

**Berkeley Public Library
Board of Library Trustees**

III Consent, Item A

**Special Meeting
October 18, 2010**

**MINUTES
6:30 p.m.**

**South Branch
1901 Russell Street**

I. PRELIMINARY MATTERS

A. Call to Order

The Special meeting of October 18, 2010 was called to order by Chair Kupfer at 6:30 PM.

Present: Trustees Winston Burton, Abigail Franklin, Susan Kupfer and Darryl Moore.

Absent: Trustees Carolyn Henry-Golphin.

Also present: Donna Corbeil, Director of Library Services; Douglas Smith, Deputy Director; Dennis Dang, Library Admin Manager; Alicia Abramson, Information Technology Manager; Jay Dickinson, Circulations Manager; Alan Bern, Library Special Services Coordinator; Eve Franklin, Administrative Secretary.

B. Public Comments

1. Rosemary Vimontes – Requested Board to consider Barcode system instead of RFID system. Expressed concern about lack of interaction with library staff. Expressed concern about rumor that Reference staff would be walking around the library.
2. Gene Bernardi – Representing SuperBOLD. Spoke out against Action Item A, Bibliotheca contract. Requested Board to select a barcode system instead. Requested Board to follow the precautionary principle. Provided a copy of Library Automation Technologies bid for a barcode self-checkout system. Asked why systems for South and West to be purchased first since these branches are scheduled to be demolished. Where will the new RFID tags be installed in books that have the old RFID tag already installed. What happens to old RFID tags. Why are staff rushing to sign a contract in October 31, 2010 if the contract with 3M doesn't expire until March 2011. What is this automated materials handling system that staff wants the RFID system to conjoin with in the future? Is it another labor saving system at a time when we need job creation?
3. Cynthia Johnson – Representing Berkeley Fellowship of Unitarian Universalists' Social Justice Committee. Pleased that library is replacing 3M, dismayed that library is choosing another RFID system. Requested more information on ITG barcode proposal. Read letter to the Board.
4. Peter Warfield – Representing Library Users Association. Spoke out against Action Item A, Bibliotheca contract. Spoke regarding privacy threats and potential health risks of RFID. Importance or weight of selection criteria.
5. Rita Maran – Representing Peace and Justice Commission, Nuclear-Free Berkeley Act Sub-committee. It seems as though the library is well on the track to fulfilling the Nuclear Free Berkeley Act earlier than the specified time.
6. Mary Elieisar – Spoke in favor of using a barcode system over RFID. Asked Board to request to receive and consider the proposal for a barcode system from ITG.
7. Kate Bernier– Supports barcode system. Read quotes from Debra Davies Book
8. Pamela – Asked to Board to not authorize Library Director to execute a contract with Bibliotheca for an RFID system but to consider ITG Barcode instead.
9. Ruth Bird – Spoke out against RFID and recommended barcode system instead.

C. Report from Library employees and Unions, Discussion of Staff Issues - None.

D. Report from Board of Library Trustees – None.

E. Approval of Agenda

- R10-071 Moved by Trustee Burton, seconded by Trustee Franklin, to approve the agenda as presented.** Trustee Henry-Golphin absent. Motion passed unanimously.

II. CONSENT CALENDAR

Chair Kupfer requested to remove Item D for discussion.
Trustee Franklin requested to remove Item B for discussion .

- R10-072 Moved by Trustee Burton, seconded by Trustee Moore, to approve Consent Calendar items A & C.** Trustee Henry-Golphin absent. Motion passed unanimously.

A. Approve minutes of September 15, 2010 Regular Meeting

- R10-073 Moved by Trustee Burton, seconded by Trustee Moore, to approve the minutes of the September 15, 2010 regular meeting of the Board of Library Trustees as presented.** Trustee Henry-Golphin absent. Motion passed unanimously.

B. Group Approve Annual Report to City Council

Trustee Franklin – Fantastic report, right amount of detail. Suggested addition of the following:

1. Page 2 – Add information about how easy it is for patrons to use the Link+ system to find items not available in the Berkeley Public Library System.
2. Page 7 – Planning and Support – add dollar amount of support from the Library Foundation.

Chair Kupfer note date of Annual Authors Dinner should be changed to February 6, 2010.

- R10-074 Moved by Trustee Franklin, seconded by Trustee Moore, to adopt a resolution approving the Annual Report to the Berkeley City Council from the Board of Library Trustees with above suggested additions for the period of July 2009 through June 2010.** Trustee Henry-Golphin absent. Motion passed unanimously.

C. Grant: CA State Library – Adult Literacy Services

- R10-075 Moved by Trustee Burton, seconded by Trustee Moore, to adopt a resolution authorizing the Director of Library Services to apply for and accept, if awarded, FY2010/2011 CLLS grant funds to fund Berkeley READS.** Trustee Henry-Golphin absent. Motion passed unanimously.

D. FY10 Annual Budget Update and FY11 Budget Amendment

Chair Kupfer asked how corrected tax fund figures came to be corrected. *Dennis Dang - Each year we review figures at the start of the fiscal year and we do it again at mid-year. What we are doing is consistent with City of Berkeley practices. Library tax fund revenues came in higher than expected due to property development on University Avenue being completed and joining the tax rolls. We will increase Capital Improvement Program expenditure line as a result of the increase so that it can be used for capital expenditures this fiscal year. Otherwise there are no significant revisions.*

Chair Kupfer – We have a happy surprise of a surplus at the end of FY2010.

Trustee Moore – Do we expect any hits from the recently adopted State budget? *Director Corbeil – not unless the Governor does something to affect library budgets. At this point in time there have been no reductions.*

- R10-076 Moved by Trustee Moore, seconded by Trustee Franklin, to adopt a resolution amending the FY 2011 Adopted Operating Budget based upon recommended re-appropriation of committed FY 2010 funding and other recommended adjustments totaling \$406,377, adopting an Amended FY 2011 Library budget of \$25,634,911.** Trustee Henry-Golphin absent. Motion passed unanimously.

III. ACTION CALENDAR

- A. Contract: BIBLIOTHECA Inc. for Self Check, Automated Materials Handling & Materials Security System**

Jason Dickinson, Circulations Services Manager - Provided a synopsis of process to date. After the City Council approved the 3M/Checkpoint waiver approved in 2009, a committee was convened to start looking at options. Vendors were first asked if they could support the library's current system. Sent out a request for information to vendors. It was discovered that no vendor could support the current system. A Request for Proposal sent out in February 2009 invited bids for barcode, EM and RFID options. 13 vendors responded. Committee rated proposals based upon criteria identified in RFP and narrowed down to 3 finalists. Staff made visits to other library systems, sent questions to vendors.

We felt it was best to keep moving with RFID for the following reasons:

- 1) Ergonomic gain. You don't have to make as finite motions to check items in and out.
- 2) Though it may only save seconds per transaction, our circulation is rising every year. We broke 2,000,000 items last year. We are anticipating another 4-5% increase this year. Circulation has risen 4-8% every year for the last 4 years. I don't know how we could keep up if we changed back to the old technology. Moreover, we do want to position ourselves to have the possibility for Automated Materials Handling (AMH). That is much better in an RFID environment. It's something that I hope the library can find its way to getting in the future. AMH frees up staff time to do other things. Everyone we visited we've seen that AMH changed operations for the better.

Alicia Abramson – The three finalists (Bibliotheca, Envisionware and ITG) all made presentations to BPL staff. BPL staff visited libraries. Before we made our final decision we asked vendors to provide a price quote for just the initial self-check and materials security implementation. Due to financial constraints decided to delay AMH. Bibliotheca products meet or exceed requirements specified in the RFP. Bibliotheca offered competitive pricing and has systems in place in other Bay Area libraries (Sunnyvale, Santa Clara.) Sunnyvale system is quite impressive, over 1 million items in circulation. They also have Automated Materials Handling. They spoke of having a 4-5 day delay in getting returned items back on the shelf, now with AMH it's more like 24 hours.

Why are we confident that we are making a good choice with Bibliotheca and the direction in which we are going in general?

1. Bibliotheca is going to provide just one component of what we consider the best of breed system. Bibliotheca will provide security gates, tags for the materials and staff & self check antenna pads and tag readers.
2. Computer hardware (touchscreens, CPU's, scanner and receipt printers) will be purchased from standard hardware vendor.
3. Software will come from Innovations Interfaces which works well with the library's currently used Innovative Interfaces catalog system (Encore)
4. We will be getting an integrated, non-monolithic system.

Jay Dickinson – One of the big things we kept in mind was streamlining the experience for patrons using self-check; and how we can get items back on the shelf quickly. Ultimately what we have chosen is a system that is customizable for us. Next steps: We've put together a transitional committee to look at how to move forward once a decision is made.

Trustee Burton – How long has staff been engaged in searching? *Since the Spring of 2009 when the waiver was approved.*

Trustee Burton – I'm hearing concerns about radiation from community, have you heard concerns from staff in other libraries that have these systems? *Jason Dickinson – I have not spoke to anyone in another library where it was an issue. That doesn't mean it's not a legitimate thing to think about. There are reports out there that you can read, the World Health Organization put together a report on radio frequency. That report is worth reading. We feel confident about moving forward with this technology and all the other libraries we talked to felt confident too. Director Corbeil – all of our vendors will comply with established industry standards and regulations.*

Trustee Moore – If I'm walking down the street with my checked out book in my bag, will someone be able to read the RFID tag and see what I am reading? *No. The tag only contains the item number in encrypted format. It's the same data that's in a barcode.*

Trustee Franklin – How do we know we won't find ourselves in a similar situation like we find ourselves with 3M? *Alicia Abramson – We don't know, 3M is one of the bigger companies in the library industries. However, Bibliotheca does not manufacture the equipment or the tags that they would sell us, they purchase it from original manufacturers and resell it as a packaged solution or system. If they were acquired by 3M we could end our contract with them and purchase supplies from another vendor. Jay Dickinson – much of the materials supplied by the vendors who bid are interactive and could be used with other.*

In response to public comment and board discussion staff reviewed the criteria that were used to evaluate the proposals as detailed in the RFP, which are extensive.

Chair Kupfer – Why RFID over Barcode? *Alicia Abramson – Watsonville library has barcode system. You can only check one item in or out at a time. The user must position the item precisely so that the scanner can read the barcode. With RFID, you can scan a stack of books at one time. Barcode systems require more wriggling around and wrist motion like in a grocery store checkout to make sure the barcode is in the right position to be scanned. Jason Dickinson – More restrictive, 800,000 of the 2 million plus items circulated last year were media. With a barcode system you have to open the media case to read the barcode. RFID can help us avoid that. Speed of RFID operation will help reduce the cyclical backlog, we get more holds placed on items because the patron cannot find it on the shelf. More streamlined process all the way around would result in quicker return of materials to the shelves. Better theft protection.*

Trustee Moore – We've had RFID for 5 years now. Can you talk about patron satisfaction with RFID? *Jason Dickinson – I think people are really pleased with it in certain areas and not in other areas. The areas they're not pleased with are due to the current system we have. I don't deal with a lot of complaints from people who say they are having a terrible time with it. The biggest area of concern has to do with media. That can be a very unsatisfactory experience because of the black boxes.*

Trustee Franklin asked for clarification of the timeline. *Jason Dickinson - We started the investigative process immediately after we received the 3M waiver in 2009. That's when we convened the committee. First we asked if there were any vendors who could maintain our current system. There were many steps and at every step we've learned more about what was available. We had vendors come in to educate us as to what was available. That led us to issuing the RFP. We then evaluated the proposals and narrowed it down to 3 finalists. We had vendor presentations for staff and site visits.*

Trustee Franklin – Do you feel like you've had enough time to make an informed decision? *Jason Dickinson - Yes. Six months ago we still weren't sure what to do. We're here now because we know what to do and we feel good about it.*

Director Corbeil – We're mindful of the fiscal implications. We've developed a 3-year implementation plan to be coordinated with branch improvement projects. South and West materials will be put in storage during construction and tagging will be coordinated with closings,

We will be leveraging IT funds for the computer equipment needed for the system. We will be allocating Capital Improvement Funds in FY11. We feel it is a necessary expenditure. The lapse in service that would result from not having the self-check system is almost indescribable. It is so essential for us to be able to provide good service to our patrons on a daily basis. Staff has devoted many, many months going on years now working on this plan. This is the best choice to move us forward. This is not just a lowest-bid project. There is so much that goes into this and it is such an important part of our workflow that we can't just say whatever costs less initially, is best in the long term, it has to be the most cost-effective thing for us to do. It's an important decision which will have cost repercussions ongoing and will affect our work load in an ongoing manner. As staff has described, RFID has worked well so far. 2 million things out, 2 million things back. From staff perspective it has many positive operational attributes. If we used a barcode system we would need to reallocate staff from other tasks to check material in and out. Bibliotheca was very competitive in their bid.

Interoperability of their systems is essential, if we had to change vendors in the future we would be able to do so without disruption in service.

Director Corbeil – Board has passed a privacy policy. Staff have regular staff trainings on patron privacy. Staff take patron confidentiality seriously. RFID Chips only have encrypted item number, no other information and library cards have barcodes.

Trustee Moore – One of our agenda items is a report from library employees and unions. There's no one from union and staff here speaking out against RFID or self-check system.

Chair Kupfer – Alica and Jay have engaged staff in all the departments as they have their inspections and evaluations of the systems.

Trustee Burton – how big was committee to evaluate the proposals? *Donna Corbeil - Committee was comprised of Donna Corbeil, Jason Dickinson, Alicia Abramson, Dennis Dang and Russell Keys. Many other staff were involved in the site visits and all staff were invited to vendor presentations, encouraged to comment and ask questions.*

Trustee Burton – What is staff opinion regarding RFID? *Jason Dickinson – Speaking for the circulation department, no one has come to me and given me an anti-RFID speech but I do know a lot of people who are a little worried that RFID may go away and they wouldn't want it to go. They really feel like we've gained a significant benefit with this technology. Having been to the presentations and seen how things have gotten tighter, faster, better, they really want to be using this technology. I've had that conversation with more than one person from supervisors on down. People got really excited on the site visits.*

Trustee Burton – Is there an advantage to doing this now versus last month or next month, will prices go up or down? *Director Corbeil – It's not new technology. Things have only improved. There are standards now. It's good timing to coordinate with our branch projects. We need to meet our commitment to the City Council and the Peace and Justice Commission to move away from current vendor. Jason Dickinson – We made a big point of shying away from anything that was beta. Everything that we are proposing to use is well established and has been in use for quite some time. We don't want to be a test site. Director Corbeil - we do need time to organize and implement. Were getting close to the two year mark and there is still work to be done.*

Trustee Moore thanked staff for due diligence.

Trustee Franklin thanked staff and the audience. It's been a good process and very thorough. Reported visiting other libraries where RFID is used and asking if they've received complaints from the public and not hearing any negative feedback. Have listened to patrons concerns and kept them in mind when visiting other libraries.

Trustee Burton – I work with a non-profit and oftentimes what we are doing is not what is popular with some folks. I always think staff input is so important because they are the ones doing the actual work. I've talked to staff and people outside regarding RFID. I think there has been a sincere effort to investigate and evaluate options. Demands on the library are going to continue to increase. This will help us meet the demands.

R10-077 Moved by Trustee Moore, seconded by Trustee Franklin, to adopt a resolution authorizing the Director of Library Services to execute a contract and any amendments with Bibliotheca Inc. for the provision of hardware, software and services related to library material self-check, automated materials handling and a materials security system for a term of three years in an amount not to exceed \$447,006, through October 28, 2013. Trustee Henry-Golphin absent. Motion passed unanimously.

IV. INFORMATION REPORTS

A. October 2010 Monthly Report from Library Director – no discussion

B. Update on the Branch Bond Program

1. Director Corbeil reported the Planning Department released a Notice Of Preparation (NOP) for the scoping of EIR for South and West Branches on October 20 at 7:00PM

2. Use Permit Appeal at City Council scheduled for December 7
- C. **Library events:** Calendar of events and press releases for various Library programs are posted at <http://www.berkeleypubliclibrary.org>

I. AGENDA BUILDING

- A. The next meeting will be a Regular Meeting held at 6:30 PM on Wednesday November 10, 2010 at the South Branch Library, 1901 Russell Street, Berkeley.
1. Possible topics for the agenda
 - November
 - Design Development Update on West Branch
 - Tech Services Presentation
 - Local Vendors/Local Hires
 - Future Meeting
 - Bookvan Update
 - Board Recruit Process
 - Director Evaluation

II. ADJOURNMENT

R10-078 Moved by Trustee Burton, seconded by Trustee Franklin, to adjourn the regular meeting of the board at 7:55 PM. Trustees Henry-Golphin absent. Motion passed unanimously.

COMMUNICATIONS

1. Gene Bernardi – Library Automation Technologies bid for a barcode self-checkout system
2. Cynthia Johnson – Letter to the Board of Library Trustees