

4/4/2022

City Colleges of Chicago  
180 N. Wabash Ave.  
Chicago, IL 60601

*Bibliotheca LLC*  
3169 Holcomb Bridge Road  
Norcross, GA 30071  
800-328-0067  
sales-us-contracts@bibliotheca.com

Dear Daniel:

We look forward to the continued partnership with City Colleges of Chicago. As we have previously relayed to you the former 3M Library Systems has merged with Bibliotheca, LLC. However, the quality RFID, self-checkout, collection management, AMH products and service as well as the people at 3M Library Systems are still here to meet the immediate and future needs of your library system.

The entire former 3M Library System management team have moved across to Bibliotheca. All former 3M employees who were part of the library business were offered positions in the new company. We're truly dedicated to combining the best of 3M with bibliotheca, and it's the people that are the most important part of this.

Bibliotheca requests consideration from City Colleges of Chicago as the sole source provider of service for the library's 3M Library System Equipment. 3M has been manufacturing and servicing 3M security, productivity and information management solutions in libraries for more than 40 years. Please let us review some of the rationale to justify our claim.

- 3M is the developer and sole manufacturer of the 3M Library System Equipment in the College of DuPage. These assets have now been purchased by Bibliotheca.
- Bibliotheca maintains patents and patents pending on certain parts of the 3M Library System Equipment at City Colleges of Chicago.
- Bibliotheca currently provides comprehensive service to City Colleges of Chicago.
- 3M Library System Equipment components are part of a matched component system that includes service, security gates, staff workstations, patron self-service devices, and applicators that apply the RFID tags to books and other items.
- Bibliotheca provides the only factory authorized service offering with technicians trained and equipped to maintain your 3M equipment in peak operating condition.


### **Maintenance Purchase**

Service Agreements can only be purchased through Bibliotheca. Bibliotheca provides the only factory authorized service offering with technicians trained and equipped to maintain your 3M equipment in peak operating condition.

This service agreement for maintenance of your equipment during warranty period and after are based on the correct usage of 3M™ RFID Equipment. Bibliotheca provides the only factory authorized service offering with technicians trained and equipped to maintain your 3M equipment in peak operating condition. DecisionOne Corporation is the only Bibliotheca authorized on-site service provider in the United States. Service calls are placed by calling Bibliotheca Customer Service at 1-800-328-0067. Software support is provided by Bibliotheca and on-site support is provided by factory trained technicians from DecisionOne Corporation dispatched by Bibliotheca. Service Agreements can only be purchased through Bibliotheca.

Thank you for your interest in the service we provide for 3M Library Systems equipment. If there are any further questions or problems, please feel free to contact us.

Sincerely,



Mary Zilles  
**Sales Operation Manager**  
m.zilles@bibliotheca.com