

COMMUNICATION & COUNSEL

Subject: RFID Update

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Prepared for: Ottawa Public Library Board

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1. References

- Doc 9, *RFID Update*, OPL Board, March 5, 2012
http://bibliootawalibrary.ca/sites/bibliootawalibrary.ca/files/Board_Docs/120312/Doc%209%20RFID%20Update.pdf
- Doc 5, *Approval of RFID Tenders*, OPL Board, April 16, 2012
http://bibliootawalibrary.ca/sites/bibliootawalibrary.ca/files/Board_Docs/120416/Doc%205%20RFID%20Tender%20Approvals.pdf

2. Background

RFID has been approved by the OPL Board as a key priority in the 2012-2015 Strategic Plan to maximize efficiencies and support relevant and vital services and spaces. On April 16, 2012 the Board approved purchasing contracts related to the 2012 RFID implementation including the purchase of RFID tags, tagging services and RFID equipment to be installed at the Hazeldean Branch.

3. Project Update

Following Board approval of the RFID contracts, the project has been initiated with the following actions completed or underway:

Tagging of Collections

- Tagging services were purchased through a competitive process won by Bibliotheca ITG Inc. Bibliotheca has set up its tagging team to work on the library collection conversion, starting with the Hazeldean Branch. The tagging team was trained and began tagging items returned to the branch on May 24, 2012.
- The Hazeldean Branch collection tagging has been completed, Beaverbrook Branch is currently being tagged and a plan to tag the rest of OPL's collections is in development.
- Processes have been established to deal with tagging items returned to a branch following the tagging conversion.

RFID Equipment for the Hazeldean Branch

- Purchase of employee workstations, customer self-check stations, security gates, and an automated materials handling (AMH) system for Hazeldean have been completed.
- Employee workstation equipment, the AMH and self checkout equipment have been received and installed.

Other RFID-related Equipment and Services

- Upgrade of the AMH at the Library Materials Centre to RFID-compatibility is scheduled for completion by June 14, 2012 to correspond with the Hazeldean Branch re-opening.
- Additional purchasing has been undertaken to support the RFID project from the project capital account 9064000 in alignment with the regulations outlined in the City's purchasing By-law:
 - Ten additional employee stations totalling \$15,207 were purchased through Standing Offer 18112-56030-SO1 to be used by the Collection Management department to tag materials destined for Hazeldean, for use by Digital Services and Borrower Services for testing and policy and procedure development and to be available as spares in case of equipment failure.
 - A contract valued at \$44,100 excluding taxes to PGF Consultants through standing offer 01009-91842-SO1 to assist with change management process associated with RFID implementation

- A contract valued at \$42,250 excluding taxes for project management services supporting RFID implementation was signed.

Employee Training and Communications

- Hazeldean Branch and other key staff have received technology training on staff workstations and self check equipment.
- Training on the Automated Materials Handling System (AMH) is scheduled for June 5, 2012.
- Employees also received other training to support them through this transition including change management.
- A series of planned communications to all employees were developed to keep them informed of the progress and changes with the Hazeldean RFID implementation.

This work is supported by the RFID Task Force. The team's mandate includes evaluating policy and procedure implications of the changing technology and making recommendations to ensure an effective rollout at the Hazeldean Branch.