Wilmette Public Library
24/7 Outdoor Locker Proposal
September 20, 2022
Kim Hegelund, Circulation Manager

Libraries have had to think creatively about how to maximize their efforts of reaching their patrons where they are and fostering strong connections to our community. Looking at our strategic planning background materials, we've identified that people are busy, that time is precious, and the library aims to provide tools and methods for patrons to access information within our collections in the building as well as where they work, live, and play. One way for the library to meet this objective is to provide an innovative and effective method of getting materials into our patron's hands with the convenience of 24/7 pickup lockers.

24/7 pickup lockers are a familiar tool to our patrons, as they are already use them at grocery stores, Amazon Hubs, Home Depot, and a multitude of other retailers. Patrons on their way to school, work, out on an early morning walk, or on their way to a red-eye flight can stop by and pick up their materials. Offering this feature will allow patrons to have the flexibility to decide what time works best for them, and not worry if something comes up last minute preventing them from the set times of the library's operating hours or having to reschedule another pick-up time.

Lockers/Space

The library has an under-utilized portion of its north wall, adjacent to the parking lot, which meets the requirements of the proposed unit.

The unit is rated for exterior cold, heat, and includes a weather-proofing canopy.

It is designed for accessibility that has everyone in mind. There is audible, visual, touch, and text feature guides, with lockers at multiple heights and sizes.

Staffing

Implementation of this solution will provide efficiencies and automate our current workflow and existing Parking Lot Pickup services. The lockers will not require any additional staff to maintain the day-to-day setup or maintenance of the unit. The solution allows us to automate Parking Lot Pickup, reallocating staff time and energy to focus on larger initiatives and direct customer service while still meeting the needs of patrons who require contactless

pickup. The 24/7 pickup lockers can be filled throughout the day, offering same day service, which our current service model is not able to sustain. The potential to reach a greater number of patrons daily with this expanded service will have a positive impact for our community. Circulation staff will be primarily responsible for the 24/7 pickup lockers, with assistance from the facilities team for general exterior building maintenance, like the snow removal tasks they already do in the proposed location.

Patrons

Our proposed solution from Bibliotheca, the same vendor who provides the RFID solutions at our Checkout Machines and Automated Materials Handling system, uses the same familiar interface and software platform as our seven interior self-service checkout stations.

Early feedback from our fall community survey reflects that over 30% of our users would be interested in using this service at the library, with another 20% expressing interest in an off-site option too.

With a change of our service model to include a 24/7 pickup locker, patrons are not limited to standard operating hours, offering flexibility within their busy schedules. Over the course of the last 20 months, we have seen a positive response to our open holds service model and Parking Lot Pickup. This solution would offer another seamless, contactless option to meet the needs of our residents and create another solution for service.

Features

The proposed units can provide Wi-Fi to users in proximity to the 24/7 pickup lockers, offering flexibility to expand internet service both in the parking lot and to potentially other locations in the community that have Wi-Fi dead zones.

Timeframe

Unlike other options that we considered, Bibliotheca has an industry-leading 4–6-week lead time on the units, which are made in the USA and located on the west coast.

During that time, staff can coordinate communications to announce the arrival of the units, such as video on how to use them, and a list of FAQs. This information will be provided on our social media platforms, newsletter, and email newsletters.

Cost

We recommend the below pricing model for outright ownership of the locker solution. With this model we are able to best address the needs of our residents. The pricing on the unit, as pictured in the rendering image on page 1, is listed in the chart:

Outdoor Remote Locker	Quantity	Price
Outdoor RemoteLocker Central Tower	1	$12,769.51
Outdoor RemoteLocker Add-On	1	$7,273.28
Introduction to RemoteLocker- Training	1	$1,350
Library Connect Devices	1	$329
Onsite set-up and configuration (if applicable)		Included
One Year Warranty: Onsite Maintenance + parts and remote software support		Included
Shipping and Administration		$5,000
Total		**$26,721.79**

An alternative pricing model that Bibliotheca offers is similar to a leasing model. The program is called "Solution as a Service Pricing" which provides the ability to procure a "refresh" on the locker in year 5. Though this model is enticing, the annual fees, maintenance and support are not cost-effective for us.

Solution as a Service proposed pricing

This table lists the price for the Solution as a Service subscription by year.

Year	Description	Annual Fee
1	SaaS listed above	$10,470
2	SaaS listed above	$10,470
3	SaaS listed above	$10,470
4	SaaS listed above	$10,470
5	SaaS listed above	$10,470
TOTAL		**$52,350**

Note: The library has the option to provide a down payment to lower annual term payments.

Wilmette Public Library Outdoor Remote Locker

Solution Proposal

08/12/22

Valid until October 20, 2022.

www.bibliotheca.com

Australia | Belgium | Brazil | Canada | China | Denmark | Finland | France | Germany | Hong Kong | Japan | Netherlands
New Zealand | Norway | Singapore | South Korea | Sweden | Switzerland | Taiwan | United Kingdom | United States

CONTENTS

Partners in creating the best for your library

You need a knowledgeable partner to help navigate your technology purchase and assist in a smooth implementation. The Bibliotheca team will take a consultative approach to your project. We take the time to learn about your goals and your unique library and community.

Bibliotheca provides intuitive solutions and expert guidance. We keep you informed about new technologies and help you find the right fit. For 50 years Bibliotheca has worked exclusively with libraries. We are proud of the many innovations we've brought to libraries in partnership with cutting-edge, technology-minded customers around the world. We partner with more than 30,000 unique libraries, helping them evolve their services and connect with their communities.

- **We love libraries.** As degreed librarians and avid library users, we understand not only the unique management challenges that libraries face, but also what the future of library service will demand.

- **Robust technology.** Libraries are competing with the best in consumer technologies and can't afford to stick with the status quo. At Bibliotheca, we aren't just keeping up with the times, we're inventing the future.

- **Best after-sales support.** Our commitment to service begins when the product is designed and manufactured. No matter where you are, we've got a team nearby to help you make sure your library is ready.

- **Equity and access.** We want to empower libraries to learn about innovation and best practices from other libraries near and far, to help reduce inequality within communities, regions and countries around the world.

Imagine what a library can be.

Get to know our solution ecosystem.
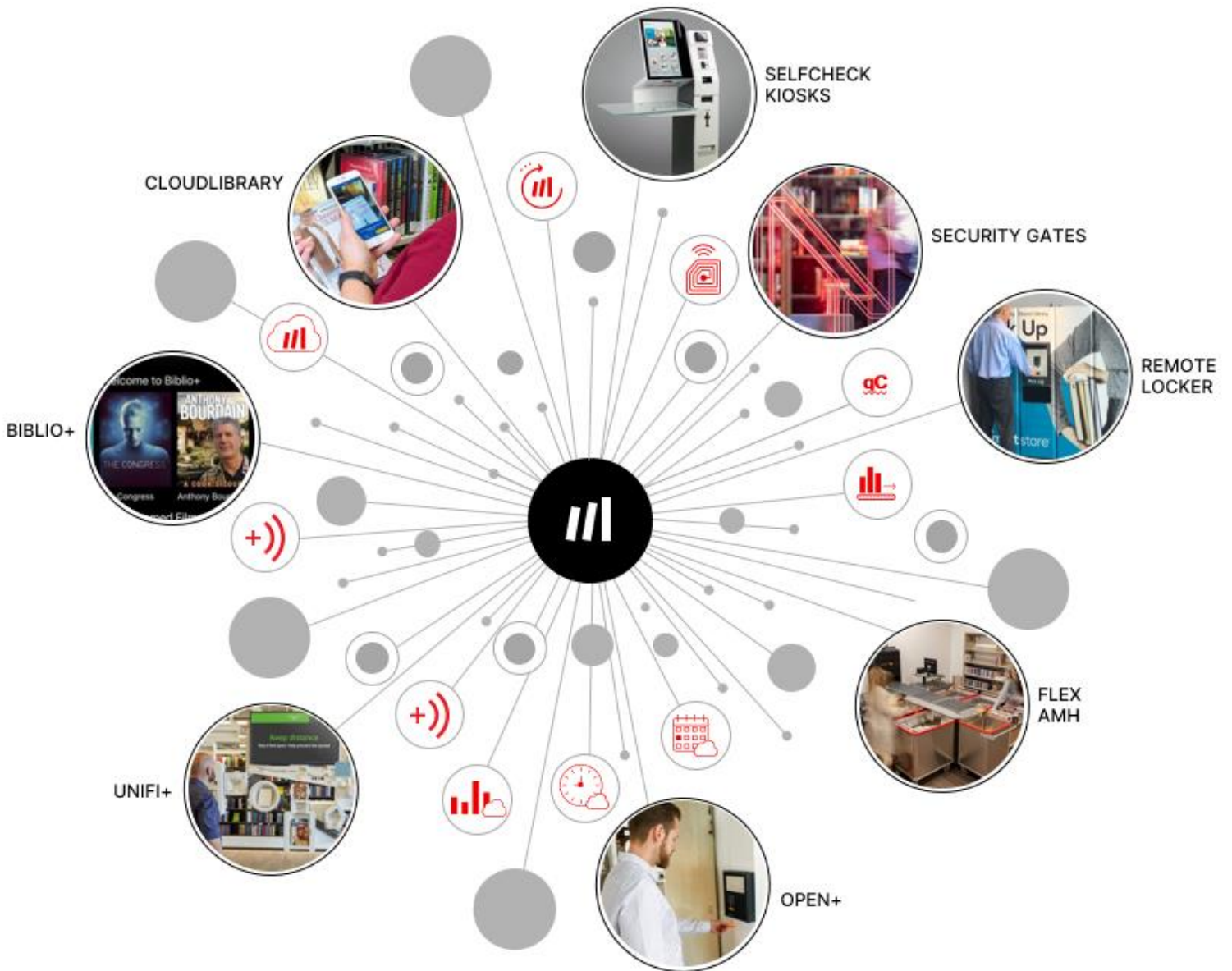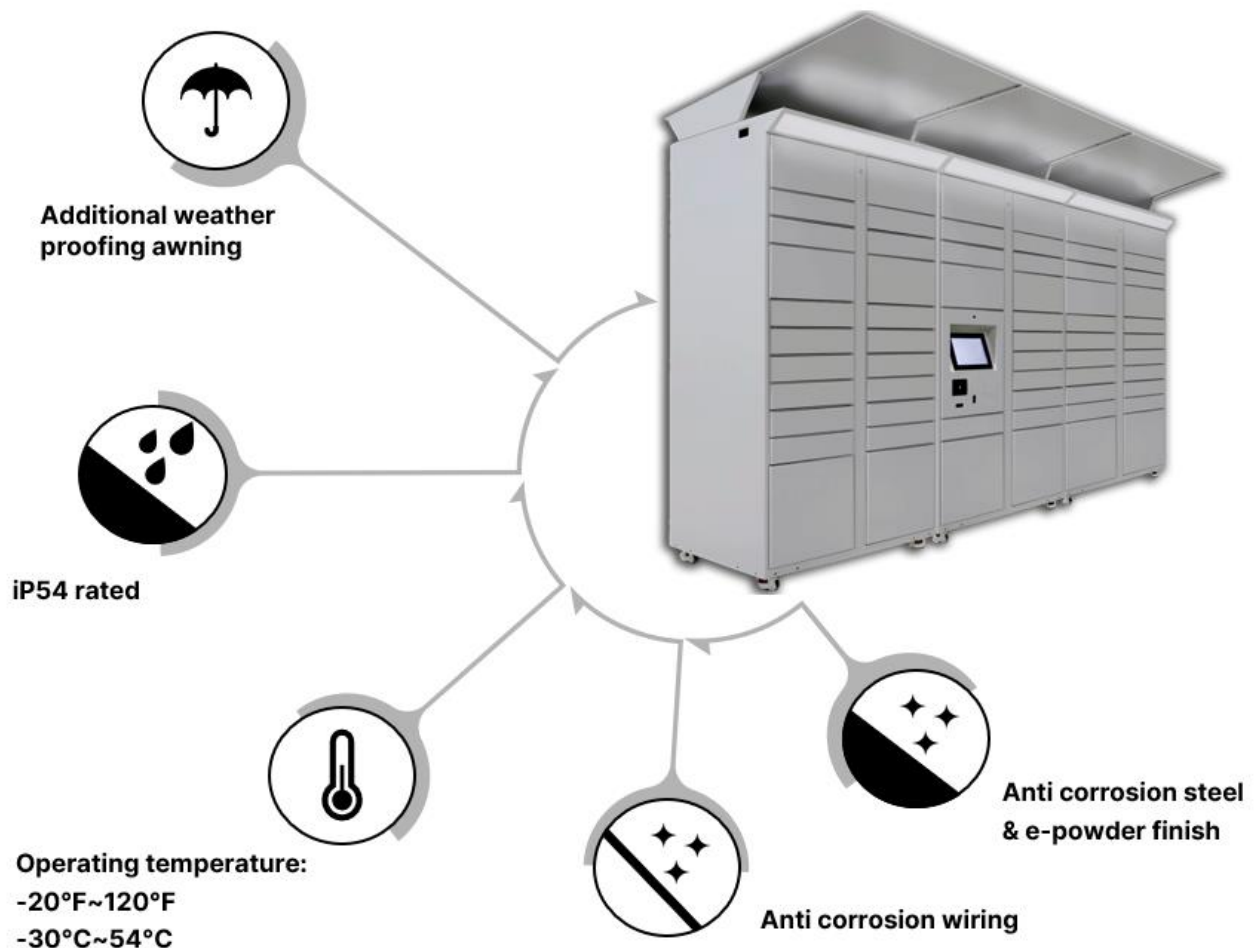
Proposed Solutions

Let's get started.

Your Library needs to implement an intuitive self-service model that benefits both staff and patrons. With Bibliotheca, increasing productivity has never been easier.

To achieve your project goals, we recommend a turnkey system that utilizes the latest in hardware and software technology and is supported by the best service and maintenance in the industry.

remoteLocker™ outdoor

Designed to extend the coverage and accessibility of the library, remoteLocker™ offers convenient self-service holds pickups. Included quickConnect™ software provides patrons easy access to account information, and available integration with uniFi+ allows the remoteLocker™ screen to act as a digital billboard broadcasting important library information and messages.

Additional weather proofing awning

iP54 rated

Operating temperature:
-20°F~120°F
-30°C~54°C

Anti corrosion steel & e-powder finish

Anti corrosion wiring

Equitable Access. Designed to extend the coverage and accessibility of your library services, the proposed remoteLocker™ solution offers patrons a self-service experience at locations and times more convenient to them.

Industry Recognized Standards. All Bibliotheca's proposed solutions are UL and FCC certified. We encourage you to confirm that other vendors are providing UL certificates for the complete unit, and not just components of the unit.

quickConnect™

Self-service is only convenient if it's easy. Our intuitive self-service software has been designed from the ground up, specifically for library patrons. quickConnect™ delivers an engaging experience for patrons of all ages and abilities – making borrowing and returning library items a breeze.

Designed for everyone
Audible, visual, touch and text features guide patrons easily through the self-service transaction

Quick & convenient workflow
Streamlined workflow requires fewer steps, providing a faster experience for your patrons

Packed with engaging content
Reading recommendations, ratings and library promotions create a more engaging self-service experience

Integrated eContent experience
Seamlessly integrates with cloudLibrary™, NoveList, Syndetics Unbound, Demco Software and many more. The cloudLibrary™ assist app can provide patrons a receipt for physical transactions right on their mobile device.

Easy payment transactions
Clearly guided transactions make it simple and convenient for patrons to pay fines and fees
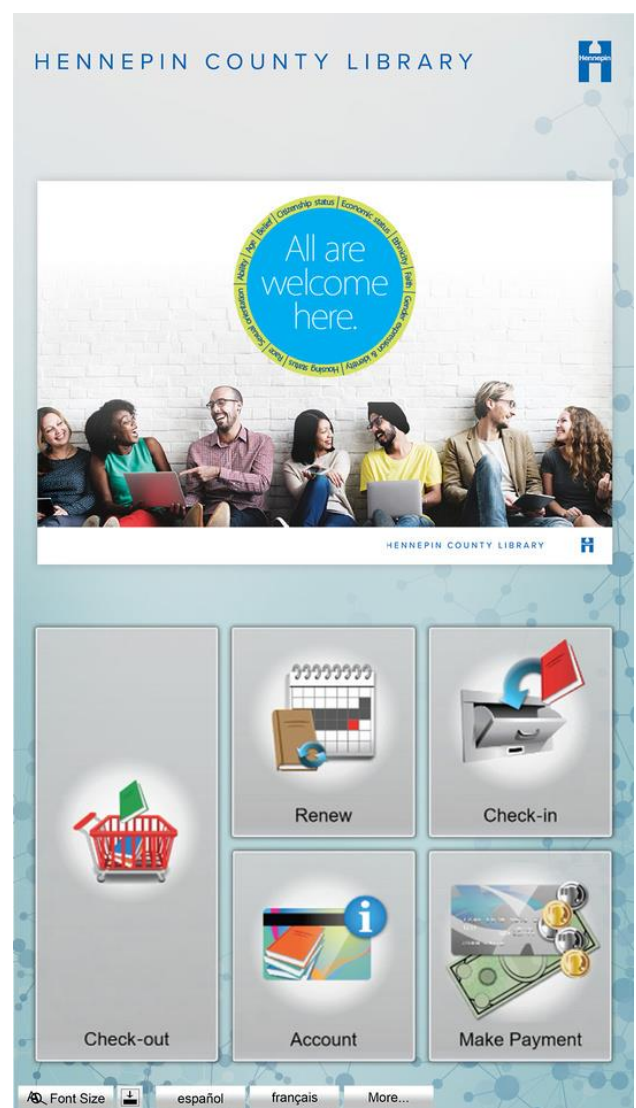
quickConnect™ system manager

Simple back-end management. Behind the intuitive patron-facing side of quickConnect™ lives an **extremely powerful staff management tool** that gives you access to a range of information and statistics, while also letting you control features on the front end.
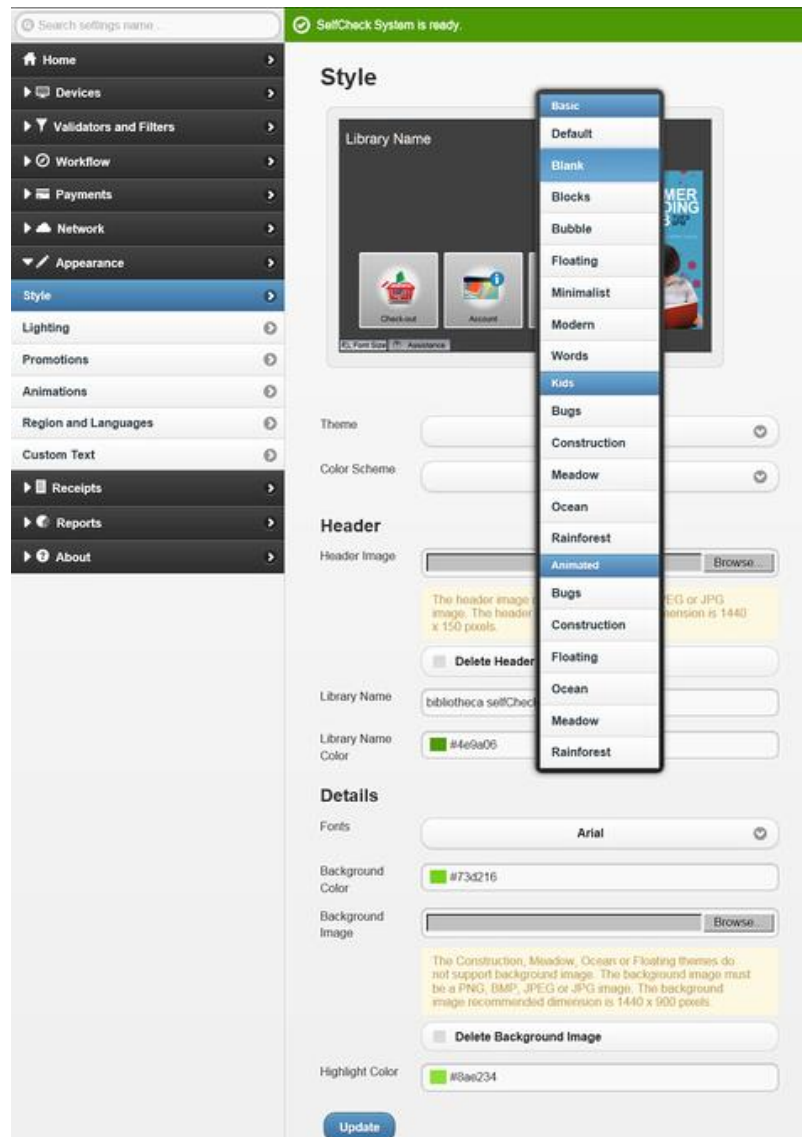
![icon] Choose from dozens of customizable templates and themes to design an experience that reflects your library

![icon] Use powerful reporting tools to monitor your self-service and see how your patrons are interacting with your library promotions
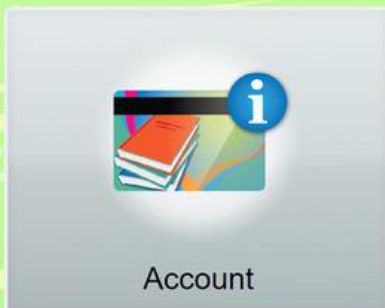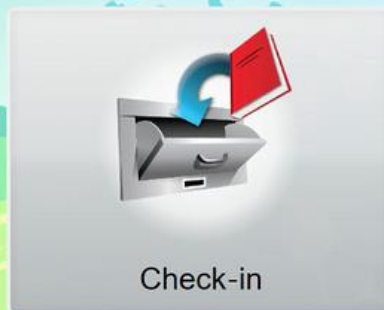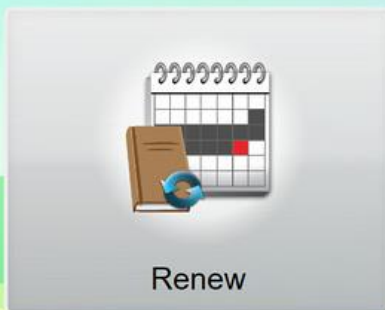
![icon] Display available features or choose just the ones that work best for your library

![icon] Whereas other vendors require customization via HTML, INI files and XML files, System Manager is an intuitive web-based tool that allows library staff to customize just about any feature or functionality of the selfCheck™ quickConnect™ Interface.

With quickConnect™ system manager, library staff can easily customize almost every feature and functionality of the user interface!

- Customize header with library logo or select font and color

- Enhance your library branding by uploading your own background or choosing from a variety of animated templates (children's room, teen center, and more)

- Select from a variety of workflow icons that best fit your patrons' needs and provide illustrative step-by-step instructions

- Patrons can adjust the font size and orientation of the onscreen icons and promotions, and select text-to-speech to best meet their needs

- All text and ILS messages are customizable in more than 70 patron selectable languages

- Integration of NoveList book recommendation subscriptions, Demco Software event subscriptions, and other API event integration

- Bring awareness to library events and services through scheduled promotional banners

- With cloudLibrary™ content patrons can check-out eBook and eAudiobook recommendations right at the self-check

libraryConnect™ devices

Everything you need in one place. libraryConnect™ devices lets you see all Bibliotheca's interconnected hardware and software solutions in one place. For libraries looking to further streamline their workflow and visibility, an annual subscription to libraryConnect™ devices provides powerful tools to manage and configure library equipment remotely as well as provide aggregated reports from one central location.

Detailed and robust reporting
Make data-driven decisions that shape library services, strategic initiatives and staffing levels with easy to access reports.

Configure and troubleshoot remotely
Replicate software configurations across multiple devices, branches or an entire system. Using powerful configuration tools, easily apply workflow changes, appearance custom messages and more.

System alerts
Email and SMS messaging ensures that you will always know the status of all connected Bibliotheca solutions.

Access online customer support portal
Submit help desk cases and track status.

Training

Bibliotheca Academy offers comprehensive courses designed to maximize your library's investment, create consistent workflows, and drive faster, more successful outcomes. The courses cover a wide variety of topics:

- Detailed reviews of products
- Configuration tips
- Real-world examples of how to get the maximum benefit from Bibliotheca solutions
- Delivered by our dedicated professional trainer

Your Bibliotheca account executive can provide pricing and curriculum for Product Education Courses. Purchased courses will be delivered by a Bibliotheca trainer, last from one to four hours, and accommodate up to 10 individuals. Courses can be delivered remotely or in-person using the library's own equipment. (Currently, due to the Covid-19 situation, all training is provided via Zoom meeting.) Courses are designed to be interactive to provide an opportunity for participants to engage in hands-on learning.

Available courses:

- Managing Your selfCheck™ Implementation
- Introduction to quickConnect™ and System Manager
- Introduction to quickConnect™ and System Manager with Cash Payment
- Introduction to remoteLocker™
- Introduction to RFID Gates and Gate Software
- Introduction to LibraryConnect™ devices
- Introduction to open+ access
- Introduction to open+ count & reserve
- Introduction to uniFi+
- Introduction to flex bookDrop
- Mobile DLA Workshop
- Managing an RFID Conversion

Bibliotheca provides selfHelp resources and documentation to libraries free of charge. However, the professional training offered by Bibliotheca Academy ensures that your staff is supported and equipped to make the most of your new technology and that your rollout goes as smoothly as possible.

Project Implementation

Your success is vital to us. We provide an efficient and smooth project implementation process that is designed to ensure your project goals are met.

After the project is awarded and a contract agreement is signed, a meeting is scheduled with your sales and project implementation teams so we can learn more about your current environment, business model, workflow and the goals you want to achieve in this project as well as offer consultation and guidance tailored to your project. After the initial meeting, your project is ready to move into the next phase:

1. **Project kick-off with project manager and Library**

2. **Project Plan**

3. **Equipment and Software Installation**

4. **Equipment and Software Training**

5. **Acceptance Testing**

6. **Pre-closure Meeting**

7. **Project Closure**

Now the project is handed over to our support team, and they will be the library's main contacts post-acceptance for any issues that may arise. We provide you with access to our free selfHelp resources on LibraryConnect.com and a toll-free number so that you can quickly reach us regarding concerns.

Implementation Responsibilities

Activities	Bibliotheca	Library
General		
Project kick-off meeting	✓	✓
Day-to-day operational responsibility and accountability	✓	
Establish communication channels and agree on reporting procedures, including reporting frequency	✓	✓
Produce and update project plan to include all steps	✓	
Review and agree on installation plan, including change control	✓	✓
Exception planning/risk identification and assessment	✓	✓
Provide documentation (patron guides and manuals)	✓	
Solution Set-Up		
Arrange installation of power and network access points for solutions and conduits as defined by the site survey (if site survey purchased)		✓
Construction/electrical considerations, hole drilling, wall cut outs, etc.		✓
Procurement of SIP2 licenses		✓
Gather information to establish software configurations, kiosk configuration, confirming RFID tag data model	✓	✓
Provide IT staff with appropriate credentials to assist in the installation and testing of the equipment		✓
Confirm sign-off for installation of implemented solutions	✓	✓
Supervise configuration of software solutions	✓	
Delivery and Installation		
Arrange delivery of equipment	✓	
Resource coordination/mobilization	✓	
Establish installation/sign off acceptance procedures	✓	✓
Deliver staff training to agreed schedules if training is purchased.	✓	✓

Service and Support

Bibliotheca has the talent and scale to respond quickly and effectively to all your service needs. We have developed an in-house support team that is the largest in the industry. In fact, most of our support calls are resolved and closed the first time a customer calls.

At Bibliotheca, our commitment to service begins when the product is designed and manufactured. We start by building robust, reliable products that can be easily maintained. If an issue requires on-site assistance, our manufacturer-trained technicians will be dispatched to service your equipment, providing your library with the best support and service in the industry.

Bibliotheca's service plan
Online Support Portal 24/7. libraryConnect.com is a free resource that allows you to create and monitor help desk cases, access user guides, view helpful videos and download training materials
In-house help desk support. We provide a 24/7 hotline and software support
On-site support. Bibliotheca has 120 trained and certified on-site technicians, parts included in plan, 4-hour call back and 8-hour on-site during business hours, contingent on geography-specific call-out schedule

Bibliotheca technicians are required to complete weeks of training for each product before being certified to work on it. Many of our customers have been working with their Bibliotheca tech for years. Our customers appreciate the consistency and compliment us on the high-level of confidence that they have in their technicians. Some of our in-house product experts and on-site technicians have worked with these products for more than five years and in some cases are 20-year veterans.

Solution Pricing

We are providing the following products and discounted pricing if order is received by October 20, 2022.

Outdoor Remote Locker	Quantity	Price
Outdoor RemoteLocker Central Tower	1	$12,769.51
Outdoor RemoteLocker Add-On	1	$7,273.28
Introduction to RemoteLocker- Training	1	$1,350
Library Connect Devices	1	$329
Onsite set-up and configuration (if applicable)		Included
One Year Warranty: Onsite Maintenance + parts and remote software support		Included
Shipping and Administration		$5,000
Total		**$26,721.79**

Pricing Terms:

- Support and maintenance pricing is subject to change based on final quantities and product configuration.
- System returns will be accepted within 30 days from the date of order and must be in original packaging. A 20% restocking fee will be charged and customer will pay for return shipping.
- Terms are NET 30 days from date of invoice for all equipment. Invoice is generated at the time of shipment.
- flex AMH™ payment terms: 50% at Purchase Order; 40% after shipment; 10% after library sign-off.
- Due to the Covid-19 pandemic impact on global supply chains, delivery lead times are subject to change.

For fines and fees solutions the customer is responsible for:
- The set-up of the merchant account with the merchant acquiring bank.
- Any and all set-up and bank charges associated with the merchant account.
- For Comprise, additional merchant accounts will be charged annually.

Bibliotheca's Solution as a Service

A new technology system is a vital service that improves the patron experience. Deploying innovative solutions more quickly – without the large capital outlay – is a challenge.

Bibliotheca offers a multi-year subscription for hardware and software – Solutions as a Service – that frees funds for other purposes. The model is not new, but the application is evolving. With a subscription, your library can have the latest in staff efficiency and patron experience technology without an arduous capital purchasing process.

1. **Upfront benefits without the upfront costs.** Lower annual payment options allow for a full deployment so your library will realize the benefits of Bibliotheca solutions immediately.

2. **Free up your budget.** Subscriptions spread the costs throughout the term of the service. You will have more available funds for other essential library projects.

3. **Scalability and integration.** Unlike capital purchases, you can add more equipment onto your subscription quickly whether you expand a current offering or add a new product or service.

4. **New releases (upgrades).** With Bibliotheca's Solution as a Service, all upgrades and support are included. As new products are released, you can choose to upgrade parts of the system or the entire system.

5. **Easy to use and perform proof-of-concepts.** New products can be added to your subscription with minimal annual increases instead of a long capital funding project, so it is easier to deploy new technology.

How you plan for the future makes a difference. Solution as a Service gives you more options and flexibility.

Forward Thinking

Maximize your investment and upgrade solutions with these Bibliotheca programs:

Bibliotheca Reset: Offers the flexibility to add hardware components or software solutions at any time by prorating costs or creating a new subscription. Most customers consider making adjustments on the anniversary date.

Bibliotheca Refresh: Offers the opportunity to refresh hardware and software solutions at the end of the subscription period, ensuring libraries have the latest, most advanced products available. Existing devices are returned and replaced by a new subscription. (Available only on a five-year or longer term.)

Solution as a Service Pricing

Solutions	Quantity
Outdoor Remote Locker Central Tower	1
Outdoor Remote Locker Add-On Unit	1
Introduction Remote Locker- Training	1
Library Connect Devices	1
Support and Maintenance for all solutions	1
Shipping and Administration	All Products

Solution as a Service proposed pricing
This table lists the price for the Solution as a Service subscription by year.

Year	Description	Annual Fee
1	SaaS listed above	$10,470
2	SaaS listed above	$10,470
3	SaaS listed above	$10,470
4	SaaS listed above	$10,470
5	SaaS listed above	$10,470
TOTAL		**$52,350**

Note: The library has the option to provide a down payment to lower annual term payments.

Overall Cost of Ownership Comparison

Price comparison between upfront capital outlay and Solution as a Service subscription program.

Term	Purchase Option	Solution as a Service
	Includes: Upfront purchase of requested solutions.	Includes: Subscription for requested solutions plus, refresh cycle built in after 5th year.
Year 1	$**26,722**	$10,470
Year 2	$4,250	$10,470
Year 3	$4,463	$10,470
Year 4	$4,686	$10,470
Year 5	$4,920	$10,470
Total	**$45,041**	**$52,350**
Year 6	$26,722*	$10,470
TOTAL	**$71,763**	**$62,820**

*With the upfront purchase, the library would need to purchase new equipment in Year 6. With Solution as a Service, the library could start a new subscription. Estimate for comparison purposes only.

The Bibliotheca Solution as a Service subscription includes:

- All hardware, equipment and devices
- All software needed to operate the devices
- All software enhancements, updates and fixes needed to maintain the devices
- Delivery, installation and warranty protection of all purchased hardware
- Access to Customer Support
- Education Courses for all solutions
- Flexibility to add hardware components or software solutions at any time by prorating costs or creating a new subscription. (Most customers look at making adjustments on the anniversary date.)
- Opportunity for a refresh of the hardware and software solutions at the end of the subscription period, allowing for the replacement of existing devices with a new subscription. (Available only on a five-year or longer term.)

Pricing Terms:

- Bibliotheca will invoice Library for the first year's fees prior to the Order Form effective date. Thereafter, Bibliotheca will invoice Library 45 days in advance, annually or as otherwise defined in the Order Form. Library will pay each of Bibliotheca's invoices within 30 days following the invoice date. All payments will be made in U.S. Dollars. All amounts paid are non-refundable and all amounts payable under an Order Form are non-cancellable.
- The Solution as a Service term commences upon date of first product delivery. Invoicing and payment per terms of the agreement.
- Consumable products not included in Solution as a Service.
- The Solution as a Service term commences upon delivery. Invoicing and payment per terms of the agreement.

For fines and fees solutions the customer is responsible for:
- The set-up of the merchant account with the merchant acquiring bank.
- Any and all set-up and bank charges associated with the merchant account.
- For Comprise, additional merchant accounts will be charged annually.

Benefits to working with Bibliotheca

- Bibliotheca offers an unmatched ecosystem of solutions.
- From consulting to implementation to service and maintenance, you are supported by the most experienced team supporting libraries.
- Bibliotheca is creating the library of tomorrow so you can exceed your goals and enrich your unique community starting today.

Next steps

Get up and running quickly. We will work with you to meet your goals. We've shown you the value of solutions, and we can launch your project once we receive your commitment by this proposal's expiration date.

The discounts provided in this proposal are good if order is received by October 20, 2022.

Please contact me with any questions:

Courtney Gebhardt
651-815-2208
C.Gebhardt@bibliotheca.com

Bibliotheca is creating the library of tomorrow, while engineering the solutions that help engage people, connect communities, and evolve service today.

_____