



# AMH BID SPECIFICATION

Timberland Regional Library, December 2020

## ABSTRACT

Automated Materials Handling (AMH) System(s) and Related Installation, Training, and Support Services

**DUE: January 16, 2021, 4 pm**

Andrea Heisel, Ryan Williams

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General questions should be directed to Andrea Heisel, Director of Collection Services and IT at:

Timberland Regional Library  
415 Tumwater BLVD SW  
Tumwater, WA 98501  
Tel.: 360.704.4526  
Email: [aheisel@trl.org](mailto:aheisel@trl.org)

However, no oral interpretations shall be made to any respondent as to the meaning of any of the bid documents. Every request for an interpretation shall be made in writing and mailed or e-mailed to the address listed above. Such questions must be received by the date listed in the schedule.

## **1 Purpose and Background**

Timberland Regional Library (TRL) is requesting proposals from Vendors for the purpose of obtaining information and firm bids for Vendors of automated materials handling systems and related installation, training, and support services.

### **About TRL**

TRL is a rural library district in southwest Washington that covers Grays Harbor, Lewis, Mason, Pacific, and Thurston counties with 27 libraries, an Administrative Service Center, and 4 kiosk locations. The library holds a collection of approximately 1.1 million items and has an annual circulation of almost 4 million. TRL serves a population of 533,000 residents.

## Schedule

**Release Request for Proposal** Dec. 16, 2020, 4 pm

**Deadline for Vendor Questions** Jan. 2, 2021, 4 pm

**Answers to RFP questions posted  
on TRL website** Jan. 9, 2021, 4 pm

**Vendor Proposal Response Due** Jan. 16, 2021, 4 pm

**Finalists notified / vendor short list  
released** Jan. 23, 2021, 4 pm

**Vendor reference checks  
complete** Jan. 30, 2021, 4 pm

**Final selection** Feb. 6, 2021, 4 pm

**Contract awarded / Board  
Approved** Feb.24,2021, 5:30 pm

**Installation Begins** Jun. 1, 2021, 4 pm

TRL must receive responses to this RFP no later than 4pm on Jan. 16, 2021. Proposals received after the due date will not be accepted. No additional time will be granted to any vendor unless by addendum to this RFP. Vendors must submit 1 (one) original with signatures, 4 (four) copies, and 1 (one) electronic version of the requirements section to the following address:

Timberland Regional Library

ATTENTION: Andrea Heisel  
Director of Collection Services and IT

415 Tumwater BLVD SW  
Tumwater, WA 98501  
Tel.: 360.704.4526  
Email: [aheisel@trl.org](mailto:aheisel@trl.org)

## 2 Scope of Services

TRL is seeking a total of three (3) automated materials handling (AMH) systems, including a central sorter at our Administrative Service Center and two (2) branch sorters at the Olympia and Lacey Timberland Libraries.

Location and other details of the AMH sorters can be found in Appendix A.

Related services may include but are not limited to design, manufacture, shipment, installation, configuration, remote training, on-site training, project management, and ongoing maintenance and support.

While proposals are sought for all components, this RFP differentiates between components required as a base solution and optional components offered.

TRL currently uses the SirsiDynix Symphony integrated library system. The library recently completed a RFID-tagging project. With this proposal, TRL seeks to improve services and reduce the impact of materials handling on employees.

## 3 General Proposal Requirements

Vendors interested in providing the services described above are requested to submit the following information. Responses to each item should appear in the same order as in this RFP and should designate by heading and paragraph the item to which the response applies.

Vendors that deviate from this format may be deemed unresponsive. Proposals should be prepared simply, providing a straightforward, concise delineation of the capabilities necessary to satisfy the requirements of the RFP. Elaborate promotional materials should not be submitted at this time. Emphasis in the proposals should be on completeness, clarity of content and adherence to the presentation structure required by this RFP and not on volume. Costs for developing proposals in response to the RFP are the obligation of the vendor and are not chargeable to TRL. All proposals and accompanying documentation will become the property of TRL and will not be returned.

- If the Vendor's specifications for furnishing products or equipment are in any respect not equivalent of the requirements in the RFP, this discrepancy must specifically be called out in the proposal.
- Pricing should include broken out detail on all costs related to equipment, software, hardware, installation, training, final implementation, and annual support costs.
- Vendors selected by TRL shall provide a demonstration of equipment proposed during the post- RFP evaluation process at no cost to the library.

TRL will select the successful proposal based upon several evaluation factors: including features as outlined in the RFP; effective integration to Symphony; company stability; training and implementation plan; technical support; and price. The selection of finalists and the final award will be decided based on the proposal submitted by a qualified vendor that best meets the needs of TRL as determined by TRL. TRL reserves the right to reject any or all proposals.

**Pre-Submittal Questions-** There will be no pre-bidders conference. Questions regarding the RFP may be submitted to the TRL by Jan. 2, 2021 (or via email) at [aheisel@trl.org](mailto:aheisel@trl.org). The list of submitted questions with their respective answers will be posted to TRL's website by Jan. 9, 2021.

**RFP Amendments-** TRL reserves the right to request clarification on any proposal or to ask respondents to supply any additional material deemed necessary to assist in the evaluation of the proposal. TRL reserves the right to change the RFP schedule or issue amendments to the RFP at any time. TRL also reserves the right to cancel or reissue the RFP.

**Rejection of Proposals-** TRL reserves the right to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of TRL.

**Proposal Validity Period-** Submission of a proposal will signify the vendor's agreement that its proposal and the content thereof are valid for 180 days following the submission deadline and will become part of the contract that is negotiated between TRL and the successful vendor.

**Disclaimer-** TRL reserves the right to share, with any consultant of its choosing, the RFP and any resultant proposals in order to secure expert opinion.

**Non-Obligation-** Receipt of proposals in response to this RFP does not obligate the TRL in any way. The right to accept or reject any proposal shall be exercised solely by the TRL. The TRL shall retain the right to abandon the proposal process at any time prior to the actual execution of a contract with a vendor, and the TRL shall bear no financial or other responsibility in the event of such abandonment.

**Public Disclosure-** All materials provided to the TRL by vendors are subject to State and TRL's public disclosure laws.

### **3.1 Company Information & Executive Summary**

Please provide the following information:

- Vendor's full company or corporate name.



- The company's office location responsible for performance under a contract with Timberland Regional Library.
- The URL for the Vendor's website.

The proposal must contain an executive summary not exceeding two pages which summarizes key points of the proposal and which is signed by an officer of the firm who is responsible for committing the firm's resources.

### **3.2 Description of the Proposed Solution**

Please provide a complete description of the proposed system and illustrate the products and systems comparing the Vendor's proposed AMH solution to the requirements. Include a timeline with key milestones for product delivery, installation, and staff training.

### **3.3 General and Technical Requirements**

Please indicate whether the proposed solution includes the following features/functionality:

1. Interoperability with SirsiDynix Symphony via SIP2, encrypted SIP2, or API connection.
2. Automated printing and application of hold slips.
3. Allows staff to choose between two or more sorting strategies, depending on need.
4. Allows staff to define new sorting strategies, depending on need.
5. Availability of ILS-based or other software-based tool to sort and distribute materials based on branch need and capacity to support the floating collection.

6. Operating system and other applications included in the Vendor's solution are kept up-to-date at no cost to TRL.
7. Supports secure remote log in for support and administration.
8. The proposed system must not interfere with other equipment, automated library system clients, or PCs that may be nearby.
9. All system components must be ETL or UL, and FCC Part 15-Certified; SIP2, TCP/IP Ethernet 10/100, and 802.11n (wireless) compliant.
10. The AMH system must be ISO 15693 18000-3 Mode 1 compliant.
11. Vendor must be willing to work with the integrated library system vendor to resolve any ILS functionality problem.
  - a. List all custom development between vendor and ILS company.
  - b. Identify how any custom development applies to the proposed system.
12. Vendor must provide FCC and UL information for all relevant equipment proposed.

### **3.4 Project Plan**

Detail the Vendor's anticipated project plan, including design, manufacture, delivery, installation, testing, and training.

### **3.5 Training**

Describe library staff training offered by Vendor. Include whether training is virtual or on-site. If on-site, include details on compliance with relevant CDC and State guidelines to reduce the transmission of covid-19.

### **3.6 Maintenance and Support**

TRL prefers that Vendor support be available during most library open hours with a response time of four hours or less for critical hardware and software issues. The library also prefers to contact Vendors via telephone or a web-based ticketing system for support requests.

Describe ongoing maintenance and support offered by the Vendor. Include availability of telephone or web-based support and support response times.

Detail any preventive maintenance plans for the proposed solution that the Vendor recommends.

### **3.7 References**

Provide names and contact information for at least two references.

### **3.8 Pricing**

Provide detailed pricing for design, manufacture, and installation of the proposed solution, including shipping charges, training fees, and any other non-recurring costs. Provide pricing for conveyance as an additional option.

Provide detailed pricing for ongoing maintenance, support, licensing, and any other monthly or yearly recurring costs.

### **3.9 Vendor Solution Requirements**

This section includes the vendor, technical, and functional requirements to be evaluated in this RFP. This is not a comprehensive list of all TRL's requirements but includes the key requirements that will be used to evaluate the RFPs and will be included as part of the signed contracts. Responses to each line item should be concise and straightforward.

TRL expects vendors to respond in a factual manner. Vendors must provide an answer for every item. If a submitted RFP includes blank responses the document may be considered in violation and rejected. Use the following

rating system to complete the RFP and evaluate the requirements and include a brief description of how the software supports the stated requirement.

## Solution Requirements

### Overall System

	Yes/No	Description	Notes
1.	<input type="checkbox"/> Yes <input type="checkbox"/> No	All system components are ETL or UL, and FCC Part 15-Certified; SIP2, RS-232, TCP/IP Ethernet 10/100, 802.11n (wireless) compliant where appropriate	
2.	<input type="checkbox"/> Yes <input type="checkbox"/> No	The proposed system and all its components are entirely compatible with, and in no manner interfere with, the integrated library system, its computer clients, or other components.	
3.	<input type="checkbox"/> Yes <input type="checkbox"/> No	The proposed system provides application-specific software to incorporate all hardware (detection systems, intake readers) and the circulation RFID tags and barcodes.	

4.	<input type="checkbox"/> Yes <input type="checkbox"/> No	The proposed solution interfaces with the library's existing automated library system using SIP, SIP2, NCIP, or API protocol.	
5.	<input type="checkbox"/> Yes <input type="checkbox"/> No	The proposed solution connects through the library's Ethernet network via an RJ-45 connector and / or secured wireless network.	
6.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Vendor will work with the integrated library system vendor to resolve any integration problems.	
7.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Solution has multiple configuration and size options to fit within the current architectural design, including staff and patron intakes, bi-directional movement of material from two or more intakes, options for a variety of bins, drops, and carts, and height adjustable intake stations for ADA requirements.	

<b>8.</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	Solution includes a flexible design allowing for future growth and the addition of bins.	
<b>9.</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	The proposed solution can read item-specific identification numbers (RFID and barcodes), communicate to the host circulation system to update the library's inventory, and activate the RFID security feature.	
<b>10.</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	Ability to route items for return to dedicated tote by return location.	
<b>11.</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	System provides reporting and analytical tools to understand its use and provide insights regarding settings, accessible via a web portal.	
<b>12.</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	The software must allow for remote diagnosis and automatically send alert notifications via email or SMS to staff.	

<b>13.</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	Capable of printing and applying hold slips automatically.	
<b>14.</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	Hold slips have multiple configuration options the library may change to determine what is printed on the slip. Slips function as both hold and transit slips.	
<b>15.</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	AMH supports multiple sorting scenarios, quick selection, and easy customization of sort scenarios.	
<b>16.</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	Requires no more than one staff member to operate.	
<b>17.</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	Ability to inventory the contents of a shipping tote allowing for a single scan to receive the tote at the destination location, including notification of any errors.	
<b>18.</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	Capable of processing in excess of 1,500 items per hour.	



Induction Systems			
19.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Patron stations must receive material and feed items into the sorting system compatible with RFID and barcode tags.	
20.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Patron induction points provide security against introduction of potentially hazardous foreign materials. Indicate how fire suppression is controlled.	
21.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Must be compatible with various material formats. Able to process library materials without danger of damaging or erasing magnetic media.	
22.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Enable returned items to be identified in the ILS as returned and update the patron account in real time.	
23.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Supports material quarantine policies, items returned by patrons are identified in the ILS as unavailable, in processing, or similar status.	

<b>24.</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	Able to operate concurrently with barcode and RFID tagged items in a mixed load. Describe how patrons are notified they returned non-RFID items.	
<b>25.</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	Patron stations provide instructions in various languages selectable by the customer. Provide a list of languages available.	
<b>26.</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	Supports offline operation to capture and store information when the ILS is down and relay after service is restored.	

### 3.10 Anything not previously covered

Use this area to describe services and / or products not already mentioned in the Vendor's proposal that may be of interest to Timberland Regional Library.

## 4 Evaluation of Proposals

TRL's project team will evaluate the RFPs. The evaluators will consider how well the proposed solution meets TRL's requirements as described in the RFP. It is important that the responses be clear and complete to ensure that the evaluators can adequately understand all aspects of the proposal.

Evaluation Factors. Selection of finalists will be primarily evaluated according to the following criteria:

- Quality, clarity, and completeness of the proposal. Adherence to requirements for RFP preparation, vendor viability, and strength
- Ability to meet TRL's functional and technical requirements
- Equipment ease of use
- Compatibility and integration with existing hardware and software
- Vendor's experience on similar projects
- Company's financial stability
- Ongoing support
- Ability to provide local service and support
- Price
- Proven reliability of service
- Software demos
- Total cost of ownership

The evaluation factors identified above reflect a wide range of considerations. While cost is important, other factors are also significant. TRL may select other than the lowest cost solution. The objective is to choose a vendor capable of providing a reliable and integrated solution within a reasonable budget. All proposals will be evaluated using the same criteria.

Criteria	Weight
1. Responsiveness of the written proposal to the purpose and scope of service	10%
2. Equipment Quality and Features: Ability of the vendor to meet the Vendor and System Requirements	30%
3. Vendor's Experience and Technical Support: Experience in successful implementation and maintenance, as well as dedicated resources and technical support during and after implementation.	25%
4. Cost: Amount of Proposed cost of system, installation, conversion, training, licensing, and annual software maintenance.	35%

**Notification-** Based on the evaluation of the RFP's TRL will select a Short List of up to three vendors and invite them to participate in Equipment Demos. The selected vendors will be notified in writing or email by the date indicated in Section 1.

**Pre-Demo Meetings-** Once the Short List of vendors has been identified they will be invited to participate in a Pre-Demo Meeting with the Project Team. The

purpose of this meeting will be to allow the vendor time to acquire additional information about the scope of the project and to review any questions about the Demo Script presented to the vendors. Customer references may be requested prior to the software demonstrations.

**Scripted Demos-** The functional and technical product Demos will be presented to TRL by the top two to four Short Listed vendors according to a pre-defined script issued by TRL. All vendors must follow this script during their Demo process. The evaluation criteria for the Demo process will include adherence to the script as well as the ability to successfully demonstrate the product's ability to meet the functional and technical requirements. TRL reserves the right to request additional information, interviews, follow-up demonstrations, or any other type of clarification of proposal information it deems necessary to evaluate the final vendors.

**Post-Demo Technical Evaluation-** In addition to scripted functional demonstrations, TRL may request a more extensive technical Demo. This Demo will be scheduled on an as-needed basis for the Short Listed applications.

**Implementation Vendor Selection-** Once TRL has completed the selection of the equipment they will determine if a separate implementation vendor selection project is necessary. TRL reserves the right not to select the implementation partner that responds to the RFP or demonstrates the equipment on behalf of the vendor.

**Site Visits-** TRL may choose to conduct site visit(s) to the vendor's headquarters and/or vendor's clients as part of the evaluation process. The site visits may be used to determine the successful vendor and will be conducted following scheduled equipment demonstrations of the Short-Listed vendors. Evaluation of the vendor client sites will be based on the following:

- Assessment of the vendor's service during system implementation.

- Assessment of the quality of vendor's ongoing support.
- Overall user satisfaction with the system.

**Contract Award and Execution-** TRL reserves the right to make an award without further discussion of the proposal submitted. TRL shall not be bound or in any way obligated until both parties have executed a vendor contract. TRL also reserves the right to delay contract award and/or not to make a contract award.

**Turn-Key Project-** TRL is seeking a turn-key implementation of the equipment contemplated by this RFP. The Vendor shall provide all labor, equipment, materials, supplies, transportation and services necessary for, or reasonably incidental to, the complete performance of any agreement resulting from this RFP. Vendor must include in its price all design, engineering, system and application database development (including in-depth user interviews for user feature configurations), integration, delivery, installation, testing, training and warranty costs associated with all elements of the proposed system.

## 5 Terms and Conditions

The following terms and conditions apply to this RFP and are not inclusive of all terms and conditions in the final contract.

**Business License and Taxation-** The successful vendor and all subcontractors must hold valid business and professional licenses and registrations that may be required by the State of Washington and TRL.

**Insurance Requirement-** The vendor awarded the contract will be subject to TRL's requirements for insurance reflecting the minimum amounts and conditions as defined by TRL.

**Workers' Compensation-** The vendor shall procure and maintain for the life of the Contract/Agreement Workers' Compensation Insurance covering all employees with limits meeting all applicable state and federal laws. This coverage shall include Employer's Liability with limits meeting all applicable state and federal laws. This coverage shall extend to any subcontractor that does not have their own Workers' Compensation and Employer's Liability Insurance.

**Proposals – Public Information-** TRL will attempt to protect legitimate trade secrets of the Vendor. Any proprietary information contained in the Vendor's proposal must be clearly designated and shall be labeled with the words "Proprietary Information". Marking the entire proposal or any one or more of the major sections as proprietary will neither be accepted nor honored.

The Vendor should be aware that TRL is required by law to make certain records available for public inspection with certain exceptions. The Vendor, by submission of materials marked proprietary, acknowledges, and agrees that TRL will have no obligation or liability to the Vendor in the event that TRL must disclose these materials.

**Copyright and Confidentiality-** Selected vendor shall maintain strict privacy of all TRL records, data' and files (regardless of media), including any copyrighted material received from TRL.

**Prime Vendor-** It is recognized that multiple Vendors may wish to combine their resources in responding to this Request for Proposal. A Proposal with such a combination is acceptable, provided that the complete Proposal contains all required information, and indicates which Vendor shall be responsible for each of the components that make up the complete system. In addition, one of the Vendors shall be designated as responsible for the complete definition, delivery, integration, implementation, and maintenance of the system, referred to as the prime vendor.

Bidders must warrant to TRL that software specifications, capabilities, and performance characteristics are as stated in the proposal and accompanying documentation. Submission of a Proposal will represent your agreement to these conditions.

**Litigation/Jurisdiction/Venue-** Should either party bring any legal or equitable action, the prevailing party in such action shall recover, in addition to all other relief, its reasonable attorney's fees and court costs to be fixed by the court. Any and all such court action shall take place and be vested solely in the Superior Court of Washington.

**Payment-**TRL will pay invoices submitted by the selected vendor as progress is made on the implementation project and agreed upon service stipulated in the final agreement. Prior to payment, invoices will be reviewed to determine if billing is reflective of actual agreed upon project progression and performance. Upon acceptance of the billing by TRL's Project Manager the payment will be processed and submitted to the vendor. Payment terms must adhere to the State of Washington codes and regulations.



**Satisfaction of TRL Attorney-** The acceptance and subsequent award of a submitted proposal shall be at the review and satisfaction of TRL's Attorney and TRL's Project Manager.

**Choice of Laws-** The contract/agreement shall be subject to and interpreted pursuant to the laws of the State of Washington.

**Warranties-** All warranties must be clear, concise, and in writing. Warranties shall be specific as to what is and is not covered along with the exact term (in calendar days) of each covered item. Warranties shall cover all individual modules, supplied or created interfaces, and any ancillary product that is purchased from the awarded vendor. In addition, the awarded vendor will warrant and guarantee the seamless integration and interface of modules proposed herein. Bidders must warrant to TRL that software specifications, capabilities, and performance characteristics are as stated in the proposal and accompanying documentation. Submission of a Proposal will represent your agreement to these conditions.

**Software Versions-** TRL will not accept Beta versions of the software. All applications are to have a referenceable install base and thorough testing.

# Appendix A

This section includes details on the physical spaces for the automated materials handling solutions at the TRL Administrative Service Center, Olympia Timberland Library, and Lacey Timberland Library.

## Administrative Service Center | Central Sorter

The sketches and illustrations that follow are intended to show conceptual designs. Vendors will need to verify measures and produce finished plans for the installation of the AMH system, including power and data requirements.

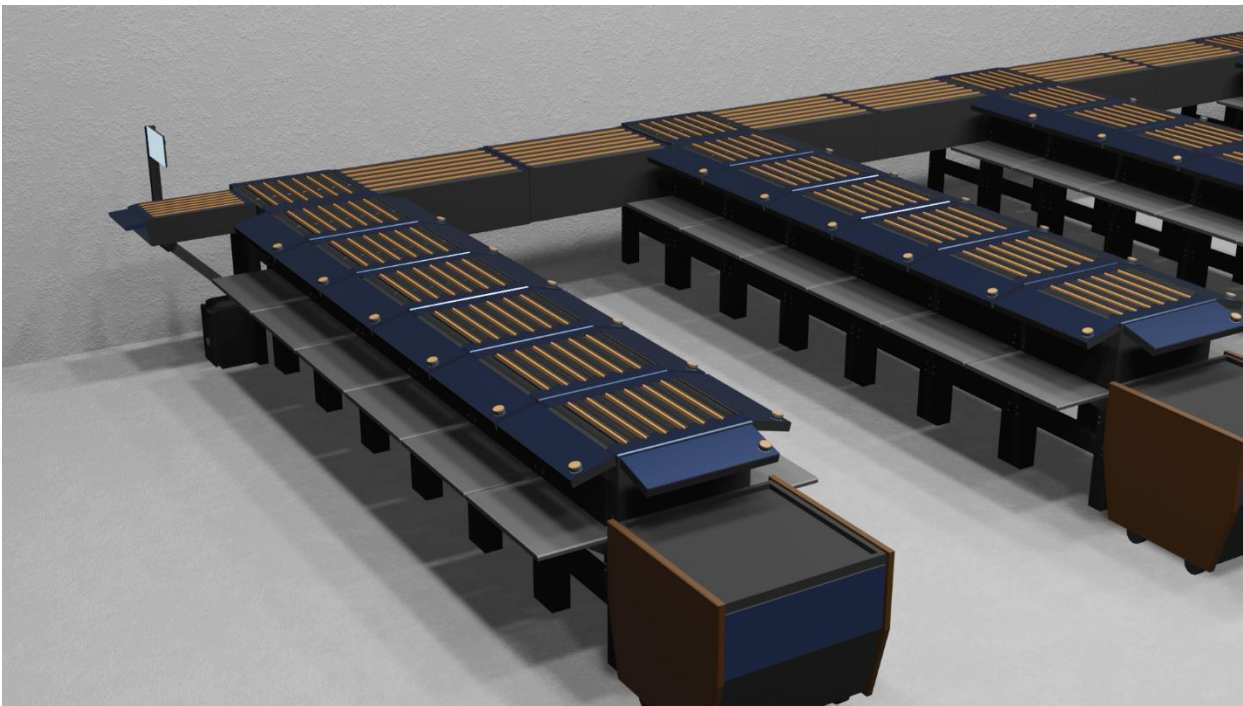


Figure 1 Front concept rendering showing staff induction and possible layout.

The concept design illustrated for the Central Sorter is designed to fit into the existing courier space, leaving open access from delivery doors to our Collection Services, space for staging outgoing totes, and our mailing department (not illustrated).

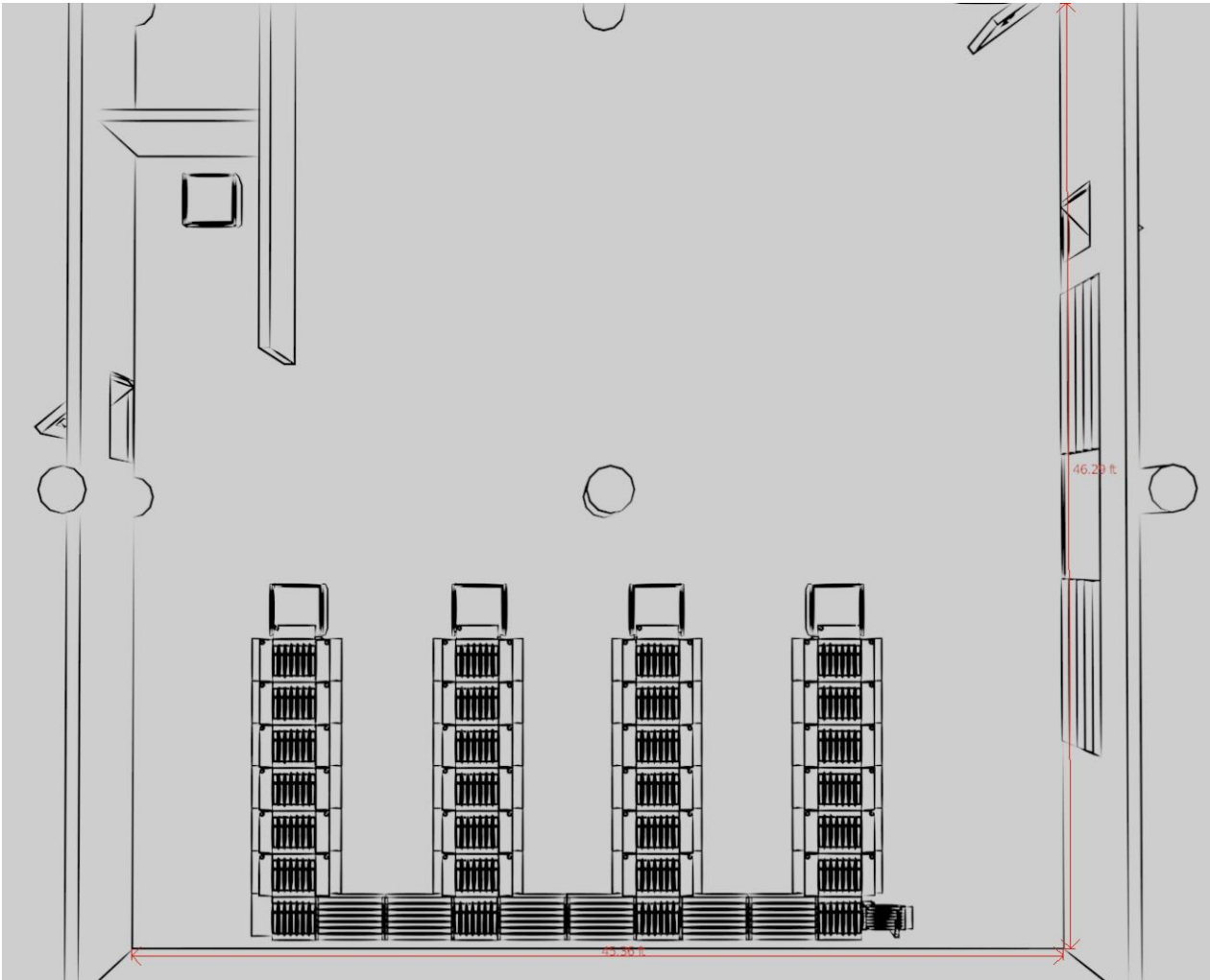


Figure 2 Central Sorter Concept Sketch Top View

The room is ~45.3' x 46.3'. The concept design provides for **53 sort destinations**, 1 staff induction point (with the option of adding a staff induction at the opposite end), while maintaining adequate distance between the arms of the sorter.

The staff induction point is located on the end where the courier vans will unload. Room remains to stage outgoing deliveries on the other side of the central concrete pillar while maintaining a clear walkway through the room.

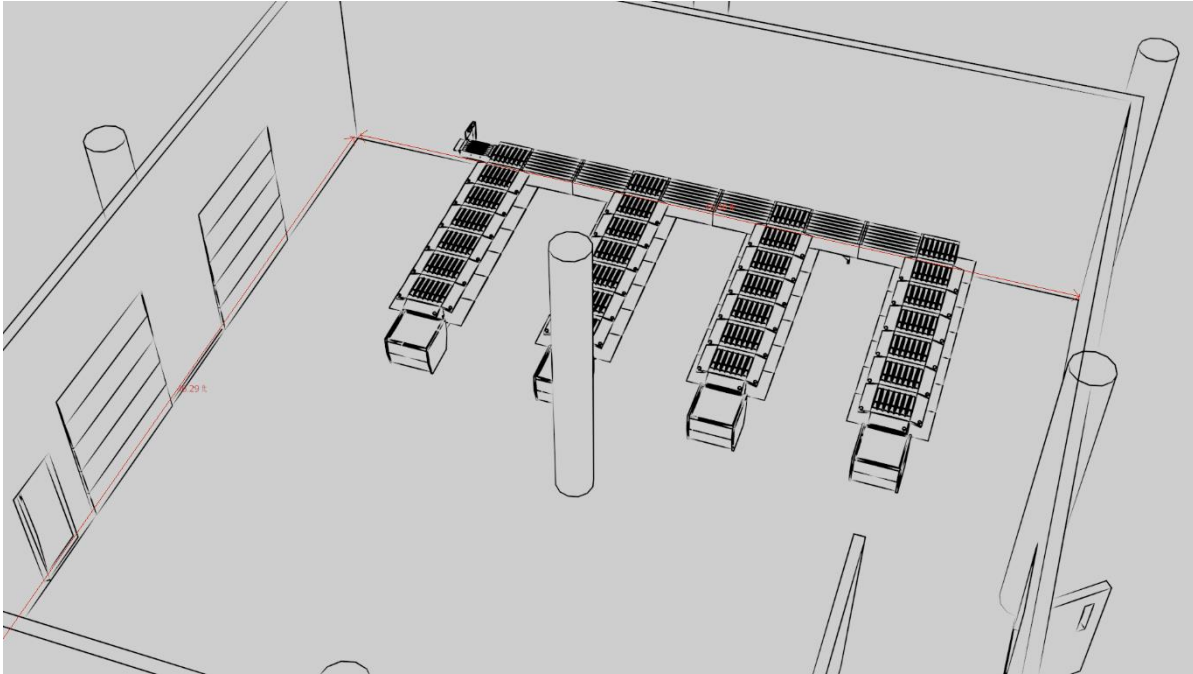


Figure 3 Central Sorter Sketch Perspective Top View

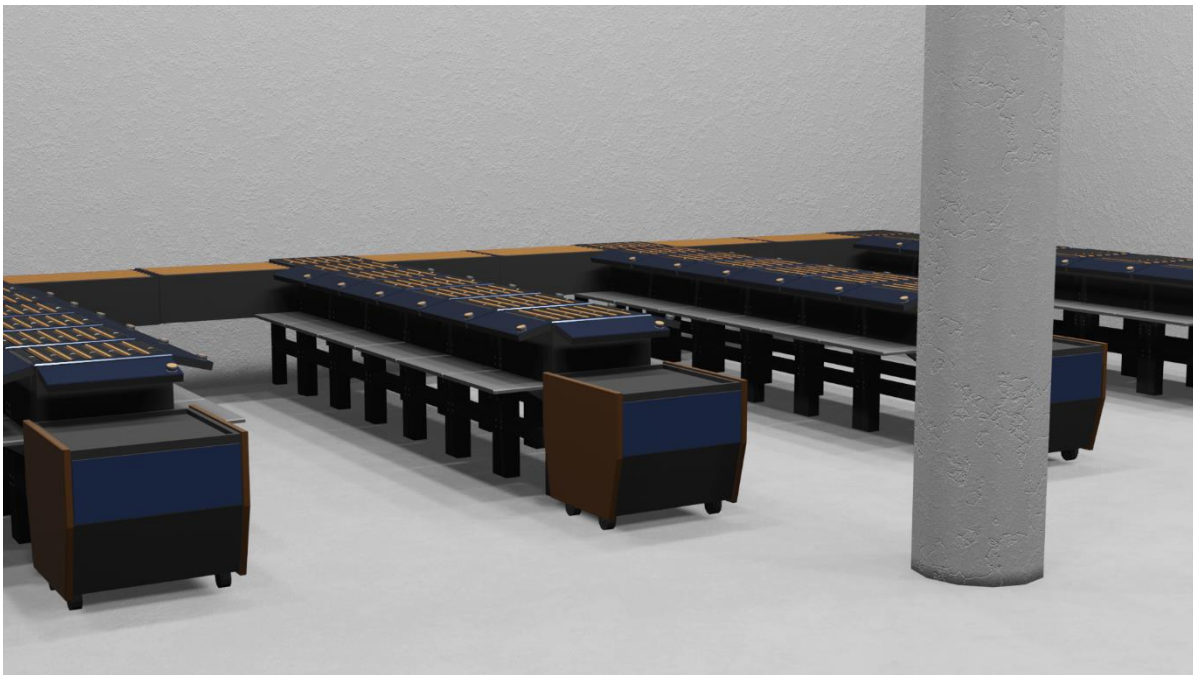


Figure 4 Central Sorter Rendered Side View





Figure 5 Existing Courier Space

The existing shelving around the space will be removed to allow the installation of the Central Sorter.

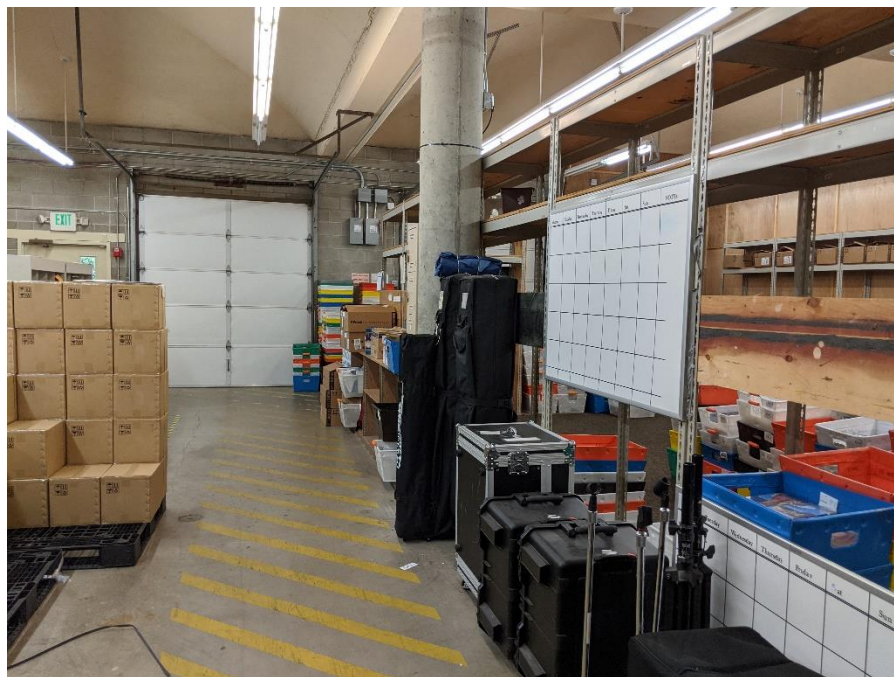


Figure 6 Walkway must remain clear

The Central Sorter must be able to be operated by a single staff member. At times, two may be present to work, one inducting while the other monitors and pulls totes.

## Olympia & Lacey TRL | Branch Sorters

Both Olympia and Lacey have similar spaces available for branch sorters with a single staff induction point.



Figure 7 Branch Sorter Concept

Each location has between 14' to 15' available along a wall, allowing up to 5 bins and the possibility of a holds cart next to the operator.

Alternate designs must fit into the existing space without requiring structural modification. Include itemized pricing for the proposed solution.

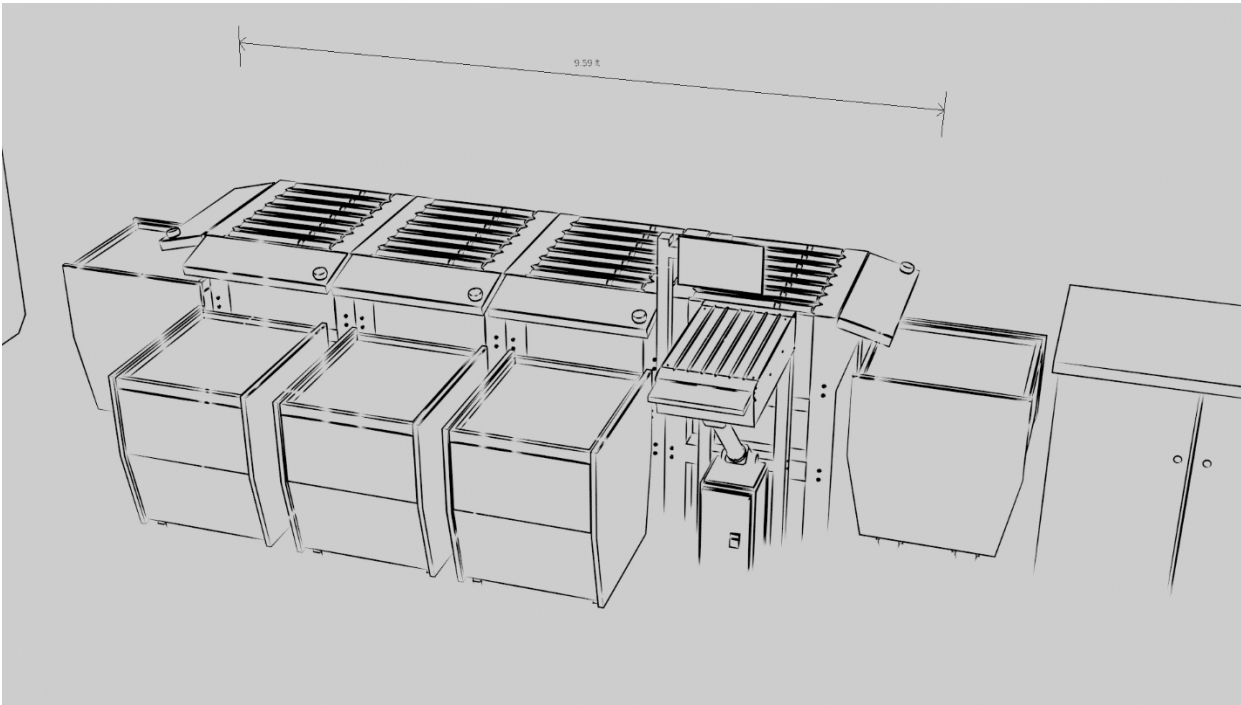


Figure 8 Branch Sorter Concept Sketch

In both locations, there is also the possibility of adding a patron induction point with a single bin. Vendors should list that as an optional feature.

## Olympia Existing Space

The existing space available sits between the counters and the wall.

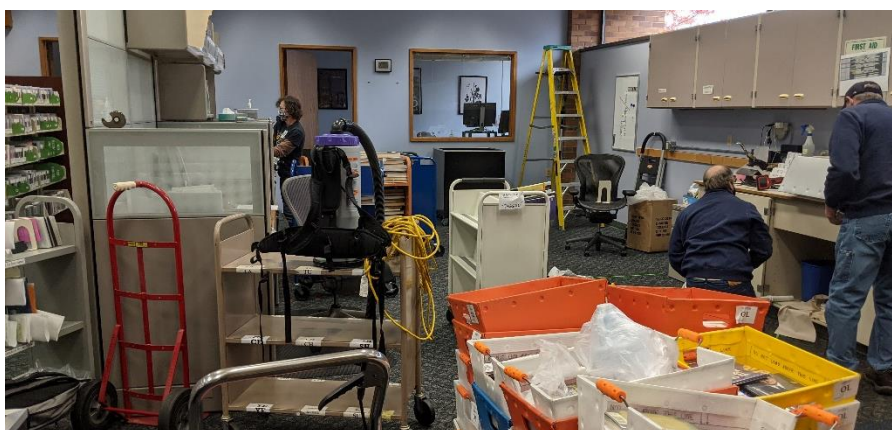


Figure 9 Olympia TRL Available Space (ladder and chair in space)



## Lacey Existing Space

Lacey's processing area is currently occupied by a desk and computer station, which the branch sorter would replace.

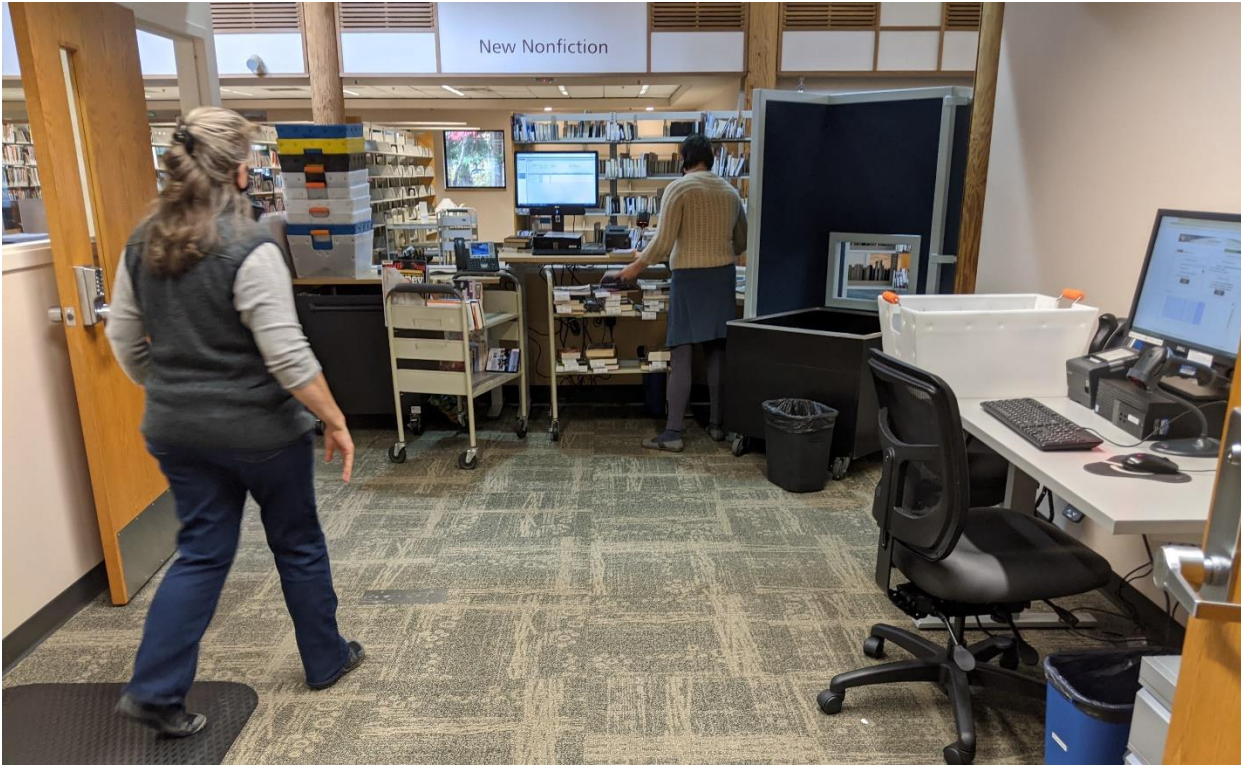


Figure 10 Lacey TRL Available Space (Right Side)

Lacey's return bin is an optional location for a single bin patron induction.



# Appendix B

This section includes additional data regarding the workload at each of the three locations and the district.

## Items sent in Transit

In 2019, the library sent 1,173,158 items in transit between locations, an estimated 58,658 boxes.

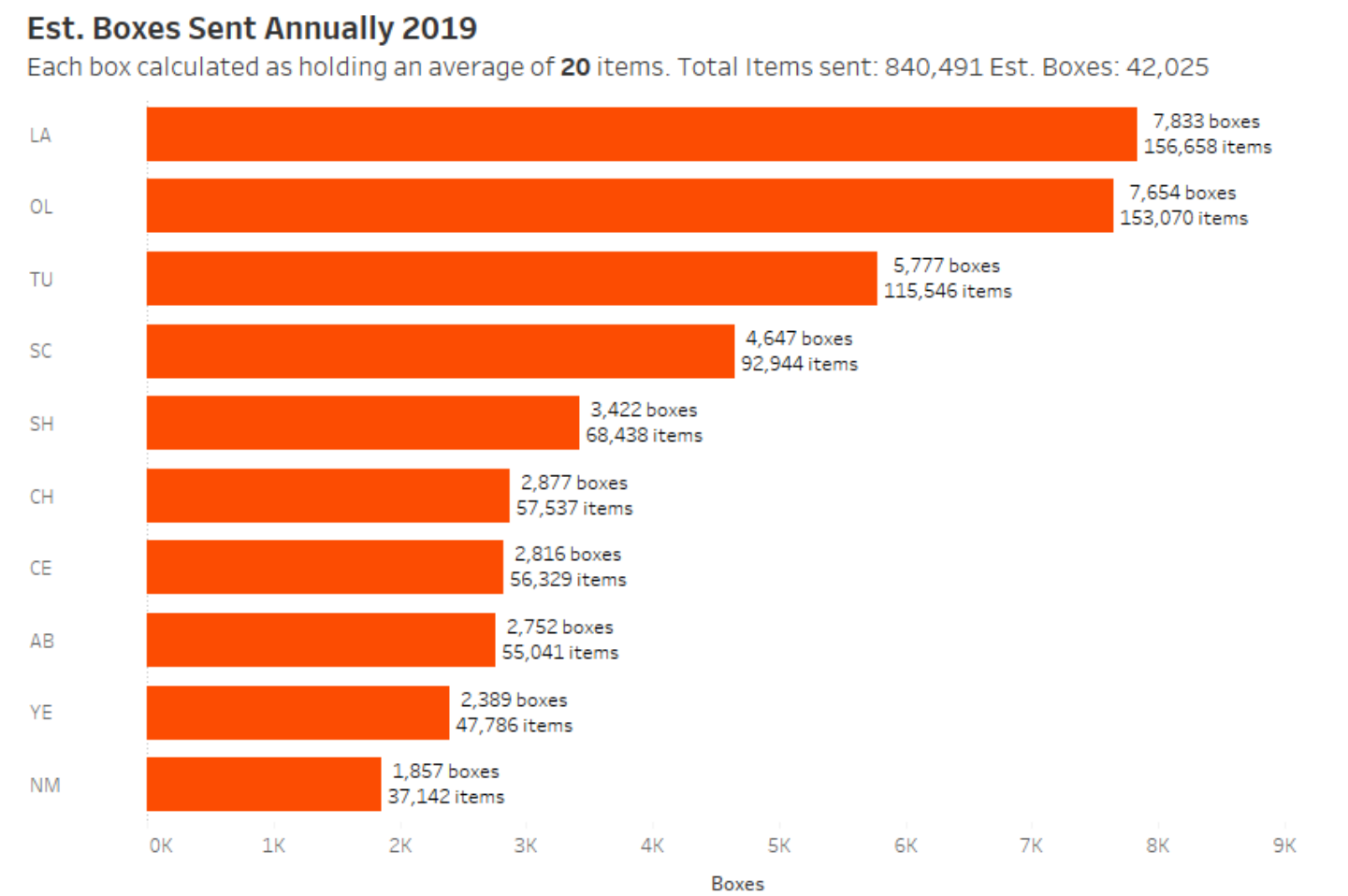


Figure 11 Top 10 Sending Libraries

The Top 10 locations accounted for 840,491 items / ~42,025 boxes – **72%** of the total. Note, the “SC” location is the Administrative Service Center. Although it is

the 4<sup>th</sup> location on the list, that only includes items sent in transit (primarily new materials) not the number of items sorted at SC (since boxes sent in transit are brought to the Service Center for sorting).

The top 2 locations are the libraries that will have branch sorters. The first four locations are in Thurston County, with the highest population in the district.

### Est. Boxes Sent Annually 2019

Each box calculated as holding an average of **20** items. Total Items sent: 241,349 Est. Boxes: 12,067

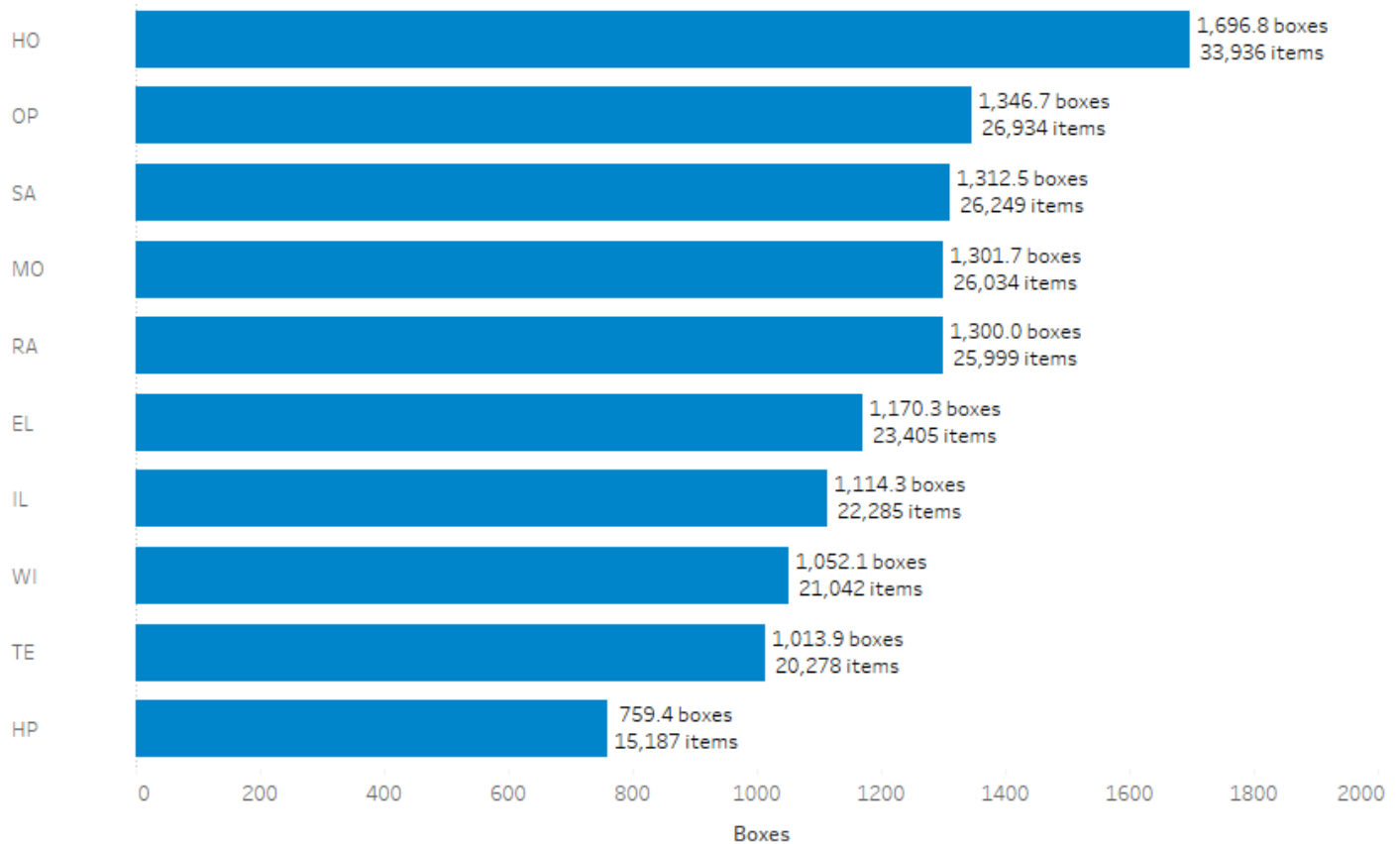


Figure 12 Middle 10 Sending Libraries

The middle 10 locations sent 241,349 items / ~12,067 boxes – **21%** of the total.

### Est. Boxes Sent Annually 2019

Each box calculated as holding an average of **20** items. Total Items sent: 90,652 Est. Boxes: 4,533

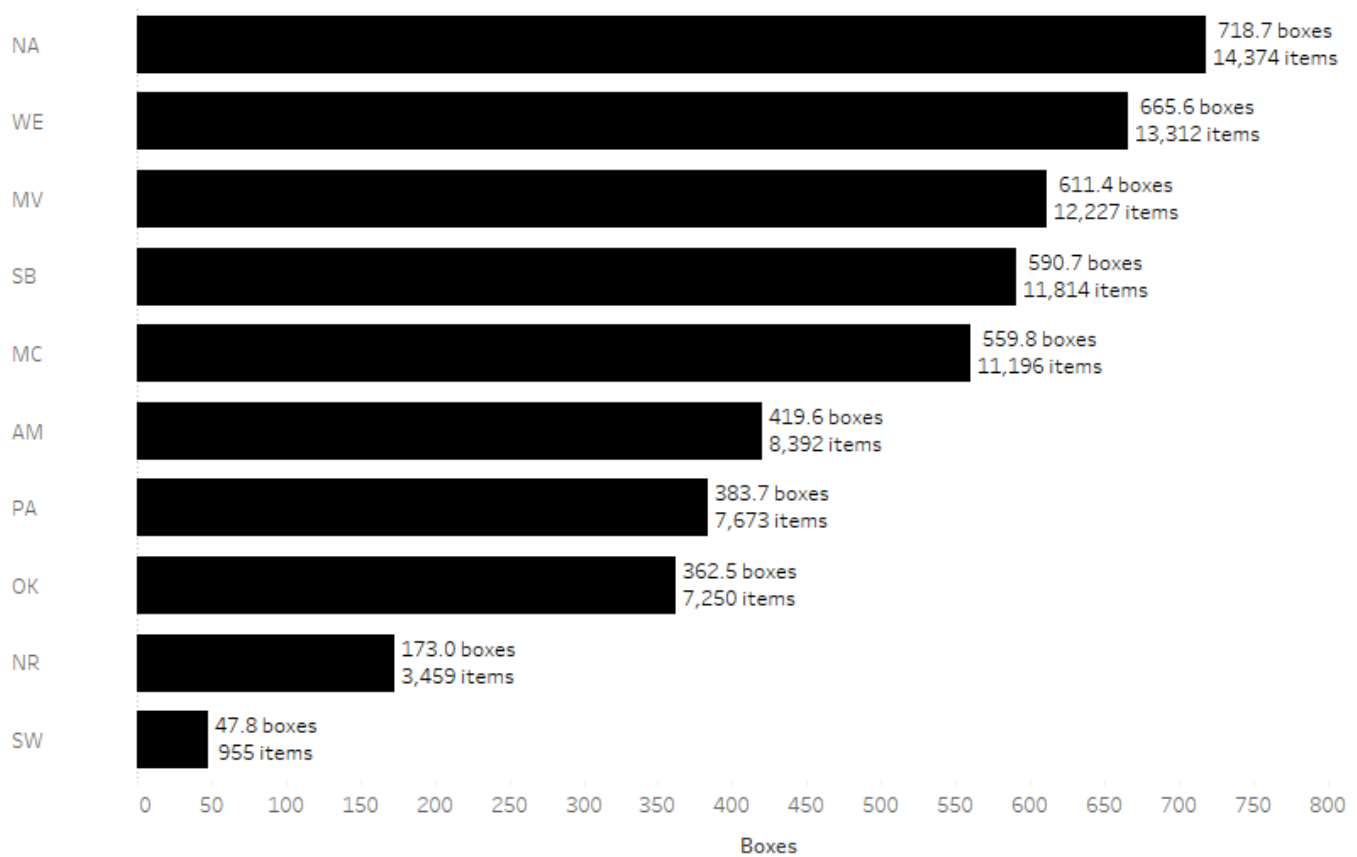


Figure 13 Remaining 10 Sending Libraries

The final group of libraries also includes two cooperative school libraries in the district. Together this group sent 90,652 items / ~4,533 boxes – **7%** of the total items sent.

## Transit Breakdown

Holds make up most of the items sent in transit, **74-75%** most years (different in 2020 with pandemic closures).

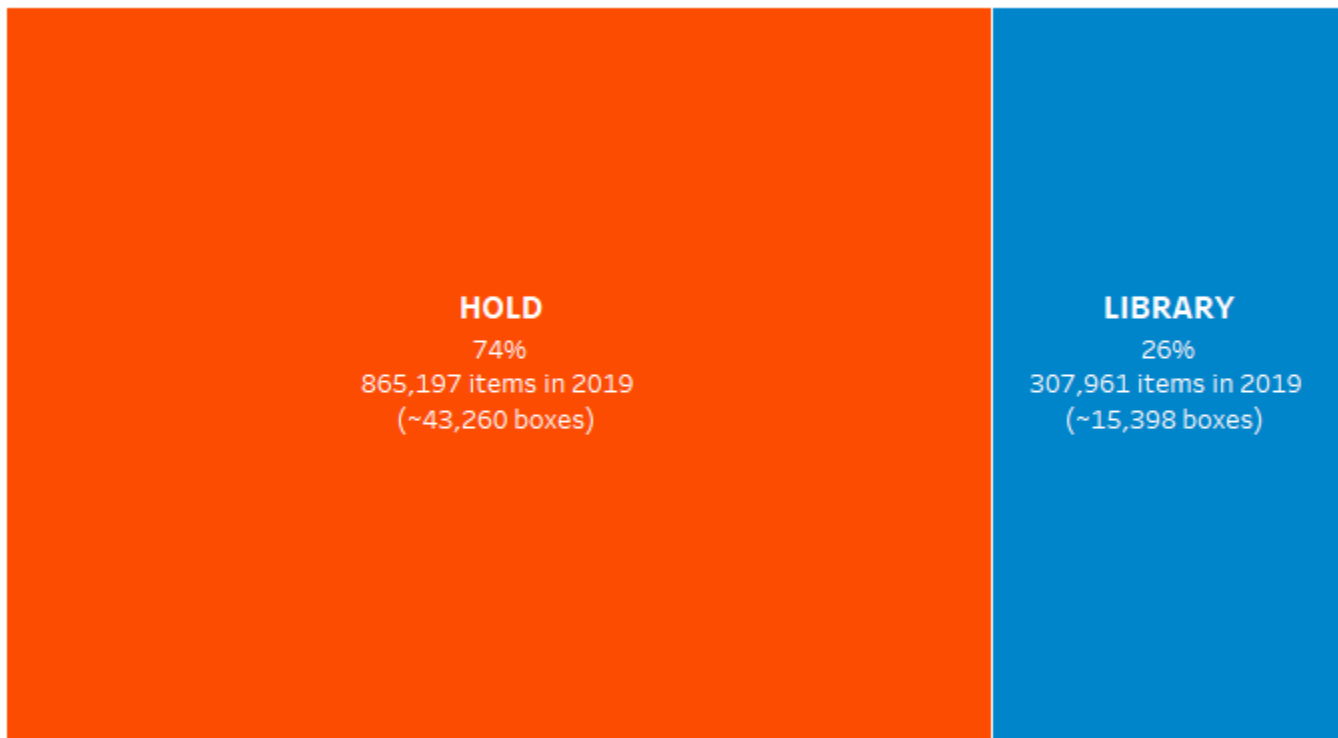


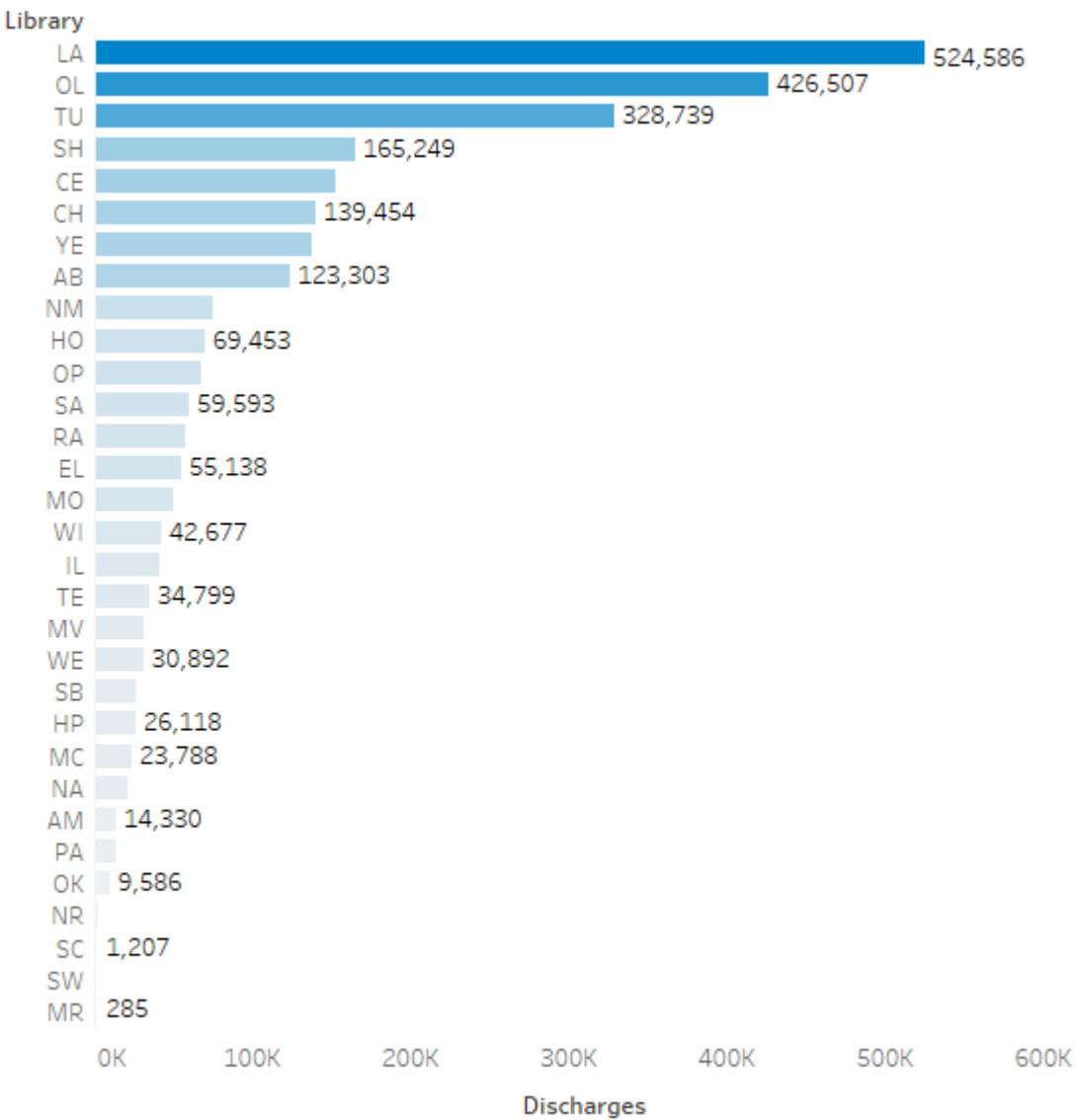
Figure 14 Breakdown of Hold Reasons (2019)

TRL **floats** most collections, including fiction, media, and new materials. The largest collection not floating currently is non-fiction, though that will change in 2021. Floating non-fiction will shift the breakdown to primarily holds.

In the proposals, TRL is interested in details regarding the AMH capability to print hold slips.

# Items Discharged

In 2019, the libraries discharged 2,752,192 items.



Together, the Olympia and Lacey libraries account for **34.5%** of the items discharged in the district.

The lower 15 locations accounted for **10%** of items discharged. We are considering having those items sent directly to the central sorter to be discharged and free staff time for other patron services.

## Courier Services

Timberland employs operations assistants that courier material between the libraries. They don't run daily this year, although in the past they have done 4-5 days per week.



Figure 15 Current model of van used

Larger locations in Thurston county receive more frequent deliveries than more rural locations based on materials to be delivered to libraries and the number of boxes waiting to be picked up.