May 16, 2018

Attendees: Tim Granquist – Tech-Logic; George Duncan – Bibliotheca; Scotty Gage & Nathaniel Finkin – MK-Solutions.

Opening Statements and key points from NHCPL:

- As noted in the RFP, current RFID system is aging and is becoming progressively harder to support. NHC IT is moving to the Windows 10 platform and current staff hardware is not supported in Windows 10.
- The release goal is to launch with our Pleasure Island/Carolina Beach, NC location which is a 600 square foot branch located within a shopping center. From there we want to install the system in our new Pine Valley location, which will be the migration point for the Myrtle Grove Branch and is set to open in January 2019.
- User friendliness and ease of use was again stated as a priority.
- Slides were shown of the artist rendition of the Pine Valley Facility and current RFID Kiosks.
- PCI Compliance was reiterated for payment systems, and appendix B was pointed out. Cybersecurity is a concern for IT, especially in regards to anything with payment systems.

Questions from Attendees and answers:

**Question # 1:** How many desktop and free standing units are we looking at?

  o Response – a breakdown of units will be provided. NHC response. This will be partially dependent on cost.

- **Checkout Stations**
- **Number of self-check kiosks in service at each library:**
  - Main – 5 units
  - Pleasure Island – 1 unit
  - Myrtle Grove – 3 units
  - Northeast – 4 units
- **Public Facing Staff Checkouts with RFID:**
  - Main – 1 unit
  - Pleasure Island – None
  - Myrtle Grove – None
  - Northeast - 3
- **Staff stations with RFID/Circulation connectivity:**
  - Main – 4 desktops
  - Pleasure Island – 1 desktop
  - Myrtle Grove – None
  - Northeast – 4
Question # 2: What type of devices are on staff workstations?

- **RFID Equipment on Staff Workstations:**
  - The Main library and Pleasure Island utilize Tagsys antennae from the early 2000s with no discernable model number tagged. They are connected through a Tagsys Medio LP101 unit and require use of ITG Software to function. This setup is currently failing with Windows 10 on a handful of machines and updated drivers for the Windows 10 environment are either non-existent or extremely hard to track down as ITG is no longer operational.
  - Northeast Branch is using Tagsys Smartstation 200 antennae connected through the Medio LP101 unit.
  - The public facing checkouts typically have Honeywell USB barcode scanners as well as Epson TM-T88IV receipt printers.

Question # 3: Which clearing houses do we work with?

- BB&T is our banking company and our online payment system, utilizes Authorize.Net as a clearing house. We will double check on that and include it in the official response.

Question # 4: May we have a diagram of current staff hardware and the devices in service on checkout machines as well as staff machines?

- Certainly. Currently the Medio LP101s are in service in the majority of locations with older antennae in use.

Question # 5: How many generations of tags are we using? What models?

- Carla and Margaret can provide a diagram of what models have been found. Some models date back to 1993, which are typically replaced when they are encountered.

Question # 6: Are we interested in a feature that could reprogram our current RFID tags?

- Yes, but that is not one of the main goals of this project and would be largely cost dependent.
- May we see the floor plans to the Pine Valley location?
- Yes, Mr. Tuchmayer is furnishing digital copies of the layouts.

Question # 7: What demographics do we serve?

- We have a wide ranging and fast growing community that is known as a retirement and medical community but has a fast increasing number of Millennials moving into the area.

Question # 8: Are we interested in purchasing or leasing?

- We are not interested in leasing.

Question # 9: Can we push back the date of the RFP Bids?

- Only if everyone is in 100% agreement to do so.
Question # 10: What vendors do we work with for processing credit/debit cards?

- We currently work with several vendors listed below; however, this does not exclude any other vendors.
  - Authorize.net
  - Cybersource
  - FiS
  - Bridgepay

Closing: Attendees were welcomed to travel to the branches and see the layouts but were informed that Myrtle Grove was not entirely necessary due to the upcoming replacement.

Attachments:

1. RFID Tab Generations
2. A101-Pine Valley Branch Library-1st Floor Plan
3. A712-Pine Valley Branch Library-1st Floor Interior Sign Location Plan
4. Network Diagram
RFID Tags

Believe to be 1st generation of tags. Found on books added 1993 - 2001

Same tag design as above BUT with an "N" written on tag. 2nd generation - Found on books added 2001 - 2003.

Same tag design as above BUT with "6" written on tag. 3rd generation - Found on books added 2003 - 2006.
RFID Tags

New tag design - thicker feel to tags. 4th generation found on books added 2006.

Similar tag design but with "370" 5th generation. Found on books added 2007.
RFID Tags

New tag design - 6th generation
Found on books 2009 - present 2016.

Plain tag design - no imprint.
Found on books added 2014 - present 2016.