September 19, 2023

Ms. Rachel Hadidi
Director, Little Elm Public Library
Little Elm Public Library
100 West Eldorado Parkway
Little Elm, TX 75068-0129

Dear Ms. Hadidi:

This letter provides clarification regarding the unique attributes of the 24-Hour Library proposed by John Himes as an upgrade to your existing EnvisionWare system.

EnvisionWare is *unique* in the library community as the only vendor that provides a level of comprehensive services aimed at public library self-service and operational efficiency.   As a customer using EnvisionWare time and print management, you already know about the focus on patron self-service with intuitive designs that can free staff from tedious, repetitive tasks and empower patrons to do more for themselves.

EnvisionWare created a market for a free-standing, self-service remote 'branch' with the introduction of the 24-Hour Library, the first system successfully deployed to expand the reach of the library into underserved areas that cannot justify the expense of a brick-and-mortar branch. In keeping with EnvisionWare's principles of making the most of any investment, the system offers a broad range of services which make it peerless in the library community.

The 24-Hour Library's *unique array of services* include:

- *Full patron circulation experience:* Patrons can check in, check out, browse, return, and renew items (including items not present), 24 hours a day, 7 days a week.
- *Checkout of electronic resources:* The 24-Hour Library uniquely brings digital media to your patrons. You can setup the program display as a browsing station for eBooks and use the incorporated Wi-Fi for patrons to select and download electronic resources. This brings a plethora of new titles into the hands of your users and again replicates traditional library services into a self-service location.
- *Pay fines and fees (optional):* The optional payment system can be used to unblock 24-Hour Library users that owe fines over the threshold. It can also be used for patrons to place funds on deposit, which can then be used with all EnvisionWare self-service applications to pay for printing, copying, faxing, scanning and fine payment. In addition, the credit card terminals can be integrated into our library point of sale system.
- *Hold pickup management:* As a patron enters his or her library card, the system detects the presence of one or more holds for them. In the fully automated mode, the system starts dispensing all that user's holds. If the user doesn't want a title, they can instantly return the item. By dispensing all holds for that borrower (rather than asking a patron to pick each hold item he or she wants to dispense) items flow through the holds queue more quickly, rather than sitting on the shelf until they expire.
- *Automated expired hold management:* If a hold expires and the user has not picked up the requested item, the system will automatically dispense the expired item(s) into a specific bin. This automated process frees staff from the tedium of pulling holds.

- ***Multi-user functionality:*** One of the most powerful and unique attributes is multi-user visual browsing. Multiple users can scan the shelves to see the book spines, meaning that more than one person can engage with the system at a time. In fact, several people can browse while one is checking out and another is downloading an eBook.
- ***Internet access:*** The 24-Hour Library comes with a 2-channel Wi-Fi access point. One channel can be open to the public, replicating the same Internet access that is available at your existing libraries. The other is a VPN to be used by staff if they come to the site to conduct a registration or outreach event.
- ***Automated material sorting:*** The 24-Hour Library is the only system that incorporates a complete automated materials handling system. It can sort returns to make pickup of materials a seamless experience. Furthermore, the cost of a stand-alone AMH system is about equal to the price of the complete 24-Hour Library, illustrating considerable value.
- ***Library branding, marketing, and promotion:*** The system has lightboxes to provide bright and engaging library branding. EnvisionWare creates the film from the artwork provided by the library. Additionally, EnvisionWare's unique Library Marketing Kits provide materials for signage including recommendations for road sign designs that can lead patrons to the new 24-Hour Library location.
- ***Security monitoring and recording:*** The 24-Hour Library includes external and internal cameras and a 30-day DVR so you can watch activities from a remote location. EnvisionWare support can look at a recording from the internal camera to diagnose technical issues.
- ***Firewall protection:*** A complete router/firewall is included in the system to ensure optimal security, setup of a VPN for secure staff communications, and seamless integration with the library's network.
- ***EnvisionWare exceptional in-house installation, service, and support:*** The entire implementation process is high-touch. A consultant will be assigned to oversee the entire project. The Site Planning Guide available in the Customer Center, coupled with the consultant's experience at installing these systems across North America, ensures a successful end-to-end experience. This covers planning and preparation of the foundation and covering to the final delivery and setup of the system. Upon purchasing, the Professional Services team schedules an on-site session to train staff in the differences between traditional branch operation and 24-Hour Library management. This covers everything from how holds are uniquely managed to how to change the setup of the ILS for hold notifications. The 24-Hour Library arrives pre-configured and pre-tested. It is bolted to the slab in compliance with earthquake guidelines. Seamless integration also means a single point of contact for service. You have the assurance of a stellar experience for installation and ongoing exceptional customer service experiences.

We appreciate your consideration of this upgrade to your existing EnvisionWare solutions. If you have any questions after reviewing the enclosed information, please do not hesitate to contact me.

Sincerely,

John C. Dexter
General Manager

Cc: John Himes, Sales Consultant, Circulation Solutions – South Central

ENVISIONWARE®

Enriching Public Library Service Inside and Out

EnvisionWare, Inc.

3820 Mansell Road, Suite 350, Alpharetta, GA 30022
Toll Free 800.216.8370 International+1 678.382.6500

Quotation
US-82279

9/20/2023

Bill To

Finance Dept
Town of Little Elm
100 W Eldorado Pkwy
Little Elm TX 75068
United States

TOTAL
$180,325.00
Quote Expires: 12/19/2023

Federal EIN	Currency	Terms	Sales Rep
58-2424595	US Dollar	*50% Dep|Bal-30| Services-Accept	Himes, John

Quotation Title	Memo
24L-340D	24L - 340D - Base Quote - Outdoor Install

Qty	Item / Description	Ship To	Unit Price	Amount
1	**24L-340D** 24-Hour Library™ Main System - 340 Item System Delivers 24/7 library services including check out, return, item renewals, (2) large touch screen displays for program information, OPAC, ebook downloads or other library services, (1) display for branding, 340-item shelving capacity, 1,000 item 14-bin sorter for returns Includes: - Heating system - 1D/2D card/smartphone barcode scanner for patron cards and items - RFID and barcode detection for items and patron cards - Custom Sign Artwork/Design - Shelving step, supplies - Delivery minimum 12 weeks after confirmation of site plan *! REQUIREMENTS !* - ILS: SIP2 interface with Booksort extensions (Millennium/Sierra requires optional SIP2 sorter API) - Internet Connection - 120V 20A Power for system (+120V 60A service for heater operation in cold climates) - Overhang or canopy NOTE: Installation where an EnvisionWare canopy is NOT used requires written certification by Product Management. - Installation and Project Management required and not included - varies by requirements # OPTIONS # - eCommerce Self Service, Terminal, ECS Kiosk Terminal Bracket - Customer Central Management Control Licenses - Canopy (Important: 5 Month lead time from date order is placed)	24-Hour 340D - Aubrey	$149,900.00	$149,900.00

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Qty	Item / Description	Ship To	Unit Price	Amount
	SUBTOTAL Hardware *SUBTOTAL for Hardware*			$149,900.00
1	**CM Control** *ENVISIONWARE CENTRAL MANAGEMENT CONTROL LICENSES - For installation on network IT or staff computers. The Control License provides remote connectivity to CM Clients that are on host computers or OneStop stations. Staff can use a control license to remotely interact with patrons and update systems from a central location.*	Main	$125.00	$125.00
1	**CM Gateway** *ENVISIONWARE CENTRAL MANAGEMENT GATEWAY is a single license to create a broker service between the CM Clients on your network, your CM Controls, and EnvisionWare Support via the Internet.* *+ Requires opening one port on your firewall to EnvisionWare's IP address range.*	Main	$165.00	$165.00
3	**CM Client** *ENVISIONWARE CENTRAL MANAGEMENT CLIENT - Install on OneStop computers or host systems. When a Control license is installed on a staff computer, staff can interact with patrons using self checkout or other computers running the CM Client. Staff can view station screens in stealth or alert mode and update systems.*	Main	$35.00	$105.00
	SUBTOTAL Items *SUBTOTAL for Items Above*			$395.00
1	**PS Rigging** *PROFESSIONAL RIGGING SERVICES for Remote Library Products* *Offload, place item and secure in place* *- Includes oversize forklift, equipment rental and labor team*	Main	$5,980.00	$5,980.00
80	**PS-HR-UM** *ENVISIONWARE PROFESSIONAL SERVICES - Consulting services at the hourly rate for customers under maintenance.* *- Quotations provide an estimate - actual time is billed.* *- The minimum charge is 1 hour.* *- The minimum for an onsite hourly project is 8 hours per day plus the actual first and additional flat fee expense charges.*		$195.00	$15,600.00
1	**PS-EXPFF-U 1st Day** *ENVISIONWARE PROFESSIONAL SERVICES - FLAT FEE FOR EXPENSES - First of Every Five Days Onsite. No partial days.*		$1,250.00	$1,250.00

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![EnvisionWare logo]
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Qty	Item / Description	Ship To	Unit Price	Amount
4	**PS-EXPFF-U Additional Day** *ENVISIONWARE PROFESSIONAL SERVICES - FLAT FEE FOR EXPENSES - Additional Days After First. Maximum (4) additional days before an additional First day is required.*		$400.00	$1,600.00
1	**PS-IC-TRAVEL** *ENVISIONWARE IMPLEMENTATION TRAVEL TIME – PER TRIP* ** Flat fee for travel time, per round trip, related to onsite professional services.* *++ This price does not include any of the fixed travel costs (Continental US) or billed expenses (Outside USA) items when onsite services are requested.*		$600.00	$600.00
	SUBTOTAL Services *SUBTOTAL for EnvisionWare Professional Services*			$25,030.00

Subtotal	$175,325.00
Discount	
Freight	$5,000.00
Tax	$0.00
PST-CA	

Freight charges are estimated; actual charges will be billed.

Send your purchase order or email confirmation to:
EMAIL : orders@envisionware.com | **FAX** : +1 678.382.6501

Use of EnvisionWare, Inc. Products is subject to the terms and conditions in the end user license agreement found at: http://system.envisionware.com/terms. By signing this quote or issuing a purchase order, you indicate your approval of EnvisionWare's terms and conditions.

Signature: _____ Date: _____

Total	**$180,325.00**

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