minimum payment amount required to clear a patron's checkout block.

IV.5 Portable Handheld Readers

1. The portable readers feature an easy-to-use touch-screen display.
2. The portable reader operates without cords and/or cables and has a flexible swivel or movable RFID antenna for easy use.
3. The portable reader can scan shelves by waving a wand along the base of bookshelves without having to stop for each item.
4. The portable RFID reader includes barcode scanning functionality.
5. The portable reader system has the capacity to read records containing shelf or search lists and create a portable database for use in a portable reader.
6. The portable reader system provides the capability to identify different categories of materials, such as those with holds, on a weed list, or lost.
7. The portable reader system can download/upload barcodes to the Library's circulation system.

IV.6 Staff RFID Reader Pads

1. The system is capable of processing both RFID tags and barcodes in the same circulation transaction.
2. Barcode readers can operate concurrently with the RFID readers.

3. The RFID reader pads can read tags and display the information on the screen.
4. The RFID reader pads can read multiple tags presented in a stack of items. Please provide the maximum number of items or maximum height of the stack.
5. The RFID reader pads can read multiple tag data formats in combination without impacting performance.
6. The system can be configured to turn off the reader transmitter when the ILS is not requesting RFID reads.
7. The system is capable of programming tags by placing tagged items on the RFID reader pad and scanning the item's barcode.
8. If the barcode is not scanned completely, the system interrupts the tagging programming process.
9. The tagging software provides immediate confirmation upon reading the programmed tag.

IV.7 RFID Tags

1. Tags are compliant with ISO standards.
2. Tags are guaranteed for the life of the item on which they are originally affixed.
3. The vendor provides the option of custom-printing blank tags with a barcode or logo.
4. Tags are readable by different vendors – both ILS and RFID vendors – as well as future replacement scanners in accordance with ISO standards.
5. Tags can be dropped to vendors for out-sourced processing as well as delivered to the Library for migration process and ongoing, normal processing of materials. Please describe your experience working with the book jobber Ingram.

V. Total Project Cost and Five-Year Maintenance Cost

V.1 Pricing

The proposed system, which will be used for check-in and check-out purposes and inventory controls, will include:

RFID system

- RFID equipment and hardware
- RFID software integration with the ILS
- 34 staff RFID reader pads
- 12 Patron self-checkout stations
- 6 portable handheld devices for inventory control
- ISO compliant RFID tags for new materials

Services

- Training
- Project management
- Warranty
- Ongoing support/maintenance

PAYMENT TERMS/Discount.

V.2 Alternate Proposal (if any)

V.3 Other Costs (Please list in detail)

V.4 Total Project Cost (Excluding maintenance after year 1)

V.5 Annual Maintenance Costs

(Includes: parts, labor, and travel for maintenance)

Year 1 is included in pricing.

Year 2 after 12-month warranty period

Year 3 after 12-month warranty period

Year 4 after 12-month warranty period

Year 5 after 12-month warranty period

Year 6 after 12-month warranty period

V.6 Total Cost of Ownership for 5 years – all purchase costs plus all maintenance.

V.7 Total Cost of Ownership for 6 years – all purchase costs plus all maintenance.

VI. Project Implementation Plan and Timeline

VI.1 Installation Requirements

1. The proposed system must be installed according to a schedule determined in coordination with Library staff to minimize disruption
2. Bidders should recommend a project implementation plan. This plan will include:
 - Project implementation timeline for each major part of the implementation.
 - Installation and technical support personnel, with a brief description of each person's qualifications and experience.
 - Details of any materials or activities that the Library will be expected to provide which are outside the provision of the vendor's proposal.
 - Information on training approach and training schedule.
3. Bidder must also be available for consultation on the placement of hardware to accommodate network infrastructure, power and ventilation requirements, building restrictions, etc., and to maximize the workflow, staff and patron convenience issues.

VI.2 Parts Availability

To ensure the ready availability of components, parts, and supplies, all major elements of the system should be warehoused in North America. The Library will consider maintaining a small inventory of parts and accessories commonly necessary for the repair and upkeep of the RFID system and components.

VII. Corporate Experience, Capacity, and Financial Viability

VII.1 Corporate Experience and Capacity

Bidder shall provide information that documents their firm's experience and capacity to produce the required outcomes. Bidder is defined as the company, entity, or partnership that is submitting a proposal under this RFP, not individual companies in a partnership or joint venture. This information shall include:

- Form of ownership.
- Number of years the Bidder has been in business under its current name.
- Describe the length and nature of the Bidder's experience in providing the products and services requested in this RFP. The Bidder should be specific in detailing the length of time supplying types of equipment as specified in this bid, and over that period, the source of said equipment.
- Financial statements for the past two years, which confirm that the firm is a going concern.
- Names of all partners or investors and how long each has been in existence.
- Experience and type of relationship with any ILS or other vendor where interoperability of bidder's equipment will be necessary for successful operation.
- State if the Bidder is presently negotiating a sale, acquisition, or merger that would alter the Bidder's existing structure.
- Any other information that demonstrates the Bidder's experience, ability, and capacity to produce the required outcomes requested in this RFP.

VIII. Client References

VIII.1 Client References for Similar Work Performed

Bidders shall submit a list of at least three references for whom they have done work similar to that described in the scope of this RFP. The services provided to these clients must have characteristics as similar as possible to those requested in this RFP. Information provided for each client must include the following:

- Client's name
- Brief explanation of what the contract covered
- Size of the Library
- Contact person

- Title
- Address
- Phone number
- E-mail address
- List all of bidder's products used at client site

Failure to provide the above information may result in the Bidder being disqualified and its proposal not considered. The Library reserves the right to contact any and all references to obtain, without limitation, information regardless of the Bidder's performance on the listed jobs.

The Library reserves the right to contact any and all references to obtain, without limitation, ratings for the following performance indicators:

- How would you rate the firm's efforts in providing equipment, materials, and services as agreed upon?
- How would you rate the overall knowledge and skills of the company in the services and training provided?
- Discuss your satisfaction with the price and the responsiveness and communication provided by this company?
- Were you satisfied with this company's assumption of responsibility and their ability to work with other vendors in the Library (ILS)?
- How satisfied were you with compatibility with your existing systems and the conversion process?
- Does your library utilize a portable device for inventory and shelf reading provided by this company? If so, discuss your satisfaction with this.
- Does your library utilize fee payment solution provided by this company? If so, discuss your satisfaction with this.
- Does your staff find the staff workstation easy to use?
- Do your patrons find the self-service stations easy to use?
- Would you purchase equipment/materials from the vendor again in the future?