

September 24, 2019

Ms. Tracey L. Wehking  
Director of Library Services  
Indian River County Library System  
1600 21st St.  
Vero Beach, FL 32960

Dear Ms. Wehking:

This letter provides clarification regarding the 24-Hour Library™, EnvisionWare's *unique* self-service twenty-four-hour library branch.

**There are several capabilities that are available *only from EnvisionWare as outlined in this letter*.** In addition, the combination of services is also *unique*. Even the architecture of the system is *unique*, offering the simplest operation that conserves power, maximizes reliability and delivers ease of service. Those capabilities that are available solely from EnvisionWare are highlighted in *italics*.

**The 24-Hour Library™ is *available solely from EnvisionWare in North America and serviced solely by EnvisionWare and our authorized service technicians.***

EnvisionWare has invested over \$1,000,000.00 in the development of an ideal solution to serve the needs of America's public libraries. And this system has continued to evolve as we have improved the design based upon feedback from our early adopter libraries. Since the initial installation of the first system at Pioneer Library System, our Company has implemented four major system upgrades to fine-tune the solution for the specific needs of our libraries.

EnvisionWare's design is influenced by the operation of a classic branch, featuring a familiar patron experience. To the extent possible through an automated system, we have replicated the branch circulation workflow from start to finish and improved on services where automation can do some things better.

Offering the broadest array of services in a 'classic library approach', this *unique* system provides a comprehensive array of public services:

- *Classic visual browsing* of popular materials just as patrons would act as they enter one of your existing physical locations. Unlike foreign designs that are specific to a very different market, the 24-Hour Library presents materials on a visible shelf. Patrons view the spines in exactly the same way they do in a brick and mortar building. They see the size, shape, title, call number



and other familiar markings on each item. And just like a branch, multiple patrons can be browsing the shelves at the same time.

- ***6-8 patrons can be obtaining services from the 24-Hour Library at one time; Wi-Fi adds additional services for even more users.***
- Access to your online catalog for searching materials and placing holds *that doesn't interfere with circulation functions*. A separate, dedicated display is available for the OPAC so that users can search the enterprise catalog and place holds without interfering with users checking out or returning items.
- *Loading of materials from any location and return of items destined for any location.*
- *Downloading electronic resources from the built-in 32-inch touch screen and 2-Channel Wi-Fi router.* Just like your branches, patrons can search eBooks and download them directly at the system, without interfering with other users checking out or returning items.
- Simple, easy-to-use check out with a familiar self-service workflow
- *Automated dispensing of hold items* – If a hold item or items are available for the patron, the system will automatically dispense the items when the patron card is scanned. This works seamlessly, patrons don't forget their holds and they pick up all items on hold (rather than letting one title stay on the shelf until it expires because they just saw it on HBO.) You can also configure the system so that the patron must choose which hold items to dispense.
- Support for a broad range of materials including print, media, *bagged items, electronic readers and other irregularly shaped materials (model 340)*
- *Dual public display to serve **wheelchair users and children**.* Naturally the system is ADA compliant. Verbal prompts are built into the system and a wheelchair height screen serves patrons in wheelchairs as well as children that can't reach a standard height display.
- Self-service returns into a fully automated **14-bin automated materials handling system** – A complete sorter is built into the system that sorts items for each of your branches as well as by media, expired holds and items not circulating in the last xx days.
- **Public Wi-Fi access** delivers the same Internet access that patrons experience in your other branches.



In addition, there are *unique* services aimed at library staff:

- Easy shelving and unloading – no special containers – items are directly shelved just as staff would in any other location.
- Integrated RFID and barcode support for materials
- *Private VPN Wi-Fi* for ad-hoc connection of staff laptops for special registration events and activities
- *Visual promotion from two LED displays*
- Lighted library promotional signs
- *Four external security cameras, one internal diagnostic camera and a multi-week DVR security system. Should a service issue arise, EnvisionWare support can review the recording of the event and see exactly what happened without needing to visit the system. That translates to maximum ease of service and the dispatch of a technician that has already seen the problem.*
- *Future-ready for dispensing of patron cards<sup>1</sup>*
- *High performance router provides secure management of the system, 2-channel Wi-Fi with VPN and optional content filtering.*
- *Three Windows computing platforms: Main System Control, Program or Download Control, and OPAC*
- *Centralized remote management*
- 24-Hour support answered directly by our technicians
- On-site same or next day support
- Routine maintenance
- In addition to EnvisionWare’s nationwide network of field technicians and engineers, a backup network of more than 400 technicians stand ready to be onsite within a few hours of an issue. As noted in the proposal, there are technicians in the County.

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<sup>1</sup> The library card dispensing hardware is included however the optional service for registration is not yet available.



There is another *unique* component that can be optionally added, which is a *credit card terminal for fine payment*. EnvisionWare partnered with Polaris on the *unique* development of several protocols to enhance public service. These include an itemized fine protocol, support for an integral ILS deposit account which can be used for fine payment, scanning, faxing, copying, and printing, and a workflow automation system that integrates our Library Point of Sale system with Polaris. In fact, EnvisionWare provides Polaris Enterprise eCommerce, the replacement for Polaris' discontinued eCommerce offerings. Our credit card terminals integrate directly into the staff client. We can deposit funds into Polaris and draw from those funds. Our online system integrates seamlessly into the Polaris PAC. And for the 24-Hour library, the system provides integrated, self-service fine payment to remove blocks for past due patrons.

*The only company making a free-standing self-service library that also offers an eCommerce system that integrates into Polaris PAC and staff stations and who is a strategic Innovative partner is EnvisionWare.*

There is *no other system like the **24-Hour Library** in the United States*, except at those libraries where we have installed these systems. Aside from the combination of services and features described above, the architecture of the system has been developed over years of research to provide the most reliable platform that requires the least sophistication for ongoing service. And the *low power design* fits the needs of institutions that strive for green initiatives. The system requires only a covering to prevent direct rain over the system and users, *a single 120V 20amp electrical outlet/service*, an RJ-45 Ethernet connection, and a SIP2 connection to your Integrated Library System.

Even our *service offerings are unique*. *All services for planning, installation and training* are provided by EnvisionWare employees – we do not outsource these services to third parties. This means we control the complete customer experience.

EnvisionWare experts will guide staff through the process from start to finish, describing the similarities and differences between this system and a traditional physical location. Our library experts will help you to adapt policies, interface to your Integrated Library System, and ensure that your staff is comfortable with the differences between a traditional library and a 24-Hour Library.

All systems arrive from the factory into our Columbus Technology Center where they undergo an extensive second layer of Quality Assurance. Systems are configured for the requirements of your Library and full tested with your settings before being prepared for shipment to your site. The system will arrive onsite on a designated Monday – ready to run. It will be operational on Tuesday and ready for staff training on Wednesday. We are onsite at the beginning, when a staff trainer provides the initial orientation and again for any logistics issues, then a team arrives for the installation. All members of the team have experience installing these systems so there are no surprises. When it's



time for your go-live/grand opening, we'll be onsite to validate the system yet again and to participate in the activities so that you have the assurance of a successful launch.

We include *comprehensive promotional materials, signs, press releases and other artwork* to help you in advance and go-live promotion of the new system. These materials have been developed over time in cooperation with libraries around the Country.

EnvisionWare maintains a **full complement of spare parts in our Atlanta service center.**

As you can see, the system is unique, many of the capabilities are unique, and this system is solely provided by EnvisionWare. We control every aspect of the design and manufacture of this system.

There is no other system as complete, comprehensive or with equivalent field experience and there is no other company with an established nationwide service network. Our customers have been so happy that many have ordered more. The best testament to the success of a system is a group of customers that keep expanding with more 24-Hour Libraries. At least 4 customers have ordered multiple systems over time; some customers have deployed as many as 5 systems over the same number of years.

And EnvisionWare has a Florida office located in Broward County.

Please let me know if you have any further questions.

Sincerely,

Michael J Monk  
CEO

Cc: Ken Evans, Sales Consultant, Circulation Solutions - Southeast