

**Request for Proposal  
for  
Public PC Access Management,  
Print Control Management,  
And  
Unified Payment System**

Fort Vancouver Regional Library District  
Vancouver, Washington

January 19, 2009

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## Anticipated Schedule of Events

<u>Event</u> .....	<u>Date</u>
RFP Released.....	January 19, 2010
Proposal Due Date.....	February 23, 2010
Notification of Vendor Interviews/Product Demonstrations.....	March 9, 2010
Tentative Date for Selection.....	March 23, 2010

## **Section I General Information**

### **A. Project Goals and Objectives**

The primary goal of this Request for Proposal (RFP) is to obtain a public PC access management system, print management system, and a unified payment system for the Fort Vancouver Regional Library District (FVRL). Specifications for this system are included in Section IV.

FVRL is a junior taxing district in the State of Washington, established under the provisions of RCW 27.12.

FVRL provides library services for the residents of Southwest Washington. The specific areas include the unincorporated areas of Clark, Skamania, and Klickitat Counties; the incorporated cities of Battle Ground, Bingen, Goldendale, La Center, North Bonneville, Ridgefield, Stevenson, Vancouver, Washougal, White Salmon, and Yacolt in those counties; and the city of Woodland in Cowlitz County.

The FVRL service area covers over 4,200 square miles with a current population of over 400,000 people. FVRL provides services to this area through the Fort Vancouver Regional Library Operations Center, the Operations Center Annex, thirteen community libraries, three bookmobiles, and outreach and electronic access programs. FVRL employs over 300 regular and substitute employees and has an annual operating budget of \$17,000,000 for 2009.

### **B. Issuing Office and Inquiries Relating to this RFP**

This RFP is issued by Fort Vancouver Regional Library District. The points of contacts are:

Kwang Kye, Technology Director  
Fort Vancouver Regional Library  
1007 East Mill Plain Boulevard  
Vancouver, WA 98663  
360/699-8809  
kkye@fvrl.org

Questions and issues concerning this RFP may be relayed to Kwang Kye by e-mail or phone, though e-mail is preferred. Questions requiring a written response must be submitted in writing at least five (5) days prior to the due date deadline for proposal submission. No proposal conference will be held for this RFP. If you would like an electronic copy of this RFP, contact Patty Duitman (pduitman@fvrl.org).

### **C. Costs of Proposal Preparation and Presentation**

FVRL is not liable for any costs incurred by vendors for the preparation and presentation of a proposal in response to this RFP. All such costs, including travel

and related expenses, shall be the sole responsibility of the vendor submitting a proposal.

**D. Addenda to the Original RFP**

In the event it becomes necessary to revise any part of this RFP, addenda will be provided to all vendors who received the initial RFP.

**E. Proposal Submission Deadline**

To be considered, proposals must arrive at FVRL on or before 3:00 p.m. Pacific Standard Time on February 23, 2010. Proposals received after the deadline will be rejected and returned unopened to the vendor.

**F. Proposal Format, Copies and Validity**

To be considered, proposals must meet the following requirements:

1. Proposals must be prepared in accordance with the format described in Section III of this RFP. Failure to submit a proposal in the required format may be grounds for rejection of the proposal.
2. The vendor shall provide an original of the proposal and five (5) copies of the original to FVRL on or before the proposal submission deadline. Electronic and fax submissions will not be accepted. Only one (1) copy of system documentation is required. The vendor may make no other distribution of proposals until FVRL and the successful vendor have executed a contract.
3. Proposals must be signed by representatives of the company who have the authority to bind the company to its provisions. The proposal or a letter accompanying the proposal must state that the proposal remains valid for a period of at least sixty (60) days.

**G. Vendor Interviews**

FVRL may request a telephone interview, on-site interview and/or on-site presentations by any of the vendors who submit a proposal. These provide an opportunity for representatives of FVRL to ask questions and for the vendor to clarify their proposal. FVRL will schedule the time and place of such meetings.

**H. Vendor Reference Checks and Other Evaluations**

Prior to the award of a contract, FVRL will contact the vendor's references to explore the overall success of the vendor's previous work. Vendor references will be asked to address a variety of issues related to the vendor's quality of work, timeliness in completing projects as originally scheduled, reasons for any delays in the original project schedule, accessibility and demeanor of the vendor's executives and staff members during the project, reactions of employees to the manner in which they were involved in the project, the success of the system to date, and the quality of on-going support received from the vendor.

**I. Contract Award**

Contract negotiations will be undertaken with the vendor whose proposal and reference checks indicate the vendor to be the best qualified, most responsible, and most capable of performing the work necessary to provide FVRL with the services, expertise, and experience to obtain, install, train, and provide on-going support for the system as described in this RFP. After considering qualifications, experience, and other factors, a contract may be entered into which is the most advantageous to FVRL. FVRL reserves the right to reject any or all proposals received as a result of this RFP, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interests of FVRL.

**J. Acceptance of Proposal Content**

The successful vendor's contract, as mutually modified, amended, or supplemented, shall become a contractual obligation if a contract ensues. Failure of the successful vendor to accept these obligations shall result in cancellation of the contract award.

**K. Vendor Representative Responsibilities**

The selected vendor will be required to assume responsibility for all services offered in the proposal, whether or not they possess the capacity for such services within their organization. Further, FVRL will consider the vendor representative(s) to be the sole point of contact with regard to all contractual matters, including performance of contracted duties, responsibilities and tasks, and payment of any and all charges resulting from the contract.

**L. Disclosure of Proposal Contents**

Proposals are subject to disclosure under Washington State RCW 42.17.251. After the contract award, a summary of each vendor's qualifications and total price information for all submissions will be furnished upon request.

**M. Independent Price Determination**

By submission of a proposal, the vendor or vendor's designated agent certifies, and in the case of a joint proposal, each party thereto certifies as to its own organization, that in connection with this proposal:

1. The prices of the proposal have been arrived at independently without consultation, communication, or agreement for the purpose of restricting competition, as to any matter related to such prices with any other offer or with any other competitor.
2. Unless otherwise required by law, the prices that have been quoted in the proposal have not been knowingly disclosed by the vendor and will not be knowingly disclosed by the vendor to any competitor.
3. No attempt has been made or will be made by the vendor to induce, for the purpose of restricting competition, any other person or vendor to either submit or not submit a proposal.

## **Section II Evaluation Criteria**

### **A. Evaluation Procedure**

The FVRL Evaluation Committee will evaluate responses to this RFP according to the criteria listed below. The top scoring vendors will be invited to demonstrate their system for the Evaluation Committee and other FVRL staff. The Evaluation Committee will make a final decision based on all available information about the vendor and the system proposed, including information gathered from interviews with other libraries using the system.

### **B. Evaluation Criteria**

The criteria for evaluating the system are as follows:

- 40 points relevant experience & references (Section III, parts A & B)
- 40 points cost and implementation proposal (Section III, part C)
- 45 points response to system requirements (Section IV, part B)
- 75 points response to system features, including flexibility, ease of use, and reliability (Section IV, part C)

## **Section III**

### **Instructions for Submitting Proposals**

In responding to this RFP, the proposal must provide sufficient information to permit a determination that project requirements can be met, that the system will be successfully installed and implemented, and that training and on-going maintenance will be provided. The successful vendor must describe in sufficient detail how its plan and tasks will be implemented; the resources, materials, equipment, and software that will be utilized; and how the necessary project interactions will be carried out. Proposals must be submitted in the format and sequence outlined below:

#### **A. Business Organization and Personnel**

1. State the full name, address, telephone and fax numbers, and email address of your firm, and, if applicable, the branch office or other subordinate elements that will perform or assist in performing the work specified in this RFP.
2. Indicate whether you operate as an individual, partnership, or corporation and, if as a corporation, partnership or other legal entity, include the state in which you are incorporated, formed or organized, and the date of the creation of your firm's legal entity.
3. Indicate whether your firm has ever been involved in litigation with a client or independent contractor associated with your firm and, if so, the nature and result of such litigation.
4. List the names and titles of your firm's officers and the length of time those officers have been associated with your firm and the name or names of the persons in your firm authorized to negotiate the proposed contract associated with this RFP.
5. Provide your firm's federal tax identification number.

#### **B. References**

1. Provide the name and contact information for three (3) multi-branch public libraries using the version of your software proposed. Indicate which modules of the software they are using and the date of installation.
2. Provide a complete customer list for those customers using any version of your public PC access management system, print management system, and/or unified payment system. Indicate which modules of the software they are using, the date of installation, and version of the system in use.

#### **C. Project Cost and Implementation Schedule**

1. Budget

- a. Provide a price for purchase, implementation, training and maintenance of the system described in this RFP. The price must contain all executive, professional, technical, and clerical fees (whether for employees of the firm or for associated independent contractors), all travel and related costs, all production costs, all communications costs, all other direct and indirect costs, all overhead and all profit. Include the costs of any state and local taxes and business license fees associated with the project.
  - b. Provide a project budget that supports the price amount. This project budget should detail the executive, professional, technical, and clerical fees, and travel and related costs (if any) associated with purchase, implementation, training, and maintenance. Other direct and indirect costs may be summarized together into a single amount.
2. Implementation Schedule
- a. Provide the anticipated start and completion date for the installation, implementation, and training for the system and estimated dates for the fulfillment of each work task. This proposed project timetable will be used as the basis for the project timetable to be included in the project contract. FVRL anticipates that the successful vendor will be able to begin this project on or before April 12, 2010, and complete the project by July 12, 2010.
  - b. Provide an outline of proposed training for the system. Indicate which training is for Technology staff and which is for the Public Services staff.
  - c. Provide one (1) complete copy of system documentation.
3. Project Management
- a. Vendor Project Director  
Provide the name and biographical sketch of the person who will serve as your director for the project. Include a summary of the project director's professional and educational background, the number and identification of previous similar projects directed for similar organizations, the number of previous projects directed for the vendor, and the length of time the project director has worked for the vendor on both a full-time and part-time basis.
  - b. FVRL Project Director  
The vendor will install, implement, and train under the direction of the FVRL project director or designated alternate consistent with the terms and conditions of the contract for the system. The contract will provide that the vendor project director shall be easily accessible to the FVRL project director or designated alternate on a day-to-day basis and shall promptly respond to all communications from the FVRL project director or designated alternate, including telephone calls, faxes and e-mail. The FVRL Project Director and alternate will be specified in the contract.
  - c. FVRL Project Oversight Committee  
FVRL will establish a Project Oversight Committee, whose purpose will be to assist the FVRL project director in overseeing and evaluating the work of the vendor and to serve as a quick-response problem detection mechanism

- regarding all aspects of the project. The members of the Project Oversight Committee will be specified in the contract.
- d. The vendor must agree to provide the FVRL project director with weekly project status reports that summarize the activities of the installation and training, noting any significant issues and/or problems, and describe project activities for the following month.
  - e. The vendor must agree to provide additional reports and documents related to project operations in accordance with the project performance schedule included in the vendor's proposal and incorporated into the project contract. The additional reports and documents may include any other reports that the vendor deems productive in facilitating the successful conduct and completion of the project.

**D. Responses to Requirements & Desired Features**

1. Provide a response to each requirement, system feature, or question listed in Section IV indicating whether the system can fulfill that requirement or provide the desired feature, and:
  - a. Indicate whether this feature is in general release, testing, development, or planned.
  - b. If the feature is not in general release, indicate the planned release date of the feature.
  - c. If the feature would require custom programming or revisions to the system, indicate the cost and timeline associated with that work.

**E. Additional Information**

The vendor may include any additional information that is believed to be pertinent and helpful but not specifically requested elsewhere in this RFP.

## **Section IV Specifications**

### **A. Project Overview**

The goal of this RFP is to find a public PC access management system, print management system, and a unified payment system for use in FVRL branches that will:

1. Reduce staff intervention in patron computer use, printing, and payment handling.
2. Work with FVRL's current and proposed Internet access and printing policies and guidelines.
3. Be flexible enough to respond to changes in technology, policies, procedures.
4. Work reliably in current network environments at all branches.
5. Work with applicable protocols and/or standards to interact with current library card/Symphony system.

### **B. System Requirements**

1. The system must work with FVRL Internet access policy as described in ([http://www.fvrl.org/aboutus/policies/electronic\\_policy.htm](http://www.fvrl.org/aboutus/policies/electronic_policy.htm))
  - a. How the proposed system supports the filtering policy and procedures. You may offer alternatives to the procedures outlined (for example, a parental filter lock could be done via password, checkbox, or other method).
  - b. Areas that would require modifications to the system (and the cost and timeline associated with these modifications).
  - c. Areas that the system cannot support.
2. The system must work reliably in current network environment at all branches.
  - a. Describe the minimum and recommended specifications for the system server and for network bandwidth.
  - b. If the system does not include a local server, indicate how you insure adequate response-time and connectivity to a remote server.
  - c. Indicate the server operating system supported by your software.
  - d. Indicate how the system could allow different processes for patron registration, computer use, and printing at different branches.
  - e. Describe how you could migrate patron data from the current FVRL Comprise SAM system to your system.
  - f. Indicate any parts of the proposed system that a 3rd party would provide.
  - g. Describe the protocols and/or standards to which the system adheres.
  - h. Describe your update/enhancement schedule and the costs typically assessed customers for updates and enhancements.

3. The system must interact with FVRL's Symphony system to validate patron services.
  - a. Describe which patron data would be stored on the system, which would be obtained and/or validated from the Symphony system, and any mechanisms to synchronize data.
  - b. Indicate the frequency with which the system would communicate with Symphony, and the nature of the communication (one time data load, daily or weekly batch, real time interaction).
  - c. Describe how the system accommodates guest users for Internet use and/or printing or photocopying.

**C. System Features (75 points)**

1. The system should be flexible enough to respond to changes in technology, policies, and procedures.
  - a. Describe how the system can set different use parameters (time limits, printing charges, no cost printing) for different types of use (color printing, word processing, catalog printing).
  - b. Describe how the print management system can be used in a wireless network environment. Indicate if this requires a software installation on the wireless device. If so, describe all software components requiring install. Indicate supported client operating systems.
  - c. Describe how the system can be used with mobile devices for PC reservation.
  - d. Describe how patron time could be extended by a staff member and/or automatically by the system during periods of low demand.
  - e. Describe how the system could route print jobs in anticipation of closing time or in response to printer problems.
  - f. Describe the process for rescheduling or canceling patron Internet time.
  - g. Describe how an individual patron could be blocked for a period of time from Internet use.
  - h. Describe how the system manages future reservations made by the patron.
  - i. Describe the web-based reservation interface and any hardware/software requirements for implementation. Indicate any functionality missing from the web-based reservation interface in comparison with dedicated reservation station software interface.
  - j. Describe the recommended method for applying released hot fixes/patches onto the PC management, print management, and payment systems.
2. The system should be able to use existing client hardware.
  - a. If the system would require additional hardware at user stations, indicate the estimated cost of this hardware, and describe the benefits to FVRL and its patrons of this system.
  - b. Describe the minimum and recommended specifications for workstations.
  - c. Describe any dedicated management, registration, reservation, payment, or print stations/servers used by the system. Indicate if the stations/servers are required by the system. Indicate if the stations/servers are required by the

physical network location due to the network topology. Indicate if any of the above functions can be combined together onto one station/server.

3. The system should provide levels of security and separate interfaces for staff, and IT support.
  - a. Describe the levels of security and/or interfaces for various staff, indicating which functions can be performed at which screens.
4. The system functions (patron registration, patron internet access, patron printing) should be integrated into a seamless interface for front-line staff and patrons with clear, customizable messaging and displays.
  - a. Describe prompts and/or messages that the system provides to help patrons manage their session time.
  - b. Provide screen shots of system interfaces for patron registration, patron reservation, patron signup, and patron printing.
  - c. Describe how the system handles close of day, both in a single branch, and in multiple branches where closure times differ.
  - d. Describe how the system handles holiday closures.
  - e. Describe the system messages for equipment that is out of service or reserved for staff use.
  - f. Describe any mechanism to alert staff to printer or PC problems.
  - g. Describe the process for pausing and/or deleting print jobs.
  - h. Describe the process for reprints or for crediting a patron for a failed print job.
  - i. Describe any adaptive technology tools that are integrated into your system or that are known to work with your system.
5. The system should not retain patron data beyond that needed to complete a current transaction or session or to initiate a future transaction or session.
  - a. Indicate the information stored about individual patrons and their activity, the length of time this data is stored, and any features of the system designed to protect patron privacy.
  - b. Describe how the system maintains patron privacy.
6. The system should provide usage reports and statistics on patron activity.
  - a. Describe any standard usage reports.
  - b. Describe the process for creating custom reports.
  - c. Indicate whether the system can produce notices or mailing labels to targeted groups of patrons based on age or other patron field.
  - d. Indicate whether the system can send a one-time message to targeted groups of patrons based on age or other patron field.
  - e. Indicate whether the system collects stats on total printing, number of free prints, and number of prints produced by staff override.
7. The system should work with desktop security and Internet filtering products currently in use at FVRL (Windows group policies, Deep Freeze, and 8e6 filtering appliance) or provide equivalent security and Internet filtering capability.

- a. Describe any features integrated into the system for desktop security and/or Internet filtering.
  - b. Describe 3rd party desktop security and filtering products known to be in use with your software.
  - c. Indicate which of the following web browser software (including version), your software supports: Firefox, Internet Explorer, Public Web Browser.
  - d. Indicate the client operating system supported by your software. Please indicate support for 64bit versions of operating systems, if any.
  - e. Describe how the system could allow patrons to keep track of selected web sites during a session and/or from session to session.
8. The system should be able to use the current patron library card for Internet access and printing.
- a. If the system would require new patron cards, indicate the estimated cost of card replacement, and describe the benefits to FVRL and its patrons.
  - b. If the system would use a separate card for payment, indicate the estimated cost of the card, and any equipment needed to service the cards.
9. The system should minimize staff intervention in patron registration, PC reservation, printing, and payment handling.
- a. Describe the process for patron registration.
  - b. Describe the process for PC reservation.
  - c. Describe the process for printing and print payment options.
  - d. Describe the process whereby a patron adds funds to their account.
  - e. Describe the general process on how funds are used for payment of fees/fines.
10. One of the major goals of the payment system is to minimize (eliminate if possible) the need for library staff to handle cash or credit cards. To this end, the payment system should allow for secure patron self-service for adding of funds into their accounts and for payments of fees/fines from their accounts.
- a. Describe the supported non-cash options for adding of funds into a patron account. (credit cards, debit cards, etc.)
  - b. It is desirable that the system should allow patrons to use cash to add monetary value to their account. If this is accomplished through the use of an automated cash box. The cash box, if possible, should also function as a change machine. This cash box should be capable of being wall mounted or placed on a stand built specifically for the automated cash box..
  - c. Describe how the payment system will integrate with the Symphony ILS.
  - d. Describe how the payment system will manage patron photocopying.
  - e. Describe how the payment system will integrate with the web-based catalog.
  - f. Describe how the payment system will integrate with the ITG selfchecks.
  - g. Describe how the payment system secures these monetary transactions. If encryption is used. Indicate any additional components required.
  - h. Describe how the payment system will integrate with the wireless printing, if this option is available.

## **Section V**

### **Background Information**

#### **A. Branches**

1. Battle Ground Community Library is 14,356 square feet with 12 OPAC/Electronic Resource stations and 19 Internet PCs. It has 4 network printers and 1 copier for public use. It is connected to the District Operations Center by a 1Gb connection.
2. Cascade Park Community Library is 24,175 square feet with 13 OPAC/Electronic Resource stations and 38 Internet PCs. It has 4 network printers and 2 copiers for public use. It is connected to the District Operations Center by a 1Gb connection.
3. Goldendale Community Library is 15,600 square feet with 4 OPAC/Electronic Resource stations and 4 Internet PCs. It has 1 network printer and 1 copier for public use. It is connected to the District Operations Center by a T-1 connection.
4. La Center is 2,400 square feet with 3 OPAC/Electronic Resource stations and 3 Internet PC. It has 2 network printers and 1 copier for public use. It is connected to the District Operations Center by a T-1 connection.
5. North Bonneville Community Library is 550 square feet with 1 OPAC/Electronic Resource stations and 1 Internet PC. It has 1 network printer and 1 copier for public use. It is connected to the District Operations Center by a 56k connection.
6. Ridgefield Community Library is 2,055 square feet with 3 OPAC/Electronic Resource stations and 2 Internet PCs. It has 1 network printer and 1 copier for public use. It is connected to the District Operations Center by a 1Gb connection.
7. Stevenson Community Library is 7,980 square feet with 4 OPAC/Electronic Resource stations and 4 Internet PCs. It has 1 network printer and 1 copier for public use. It is connected to the District Operations Center by a T-1 connection.
8. Three Creeks Community Library is 13,000 square feet with 10 OPAC/Electronic Resource stations and 14 Internet PCs. It has 5 network printers and 2 copiers for public use. It is connected to the District Operations Center by a 1Gb connection.
9. Vancouver Community Library is 36,000 square feet with 19 OPAC/Electronic Resource stations and 16 Internet PCs. It has 7 network printers and 3 copiers for public use. It is housed in the same building as the District Operations Center. Presently, a new 83,000 square feet library building is being constructed. When completed in 2011, the Vancouver Community Library will be relocated to this new building and it will be connected to the District Operations Center by a 1Gb connection.

10. Vancouver Mall Community Library is 7,215 square feet with 9 OPAC/Electronic Resource stations and 9 Internet PCs. It has 2 network printers and 2 copiers for public use. It is connected to the District Operations Center by a 1Gb connection.
11. Washougal Community Library is 2,400 square feet with 3 OPAC/Electronic Resource stations and 3 Internet PCs. It has 1 network printer and 1 copier for public use. It is connected to the District Operations Center by a 1Gb connection.
12. White Salmon Community Library is 9,000 square feet with 6 OPAC/Electronic Resource stations and 6 Internet PCs. It has 2 network printers and 1 copier for public use. It is connected to the District Operations Center by a T-1 connection.
13. Woodland Community Library is 2,376 square feet with 2 OPAC/Electronic Resource stations and 4 Internet PCs. It has 1 network printer and 1 copier for public use. It is connected to the District Operations Center by a T-1 connection.

## **B. Network & System Environment**

1. FVRL Network
  - a. Branches have 100 Mbps LANs that connect public and staff PCs to the FVRL WAN. WAN connections to branches within Clark County are via shared 1 Gbps fiber optic loop connection provided by Comcast. Five branches are on point-to-point T1 circuits (Woodland, La Center, Stevenson, White Salmon, and Goldendale), and one branch (North Bonneville) is on a wireless connection. FVRL is connected to the Internet via 50Mbps fiber connection.
2. Symphony system
  - a. FVRL uses a Symphony library automation system running version 3.3.1 of the software. Our Symphony system is shared with 2 other local institutions Camas Public Library and Southwest Washington Medical Center. All institutions share patron records. Any of these institutions may choose to separately implement Internet access and print management software, including that of the vendor selected by FVRL.
3. Current Public Internet Computers and Printing Setup
  - a. FVRL is using Windows group policies and the third-party security program Deep Freeze to secure our computers from tampering. FVRL makes use of the Public Web Browser software and Microsoft Office 2003 for use on the public PCs. All public Internet access at FVRL is filtered at the basic setting (blocks pornographic Web sites), by the use of the 8e6 R3000 Internet filtering appliance by M86 Security.
  - b. FVRL is in the process of deploying ADA stations for the visually impaired. One station uses Jaws text reading software and ZoomText screen

enlargement software. Newer configurations of the ADA stations use a Supernova by Dolphin software. The Supernova software performs similar functions as Jaws and ZoomText.

- c. Public computers at some branch locations are configured to print to a unique tray on a network printer with a multi-tray attachment. This was done in order to minimize the possibility of a patron picking up the print job of another patron. Other branch locations are configured to print to a shared network printer and makes use of a separator page to manage patron print jobs.
  - d. FVRL does not currently charge patrons for printing from OPAC/Electronic database stations. From the public Internet stations, patrons are allowed 10 free printouts per day, after which they are charged for 10 cents per page.
  - e. With the implementation of a new print management system, FVRL may replace the 10 free print outs per day with url/web site based printing rules that would allow some stations (OPAC, Electronic databases, Children's area) to be configured to allow unlimited free printing from selected web sites..
  - f. FVRL uses Comprise SAM to manage patron Internet access. The system currently allows patrons to make a filtering choice (basic, enhanced, no access). A parent or guardian may make a filtering choice for their child.
  - g. Internet access procedures vary by branch, depending on demand at that branch and the number of terminals available. Most terminals are first-come, first-serve, but some branches use SAM reservations for some or all of their terminals. Patrons are allowed one hour per day total on Internet/word processing machines. Patrons may save data to diskette or USB disk on key devices. There is no time limit on OPAC/Electronic database machines.
  - h. With the implementation of this system, FVRL may decide to create some express Internet stations at some branches with a shorter time limit, separate out word processing machines and give them a longer time limit, or combine all functions on a single machine with separate time limits by activity.
4. Payment system
- a. FVRL uses SAM Comprise as the current payment system. Standalone APM units installed at each of our locations allow patrons to add money into their accounts using cash. This information is kept in a separate database and the account is tied to the patron's library card number. Access/use of credits in this account is authenticated using SIP by the Symphony library automation system.
  - b. Copiers at FVRL make use of coin boxes to accept the use of cash and coin to make photocopies. However, a copy card system is currently in place at only the Vancouver Community library location.
  - c. FVRL does not have any capability to handle credit/debit card transactions/payments. This capability is a basic requirement of the unified payment system. The use of credit/debit cards for payment or to add money into their accounts should require minimal staff intervention (I.e. the majority of this process, if not all, should be conducted by the card holder.

## 5. ITG (Integrated Technologies Group) RFID Selfchecks

- a. FVRL uses selfcheckout using the ITG Xpresscheck software. While a payment module was purchased for the initial selfcheckout station roll out. This feature was not implemented due to our goal to have a unified payment system that would work with the new print management system, existing photocopiers, fine/fee payments on the Symphony library automation system (via the staff workflows client or the web based public catalog), and ITG selfcheckout stations.
6. Copiers
    - a. FVRL leases copiers from Pacific Office Automation. The public copiers in use are either from Konica Minolta bizhub series or from Sharp. The selected vendor will need to work with POA to ensure the Unified Payment System integrates with the current copier fleet deployed at FVRL locations.