

<b>1.</b>	<b>Meeting:</b>	<b>Cabinet Member for Lifelong Learning and Culture</b>
<b>2.</b>	<b>Date:</b>	<b>18<sup>th</sup> October 2011</b>
<b>3.</b>	<b>Title:</b>	<b>Technology upgrade in new Central Library, Riverside House</b>
<b>4.</b>	<b>Directorate:</b>	<b>Environment and Development Services</b>

## **5. Summary**

This paper provides a progress update on the proposed implementation of Radio Frequency Identification (RFID) technology required to deliver and improve library services in Riverside House.

## **6. Recommendations**

- a) **That the Cabinet Member notes the progress to date**
- b) **That the Cabinet Member gives approval to enable an exemption from Standing Order 48.2.1 (requirement to obtain at least 3 written quotations for contracts with an estimated value of between £50K and £500K).**
- c) **That the supplier - 3M are approved to carry out the RFID implementation at the new Library at Riverside House**

## **7. Proposals and Details**

The relocation of the Central Library to Riverside House in 2012 presents us with the ideal opportunity to implement RFID technology, which will help to improve library processes, customer services and also push forward the Library & Information Service's 'new ways of working' agenda.

The proposal for implementation (including all financial arrangements) was approved at the Corporate ICT and Information Governance Board meeting on 26 September 2011 ('Technology upgrade in the new Central Library, Riverside House' - Option 2: Implement RFID technology to replace existing barcode system).

### **Reasons for Request**

We are requesting an exemption from Standing Order 48.2.1 so that we can award the RFID contract to one of our existing library suppliers, 3M, instead of going through a formal tendering process with 3 suppliers (although it should be noted that we have discussed our requirements with another supplier). On the evidence we have seen, 3M remain our preferred supplier as they offer certain technologies not currently available from other providers (e.g. the mobile workstations and printers for more effective on-the-spot enquiry work).

The financials in the Corporate ICT and Information Governance Board meeting paper were based on a quote for implementation from our current supplier, 3M, after extensive consultation on our business requirements. This was compared with the costings submitted by other suppliers in the ESPO Contract 350 – RFID for Libraries (Equipment & Tags).

3M also provide our current barcode self service units, and therefore would provide us with the most cost effective option for upgrading these units to RFID in the future. Changing to another RFID supplier would incur extra charges relating to equipment and configurations of existing systems.

As with all new technology implementations, time is of the essence, with RFID documentation recommending a 6 month implementation process (including staff training and familiarisation). Current timescales state that the new Library will open in April 2012, so it is crucial the project begins as soon as possible; a tendering process would delay the start of the project even further.

Other elements of the implementation are currently being held up: we need to order RFID tags from the library book suppliers, begin the process of re-tagging all current stock in the Central Library and instruct suppliers to RFID-tag new stock. None of this is possible until a RFID supplier is appointed.

Other partners also require adequate notice of our intention to implement RFID so that they can make changes to our system configurations (e.g. Capita, the providers of the library management system.)

## **8. Financials**

The financials in the Corporate ICT and Information Governance Board meeting paper were based on a quote for implementation from our current supplier, 3M, after extensive consultation on our business requirements. On the evidence we have seen they are our preferred supplier as they offer certain technologies not currently available from other providers (e.g. the mobile workstations and printers for more effective on-the-spot enquiry work).

We compared this quote with costings from 3 other approved RFID suppliers as outlined in ESPO Contract 350 – RFID for Libraries (Equipment & Tags). In this respect, the information provided in the ESPO contract has already acted in some ways as a tendering document.

(Note: Other suppliers have referred us to ESPO for their current pricing details.)

In summary, 3M offer best value for money in terms of the technology they offer (which will enable more efficient mobile working in Riverside House) and future proofing the library service's existing software/hardware.

## **9. Risks and Uncertainties**

If the project start date is delayed whilst we wait for quotes from other providers, we risk missing the deadline for the proposed opening date for the new library.

## **10. Policy and Performance Agenda Implications**

The implementation of new technology in the Riverside House library is key to the Library Strategy and links with several of RMBC's key strategies including the Corporate Plan, Customer Access, Work Smart and Sustainability strategies.

## **11. Background Papers and Consultation**

Technology upgrade in new Central Library, Riverside House Paper to Corporate and Information Governance Board, 26 September 2011

ESPO Contract 350 – RFID for Libraries (Equipment & Tags) Issue No.4  
Contract Period: 18 May 2010 to 31 March 2012 (available on request)  
Financial Services

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